# 2017 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

**14070 - UnitedHealthcare Community Plan (NM)**

June 2017

Prepared by:

**DSS Research**

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# Background and objectives

**Background.** DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2017 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

**Objectives.** Specific objectives of the 2017 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

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# Executive summary

**On the overall health plan rating, 14070 - UnitedHealthcare Community Plan (NM) performed similar to the 2016 plan result among the General Population and performed similarly among the 2017 CCC Population.**

- More than eight in 10 (82.91%) of the General population gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is similar to last year and similar to the 2017 Gen. Pop. UHC Average.
- More than three-quarters (76.42%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and significantly lower than the 2017 CCC Pop. UHC Average.
- The overall ratings and composite scores are summarized in the table below:

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| **Rating of Health Plan (% 8, 9 or 10) (Q54)** | 81.50% | 82.91% | 86.47% | | 75.88% | 76.42% | 84.37% | ◆ |
| **Rating of Health Care (% 8, 9 or 10) (Q14)** | 82.84% | 79.86% | 87.61% | ◆ | 78.41% | 80.12% | 86.28% | ◆ |
| **Rating of Personal Doctor (% 8, 9 or 10) (Q41)** | 86.77% | 89.46% | 89.45% | | 85.77% | 86.17% | 89.22% | |
| **Rating of Specialist (% 8, 9 or 10) (Q48)** | 77.27% | 85.96% | 86.18% | | 79.86% | 85.33% | 86.90% | |
| **Customer Service (% Always or Usually)** | 90.56% | 87.21% | 87.73% | | 85.16% | 86.60% | 88.23% | |
| **Getting Needed Care (% Always or Usually)** | 81.37% | 82.24% | 85.45% | | 80.07% | 80.33% | 87.97% | ◆ |
| **Getting Care Quickly (% Always or Usually)** | 87.61% | 86.80% | 90.00% | | 88.93% | 89.89% | 93.39% | |
| **How Well Doctors Communicate (% Always or Usually)** | 92.24% | 93.16% | 93.69% | | 92.63% | 93.63% | 94.67% | |
| **Shared Decision Making (% Yes)** | 84.21% | 76.39% | 79.38% | | 85.75% | 85.57% | 85.11% | |
| **Health Promotion and Education (Q8) (% Yes)** | 73.45% | 70.63% | 70.64% | | 77.36% | 77.71% | 76.78% | |
| **Coordination of Care (Q40) (% Always or Usually)** | 78.45% | 83.33% | 81.56% | | 79.71% | 79.55% | 82.64% | |
| **Access to Prescription Medicine (% Always or Usually)** | 81.76% | 84.03% | 92.78% | ◆ | 87.01% | 79.08% | 91.51% | ↓ ◆ |
| **Access to Specialized Services (% Always or Usually)** | 70.36% | 71.09% | 77.62% | | 75.12% | 68.90% | 77.21% | ◆ |
| **FCC: Personal Doctor Who Knows Child (% Yes)** | 87.62% | 88.58% | 90.00% | | 90.08% | 83.27% | 90.62% | ↓ ◆ |
| **FCC: Getting Needed Information (% Always or Usually)** | 87.28% | 86.32% | 88.95% | | 90.23% | 89.35% | 91.53% | |
| **FCC: Coordination of Care (% Yes)** | 69.86% | 79.45% | 74.99% | | 72.91% | 83.89% | 78.43% | ↑ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Executive summary

### Resources for improvement

### AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html

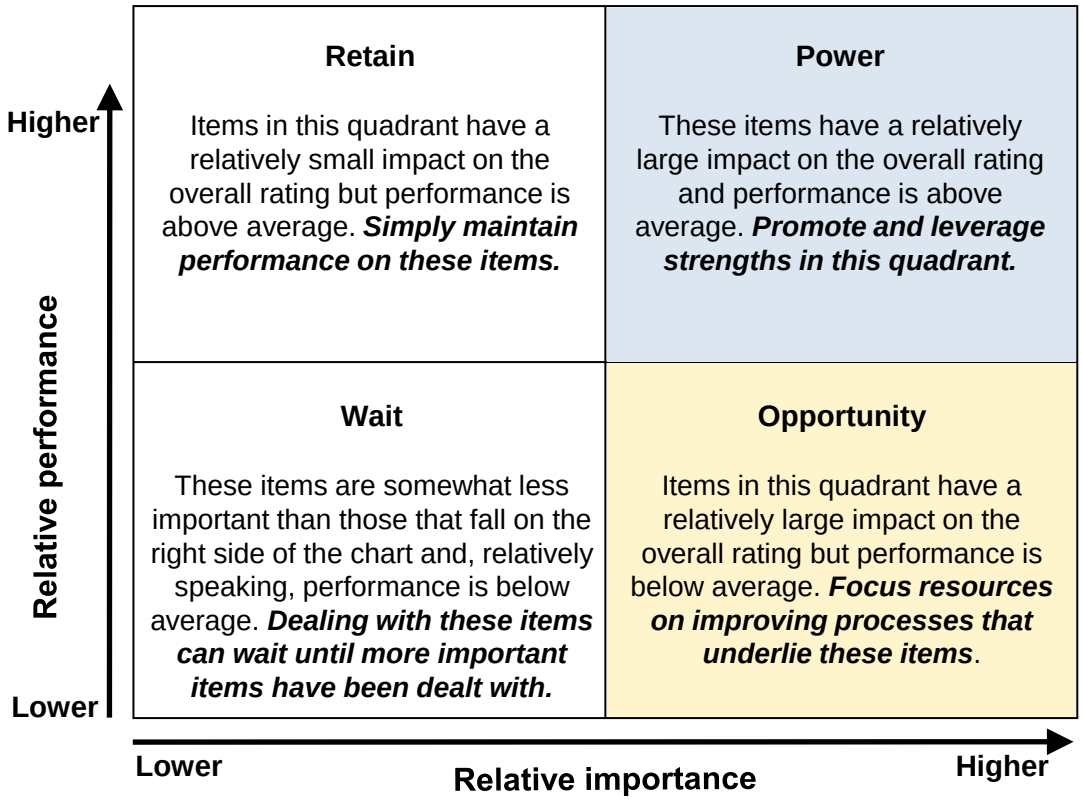
### Voice of the Member

DSS also provides feedback from adult consumers across the country with Medicaid coverage for their child. See Appendix E.

### Key drivers of overall health plan rating

The SatisAction™ key driver statistical model was used to identify the key drivers of the overall health plan rating and the results are presented in the POWeR™ Chart classification matrix on the following page.

**POWeR™ Chart classification matrix**



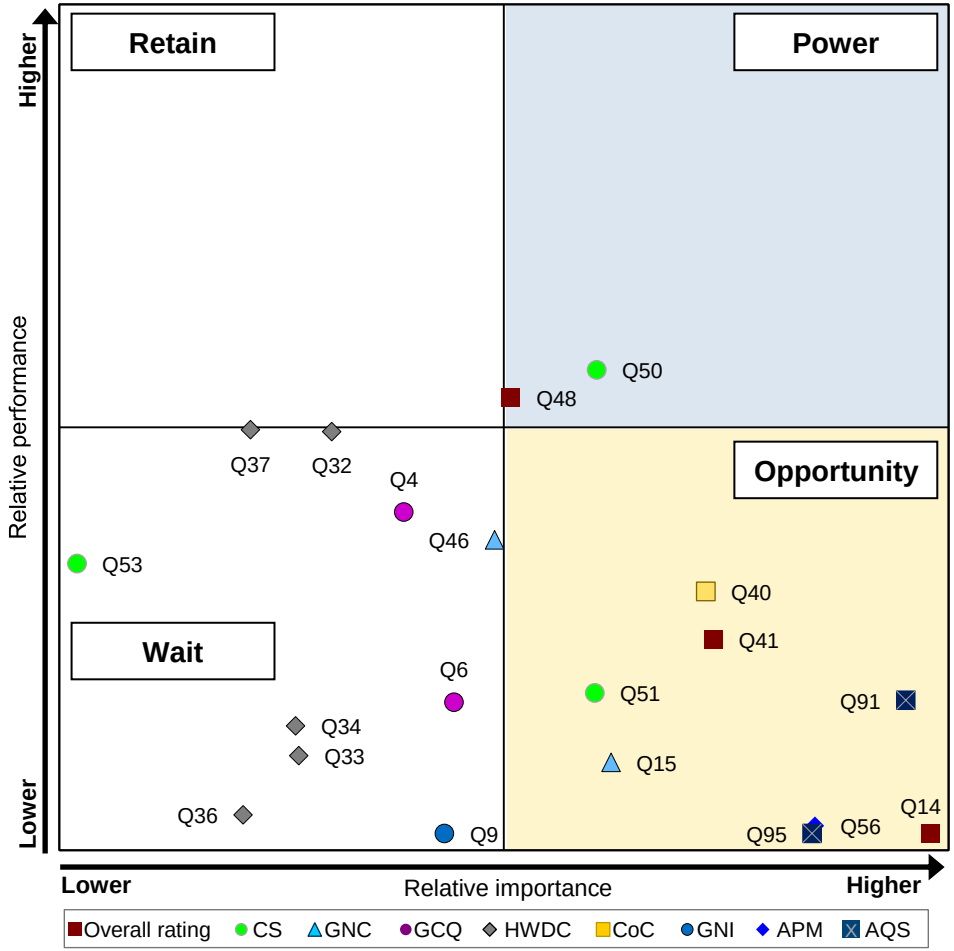

| Key for Composite Names in POWeR™ Chart (on page 6) | |
|---|---|
| CS | Customer Service |
| GNC | Getting Needed Care |
| GCQ | Getting Care Quickly |
| HWDC | How Well Doctors Communicate |
| CoC | Coordination of Care |
| GNI | Getting Needed Information |
| APM | Access to Prescription Medicine |

# Executive summary

## Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating are presented in the POWeR™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the overall health plan rating (see Appendix C for more details).

**POWeR™ Chart classification matrix - 14070 - UHC CP_NM**




| Survey Measure | | Score | Estimated Percentile | Estimated Rating |
|---|---|---|---|---|
| **Power** | | | | |
| Q50 | CS provided info./help | 82.57% | 50th | 3 |
| Q48 | Specialist overall* | 85.93% | 50th | 3 |
| **Opportunity** | | | | |
| Q14 | Health care overall* | 81.07% | 5th | 1 |
| Q91 | Mental health services overall* | 79.15% | --- | --- |
| Q56 | Got prescriptions | 83.86% | 5th | 1 |
| Q95 | Sat. with care coordination | 82.34% | --- | --- |
| Q41 | Personal doctor overall* | 88.25% | 33rd | 3 |
| Q40 | Dr. informed about care | 80.54% | 33rd | 3 |
| Q15 | Got care/tests/treatment | 86.42% | 25th | 2 |
| Q51 | CS courtesy/respect | 92.06% | 25th | 2 |
| **Wait** | | | | |
| Q46 | Got specialist appt. | 80.69% | 33rd | 3 |
| Q6 | Got routine care | 85.31% | 25th | 2 |
| Q9 | Dr. answered questions | 87.45% | 5th | 1 |
| Q4 | Got urgent care | 90.38% | 33rd | 3 |
| Q32 | Dr. explained things | 94.09% | 50th | 3 |
| Q33 | Dr. listened carefully | 93.89% | 25th | 2 |
| Q34 | Dr. showed respect | 95.35% | 33rd | 3 |
| Q37 | Dr. spent enough time | 89.43% | 50th | 3 |
| Q36 | Dr. explained things for child | 89.16% | --- | --- |
| Q53 | Easy to fill out forms | 94.64% | 33rd | 3 |
| **Retain** | | | | |
| | None | | | |

* Overall ratings are top 3 scores (% 8, 9 and 10).

# Executive summary

## Estimated accreditation score – General population

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

| Survey measure | Mean score[1] | Estimated Percentile[2] | Percentile Threshold[2] | Points[3] 2014 Standards[4] | Points[3] 2017 Standards[4] |
|---|---|---|---|---|---|
| *Overall mean ratings* | | | | | |
| Rating of Health Plan[5] | 2.5854 | 39.75% | 25th | 1.3000 | 1.4857 |
| Rating of Health Care | 2.5300 | 23.86% | <25th | 0.3250 | 0.3714 |
| Rating of Personal Doctor | 2.7157 | 72.31% | 50th | 1.1050 | 1.2629 |
| Rating of Specialist | 2.5439 | 23.67% | <25th | NA | NA |
| *Composite mean scores* | | | | | |
| Customer Service | 2.5516 | 44.75% | 25th | 0.6500 | 0.7429 |
| Getting Needed Care | 2.4777 | 58.85% | 50th | 1.1050 | 1.2629 |
| Getting Care Quickly | 2.5826 | 30.25% | 25th | 0.6500 | 0.7429 |
| How Well Doctors Communicate[6] | 2.7210 | 45.50% | 25th | 0.6500 | --- |
| Coordination of Care[6] | 2.4556 | 64.83% | 50th | --- | NA |
| **Total points** | | | | **5.7850** | **5.8687** |

**Points are assigned by percentile threshold as follows** (if all measures are valid – denominator of at least 100)[3]**:**

| Percentile Threshold | Percentile | Points[4] |
|---|---|---|
| 90th | Greater than or equal to 90th percentile | 1.4444 |
| 75th | Greater than or equal to 75th percentile but less than 90th percentile | 1.2711 |
| 50th | Greater than or equal to 50th percentile but less than 75th percentile | 0.9822 |
| 25th | Greater than or equal to 25th percentile but less than 50th percentile | 0.5778 |
| <25th | Less than 25th percentile | 0.2889 |
| | ***Maximum number of points*** | **13.0000** |

***Notes:***

[1] Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.

[2] The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.

[3] NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

[4] A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.

[5] Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.

[6] The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

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# Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. See Appendix D for more details.

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

**Accreditation Score (General population)**

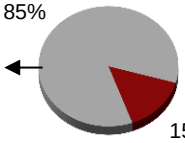
| 2014 Standards | 2017 Standards | |
|---|---|---|
| 13.0000 | 13.0000 | Max possible score |
| 5.7850 | 5.8687 | Estimated 2017 total points |
| 7.2150 | 7.1313 | Potential to improve |

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

| | Rating of Health Plan | | Rating of Health Care | | | Rating of Personal Doctor | | Rating of Specialist | |
|---|---|---|---|---|---|---|---|---|---|
| Contribution / Gap | 2014 | 2017 | 2014 | 2017 | Percentile / Points / Points left | 2014 | 2017 | 2014 | 2017 |
| | 39.75% | | 23.86% | | | 72.31% | | 23.67% | |
| | 1.3000 | 1.4857 | 0.3250 | 0.3714 | | 1.1050 | 1.2629 | NA | NA |
| | 1.9500 | 2.2286 | 1.3000 | 1.4857 | | 0.5200 | 0.5943 | NA | NA |

**Customer Service**

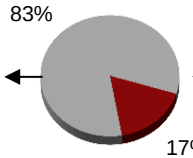
| 2014 | 2017 |
|---|---|
| 44.75% | |
| 0.6500 | 0.7429 |
| 0.9750 | 1.1143 |




| (Q50) Info. from customer service | (Q51) Treated with courtesy/ respect | |
|---|---|---|
| 39.6% | 45.4% | % |
| 10.4% | 4.6% | Gap |

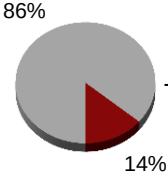
**Getting Needed Care**

| 2014 | 2017 |
|---|---|
| 58.85% | |
| 1.1050 | 1.2629 |
| 0.5200 | 0.5943 |




| (Q15) Ease of getting care | (Q46) Got appt. with specialist | |
|---|---|---|
| 41.6% | 41.0% | % |
| 8.4% | 9.0% | Gap |

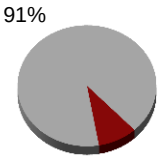
| | (Q4) Urgent care | (Q6) Routine care |
|---|---|---|
| % | 43.6% | 42.5% |
| Gap | 6.4% | 7.5% |




**Getting Care Quickly**

| 2014 | 2017 |
|---|---|
| 30.25% | |
| 0.6500 | 0.7429 |
| 0.9750 | 1.1143 |

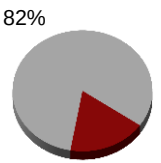
| | (Q32) Dr. explained things | (Q33) Dr. listened carefully | (Q34) Dr. showed respect | (Q37) Dr. spent enough time |
|---|---|---|---|---|
| % | 22.8% | 23.1% | 23.5% | 21.4% |
| Gap | 2.2% | 1.9% | 1.5% | 3.6% |




**How Well Doctors Communicate**

| 2014 | 2017 |
|---|---|
| 45.50% | |
| 0.6500 | --- |
| 0.9750 | --- |

| | (Q40) Coordination of care |
|---|---|
| % | 81.9% |
| Gap | 18.1% |




**Coordination of Care**

| 2014 | 2017 |
|---|---|
| 64.83% | |
| --- | NA |
| --- | NA |

**Strength (at or above the 90th percentile)**

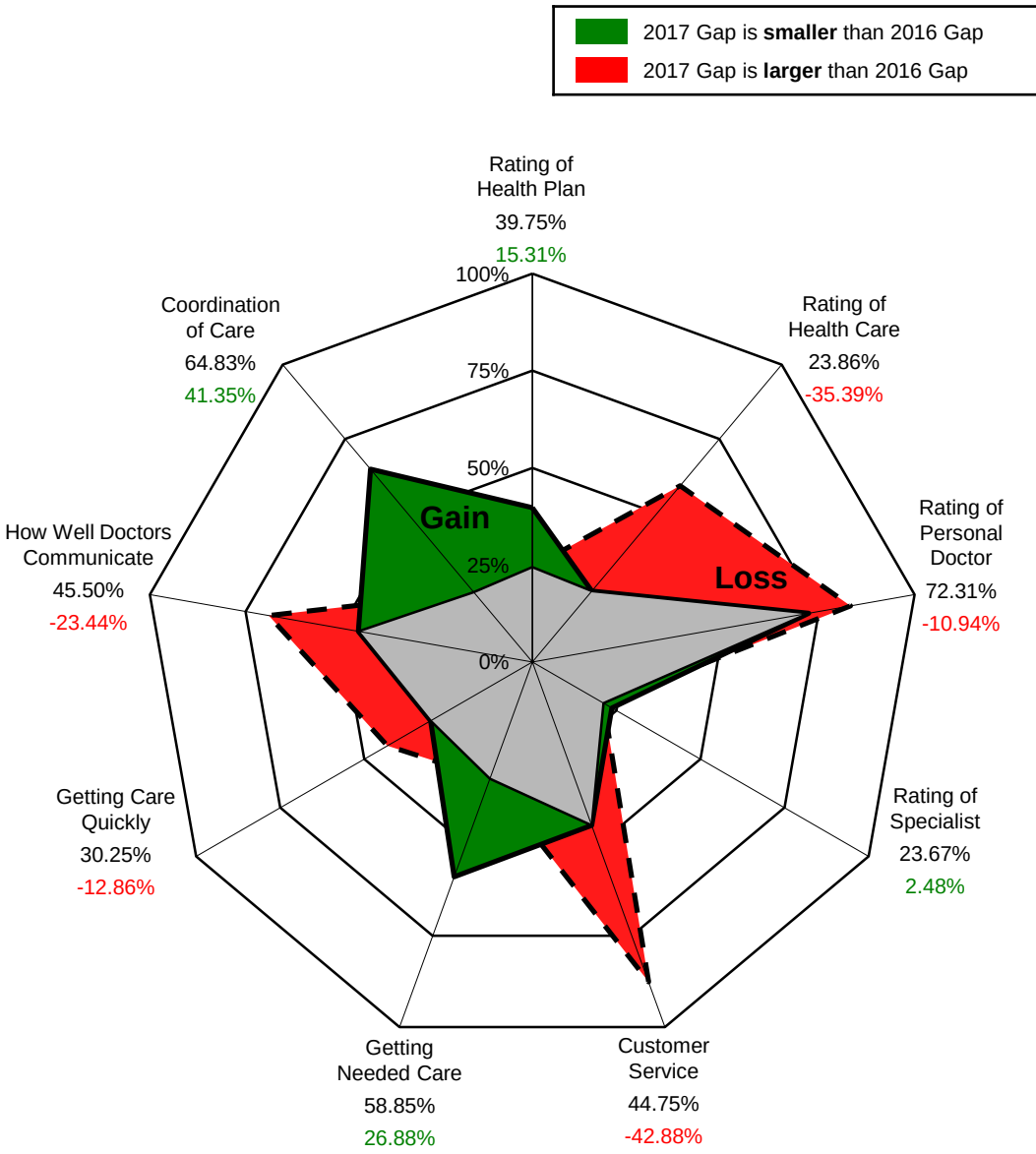
**Potential to improve (component with largest gap)**

# Executive summary

**Percentile gap analysis – General population.**

The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
  - Coordination of Care
  - Getting Needed Care composite
  - Rating of Health Plan
  - Rating of Specialist
- However, the percentile gap increased on these measures:
  - Customer Service composite
  - Rating of Health Care
  - How Well Doctors Communicate composite
  - Getting Care Quickly composite
  - Rating of Personal Doctor



# Executive summary

## NCQA Health Insurance Plan Ratings – General population

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

| | Score* | Percentile | Rating |
|---|---|---|---|
| **Consumer Satisfaction** | | | **2.5** |
| Getting Care | | | 2.5 |
| Getting care easily | 82.24% | 33rd | 3.0 |
| Getting care quickly | 86.80% | 10th | 2.0 |
| Satisfaction with physicians | | | 2.5 |
| Rating of doctor | 76.36% | 33rd | 3.0 |
| Rating of specialists | 61.40% | <10th | NA |
| Rating of care | 61.48% | 10th | 2.0 |
| Coordination of care | 83.33% | 33rd | NA |
| Health promotion and education | 70.63% | 33rd | 3.0 |
| Satisfaction with health plan services | | | 3.0 |
| Rating of health plan | 67.84% | 33rd | 3.0 |
| Customer service | 87.21% | 33rd | 3.0 |

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

* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

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

# Methodology

**Questionnaire.** The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in Appendix F.

**Data collection.** The methodology detailed in *HEDIS® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

| Survey Protocol | Timeframe | Date |
|---|---|---|
| First questionnaire mailing | 0 days | 2/10/2017 |
| First reminder postcard | 4 - 10 days | 2/17/2017 |
| Second questionnaire mailing | 35 days | 3/17/2017 |
| Second reminder postcard | 39 - 45 days | 3/24/2017 |
| Initiate telephone interviewing | 56 days | 4/7/2017 |
| Complete telephone interviewing | 70 days | 4/21/2017 |
| Last day to accept completed surveys | Minimum of 81 days | 5/20/2016 |
| Data submission to NCQA | | 5/25/2016 |

**Staffing of the toll-free help line.** DSS staffed a toll-free phone line for members to call if they had any questions.

**Sample design**.

- **Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.
- **Sample size and sampling error.** A sample of 773 members was obtained with an overall sampling error of +/- 3.5% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

# Methodology

- **Response rate.** The return volume and response rate information is summarized below:

| Item | General population | | | Total |
|---|---|---|---|---|
| | 2015 | 2016 | 2017 | 2017 |
| Total mailed | 2,310 | 2,386 | 2,310 | 4,126 |
| Total ineligible | 52 | 77 | 18 | 33 |
| Total completed surveys | 465 | 497 | 413 | 773 |
| Mail completes | 172 | 195 | 126 | 256 |
| Phone completes | 293 | 302 | 287 | 517 |
| Adjusted response rate | 20.59% | 21.52% | 18.02% | 18.89% |
| Overall sampling error | 4.5% | +/- 4.4% | +/- 4.8% | +/- 3.5% |

Number of CCC qualified respondents:
Total: 216
Mail: 79
Phone: 137

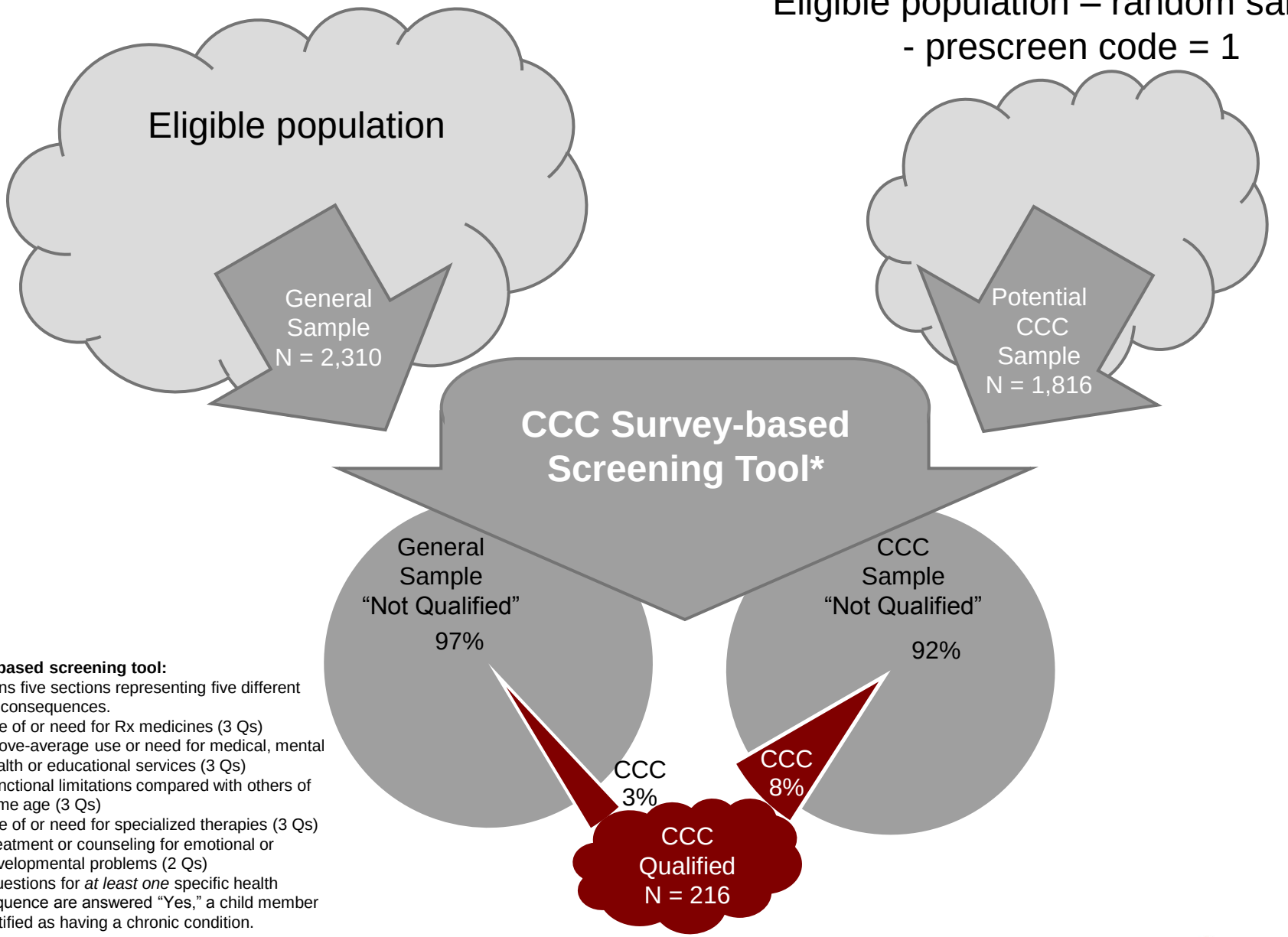
**Data processing and analysis.** DSS processed all completed surveys and analyzed the results.

**Comparison averages**. Most measures are compared to the 2017 UHC Child Medicaid without CCC Average (2017 Gen. Pop. Avg.) and the 2017 UHC Child Medicaid with CCC Average (2017 CCC Pop. Avg.).

**Spanish surveys.** Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were 92 surveys completed in Spanish.

# Methodology

## CCC Medicaid Population Sampling




***Survey-based screening tool:**

- Contains five sections representing five different health consequences.
  1. Use of or need for Rx medicines (3 Qs)
  2. Above-average use or need for medical, mental health or educational services (3 Qs)
  3. Functional limitations compared with others of same age (3 Qs)
  4. Use of or need for specialized therapies (3 Qs)
  5. Treatment or counseling for emotional or developmental problems (2 Qs)
- If *all* questions for *at least one* specific health consequence are answered "Yes," a child member is identified as having a chronic condition.

# Overall ratings

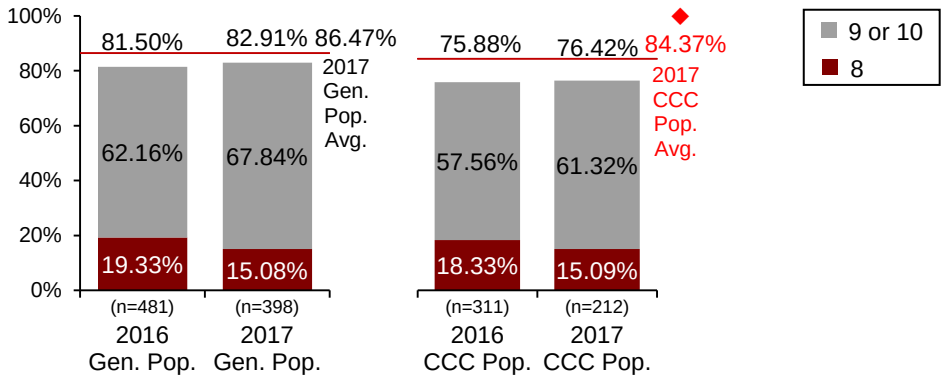
**Compared to the 2016 plan result:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

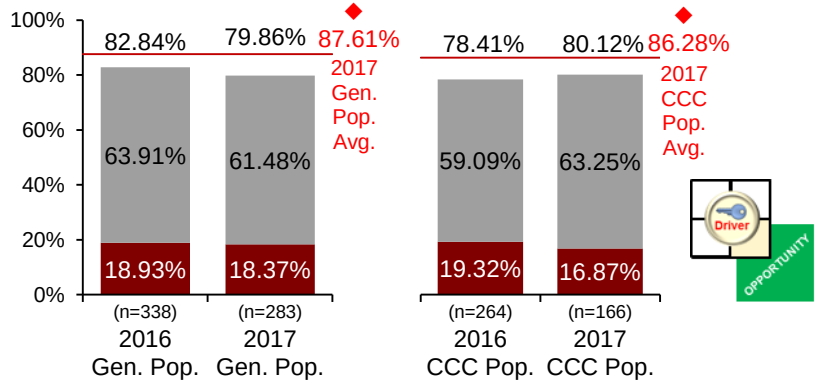
**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- Health care is significantly lower.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Health plan and health care are significantly lower.

## Q54. Rating of Health Plan

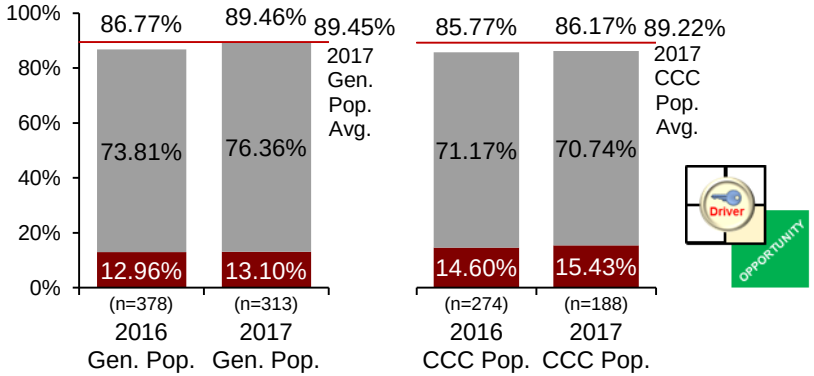



## Q14. Rating of Health Care

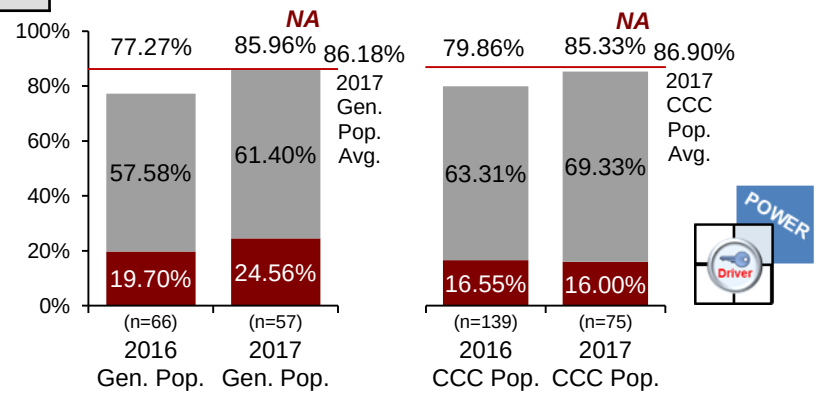



*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

## Q41. Rating of Personal Doctor




## Q48. Rating of Specialist



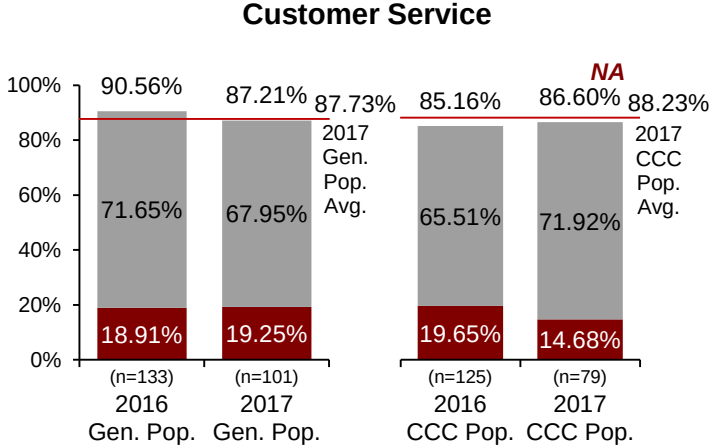

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

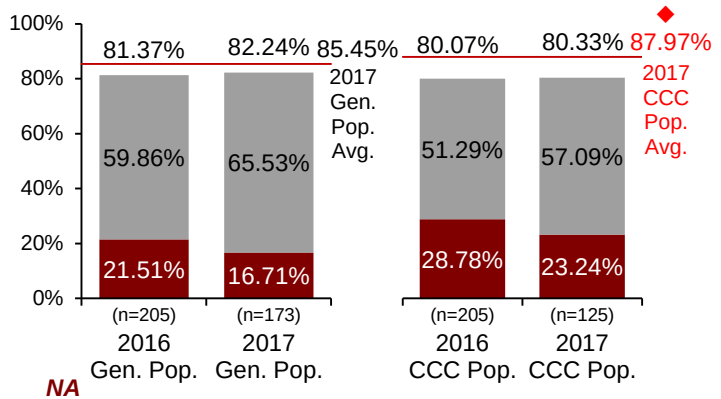
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Composite global proportions

## Customer Service

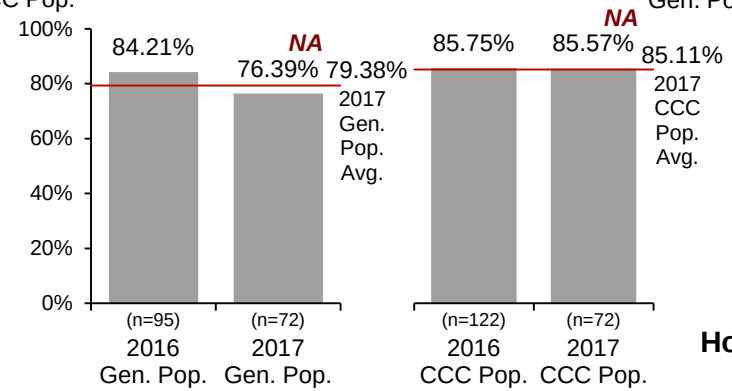



## Getting Needed Care

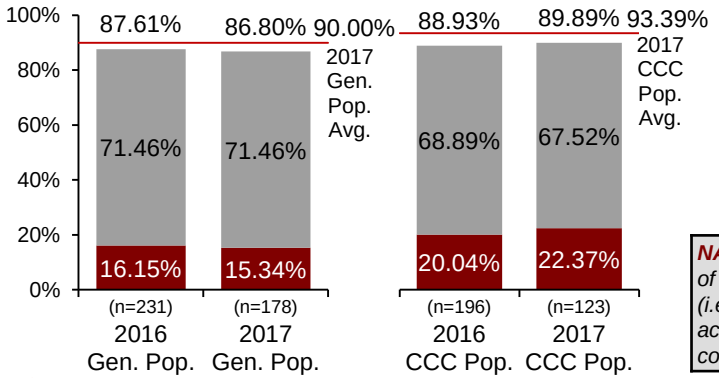



## Shared Decision Making

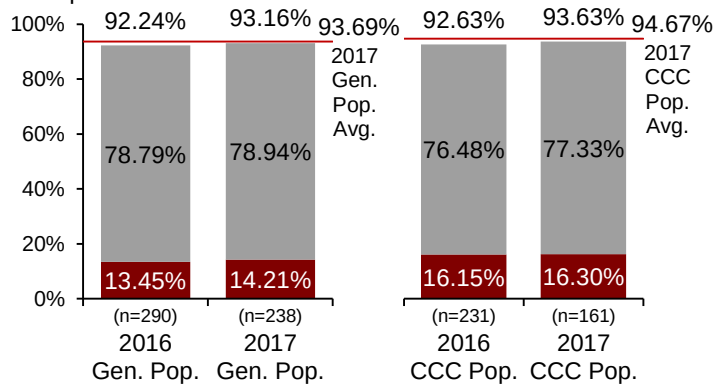
(% "Yes")




## Getting Care Quickly




## How Well Doctors Communicate




*NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

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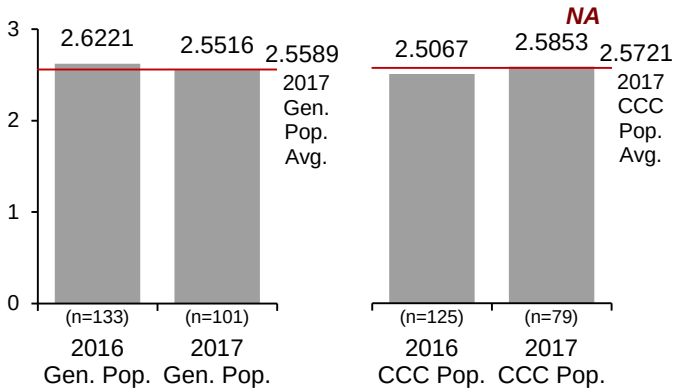
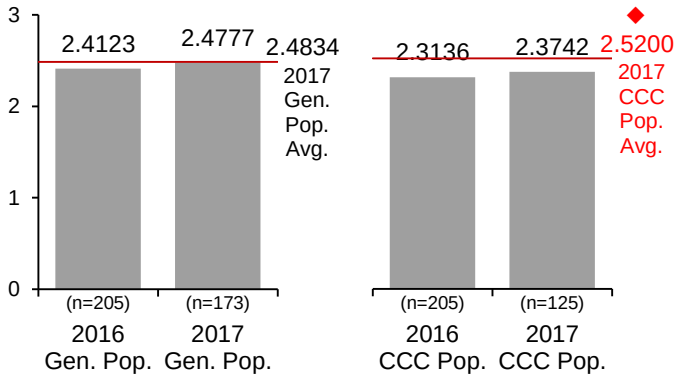
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Composite mean scores

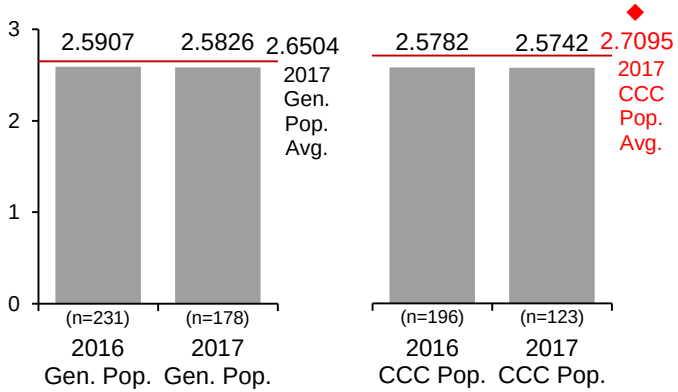
## Customer Service



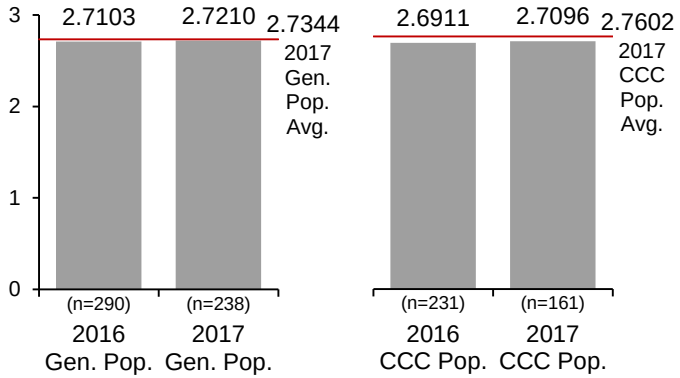

## Getting Needed Care




## Getting Care Quickly




## How Well Doctors Communicate




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Customer Service

**Compared to the 2016 plan result:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

Q49. Tried to get information or help from customer service

Gen. Pop.

(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 27.57% | 29.55% |

CCC Pop.

(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 40.06% | 30.03% ◆ |

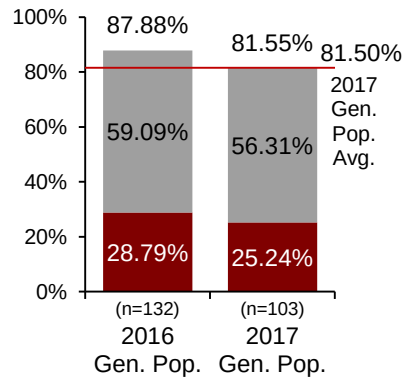
## Customer Service Composite

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 90.56% | 87.21% | 87.73% | | 85.16% | 86.60% | 88.23% | |
| Mean Score | 2.6221 | 2.5516 | 2.5589 | | 2.5067 | 2.5853 | 2.5721 | |

*NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

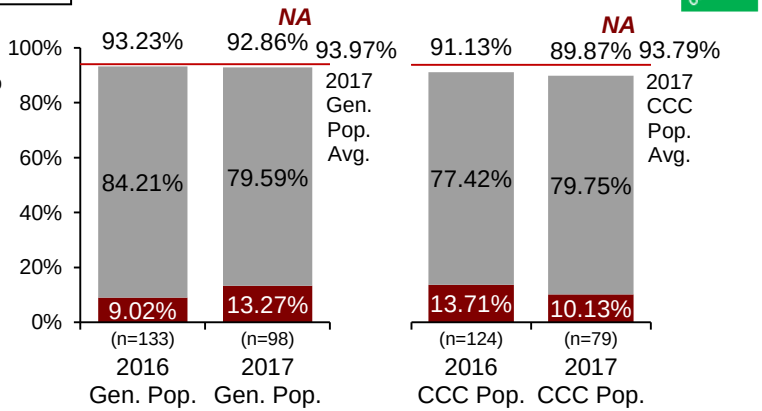
POWER Driver

### Q50. Customer service provided needed information or help




### Q51. Customer service treated member with courtesy and respect

Driver OPPORTUNITY

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# Customer Service

**Compared to the 2016 plan result:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

Q52. Health plan gave member forms to fill out

Gen. Pop.

(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 21.71% | 27.11% ◆ |

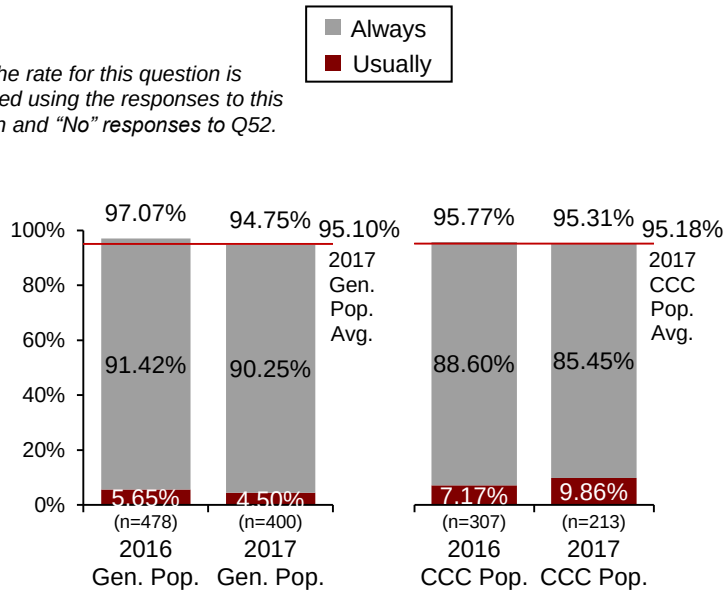
CCC Pop.

(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 25.89% | 28.62% |

**Q53. Health plan forms were easy to fill out**

*Note: The rate for this question is calculated using the responses to this question and "No" responses to Q52.*

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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Getting Needed Care

**Compared to the 2016 plan result:**
- None of the differences are significant.

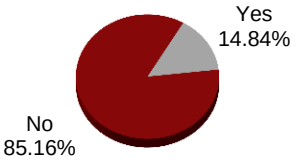
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- Got care, tests or treatment is significantly lower.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Got care, tests or treatment is significantly lower.

Q45. Made appointment to see a specialist

Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 14.95% | 23.34% ◆ |

CCC Pop.

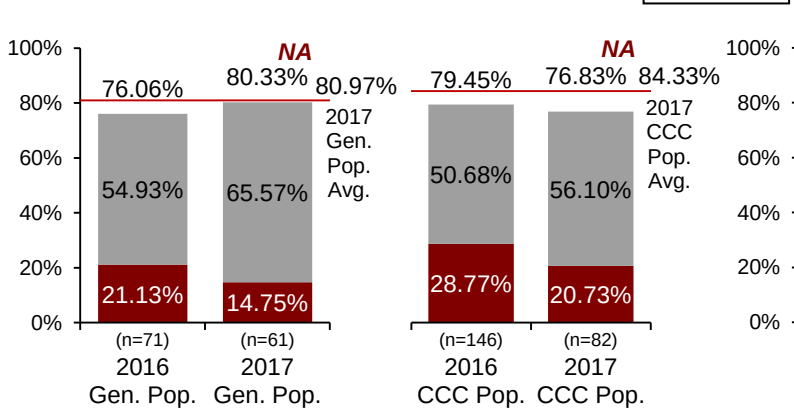
(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 46.84% | 45.05% ◆ |

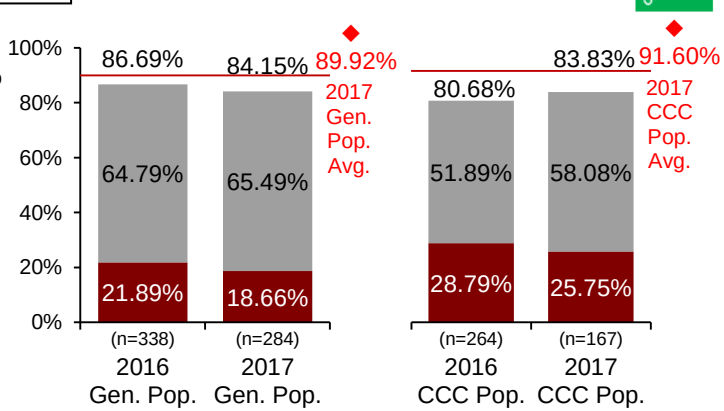
## Getting Needed Care Composite

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 81.37% | 82.24% | 85.45% | | 80.07% | 80.33% | 87.97% | ◆ |
| Mean Score | 2.4123 | 2.4777 | 2.4834 | | 2.3136 | 2.3742 | 2.5200 | ◆ |

**Q46. Got appointment with specialist as soon as needed**




**Q15. Ease of getting care, tests or treatment**




*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

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# Getting Care Quickly

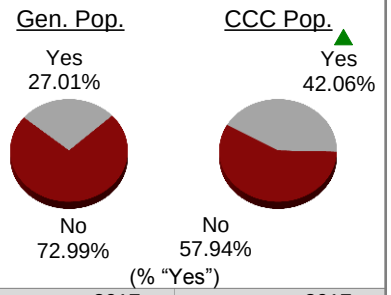
**Compared to the 2016 plan result:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- Got routine appointment is significantly lower.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

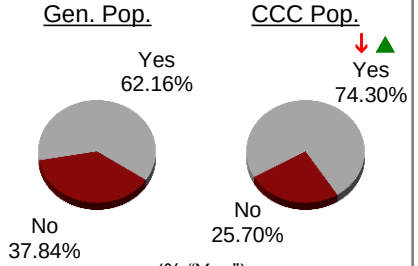
**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

Q3. Had illness, injury or condition that needed care right away




| 2016 | 2017 Gen. Pop. Avg. | 2016 | 2017 CCC Pop. Avg. |
|---|---|---|---|
| 30.91% | 35.17%◆ | 46.50% | 48.51% |

Q5. Made appointments for check-up/ routine care at doctor's office or clinic

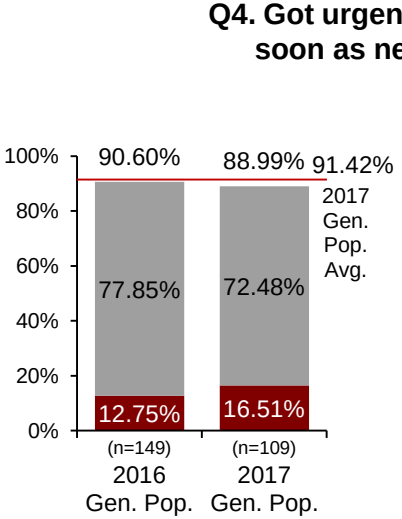



| 2016 | 2017 Gen. Pop. Avg. | 2016 | 2017 CCC Pop. Avg. |
|---|---|---|---|
| 65.31% | 72.19%◆ | 82.22% | 81.54%◆ |

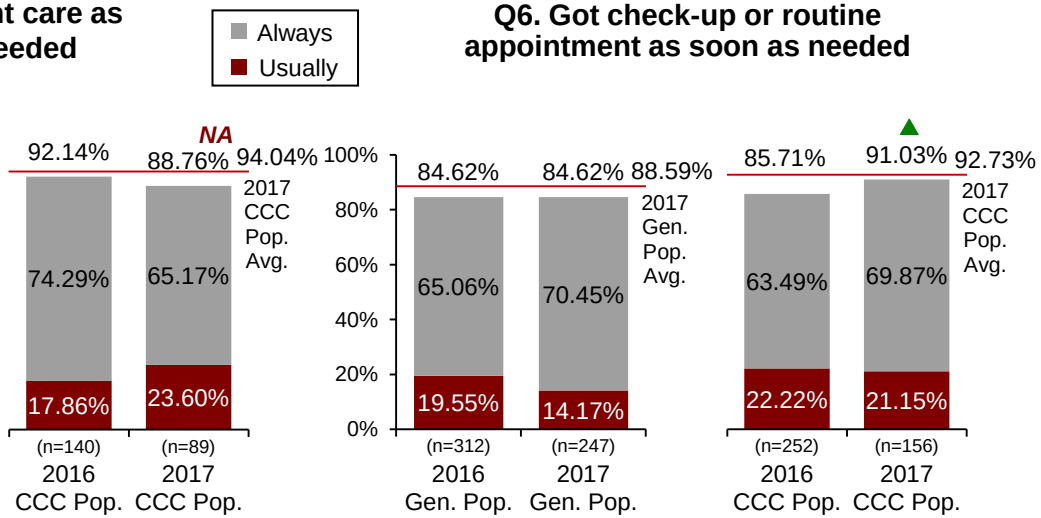
## Getting Care Quickly Composite

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 87.61% | 86.80% | 90.00% | | 88.93% | 89.89% | 93.39% | |
| Mean Score | 2.5907 | 2.5826 | 2.6504 | | 2.5782 | 2.5742 | 2.7095 | ◆ |

**Q4. Got urgent care as soon as needed**




**Q6. Got check-up or routine appointment as soon as needed**

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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Doctor or Specialist Visits

**Compared to the 2016 plan result:**
- Average number of office visits and average number of specialists seen are significantly lower for the CCC population.

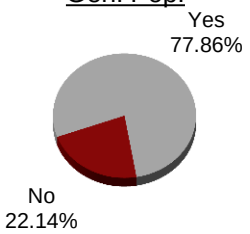
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- Average number of office visits and average number of personal doctor visits are significantly lower.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- Average number of office visits and average number of personal doctor visits are significantly lower.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

Q30. Have a personal doctor

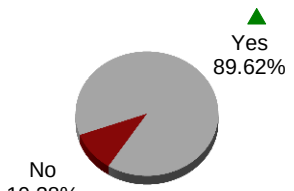
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 78.50% | 87.89% ◆ |

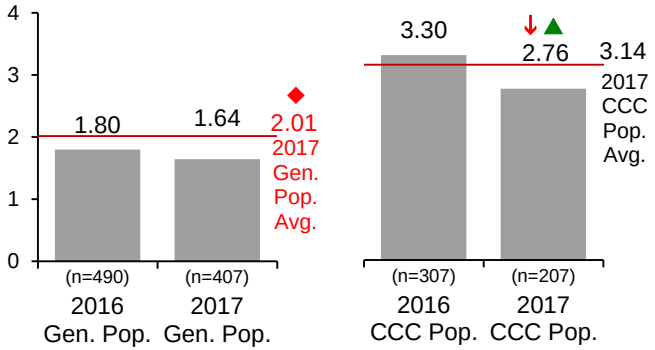
CCC Pop.




(% "Yes")

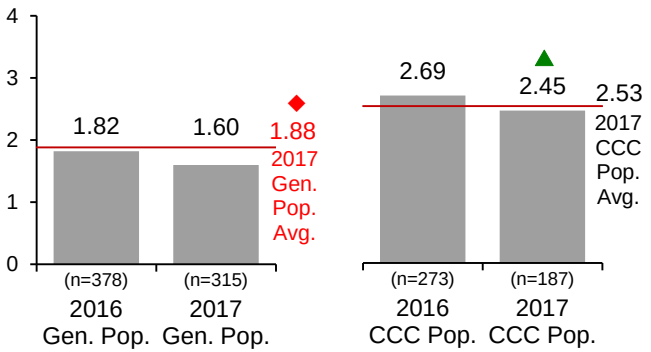
| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 88.50% | 94.10% ◆ |

**Q7. Average number of visits to doctor's office or clinic**

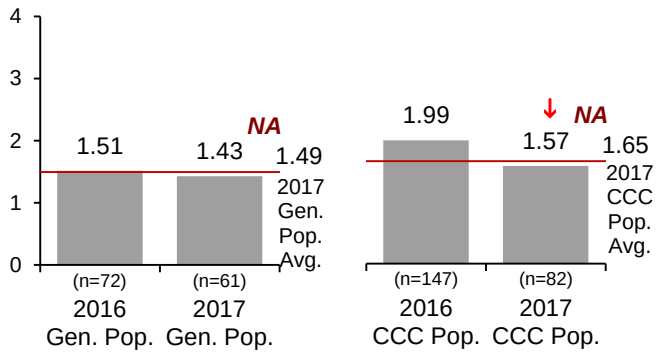



***NA** = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

**Q31. Average number of visits to personal doctor**




**Q47. Average number of specialists seen**

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# How Well Doctors Communicate

**Compared to the 2016 plan result:**
- None of the differences are significant.

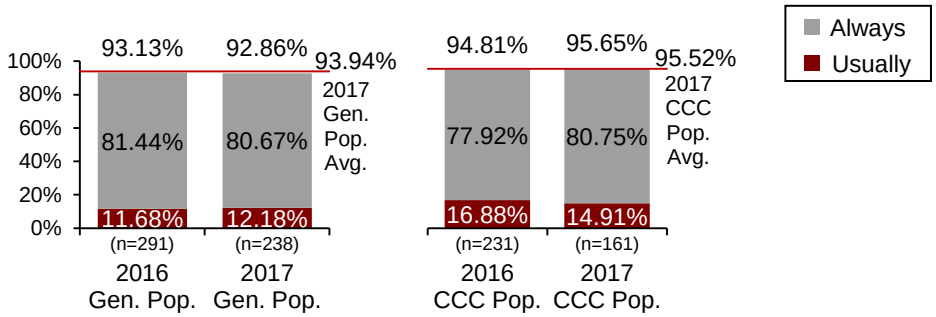
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

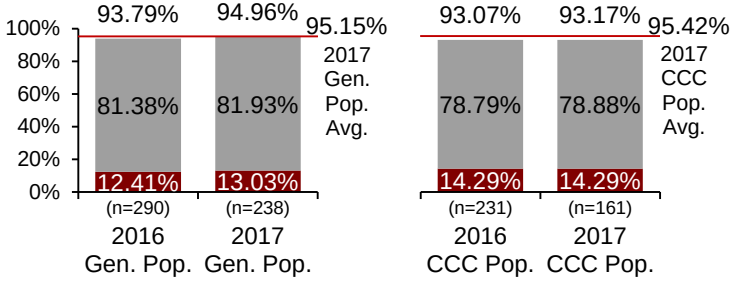
**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

| How Well Doctors Communicate Composite | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
| Global Proportion | 92.24% | 93.16% | 93.69% | | 92.63% | 93.63% | 94.67% | |
| Mean Score | 2.7103 | 2.7210 | 2.7344 | | 2.6911 | 2.7096 | 2.7602 | |

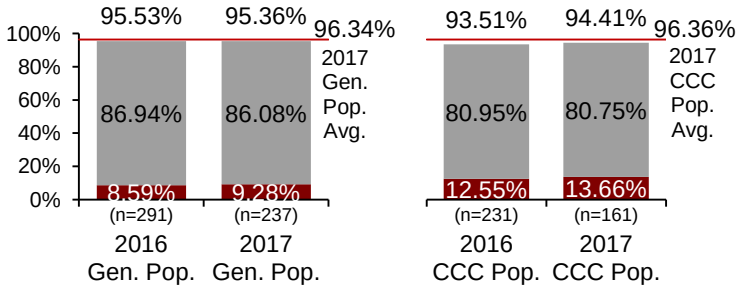
## Q32. Personal doctor explained things



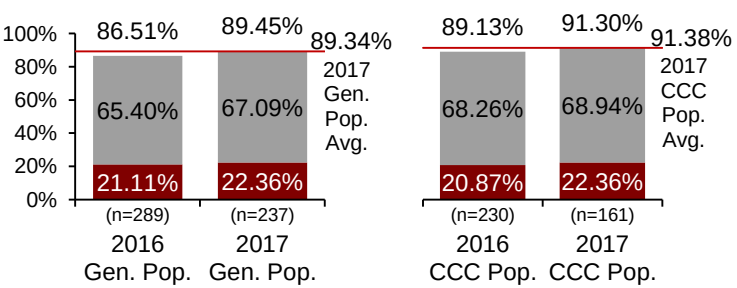

## Q33. Personal doctor listened carefully




## Q34. Personal doctor showed respect




## Q37. Personal doctor spent enough time

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# How Well Doctors Communicate

**Compared to the 2016 plan result:**
- The difference is not significant.

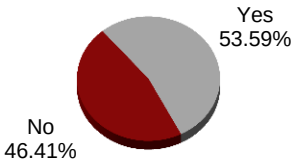
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

Q35. Child is able to talk with doctors about health care

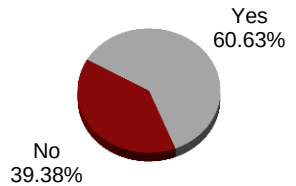
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 54.14% | 66.91% ◆ |

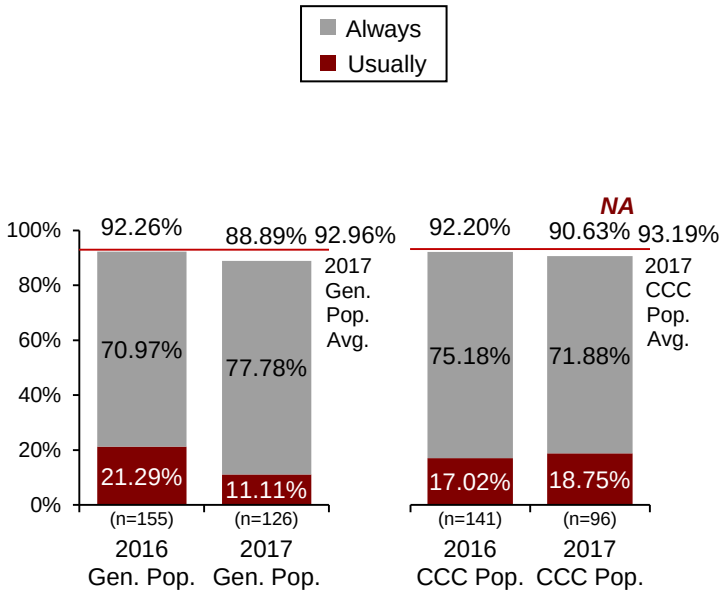
CCC Pop.




(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 62.45% | 76.61% ◆ |

**Q36. Doctors explained things in a way child could understand**

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# Shared Decision Making

**Compared to the 2016 plan result:**
- Doctor discussed what was best for patient is significantly lower for the general population.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

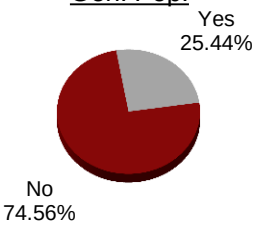
## Shared Decision Making Composite[1]

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 84.21% | 76.39% | 79.38% | | 85.75% | 85.57% | 85.11% | |

*NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

### Q10. Doctor discussed starting or stopping a prescription medicine

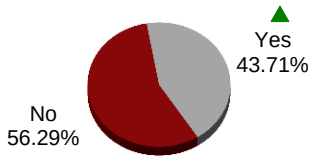
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 28.61% | 30.07% |

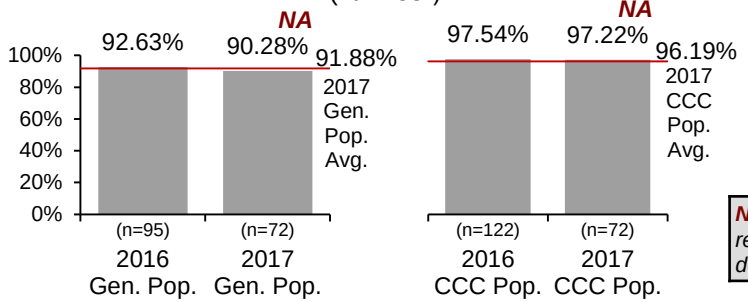
CCC Pop.




(% "Yes")

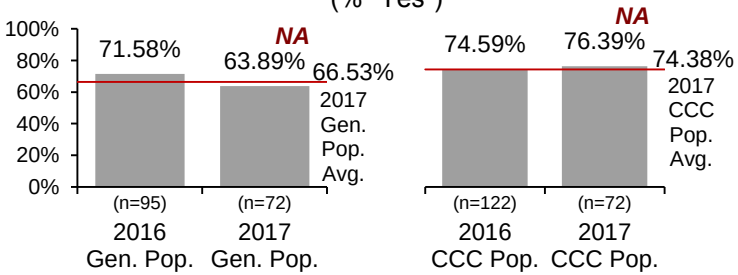
| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 46.79% | 48.36% |

### Q11. Doctor discussed reasons to take a medicine
(% "Yes")

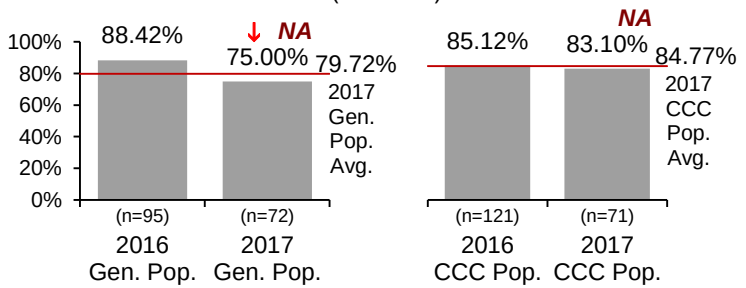



*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

### Q12. Doctor discussed reasons not to take a medicine
(% "Yes")




### Q13. Doctor asked what you thought was best
(% "Yes")




↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

[1]Composite Mean Scores are not calculated for Yes/No composites.

# Health Promotion and Education

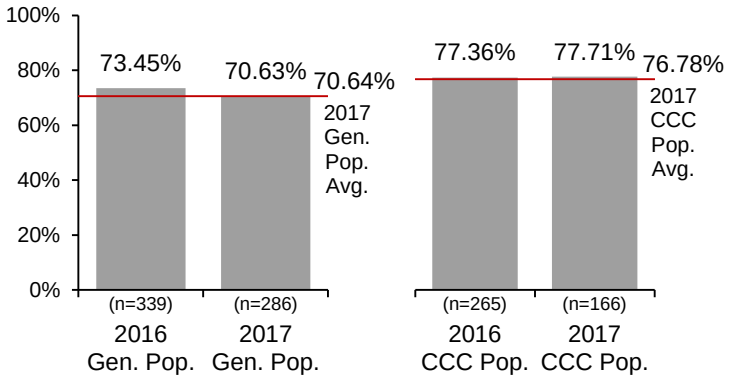
**Compared to the 2016 plan result:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

**Q8. You and doctor discussed ways to prevent illness**
(% "Yes")




↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Coordination of Care

**Compared to the 2016 plan result:**
- The difference is not significant.

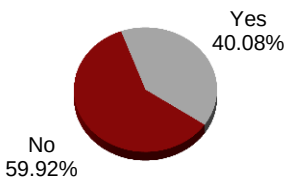
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

Q39. Received care from doctor or health provider besides personal doctor

Gen. Pop.




(% "Yes")

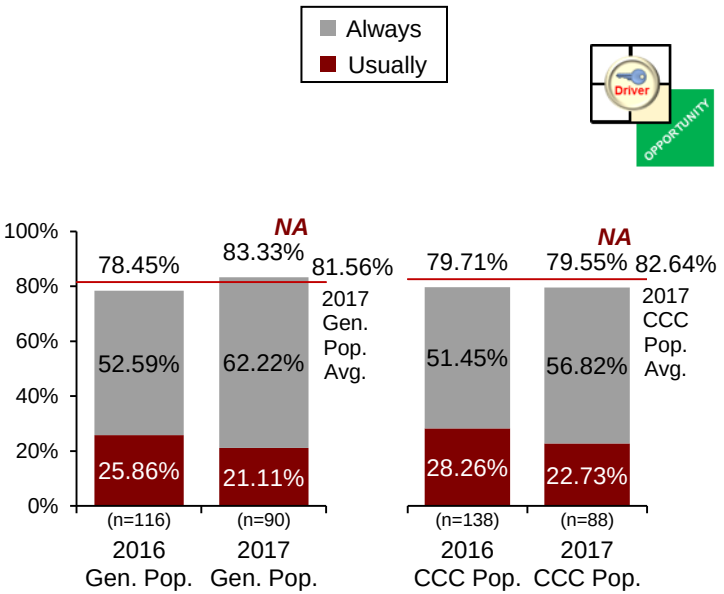
| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 39.86% | 42.44% |

CCC Pop.

(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 60.61% | 58.57% |

**Q40. Personal doctor seemed informed about care from other providers**




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

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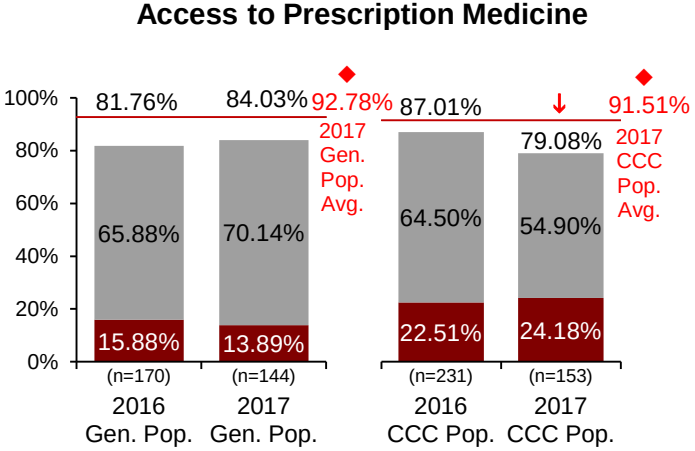
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

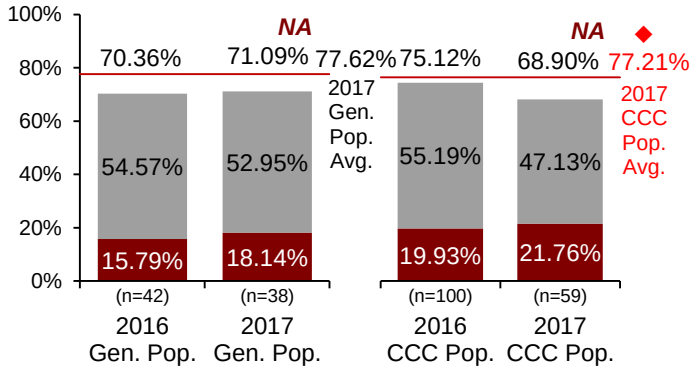
# Children with Chronic Conditions

# CCC composite global proportions

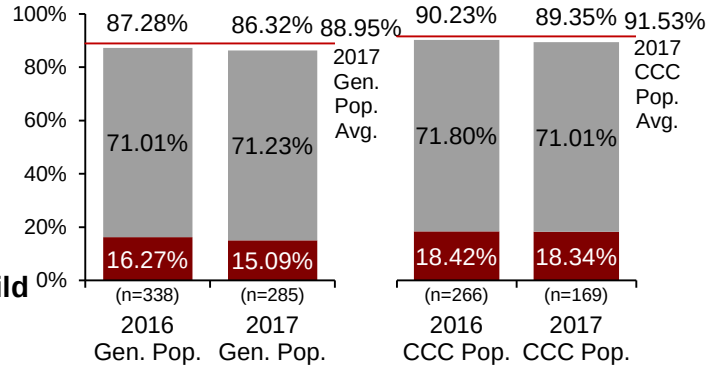
## Access to Prescription Medicine



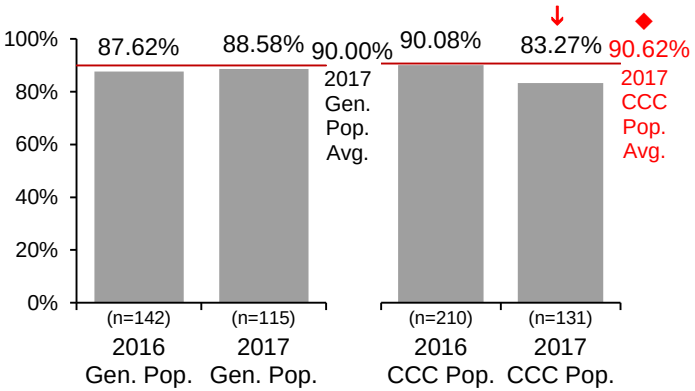

## Access to Specialized Services



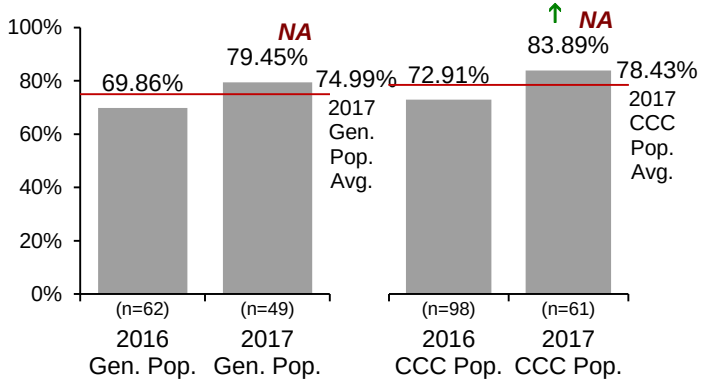

## FCC: Getting Needed Information




## FCC: Personal Doctor Who Knows Child
(% "Yes")




## FCC: Coordination of Care
(% "Yes")




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

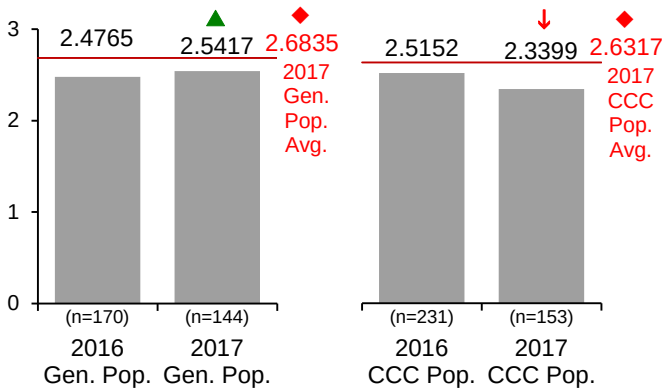
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

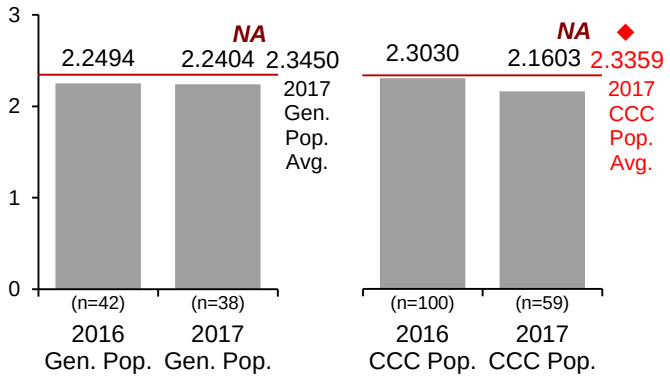
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# CCC composite mean scores

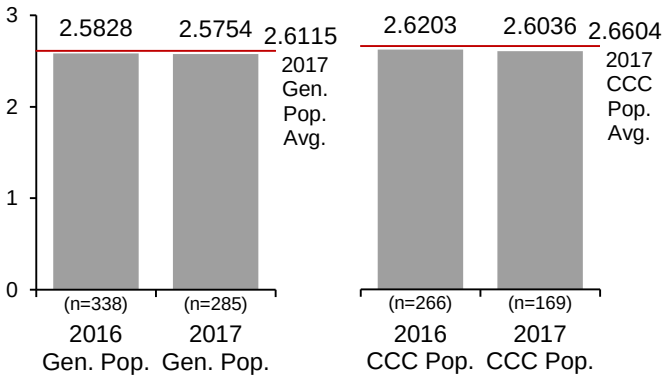
## Access to Prescription Medicine




## Access to Specialized Services




## FCC: Getting Needed Information




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Access to Prescription Medicine

**Compared to the 2016 plan result:**
- Got help getting prescription medicines is significantly lower for the general population.
- Easy to get prescription medicine is significantly lower for the CCC population.

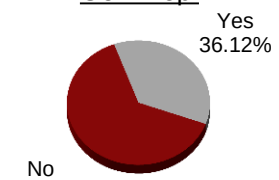
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- Easy to get prescription medicine is significantly lower.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Easy to get prescription medicine is significantly lower.

Q55. Got/refilled prescription

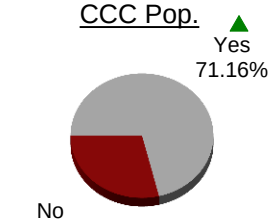
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 35.33% | 51.88% ◆ |

CCC Pop.




(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 73.97% | 86.10% ◆ |

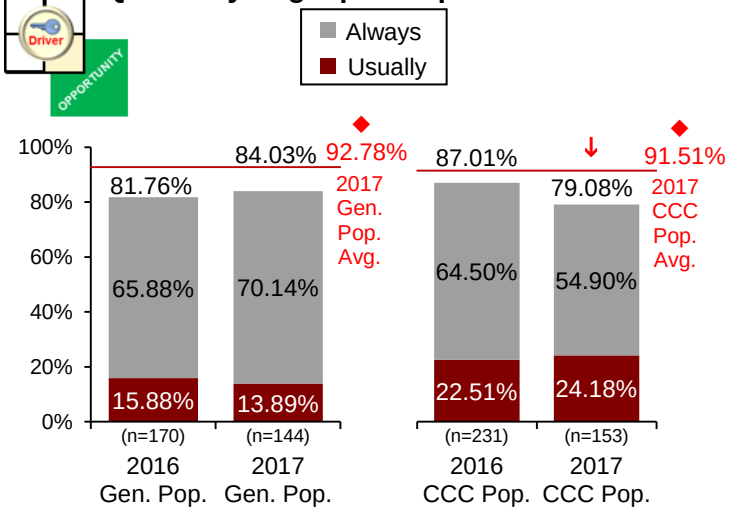
## Access to Prescription Medicine Composite

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 81.76% | 84.03% | 92.78% | ◆ | 87.01% | 79.08% | 91.51% | ↓ ◆ |
| Mean Score | 2.4765 | 2.5417 | 2.6835 | ▲ ◆ | 2.5152 | 2.3399 | 2.6317 | ↓ ◆ |

Driver

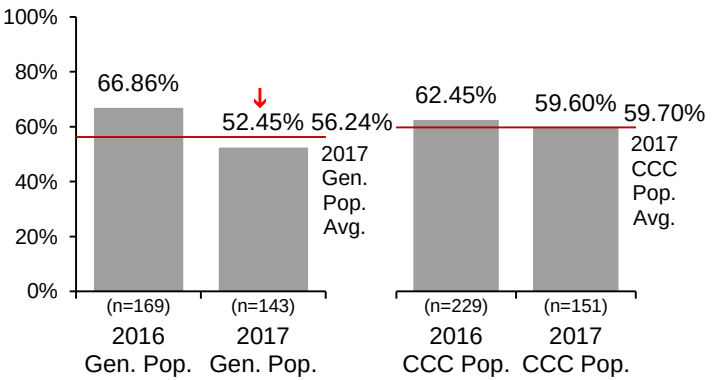
OPPORTUNITY

### Q56. Easy to get prescription medicine




### Q57. Got help getting prescription medicines

(% "Yes")




↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Access to Prescription Medicine

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Q60. Child currently needs or uses prescription medication (% “Yes”) | 17.18% | 17.13% | 29.52% | ◆ | 67.52% | 65.42% | 81.89% | ▲ ◆ |
| Q61. Needs medication because of a medical, behavioral or other condition (% “Yes”) | 81.48% | 81.54% | 78.97% | | 94.31% | 97.12% | 97.38% | ▲ |
| Q62. Condition has lasted or is expected to last at least 12 months (% “Yes”) | 81.25% | 86.00% | 88.07% | | 96.94% | 94.66% | 98.57% | ◆ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Access to Specialized Services

**Compared to the 2016 plan result:**
- Got help getting special medical equipment is significantly higher for the CCC population.

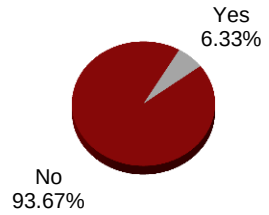
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Got help getting special medical equipment is significantly higher.

Q19. Got special medical equipment/devices

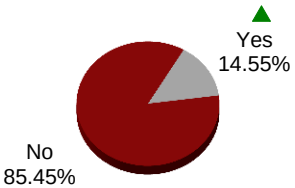
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 5.87% | 5.18% |

CCC Pop.




(% "Yes")

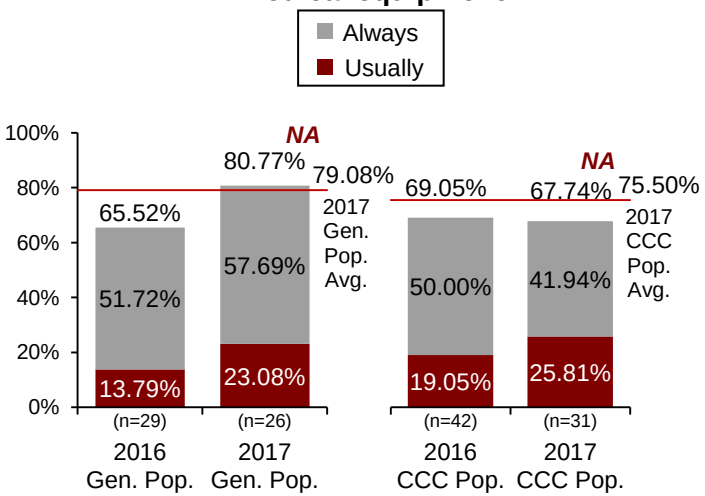
| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 13.46% | 11.37% |

## Access to Specialized Services Composite

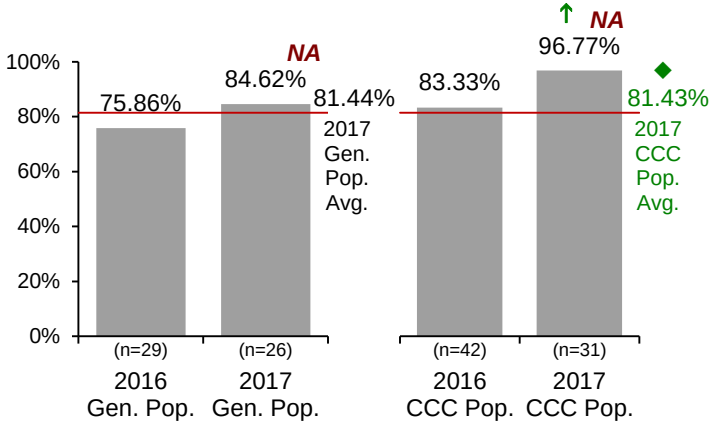
| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 70.36% | 71.09% | 77.62% | | 75.12% | 68.90% | 77.21% | ◆ |
| Mean Score | 2.2494 | 2.2404 | 2.3450 | | 2.3030 | 2.1603 | 2.3359 | ◆ |

*NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

**Q20. Easy to get special medical equipment**




**Q21. Got help getting special medical equipment**
(% "Yes")




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Access to Specialized Services

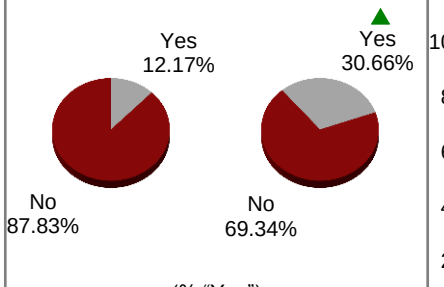
**Compared to the 2016 plan result:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- None of the differences are significant.

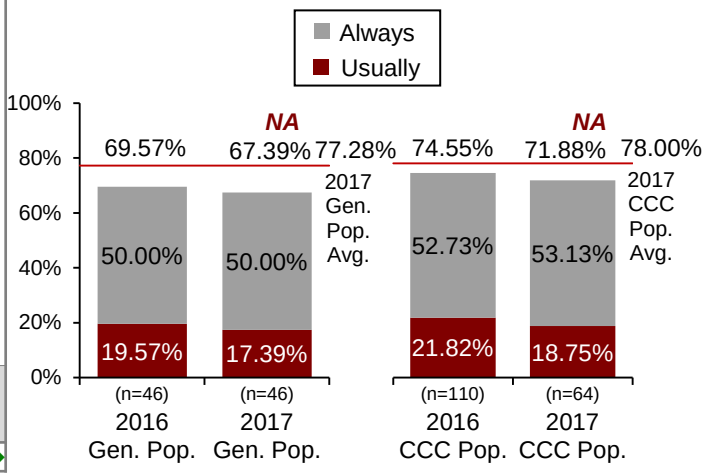
Q22. Got special therapy in last 6 months



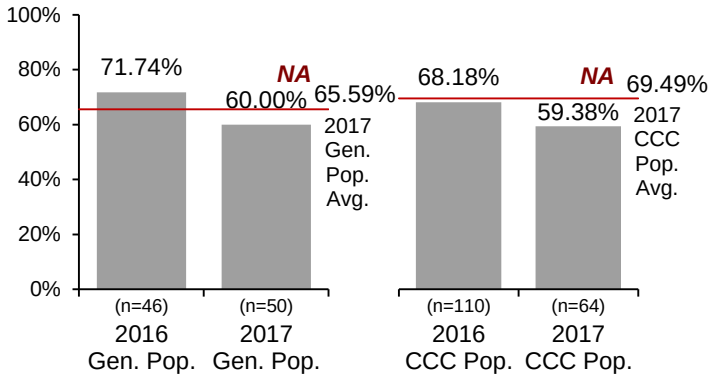

(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. | 2016 | 2017 CCC Pop. Avg. |
|---|---|---|---|
| 9.31% | 7.73% ◆ | 35.58% | 20.57% ◆ |

**Q23. Easy to get special therapy**




**Q24. Got help getting special therapy**
(% "Yes")




*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Q69. Child needs or gets physical, occupational or speech therapy (% "Yes") | 11.62% | 11.90% | 9.41% | | 42.31% | 43.26% | 28.06% | ▲ ◆ |
| Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes") | 61.11% | 72.73% | 68.91% | | 89.84% | 94.38% | 88.84% | ▲ ◆ |
| Q71. Condition has lasted or is expected to last at least 12 months (% "Yes") | 90.91% | 77.42% | 91.88% | | 97.39% | 95.24% | 97.59% | ▲ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

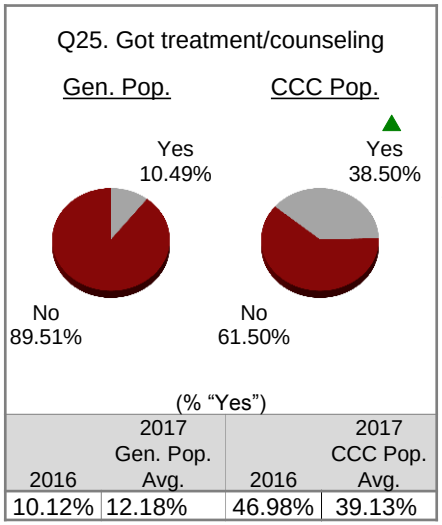
# Access to Specialized Services

**Compared to the 2016 plan result:**
- Easy to get treatment or counseling is significantly lower for the CCC population.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

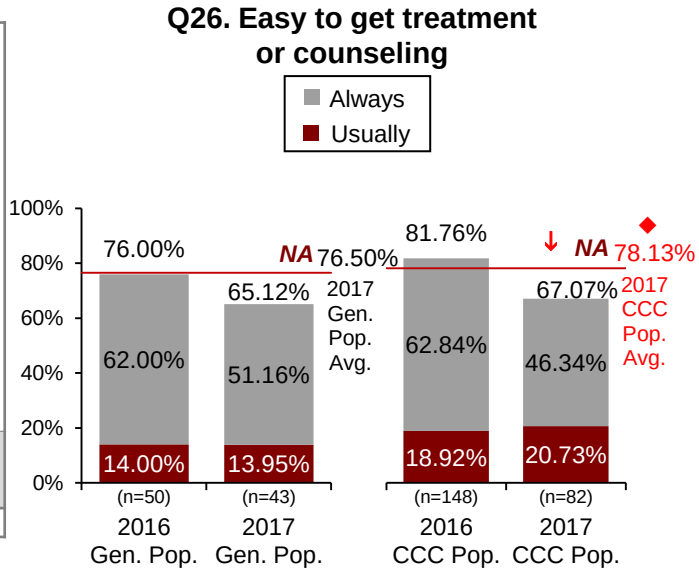
**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

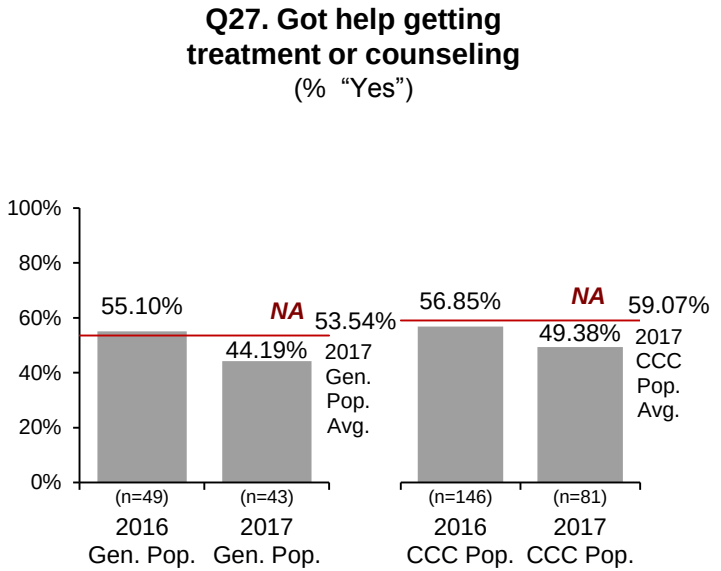
**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Easy to get treatment or counseling is significantly lower.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. | 2016 | 2017 CCC Pop. Avg. |
|---|---|---|---|
| 10.12% | 12.18% | 46.98% | 39.13% |




*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% "Yes") | 11.57% | 10.26% | 14.60% | ◆ | 58.10% | 56.13% | 53.27% | ▲ |
| Q73. Problem has lasted or is expected to last at least 12 months (% "Yes") | 92.59% | 92.31% | 90.54% | | 98.91% | 96.64% | 97.46% | |

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# FCC: Personal Doctor/Nurse Who Knows Child

**Compared to the 2016 plan result:**
- Doctor understands the effect of a chronic condition on the child and on the family are significantly lower for the CCC population.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- None of the differences are significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- None of the differences are significant.

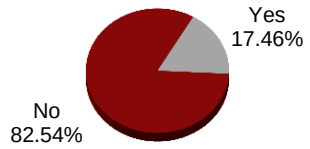
**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Doctor understands the effect of a chronic condition on the child and on the family are significantly lower.

## FCC: Personal Doctor/Nurse Who Knows Child Composite[1]

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 87.62% | 88.58% | 90.00% | | 90.08% | 83.27% | 90.62% | ↓ ◆ |

Q42. Child has a chronic condition

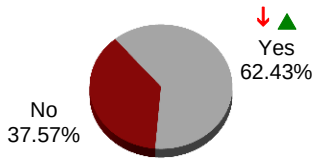
Gen. Pop.




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 18.68% | 24.02% ◆ |

CCC Pop.

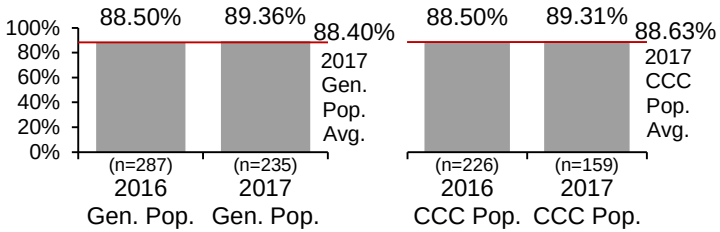



(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 74.82% | 74.05% ◆ |

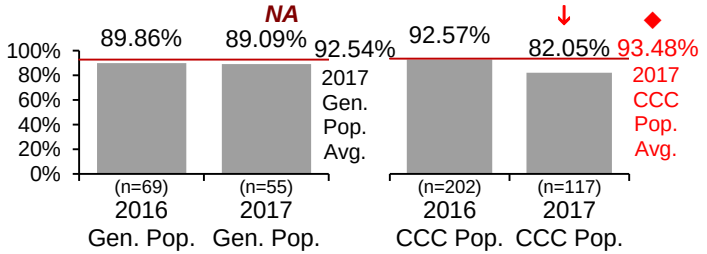
### Q38. Doctor spoke with you about how child is feeling/growing/behaving

(% "Yes")



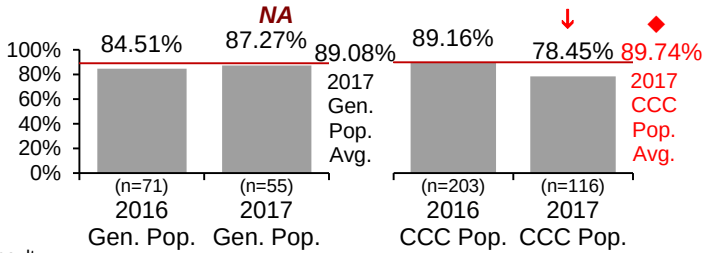

### Q43. Doctor understands effect of chronic condition on child

(% "Yes")




### Q44. Doctor understands effect of chronic condition on family

(% "Yes")




*NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

[1]Composite Mean Scores are not calculated for Yes/No composites.

# FCC: Getting Needed Information

**Compared to the 2016 plan result:**
- The difference is not significant.

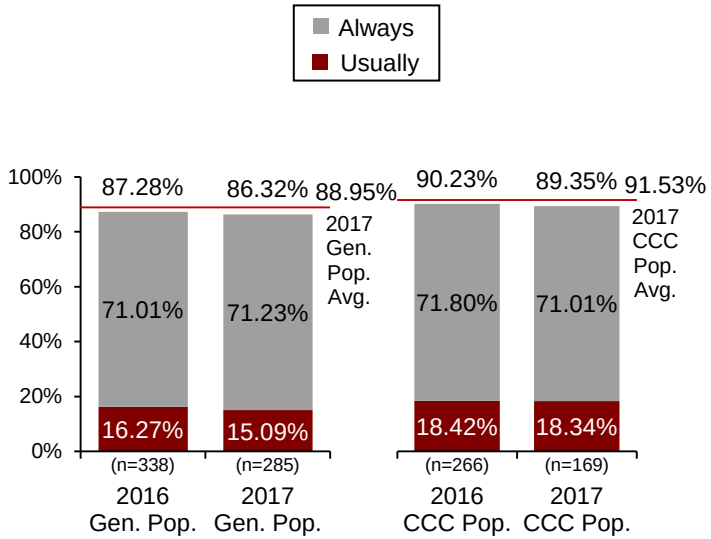
**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

| FCC: Getting Needed Information Composite | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
| Global Proportion | 87.28% | 86.32% | 88.95% | | 90.23% | 89.35% | 91.53% | |
| Mean Score | 2.5828 | 2.5754 | 2.6115 | | 2.6203 | 2.6036 | 2.6604 | |

**Q9. Had questions answered by doctor in last 6 months**




↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# FCC: Coordination of Care

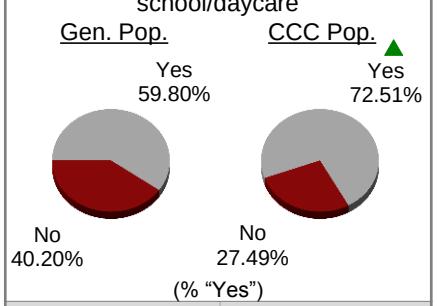
**Compared to the 2016 plan result:**
- Got help from doctor in contacting school or daycare is significantly higher for the CCC population.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- Got help from doctor in contacting school or daycare is significantly higher.

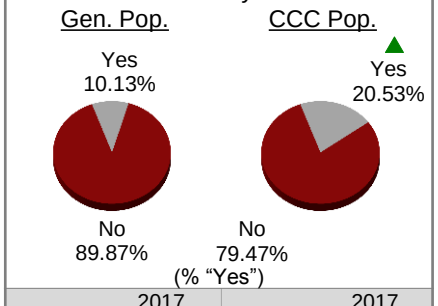
Q16. Child currently enrolled in school/daycare




(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. | | 2016 | 2017 CCC Pop. Avg. | |
|---|---|---|---|---|---|
| 61.77% | 72.18% | ◆ | 78.10% | 85.78% | ◆ |

Q17. Needed doctor to contact school/daycare




(% "Yes")

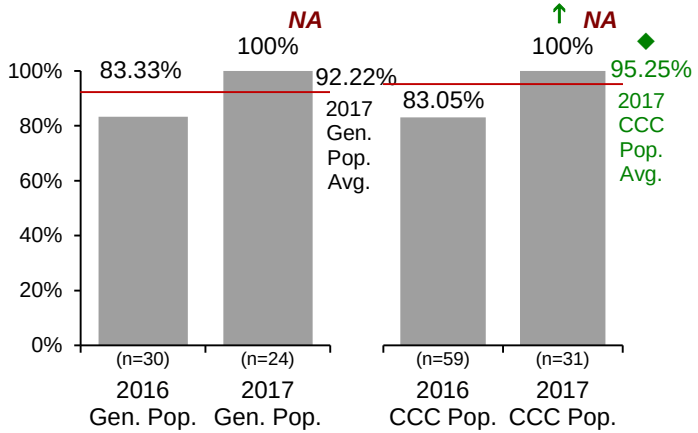
| 2016 | 2017 Gen. Pop. Avg. | | 2016 | 2017 CCC Pop. Avg. | |
|---|---|---|---|---|---|
| 9.87% | 9.40% | | 25.21% | 18.32% | |

## FCC: Coordination of Care Composite[1]

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Global Proportion | 69.86% | 79.45% | 74.99% | | 72.91% | 83.89% | 78.43% | ↑ |

*NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

**Q18. Got help from doctor in contacting school/daycare**
(% "Yes")




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

[1]Composite Mean Scores are not calculated for Yes/No composites.

# FCC: Coordination of Care

**Compared to the 2016 plan result:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 CCC Pop.:**
- The difference is not significant.

**2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:**
- The difference is not significant.

**2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:**
- The difference is not significant.

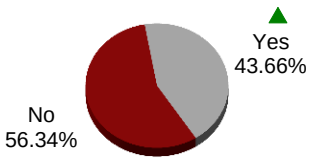
Q28. Child received care from multiple providers or services

Gen. Pop.

(% "Yes")

| 2016 | 2017 Gen. Pop. Avg. |
|---|---|
| 19.55% | 21.60% |

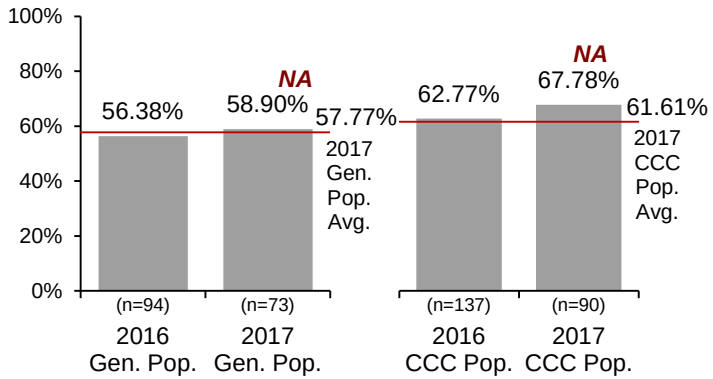
CCC Pop.




(% "Yes")

| 2016 | 2017 CCC Pop. Avg. |
|---|---|
| 45.19% | 45.42% |

**Q29. Received help coordinating child's care from multiple providers or services**
(% "Yes")




***NA** = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.*

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Special Health Care Needs

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| Q63. Child uses more services than usual (% "Yes") | 13.33% | 12.76% | 14.97% | | 62.46% | 63.08% | 54.18% | ▲ ◆ |
| Q64. Uses more because of medical, behavioral or other conditions (% "Yes") | 79.37% | 90.00% | 86.26% | | 93.09% | 92.54% | 94.77% | |
| Q65. Condition has lasted/is expected to last at least 12 months (% "Yes") | 95.74% | 90.91% | 94.12% | | 98.83% | 98.37% | 98.45% | |
| Q66. Child limited in ability (% "Yes") | 12.22% | 13.23% | 12.37% | | 42.77% | 39.91% | 33.77% | ▲ |
| Q67. Limited because of medical, behavioral or other condition (% "Yes") | 52.63% | 59.18% | 68.61% | | 94.57% | 96.43% | 94.23% | ▲ |
| Q68. Condition has lasted or is expected to last at least 12 months (% "Yes") | 96.67% | 92.86% | 95.13% | | 99.17% | 98.75% | 98.98% | |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

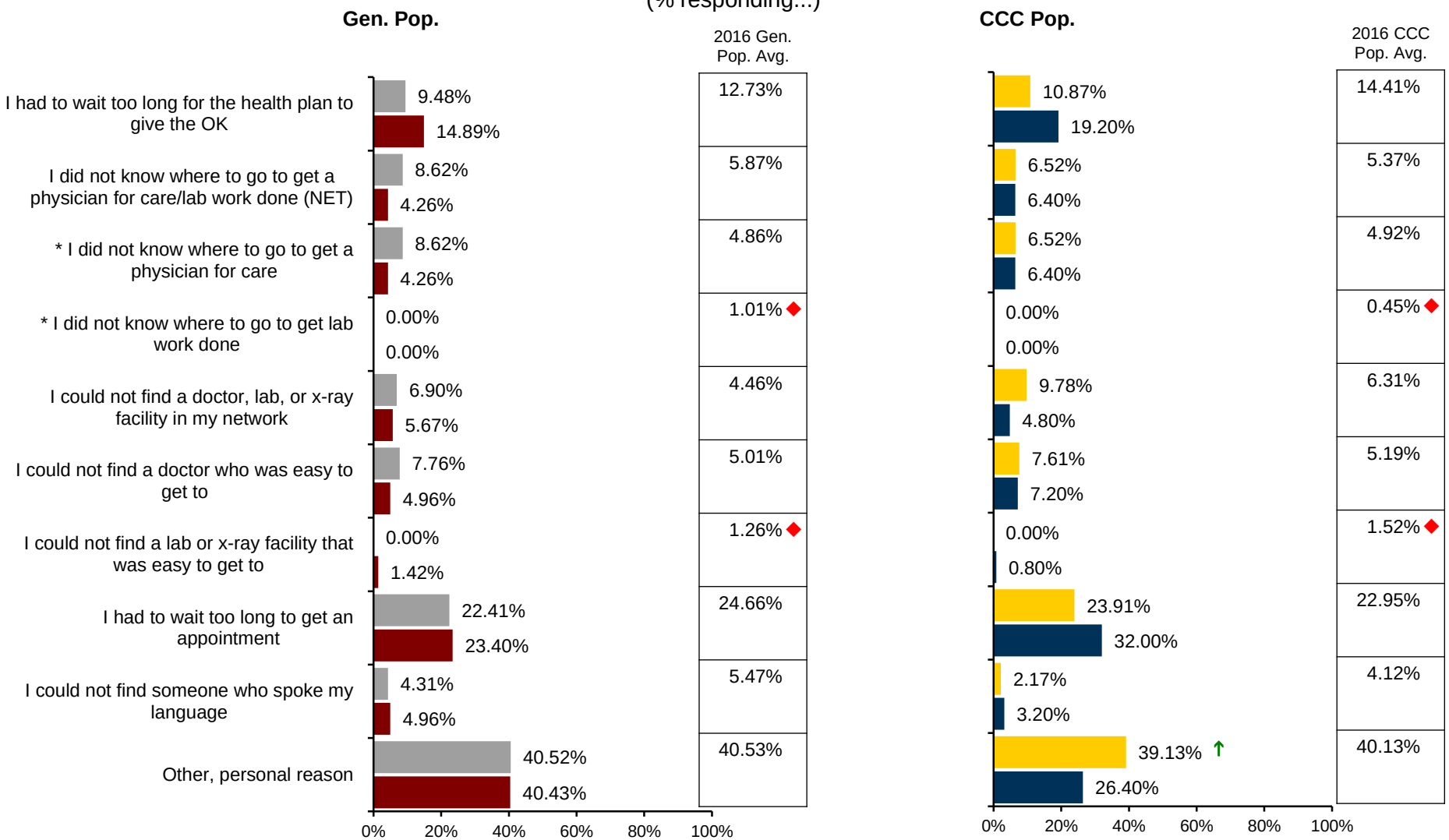
# Additional questions

# Additional questions

## Getting needed care

**Q84. Problems with getting the care, tests or treatment you thought your child needed**

(% responding...)




↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.

▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

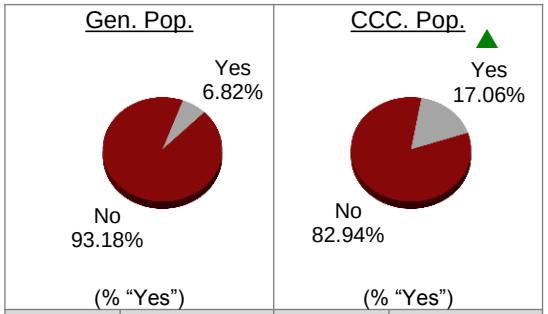
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

*Response option split in 2016 and NET shown for trending purposes.

# Additional questions

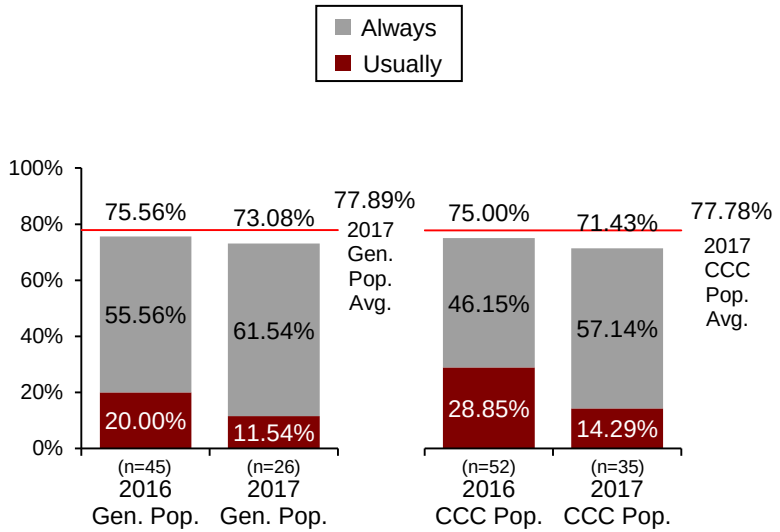
## Calling a doctor's office or clinic after regular office hours

### Q85. Called doctor after regular office hours
(% "Yes")




| 2016 | 2017 Gen. Pop. Avg. | 2016 | 2017 CCC Pop. Avg. |
|---|---|---|---|
| 10.13% | 11.78% ◆ | 17.21% | 14.20% |

### Q86. Got help you wanted

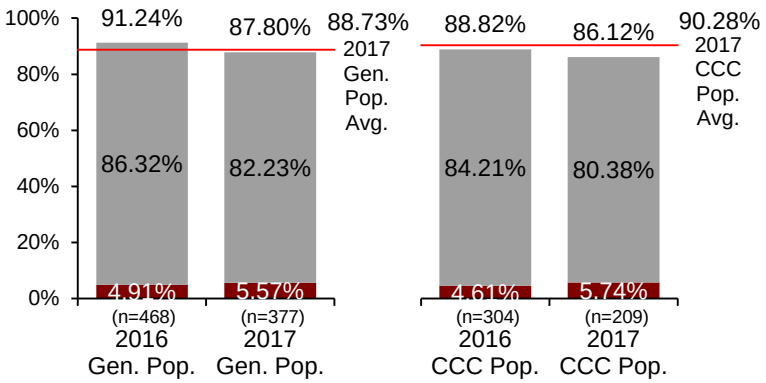



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

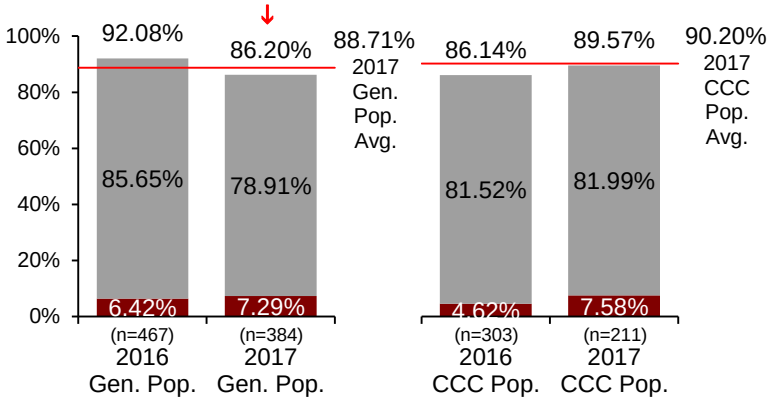
# Additional questions

## Language or cultural barriers

### Q87. Hard to find a doctor who speaks your language




### Q88. Hard to find a doctor who understands your culture

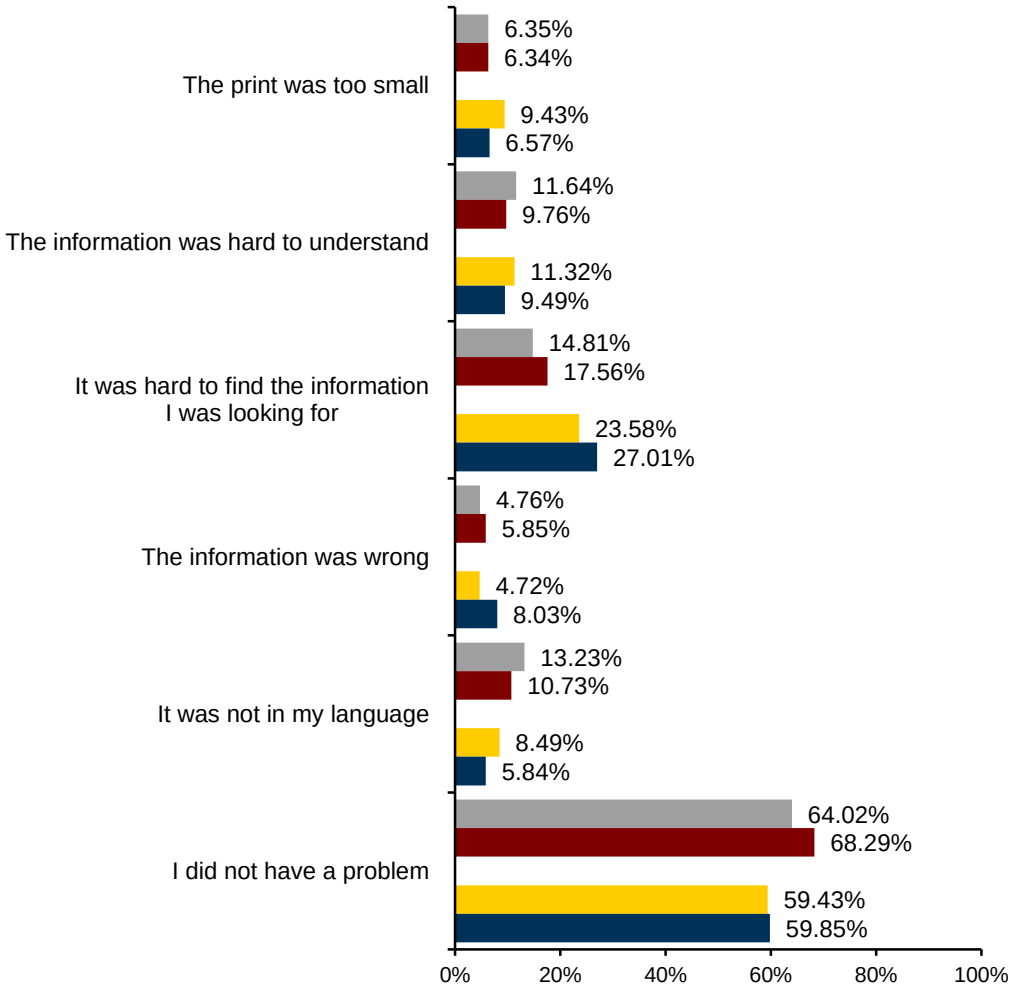



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Additional questions

## Website

**Q89. Problems encountered when website was not useful in finding a doctor or hospital**
(% responding…)



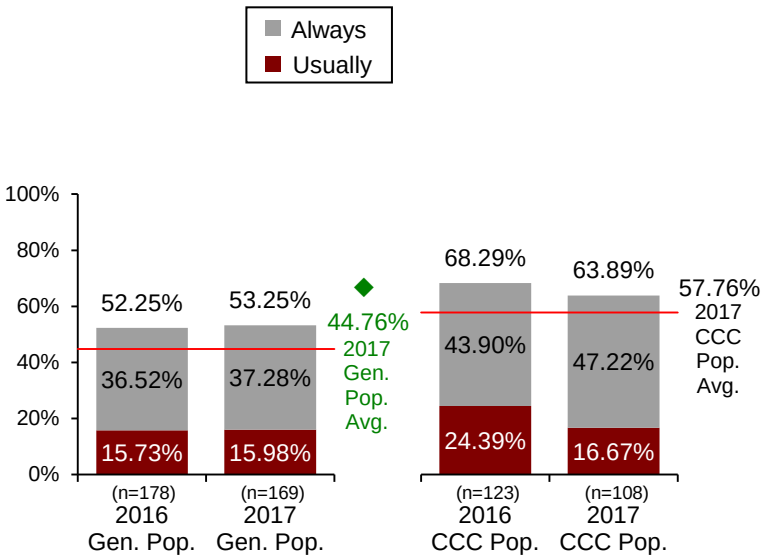

| | 2017 Avg. |
|---|---|
| Gen. Pop. | 5.31% |
| CCC Pop. | 6.40% |
| Gen. Pop. | 8.96% |
| CCC Pop. | 10.92% |
| Gen. Pop. | 21.41% ◆ |
| CCC Pop. | 25.80% |
| Gen. Pop. | 9.40% ◆ |
| CCC Pop. | 13.94% ◆ |
| Gen. Pop. | 10.62% |
| CCC Pop. | 7.16% |
| Gen. Pop. | 58.40% |
| CCC Pop. | 54.61% |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

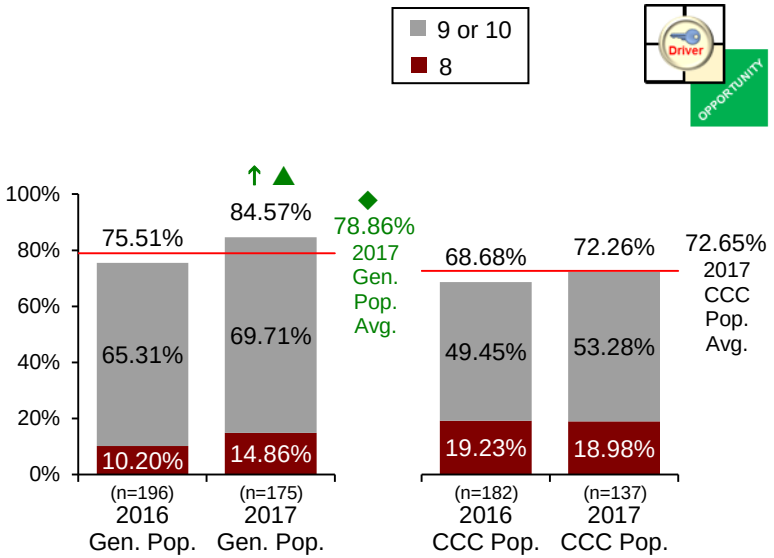
# Additional questions

## Mental health services

### Q90. Customer service staff was helpful and provided help needed




### Q91. Mental health services overall

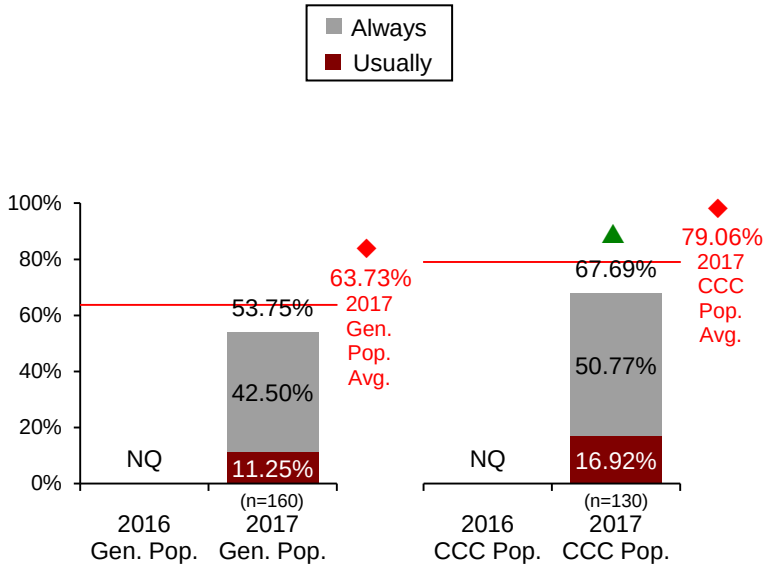



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Additional questions

## Mental health

### Q92. Easy to get appointment




▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.

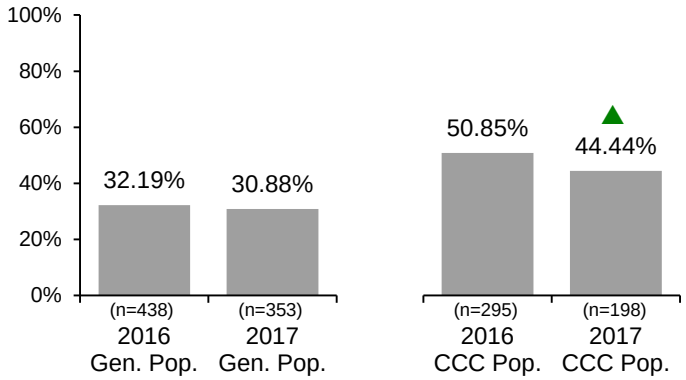
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

NQ = New question in 2017.

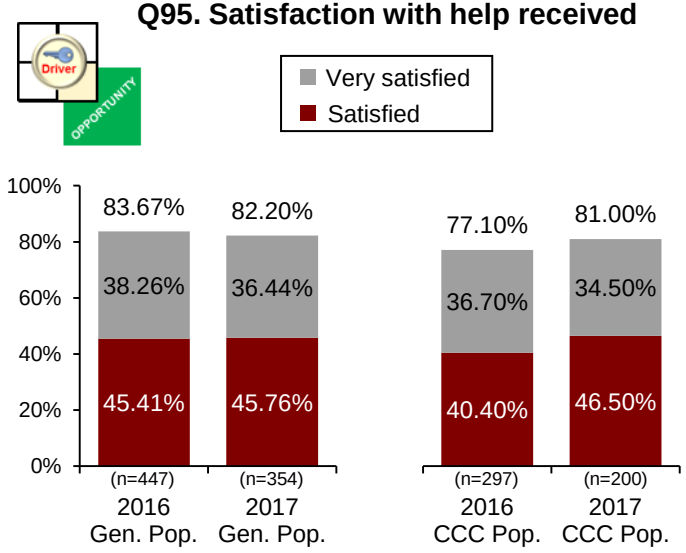
# Additional questions

## Coordination of care

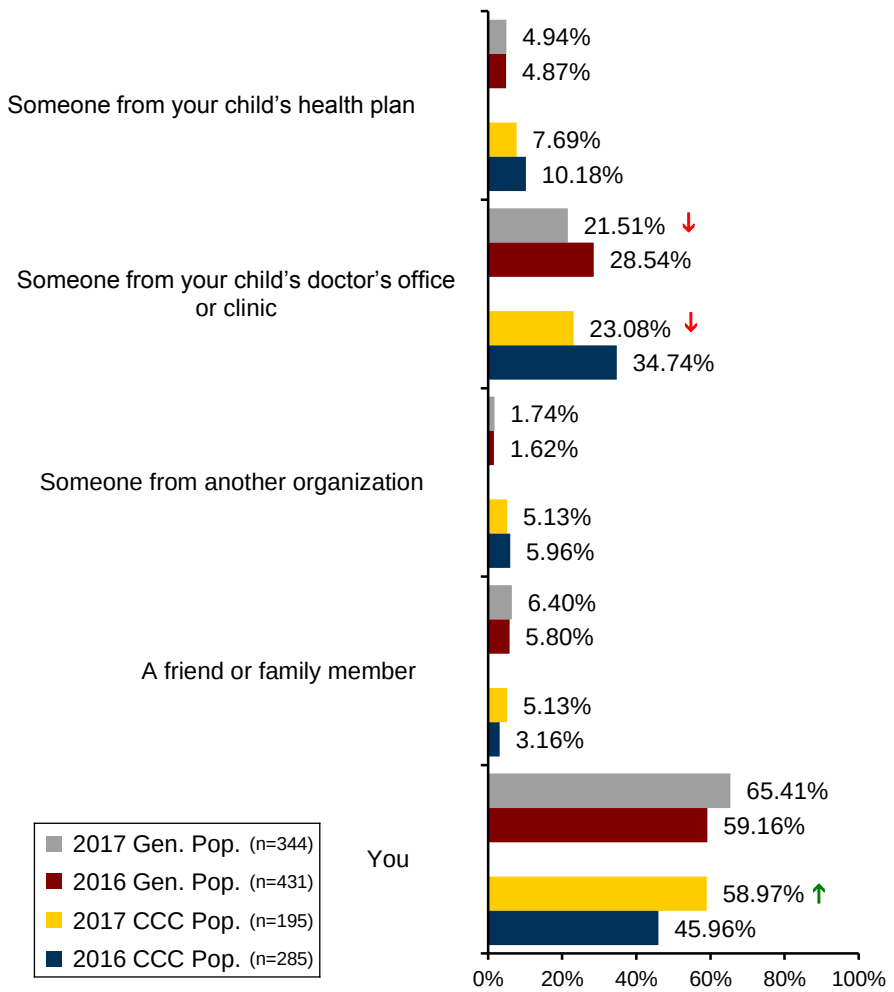
### Q93. Had help coordinating care
(% "Yes")




### Q95. Satisfaction with help received




### Q94. Had help from...
(% responding…)




| | 2017 Avg. |
|---|---|
| Gen. Pop. | 3.66% |
| CCC Pop. | 4.89% |
| Gen. Pop. | 22.69% |
| CCC Pop. | 23.56% |
| Gen. Pop. | 1.90% |
| CCC Pop. | 4.19% |
| Gen. Pop. | 6.15% |
| CCC Pop. | 4.54% |
| Gen. Pop. | 65.59% |
| CCC Pop. | 62.83% |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Appendix A
# Member profile

# Member profile

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop Sig. |
|---|---|---|---|---|---|---|---|---|
| **Child's profile** | | | | | | | | |
| Overall health (Q58) | | | | | | | | |
| Excellent/very good | 78.63% | 76.81% | 75.53% | ▲ | 50.16% | 59.26% | 56.42% | ↑ |
| Good | 16.39% | 17.96% | 19.56% | | 30.55% | 26.85% | 31.15% | ▲ |
| Fair/poor | 4.98% | 5.24% | 4.91% | | 19.29% | 13.89% | 12.43% | ▲ |
| Overall mental health (Q59) | | | | | | | | |
| Excellent/very good | 78.72% | 74.87% | 73.80% | ▲ | 42.81% | 41.20% | 45.08% | |
| Good | 15.29% | 18.59% | 18.45% | | 29.39% | 32.87% | 29.63% | ▲ |
| Fair/poor | 5.99% | 6.53% | 7.75% | | 27.80% | 25.93% | 25.29% | ▲ |
| Gender (Q75) | | | | | | | | |
| Male | 47.40% | 56.38% | 52.07% | ↑ | 56.23% | 56.74% | 59.73% | |
| Female | 52.60% | 43.62% | 47.93% | ↓ | 43.77% | 43.26% | 40.27% | |
| Age (Q74) | | | | | | | | |
| Less than 1 | 3.57% | 2.29% | 2.00% | | 2.25% | 3.70% | 0.63% | ◆ |
| 1-5 | 35.50% | 45.29% | 30.45% | ↑ ▲ ◆ | 20.26% | 28.24% | 15.83% | ↑ ◆ |
| 6-10 | 25.21% | 18.32% | 27.08% | ↓ ◆ | 28.62% | 24.54% | 31.37% | ◆ |
| 11-15 | 23.74% | 24.68% | 27.09% | | 32.80% | 31.48% | 35.08% | |
| 16 or older | 11.97% | 9.41% | 13.37% | ◆ | 16.08% | 12.04% | 17.10% | ◆ |
| Race/ethnicity (Q76/Q77) | | | | | | | | |
| White | 63.53% | 66.38% | 64.34% | | 68.06% | 67.65% | 69.29% | |
| Black or African-American | 6.94% | 5.41% | 21.66% | ◆ | 7.29% | 7.35% | 27.15% | ◆ |
| Hispanic or Latino | 62.63% | 65.90% | 33.33% | ▲ ◆ | 56.31% | 56.54% | 18.21% | ◆ |
| Asian | 3.80% | 1.99% | 7.51% | ◆ | 3.47% | 3.43% | 2.84% | |
| Native Hawaiian or other Pacific Islander | 2.46% | 1.99% | 2.51% | | 3.13% | 2.45% | 1.19% | |
| American Indian or Alaska Native | 13.42% | 15.67% | 3.87% | ◆ | 13.89% | 17.65% | 4.60% | ◆ |
| **Parent's/Respondent's profile** | | | | | | | | |
| Gender (Q79) | | | | | | | | |
| Male | 10.81% | 12.02% | 12.98% | | 12.54% | 13.27% | 10.66% | |
| Female | 89.19% | 87.98% | 87.02% | | 87.46% | 86.73% | 89.34% | |
| Average age (Q78) | 36.05 | 36.22 | 37.57 | ◆ | 39.98 | 39.60 | 40.33 | ▲ |
| Education (Q80) | | | | | | | | |
| High school or less | 46.40% | 48.15% | 50.16% | | 40.85% | 44.50% | 44.40% | |
| Some college or more | 53.60% | 51.85% | 49.84% | | 59.15% | 55.50% | 55.60% | |
| Relationship to child (Q81) | | | | | | | | |
| Mother or Father | 92.54% | 89.35% | 92.41% | | 84.23% | 83.98% | 86.53% | |
| Grandparent | 5.54% | 7.27% | 5.21% | | 9.06% | 8.25% | 9.43% | |
| Other | 1.92% | 3.38% | 2.38% | | 6.71% | 7.77% | 4.04% | ▲ ◆ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Appendix B
# Overall ratings and composite score summary tables

# Key measures – global proportions and summary rates

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| **Rating of Health Plan (% 8, 9 or 10) (Q54)** | **81.50%** | **82.91%** | **86.47%** | | **75.88%** | **76.42%** | **84.37%** | ◆ |
| **Rating of Health Care (% 8, 9 or 10) (Q14)** | **82.84%** | **79.86%** | **87.61%** | ◆ | **78.41%** | **80.12%** | **86.28%** | ◆ |
| **Rating of Personal Doctor (% 8, 9 or 10) (Q41)** | **86.77%** | **89.46%** | **89.45%** | | **85.77%** | **86.17%** | **89.22%** | |
| **Rating of Specialist (% 8, 9 or 10) (Q48)** | **77.27%** | **85.96%** | **86.18%** | | **79.86%** | **85.33%** | **86.90%** | |
| **Customer Service (% Always or Usually)** | **90.56%** | **87.21%** | **87.73%** | | **85.16%** | **86.60%** | **88.23%** | |
| Q50. Got needed info. from customer service | 87.88% | 81.55% | 81.50% | | 79.20% | 83.33% | 82.67% | |
| Q51. Staff treated you with courtesy/respect | 93.23% | 92.86% | 93.97% | | 91.13% | 89.87% | 93.79% | |
| **Getting Needed Care (% Always or Usually)** | **81.37%** | **82.24%** | **85.45%** | | **80.07%** | **80.33%** | **87.97%** | ◆ |
| Q46. Easy to see a specialist | 76.06% | 80.33% | 80.97% | | 79.45% | 76.83% | 84.33% | |
| Q15. Easy to get needed care/tests/treatment | 86.69% | 84.15% | 89.92% | ◆ | 80.68% | 83.83% | 91.60% | ◆ |
| **Getting Care Quickly (% Always or Usually)** | **87.61%** | **86.80%** | **90.00%** | | **88.93%** | **89.89%** | **93.39%** | |
| Q4. Got urgent care as soon as needed | 90.60% | 88.99% | 91.42% | | 92.14% | 88.76% | 94.04% | |
| Q6. Got routine care as soon as needed | 84.62% | 84.62% | 88.59% | | 85.71% | 91.03% | 92.73% | ▲ |
| **How Well Doctors Communicate (% Always or Usually)** | **92.24%** | **93.16%** | **93.69%** | | **92.63%** | **93.63%** | **94.67%** | |
| Q32. Doctor explained things | 93.13% | 92.86% | 93.94% | | 94.81% | 95.65% | 95.52% | |
| Q33. Doctor listened carefully | 93.79% | 94.96% | 95.15% | | 93.07% | 93.17% | 95.42% | |
| Q34. Doctor showed respect | 95.53% | 95.36% | 96.34% | | 93.51% | 94.41% | 96.36% | |
| Q37. Doctor spent enough time | 86.51% | 89.45% | 89.34% | | 89.13% | 91.30% | 91.38% | |
| **Shared Decision Making (% Yes)** | **84.21%** | **76.39%** | **79.38%** | | **85.75%** | **85.57%** | **85.11%** | |
| Q11. Doctor discussed reasons to take medicine | 92.63% | 90.28% | 91.88% | | 97.54% | 97.22% | 96.19% | |
| Q12. Doctor discussed reasons not to take medicine | 71.58% | 63.89% | 66.53% | | 74.59% | 76.39% | 74.38% | |
| Q13. Doctor asked what you thought was best | 88.42% | 75.00% | 79.72% | ↓ | 85.12% | 83.10% | 84.77% | |
| **Health Promotion and Education (Q8) (% Yes)** | **73.45%** | **70.63%** | **70.64%** | | **77.36%** | **77.71%** | **76.78%** | |
| **Coordination of Care (Q40) (% Always or Usually)** | **78.45%** | **83.33%** | **81.56%** | | **79.71%** | **79.55%** | **82.64%** | |
| **Access to Prescription Medicine (% Always or Usually)** | **81.76%** | **84.03%** | **92.78%** | ◆ | **87.01%** | **79.08%** | **91.51%** | ↓ ◆ |
| **Access to Specialized Services (% Always or Usually)** | **70.36%** | **71.09%** | **77.62%** | | **75.12%** | **68.90%** | **77.21%** | ◆ |
| **FCC: Personal Doctor Who Knows Child (% Yes)** | **87.62%** | **88.58%** | **90.00%** | | **90.08%** | **83.27%** | **90.62%** | ↓ ◆ |
| **FCC: Getting Needed Information (% Always or Usually)** | **87.28%** | **86.32%** | **88.95%** | | **90.23%** | **89.35%** | **91.53%** | |
| **FCC: Coordination of Care (% Yes)** | **69.86%** | **79.45%** | **74.99%** | | **72.91%** | **83.89%** | **78.43%** | ↑ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Overall ratings and composites – global proportions and summary rates

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| **Overall ratings** | | | | | | | | |
| Rating of Health Plan (Q54) (% 8, 9 or 10) | 81.50% | 82.91% | 86.47% | | 75.88% | 76.42% | 84.37% | ◆ |
| Rating of Health Care (Q14) (% 8, 9 or 10) | 82.84% | 79.86% | 87.61% | ◆ | 78.41% | 80.12% | 86.28% | ◆ |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10) | 86.77% | 89.46% | 89.45% | | 85.77% | 86.17% | 89.22% | |
| Rating of Specialist (Q48) (% 8, 9 or 10) | 77.27% | 85.96% | 86.18% | | 79.86% | 85.33% | 86.90% | |
| **Overall ratings and composite scores** | | | | | | | | |
| Rating of Health Plan (Q54) (% 9 or 10) | 62.16% | 67.84% | 71.43% | | 57.56% | 61.32% | 68.59% | ◆ |
| Rating of Health Care (Q14) (% 9 or 10) | 63.91% | 61.48% | 70.14% | ◆ | 59.09% | 63.25% | 68.25% | |
| Rating of Personal Doctor (Q41) (% 9 or 10) | 73.81% | 76.36% | 76.49% | | 71.17% | 70.74% | 77.49% | ◆ |
| Rating of Specialist (Q48) (% 9 or 10) | 57.58% | 61.40% | 73.07% | | 63.31% | 69.33% | 72.60% | |
| Customer Service (% Always or Usually) | 90.56% | 87.21% | 87.73% | | 85.16% | 86.60% | 88.23% | |
| Getting Needed Care (% Always or Usually) | 81.37% | 82.24% | 85.45% | | 80.07% | 80.33% | 87.97% | ◆ |
| Getting Care Quickly (% Always or Usually) | 87.61% | 86.80% | 90.00% | | 88.93% | 89.89% | 93.39% | |
| How Well Doctors Communicate (% Always or Usually) | 92.24% | 93.16% | 93.69% | | 92.63% | 93.63% | 94.67% | |
| Shared Decision Making (% Yes) | 84.21% | 76.39% | 79.38% | | 85.75% | 85.57% | 85.11% | |
| Health Promotion and Education (Q8) (% Yes) | 73.45% | 70.63% | 70.64% | | 77.36% | 77.71% | 76.78% | |
| Coordination of Care (Q40) (% Always or Usually) | 78.45% | 83.33% | 81.56% | | 79.71% | 79.55% | 82.64% | |
| Access to Prescription Medicine (% Always or Usually) | 81.76% | 84.03% | 92.78% | ◆ | 87.01% | 79.08% | 91.51% | ↓ ◆ |
| Access to Specialized Services (% Always or Usually) | 70.36% | 71.09% | 77.62% | | 75.12% | 68.90% | 77.21% | ◆ |
| FCC: Personal Doctor Who Knows Child (% Yes) | 87.62% | 88.58% | 90.00% | | 90.08% | 83.27% | 90.62% | ↓ ◆ |
| FCC: Getting Needed Information (% Always or Usually) | 87.28% | 86.32% | 88.95% | | 90.23% | 89.35% | 91.53% | |
| FCC: Coordination of Care (% Yes) | 69.86% | 79.45% | 74.99% | | 72.91% | 83.89% | 78.43% | ↑ |

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Overall ratings and composites – mean scores

| | 2016 Gen. Pop. | 2017 Gen. Pop. | 2017 Gen. Pop. Avg. | Gen. Pop. Sig. | 2016 CCC Pop. | 2017 CCC Pop. | 2017 CCC Pop. Avg. | CCC Pop. Sig. |
|---|---|---|---|---|---|---|---|---|
| **Overall mean ratings: 0 - 10 scale** | | | | | | | | |
| Rating of Health Plan (Q54) | 8.5634 | 8.7714 | 8.9517 | ▲ ◆ | 8.2572 | 8.3915 | 8.8340 | ◆ |
| Rating of Health Care (Q14) | 8.7012 | 8.6537 | 8.9607 | ◆ | 8.5303 | 8.5723 | 8.8862 | ◆ |
| Rating of Personal Doctor (Q41) | 8.9815 | 9.1406 | 9.1225 | | 8.9380 | 8.8564 | 9.1352 | ◆ |
| Rating of Specialist (Q48) | 8.3788 | 8.7368 | 8.9427 | | 8.4604 | 8.8933 | 8.9684 | |
| **Overall ratings and composite scores: Three-point mean scores** | | | | | | | | |
| Rating of Health Plan (Q54) | 2.4990 | 2.5854 | 2.6416 | ▲ | 2.4051 | 2.4623 | 2.6008 | ◆ |
| Rating of Health Care (Q14) | 2.5385 | 2.5300 | 2.6402 | ◆ | 2.4735 | 2.5361 | 2.6124 | |
| Rating of Personal Doctor (Q41) | 2.6720 | 2.7157 | 2.7099 | | 2.6460 | 2.6117 | 2.7153 | ◆ |
| Rating of Specialist (Q48) | 2.4545 | 2.5439 | 2.6535 | | 2.5036 | 2.6133 | 2.6508 | |
| Customer Service | 2.6221 | 2.5516 | 2.5589 | | 2.5067 | 2.5853 | 2.5721 | |
| Getting Needed Care | 2.4123 | 2.4777 | 2.4834 | | 2.3136 | 2.3742 | 2.5200 | ◆ |
| Getting Care Quickly | 2.5907 | 2.5826 | 2.6504 | | 2.5782 | 2.5742 | 2.7095 | ◆ |
| How Well Doctors Communicate | 2.7103 | 2.7210 | 2.7344 | | 2.6911 | 2.7096 | 2.7602 | |
| Coordination of Care (Q40) | 2.3103 | 2.4556 | 2.3994 | | 2.3116 | 2.3636 | 2.4161 | |
| Access to Prescription Medicine | 2.4765 | 2.5417 | 2.6835 | ▲ ◆ | 2.5152 | 2.3399 | 2.6317 | ↓ ◆ |
| Access to Specialized Services | 2.2494 | 2.2404 | 2.3450 | | 2.3030 | 2.1603 | 2.3359 | ◆ |
| FCC: Getting Needed Information | 2.5828 | 2.5754 | 2.6115 | | 2.6203 | 2.6036 | 2.6604 | |

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▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

# Overall ratings and composites – percentiles

| General Population | 2017 Plan | | National Percentiles from 2016 Quality Compass (Child Medicaid – General Population) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Score | Percentile | 5th | 10th | 25th | 33rd | 50th | 67th | 75th | 90th | 95th |
| **Rating of Health Plan (Q54) (% 8, 9 or 10)** | **82.91%** | **25th** | **76.84** | **78.77** | **82.34** | **83.14** | **85.16** | **86.64** | **87.87** | **90.55** | **91.21** |
| **Rating of Health Care (Q14) (% 8, 9 or 10)** | **79.86%** | **5th** | **79.58** | **81.48** | **83.87** | **84.56** | **85.85** | **87.39** | **88.14** | **90.10** | **91.24** |
| **Rating of Personal Doctor (Q41) (% 8, 9 or 10)** | **89.46%** | **50th** | **83.48** | **85.06** | **86.81** | **87.23** | **88.56** | **89.56** | **90.40** | **91.82** | **93.19** |
| **Rating of Specialist (Q48) (% 8, 9 or 10)** | **85.96%** | **33rd** | **78.95** | **79.65** | **83.33** | **84.35** | **86.24** | **87.83** | **88.14** | **89.47** | **90.71** |
| **Customer Service (% Always or Usually)** | **87.21%** | **33rd** | **83.05** | **84.02** | **86.38** | **86.94** | **88.16** | **89.13** | **89.61** | **91.84** | **92.57** |
| Q50. Got needed info. from customer service | 81.55% | 33rd | 75.53 | 77.16 | 80.50 | 81.25 | 82.82 | 84.93 | 85.60 | 87.23 | 89.19 |
| Q51. Staff treated you with courtesy/respect | 92.86% | 33rd | 88.54 | 90.10 | 92.11 | 92.52 | 93.37 | 94.20 | 94.94 | 96.03 | 96.88 |
| **Getting Needed Care (% Always or Usually)** | **82.24%** | **33rd** | **75.49** | **76.78** | **81.01** | **82.15** | **84.25** | **86.10** | **87.07** | **89.19** | **90.23** |
| Q46. Easy to see a specialist | 80.33% | 33rd | 67.28 | 70.97 | 77.06 | 77.78 | 80.66 | 83.04 | 83.57 | 85.29 | 88.33 |
| Q15. Easy to get needed care/tests/treatment | 84.15% | 10th | 80.78 | 82.01 | 86.18 | 87.40 | 89.31 | 91.08 | 91.73 | 93.28 | 93.93 |
| **Getting Care Quickly (% Always or Usually)** | **86.80%** | **25th** | **79.02** | **82.62** | **85.91** | **87.43** | **89.23** | **90.90** | **92.02** | **93.59** | **94.56** |
| Q4. Got urgent care as soon as needed | 88.99% | 25th | 81.58 | 84.86 | 88.27 | 89.50 | 90.98 | 92.95 | 93.94 | 95.77 | 96.39 |
| Q6. Got routine care as soon as needed | 84.62% | 25th | 77.65 | 80.33 | 84.62 | 85.85 | 87.72 | 89.38 | 90.43 | 92.81 | 93.98 |
| **How Well Doctors Communicate (% Always or Usually)** | **93.16%** | **33rd** | **89.20** | **90.83** | **91.94** | **92.28** | **93.26** | **94.37** | **94.78** | **95.67** | **96.28** |
| Q32. Doctor explained things | 92.86% | 33rd | 88.56 | 90.24 | 92.17 | 92.82 | 94.16 | 94.87 | 95.31 | 96.50 | 97.18 |
| Q33. Doctor listened carefully | 94.96% | 50th | 91.49 | 92.52 | 93.62 | 94.17 | 94.90 | 95.82 | 96.18 | 97.17 | 97.82 |
| Q34. Doctor showed respect | 95.36% | 33rd | 93.09 | 93.94 | 95.02 | 95.29 | 95.88 | 96.55 | 96.90 | 97.69 | 98.45 |
| Q37. Doctor spent enough time | 89.45% | 50th | 81.10 | 83.73 | 86.10 | 87.25 | 88.89 | 90.28 | 90.91 | 92.73 | 93.85 |
| **Shared Decision Making (% Yes)** | **76.39%** | **25th** | **73.28** | **74.15** | **76.28** | **77.23** | **78.31** | **79.92** | **80.56** | **82.51** | **84.04** |
| Q11. Doctor discussed reasons to take medicines | 90.28% | 10th | 85.05 | 86.23 | 90.54 | 91.26 | 92.45 | 94.35 | 95.04 | 96.48 | 97.41 |
| Q12. Doctor discussed reasons to not take medicines | 63.89% | 33rd | 56.10 | 58.41 | 61.74 | 63.12 | 64.54 | 66.67 | 67.74 | 72.09 | 74.02 |
| Q13. Doctor asked what you thought was best | 75.00% | 10th | 71.08 | 73.57 | 75.40 | 76.97 | 78.39 | 79.73 | 80.77 | 84.02 | 85.45 |
| **Health Promotion and Education (Q8) (% Yes)** | **70.63%** | **33rd** | **64.37** | **66.01** | **68.18** | **69.04** | **71.05** | **72.37** | **73.40** | **76.32** | **77.59** |
| **Coordination of Care (Q40) (% Always or Usually)** | **83.33%** | **50th** | **75.63** | **76.92** | **80.00** | **81.33** | **82.88** | **84.32** | **85.38** | **87.31** | **88.82** |
| **Other reported measures** | | | | | | | | | | | |
| Q53. Health plan forms were easy to fill out (% Always or Usually) | 94.75% | 33rd | 91.87 | 92.86 | 94.07 | 94.36 | 95.17 | 95.82 | 96.19 | 96.80 | 97.29 |
| Q58. Rating of overall health (% Excellent or Very good) | 76.81% | 50th | 66.21 | 68.81 | 72.43 | 74.12 | 76.11 | 78.01 | 78.89 | 81.55 | 82.62 |
| Q59. Rating of overall mental/emotional health (% Excellent or Very good) | 74.87% | 33rd | 64.67 | 68.82 | 72.70 | 73.80 | 75.71 | 77.45 | 78.13 | 80.12 | 82.48 |

# Overall ratings and composites – percentiles

| CCC Population | 2017 Plan | | National Percentiles from 2016 Quality Compass (Child Medicaid – CCC Population) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Score | Percentile | 5th | 10th | 25th | 33rd | 50th | 67th | 75th | 90th | 95th |
| **Rating of Health Plan (Q54) (% 8, 9 or 10)** | **76.42%** | **5th** | **72.36** | **76.58** | **79.55** | **79.76** | **83.22** | **84.51** | **84.99** | **86.90** | **88.29** |
| **Rating of Health Care (Q14) (% 8, 9 or 10)** | **80.12%** | **5th** | **79.29** | **80.20** | **83.04** | **83.21** | **84.06** | **85.06** | **86.18** | **87.83** | **88.16** |
| **Rating of Personal Doctor (Q41) (% 8, 9 or 10)** | **86.17%** | **10th** | **84.03** | **85.09** | **86.67** | **87.05** | **88.02** | **89.02** | **89.50** | **90.66** | **92.44** |
| **Rating of Specialist (Q48) (% 8, 9 or 10)** | **85.33%** | **50th** | **81.02** | **82.95** | **83.85** | **84.18** | **85.21** | **86.40** | **86.96** | **89.11** | **89.92** |
| **Customer Service (% Always or Usually)** | **86.60%** | **5th** | **85.38** | **86.80** | **87.46** | **88.24** | **89.07** | **90.44** | **90.97** | **93.10** | **93.64** |
| Q50. Got needed info. from customer service | 83.33% | 33rd | 77.37 | 79.20 | 82.12 | 83.01 | 83.90 | 85.16 | 86.27 | 89.36 | 90.91 |
| Q51. Staff treated you with courtesy/respect | 89.87% | <5th | 91.13 | 91.61 | 93.28 | 93.45 | 94.81 | 96.03 | 96.55 | 97.67 | 97.93 |
| **Getting Needed Care (% Always or Usually)** | **80.33%** | **10th** | **79.42** | **80.07** | **83.33** | **85.33** | **87.13** | **88.22** | **88.72** | **90.18** | **90.83** |
| Q46. Easy to see a specialist | 76.83% | 10th | 73.44 | 74.85 | 79.84 | 81.90 | 83.82 | 85.02 | 85.39 | 87.60 | 87.92 |
| Q15. Easy to get needed care/tests/treatment | 83.83% | <5th | 85.26 | 85.95 | 88.38 | 89.68 | 90.51 | 92.29 | 92.56 | 93.20 | 94.30 |
| **Getting Care Quickly (% Always or Usually)** | **89.89%** | **10th** | **86.25** | **88.56** | **90.57** | **91.21** | **92.30** | **93.04** | **94.10** | **94.87** | **95.37** |
| Q4. Got urgent care as soon as needed | 88.76% | 5th | 88.10 | 88.83 | 91.50 | 92.34 | 93.23 | 94.33 | 94.65 | 96.20 | 96.75 |
| Q6. Got routine care as soon as needed | 91.03% | 33rd | 83.50 | 86.19 | 89.21 | 90.32 | 91.29 | 92.62 | 93.54 | 94.51 | 94.84 |
| **How Well Doctors Communicate (% Always or Usually)** | **93.63%** | **33rd** | **90.92** | **91.76** | **93.12** | **93.57** | **94.21** | **94.64** | **94.94** | **95.50** | **96.18** |
| Q32. Doctor explained things | 95.65% | 50th | 91.80 | 92.70 | 94.53 | 94.81 | 95.15 | 95.69 | 95.92 | 96.60 | 96.69 |
| Q33. Doctor listened carefully | 93.17% | 10th | 91.79 | 92.82 | 93.52 | 93.60 | 94.65 | 95.50 | 95.79 | 96.41 | 97.41 |
| Q34. Doctor showed respect | 94.41% | 10th | 92.53 | 92.95 | 94.50 | 95.11 | 95.82 | 96.17 | 96.38 | 97.02 | 97.62 |
| Q37. Doctor spent enough time | 91.30% | 33rd | 85.60 | 86.57 | 89.33 | 90.24 | 91.32 | 91.90 | 92.18 | 93.81 | 94.14 |
| **Shared Decision Making (% Yes)** | **85.57%** | **50th** | **81.47** | **81.75** | **83.85** | **84.17** | **85.36** | **85.93** | **86.10** | **87.19** | **87.71** |
| Q11. Doctor discussed reasons to take medicines | 97.22% | 50th | 93.33 | 93.71 | 94.87 | 95.21 | 96.63 | 97.29 | 97.33 | 98.16 | 98.48 |
| Q12. Doctor discussed reasons to not take medicines | 76.39% | 67th | 66.67 | 68.27 | 71.30 | 72.63 | 75.17 | 76.04 | 76.71 | 80.57 | 81.13 |
| Q13. Doctor asked what you thought was best | 83.10% | 33rd | 78.47 | 80.21 | 81.45 | 82.21 | 84.93 | 85.91 | 86.47 | 89.34 | 90.32 |
| **Health Promotion and Education (Q8) (% Yes)** | **77.71%** | **50th** | **70.40** | **71.77** | **75.00** | **75.45** | **77.44** | **78.40** | **78.77** | **81.30** | **84.76** |
| **Coordination of Care (Q40) (% Always or Usually)** | **79.55%** | **10th** | **73.51** | **77.24** | **80.17** | **80.70** | **82.52** | **83.78** | **84.77** | **85.82** | **87.20** |
| **Access to Prescription Medicine (% Always or Usually)** | **79.08%** | **<5th** | **84.12** | **85.98** | **89.00** | **89.39** | **91.29** | **92.48** | **93.33** | **94.70** | **95.14** |
| Q57. Got help with getting prescription medicines (% Yes) | 59.60% | 50th | 29.10 | 32.23 | 55.71 | 56.06 | 58.77 | 61.89 | 62.60 | 67.07 | 68.20 |
| **Access to Specialized Services (% Always or Usually)** | **68.90%** | **5th** | **66.37** | **69.36** | **72.78** | **76.87** | **78.86** | **79.57** | **80.96** | **82.39** | **83.04** |
| Q23. Easy to get special therapy | 71.88% | 25th | 62.62 | 69.00 | 71.75 | 72.12 | 78.90 | 85.00 | 85.28 | 86.15 | 89.74 |
| Q26. Easy to get treatment or counseling | 67.07% | 5th | 66.90 | 72.14 | 75.75 | 77.04 | 79.54 | 81.71 | 82.36 | 84.90 | 85.29 |
| Q24. Got help with getting special therapy (% Yes) | 59.38% | 25th | 55.37 | 56.31 | 58.33 | 60.95 | 65.00 | 67.29 | 68.18 | 74.15 | 75.23 |
| Q27. Got help getting treatment/counseling (% Yes) | 49.38% | 10th | 43.81 | 48.21 | 53.08 | 54.84 | 57.11 | 60.67 | 62.49 | 65.33 | 66.07 |
| **FCC: Personal Doctor Who Knows Child (% Yes)** | **83.27%** | **<5th** | **86.95** | **87.27** | **89.47** | **90.08** | **90.75** | **91.43** | **91.91** | **92.70** | **93.25** |
| Q38. Doctor talks about how child is feeling, growing or behaving | 89.31% | 50th | 85.21 | 85.41 | 87.74 | 88.39 | 88.62 | 89.97 | 91.09 | 91.75 | 92.00 |
| Q43. Doctor understands how conditions affect child's life | 82.05% | <5th | 88.46 | 89.51 | 91.44 | 92.49 | 93.31 | 94.01 | 94.71 | 95.63 | 95.83 |
| Q44. Doctor understands how conditions affect family's life | 78.45% | <5th | 85.85 | 86.78 | 88.32 | 88.79 | 89.87 | 91.12 | 91.99 | 93.00 | 93.83 |
| **FCC: Getting Needed Information (% Always or Usually)** | **89.35%** | **10th** | **88.39** | **88.66** | **89.88** | **90.21** | **90.53** | **91.19** | **91.73** | **93.85** | **94.23** |
| **FCC: Coordination of Care (% Yes)** | **83.89%** | **95th** | **72.89** | **72.89** | **75.86** | **76.30** | **77.04** | **78.13** | **78.41** | **80.87** | **81.21** |
| Q29. Got help coordinating care among providers or services | 67.78% | 90th | 55.33 | 55.96 | 57.79 | 59.13 | 60.00 | 63.64 | 65.38 | 66.48 | 68.80 |
| **Other reported measures** | | | | | | | | | | | |
| Q53. Health plan forms were easy to fill out (% Always or Usually) | 95.31% | 33rd | 91.97 | 92.86 | 94.07 | 94.26 | 95.35 | 95.79 | 96.23 | 97.40 | 97.64 |
| Q58. Rating of overall health (% Excellent or Very good) | 59.26% | 50th | 48.85 | 49.69 | 53.69 | 55.56 | 58.37 | 60.68 | 61.45 | 62.40 | 63.15 |
| Q59. Rating of overall mental/emotional health (% Excellent or Very good) | 41.20% | 10th | 37.13 | 38.79 | 41.55 | 42.39 | 44.44 | 47.11 | 47.97 | 49.77 | 53.18 |

# Overall ratings and composites – demographic analysis

| General Population | Health Status | | Child's Age | | | Child's Gender | | Survey Type | |
|---|---|---|---|---|---|---|---|---|---|
| | Excellent or Very good (A) | Good, Fair or Poor (B) | Less than 5 (C) | 6 – 10 (D) | 11+ (E) | Male (F) | Female (G) | Mail (H) | Phone (I) |
| *Total respondents* | *308* | *93* | *187* | *72* | *134* | *221* | *171* | *126* | *287* |
| **Rating of Health Plan (% 8, 9 or 10) (Q54)** | **84.00%** | **80.43%** | **86.41%** | **77.14%** | **80.00%** | **82.49%** | **82.53%** | **80.49%** | **84.00%** |
| **Rating of Health Care (% 8, 9 or 10) (Q14)** | **81.25%** | **76.92%** | **81.88%** | **76.74%** | **77.33%** | **76.19%** | **84.03%** | **74.12%** | **82.32%** |
| **Rating of Personal Doctor (% 8, 9 or 10) (Q41)** | **90.72%** | **85.51%** | **90.00%** | **86.79%** | **90.59%** | **88.27%** | **91.11%** | **86.96%** | **90.50%** |
| **Rating of Specialist (% 8, 9 or 10) (Q48)** | **90.91%** | **82.61%** | **83.33%** | **83.33%** | **92.00%** | **90.00%** | **83.33%** | **83.33%** | **87.88%** |
| **Customer Service (% Always or Usually)** | **89.94%** | **83.10%** | **90.53%** | **83.96%** | **89.39%** | **88.75%** | **89.48%** | **95.65%** | **84.71%** |
| Q50. Got needed info. from customer service | 84.29% | 80.00% | 85.42% | 81.25% | 84.85% | 85.19% | 83.72% | 91.30% | 78.75% |
| Q51. Staff treated you with courtesy/respect | 95.59% | 86.21% | 95.65% | 86.67% | 93.94% | 92.31% | 95.24% | 100% | 90.67% |
| **Getting Needed Care (% Always or Usually)** | **86.60%** | **77.50%** | **85.45%** | **79.16%** | **83.76%** | **82.56%** | **85.00%** | **82.86%** | **82.03%** |
| Q46. Easy to see a specialist | 86.11% | 75.00% | 85.00% | 76.92% | 84.62% | 79.41% | 87.50% | 80.00% | 80.56% |
| Q15. Easy to get needed care/tests/treatment | 87.08% | 80.00% | 85.91% | 81.40% | 82.89% | 85.71% | 82.50% | 85.71% | 83.50% |
| **Getting Care Quickly (% Always or Usually)** | **87.33%** | **85.51%** | **85.50%** | **86.99%** | **89.41%** | **85.68%** | **87.70%** | **92.24%** I | **83.98%** |
| Q4. Got urgent care as soon as needed | 90.41% | 87.10% | 86.67% | 87.50% | 96.00% | 89.47% | 88.37% | 95.00% | 85.51% |
| Q6. Got routine care as soon as needed | 84.24% | 83.93% | 84.33% | 86.49% | 82.81% | 81.89% | 87.04% | 89.47% | 82.46% |
| **How Well Doctors Communicate (% Always or Usually)** | **93.81%** | **92.52%** | **91.49%** | **94.74%** | **97.08%** | **93.64%** | **93.36%** | **96.77%** | **91.65%** |
| Q32. Doctor explained things | 94.25% | 91.23% | 92.13% | 94.74% | 95.00% | 95.08% | 91.18% | 100% I | 89.88% |
| Q33. Doctor listened carefully | 95.40% | 94.74% | 94.49% | 92.11% | 98.33% | 95.08% | 95.10% | 95.71% | 94.64% |
| Q34. Doctor showed respect | 95.98% | 94.64% | 94.44% | 94.74% | 98.33% | 95.04% | 96.08% | 95.65% | 95.24% |
| Q37. Doctor spent enough time | 89.60% | 89.47% | 84.92% | 97.37% C | 96.67% C | 89.34% | 91.09% | 95.71% I | 86.83% |
| **Shared Decision Making (% Yes)** | **78.67%** | **69.84%** | **75.86%** | **78.43%** | **75.36%** | **73.33%** | **79.80%** | **79.71%** | **74.83%** |
| Q11. Doctor discussed reasons to take medicine | 94.00% | 80.95% | 89.66% | 94.12% | 86.96% | 88.57% | 90.91% | 100% | 85.71% |
| Q12. Doctor discussed reasons not to take medicine | 68.00% | 52.38% | 68.97% | 64.71% | 60.87% | 62.86% | 69.70% | 65.22% | 63.27% |
| Q13. Doctor asked what you thought was best | 74.00% | 76.19% | 68.97% | 76.47% | 78.26% | 68.57% | 78.79% | 73.91% | 75.51% |
| **Health Promotion and Education (Q8) (% Yes)** | **71.90%** | **69.70%** | **69.54%** | **69.77%** | **72.37%** | **72.48%** | **69.17%** | **74.42%** | **69.00%** |
| **Coordination of Care (Q40) (% Always or Usually)** | **85.96%** | **79.31%** | **84.62%** | **84.62%** | **83.87%** | **88.64%** | **78.95%** | **80.00%** | **85.00%** |
| **Access to Prescription Medicine (% Always or Usually)** | **85.00%** | **81.40%** | **83.58%** | **84.21%** | **84.62%** | **83.33%** | **84.62%** | **81.48%** | **85.56%** |
| **Access to Specialized Services (% Always or Usually)** | **81.73%** B | **60.24%** | **72.98%** | **66.48%** | **76.77%** | **70.30%** | **77.78%** | **70.14%** | **71.33%** |
| **FCC: Personal Doctor Who Knows Child (% Yes)** | **92.77%** | **84.13%** | **91.62%** | **90.84%** | **87.83%** | **93.48%** | **87.42%** | **83.09%** | **92.86%** H |
| **FCC: Getting Needed Information (% Always or Usually)** | **88.57%** | **81.54%** | **86.67%** | **88.37%** | **84.21%** | **83.78%** | **89.17%** | **89.41%** | **85.00%** |
| **FCC: Coordination of Care (% Yes)** | **77.78%** | **84.62%** | **73.33%** | **85.71%** | **86.00%** | **78.21%** | **83.33%** | **82.00%** | **78.13%** |

A capital letter and green font indicates that result is significantly higher than the corresponding column.

# Overall ratings and composites – demographic analysis

| CCC Population | Health Status | | Child's Age | | | Child's Gender | | Survey Type | |
|---|---|---|---|---|---|---|---|---|---|
| | Excellent or Very good (A) | Good, Fair or Poor (B) | Less than 5 (C) | 6 – 10 (D) | 11+ (E) | Male (F) | Female (G) | Mail (H) | Phone (I) |
| *Total respondents* | *128* | *88* | *69* | *53* | *94* | *122* | *93* | *79* | *137* |
| **Rating of Health Plan (% 8, 9 or 10) (Q54)** | **80.95%** | **69.77%** | **75.36%** | **75.47%** | **77.78%** | **79.17%** | **72.53%** | **75.32%** | **77.04%** |
| **Rating of Health Care (% 8, 9 or 10) (Q14)** | **83.84%** | **74.63%** | **81.67%** | **74.36%** | **82.09%** | **80.00%** | **80.00%** | **75.41%** | **82.86%** |
| **Rating of Personal Doctor (% 8, 9 or 10) (Q41)** | **89.19%** | **81.82%** | **91.80%** | **80.43%** | **85.19%** | **87.50%** | **84.34%** | **84.51%** | **87.18%** |
| **Rating of Specialist (% 8, 9 or 10) (Q48)** | **94.74%** B | **75.68%** | **93.55%** | **63.64%** | **84.85%** | **86.84%** | **83.33%** | **75.00%** | **91.49%** |
| **Customer Service (% Always or Usually)** | **94.87%** B | **78.40%** | **95.24%** | **85.14%** | **82.35%** | **84.92%** | **89.06%** | **84.48%** | **87.88%** |
| Q50. Got needed info. from customer service | 94.87% B | 71.79% | 90.48% | 86.96% | 76.47% | 82.61% | 84.38% | 75.86% | 87.76% |
| Q51. Staff treated you with courtesy/respect | 94.87% | 85.00% | 100% | 83.33% | 88.24% | 87.23% | 93.75% | 93.10% | 88.00% |
| **Getting Needed Care (% Always or Usually)** | **86.11%** B | **73.24%** | **81.07%** | **68.32%** | **85.07%** | **83.49%** | **76.18%** | **76.49%** | **82.69%** |
| Q46. Easy to see a specialist | 83.33% | 70.00% | 77.14% | 57.14% | 84.85% | 79.07% | 73.68% | 67.74% | 82.35% |
| Q15. Easy to get needed care/tests/treatment | 88.89% B | 76.47% | 85.00% | 79.49% | 85.29% | 87.91% | 78.67% | 85.25% | 83.02% |
| **Getting Care Quickly (% Always or Usually)** | **92.89%** | **86.48%** | **95.73%** D | **82.31%** | **88.26%** | **91.00%** | **88.26%** | **91.70%** | **88.98%** |
| Q4. Got urgent care as soon as needed | 93.48% | 83.72% | 97.22% E | 80.00% | 84.21% | 92.00% | 84.21% | 86.84% | 90.20% |
| Q6. Got routine care as soon as needed | 92.31% | 89.23% | 94.23% | 84.62% | 92.31% | 90.00% | 92.31% | 96.55% I | 87.76% |
| **How Well Doctors Communicate (% Always or Usually)** | **96.70%** | **89.64%** | **96.12%** | **89.63%** | **93.95%** | **93.10%** | **94.18%** | **96.72%** | **91.75%** |
| Q32. Doctor explained things | 97.80% | 92.86% | 98.28% | 90.24% | 96.77% | 94.25% | 97.26% | 98.36% | 94.00% |
| Q33. Doctor listened carefully | 97.80% B | 87.14% | 94.83% | 90.24% | 93.55% | 93.10% | 93.15% | 96.72% | 91.00% |
| Q34. Doctor showed respect | 96.70% | 91.43% | 94.83% | 92.68% | 95.16% | 94.25% | 94.52% | 96.72% | 93.00% |
| Q37. Doctor spent enough time | 94.51% | 87.14% | 96.55% | 85.37% | 90.32% | 90.80% | 91.78% | 95.08% | 89.00% |
| **Shared Decision Making (% Yes)** | **88.10%** | **81.95%** | **89.74%** | **83.16%** | **83.33%** | **88.16%** | **83.33%** | **80.46%** | **89.07%** |
| Q11. Doctor discussed reasons to take medicine | 97.62% | 96.67% | 100% | 90.00% | 100% | 97.30% | 97.06% | 100% | 95.35% |
| Q12. Doctor discussed reasons not to take medicine | 78.57% | 73.33% | 84.62% | 70.00% | 73.08% | 81.08% | 73.53% | 68.97% | 81.40% |
| Q13. Doctor asked what you thought was best | 88.10% | 75.86% | 84.62% | 89.47% | 76.92% | 86.11% | 79.41% | 72.41% | 90.48% |
| **Health Promotion and Education (Q8) (% Yes)** | **78.57%** | **76.47%** | **85.25%** | **70.27%** | **75.00%** | **80.00%** | **76.00%** | **67.21%** | **83.81%** H |
| **Coordination of Care (Q40) (% Always or Usually)** | **85.37%** | **74.47%** | **86.67%** | **63.16%** | **82.05%** | **85.71%** | **73.33%** | **75.00%** | **82.69%** |
| **Access to Prescription Medicine (% Always or Usually)** | **82.95%** | **73.85%** | **81.63%** | **69.44%** | **82.35%** | **80.46%** | **76.92%** | **72.13%** | **83.70%** |
| **Access to Specialized Services (% Always or Usually)** | **79.23%** B | **58.84%** | **69.96%** | **65.48%** | **70.46%** | **67.22%** | **72.45%** | **70.66%** | **67.53%** |
| **FCC: Personal Doctor Who Knows Child (% Yes)** | **85.74%** | **80.27%** | **87.16%** | **74.64%** | **85.49%** | **85.67%** | **79.93%** | **75.84%** | **88.72%** H |
| **FCC: Getting Needed Information (% Always or Usually)** | **94.95%** B | **81.43%** | **91.80%** | **84.62%** | **89.86%** | **89.25%** | **89.33%** | **92.06%** | **87.74%** |
| **FCC: Coordination of Care (% Yes)** | **83.70%** | **84.09%** | **80.65%** | **77.78%** | **89.02%** | **81.00%** | **87.50%** | **82.14%** | **84.68%** |

A capital letter and green font indicates that result is significantly higher than the corresponding column.

# Appendix C
# SatisAction™ key driver statistical model

**POWeR™ Chart shown in the executive summary on page 6.**

**Instructions to access trAction™ Decision (Impact Analysis) Tool:**

1. **Log on to https://client.dssresearch.com using your current User Name and Password.**
2. **Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.**
3. **Once on the portal, select Reporting and then Tools.**
4. **Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run "what if" scenarios.**

# Background

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

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

# Methodology

**Importance analysis.** The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

*Factor Analysis.* Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

*Regression Analysis.* Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

*Derived Importance.* The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

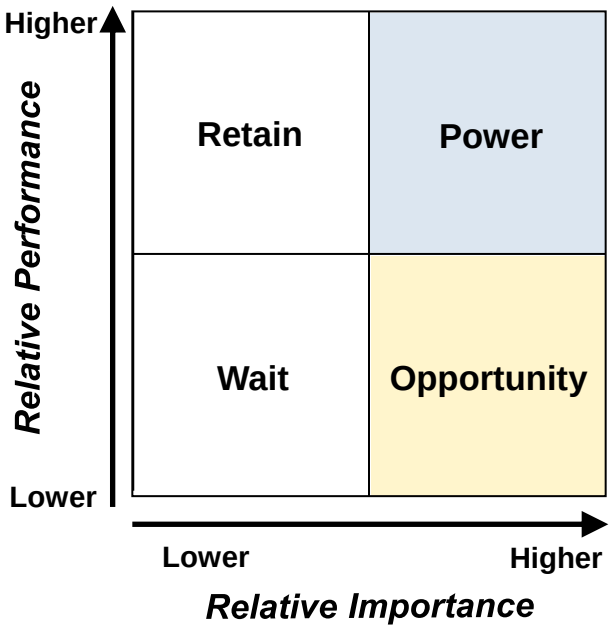
**Performance analysis.** To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

# Methodology

**Classification matrix.** Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.

**POWeR™ Chart classification matrix**



# Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q54 – the overall rating of the health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

| Variables Used in the Model | | Coding for Regression (Importance) |
|---|---|---|
| ***Dependent Variable*** | | |
| Q54 | Rating of overall heath plan | 0 through 10, All other = missing |
| ***Independent Variables*** | | |
| Q4 | Got urgent care | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing |
| Q6 | Got routine care | |
| Q9 | Dr. answered questions | |
| Q14 | Health care overall | 0 through 10, All other = missing |
| Q15 | Got care/tests/treatment | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing |
| Q32 | Dr. explained things | |
| Q33 | Dr. listened carefully | |
| Q34 | Dr. showed respect | |
| Q36 | Dr. explained things for child | |
| Q37 | Dr. spent enough time | |
| Q40 | Dr. informed about care | |
| Q41 | Personal doctor overall | 0 through 10, All other = missing |
| Q46 | Got specialist appt. | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing |
| Q48 | Specialist overall | 0 through 10, All other = missing |
| Q50 | CS provided info./help | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing |
| Q51 | CS courtesy/respect | |
| Q53 | Easy to fill out forms | |
| Q56 | Got prescriptions | |
| Q91 | Mental health services overall | 0 through 10, All other = missing |
| Q95 | Sat. with care coordination | Very Satisfied = 5, Satisfied = 4, Neither satisfied nor dissatisfied = 3, Dissatisfied = 2, Very dissatisfied = 1, All other = missing |

# Results

**Factor analysis.** Factor analysis reduced the 20 highly-correlated model variables to 8 orthogonal (uncorrelated) factors that explain 72.5% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

## Factor Correlations with Survey Variables

| Question | Survey items | Factors | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Q34 | Dr. showed respect | 0.796 | | | | | | | |
| Q33 | Dr. listened carefully | 0.769 | | | | | | | |
| Q36 | Dr. explained things for child | 0.765 | | | | | | | |
| Q37 | Dr. spent enough time | 0.755 | | | | | | | |
| Q32 | Dr. explained things | 0.646 | 0.433 | | | | | | |
| Q41 | Personal doctor overall | 0.626 | | | 0.282 | | 0.525 | | |
| Q40 | Dr. informed about care | 0.501 | | | 0.462 | 0.335 | -0.336 | | |
| Q6 | Got routine care | | 0.813 | | | | | | |
| Q4 | Got urgent care | | 0.573 | | 0.250 | | | | |
| Q15 | Got care/tests/treatment | | 0.569 | | | | 0.410 | 0.254 | |
| Q9 | Dr. answered questions | 0.514 | 0.543 | | | | 0.270 | | |
| Q51 | CS courtesy/respect | | | 0.869 | | | | | |
| Q50 | CS provided info./help | | | 0.830 | | | | | |
| Q91 | Mental health services overall | | | | 0.715 | | | 0.434 | |
| Q95 | Sat. with care coordination | | | | 0.705 | | 0.258 | | |
| Q48 | Specialist overall | | | | | 0.841 | | 0.260 | |
| Q46 | Got specialist appt. | | 0.491 | 0.284 | | 0.602 | | | |
| Q14 | Health care overall | 0.255 | | | 0.336 | | 0.674 | | |
| Q56 | Got prescriptions | | | | | | | 0.825 | |
| Q53 | Easy to fill out forms | | | | | | | | 0.952 |

# Results

**Regression analysis.** The 8 factors identified in the previous step were used as predictors in a regression model with Q54, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 47.1% of the variation in the dependent variable ($R^2 = 0.471$).

## Regression Coefficients

| Variable | Unstandardized coefficients | Standardized (Beta) coefficients | Significance level |
|---|---|---|---|
| Constant | 8.8900 | 0.0000 | 0.0000 |
| Factor 1 -- Q34, Q33, Q36, Q37, Q32, Q41, Q40 | 0.1228 | 0.0834 | 0.0028 |
| Factor 2 -- Q6, Q4, Q15, Q9 | 0.2147 | 0.1496 | 0.0000 |
| Factor 3 -- Q51, Q50 | 0.2694 | 0.1913 | 0.0000 |
| Factor 4 -- Q91, Q95 | 0.5718 | 0.3868 | 0.0000 |
| Factor 5 -- Q48, Q46 | 0.2206 | 0.1406 | 0.0000 |
| Factor 6 -- Q14 | 0.6445 | 0.4388 | 0.0000 |
| Factor 7 -- Q56 | 0.4301 | 0.2835 | 0.0000 |
| Factor 8 -- Q53 | 0.0126 | 0.0087 | 0.7525 |

# Results

**Derived importance.** The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

**Plan performance**. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

| Question | Survey items | Importance | Performance |
|---|---|---|---|
| Q14 | Health care overall | 100 | 2 |
| Q91 | Mental health services overall | 95 | 18 |
| Q56 | Got prescriptions | 85 | 3 |
| Q95 | Sat. with care coordination | 85 | 0 |
| Q41 | Personal doctor overall | 74 | 25 |
| Q40 | Dr. informed about care | 73 | 31 |
| Q15 | Got care/tests/treatment | 62 | 10 |
| Q50 | CS provided info./help | 60 | 57 |
| Q51 | CS courtesy/respect | 60 | 19 |
| Q48 | Specialist overall | 51 | 54 |
| Q46 | Got specialist appt. | 49 | 37 |
| Q6 | Got routine care | 44 | 18 |
| Q9 | Dr. answered questions | 43 | 0 |
| Q4 | Got urgent care | 39 | 40 |
| Q32 | Dr. explained things | 31 | 50 |
| Q33 | Dr. listened carefully | 27 | 11 |
| Q34 | Dr. showed respect | 27 | 15 |
| Q37 | Dr. spent enough time | 22 | 50 |
| Q36 | Dr. explained things for child | 21 | 4 |
| Q53 | Easy to fill out forms | 0 | 34 |

# Appendix D
# Gap analysis

# Gap analysis

The flowchart on page 8 shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

# Appendix E
# Voice of the Member

# Voice of the Member

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of consumers from across the country with Medicaid coverage for their child. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

| **Q4. Got urgent care as soon as needed** | |
|---|---|
| **Member poll** | **Response summary** |
| PRIMARY CARE DOCTOR VISIT | |
| How long do patients expect to wait for an URGENT CARE appointment to see a primary care doctor? | Most expect to see a primary care doctor on the same day or within two days for an urgent care issue. |
| SPECIALIST VISIT | |
| How long do patients expect to wait for an URGENT CARE appointment to see a specialist? | Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to three days. |
| **Q6. Got check-up or routine appointment as soon as needed** | |
| **Member poll** | **Response summary** |
| PRIMARY CARE DOCTOR VISIT | |
| How long do patients expect to wait for a ROUTINE CARE appointment to see a primary care doctor? | Most expect to wait a week for a routine care appointment with a primary care doctor, but would wait up to a month. |
| SPECIALIST VISIT | |
| How long do patients expect to wait for a ROUTINE CARE appointment to see a specialist? | Most expect to see a specialist within two to three weeks for a routine care appointment, but would wait up to a month. |

# Voice of the Member

| Q10/Q11. Doctor discussed reasons to take a medicine<br>Q11/Q12. Doctor discussed reasons not to take a medicine | |
|---|---|
| **Improvement action** | **Member comments** |
| Ensure that parents are informed of the pros and cons of medications. | It is vital for the doctor to explain the pros and cons of medications thoroughly to parents. This way the parent can help decide how this will fit in with the care and routine of the child.<br><br>I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me.<br><br>It is important that the doctor keeps me in the loop with everything that is going on. If there are possible pros and cons to medications, I expect to be told these and brought into the conversation about them. |
| Ensure that parents are involved and informed about their child's treatment. | It is important for the decision to be mutual between the doctor and the parent of the child.<br><br>The parent needs to be comfortable with the treatment, since they most often are the administrator of it.<br><br>It is very important that the doctor partners with me in choosing my child's medications.<br><br>I think it is very important for doctors to partner with me in deciding what medications my child will take.<br><br>It is very important that I am involved in every aspect of my daughter's health. |
| Consider the parent's opinion. | There was a time when my daughter was put on one medication for her allergies and then switched to a different one without consulting us. I later called her doctor and asked them to change it to something else because the one they gave her just was not working for her. Her doctor gave us something different right away and it did help. |
| **Q12/Q13. Doctor asked what you thought was best** | |
| **Improvement action** | **Member comments** |
| Invite the parent to provide input on prescriptions. | My son's doctor often asks me "What do you think about us trying this medicine again? How did he do last time he took it?" Or "These are the two options we have for medicine, and here are the benefits of each. Which do you think would be best?" I like that she asks me how they worked, rather than just prescribing something that may not have worked well.<br><br>It is very important that doctors get my input, and I've had these conversations in the past with other doctors, so I would press the issue if my doctor did not initiate the conversation herself.<br><br>I have had a doctor ask what I thought was best for me but never for my child. I am not a doctor so I do not feel like I should have that kind of input, unless there is some kind of problem or side effect I have been witnessing while my child has been taking the medication. |
| Ensure that all concerns are addressed. | The pediatrician listened very carefully when I told him that I felt my two grandsons seemed to potentially have allergies even though they were suffering from minor colds at the time. He suggested prescribing an allergy medication as a result. |

# Voice of the Member

| Q13/Q14. Rating of Health Care | |
|---|---|
| **Improvement action** | **Member comments** |
| Ensure that providers have a child-friendly bedside manner. | The doctor has to check my son's ears each visit, as he is prone to getting ear infections. As you can imagine, my son now HATES having the scope put in to look into his ears, but this doctor makes it fun and exciting for him. She lets him play with the scope first, pretends to tickle him with it, and by the time she is done looking in his ears he has not cried once. She genuinely cares about him.<br><br>All of her doctors are very professional yet have great bedside manners. |
| Ensure that doctors provide thorough assessments and explanations. | She has a smaller office that gets very busy, but she is very close with all her patients and always gives great one-on-one care.<br><br>These medical providers are really on top of their game and provide earnest and thorough care for my family.<br><br>My son's pediatrician always talks with us thoroughly about certain issues and what my son should be eating and drinking at his age. She goes into deep detail on so many things as he grows up within his age group. |
| Provide easily accessible care. | My daughter has not been to the dentist in over a year, since the only dentist in the area stinks and it is impossible to get in to see them.<br><br>My daughter finally got a vision appointment, but the glasses have been on order for three months and have still not come in. |
| Ensure that plan representatives are courteous, professional and helpful. | I love my son's health plan. They are always courteous and kind.<br><br>I am unsatisfied with the miscommunications from plan representatives.<br><br>My plan's representatives have always been polite and helpful, even when I was angry with them.<br><br>I have contacted them about issues I have had, but I just feel like nobody there listens.<br><br>My plan's representatives are very responsive and good with any issues I have ever had.<br><br>My health plan is a very consistent company, and I love the very friendly and helpful staff. |

# Voice of the Member

| Q13/Q14. Rating of Health Care | |
|---|---|
| **Improvement action** | **Member comments** |
| Help members access resources to manage their conditions. | The personal touch provided by the Case Manager helps to give additional unexpected support.<br><br>My PCP called me and told me there was a program through the insurance company for people with chronic diseases to help manage their conditions that they would sign me up for. The very next day I had a case manager call me and she helped to coordinate care between all of my doctors in a way I did not realize was possible. She also reached out to try to find me other services and providers closer to me, and has offered to arrange an appointment at a clinic designed specifically to deal with my condition. |
| Cover commonly used services. | Everything is always covered, I could not ask for a better plan.<br><br>Everything that has been done, such as immunizations and appointments, has been covered by her insurance.<br><br>I like that they cover most things and I do not have to do anything extra to make things go smoothly. |
| Ensure that the network includes an adequate number of dental and vision providers. | It is hard to find dentists who take this particular coverage.<br><br>We have only one provider that takes the dental plan in my area. This means it takes three to four months to get an appointment, the office is always packed, and the staff is rude. We have been paying out-of-pocket to see someone else just to have an easier, more pleasant experience.,<br><br>There should be more than one provider for dental coverage.<br><br>They need to stop using one lab exclusively for glasses. My daughter's glasses were ordered in January and have still not come in. We are told they are four months behind in getting glasses back for those covered through Medicaid. |
| Help members replace lost or damaged items. | My child scratched his glasses very badly and needs another pair, but we have to wait for the insurance to allow him another pair, which is still another six months. |
| Minimize copays and out-of-pocket costs. | I have no copays and could not think of a better plan.<br><br>No problems or copays for my children, so I am totally satisfied.<br><br>Medications go through the insurance company smoothly, and I almost always have a $0 copay. |
| Maintain an up-to-date list of in-network providers. | It would be nice if there was always an updated list of doctors who accept the insurance.<br><br>I would like an updated list of doctors accepting my insurance; it would be helpful.<br><br>It was difficult to find a new provider who would accept my insurance. Most said they were not accepting new patients, even though they were on the list as providers. |

# Voice of the Member

| Q13/Q14. Rating of Health Care | |
|---|---|
| **Improvement action** | **Member comments** |
| Provide direct communication channels online. | I would prefer that there were more ways to handle things online instead of calling. I get easily frustrated and can use my words better through text as opposed to arguing with someone with a heavy accent that I have a hard time understanding.<br><br>Online chat would be a fantastic option for us.<br><br>I am much better at typing than at verbal communication and find it easier to deal with people online. |
| Provide and maintain formulary information for doctors and members. | It would be nice if doctors had access to some sort of database that showed what medications were covered by which health plans. That would save everyone a lot of time and energy.<br><br>My insurance should give me notice when a medication is no longer being covered instead of me finding out when I get to the pharmacy to fill the prescription. |
| Be proactive in helping members stay informed. | The health plan should be more proactive and send you any and all information you may need when you become a member. You should not have to call them about it so many times.<br><br>I get regular newsletters and information about her Medicaid plan. They also provide a number to call just in case I still have questions. |
| Make the website easy to navigate. | I would like to be able to find more information on the website.<br><br>Screen tips or FAQs would make it easier for me to navigate through the website. |
| Ensure that plan representatives are friendly and professional. | When problems do arise, customer service should handle them with professionalism, understanding and kindness. This is necessary for each person using their services.<br><br>Each customer should be treated with kindness. |
| **Q14/Q15. Ease of getting care, tests or treatment** | |
| **Improvement action** | **Member comments** |
| Treat patients with urgent issues promptly. | The doctor at that time told me "From now on, if you think he has an ear infection or he is really sick, just bring him by and I will check him. You don't even need an appointment, if you're already out just stop by." Those types of doctors are hard to find these days, so from that day forward we just stayed with her.<br><br>When my youngest grandchild had a rare and severe infection, the urgent care team scheduled immediate, next day, appointments with a specialist. They did not ask me, but went ahead and got my child set up to get in quickly. All I had to do was get him there. I was happy because it only took one day, when it usually takes quite a while to get appointments with specialists.<br><br>Our regular doctor made arrangements for him to be seen same day with a gastro doctor who diagnosed an obstruction. It was very fast, and the problem was corrected the same day. It could not have gone better. |

# Voice of the Member

| Q14/Q15. Ease of getting care, tests or treatment | |
|---|---|
| **Improvement action** | **Member comments** |
| Minimize wait times and communicate reasons for long waits. | I think having a long wait in the waiting room can be very annoying when your child is sick and needs to be seen. Then going to a room only to wait there for half an hour or more for the doctor to actually show up adds to the frustration. If the doctors really are so busy that you finally are seen a couple of hours after the appointment time, then perhaps they should think less about the bottom line financially and have more doctors on staff.<br><br>Updates on waiting times would certainly help to ease the stress of waiting, especially if it is going to take a while. |
| Provide care and services quickly. | It is always a simple and easy process to get an appointment for my daughter with her doctor.<br><br>I liked that I did not have to wait long for my doctor to get me a referral when I needed it.<br><br>The only time we have needed anything other than an annual check-up, my daughter's doctor referred her to a specialist and we were able to get in quickly to see her. She prescribed medication, and the issue was resolved.<br><br>I took my youngest child to an appointment to get shots and they waited till the end of our appointment to tell us they did not have the shots in stock, so we had wasted our time. |
| Provide the parent with access to medical records. | I would love to have access to my child's information myself. It would save trips to the doctor's office.<br><br>My child needed his shot records for school. We had lost them and the doctor's office said it would take a couple of weeks to get them to us. I did not understand why they could not just be pulled up on the computer and printed out for us. |
| **Q17/Q32. Personal doctor explained things** | |
| **Improvement action** | **Member comments** |
| Ensure that doctors provide thorough explanations. | My doctors have always been very thorough and caring. They explain in detail anything I want or need to know.<br><br>My children's pediatrician is very thorough and does not miss a beat.<br><br>My pediatrician is wonderful and she answers your questions fully and in detail.<br><br>My PCP is a wonderful doctor; she knows her stuff and talks you through everything. She gives wonderful advice and tips as well. |

# Voice of the Member

| Q17/Q32. Personal doctor explained things | |
|---|---|
| **Improvement action** | **Member comments** |
| Show consideration for the patient's concerns. | I went to the doctor with leg pain and the doctor had me stand and bend my knees. Without telling me what he saw, he said I had falling arches and that all my pain would go away once I wore arch supports. The doctor's suggestion did not work, and when I went back in for a routine check-up I told him that his recommendation did not help my pain. He brushed it off by saying I just need to wear the supports longer. It turns out I was developing edema in my legs, and it should not have taken another doctor to figure this out.<br><br>I once requested something other than what the doctor was prescribing for my daughter because it had less side effects, but the doctor just shut me down and said it will not work.,It kind of made me feel like they just don't want to be questioned. |
| Provide the parent with printed information about the appointment. | At the end of the visit, the doctor gave me a printout detailing the information we had discussed along with stickers and books for the children. It was a nice touch to give me printed documentation supporting the discussion.<br><br>I sometimes think I take it all in at the doctor's office, but then I often think of questions later. Having what they told me in print to look at and refer to later would be very helpful.<br><br>I am better with written communication than verbal expression, and when things are particularly hectic or happening quickly, it is easy to forget important details. |
| Provide direct communication channels online. | I love my daughter's pediatrician because they have a "patient portal" online where we can send her messages. She always responds quickly and it helps us avoid unnecessary trips to the office. |
| Ensure that all questions and concerns are addressed. | If I was not clear on what my doctor was saying, I would ask questions until I was satisfied with the results. I have no problem with letting people know that I do not understand something and pushing to get clarity.<br><br>If I did not understand, I would ask more questions before I left. |
| Address language barriers. | The only thing about our pediatrician is that she has a strong accent, so sometimes she is hard to understand, but I simply just tell her to repeat herself.<br><br>Our doctor is a little hard to understand sometimes because she has a strong accent. You have to listen more closely to her. |
| Avoid using medical jargon and technical language. | My child's doctor always communicates in easy to understand ways. She does not use doctor language, she just puts it in regular terms.<br><br>The reason we have always liked our doctor is she talks to us like we are just normal people at a regular social function. She uses easy to understand language and never comes across as if she is better than us or like she needs to dumb anything down.<br><br>It is very frustrating when doctors use medical jargon. I just tell them I do not understand what they mean and ask if they could repeat it in a way that I would understand.<br><br>Any time I ask my doctors a question and they answer me with doctor language, I ask them to please put it in simple terms so I can better understand. |

# Voice of the Member

| Q18/Q33. Personal doctor listened carefully | |
|---|---|
| **Improvement action** | **Member comments** |
| Make eye contact and use non-verbal cues to indicate attention. | To show they are actively listening to you, doctors should pay attention when you are speaking by making eye contact and occasionally nodding their head.<br><br>If a doctor is actively listening to you, she is going to maintain direct eye contact with you. She will also shake her head yes when you are speaking because that means she is listening to what you are saying.<br><br>One indicator that a doctor is not listening is if they are not making eye contact.<br><br>Eye contact is very important to me. I will not tolerate a doctor who is on his phone/ tablet during a consult. |
| Repeat the patient's concerns to ensure understanding. | One way to show that doctors are actively listening is by repeating back certain phrases that I have said about my concerns.<br><br>I think a doctor should explain back to me what I just told them so that I know they are listening and understanding my concerns. |
| Avoid interruptions during the visit. | I do not like it when a nurse or other staff member interrupts the appointment to pass on a message while the doctor is with my child. Unless the doctor has to go deal with some kind of emergency, the message can wait. |
| Avoid multitasking. | I have had doctors be on their phone or clicking on the computer while I was talking. I do not know if they hear what I am saying or not. It is quite annoying, disrespectful and rude.<br><br>It is poor etiquette, as a rule, to be on the phone during most situations where people are meeting face-to-face. It is impossible to give the appropriate amount of attention to both parties. Doctors need to learn how to manage their time so that they do not spend the entire visit glued to the computer. Active listening is a critical part of providing good service to patients.<br><br>We live in a multitasking culture, but there are some situations that require our full attention, and interacting with patients is one of those occasions.<br><br>Doctors should avoid their cell phones. I have had doctors check their phone while listening to me. |
| Ensure that all questions and concerns are addressed. | Doctors should listen to what you have to say and answer all your questions thoroughly, and always ask if you have any additional questions.<br><br>The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying.<br><br>The doctor should always ask patients at the end of the session if there are any other items or issues that they need to discuss.<br><br>Doctors can show that they are actively listening to me by addressing any and all of my concerns and by repeating my questions back to me in the way they answer. |

# Voice of the Member

| Q19/Q34. Personal doctor showed respect | |
|---|---|
| **Improvement action** | **Member comments** |
| Ensure that providers actively listen to the parent/patient. | Doctors can pay attention to you and actually LISTEN to show respect.<br>My primary care doctor types on his computer the whole time I am talking to him. I hate that because I do not feel like he is listening.<br>In order for a doctor to show they respect you, they should listen carefully to what you have to say and any of your concerns. They should also listen to your opinions about your child's condition, because parents know their children the best.<br>Doctors should actively listen to you while you are speaking to them to show they respect you. |
| Use proper titles when addressing the parent/patient. | One of the most critical items is to address patients with the appropriate terms and by name, for example Ms., Mr., or Mrs. XYZ.<br>As in all forms of jobs that deal with the public, doctors can use "sir" or "ma'am," although I do not recall a doctor ever referring to me in that manner. It is like there is a superior attitude going on. |
| Ensure that all questions and concerns are addressed. | Doctors should not make you feel as though you are wasting their time. I have had a doctor at the hospital tell me once when I went for bleeding during my pregnancy that "This is not a fertility clinic. I do not have time for this!" as he left and slammed the door. I ended up having a miscarriage and I will never forget how rude he was.<br>If a doctor takes their time to hear all of your concerns, that shows respect.<br>A lack of respect can be displayed by not taking your concerns seriously.<br>Making sure all my questions and concerns are addressed at each visit shows respect. |
| Avoid actions or language that can be interpreted as condescending. | Doctors should avoid dismissing what we tell them. Most parents are not dumb. All a doctor has to do is not let the parent think that what they have told the doctor is ludicrous.<br>While a parent is not a medical doctor, they do know their child well and can tell when something is not right with them. Respect goes both ways between parents and doctors.<br>If doctors talk down to you, that does not show respect. |
| Ensure that doctors are polite and friendly. | They can show respect by talking to me in a way that is kind, professional, and thorough.<br>Speak to me in a polite voice and not be sarcastic when talking to me.<br>Doctors can show they respect me by smiling and speaking in a friendly manner. |
| Provide constructive feedback. | I appreciate it when a doctor tells me that I did something wrong or made a mistake, as long as it is constructive. |
| Minimize wait times. | I have also felt disrespected when I have been left to sit for an hour or longer in a waiting room or exam room. Just because I do not have an MD after my name does not mean my time is not valuable either. |

# Voice of the Member

| Q21/Q36. Doctors explained things in a way child could understand | |
|---|---|
| **Improvement action** | **Member comments** |
| Utilize visuals to provide clear explanations. | When my daughter had an inner ear infection the doctor drew pictures to explain the inner ear to my daughter.<br><br>He actually drew me a picture of the inside of the ear canal and explained things like how the ear drains in a one year old as compared to an adult. He made it easy to understand the anatomy. |
| Help the child understand, when appropriate. | I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions. |
| Speak to the child's level of understanding. | I like how she communicates directly to my daughter and does not act like she is too young or immature to be responsible for her own treatment.<br><br>Any time my kids' doctors speak with me they, make sure myself and my children understand what they are saying. It is very helpful. |
| Address the child directly. | The doctor explained to my 16-year-old son every aspect of what he was going to do and even sat and watched a video with him and answered all of his questions. Our son was very calm and knowledgeable about the whole thing because of this, and we could not have asked for a better experience.<br><br>He calmly explained everything to both me and my daughter. He made me feel much more comfortable with the whole situation, and he explained it to her in a way that did not make her scared or hesitant at all.<br><br>The doctor taking the time to go over using an inhaler and breathing treatment took away the fear that may have been involved for my daughter and that is obviously a good thing., |
| **Q22/Q37. Personal doctor spent enough time** | |
| **Improvement action** | **Member comments** |
| Avoid rushing the visit. | When we go to my child's pediatrician, she spends at least 15 minutes with us, if not 20. She does what she needs to do and then talks to us about him before asking us if we have any questions. There was never a time where she seemed rushed or hurried, and I definitely respect that about her. She is a great doctor.<br><br>I have felt that when an appointment has been scheduled toward the end of the doctor's office work day, they tend to rush you through the visit. They are only human and want to get home as much as the rest of us do, but that should not come at the expense of a child's health and a quicker than usual diagnosis.<br><br>We would wait up to an hour for the doctor, and when we finally saw her she would spend no more than five minutes with us and would often leave us with unanswered questions. |

# Voice of the Member

| Q22/Q37. Personal doctor spent enough time | |
|---|---|
| **Member poll** | **Response summary** |
| PRIMARY CARE DOCTOR VISIT | |
| How long do patients expect a routine visit to last? | Patients expect routine visits to typically last 15 to 20 minutes. |
| How long do patients expect an urgent visit to last? | Patients expect urgent visits to typically last longer than routine visits, approximately 20 to 30 minutes. |
| **Improvement action** | **Member comments** |
| Ensure that doctors spend as much time as necessary to address patient concerns. | I expect the doctor to spend as much time as needed. There is not a specific time limit, it could take five minutes, or five hours if that is what is required to help my child.<br><br>There have been several times when I went in for a 15-minute appointment and they ended up being in the room for more than half an hour due to my daughter being sick.<br><br>I would expect the doctor to spend whatever amount of time is necessary to get the job done, whether it takes five minutes or an hour.<br><br>If we were addressing a serious issue, I would expect them to give us as much time as needed to feel comfortable with a diagnosis and course of treatment.<br><br>As long as the doctor has done a good job and accurately diagnosed the problem then time does not really matter. |
| **Q25/Q40. Personal doctor seemed informed about care from other providers** | |
| **Improvement action** | **Member comments** |
| Ensure that providers are informed about the patient's relevant medical and personal background. | Every time we go to see my child's doctor, she remembers us and remembers that he has ear problems. Even when we go for things unrelated to his ears, she will ask how his ears have been. This lets me know that she is paying attention and remembering my child.<br><br>When I took my daughter to see her pulmonary doctor it was her second time seeing him, yet he remembered her very well. I know he can look in her chart, but he did very well and you would have never known it was only her second visit. It felt like we had been seeing him for years.<br><br>The doctor did a complete physical work-up on my son. We discussed everything you could possibly discuss about one physical. So now the doctor has a complete work-up on my son, and since that visit she has remembered my son's favorite interests, which is helping my son become comfortable with her.<br><br>He keeps track of not just the children's medical care, but also details about our family and home life that seem pertinent. |

# Voice of the Member

| Q25/Q40. Personal doctor seemed informed about care from other providers | |
|---|---|
| **Improvement action** | **Member comments** |
| Obtain and read records from hospitals and other providers. | When my daughter went back to see her doctor after her treatments at the burn center, her doctor had all the notes from the hospital and was discussing everything they did at the burn unit with my daughter. I was happy I did not need to explain anything or show my paperwork on what was done, since the doctor had all the information already.<br><br>When my daughter was born she had to return to the hospital after she had been taken home because her jaundice levels rose too high. At our first appointment with her primary doctor after her hospital stay, she was already fully informed on the treatments and activities of our stay at the hospital.<br><br>It is really helpful and a relief when your provider is up to speed on your history. It makes things go so much smoother. |
| **Q26/Q41. Rating of Personal Doctor** | |
| **Improvement action** | **Member comments** |
| PRIMARY CARE DOCTOR VISIT | |
| Show personal concern for the patient. | When my grandson was hospitalized for a rare condition, we actually were seen by an urgent care provider in the doctor's clinic. But within a couple of days, the pediatrician was at the hospital checking up on and following my grandson's case without notice from me. I was very grateful and surprised to the point of tears that he took the time on his own to find out what was happening.<br><br>The fact that she knows the medical history of literally everyone in our entire family and has gone out of her way to help both my husband and myself with our own health issues in the past tells me she will do the same for our kids. |
| Treat patients with urgent issues quickly. | I rate her as the best doctor possible primarily because of her ability to see my son as soon as possible when he is sick.<br><br>If I ever have an emergency, my doctor always finds an open spot for her to be seen in the same day. I could not have asked for a better doctor. |
| Ensure that all questions and concerns are addressed. | Our doctor always talks to my daughter and treats her as a person. She takes the time to make sure she is okay and even talks with her one-on-one.<br><br>Our doctor never takes chances. If something comes up, he will bring her in to be seen and take the extra steps to make sure everything is well and good. He literally could not do anything more, he is the best doctor ever.<br><br>The doctor herself is nice, experienced and gives you time to answer your questions. |

# Voice of the Member

| Q26/Q41. Rating of Personal Doctor | |
|---|---|
| **Improvement action** | **Member comments** |
| PRIMARY CARE DOCTOR VISIT | |
| Ensure that doctors are thorough and knowledgeable. | It is important that doctors are thorough in their assessment, rather than just jumping to conclusions.<br><br>Knowledge is important. I have had an instance where my child was misdiagnosed and was taking medication for a week that she did not need. |
| Ensure that doctors have a child-friendly bedside manner. | Bedside manner is important when dealing with children. Doctors need a different type of personality that children feel comfortable around.<br><br>My kids have the best doctor. They are always gentle with my kids.<br><br>She is an amazing doctor and a caring person. She remembers you and your child. She seems like she genuinely cares and is not just pretending to because it is her job. |
| Ensure that office staff is courteous and helpful. | Their front desk staff and nurses could use some customer service training. They are always rude, short and often cannot answer questions. |

| Q30/Q48. Rating of Specialist | |
|---|---|
| **Improvement action** | **Member comments** |
| SPECIALIST VISIT | |
| Schedule appointments promptly. | We have been waiting for three weeks for a call from an ENT doctor's office to schedule an appointment for my son's ears. He has already had six ear infections this year, and he may need tubes put in his ears. I am irritated that they have not even bothered to call us yet.<br><br>Most of the issues revolve around getting appointments and being seen on time, the same as with doctors. |
| Ensure that providers have a child-friendly bedside manner. | My child's specialist had a great bedside manner and made my daughter feel very comfortable.<br><br>My child's specialist is very kid friendly. He always has a smile on his face and listens closely to myself and my child.<br><br>They treated my daughter with care and were very patient and understanding at every visit. |
| Resolve issues quickly. | The specialist made her feel at ease and also made me feel at ease. He did the procedure and came out right away in the waiting room to tell me how everything went. It was a great experience.<br><br>Between the doctor and staff, all of our issues were taken care of by the next day. |
| Foster relationships with patients. | The rheumatoid arthritis specialist who cared for my child during his hospitalization was wonderful. She visited us every day during our stay in the hospital to check my child's situation.<br><br>The specialist also called us a month later to verify that my child was doing okay. |
| Help the patient overcome obstacles to manage his or her condition. | He has gone the extra mile for us already with prescriptions and dealing with the insurance company.<br><br>My daughter has a great specialist for her peanut allergy. He has been quick on getting us prescriptions, answering our questions, and he has even given us books on allergies. |

# Voice of the Member

| Q32/Q50. Customer service provided needed information or help | |
|---|---|
| **Improvement action** | **Member comments** |
| Ensure that representatives are polite and friendly. | The customer service representative I spoke with was very friendly and considerate.<br><br>I was expecting the customer service representative to be polite and apologetic, and although they were polite, there was no sincerity in it. It felt like they would rather be anywhere else than dealing with my issue.<br><br>I have seen my girlfriend become very frustrated and upset because of the way she is treated by the customer service representatives. When she tries to explain her situation, they simply write her off and act as if the mix up is her fault. Even after confirming we were correct just the day before, they still tell us that we are wrong. |
| Ensure that representatives are helpful and knowledgeable. | I've called my daughter's health plan, but instead of answering my questions, they just keep giving me the runaround.<br><br>There is nothing I love more then to get on the phone and for the customer service person to be alert, knowledgeable about the topic and a very good listener.<br><br>Even though they are nice and respectful when I call, I feel like they are being horrible people and just trying to make our lives harder due to their inability to help.<br><br>I called and the representative I talked to was so clueless. I did not feel respected, because even though the lady was very friendly, she did not have a clue what she was talking about.<br><br>I have called four times to try and get an insurance card. Every time someone has apologized and said they have re-ordered the card. I don't think anyone there knows what they are doing. |
| Ensure that representatives are respectful. | The customer service representative I spoke to did seem very respectful. She spoke kindly and was not rude.<br><br>I needed to find out more information on getting my health insurance set up and receiving my card. The customer service representative on the phone was nothing but helpful. I felt she was very respectful and a very good listener. |
| Work with the member to find acceptable alternatives to non-covered treatments. | I contacted them about a prescription that the doctor prescribed for my child but the pharmacy said that my insurance would not cover it. After talking to customer service they still would not cover it and wanted him to try an inferior medicine. The issue was never resolved and I was very unhappy.<br><br>I was not offered any alternative medication by the insurance after they refused to cover my prescribed treatment. They passed the buck to the doctor to prescribe something else and then take it from there.<br><br>I have only contacted customer service once to find out why a certain medication was not covered and what alternatives were covered. All the representative did was refer me back to the doctor. I was frustrated that nothing was resolved and I had to go somewhere else for resolution. |

# Voice of the Member

| Q32/Q50. Customer service provided needed information or help | |
|---|---|
| **Improvement action** | **Member comments** |
| Provide a consistent customer service experience. | Consistency is truly important in all situations!<br><br>Consistency is key when dealing with customer service. |
| Help members access resources to manage their conditions. | They help to facilitate a large number of services that I did not know were available. The Care/Case Managers and Outreach Services also offer assistance in managing conditions such as asthma, diabetes, heart failure, and many other special or chronic conditions that we have. |
| Notify members of changes. | When I called to ask why I was being billed for something that had always been covered, they acted as if I should somehow magically know what is covered and what is not even though they did not tell me when that information changes.<br><br>The best way to be informed about changes would be either via phone call or text, as it is instantaneous. Email would likely have issues, as it could easily go the spam folder and not be seen. Perhaps a better solution would be via a letter supplemented by a text or phone call.<br><br>Our insurance has a portal to use online where they could have left me a message, or they could have sent a letter to my home letting me know about the coverage changes, or they could have just called me instead of letting me find out that my coverage had changed on my own. |
| **Q35/Q53. Health plan forms were easy to fill out** | |
| **Improvement action** | **Member comments** |
| Provide a representative to help members with forms. | The forms were a bit difficult, but luckily at my child's doctor's office they have a lady there that helps you to fill out parts that are confusing.<br><br>Any questions I had when completing the paperwork, I knew I could call and get help with. That made me feel confident during the process.<br><br>I was provided with a social worker who handled my case and helped with all the paperwork. |
| Make forms simple and straightforward. | I would suggest making clearer directions for paperwork. I would also suggest making the rules clearer, like who qualifies for what.<br><br>It was a very simple form, so the paperwork was very easy.<br><br>The very easy processes are what I enjoy about Medicaid.<br><br>The application was simple to understand, fill out, and read. |
| Provide an online option for forms. | It was easy because it was done online, so I did not even have to leave the house.<br><br>I have a messed up finger and had to take breaks from time to time because my hand would start hurting from writing so much.<br><br>The online forms are very simple and usually take me less than five minutes to complete. |

# Voice of the Member

| Q35/Q53. Health plan forms were easy to fill out | |
|---|---|
| **Improvement action** | **Member comments** |
| Eliminate redundancies. | My only suggestion would be that my paperwork I presented to ODJFS should have been forwarded to the health care agency when they enrolled me with the health plan, so I did not have to fill out all the same forms again.<br><br>Every year I have to fill out the same re-certification forms for Medicaid. |
| **Q56. Easy to get prescription medicine** | |
| **Improvement action** | **Member comments** |
| Provide text alert services for prescription pickup. | Prescription text message alerts are great! They are so convenient and quick, much easier than making a phone call!<br><br>I receive a text message from Walmart letting me know my prescriptions are ready for me to go and pick it up. Even the very first time it was easy. |
| Coordinate prescriptions between doctors and pharmacies. | It is convenient when the doctor sends the prescriptions to the pharmacy electronically and they are ready when you get to the pharmacy.<br><br>Filling prescriptions for my child has been very easy. We go to his pediatrician and she calls the medication in right to our CVS pharmacy, and it is available for pickup that day or usually the next day. |
| Provide automated refill services and reminders. | If the kids' prescriptions are out of refills, the pharmacy will contact me and also notify the pediatrician on my behalf.<br><br>Each month the mail-order pharmacy calls me to remind me to order my refills. |
| Minimize copays and out-of-pocket costs. | We have had no problem getting what we need and it is usually either paid for or we have a very low copay, which is a tremendous help, since medicine is so expensive. |
| Work with the member to find acceptable alternatives to non-covered medications. | The doctor at the urgent care did not dose her medicine correctly for her weight. I noticed this after I picked up the prescription, since it was sent to the pharmacy electronically. I called and the doctor corrected the prescription. However, the insurance company would not let me get the rest of the prescription for five days, even though it was sent back stating it was not enough. Luckily she had enough to start the meds, but I thought it was so stupid that the insurance company would not work with us.<br><br>There was a time that I was only able to get so many pills out of the amount my doctor prescribed because the insurance would not cover the prescribed amount.<br><br>If that particular medicine cannot be acquired, then the doctor should work with the pharmacy to obtain the best possible comparable choice that will fulfill the patient's needs and be acceptable to the health plan.<br><br>If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance.<br><br>I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered. |

# Voice of the Member

| Q56. Easy to get prescription medicine | |
|---|---|
| **Improvement action** | **Member comments** |
| Provide secure and reliable delivery options. | The one time I used a mail-order service I never got my prescription. I later found out the UPS driver happened to steal a bunch of packages and was arrested. The hassle of going back to the doctor and explaining the situation and contacting the insurance company was a big headache for me, so I would never use a mail-order service again.<br><br>USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that.<br><br>Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy.<br><br>I would be worried that it would not come on time. |
| Promote the use of mail-order pharmacy services as convenient. | I love the convenience going out to the mailbox to get your medicines that come in sealed bags. It is pretty handy, for sure!<br><br>Using a mail-order service could save time and be much more convenient! Especially for medications that she gets on a monthly basis. I would not have to worry about getting refills called in on time and getting into town to actually pick up the prescription. |
| Ensure timely delivery. | When ordering a prescription through my mail-order pharmacy, at the end of the call they confirm the shipping information and provide me with an expected date of receipt. They also always verify whether or not I need the medicine faster so that they can change the shipping speed if necessary. It is a great service.<br><br>I think the mail-order service should be convenient and have very quick shipping, especially considering that when people run out of their medications they need them as soon as possible.<br><br>I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled.<br><br>I would expect that they would be on time consistently, and if there is a problem that I am notified as soon as possible. |
| Coordinate with the pharmacy and doctors on the member's behalf to resolve issues. | I do not understand why it always seems that the customer is the one who has to do all the calling and chasing around whenever there is an issue between the doctor, pharmacy, or insurance. It seems there is very little communication between those three entities.<br><br>The customer service is amazing and I have had nothing but good experiences with it so far. My doctor's office is the one that did all the legwork to get insurance approval. |

# Voice of the Member

| Q56. Easy to get prescription medicine | |
|---|---|
| **Improvement action** | **Member comments** |
| Provide efficient pre-authorization services. | I have a couple of medications that needed pre-authorization and they were always handled very well by my daughter's doctor. It is always a quick and efficient process.<br><br>The doctor, pharmacy, and insurance company all have to work together for any medicines requiring prior authorization. So far they have been very helpful and well-coordinated. It is just frustrating that it takes so long (three to four days). |
| Provide and maintain formulary information for doctors and members. | I think it would be pertinent for the doctor's office to have a list of medications that are covered by health providers.<br><br>If the insurance company does have a list of covered medications, it should be available online for anyone to view, and not just members. This would let the doctor pull it up and write the appropriate prescription. |

# Appendix F
# Questionnaire

UnitedHealthcare®
Community Plan

## 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 back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.***

***If you want to know more about this study, please call 1.888.797.3605, ext. 4190.***

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

**1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?**

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

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

_____

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

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

**3. In the last 6 months, did your child have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?**

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

**5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> for your child at a doctor's office or clinic?**

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

**7. In the last 6 months, <u>not</u> counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?**

☐ None ➔ ***If None, Go to Question 16***
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

**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?**

☐ Yes
☐ No

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

**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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ 0 Worst health care possible
- ☐ 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?**

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

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

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

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No → ***If No, Go to Question 28***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ None → ***If None, Go to Question 41***
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 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?**

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

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

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

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

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

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

- ☐ Yes
- ☐ 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 <u>your child</u> to understand?**

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

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

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

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

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

**47. How many specialists has your child seen in the last 6 months?**

- ☐ None ➔ ***If None, Go to Question 49***
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 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?**

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

## YOUR CHILD'S HEALTH PLAN

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

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 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?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

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

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 54***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?**

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

## PRESCRIPTION MEDICINES

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

- ☐ Yes
- ☐ 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?**

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

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

- ☐ Yes
- ☐ No

## ABOUT YOUR CHILD AND YOU

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 63***

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 66***

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 69***

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 72***

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

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ 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?**

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 74***

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

- ☐ Yes
- ☐ No

**74. What is your child's age?**

- ☐ Less than 1 year old
- _____ YEARS OLD *(write in)*

**75. Is your child male or female?**

- ☐ Male
- ☐ Female

**76. Is your child of Hispanic or Latino origin or descent?**

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

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

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

**78. What is your age?**

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

**79. Are you male or female?**

- ☐ Male
- ☐ Female

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

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

**81. How are you related to the child?**

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

**82. Did someone help you complete this survey?**

- ☐ Yes → ***If Yes, Go to Question 83***
- ☐ No → ***If No, Go to Question 84***

**83. How did that person help you?**
***Mark one or more.***

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

## ADDITIONAL QUESTIONS

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

**84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? *(Please mark ONLY one)***

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care
- ☐ I did not know where to go to get lab work done
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor who was easy to get to
- ☐ I could not find a lab or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ I could not find someone who spoke my language
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment for my child in the last 6 months

**85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?**

- ☐ Yes
- ☐ No → ***If No, Go to Question 87***

**86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months

**87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?**

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

**88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?**

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

**89. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem? *(Mark all that apply*)**

- ☐ The print was too small
- ☐ The information was hard to understand
- ☐ It was hard to find the information I was looking for
- ☐ The information was wrong
- ☐ It was not in my language
- ☐ I did not have a problem
- ☐ I did not use the site

**90. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call customer service for my child's mental health services in the last 6 months

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

- ☐ 0 Worst mental health services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health services possible
- ☐ My child did not receive mental health services in the last 6 months

**92. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ My child did not see a mental health specialist in the last 6 months

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

- ☐ Yes
- ☐ No

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

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

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

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

---

**Thank You**
**Please return the completed survey in the postage-paid envelope or send to:**
**DSS Research • P.O. Box 985009**
**Ft. Worth, TX 76185-5009**

**If you have any questions, please call 1.888.797.3605, ext. 4190.**

# Appendix G
# Crosstabulations

# Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The UHC Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side are items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

# Crosstabulations explanation – example

[1] For this example, results for males versus females are being compared.

[2] The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.

[3] The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).

[4] NCQA reports the percent responding "Always" or "Usually" to this question.

[5] Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

18. In the last 6 months, how often did your personal doctor listen carefully to you?

| | 2017 Plan Total (A) | ===== GENDER[1] ===== Male (B) | Female (C) |
|---|---|---|---|
| Total | 159[2]<br>100% | 51<br>100% | 106<br>100% |
| Multiple Mark | * | * | * |
| No response | 2<br>0.6% | 0<br>0.0% | 2<br>0.9% |
| Don't know | 18<br>11.3% | 8<br>15.7% | 10<br>9.4% |
| BASE = Those who responded | 139[3]<br>87.4% | 43<br>84.3% | 94<br>88.7% |
| Never | 6<br>4.3% | 5<br>11.6%<br>C | 1<br>1.1% |
| Sometimes | 7<br>5.0% | 6<br>14.0%<br>C | 1<br>1.1% |
| Usually | 53<br>38.1% | 23<br>53.5%<br>C | 30<br>31.9% |
| Always | 73<br>52.5% | 9<br>20.9% | 62<br>66.0%<br>B |
| CAHPS Rate (%Always + %Usually)[4] | 126<br>90.6% | 32<br>74.4% | 92<br>97.9%<br>B[5] |

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Yes | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 5 | 10 | 23 | 160 | 2 | 2 | 17 | 66 | 2 | 2 | 2 | 50 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 2 | 0 | 0 | 2 | 0 |
| | 0.65% | 0.96% | 3.53% AB | 1.28% E | 0.48% | 0.40% | 3.66% EF | 1.03% | 0.93% | 0.63% | 1.23% | 1.67% | 0.0% | 0.61% | 0.0% | 0.44% | 0.32% | 1.08% | 0.53% | 0.0% | 0.75% | 0.90% | 0.0% | 0.0% | 0.70% | 0.0% |
| BASE = Those who responded | 768 | 1027 | 628 | 12316 | 411 | 495 | 448 | 6322 | 214 | 314 | 160 | 2938 | 68 | 328 | 57 | 225 | 307 | 92 | 186 | 72 | 133 | 219 | 171 | 126 | 285 | 0 |
| | 99.35% C | 98.94% C | 96.47% | 98.72% | 99.52% DG | 99.60% G | 96.34% | 98.97% | 99.07% | 99.37% | 98.77% | 98.33% | 100.00% | 99.39% | 100.00% | 99.56% | 99.68% | 98.92% | 99.47% | 100.00% | 99.25% | 99.10% | 100.00% | 100.00% | 99.30% | 0.0% |
| Yes | 246 | 372 | 248 | 4331 | 111 | 153 | 167 | 3067 | 90 | 146 | 92 | 894 | 20 | 88 | 26 | 75 | 75 | 31 | 60 | 16 | 27 | 59 | 43 | 41 | 70 | 0 |
| | 32.03% | 36.22% | 39.49% A | 35.17% E | 27.01% | 30.91% | 37.28% EF | 48.51% | 42.06% E | 46.50% | 57.50% IJ | 30.43% | 29.41% | 26.83% | 45.61% | 33.33% | 24.43% | 33.70% | 32.26% U | 22.22% | 20.30% | 26.94% | 25.15% | 32.54% | 24.56% | 0.0% |
| No | 522 | 655 | 380 | 7985 | 300 | 342 | 281 | 3255 | 124 | 168 | 68 | 2044 | 48 | 240 | 31 | 150 | 232 | 61 | 126 | 56 | 106 | 160 | 128 | 85 | 215 | 0 |
| | 67.97% C | 63.78% | 60.51% | 64.83% | 72.99% DGI | 69.09% G | 62.72% | 51.49% | 57.94% K | 53.50% K | 42.50% | 69.57% | 70.59% | 73.17% | 54.39% | 66.67% | 75.57% | 66.30% | 67.74% | 77.78% | 79.70% S | 73.06% | 74.85% | 67.46% | 75.44% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 12 | 24 | 44 | 320 | 4 | 6 | 34 | 213 | 3 | 7 | 11 | 77 | 0 | 4 | 0 | 1 | 3 | 1 | 1 | 0 | 3 | 4 | 0 | 1 | 3 | 0 |
| | 1.55% | 2.31% | 6.76% AB | 2.56% E | 0.97% | 1.21% | 7.31% EF | 3.33% I | 1.39% | 2.22% | 6.79% IJ | 2.58% | 0.0% | 1.21% M | 0.0% | 0.44% | 0.97% | 1.08% | 0.53% | 0.0% | 2.24% | 1.81% W | 0.0% | 0.79% | 1.05% | 0.0% |
| Appropriately skipped | 522 | 655 | 380 | 7985 | 300 | 342 | 281 | 3255 | 124 | 168 | 68 | 2044 | 48 | 240 | 31 | 150 | 232 | 61 | 126 | 56 | 106 | 160 | 128 | 85 | 215 | 0 |
| | 67.53% BC | 63.10% | 58.37% | 64.00% | 72.64% DGI | 68.81% G | 60.43% | 50.95% | 57.41% K | 53.16% K | 41.98% | 68.41% | 70.59% | 72.73% | 54.39% | 66.37% | 75.32% | 65.59% | 67.38% | 77.78% | 79.10% S | 72.40% | 74.85% | 67.46% | 74.91% | 0.0% |
| BASE = Those who responded | 239 | 358 | 227 | 4171 | 109 | 149 | 150 | 2920 | 89 | 140 | 83 | 867 | 20 | 86 | 26 | 75 | 73 | 31 | 60 | 16 | 25 | 57 | 43 | 40 | 69 | 0 |
| | 30.92% | 34.49% | 34.87% | 33.43% E | 26.39% | 29.98% | 32.26% | 45.71% | 41.20% E | 44.30% | 51.23% | 29.02% | 29.41% | 26.06% | 45.61% | 33.19% | 23.70% | 33.33% | 32.09% U | 22.22% | 18.66% | 25.79% | 25.15% | 31.75% | 24.04% | 0.0% |
| Never | 1 | 4 | 6 | 43 | 1 | 0 | 4 | 17 | 0 | 2 | 1 | 14 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| | 0.42% | 1.12% | 2.64% | 1.03% | 0.92% | 0.0% | 2.67% F | 0.58% I | 0.0% | 1.43% | 1.20% | 1.61% | 5.00% | 0.0% | 3.85% | 0.0% | 1.37% | 0.0% | 1.67% | 0.0% | 0.0% | 1.75% | 0.0% | 0.0% | 1.45% | 0.0% |
| Sometimes | 22 | 34 | 17 | 315 | 11 | 14 | 13 | 157 | 10 | 9 | 5 | 84 | 3 | 7 | 4 | 6 | 6 | 4 | 7 | 2 | 1 | 5 | 5 | 2 | 9 | 0 |
| | 9.21% | 9.50% | 7.49% | 7.55% | 10.09% | 9.40% | 8.67% | 5.38% | 11.24% | 6.43% | 6.02% | 9.69% | 15.00% | 8.14% | 15.38% | 8.00% | 8.22% | 12.90% | 11.67% | 12.50% | 4.00% | 8.77% | 11.63% | 5.00% | 13.04% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 23 | 38 | 23 | 358 | 12 | 14 | 17 | 174 | 10 | 11 | 6 | 98 | 4 | 7 | 5 | 6 | 7 | 4 | 8 | 2 | 1 | 6 | 5 | 2 | 10 | 0 |
| | 9.62% | 10.61% | 10.13% | 8.58% | 11.01% | 9.40% | 11.33% | 5.96% | 11.24% | 7.86% | 7.23% | 11.30% | 20.00% | 8.14% | 19.23% | 8.00% | 9.59% | 12.90% | 13.33% | 12.50% | 4.00% | 10.53% | 11.63% | 5.00% | 14.49% | 0.0% |
| Usually | 40 | 48 | 27 | 484 | 18 | 19 | 16 | 334 | 21 | 25 | 12 | 133 | 6 | 12 | 9 | 8 | 12 | 6 | 9 | 3 | 6 | 10 | 8 | 7 | 11 | 0 |
| | 16.74% | 13.41% | 11.89% | 11.60% | 16.51% | 12.75% | 10.67% | 11.44% | 23.60% H | 17.86% | 14.46% | 15.34% | 30.00% | 13.95% | 34.62% | 10.67% | 16.44% | 19.35% | 15.00% | 18.75% | 24.00% | 17.54% | 18.60% | 17.50% | 15.94% | 0.0% |
| Always | 176 | 272 | 177 | 3329 | 79 | 116 | 117 | 2412 | 58 | 104 | 65 | 636 | 10 | 67 | 12 | 61 | 54 | 21 | 43 | 11 | 18 | 41 | 30 | 31 | 48 | 0 |
| | 73.64% | 75.98% | 77.97% | 79.81% | 72.48% | 77.85% | 78.00% | 82.60% I | 65.17% | 74.29% | 78.31% | 73.36% | 50.00% | 77.91% | 46.15% | 81.33% | 73.97% | 67.74% | 71.67% | 68.75% | 72.00% | 71.93% | 69.77% | 77.50% | 69.57% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 216 | 320 | 204 | 3813 | 97 | 135 | 133 | 2746 | 79 | 129 | 77 | 769 | 16 | 79 | 21 | 69 | 66 | 27 | 52 | 14 | 24 | 51 | 38 | 38 | 59 | 0 |
| | 90.38% | 89.39% | 89.87% | 91.42% | 88.99% | 90.60% | 88.67% | 94.04% | 88.76% | 92.14% | 92.77% | 88.70% | 80.00% | 91.86% | 80.77% | 92.00% | 90.41% | 87.10% | 86.67% | 87.50% | 96.00% | 89.47% | 88.37% | 95.00% | 85.51% | 0.0% |
| 3-point composite mean | 2.6402 | 2.6536 | 2.6784 | 2.7123 | 2.6147 | 2.6846 | 2.6667 | 2.7664 I | 2.5393 | 2.6643 | 2.7108 | 2.6205 | 2.3000 | 2.6977 | 2.2692 | 2.7333 | 2.6438 | 2.5484 | 2.5833 | 2.5625 | 2.6800 | 2.6140 | 2.5814 | 2.7250 | 2.5507 | 0 |
| 4-point composite mean | 3.6360 | 3.6425 | 3.6520 | 3.7020 | 3.6055 | 3.6846 | 3.6400 | 3.7606 I | 3.5393 | 3.6500 | 3.6988 | 3.6044 | 3.2500 | 3.6977 | 3.2308 | 3.7333 | 3.6301 | 3.5484 | 3.5667 | 3.5625 | 3.6800 | 3.5965 | 3.5814 | 3.7250 | 3.5362 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 8 | 23 | 170 | 6 | 4 | 20 | 70 | 2 | 1 | 0 | 41 | 1 | 4 | 1 | 2 | 5 | 0 | 2 | 2 | 1 | 3 | 2 | 1 | 5 | 0 |
| | 1.16% | 0.77% | 3.53% AB | 1.36% | 1.45% | 0.80% | 4.30% EF | 1.10% | 0.93% | 0.32% | 0.0% | 1.37% | 1.47% | 1.21% | 1.75% | 0.88% | 1.62% R | 0.0% | 1.07% | 2.78% | 0.75% | 1.36% | 1.17% | 0.79% | 1.74% | 0.0% |
| BASE = Those who responded | 764 | 1030 | 628 | 12306 | 407 | 493 | 445 | 6318 | 214 | 315 | 162 | 2947 | 67 | 326 | 56 | 224 | 303 | 93 | 185 | 70 | 133 | 218 | 169 | 125 | 282 | 0 |
| | 98.84% C | 99.23% C | 96.47% | 98.64% | 98.55% G | 99.20% G | 95.70% | 98.90% | 99.07% | 99.68% | 100.00% | 98.63% | 98.53% | 98.79% | 98.25% | 99.12% | 98.38% | 100.00% Q | 98.93% | 97.22% | 99.25% | 98.64% | 98.83% | 99.21% | 98.26% | 0.0% |
| Yes | 510 | 726 | 417 | 8884 | 253 | 322 | 285 | 5152 | 159 | 259 | 131 | 2048 | 42 | 205 | 41 | 181 | 187 | 59 | 134 | 38 | 69 | 132 | 109 | 78 | 175 | 0 |
| | 66.75% | 70.49% | 66.40% | 72.19% E | 62.16% | 65.31% | 64.04% | 81.54% I | 74.30% E | 82.22% I | 80.86% | 69.49% | 62.69% | 62.88% | 73.21% | 80.80% | 61.72% | 63.44% | 72.43% TU | 54.29% | 51.88% | 60.55% | 64.50% | 62.40% | 62.06% | 0.0% |
| No | 254 | 304 | 211 | 3422 | 154 | 171 | 160 | 1166 | 55 | 56 | 31 | 899 | 25 | 121 | 15 | 43 | 116 | 34 | 51 | 32 | 64 | 86 | 60 | 47 | 107 | 0 |
| | 33.25% | 29.51% | 33.60% | 27.81% | 37.84% DI | 34.69% | 35.96% | 18.46% | 25.70% HJ | 17.78% | 19.14% | 30.51% | 37.31% | 37.12% | 26.79% | 19.20% | 38.28% | 36.56% | 27.57% | 45.71% S | 48.12% S | 39.45% | 35.50% | 37.60% | 37.94% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 22<br>2.85% | 29<br>2.79% | 47<br>7.22%<br>AB | 485<br>3.89% | 12<br>2.91% | 14<br>2.82% | 38<br>8.17%<br>EF | 254<br>3.98% | 5<br>2.31% | 8<br>2.53% | 8<br>4.94% | 99<br>3.31% | 2<br>2.94% | 8<br>2.42% | 2<br>3.51% | 2<br>0.88% | 8<br>2.60% | 3<br>3.23% | 2<br>1.07% | 3<br>4.17% | 6<br>4.48% | 8<br>3.62% | 3<br>1.75% | 3<br>2.38% | 9<br>3.14% | 0<br>0.0% |
| Appropriately skipped | 254<br>32.86% | 304<br>29.29% | 211<br>32.41% | 3422<br>27.43% | 154<br>37.29%<br>DI | 171<br>34.41% | 160<br>34.41% | 1166<br>18.25% | 55<br>25.46%<br>HJ | 56<br>17.72% | 31<br>19.14% | 899<br>30.09% | 25<br>36.76% | 121<br>36.67% | 15<br>26.32% | 43<br>19.03% | 116<br>37.66% | 34<br>36.56% | 51<br>27.27% | 32<br>44.44%<br>S | 64<br>47.76%<br>S | 86<br>38.91% | 60<br>35.09% | 47<br>37.30% | 107<br>37.28% | 0<br>0.0% |
| BASE = Those who responded | 497<br>64.29% | 705<br>67.92%<br>C | 393<br>60.37% | 8569<br>68.68%<br>E | 247<br>59.81% | 312<br>62.78% | 267<br>57.42% | 4968<br>77.77% | 156<br>72.22%<br>E | 252<br>79.75%<br>I | 123<br>75.93% | 1990<br>66.60% | 41<br>60.29% | 201<br>60.91% | 40<br>70.18% | 181<br>80.09% | 184<br>59.74% | 56<br>60.22% | 134<br>71.66%<br>TU | 37<br>51.39% | 64<br>47.76% | 127<br>57.47% | 108<br>63.16% | 76<br>60.32% | 171<br>59.58% | 0<br>0.0% |
| Never | 9<br>1.81% | 5<br>0.71% | 8<br>2.04% | 90<br>1.05% | 7<br>2.83% | 2<br>0.64% | 8<br>3.00%<br>F | 29<br>0.58% | 1<br>0.64% | 4<br>1.59% | 3<br>2.44% | 25<br>1.26% | 2<br>4.88% | 4<br>1.99% | 2<br>5.00% | 3<br>1.66% | 4<br>2.17% | 3<br>5.36% | 3<br>2.24% | 1<br>2.70% | 3<br>4.69% | 4<br>3.15% | 3<br>2.78% | 2<br>2.63% | 5<br>2.92% | 0<br>0.0% |
| Sometimes | 64<br>12.88% | 92<br>13.05% | 47<br>11.96% | 888<br>10.36% | 31<br>12.55% | 46<br>14.74% | 30<br>11.24% | 332<br>6.68% | 13<br>8.33% | 32<br>12.70% | 16<br>13.01% | 243<br>12.21% | 9<br>21.95% | 22<br>10.95% | 7<br>17.50% | 16<br>8.84% | 25<br>13.59% | 6<br>10.71% | 18<br>13.43% | 4<br>10.81% | 8<br>12.50% | 19<br>14.96% | 11<br>10.19% | 6<br>7.89% | 25<br>14.62% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 73<br>14.69% | 97<br>13.76% | 55<br>13.99% | 978<br>11.41% | 38<br>15.38%<br>I | 48<br>15.38% | 38<br>14.23% | 361<br>7.27% | 14<br>8.97% | 36<br>14.29% | 19<br>15.45% | 268<br>13.47% | 11<br>26.83% | 26<br>12.94% | 9<br>22.50% | 19<br>10.50% | 29<br>15.76% | 9<br>16.07% | 21<br>15.67% | 5<br>13.51% | 11<br>17.19% | 23<br>18.11% | 14<br>12.96% | 8<br>10.53% | 30<br>17.54% | 0<br>0.0% |
| Usually | 82<br>16.50% | 148<br>20.99%<br>A | 86<br>21.88%<br>A | 1570<br>18.32% | 35<br>14.17% | 61<br>19.55% | 57<br>21.35%<br>E | 1004<br>20.21% | 33<br>21.15% | 56<br>22.22% | 32<br>26.02% | 420<br>21.11% | 9<br>21.95% | 25<br>12.44% | 12<br>30.00%<br>P | 21<br>11.60% | 24<br>13.04% | 8<br>14.29% | 21<br>15.67% | 3<br>8.11% | 8<br>12.50% | 14<br>11.02% | 18<br>16.67% | 11<br>14.47% | 24<br>14.04% | 0<br>0.0% |
| Always | 342<br>68.81% | 460<br>65.25% | 252<br>64.12% | 6021<br>70.26% | 174<br>70.45% | 203<br>65.06% | 172<br>64.42% | 3603<br>72.52% | 109<br>69.87% | 160<br>63.49% | 72<br>58.54% | 1302<br>65.43% | 21<br>51.22% | 150<br>74.63%<br>M | 19<br>47.50% | 141<br>77.90%<br>O | 131<br>71.20% | 39<br>69.64% | 92<br>68.66% | 29<br>78.38% | 45<br>70.31% | 90<br>70.87% | 76<br>70.37% | 57<br>75.00% | 117<br>68.42% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 424<br>85.31% | 608<br>86.24% | 338<br>86.01% | 7591<br>88.59% | 209<br>84.62% | 264<br>84.62% | 229<br>85.77% | 4607<br>92.73% | 142<br>91.03%<br>E | 216<br>85.71% | 104<br>84.55% | 1722<br>86.53% | 30<br>73.17% | 175<br>87.06% | 31<br>77.50% | 162<br>89.50% | 155<br>84.24% | 47<br>83.93% | 113<br>84.33% | 32<br>86.49% | 53<br>82.81% | 104<br>81.89% | 94<br>87.04% | 68<br>89.47% | 141<br>82.46% | 0<br>0.0% |
| 3-point composite mean | 2.5412 | 2.5149 | 2.5013 | 2.5885 | 2.5506 | 2.4968 | 2.5019 | 2.6526 | 2.6090<br>K | 2.4921 | 2.4309 | 2.5196 | 2.2439 | 2.6169<br>M | 2.2500 | 2.6740<br>O | 2.5543 | 2.5357 | 2.5299 | 2.6486 | 2.5313 | 2.5276 | 2.5741 | 2.6447 | 2.5088 | 0 |
| 4-point composite mean | 3.5231 | 3.5078 | 3.4809 | 3.5780 | 3.5223 | 3.4904 | 3.4719 | 3.6467 | 3.6026<br>K | 3.4762 | 3.4065 | 3.5070 | 3.1951 | 3.5970<br>M | 3.2000 | 3.6575<br>O | 3.5326 | 3.4821 | 3.5075 | 3.6216 | 3.4844 | 3.4961 | 3.5463 | 3.6184 | 3.4795 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 3<br>0.29% | 2<br>0.31% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 22<br>2.85% | 18<br>1.73% | 39<br>5.99%<br>AB | 461<br>3.70%<br>E | 6<br>1.45% | 7<br>1.41% | 29<br>6.24%<br>EF | 221<br>3.46% | 9<br>4.17% | 8<br>2.53% | 6<br>3.70% | 100<br>3.35% | 1<br>1.47% | 5<br>1.52% | 0<br>0.0% | 0<br>0.0% | 5<br>1.62% | 1<br>1.08% | 3<br>1.60% | 2<br>2.78% | 0<br>0.0% | 3<br>1.36% | 2<br>1.17% | 1<br>0.79% | 5<br>1.74% | 0<br>0.0% |
| BASE = Those who responded | 751<br>97.15%<br>C | 1017<br>97.98%<br>C | 610<br>93.70% | 12015<br>96.30% | 407<br>98.55%<br>DG | 490<br>98.59%<br>G | 435<br>93.55% | 6167<br>96.54% | 207<br>95.83% | 307<br>97.15% | 156<br>96.30% | 2888<br>96.65% | 67<br>98.53% | 325<br>98.48% | 57<br>100.00% | 226<br>100.00% | 303<br>98.38% | 92<br>98.92% | 184<br>98.40% | 70<br>97.22% | 134<br>100.00% | 218<br>98.64% | 169<br>98.83% | 125<br>99.21% | 282<br>98.26% | 0<br>0.0% |
| None | 198<br>26.36% | 255<br>25.07% | 165<br>27.05% | 2899<br>24.13% | 120<br>29.48%<br>DI | 150<br>30.61% | 128<br>29.43% | 729<br>11.82% | 38<br>18.36%<br>H | 41<br>13.36% | 20<br>12.82% | 778<br>26.94% | 17<br>25.37% | 95<br>29.23% | 0<br>0.0% | 0<br>0.0% | 92<br>30.36% | 26<br>28.26% | 33<br>17.93% | 27<br>38.57%<br>S | 57<br>42.54%<br>S | 68<br>31.19% | 49<br>28.99% | 38<br>30.40% | 82<br>29.08% | 0<br>0.0% |
| 1 time | 198<br>26.36%<br>BC | 225<br>22.12% | 121<br>19.84% | 3097<br>25.78% | 120<br>29.48%<br>FGI | 114<br>23.27% | 100<br>22.99% | 1122<br>18.19% | 44<br>21.26% | 48<br>15.64% | 24<br>15.38% | 842<br>29.16% | 20<br>29.85% | 96<br>29.54% | 19<br>33.33% | 99<br>43.81% | 96<br>31.68% | 21<br>22.83% | 60<br>32.61% | 19<br>27.14% | 35<br>26.12% | 68<br>31.19% | 46<br>27.22% | 34<br>27.20% | 86<br>30.50% | 0<br>0.0% |
| 2 | 148<br>19.71% | 221<br>21.73% | 141<br>23.11% | 2714<br>22.59% | 78<br>19.16% | 110<br>22.45% | 100<br>22.99% | 1480<br>24.00% | 41<br>19.81% | 71<br>23.13% | 40<br>25.64% | 586<br>20.29% | 15<br>22.39% | 62<br>19.08% | 18<br>31.58% | 59<br>26.11% | 59<br>19.47% | 16<br>17.39% | 41<br>22.28% | 11<br>15.71% | 23<br>17.16% | 34<br>15.60% | 40<br>23.67%<br>V | 27<br>21.60% | 51<br>18.09% | 0<br>0.0% |
| 3 | 100<br>13.32% | 130<br>12.78% | 78<br>12.79% | 1538<br>12.80% | 46<br>11.30% | 56<br>11.43% | 47<br>10.80% | 1084<br>17.58% | 33<br>15.94% | 48<br>15.64% | 27<br>17.31% | 344<br>11.91% | 11<br>16.42% | 33<br>10.15% | 12<br>21.05% | 33<br>14.60% | 29<br>9.57% | 14<br>15.22% | 23<br>12.50% | 8<br>11.43% | 10<br>7.46% | 28<br>12.84% | 14<br>8.28% | 15<br>12.00% | 31<br>10.99% | 0<br>0.0% |
| 4 | 39<br>5.19% | 78<br>7.67%<br>A | 42<br>6.89% | 793<br>6.60% | 21<br>5.16% | 26<br>5.31% | 26<br>5.98% | 612<br>9.92%<br>I | 13<br>6.28% | 38<br>12.38%<br>I | 17<br>10.90% | 147<br>5.09% | 1<br>1.49% | 20<br>6.15%<br>M | 2<br>3.51% | 19<br>8.41% | 15<br>4.95% | 5<br>5.43% | 14<br>7.61%<br>U | 3<br>4.29% | 2<br>1.49% | 13<br>5.96% | 6<br>3.55% | 5<br>4.00% | 16<br>5.67% | 0<br>0.0% |
| 5 to 9 | 60<br>7.99% | 83<br>8.16% | 48<br>7.87% | 778<br>6.48% | 19<br>4.67% | 27<br>5.51% | 26<br>5.98% | 845<br>13.70% | 33<br>15.94%<br>E | 43<br>14.01% | 19<br>12.18% | 145<br>5.02% | 2<br>2.99% | 17<br>5.23% | 4<br>7.02% | 15<br>6.64% | 11<br>3.63% | 8<br>8.70% | 11<br>5.98% | 2<br>2.86% | 6<br>4.48% | 6<br>2.75% | 12<br>7.10% | 4<br>3.20% | 15<br>5.32% | 0<br>0.0% |
| 10 or more times | 8<br>1.07% | 25<br>2.46%<br>A | 15<br>2.46% | 196<br>1.63%<br>E | 3<br>0.74% | 7<br>1.43% | 8<br>1.84% | 295<br>4.78%<br>I | 5<br>2.42% | 18<br>5.86%<br>I | 9<br>5.77% | 46<br>1.59% | 1<br>1.49% | 2<br>0.62% | 2<br>3.51% | 1<br>0.44% | 1<br>0.33% | 2<br>2.17% | 2<br>1.09% | 0<br>0.0% | 1<br>0.75% | 1<br>0.46% | 2<br>1.18% | 2<br>1.60% | 1<br>0.35% | 0<br>0.0% |
| Average number of times | 1.9574 | 2.2247<br>A | 2.1779 | 2.0147<br>E | 1.6425 | 1.8010 | 1.9011 | 3.1433 | 2.7560<br>E | 3.2964<br>I | 3.1955 | 1.8089 | 1.6940 | 1.6708 | 2.6667 | 2.2544 | 1.4868 | 2.1304<br>Q | 2.0054<br>TU | 1.3000 | 1.2948 | 1.4977 | 1.7811 | 1.6480 | 1.6401 | 0 |
| Standard deviation | 2.1975 | 2.5217 | 2.5160 | 2.2432 | 1.9093 | 2.1672 | 2.2948 | 2.9359 | 2.7266 | 3.1028 | 3.0417 | 2.1602 | 1.9584 | 1.9210 | 2.4213 | 1.7328 | 1.6832 | 2.5064 | 2.0410 | 1.5246 | 1.8820 | 1.6936 | 2.1654 | 2.0514 | 1.8429 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 28 | 26 | 47 | 565 | 7 | 8 | 33 | 272 | 12 | 10 | 7 | 119 | 1 | 6 | 0 | 0 | 6 | 1 | 3 | 2 | 1 | 4 | 2 | 2 | 5 | 0 |
| | 3.62% | 2.50% | 7.22% AB | 4.53% E | 1.69% | 1.61% | 7.10% EF | 4.26% | 5.56% E | 3.16% | 4.32% | 3.98% | 1.47% | 1.82% | 0.0% | 0.0% | 1.95% | 1.08% | 1.60% | 2.78% | 0.75% | 1.81% | 1.17% | 1.59% | 1.74% | 0.0% |
| Appropriately skipped | 198 | 255 | 165 | 2899 | 120 | 150 | 128 | 729 | 38 | 41 | 20 | 778 | 17 | 95 | 0 | 0 | 92 | 26 | 33 | 27 | 57 | 68 | 49 | 38 | 82 | 0 |
| | 25.61% | 24.57% | 25.35% | 23.24% | 29.06% DI | 30.18% | 27.53% | 11.41% | 17.59% H | 12.97% | 12.35% | 26.04% | 25.00% | 28.79% | 0.0% | 0.0% | 29.87% | 27.96% | 17.65% | 37.50% S | 42.54% S | 30.77% | 28.65% | 30.16% | 28.57% | 0.0% |
| BASE = Those who responded | 547 | 757 | 439 | 9012 | 286 | 339 | 304 | 5387 | 166 | 265 | 135 | 2091 | 50 | 229 | 57 | 226 | 210 | 66 | 151 | 43 | 76 | 149 | 120 | 86 | 200 | 0 |
| | 70.76% | 72.93% C | 67.43% | 72.23% | 69.25% | 68.21% | 65.38% | 84.33% I | 76.85% E | 83.86% I | 83.33% | 69.98% | 73.53% | 69.39% | 100.00% | 100.00% | 68.18% | 70.97% | 80.75% TU | 59.72% | 56.72% | 67.42% | 70.18% | 68.25% | 69.69% | 0.0% |
| Yes | 388 | 557 | 311 | 6366 | 202 | 249 | 209 | 4136 | 129 | 205 | 109 | 1520 | 33 | 164 | 36 | 163 | 151 | 46 | 105 | 30 | 55 | 108 | 83 | 64 | 138 | 0 |
| | 70.93% | 73.58% | 70.84% | 70.64% | 70.63% | 73.45% | 68.75% | 76.78% | 77.71% | 77.36% | 80.74% | 72.69% | 66.00% | 71.62% | 63.16% | 72.12% | 71.90% | 69.70% | 69.54% | 69.77% | 72.37% | 72.48% | 69.17% | 74.42% | 69.00% | 0.0% |
| No | 159 | 200 | 128 | 2646 | 84 | 90 | 95 | 1251 | 37 | 60 | 26 | 571 | 17 | 65 | 21 | 63 | 59 | 20 | 46 | 13 | 21 | 41 | 37 | 22 | 62 | 0 |
| | 29.07% | 26.42% | 29.16% | 29.36% | 29.37% | 26.55% | 31.25% | 23.22% | 22.29% | 22.64% | 19.26% | 27.31% | 34.00% | 28.38% | 36.84% | 27.88% | 28.10% | 30.30% | 30.46% | 30.23% | 27.63% | 27.52% | 30.83% | 25.58% | 31.00% | 0.0% |
| 3-point composite mean | 2.4186 | 2.4716 | 2.4169 | 2.4128 | 2.4126 | 2.4690 | 2.3750 | 2.5355 | 2.5542 | 2.5472 | 2.6148 | 2.4538 | 2.3200 | 2.4323 | 2.2632 | 2.4425 | 2.4381 | 2.3939 | 2.3907 | 2.3953 | 2.4474 | 2.4497 | 2.3833 | 2.4884 | 2.3800 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 25<br>3.23% | 25<br>2.41% | 49<br>7.53%<br>AB | 298<br>3.80%<br>E | 8<br>1.94% | 9<br>1.81% | 36<br>7.74%<br>EF | 261<br>4.09% | 9<br>4.17% | 9<br>2.85% | 7<br>4.32% | 52<br>3.06% | 1<br>1.47% | 7<br>2.12% | 1<br>1.75% | 0<br>0.0% | 6<br>1.95% | 2<br>2.15% | 4<br>2.14% | 2<br>2.78% | 1<br>0.75% | 5<br>2.26% | 2<br>1.17% | 3<br>2.38% | 5<br>1.74% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 1864<br>23.77% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 486<br>28.62% | 17<br>25.00% | 95<br>28.79% | 0<br>0.0% | 0<br>0.0% | 92<br>29.87% | 26<br>27.96% | 33<br>17.65% | 27<br>37.50%<br>S | 57<br>42.54%<br>S | 68<br>30.77% | 49<br>28.65% | 38<br>30.16% | 82<br>28.57% | 0<br>0.0% |
| BASE = Those who responded | 550<br>71.15% | 758<br>73.03%<br>C | 437<br>67.13% | 5681<br>72.43% | 285<br>69.01% | 338<br>68.01% | 301<br>64.73% | 5398<br>84.50%<br>I | 169<br>78.24%<br>E | 266<br>84.18% | 135<br>83.33% | 1160<br>68.32% | 50<br>73.53% | 228<br>69.09% | 56<br>98.25% | 226<br>100.00% | 210<br>68.18% | 65<br>69.89% | 150<br>80.21%<br>TU | 43<br>59.72% | 76<br>56.72% | 148<br>66.97% | 120<br>70.18% | 85<br>67.46% | 200<br>69.69% | 0<br>0.0% |
| Never | 14<br>2.55% | 16<br>2.11% | 9<br>2.06% | 146<br>2.57% | 10<br>3.51%<br>I | 9<br>2.66% | 7<br>2.33% | 83<br>1.54% | 1<br>0.59% | 7<br>2.63%<br>K | 0<br>0.0% | 27<br>2.33% | 2<br>4.00% | 6<br>2.63% | 3<br>5.36% | 7<br>3.10% | 5<br>2.38% | 3<br>4.62% | 3<br>2.00% | 1<br>2.33% | 4<br>5.26% | 5<br>3.38% | 3<br>2.50% | 0<br>0.0% | 10<br>5.00%<br>X | 0<br>0.0% |
| Sometimes | 55<br>10.00% | 62<br>8.18% | 40<br>9.15% | 482<br>8.48% | 29<br>10.18% | 34<br>10.06% | 25<br>8.31% | 374<br>6.93% | 17<br>10.06% | 19<br>7.14% | 14<br>10.37% | 111<br>9.57% | 9<br>18.00% | 20<br>8.77% | 11<br>19.64%<br>P | 18<br>7.96% | 19<br>9.05% | 9<br>13.85% | 17<br>11.33% | 4<br>9.30% | 8<br>10.53% | 19<br>12.84% | 10<br>8.33% | 9<br>10.59% | 20<br>10.00% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 69<br>12.55% | 78<br>10.29% | 49<br>11.21% | 628<br>11.05% | 39<br>13.68% | 43<br>12.72% | 32<br>10.63% | 457<br>8.47% | 18<br>10.65% | 26<br>9.77% | 14<br>10.37% | 138<br>11.90% | 11<br>22.00% | 26<br>11.40% | 14<br>25.00%<br>P | 25<br>11.06% | 24<br>11.43% | 12<br>18.46% | 20<br>13.33% | 5<br>11.63% | 12<br>15.79% | 24<br>16.22% | 13<br>10.83% | 9<br>10.59% | 30<br>15.00% | 0<br>0.0% |
| Usually | 92<br>16.73% | 146<br>19.26% | 73<br>16.70% | 951<br>16.74% | 43<br>15.09% | 55<br>16.27% | 50<br>16.61% | 919<br>17.02% | 31<br>18.34% | 49<br>18.42% | 26<br>19.26% | 217<br>18.71% | 13<br>26.00% | 30<br>13.16% | 19<br>33.93%<br>P | 24<br>10.62% | 30<br>14.29% | 13<br>20.00% | 23<br>15.33% | 9<br>20.93% | 10<br>13.16% | 24<br>16.22% | 18<br>15.00% | 12<br>14.12% | 31<br>15.50% | 0<br>0.0% |
| Always | 389<br>70.73% | 534<br>70.45% | 315<br>72.08% | 4102<br>72.21% | 203<br>71.23% | 240<br>71.01% | 219<br>72.76% | 4022<br>74.51% | 120<br>71.01% | 191<br>71.80% | 95<br>70.37% | 805<br>69.40% | 26<br>52.00% | 172<br>75.44%<br>M | 23<br>41.07% | 177<br>78.32%<br>O | 156<br>74.29% | 40<br>61.54% | 107<br>71.33% | 29<br>67.44% | 54<br>71.05% | 100<br>67.57% | 89<br>74.17% | 64<br>75.29% | 139<br>69.50% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 481<br>87.45% | 680<br>89.71% | 388<br>88.79% | 5053<br>88.95% | 246<br>86.32% | 295<br>87.28% | 269<br>89.37% | 4941<br>91.53% | 151<br>89.35% | 240<br>90.23% | 121<br>89.63% | 1022<br>88.10% | 39<br>78.00% | 202<br>88.60% | 42<br>75.00% | 201<br>88.94%<br>O | 186<br>88.57% | 53<br>81.54% | 130<br>86.67% | 38<br>88.37% | 64<br>84.21% | 124<br>83.78% | 107<br>89.17% | 76<br>89.41% | 170<br>85.00% | 0<br>0.0% |
| 3-point composite mean | 2.5818 | 2.6016 | 2.6087 | 2.6115 | 2.5754 | 2.5828 | 2.6213 | 2.6604 | 2.6036 | 2.6203 | 2.6000 | 2.5750 | 2.3000 | 2.6404<br>M | 2.1607 | 2.6726<br>O | 2.6286<br>R | 2.4308 | 2.5800 | 2.5581 | 2.5526 | 2.5135 | 2.6333 | 2.6471 | 2.5450 | 0 |
| 4-point composite mean | 3.5564 | 3.5805 | 3.5881 | 3.5858 | 3.5404 | 3.5562 | 3.5980 | 3.6451 | 3.5976 | 3.5940 | 3.6000 | 3.5517 | 3.2600 | 3.6140<br>M | 3.1071 | 3.6416<br>O | 3.6048 | 3.3846 | 3.5600 | 3.5349 | 3.5000 | 3.4797 | 3.6083 | 3.6471 | 3.4950 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 30<br>3.88% | 25<br>2.41% | 50<br>7.68%<br>AB | 588<br>4.71%<br>E | 10<br>2.42% | 8<br>1.61% | 36<br>7.74%<br>EF | 287<br>4.49% | 11<br>5.09% | 10<br>3.16% | 7<br>4.32% | 127<br>4.25% | 1<br>1.47% | 9<br>2.73% | 0<br>0.0% | 2<br>0.88% | 8<br>2.60% | 1<br>1.08% | 5<br>2.67% | 2<br>2.78% | 1<br>0.75% | 6<br>2.71% | 2<br>1.17% | 3<br>2.38% | 7<br>2.44% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 778<br>26.04% | 17<br>25.00% | 95<br>28.79% | 0<br>0.0% | 0<br>0.0% | 92<br>29.87% | 26<br>27.96% | 33<br>17.65% | 27<br>37.50%<br>S | 57<br>42.54%<br>S | 68<br>30.77% | 49<br>28.65% | 38<br>30.16% | 82<br>28.57% | 0<br>0.0% |
| BASE = Those who responded | 545<br>70.50% | 758<br>73.03%<br>C | 436<br>66.97% | 8989<br>72.05% | 283<br>68.52% | 339<br>68.21% | 301<br>64.73% | 5372<br>84.10%<br>I | 167<br>77.31%<br>E | 265<br>83.86% | 135<br>83.33% | 2083<br>69.71% | 50<br>73.53% | 226<br>68.48% | 57<br>100.00% | 224<br>99.12% | 208<br>67.53% | 66<br>70.97% | 149<br>79.68%<br>TU | 43<br>59.72% | 76<br>56.72% | 147<br>66.52% | 120<br>70.18% | 85<br>67.46% | 198<br>68.99% | 0<br>0.0% |
| Yes | 157<br>28.81% | 247<br>32.59% | 150<br>34.40% | 2703<br>30.07% | 72<br>25.44% | 97<br>28.61% | 96<br>31.89% | 2598<br>48.36% | 73<br>43.71%<br>E | 124<br>46.79% | 68<br>50.37% | 617<br>29.62% | 13<br>26.00% | 58<br>25.66% | 14<br>24.56% | 57<br>25.45% | 50<br>24.04% | 21<br>31.82% | 29<br>19.46% | 17<br>39.53%<br>S | 23<br>30.26% | 35<br>23.81% | 33<br>27.50% | 23<br>27.06% | 49<br>24.75% | 0<br>0.0% |
| No | 388<br>71.19% | 511<br>67.41% | 286<br>65.60% | 6286<br>69.93% | 211<br>74.56%<br>I | 242<br>71.39% | 205<br>68.11% | 2774<br>51.64% | 94<br>56.29% | 141<br>53.21% | 67<br>49.63% | 1466<br>70.38% | 37<br>74.00% | 168<br>74.34% | 43<br>75.44% | 167<br>74.55% | 158<br>75.96% | 45<br>68.18% | 120<br>80.54%<br>T | 26<br>60.47% | 53<br>69.74% | 112<br>76.19% | 87<br>72.50% | 62<br>72.94% | 149<br>75.25% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 27 | 54 | 617 | 10 | 10 | 38 | 315 | 12 | 12 | 10 | 135 | 1 | 9 | 0 | 2 | 8 | 1 | 5 | 2 | 1 | 6 | 2 | 3 | 7 | 0 |
| | 4.14% | 2.60% | 8.29% AB | 4.95% E | 2.42% | 2.01% | 8.17% EF | 4.93% | 5.56% | 3.80% | 6.17% | 4.52% | 1.47% | 2.73% | 0.0% | 0.88% | 2.60% | 1.08% | 2.67% | 2.78% | 0.75% | 2.71% | 1.17% | 2.38% | 2.44% | 0.0% |
| Appropriately skipped | 586 | 766 | 451 | 9185 | 331 | 392 | 333 | 3503 | 132 | 182 | 87 | 2244 | 54 | 263 | 43 | 167 | 250 | 71 | 153 | 53 | 110 | 180 | 136 | 100 | 231 | 0 |
| | 75.81% C | 73.80% C | 69.28% | 73.62% | 80.15% DGI | 78.87% G | 71.61% | 54.84% | 61.11% | 57.59% | 53.70% | 75.10% | 79.41% | 79.70% | 75.44% | 73.89% | 81.17% | 76.34% | 81.82% | 73.61% | 82.09% | 81.45% | 79.53% | 79.37% | 80.49% | 0.0% |
| BASE = Those who responded | 155 | 245 | 146 | 2674 | 72 | 95 | 94 | 2570 | 72 | 122 | 65 | 609 | 13 | 58 | 14 | 57 | 50 | 21 | 29 | 17 | 23 | 35 | 33 | 23 | 49 | 0 |
| | 20.05% | 23.60% | 22.43% | 21.43% E | 17.43% | 19.11% | 20.22% | 40.23% I | 33.33% E | 38.61% | 40.12% | 20.38% | 19.12% | 17.58% | 24.56% | 25.22% | 16.23% | 22.58% | 15.51% | 23.61% | 17.16% | 15.84% | 19.30% | 18.25% | 17.07% | 0.0% |
| Yes | 144 | 231 | 130 | 2457 | 65 | 88 | 81 | 2472 | 70 | 119 | 60 | 542 | 12 | 52 | 13 | 51 | 47 | 17 | 26 | 16 | 20 | 31 | 30 | 23 | 42 | 0 |
| | 92.90% | 94.29% | 89.04% | 91.88% | 90.28% | 92.63% | 86.17% | 96.19% | 97.22% | 97.54% | 92.31% | 89.00% | 92.31% | 89.66% | 92.86% | 89.47% | 94.00% | 80.95% | 89.66% | 94.12% | 86.96% | 88.57% | 90.91% | 100.00% | 85.71% | 0.0% |
| No | 11 | 14 | 16 | 217 | 7 | 7 | 13 | 98 | 2 | 3 | 5 | 67 | 1 | 6 | 1 | 6 | 3 | 4 | 3 | 1 | 3 | 4 | 3 | 0 | 7 | 0 |
| | 7.10% | 5.71% | 10.96% | 8.12% | 9.72% | 7.37% | 13.83% | 3.81% | 2.78% | 2.46% | 7.69% | 11.00% | 7.69% | 10.34% | 7.14% | 10.53% | 6.00% | 19.05% | 10.34% | 5.88% | 13.04% | 11.43% | 9.09% | 0.0% | 14.29% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 29<br>2.79% | 53<br>8.14%<br>AB | 626<br>5.02%<br>E | 10<br>2.42% | 10<br>2.01% | 37<br>7.96%<br>EF | 321<br>5.03% | 12<br>5.56% | 12<br>3.80% | 9<br>5.56% | 135<br>4.52% | 1<br>1.47% | 9<br>2.73% | 0<br>0.0% | 2<br>0.88% | 8<br>2.60% | 1<br>1.08% | 5<br>2.67% | 2<br>2.78% | 1<br>0.75% | 6<br>2.71% | 2<br>1.17% | 3<br>2.38% | 7<br>2.44% | 0<br>0.0% |
| Appropriately skipped | 586<br>75.81%<br>C | 766<br>73.80%<br>C | 451<br>69.28% | 9185<br>73.62% | 331<br>80.15%<br>DGI | 392<br>78.87%<br>G | 333<br>71.61% | 3503<br>54.84% | 132<br>61.11% | 182<br>57.59% | 87<br>53.70% | 2244<br>75.10% | 54<br>79.41% | 263<br>79.70% | 43<br>75.44% | 167<br>73.89% | 250<br>81.17% | 71<br>76.34% | 153<br>81.82% | 53<br>73.61% | 110<br>82.09% | 180<br>81.45% | 136<br>79.53% | 100<br>79.37% | 231<br>80.49% | 0<br>0.0% |
| BASE = Those who responded | 156<br>20.18% | 243<br>23.41% | 147<br>22.58% | 2665<br>21.36%<br>E | 72<br>17.43% | 95<br>19.11% | 95<br>20.43% | 2564<br>40.14%<br>I | 72<br>33.33%<br>E | 122<br>38.61% | 66<br>40.74% | 609<br>20.38% | 13<br>19.12% | 58<br>17.58% | 14<br>24.56% | 57<br>25.22% | 50<br>16.23% | 21<br>22.58% | 29<br>15.51% | 17<br>23.61% | 23<br>17.16% | 35<br>15.84% | 33<br>19.30% | 23<br>18.25% | 49<br>17.07% | 0<br>0.0% |
| Yes | 109<br>69.87% | 177<br>72.84% | 105<br>71.43% | 1773<br>66.53% | 46<br>63.89% | 68<br>71.58% | 61<br>64.21% | 1907<br>74.38% | 55<br>76.39% | 91<br>74.59% | 48<br>72.73% | 411<br>67.49% | 9<br>69.23% | 37<br>63.79% | 11<br>78.57% | 35<br>61.40% | 34<br>68.00% | 11<br>52.38% | 20<br>68.97% | 11<br>64.71% | 14<br>60.87% | 22<br>62.86% | 23<br>69.70% | 15<br>65.22% | 31<br>63.27% | 0<br>0.0% |
| No | 47<br>30.13% | 66<br>27.16% | 42<br>28.57% | 892<br>33.47% | 26<br>36.11% | 27<br>28.42% | 34<br>35.79% | 657<br>25.62% | 17<br>23.61% | 31<br>25.41% | 18<br>27.27% | 198<br>32.51% | 4<br>30.77% | 21<br>36.21% | 3<br>21.43% | 22<br>38.60% | 16<br>32.00% | 10<br>47.62% | 9<br>31.03% | 6<br>35.29% | 9<br>39.13% | 13<br>37.14% | 10<br>30.30% | 8<br>34.78% | 18<br>36.73% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 28 | 54 | 638 | 10 | 10 | 38 | 325 | 13 | 13 | 10 | 136 | 1 | 9 | 0 | 2 | 8 | 1 | 5 | 2 | 1 | 6 | 2 | 3 | 7 | 0 |
| | 4.14% | 2.70% | 8.29% AB | 5.11% E | 2.42% | 2.01% | 8.17% EF | 5.09% | 6.02% E | 4.11% | 6.17% | 4.55% | 1.47% | 2.73% | 0.0% | 0.88% | 2.60% | 1.08% | 2.67% | 2.78% | 0.75% | 2.71% | 1.17% | 2.38% | 2.44% | 0.0% |
| Appropriately skipped | 586 | 766 | 451 | 9185 | 331 | 392 | 333 | 3503 | 132 | 182 | 87 | 2244 | 54 | 263 | 43 | 167 | 250 | 71 | 153 | 53 | 110 | 180 | 136 | 100 | 231 | 0 |
| | 75.81% C | 73.80% C | 69.28% | 73.62% | 80.15% DGI | 78.87% G | 71.61% | 54.84% | 61.11% | 57.59% | 53.70% | 75.10% | 79.41% | 79.70% | 75.44% | 73.89% | 81.17% | 76.34% | 81.82% | 73.61% | 82.09% | 81.45% | 79.53% | 79.37% | 80.49% | 0.0% |
| BASE = Those who responded | 155 | 244 | 146 | 2653 | 72 | 95 | 94 | 2560 | 71 | 121 | 65 | 608 | 13 | 58 | 14 | 57 | 50 | 21 | 29 | 17 | 23 | 35 | 33 | 23 | 49 | 0 |
| | 20.05% | 23.51% | 22.43% | 21.26% E | 17.43% | 19.11% | 20.22% | 40.08% I | 32.87% E | 38.29% | 40.12% | 20.35% | 19.12% | 17.58% | 24.56% | 25.22% | 16.23% | 22.58% | 15.51% | 23.61% | 17.16% | 15.84% | 19.30% | 18.25% | 17.07% | 0.0% |
| Yes | 120 | 206 | 120 | 2115 | 54 | 84 | 76 | 2170 | 59 | 103 | 53 | 495 | 11 | 42 | 10 | 43 | 37 | 16 | 20 | 13 | 18 | 24 | 26 | 17 | 37 | 0 |
| | 77.42% | 84.43% | 82.19% | 79.72% | 75.00% | 88.42% E | 80.85% | 84.77% | 83.10% | 85.12% | 81.54% | 81.41% | 84.62% | 72.41% | 71.43% | 75.44% | 74.00% | 76.19% | 68.97% | 76.47% | 78.26% | 68.57% | 78.79% | 73.91% | 75.51% | 0.0% |
| No | 35 | 38 | 26 | 538 | 18 | 11 | 18 | 390 | 12 | 18 | 12 | 113 | 2 | 16 | 4 | 14 | 13 | 5 | 9 | 4 | 5 | 11 | 7 | 6 | 12 | 0 |
| | 22.58% | 15.57% | 17.81% | 20.28% | 25.00% F | 11.58% | 19.15% | 15.23% | 16.90% | 14.88% | 18.46% | 18.59% | 15.38% | 27.59% | 28.57% | 24.56% | 26.00% | 23.81% | 31.03% | 23.53% | 21.74% | 31.43% | 21.21% | 26.09% | 24.49% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 26<br>2.50% | 52<br>7.99%<br>AB | 563<br>4.51%<br>E | 10<br>2.42% | 9<br>1.81% | 39<br>8.39%<br>EF | 274<br>4.29% | 12<br>5.56% | 10<br>3.16% | 7<br>4.32% | 121<br>4.05% | 1<br>1.47% | 8<br>2.42% | 0<br>0.0% | 0<br>0.0% | 8<br>2.60% | 2<br>2.15% | 5<br>2.67% | 2<br>2.78% | 2<br>1.49% | 6<br>2.71% | 3<br>1.75% | 3<br>2.38% | 7<br>2.44% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 778<br>26.04% | 17<br>25.00% | 95<br>28.79% | 0<br>0.0% | 0<br>0.0% | 92<br>29.87% | 26<br>27.96% | 33<br>17.65% | 27<br>37.50%<br>S | 57<br>42.54%<br>S | 68<br>30.77% | 49<br>28.65% | 38<br>30.16% | 82<br>28.57% | 0<br>0.0% |
| BASE = Those who responded | 544<br>70.38% | 756<br>72.83%<br>C | 434<br>66.67% | 9014<br>72.25% | 283<br>68.52% | 338<br>68.01% | 298<br>64.09% | 5385<br>84.30%<br>I | 166<br>76.85%<br>E | 264<br>83.54% | 135<br>83.33% | 2089<br>69.91% | 50<br>73.53% | 227<br>68.79% | 57<br>100.00% | 226<br>100.00% | 208<br>67.53% | 65<br>69.89% | 149<br>79.68%<br>TU | 43<br>59.72% | 75<br>55.97% | 147<br>66.52% | 119<br>69.59% | 85<br>67.46% | 198<br>68.99% | 0<br>0.0% |
| 10 - Best health care possible | 245<br>45.04% | 349<br>46.16% | 198<br>45.62% | 4740<br>52.58%<br>E | 127<br>44.88% | 161<br>47.63% | 135<br>45.30% | 2707<br>50.27% | 72<br>43.37% | 110<br>41.67% | 58<br>42.96% | 1052<br>50.36% | 8<br>16.00% | 119<br>52.42%<br>M | 0<br>0.0% | 127<br>56.19%<br>O | 99<br>47.60% | 24<br>36.92% | 67<br>44.97% | 19<br>44.19% | 34<br>45.33% | 62<br>42.18% | 58<br>48.74% | 39<br>45.88% | 88<br>44.44% | 0<br>0.0% |
| 9 - | 98<br>18.01% | 129<br>17.06% | 79<br>18.20% | 1582<br>17.55% | 47<br>16.61% | 55<br>16.27% | 57<br>19.13% | 968<br>17.98% | 33<br>19.88% | 46<br>17.42% | 25<br>18.52% | 379<br>18.14% | 6<br>12.00% | 40<br>17.62% | 0<br>0.0% | 47<br>20.80%<br>O | 33<br>15.87% | 14<br>21.54% | 25<br>16.78% | 7<br>16.28% | 13<br>17.33% | 28<br>19.05% | 17<br>14.29% | 13<br>15.29% | 34<br>17.17% | 0<br>0.0% |
| Top Two Box | 343<br>63.05% | 478<br>63.23% | 277<br>63.82% | 6322<br>70.14%<br>E | 174<br>61.48% | 216<br>63.91% | 192<br>64.43% | 3675<br>68.25% | 105<br>63.25% | 156<br>59.09% | 83<br>61.48% | 1431<br>68.50% | 14<br>28.00% | 159<br>70.04%<br>M | 0<br>0.0% | 174<br>76.99%<br>O | 132<br>63.46% | 38<br>58.46% | 92<br>61.74% | 26<br>60.47% | 47<br>62.67% | 90<br>61.22% | 75<br>63.03% | 52<br>61.18% | 122<br>61.62% | 0<br>0.0% |
| 8 - | 98<br>18.01% | 156<br>20.63% | 82<br>18.89% | 1575<br>17.47% | 52<br>18.37% | 64<br>18.93% | 55<br>18.46% | 971<br>18.03% | 28<br>16.87% | 51<br>19.32% | 21<br>15.56% | 384<br>18.38% | 9<br>18.00% | 39<br>17.18% | 0<br>0.0% | 52<br>23.01%<br>O | 37<br>17.79% | 12<br>18.46% | 30<br>20.13% | 7<br>16.28% | 11<br>14.67% | 22<br>14.97% | 25<br>21.01% | 11<br>12.94% | 41<br>20.71% | 0<br>0.0% |
| CAHPS Rate (Top Three Box) | 441<br>81.07% | 634<br>83.86% | 359<br>82.72% | 7897<br>87.61%<br>E | 226<br>79.86% | 280<br>82.84% | 247<br>82.89% | 4646<br>86.28%<br>I | 133<br>80.12% | 207<br>78.41% | 104<br>77.04% | 1815<br>86.88% | 23<br>46.00% | 198<br>87.22%<br>M | 0<br>0.0% | 226<br>100.00%<br>O | 169<br>81.25% | 50<br>76.92% | 122<br>81.88% | 33<br>76.74% | 58<br>77.33% | 112<br>76.19% | 100<br>84.03% | 63<br>74.12% | 163<br>82.32% | 0<br>0.0% |
| 7 - | 56<br>10.29%<br>B | 46<br>6.08% | 37<br>8.53% | 566<br>6.28% | 33<br>11.66%<br>D | 24<br>7.10% | 23<br>7.72% | 362<br>6.72% | 17<br>10.24% | 26<br>9.85% | 16<br>11.85% | 145<br>6.94% | 12<br>24.00%<br>N | 21<br>9.25% | 33<br>57.89%<br>P | 0<br>0.0% | 25<br>12.02% | 7<br>10.77% | 17<br>11.41% | 6<br>13.95% | 8<br>10.67% | 19<br>12.93% | 12<br>10.08% | 13<br>15.29% | 20<br>10.10% | 0<br>0.0% |
| 6 - | 14<br>2.57% | 24<br>3.17% | 13<br>3.00% | 202<br>2.24% | 8<br>2.83% | 9<br>2.66% | 10<br>3.36% | 138<br>2.56% | 3<br>1.81% | 10<br>3.79% | 7<br>5.19% | 40<br>1.91% | 5<br>10.00%<br>N | 3<br>1.32% | 8<br>14.04%<br>P | 0<br>0.0% | 7<br>3.37% | 1<br>1.54% | 6<br>4.03% | 1<br>2.33% | 1<br>1.33% | 6<br>4.08% | 2<br>1.68% | 4<br>4.71% | 4<br>2.02% | 0<br>0.0% |
| 5 - | 16<br>2.94% | 34<br>4.50% | 16<br>3.69% | 195<br>2.16% | 10<br>3.53% | 17<br>5.03% | 10<br>3.36% | 138<br>2.56% | 4<br>2.41% | 14<br>5.30% | 7<br>5.19% | 54<br>2.58% | 6<br>12.00%<br>N | 4<br>1.76% | 10<br>17.54%<br>P | 0<br>0.0% | 5<br>2.40% | 4<br>6.15% | 3<br>2.01% | 1<br>2.33% | 6<br>8.00% | 6<br>4.08% | 4<br>3.36% | 2<br>2.35% | 8<br>4.04% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4 - | 3<br>0.55% | 9<br>1.19% | 4<br>0.92% | 50<br>0.55% | 1<br>0.35% | 3<br>0.89% | 4<br>1.34% | 34<br>0.63% | 3<br>1.81% | 4<br>1.52%<br>K | 0<br>0.0% | 7<br>0.34% | 1<br>2.00% | 0<br>0.0% | 1<br>1.75% | 0<br>0.0% | 1<br>0.48% | 0<br>0.0% | 1<br>0.67% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.84% | 1<br>1.18% | 0<br>0.0% | 0<br>0.0% |
| 3 - | 6<br>1.10%<br>B | 1<br>0.13% | 3<br>0.69% | 33<br>0.37% | 1<br>0.35% | 1<br>0.30% | 3<br>1.01% | 26<br>0.48% | 4<br>2.41%<br>JK | 0<br>0.0% | 0<br>0.0% | 6<br>0.29% | 1<br>2.00% | 0<br>0.0% | 1<br>1.75% | 0<br>0.0% | 0<br>0.0% | 1<br>1.54% | 0<br>0.0% | 0<br>0.0% | 1<br>1.33% | 1<br>0.68% | 0<br>0.0% | 1<br>1.18% | 0<br>0.0% | 0<br>0.0% |
| 2 - | 3<br>0.55% | 1<br>0.13% | 1<br>0.23% | 34<br>0.38% | 2<br>0.71% | 0<br>0.0% | 0<br>0.0% | 14<br>0.26%<br>I | 0<br>0.0% | 0<br>0.0% | 1<br>0.74% | 10<br>0.48% | 1<br>2.00% | 0<br>0.0% | 2<br>3.51% | 0<br>0.0% | 0<br>0.0% | 1<br>1.54% | 0<br>0.0% | 0<br>0.0% | 1<br>1.33% | 1<br>0.68% | 0<br>0.0% | 0<br>0.0% | 2<br>1.01% | 0<br>0.0% |
| 1 - | 2<br>0.37% | 3<br>0.40% | 0<br>0.0% | 18<br>0.20%<br>E | 0<br>0.0% | 2<br>0.59% | 0<br>0.0% | 8<br>0.15% | 1<br>0.60% | 2<br>0.76% | 0<br>0.0% | 9<br>0.43% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 0 - Worst health care possible | 3<br>0.55% | 4<br>0.53% | 1<br>0.23% | 19<br>0.21% | 2<br>0.71% | 2<br>0.59% | 1<br>0.34% | 19<br>0.35% | 1<br>0.60% | 1<br>0.38% | 0<br>0.0% | 3<br>0.14% | 1<br>2.00% | 1<br>0.44% | 2<br>3.51% | 0<br>0.0% | 1<br>0.48% | 1<br>1.54% | 0<br>0.0% | 2<br>4.65% | 0<br>0.0% | 2<br>1.36% | 0<br>0.0% | 1<br>1.18% | 1<br>0.51% | 0<br>0.0% |
| Bottom Three Box | 8<br>1.47% | 8<br>1.06% | 2<br>0.46% | 71<br>0.79% | 4<br>1.41% | 4<br>1.18% | 1<br>0.34% | 41<br>0.76% | 2<br>1.20% | 3<br>1.14% | 1<br>0.74% | 22<br>1.05% | 2<br>4.00% | 1<br>0.44% | 4<br>7.02%<br>P | 0<br>0.0% | 1<br>0.48% | 2<br>3.08% | 0<br>0.0% | 2<br>4.65% | 1<br>1.33% | 3<br>2.04% | 0<br>0.0% | 1<br>1.18% | 3<br>1.52% | 0<br>0.0% |
| Bottom Two Box | 5<br>0.92% | 7<br>0.93% | 1<br>0.23% | 37<br>0.41% | 2<br>0.71% | 4<br>1.18% | 1<br>0.34% | 27<br>0.50% | 2<br>1.20% | 3<br>1.14% | 0<br>0.0% | 12<br>0.57% | 1<br>2.00% | 1<br>0.44% | 2<br>3.51% | 0<br>0.0% | 1<br>0.48% | 1<br>1.54% | 0<br>0.0% | 2<br>4.65% | 0<br>0.0% | 2<br>1.36% | 0<br>0.0% | 1<br>1.18% | 1<br>0.51% | 0<br>0.0% |
| Average rating | 8.6581 | 8.7024 | 8.7350 | 8.9607<br>E | 8.6537 | 8.7012 | 8.7215 | 8.8862<br>I | 8.5723 | 8.5303 | 8.6222 | 8.9052 | 7.1800 | 9.0176<br>M | 5.9649 | 9.3319<br>O | 8.7933 | 8.3385 | 8.7852 | 8.4186 | 8.5600 | 8.5170 | 8.8487 | 8.5529 | 8.6970 | 0 |
| Standard deviation | 1.7649 | 1.7090 | 1.5982 | 1.5006 | 1.7126 | 1.7582 | 1.6363 | 1.5555 | 1.8895 | 1.7729 | 1.6049 | 1.5349 | 2.1512 | 1.3504 | 1.6750 | 0.8258 | 1.5129 | 2.0552 | 1.3833 | 2.2746 | 1.8348 | 1.8857 | 1.4061 | 1.8630 | 1.6420 | 0 |
| 3-point composite mean | 2.5441 | 2.5317 | 2.5507 | 2.6402<br>E | 2.5300 | 2.5385 | 2.5503 | 2.6124 | 2.5361 | 2.4735 | 2.5037 | 2.6233 | 1.9800 | 2.6652<br>M | 1.5789 | 2.7699<br>O | 2.5673 | 2.4615 | 2.5503 | 2.5116 | 2.5067 | 2.5034 | 2.5714 | 2.5059 | 2.5404 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 30<br>3.88% | 30<br>2.89% | 52<br>7.99%<br>AB | 579<br>4.64%<br>E | 9<br>2.18% | 9<br>1.81% | 38<br>8.17%<br>EF | 277<br>4.34% | 11<br>5.09% | 11<br>3.48% | 7<br>4.32% | 126<br>4.22% | 1<br>1.47% | 8<br>2.42% | 1<br>1.75% | 0<br>0.0% | 7<br>2.27% | 2<br>2.15% | 5<br>2.67% | 2<br>2.78% | 1<br>0.75% | 6<br>2.71% | 2<br>1.17% | 4<br>3.17% | 5<br>1.74% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 778<br>26.04% | 17<br>25.00% | 95<br>28.79% | 0<br>0.0% | 0<br>0.0% | 92<br>29.87% | 26<br>27.96% | 33<br>17.65% | 27<br>37.50%<br>S | 57<br>42.54%<br>S | 68<br>30.77% | 49<br>28.65% | 38<br>30.16% | 82<br>28.57% | 0<br>0.0% |
| BASE = Those who responded | 545<br>70.50% | 753<br>72.54%<br>C | 434<br>66.67% | 8998<br>72.12% | 284<br>68.77% | 338<br>68.01% | 299<br>64.30% | 5382<br>84.25%<br>I | 167<br>77.31%<br>E | 264<br>83.54% | 135<br>83.33% | 2084<br>69.75% | 50<br>73.53% | 227<br>68.79% | 56<br>98.25% | 226<br>100.00% | 209<br>67.86% | 65<br>69.89% | 149<br>79.68%<br>TU | 43<br>59.72% | 76<br>56.72% | 147<br>66.52% | 120<br>70.18% | 84<br>66.67% | 200<br>69.69% | 0<br>0.0% |
| Never | 12<br>2.20% | 8<br>1.06% | 10<br>2.30% | 158<br>1.76% | 8<br>2.82% | 4<br>1.18% | 9<br>3.01% | 49<br>0.91% | 3<br>1.80% | 3<br>1.14% | 1<br>0.74% | 43<br>2.06% | 2<br>4.00% | 5<br>2.20% | 3<br>5.36% | 5<br>2.21% | 3<br>1.44% | 3<br>4.62% | 1<br>0.67% | 2<br>4.65% | 3<br>3.95% | 4<br>2.72% | 2<br>1.67% | 1<br>1.19% | 7<br>3.50% | 0<br>0.0% |
| Sometimes | 62<br>11.38% | 92<br>12.22% | 50<br>11.52% | 749<br>8.32% | 37<br>13.03%<br>D | 41<br>12.13% | 38<br>12.71% | 403<br>7.49% | 24<br>14.37%<br>H | 48<br>18.18% | 19<br>14.07% | 219<br>10.51% | 20<br>40.00%<br>N | 16<br>7.05% | 22<br>39.29%<br>P | 15<br>6.64% | 24<br>11.48% | 10<br>15.38% | 20<br>13.42% | 6<br>13.95% | 10<br>13.16% | 17<br>11.56% | 19<br>15.83% | 11<br>13.10% | 26<br>13.00% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 74<br>13.58% | 100<br>13.28% | 60<br>13.82% | 907<br>10.08% | 45<br>15.85%<br>D | 45<br>13.31% | 47<br>15.72% | 452<br>8.40% | 27<br>16.17%<br>H | 51<br>19.32% | 20<br>14.81% | 262<br>12.57% | 22<br>44.00%<br>N | 21<br>9.25% | 25<br>44.64%<br>P | 20<br>8.85% | 27<br>12.92% | 13<br>20.00% | 21<br>14.09% | 8<br>18.60% | 13<br>17.11% | 21<br>14.29% | 21<br>17.50% | 12<br>14.29% | 33<br>16.50% | 0<br>0.0% |
| Usually | 117<br>21.47% | 187<br>24.83% | 104<br>23.96% | 1982<br>22.03% | 53<br>18.66% | 74<br>21.89% | 67<br>22.41% | 1273<br>23.65% | 43<br>25.75% | 76<br>28.79% | 38<br>28.15% | 525<br>25.19% | 13<br>26.00% | 40<br>17.62% | 20<br>35.71%<br>P | 33<br>14.60% | 37<br>17.70% | 16<br>24.62% | 26<br>17.45% | 10<br>23.26% | 15<br>19.74% | 27<br>18.37% | 23<br>19.17% | 18<br>21.43% | 35<br>17.50% | 0<br>0.0% |
| Always | 354<br>64.95% | 466<br>61.89% | 270<br>62.21% | 6109<br>67.89% | 186<br>65.49% | 219<br>64.79% | 185<br>61.87% | 3657<br>67.95%<br>I | 97<br>58.08% | 137<br>51.89% | 77<br>57.04% | 1297<br>62.24% | 15<br>30.00% | 166<br>73.13%<br>M | 11<br>19.64% | 173<br>76.55%<br>O | 145<br>69.38%<br>R | 36<br>55.38% | 102<br>68.46% | 25<br>58.14% | 48<br>63.16% | 99<br>67.35% | 76<br>63.33% | 54<br>64.29% | 132<br>66.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 471<br>86.42% | 653<br>86.72% | 374<br>86.18% | 8091<br>89.92%<br>E | 239<br>84.15% | 293<br>86.69% | 252<br>84.28% | 4930<br>91.60%<br>I | 140<br>83.83% | 213<br>80.68% | 115<br>85.19% | 1822<br>87.43% | 28<br>56.00% | 206<br>90.75%<br>M | 31<br>55.36% | 206<br>91.15%<br>O | 182<br>87.08% | 52<br>80.00% | 128<br>85.91% | 35<br>81.40% | 63<br>82.89% | 126<br>85.71% | 99<br>82.50% | 72<br>85.71% | 167<br>83.50% | 0<br>0.0% |
| 3-point composite mean | 2.5138 | 2.4861 | 2.4839 | 2.5781 | 2.4965 | 2.5148 | 2.4615 | 2.5955<br>I | 2.4192 | 2.3258 | 2.4222 | 2.4966 | 1.8600 | 2.6388<br>M | 1.7500 | 2.6770<br>O | 2.5646<br>R | 2.3538 | 2.5436 | 2.3953 | 2.4605 | 2.5306 | 2.4583 | 2.5000 | 2.4950 | 0 |
| 4-point composite mean | 3.4917 | 3.4754 | 3.4608 | 3.5606 | 3.4683 | 3.5030 | 3.4314 | 3.5864<br>I | 3.4012 | 3.3144 | 3.4148 | 3.4760 | 2.8200 | 3.6167<br>M | 2.6964 | 3.6549<br>O | 3.5502<br>R | 3.3077 | 3.5369 | 3.3488 | 3.4211 | 3.5034 | 3.4417 | 3.4881 | 3.4600 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 11<br>1.42%<br>B | 4<br>0.39% | 38<br>5.84%<br>AB | 128<br>1.63% | 5<br>1.21%<br>F | 0<br>0.0% | 33<br>7.10%<br>EF | 88<br>1.38% | 5<br>2.31% | 1<br>0.32% | 1<br>0.62% | 23<br>1.35% | 1<br>1.47% | 4<br>1.21% | 0<br>0.0% | 1<br>0.44% | 5<br>1.62%<br>R | 0<br>0.0% | 2<br>1.07% | 1<br>1.39% | 2<br>1.49% | 3<br>1.36% | 2<br>1.17% | 2<br>1.59% | 3<br>1.05% | 0<br>0.0% |
| BASE = Those who responded | 762<br>98.58%<br>C | 1033<br>99.52%<br>AC | 613<br>94.16% | 7715<br>98.37% | 408<br>98.79%<br>G | 497<br>100.00%<br>EG | 432<br>92.90% | 6300<br>98.62% | 211<br>97.69% | 315<br>99.68% | 161<br>99.38% | 1675<br>98.65% | 67<br>98.53% | 326<br>98.79% | 57<br>100.00% | 225<br>99.56% | 303<br>98.38% | 93<br>100.00%<br>Q | 185<br>98.93% | 71<br>98.61% | 132<br>98.51% | 218<br>98.64% | 169<br>98.83% | 124<br>98.41% | 284<br>98.95% | 0<br>0.0% |
| Yes | 453<br>59.45% | 634<br>61.37% | 396<br>64.60%<br>A | 5569<br>72.18%<br>E | 244<br>59.80% | 307<br>61.77% | 275<br>63.66% | 5404<br>85.78%<br>I | 153<br>72.51%<br>E | 246<br>78.10% | 128<br>79.50% | 1037<br>61.91% | 43<br>64.18% | 193<br>59.20% | 36<br>63.16% | 127<br>56.44% | 167<br>55.12% | 69<br>74.19%<br>Q | 66<br>35.68% | 59<br>83.10%<br>S | 106<br>80.30%<br>S | 126<br>57.80% | 104<br>61.54% | 77<br>62.10% | 167<br>58.80% | 0<br>0.0% |
| No | 309<br>40.55%<br>C | 399<br>38.63% | 217<br>35.40% | 2146<br>27.82% | 164<br>40.20%<br>DI | 190<br>38.23% | 157<br>36.34% | 896<br>14.22% | 58<br>27.49%<br>H | 69<br>21.90% | 33<br>20.50% | 638<br>38.09% | 24<br>35.82% | 133<br>40.80% | 21<br>36.84% | 98<br>43.56% | 136<br>44.88%<br>R | 24<br>25.81% | 119<br>64.32%<br>TU | 12<br>16.90% | 26<br>19.70% | 92<br>42.20% | 65<br>38.46% | 47<br>37.90% | 117<br>41.20% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 22 | 14 | 52 | 306 | 12 | 3 | 40 | 258 | 7 | 4 | 5 | 50 | 1 | 11 | 1 | 3 | 10 | 2 | 3 | 2 | 7 | 6 | 6 | 7 | 5 | 0 |
| | 2.85% B | 1.35% | 7.99% AB | 3.90% | 2.91% F | 0.60% | 8.60% EF | 4.04% | 3.24% | 1.27% | 3.09% | 2.94% | 1.47% | 3.33% | 1.75% | 1.33% | 3.25% | 2.15% | 1.60% | 2.78% | 5.22% | 2.71% | 3.51% | 5.56% | 1.74% | 0.0% |
| Appropriately skipped | 309 | 399 | 217 | 2146 | 164 | 190 | 157 | 896 | 58 | 69 | 33 | 638 | 24 | 133 | 21 | 98 | 136 | 24 | 119 | 12 | 26 | 92 | 65 | 47 | 117 | 0 |
| | 39.97% C | 38.44% C | 33.33% | 27.36% | 39.71% DI | 38.23% | 33.76% | 14.03% | 26.85% H | 21.84% | 20.37% | 37.57% | 35.29% | 40.30% | 36.84% | 43.36% | 44.16% R | 25.81% | 63.64% TU | 16.67% | 19.40% | 41.63% | 38.01% | 37.30% | 40.77% | 0.0% |
| BASE = Those who responded | 442 | 624 | 381 | 5391 | 237 | 304 | 267 | 5234 | 151 | 242 | 124 | 1010 | 43 | 186 | 35 | 125 | 162 | 67 | 65 | 58 | 101 | 123 | 100 | 72 | 165 | 0 |
| | 57.18% | 60.12% | 58.53% | 68.74% E | 57.38% | 61.17% | 57.42% | 81.93% I | 69.91% E | 76.58% | 76.54% | 59.48% | 63.24% | 56.36% | 61.40% | 55.31% | 52.60% | 72.04% Q | 34.76% | 80.56% S | 75.37% S | 55.66% | 58.48% | 57.14% | 57.49% | 0.0% |
| Yes | 54 | 86 | 58 | 507 | 24 | 30 | 35 | 959 | 31 | 61 | 34 | 80 | 3 | 21 | 5 | 18 | 8 | 16 | 7 | 5 | 11 | 13 | 10 | 5 | 19 | 0 |
| | 12.22% | 13.78% | 15.22% | 9.40% | 10.13% | 9.87% | 13.11% | 18.32% | 20.53% E | 25.21% | 27.42% | 7.92% | 6.98% | 11.29% | 14.29% | 14.40% | 4.94% | 23.88% Q | 10.77% | 8.62% | 10.89% | 10.57% | 10.00% | 6.94% | 11.52% | 0.0% |
| No | 388 | 538 | 323 | 4884 | 213 | 274 | 232 | 4275 | 120 | 181 | 90 | 930 | 40 | 165 | 30 | 107 | 154 | 51 | 58 | 53 | 90 | 110 | 90 | 67 | 146 | 0 |
| | 87.78% | 86.22% | 84.78% | 90.60% | 89.87% I | 90.13% | 86.89% | 81.68% | 79.47% | 74.79% | 72.58% | 92.08% | 93.02% | 88.71% | 85.71% | 85.60% | 95.06% R | 76.12% | 89.23% | 91.38% | 89.11% | 89.43% | 90.00% | 93.06% | 88.48% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 22 | 17 | 54 | 312 | 12 | 3 | 42 | 270 | 7 | 7 | 6 | 51 | 1 | 11 | 1 | 3 | 10 | 2 | 3 | 2 | 7 | 6 | 6 | 7 | 5 | 0 |
| | 2.85% | 1.64% | 8.29% AB | 3.98% | 2.91% F | 0.60% | 9.03% EF | 4.23% | 3.24% | 2.22% | 3.70% | 3.00% | 1.47% | 3.33% | 1.75% | 1.33% | 3.25% | 2.15% | 1.60% | 2.78% | 5.22% | 2.71% | 3.51% | 5.56% | 1.74% | 0.0% |
| Appropriately skipped | 697 | 937 | 540 | 7030 | 377 | 464 | 389 | 5171 | 178 | 250 | 123 | 1568 | 64 | 298 | 51 | 205 | 290 | 75 | 177 | 65 | 116 | 202 | 155 | 114 | 263 | 0 |
| | 90.17% C | 90.27% C | 82.95% | 89.63% | 91.28% GI | 93.36% G | 83.66% | 80.95% | 82.41% | 79.11% | 75.93% | 92.34% | 94.12% | 90.30% | 89.47% | 90.71% | 94.16% R | 80.65% | 94.65% U | 90.28% | 86.57% | 91.40% | 90.64% | 90.48% | 91.64% | 0.0% |
| BASE = Those who responded | 54 | 84 | 57 | 501 | 24 | 30 | 34 | 947 | 31 | 59 | 33 | 79 | 3 | 21 | 5 | 18 | 8 | 16 | 7 | 5 | 11 | 13 | 10 | 5 | 19 | 0 |
| | 6.99% | 8.09% | 8.76% | 6.39% | 5.81% | 6.04% | 7.31% | 14.82% | 14.35% E | 18.67% | 20.37% | 4.65% | 4.41% | 6.36% | 8.77% | 7.96% | 2.60% | 17.20% Q | 3.74% | 6.94% | 8.21% | 5.88% | 5.85% | 3.97% | 6.62% | 0.0% |
| Yes | 54 | 72 | 51 | 462 | 24 | 25 | 29 | 902 | 31 | 49 | 32 | 75 | 3 | 21 | 5 | 18 | 8 | 16 | 7 | 5 | 11 | 13 | 10 | 5 | 19 | 0 |
| | 100.00% BC | 85.71% | 89.47% | 92.22% | 100.00% | 83.33% | 85.29% | 95.25% | 100.00% HJ | 83.05% | 96.97% J | 94.94% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No | 0 | 12 | 6 | 39 | 0 | 5 | 5 | 45 | 0 | 10 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 14.29% A | 10.53% A | 7.78% | 0.0% | 16.67% | 14.71% | 4.75% I | 0.0% | 16.95% IK | 3.03% | 5.06% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 6<br>0.78% | 10<br>0.96% | 40<br>6.14%<br>AB | 115<br>1.47%<br>E | 2<br>0.48% | 3<br>0.60% | 32<br>6.88%<br>EF | 91<br>1.42% | 3<br>1.39% | 4<br>1.27% | 1<br>0.62% | 16<br>0.94% | 0<br>0.0% | 2<br>0.61% | 0<br>0.0% | 1<br>0.44% | 2<br>0.65% | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 0<br>0.0% | 2<br>0.90% | 0<br>0.0% | 1<br>0.79% | 1<br>0.35% | 0<br>0.0% |
| BASE = Those who responded | 767<br>99.22%<br>C | 1028<br>99.04%<br>C | 611<br>93.86% | 7728<br>98.53% | 411<br>99.52%<br>DG | 494<br>99.40%<br>G | 433<br>93.12% | 6297<br>98.58% | 213<br>98.61% | 312<br>98.73% | 161<br>99.38% | 1682<br>99.06% | 68<br>100.00% | 328<br>99.39% | 57<br>100.00% | 225<br>99.56% | 306<br>99.35% | 93<br>100.00% | 185<br>98.93% | 72<br>100.00% | 134<br>100.00% | 219<br>99.10% | 171<br>100.00% | 125<br>99.21% | 286<br>99.65% | 0<br>0.0% |
| Yes | 57<br>7.43% | 80<br>7.78% | 42<br>6.87% | 400<br>5.18% | 26<br>6.33% | 29<br>5.87% | 22<br>5.08% | 716<br>11.37% | 31<br>14.55%<br>E | 42<br>13.46% | 23<br>14.29% | 83<br>4.93% | 4<br>5.88% | 22<br>6.71% | 1<br>1.75% | 22<br>9.78%<br>O | 14<br>4.58% | 12<br>12.90%<br>Q | 19<br>10.27%<br>U | 4<br>5.56% | 3<br>2.24% | 16<br>7.31% | 9<br>5.26% | 8<br>6.40% | 18<br>6.29% | 0<br>0.0% |
| No | 710<br>92.57% | 948<br>92.22% | 569<br>93.13% | 7328<br>94.82% | 385<br>93.67%<br>I | 465<br>94.13% | 411<br>94.92% | 5581<br>88.63% | 182<br>85.45% | 270<br>86.54% | 138<br>85.71% | 1599<br>95.07% | 64<br>94.12% | 306<br>93.29% | 56<br>98.25%<br>P | 203<br>90.22% | 292<br>95.42%<br>R | 81<br>87.10% | 166<br>89.73% | 68<br>94.44% | 131<br>97.76%<br>S | 203<br>92.69% | 162<br>94.74% | 117<br>93.60% | 268<br>93.71% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 6 | 10 | 43 | 123 | 2 | 3 | 33 | 105 | 3 | 4 | 4 | 16 | 0 | 2 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 1 | 0 |
| | 0.78% | 0.96% | 6.61% AB | 1.57% E | 0.48% | 0.60% | 7.10% EF | 1.64% | 1.39% | 1.27% | 2.47% | 0.94% | 0.0% | 0.61% | 0.0% | 0.44% | 0.65% | 0.0% | 1.07% | 0.0% | 0.0% | 0.90% | 0.0% | 0.79% | 0.35% | 0.0% |
| Appropriately skipped | 710 | 948 | 569 | 7328 | 385 | 465 | 411 | 5581 | 182 | 270 | 138 | 1599 | 64 | 306 | 56 | 203 | 292 | 81 | 166 | 68 | 131 | 203 | 162 | 117 | 268 | 0 |
| | 91.85% C | 91.33% C | 87.40% | 93.43% | 93.22% GI | 93.56% G | 88.39% | 87.37% | 84.26% | 85.44% | 85.19% | 94.17% | 94.12% | 92.73% | 98.25% P | 89.82% | 94.81% R | 87.10% | 88.77% | 94.44% | 97.76% S | 91.86% | 94.74% | 92.86% | 93.38% | 0.0% |
| BASE = Those who responded | 57 | 80 | 39 | 392 | 26 | 29 | 21 | 702 | 31 | 42 | 20 | 83 | 4 | 22 | 1 | 22 | 14 | 12 | 19 | 4 | 3 | 16 | 9 | 8 | 18 | 0 |
| | 7.37% | 7.71% | 5.99% | 5.00% | 6.30% | 5.84% | 4.52% | 10.99% | 14.35% E | 13.29% | 12.35% | 4.89% | 5.88% | 6.67% | 1.75% | 9.73% O | 4.55% | 12.90% Q | 10.16% U | 5.56% | 2.24% | 7.24% | 5.26% | 6.35% | 6.27% | 0.0% |
| Never | 5 | 9 | 3 | 20 | 2 | 5 | 1 | 71 | 3 | 5 | 2 | 4 | 2 | 0 | 1 | 1 | 0 | 2 | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 0 |
| | 8.77% | 11.25% | 7.69% | 5.10% | 7.69% | 17.24% | 4.76% | 10.11% | 9.68% | 11.90% | 10.00% | 4.82% | 50.00% | 0.0% | 100.00% | 4.55% | 0.0% | 16.67% | 5.26% | 25.00% | 0.0% | 12.50% | 0.0% | 0.0% | 11.11% | 0.0% |
| Sometimes | 11 | 16 | 10 | 62 | 3 | 5 | 5 | 101 | 7 | 8 | 7 | 10 | 0 | 3 | 0 | 2 | 1 | 2 | 3 | 0 | 0 | 2 | 0 | 2 | 1 | 0 |
| | 19.30% | 20.00% | 25.64% | 15.82% | 11.54% | 17.24% | 23.81% | 14.39% | 22.58% | 19.05% | 35.00% | 12.05% | 0.0% | 13.64% | 0.0% | 9.09% | 7.14% | 16.67% | 15.79% | 0.0% | 0.0% | 12.50% | 0.0% | 25.00% | 5.56% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 16 | 25 | 13 | 82 | 5 | 10 | 6 | 172 | 10 | 13 | 9 | 14 | 2 | 3 | 1 | 3 | 1 | 4 | 4 | 1 | 0 | 4 | 0 | 2 | 3 | 0 |
| | 28.07% | 31.25% | 33.33% | 20.92% | 19.23% | 34.48% | 28.57% | 24.50% | 32.26% | 30.95% | 45.00% | 16.87% | 50.00% | 13.64% | 100.00% | 13.64% | 7.14% | 33.33% | 21.05% | 25.00% | 0.0% | 25.00% | 0.0% | 25.00% | 16.67% | 0.0% |
| Usually | 14 | 14 | 6 | 83 | 6 | 4 | 4 | 142 | 8 | 8 | 3 | 22 | 1 | 5 | 0 | 5 | 4 | 2 | 4 | 1 | 1 | 3 | 3 | 3 | 3 | 0 |
| | 24.56% | 17.50% | 15.38% | 21.17% | 23.08% | 13.79% | 19.05% | 20.23% | 25.81% | 19.05% | 15.00% | 26.51% | 25.00% | 22.73% | 0.0% | 22.73% | 28.57% | 16.67% | 21.05% | 25.00% | 33.33% | 18.75% | 33.33% | 37.50% | 16.67% | 0.0% |
| Always | 27 | 41 | 20 | 227 | 15 | 15 | 11 | 388 | 13 | 21 | 8 | 47 | 1 | 14 | 0 | 14 | 9 | 6 | 11 | 2 | 2 | 9 | 6 | 3 | 12 | 0 |
| | 47.37% | 51.25% | 51.28% | 57.91% | 57.69% | 51.72% | 52.38% | 55.27% | 41.94% | 50.00% | 40.00% | 56.63% | 25.00% | 63.64% | 0.0% | 63.64% | 64.29% | 50.00% | 57.89% | 50.00% | 66.67% | 56.25% | 66.67% | 37.50% | 66.67% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 41 | 55 | 26 | 310 | 21 | 19 | 15 | 530 | 21 | 29 | 11 | 69 | 2 | 19 | 0 | 19 | 13 | 8 | 15 | 3 | 3 | 12 | 9 | 6 | 15 | 0 |
| | 71.93% | 68.75% | 66.67% | 79.08% | 80.77% | 65.52% | 71.43% | 75.50% | 67.74% | 69.05% | 55.00% | 83.13% | 50.00% | 86.36% | 0.0% | 86.36% | 92.86% | 66.67% | 78.95% | 75.00% | 100.00% | 75.00% | 100.00% | 75.00% | 83.33% | 0.0% |
| 3-point composite mean | 2.1930 | 2.2000 | 2.1795 | 2.3699 | 2.3846 | 2.1724 | 2.2381 | 2.3077 | 2.0968 | 2.1905 | 1.9500 | 2.3976 | 1.7500 | 2.5000 | 1.0000 | 2.5000 | 2.5714 | 2.1667 | 2.3684 | 2.2500 | 2.6667 | 2.3125 | 2.6667 | 2.1250 | 2.5000 | 0 |
| 4-point composite mean | 3.1053 | 3.0875 | 3.1026 | 3.3189 | 3.3077 | 3.0000 | 3.1905 | 3.2066 | 3.0000 | 3.0714 | 2.8500 | 3.3494 | 2.2500 | 3.5000 | 1.0000 | 3.4545 | 3.5714 | 3.0000 | 3.3158 | 3.0000 | 3.6667 | 3.1875 | 3.6667 | 3.1250 | 3.3889 | 0 |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 6<br>0.78% | 10<br>0.96% | 43<br>6.61%<br>AB | 127<br>1.62%<br>E | 2<br>0.48% | 3<br>0.60% | 33<br>7.10%<br>EF | 107<br>1.68% | 3<br>1.39% | 4<br>1.27% | 4<br>2.47% | 17<br>1.00% | 0<br>0.0% | 2<br>0.61% | 0<br>0.0% | 1<br>0.44% | 2<br>0.65% | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 0<br>0.0% | 2<br>0.90% | 0<br>0.0% | 1<br>0.79% | 1<br>0.35% | 0<br>0.0% |
| Appropriately skipped | 710<br>91.85%<br>C | 948<br>91.33%<br>C | 569<br>87.40% | 7328<br>93.43% | 385<br>93.22%<br>GI | 465<br>93.56%<br>G | 411<br>88.39% | 5581<br>87.37% | 182<br>84.26% | 270<br>85.44% | 138<br>85.19% | 1599<br>94.17% | 64<br>94.12% | 306<br>92.73% | 56<br>98.25%<br>P | 203<br>89.82% | 292<br>94.81%<br>R | 81<br>87.10% | 166<br>88.77% | 68<br>94.44% | 131<br>97.76%<br>S | 203<br>91.86% | 162<br>94.74% | 117<br>92.86% | 268<br>93.38% | 0<br>0.0% |
| BASE = Those who responded | 57<br>7.37% | 80<br>7.71% | 38<br>5.84% | 388<br>4.95% | 26<br>6.30% | 29<br>5.84% | 20<br>4.30% | 700<br>10.96% | 31<br>14.35%<br>E | 42<br>13.29% | 20<br>12.35% | 82<br>4.83% | 4<br>5.88% | 22<br>6.67% | 1<br>1.75% | 22<br>9.73%<br>O | 14<br>4.55% | 12<br>12.90%<br>Q | 19<br>10.16%<br>U | 4<br>5.56% | 3<br>2.24% | 16<br>7.24% | 9<br>5.26% | 8<br>6.35% | 18<br>6.27% | 0<br>0.0% |
| Yes | 49<br>85.96% | 66<br>82.50% | 29<br>76.32% | 316<br>81.44% | 22<br>84.62% | 22<br>75.86% | 14<br>70.00% | 570<br>81.43% | 30<br>96.77%<br>HJ | 35<br>83.33% | 14<br>70.00% | 66<br>80.49% | 3<br>75.00% | 19<br>86.36% | 1<br>100.00% | 18<br>81.82% | 12<br>85.71% | 10<br>83.33% | 15<br>78.95% | 4<br>100.00% | 3<br>100.00% | 12<br>75.00% | 9<br>100.00% | 8<br>100.00% | 14<br>77.78% | 0<br>0.0% |
| No | 8<br>14.04% | 14<br>17.50% | 9<br>23.68% | 72<br>18.56% | 4<br>15.38% | 7<br>24.14% | 6<br>30.00% | 130<br>18.57%<br>I | 1<br>3.23% | 7<br>16.67%<br>I | 6<br>30.00% | 16<br>19.51% | 1<br>25.00% | 3<br>13.64% | 0<br>0.0% | 4<br>18.18% | 2<br>14.29% | 2<br>16.67% | 4<br>21.05% | 0<br>0.0% | 0<br>0.0% | 4<br>25.00% | 0<br>0.0% | 0<br>0.0% | 4<br>22.22% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 7 | 7 | 44 | 111 | 2 | 3 | 34 | 102 | 4 | 4 | 1 | 18 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 2 | 0 | 0 |
| | 0.91% | 0.67% | 6.76% AB | 1.42% E | 0.48% | 0.60% | 7.31% EF | 1.60% | 1.85% | 1.27% | 0.62% | 1.06% | 1.47% | 0.30% | 1.75% | 0.0% | 0.32% | 0.0% | 0.53% | 0.0% | 0.75% | 0.45% | 0.58% | 1.59% | 0.0% | 0.0% |
| BASE = Those who responded | 766 | 1031 | 607 | 7732 | 411 | 494 | 431 | 6286 | 212 | 312 | 161 | 1680 | 67 | 329 | 56 | 226 | 307 | 93 | 186 | 72 | 133 | 220 | 170 | 124 | 287 | 0 |
| | 99.09% C | 99.33% C | 93.24% | 98.58% | 99.52% DG | 99.40% G | 92.69% | 98.40% | 98.15% | 98.73% | 99.38% | 98.94% | 98.53% | 99.70% | 98.25% | 100.00% | 99.68% | 100.00% | 99.47% | 100.00% | 99.25% | 99.55% | 99.42% | 98.41% | 100.00% | 0.0% |
| Yes | 116 | 166 | 86 | 598 | 50 | 46 | 48 | 1293 | 65 | 111 | 57 | 124 | 9 | 40 | 10 | 29 | 29 | 19 | 27 | 10 | 11 | 28 | 19 | 17 | 33 | 0 |
| | 15.14% | 16.10% | 14.17% | 7.73% | 12.17% D | 9.31% | 11.14% | 20.57% | 30.66% HE | 35.58% | 35.40% | 7.38% | 13.43% | 12.16% | 17.86% | 12.83% | 9.45% | 20.43% Q | 14.52% | 13.89% | 8.27% | 12.73% | 11.18% | 13.71% | 11.50% | 0.0% |
| No | 650 | 865 | 521 | 7134 | 361 | 448 | 383 | 4993 | 147 | 201 | 104 | 1556 | 58 | 289 | 46 | 197 | 278 | 74 | 159 | 62 | 122 | 192 | 151 | 107 | 254 | 0 |
| | 84.86% | 83.90% | 85.83% | 92.27% E | 87.83% I | 90.69% | 88.86% | 79.43% I | 69.34% | 64.42% | 64.60% | 92.62% | 86.57% | 87.84% | 82.14% | 87.17% | 90.55% R | 79.57% | 85.48% | 86.11% | 91.73% | 87.27% | 88.82% | 86.29% | 88.50% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 11<br>1.42% | 7<br>0.67% | 46<br>7.07%<br>AB | 128<br>1.63% | 6<br>1.45% | 3<br>0.60% | 35<br>7.53%<br>EF | 136<br>2.13% | 5<br>2.31% | 4<br>1.27% | 3<br>1.85% | 23<br>1.35% | 1<br>1.47% | 5<br>1.52% | 2<br>3.51% | 2<br>0.88% | 3<br>0.97% | 1<br>1.08% | 3<br>1.60% | 1<br>1.39% | 1<br>0.75% | 3<br>1.36% | 2<br>1.17% | 3<br>2.38% | 3<br>1.05% | 0<br>0.0% |
| Appropriately skipped | 650<br>84.09%<br>C | 865<br>83.33% | 521<br>80.03% | 7134<br>90.96%<br>E | 361<br>87.41%<br>GI | 448<br>90.14%<br>G | 383<br>82.37% | 4993<br>78.16%<br>I | 147<br>68.06% | 201<br>63.61% | 104<br>64.20% | 1556<br>91.64% | 58<br>85.29% | 289<br>87.58% | 46<br>80.70% | 197<br>87.17% | 278<br>90.26%<br>R | 74<br>79.57% | 159<br>85.03% | 62<br>86.11% | 122<br>91.04% | 192<br>86.88% | 151<br>88.30% | 107<br>84.92% | 254<br>88.50% | 0<br>0.0% |
| BASE = Those who responded | 112<br>14.49% | 165<br>15.90% | 84<br>12.90% | 581<br>7.41% | 46<br>11.14%<br>D | 46<br>9.26% | 47<br>10.11% | 1259<br>19.71% | 64<br>29.63%<br>HE | 110<br>34.81% | 55<br>33.95% | 119<br>7.01% | 9<br>13.24% | 36<br>10.91% | 9<br>15.79% | 27<br>11.95% | 27<br>8.77% | 18<br>19.35%<br>Q | 25<br>13.37% | 9<br>12.50% | 11<br>8.21% | 26<br>11.76% | 18<br>10.53% | 16<br>12.70% | 30<br>10.45% | 0<br>0.0% |
| Never | 14<br>12.50%<br>C | 11<br>6.67% | 4<br>4.76% | 50<br>8.61% | 8<br>17.39%<br>FG | 1<br>2.17% | 2<br>4.26% | 105<br>8.34% | 9<br>14.06% | 9<br>8.18% | 3<br>5.45% | 16<br>13.45% | 2<br>22.22% | 5<br>13.89% | 2<br>22.22% | 1<br>3.70% | 2<br>7.41% | 5<br>27.78% | 2<br>8.00% | 3<br>33.33% | 2<br>18.18% | 5<br>19.23% | 2<br>11.11% | 2<br>12.50% | 6<br>20.00% | 0<br>0.0% |
| Sometimes | 16<br>14.29% | 29<br>17.58% | 12<br>14.29% | 82<br>14.11% | 7<br>15.22% | 13<br>28.26% | 8<br>17.02% | 172<br>13.66% | 9<br>14.06% | 19<br>17.27% | 8<br>14.55% | 18<br>15.13% | 2<br>22.22% | 5<br>13.89% | 1<br>11.11% | 5<br>18.52% | 5<br>18.52% | 2<br>11.11% | 3<br>12.00% | 2<br>22.22% | 2<br>18.18% | 3<br>11.54% | 4<br>22.22% | 3<br>18.75% | 4<br>13.33% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 30<br>26.79% | 40<br>24.24% | 16<br>19.05% | 132<br>22.72% | 15<br>32.61% | 14<br>30.43% | 10<br>21.28% | 277<br>22.00% | 18<br>28.13% | 28<br>25.45% | 11<br>20.00% | 34<br>28.57% | 4<br>44.44% | 10<br>27.78% | 3<br>33.33% | 6<br>22.22% | 7<br>25.93% | 7<br>38.89% | 5<br>20.00% | 5<br>55.56% | 4<br>36.36% | 8<br>30.77% | 6<br>33.33% | 5<br>31.25% | 10<br>33.33% | 0<br>0.0% |
| Usually | 22<br>19.64% | 39<br>23.64% | 22<br>26.19% | 107<br>18.42% | 8<br>17.39% | 9<br>19.57% | 11<br>23.40% | 258<br>20.49% | 12<br>18.75% | 24<br>21.82% | 15<br>27.27% | 27<br>22.69% | 1<br>11.11% | 7<br>19.44% | 2<br>22.22% | 5<br>18.52% | 6<br>22.22% | 2<br>11.11% | 4<br>16.00% | 2<br>22.22% | 2<br>18.18% | 3<br>11.54% | 5<br>27.78% | 3<br>18.75% | 5<br>16.67% | 0<br>0.0% |
| Always | 60<br>53.57% | 86<br>52.12% | 46<br>54.76% | 342<br>58.86% | 23<br>50.00% | 23<br>50.00% | 26<br>55.32% | 724<br>57.51% | 34<br>53.13% | 58<br>52.73% | 29<br>52.73% | 58<br>48.74% | 4<br>44.44% | 19<br>52.78% | 4<br>44.44% | 16<br>59.26% | 14<br>51.85% | 9<br>50.00% | 16<br>64.00% | 2<br>22.22% | 5<br>45.45% | 15<br>57.69% | 7<br>38.89% | 8<br>50.00% | 15<br>50.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 82<br>73.21% | 125<br>75.76% | 68<br>80.95% | 449<br>77.28% | 31<br>67.39% | 32<br>69.57% | 37<br>78.72% | 982<br>78.00% | 46<br>71.88% | 82<br>74.55% | 44<br>80.00% | 85<br>71.43% | 5<br>55.56% | 26<br>72.22% | 6<br>66.67% | 21<br>77.78% | 20<br>74.07% | 11<br>61.11% | 20<br>80.00% | 4<br>44.44% | 7<br>63.64% | 18<br>69.23% | 12<br>66.67% | 11<br>68.75% | 20<br>66.67% | 0<br>0.0% |
| 3-point composite mean | 2.2679 | 2.2788 | 2.3571 | 2.3614 | 2.1739 | 2.1957 | 2.3404 | 2.3550 | 2.2500 | 2.2727 | 2.3273 | 2.2017 | 2.0000 | 2.2500 | 2.1111 | 2.3704 | 2.2593 | 2.1111 | 2.4400 | 1.6667 | 2.0909 | 2.2692 | 2.0556 | 2.1875 | 2.1667 | 0 |
| 4-point composite mean | 3.1429 | 3.2121 | 3.3095 | 3.2754 | 3.0000 | 3.1739 | 3.2979 | 3.2716 | 3.1094 | 3.1909 | 3.2727 | 3.0672 | 2.7778 | 3.1111 | 2.8889 | 3.3333 | 3.1852 | 2.8333 | 3.3600 | 2.3333 | 2.9091 | 3.0769 | 2.9444 | 3.0625 | 2.9667 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 9 | 45 | 122 | 2 | 3 | 34 | 130 | 5 | 5 | 2 | 21 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 2 | 0 | 0 |
| | 1.16% | 0.87% | 6.91% AB | 1.56% E | 0.48% | 0.60% | 7.31% EF | 2.04% | 2.31% | 1.58% | 1.23% | 1.24% | 1.47% | 0.30% | 1.75% | 0.0% | 0.32% | 0.0% | 0.53% | 0.0% | 0.75% | 0.45% | 0.58% | 1.59% | 0.0% | 0.0% |
| Appropriately skipped | 650 | 865 | 521 | 7134 | 361 | 448 | 383 | 4993 | 147 | 201 | 104 | 1556 | 58 | 289 | 46 | 197 | 278 | 74 | 159 | 62 | 122 | 192 | 151 | 107 | 254 | 0 |
| | 84.09% C | 83.33% | 80.03% | 90.96% E | 87.41% GI | 90.14% G | 82.37% | 78.16% I | 68.06% | 63.61% | 64.20% | 91.64% | 85.29% | 87.58% | 80.70% | 87.17% | 90.26% R | 79.57% | 85.03% | 86.11% | 91.04% | 86.88% | 88.30% | 84.92% | 88.50% | 0.0% |
| BASE = Those who responded | 114 | 164 | 85 | 587 | 50 | 46 | 48 | 1265 | 64 | 110 | 56 | 121 | 9 | 40 | 10 | 29 | 29 | 19 | 27 | 10 | 11 | 28 | 19 | 17 | 33 | 0 |
| | 14.75% | 15.80% | 13.06% | 7.48% | 12.11% D | 9.26% | 10.32% | 19.80% | 29.63% HE | 34.81% | 34.57% | 7.13% | 13.24% | 12.12% | 17.54% | 12.83% | 9.42% | 20.43% Q | 14.44% | 13.89% | 8.21% | 12.67% | 11.11% | 13.49% | 11.50% | 0.0% |
| Yes | 72 | 107 | 57 | 385 | 30 | 33 | 31 | 879 | 38 | 75 | 39 | 80 | 6 | 24 | 6 | 20 | 13 | 16 | 17 | 3 | 9 | 17 | 11 | 12 | 18 | 0 |
| | 63.16% | 65.24% | 67.06% | 65.59% | 60.00% | 71.74% | 64.58% | 69.49% | 59.38% | 68.18% | 69.64% | 66.12% | 66.67% | 60.00% | 60.00% | 68.97% | 44.83% | 84.21% | 62.96% | 30.00% | 81.82% | 60.71% | 57.89% | 70.59% | 54.55% | 0.0% |
| No | 42 | 57 | 28 | 202 | 20 | 13 | 17 | 386 | 26 | 35 | 17 | 41 | 3 | 16 | 4 | 9 | 16 | 3 | 10 | 7 | 2 | 11 | 8 | 5 | 15 | 0 |
| | 36.84% | 34.76% | 32.94% | 34.41% | 40.00% | 28.26% | 35.42% | 30.51% | 40.63% | 31.82% | 30.36% | 33.88% | 33.33% | 40.00% | 40.00% | 31.03% | 55.17% | 15.79% | 37.04% | 70.00% | 18.18% | 39.29% | 42.11% | 29.41% | 45.45% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 7<br>0.91% | 5<br>0.48% | 42<br>6.45%<br>AB | 108<br>1.38% | 3<br>0.73% | 3<br>0.60% | 33<br>7.10%<br>EF | 94<br>1.47% | 3<br>1.39% | 1<br>0.32% | 2<br>1.23% | 20<br>1.18% | 0<br>0.0% | 3<br>0.91% | 0<br>0.0% | 2<br>0.88% | 2<br>0.65% | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 0<br>0.0% | 2<br>0.90% | 0<br>0.0% | 1<br>0.79% | 2<br>0.70% | 0<br>0.0% |
| BASE = Those who responded | 766<br>99.09%<br>C | 1033<br>99.52%<br>C | 608<br>93.39% | 7735<br>98.62% | 410<br>99.27%<br>G | 494<br>99.40%<br>G | 431<br>92.69% | 6294<br>98.53% | 213<br>98.61% | 315<br>99.68% | 159<br>98.15% | 1678<br>98.82% | 68<br>100.00% | 327<br>99.09% | 57<br>100.00% | 224<br>99.12% | 306<br>99.35% | 93<br>100.00% | 185<br>98.93% | 72<br>100.00% | 134<br>100.00% | 219<br>99.10% | 171<br>100.00% | 125<br>99.21% | 285<br>99.30% | 0<br>0.0% |
| Yes | 123<br>16.06% | 200<br>19.36%<br>C | 93<br>15.30% | 942<br>12.18% | 43<br>10.49% | 50<br>10.12% | 50<br>11.60% | 2463<br>39.13% | 82<br>38.50%<br>E | 148<br>46.98% | 68<br>42.77% | 137<br>8.16% | 12<br>17.65% | 30<br>9.17% | 7<br>12.28% | 29<br>12.95% | 23<br>7.52% | 17<br>18.28%<br>Q | 10<br>5.41% | 5<br>6.94% | 24<br>17.91%<br>ST | 21<br>9.59% | 18<br>10.53% | 18<br>14.40% | 25<br>8.77% | 0<br>0.0% |
| No | 643<br>83.94% | 833<br>80.64% | 515<br>84.70%<br>B | 6793<br>87.82% | 367<br>89.51%<br>I | 444<br>89.88% | 381<br>88.40% | 3831<br>60.87% | 131<br>61.50% | 167<br>53.02% | 91<br>57.23% | 1541<br>91.84% | 56<br>82.35% | 297<br>90.83% | 50<br>87.72% | 195<br>87.05% | 283<br>92.48%<br>R | 76<br>81.72% | 175<br>94.59%<br>U | 67<br>93.06%<br>U | 110<br>82.09% | 198<br>90.41% | 153<br>89.47% | 107<br>85.60% | 260<br>91.23% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 8<br>1.03% | 8<br>0.77% | 44<br>6.76%<br>AB | 131<br>1.67%<br>E | 3<br>0.73% | 3<br>0.60% | 35<br>7.53%<br>EF | 124<br>1.94% | 3<br>1.39% | 1<br>0.32% | 3<br>1.85% | 25<br>1.47% | 0<br>0.0% | 3<br>0.91% | 0<br>0.0% | 2<br>0.88% | 2<br>0.65% | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 0<br>0.0% | 2<br>0.90% | 0<br>0.0% | 1<br>0.79% | 2<br>0.70% | 0<br>0.0% |
| Appropriately skipped | 643<br>83.18% | 833<br>80.25% | 515<br>79.11% | 6793<br>86.61% | 367<br>88.86%<br>GI | 444<br>89.34%<br>G | 381<br>81.94% | 3831<br>59.97% | 131<br>60.65% | 167<br>52.85% | 91<br>56.17% | 1541<br>90.75% | 56<br>82.35% | 297<br>90.00% | 50<br>87.72% | 195<br>86.28% | 283<br>91.88%<br>R | 76<br>81.72% | 175<br>93.58%<br>U | 67<br>93.06%<br>U | 110<br>82.09% | 198<br>89.59% | 153<br>89.47% | 107<br>84.92% | 260<br>90.59% | 0<br>0.0% |
| BASE = Those who responded | 122<br>15.78% | 197<br>18.98%<br>C | 92<br>14.13% | 919<br>11.72% | 43<br>10.41% | 50<br>10.06% | 49<br>10.54% | 2433<br>38.09% | 82<br>37.96%<br>E | 148<br>46.84%<br>I | 68<br>41.98% | 132<br>7.77% | 12<br>17.65% | 30<br>9.09% | 7<br>12.28% | 29<br>12.83% | 23<br>7.47% | 17<br>18.28%<br>Q | 10<br>5.35% | 5<br>6.94% | 24<br>17.91%<br>ST | 21<br>9.50% | 18<br>10.53% | 18<br>14.29% | 25<br>8.71% | 0<br>0.0% |
| Never | 7<br>5.74% | 13<br>6.60% | 8<br>8.70% | 86<br>9.36% | 3<br>6.98% | 5<br>10.00% | 4<br>8.16% | 187<br>7.69% | 7<br>8.54% | 11<br>7.43% | 4<br>5.88% | 17<br>12.88% | 1<br>8.33% | 2<br>6.67% | 0<br>0.0% | 3<br>10.34% | 1<br>4.35% | 2<br>11.76% | 1<br>10.00% | 1<br>20.00% | 1<br>4.17% | 1<br>4.76% | 2<br>11.11% | 2<br>11.11% | 1<br>4.00% | 0<br>0.0% |
| Sometimes | 29<br>23.77%<br>B | 22<br>11.17% | 17<br>18.48% | 130<br>14.15% | 12<br>27.91%<br>D | 7<br>14.00% | 10<br>20.41% | 345<br>14.18% | 20<br>24.39%<br>HJ | 16<br>10.81% | 11<br>16.18% | 24<br>18.18% | 4<br>33.33% | 7<br>23.33% | 4<br>57.14% | 5<br>17.24% | 4<br>17.39% | 6<br>35.29% | 3<br>30.00% | 0<br>0.0% | 7<br>29.17% | 6<br>28.57% | 4<br>22.22% | 4<br>22.22% | 8<br>32.00% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 36<br>29.51%<br>B | 35<br>17.77% | 25<br>27.17% | 216<br>23.50% | 15<br>34.88% | 12<br>24.00% | 14<br>28.57% | 532<br>21.87% | 27<br>32.93%<br>HJ | 27<br>18.24% | 15<br>22.06% | 41<br>31.06% | 5<br>41.67% | 9<br>30.00% | 4<br>57.14% | 8<br>27.59% | 5<br>21.74% | 8<br>47.06% | 4<br>40.00% | 1<br>20.00% | 8<br>33.33% | 7<br>33.33% | 6<br>33.33% | 6<br>33.33% | 9<br>36.00% | 0<br>0.0% |
| Usually | 22<br>18.03% | 38<br>19.29% | 20<br>21.74% | 208<br>22.63% | 6<br>13.95% | 7<br>14.00% | 10<br>20.41% | 530<br>21.78% | 17<br>20.73% | 28<br>18.92% | 18<br>26.47% | 30<br>22.73% | 3<br>25.00% | 3<br>10.00% | 1<br>14.29% | 3<br>10.34% | 5<br>21.74% | 1<br>5.88% | 2<br>20.00% | 0<br>0.0% | 4<br>16.67% | 2<br>9.52% | 4<br>22.22% | 5<br>27.78% | 1<br>4.00% | 0<br>0.0% |
| Always | 64<br>52.46% | 124<br>62.94% | 47<br>51.09% | 495<br>53.86% | 22<br>51.16% | 31<br>62.00% | 25<br>51.02% | 1371<br>56.35% | 38<br>46.34% | 93<br>62.84%<br>I | 35<br>51.47% | 61<br>46.21% | 4<br>33.33% | 18<br>60.00% | 2<br>28.57% | 18<br>62.07% | 13<br>56.52% | 8<br>47.06% | 4<br>40.00% | 4<br>80.00% | 12<br>50.00% | 12<br>57.14% | 8<br>44.44% | 7<br>38.89% | 15<br>60.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 86<br>70.49% | 162<br>82.23%<br>A | 67<br>72.83% | 703<br>76.50% | 28<br>65.12% | 38<br>76.00% | 35<br>71.43% | 1901<br>78.13%<br>I | 55<br>67.07% | 121<br>81.76%<br>I | 53<br>77.94% | 91<br>68.94% | 7<br>58.33% | 21<br>70.00% | 3<br>42.86% | 21<br>72.41% | 18<br>78.26% | 9<br>52.94% | 6<br>60.00% | 4<br>80.00% | 16<br>66.67% | 14<br>66.67% | 12<br>66.67% | 12<br>66.67% | 16<br>64.00% | 0<br>0.0% |
| 3-point composite mean | 2.2295 | 2.4518<br>AC | 2.2391 | 2.3036 | 2.1628 | 2.3800 | 2.2245 | 2.3448<br>I | 2.1341 | 2.4459<br>I | 2.2941 | 2.1515 | 1.9167 | 2.3000 | 1.7143 | 2.3448 | 2.3478 | 2.0000 | 2.0000 | 2.6000 | 2.1667 | 2.2381 | 2.1111 | 2.0556 | 2.2400 | 0 |
| 4-point composite mean | 3.1721 | 3.3858 | 3.1522 | 3.2100 | 3.0930 | 3.2800 | 3.1429 | 3.2680<br>I | 3.0488 | 3.3716<br>I | 3.2353 | 3.0227 | 2.8333 | 3.2333 | 2.7143 | 3.2414 | 3.3043 | 2.8824 | 2.9000 | 3.4000 | 3.1250 | 3.1905 | 3.0000 | 2.9444 | 3.2000 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 10 | 45 | 131 | 3 | 4 | 35 | 131 | 4 | 3 | 4 | 23 | 0 | 3 | 0 | 2 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 2 | 0 |
| | 1.16% | 0.96% | 6.91% AB | 1.67% E | 0.73% | 0.80% | 7.53% EF | 2.05% | 1.85% | 0.95% | 2.47% | 1.35% | 0.0% | 0.91% | 0.0% | 0.88% | 0.65% | 0.0% | 1.07% | 0.0% | 0.0% | 0.90% | 0.0% | 0.79% | 0.70% | 0.0% |
| Appropriately skipped | 643 | 833 | 515 | 6793 | 367 | 444 | 381 | 3831 | 131 | 167 | 91 | 1541 | 56 | 297 | 50 | 195 | 283 | 76 | 175 | 67 | 110 | 198 | 153 | 107 | 260 | 0 |
| | 83.18% | 80.25% | 79.11% | 86.61% | 88.86% GI | 89.34% G | 81.94% | 59.97% | 60.65% | 52.85% | 56.17% | 90.75% | 82.35% | 90.00% | 87.72% | 86.28% | 91.88% R | 81.72% | 93.58% U | 93.06% U | 82.09% | 89.59% | 89.47% | 84.92% | 90.59% | 0.0% |
| BASE = Those who responded | 121 | 195 | 91 | 919 | 43 | 49 | 49 | 2426 | 81 | 146 | 67 | 134 | 12 | 30 | 7 | 29 | 23 | 17 | 10 | 5 | 24 | 21 | 18 | 18 | 25 | 0 |
| | 15.65% | 18.79% C | 13.98% | 11.72% | 10.41% | 9.86% | 10.54% | 37.98% | 37.50% E | 46.20% I | 41.36% | 7.89% | 17.65% | 9.09% | 12.28% | 12.83% | 7.47% | 18.28% Q | 5.35% | 6.94% | 17.91% ST | 9.50% | 10.53% | 14.29% | 8.71% | 0.0% |
| Yes | 58 | 108 | 46 | 492 | 19 | 27 | 22 | 1433 | 40 | 83 | 36 | 73 | 4 | 15 | 1 | 15 | 8 | 10 | 5 | 3 | 9 | 10 | 7 | 7 | 12 | 0 |
| | 47.93% | 55.38% | 50.55% | 53.54% | 44.19% | 55.10% | 44.90% | 59.07% | 49.38% | 56.85% | 53.73% | 54.48% | 33.33% | 50.00% | 14.29% | 51.72% | 34.78% | 58.82% | 50.00% | 60.00% | 37.50% | 47.62% | 38.89% | 38.89% | 48.00% | 0.0% |
| No | 63 | 87 | 45 | 427 | 24 | 22 | 27 | 993 | 41 | 63 | 31 | 61 | 8 | 15 | 6 | 14 | 15 | 7 | 5 | 2 | 15 | 11 | 11 | 11 | 13 | 0 |
| | 52.07% | 44.62% | 49.45% | 46.46% | 55.81% | 44.90% | 55.10% | 40.93% | 50.62% | 43.15% | 46.27% | 45.52% | 66.67% | 50.00% | 85.71% | 48.28% | 65.22% | 41.18% | 50.00% | 40.00% | 62.50% | 52.38% | 61.11% | 61.11% | 52.00% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 12<br>1.55% | 14<br>1.35% | 51<br>7.83%<br>AB | 145<br>1.85% | 6<br>1.45% | 6<br>1.21% | 41<br>8.82%<br>EF | 122<br>1.91% | 3<br>1.39% | 4<br>1.27% | 3<br>1.85% | 27<br>1.59% | 1<br>1.47% | 5<br>1.52% | 1<br>1.75% | 4<br>1.77% | 5<br>1.62% | 1<br>1.08% | 4<br>2.14%<br>T | 0<br>0.0% | 2<br>1.49% | 4<br>1.81% | 2<br>1.17% | 1<br>0.79% | 5<br>1.74% | 0<br>0.0% |
| BASE = Those who responded | 761<br>98.45%<br>C | 1024<br>98.65%<br>C | 600<br>92.17% | 7698<br>98.15% | 407<br>98.55%<br>G | 491<br>98.79%<br>G | 424<br>91.18% | 6266<br>98.09% | 213<br>98.61% | 312<br>98.73% | 159<br>98.15% | 1671<br>98.41% | 67<br>98.53% | 325<br>98.48% | 56<br>98.25% | 222<br>98.23% | 303<br>98.38% | 92<br>98.92% | 183<br>97.86% | 72<br>100.00%<br>S | 132<br>98.51% | 217<br>98.19% | 169<br>98.83% | 125<br>99.21% | 282<br>98.26% | 0<br>0.0% |
| Yes | 167<br>21.94% | 255<br>24.90% | 153<br>25.50% | 1663<br>21.60% | 74<br>18.18% | 96<br>19.55% | 94<br>22.17% | 2846<br>45.42% | 93<br>43.66%<br>E | 141<br>45.19% | 89<br>55.97%<br>IJ | 288<br>17.24% | 17<br>25.37% | 54<br>16.62% | 15<br>26.79% | 54<br>24.32% | 45<br>14.85% | 26<br>28.26%<br>Q | 30<br>16.39% | 14<br>19.44% | 25<br>18.94% | 39<br>17.97% | 30<br>17.75% | 25<br>20.00% | 49<br>17.38% | 0<br>0.0% |
| No | 594<br>78.06% | 769<br>75.10% | 447<br>74.50% | 6035<br>78.40% | 333<br>81.82%<br>I | 395<br>80.45% | 330<br>77.83% | 3420<br>54.58% | 120<br>56.34%<br>K | 171<br>54.81%<br>K | 70<br>44.03% | 1383<br>82.76% | 50<br>74.63% | 271<br>83.38% | 41<br>73.21% | 168<br>75.68% | 258<br>85.15%<br>R | 66<br>71.74% | 153<br>83.61% | 58<br>80.56% | 107<br>81.06% | 178<br>82.03% | 139<br>82.25% | 100<br>80.00% | 233<br>82.62% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 17 | 23 | 53 | 186 | 7 | 8 | 42 | 181 | 6 | 8 | 4 | 32 | 1 | 6 | 1 | 5 | 5 | 1 | 4 | 0 | 2 | 4 | 2 | 1 | 6 | 0 |
| | 2.20% | 2.22% | 8.14% AB | 2.37% | 1.69% | 1.61% | 9.03% EF | 2.83% | 2.78% | 2.53% | 2.47% | 1.88% | 1.47% | 1.82% | 1.75% | 2.21% | 1.62% | 1.08% | 2.14% T | 0.0% | 1.49% | 1.81% | 1.17% | 0.79% | 2.09% | 0.0% |
| Appropriately skipped | 594 | 769 | 447 | 6035 | 333 | 395 | 330 | 3420 | 120 | 171 | 70 | 1383 | 50 | 271 | 41 | 168 | 258 | 66 | 153 | 58 | 107 | 178 | 139 | 100 | 233 | 0 |
| | 76.84% C | 74.08% C | 68.66% | 76.95% | 80.63% GI | 79.48% G | 70.97% | 53.54% | 55.56% K | 54.11% K | 43.21% | 81.45% | 73.53% | 82.12% | 71.93% | 74.34% | 83.77% R | 70.97% | 81.82% | 80.56% | 79.85% | 80.54% | 81.29% | 79.37% | 81.18% | 0.0% |
| BASE = Those who responded | 162 | 246 | 151 | 1622 | 73 | 94 | 93 | 2787 | 90 | 137 | 88 | 283 | 17 | 53 | 15 | 53 | 45 | 26 | 30 | 14 | 25 | 39 | 30 | 25 | 48 | 0 |
| | 20.96% | 23.70% | 23.20% | 20.68% | 17.68% | 18.91% | 20.00% | 43.63% | 41.67% E | 43.35% | 54.32% IJ | 16.67% | 25.00% | 16.06% | 26.32% | 23.45% | 14.61% | 27.96% Q | 16.04% | 19.44% | 18.66% | 17.65% | 17.54% | 19.84% | 16.72% | 0.0% |
| Yes | 102 | 146 | 88 | 937 | 43 | 53 | 50 | 1717 | 61 | 86 | 56 | 175 | 8 | 34 | 4 | 36 | 25 | 18 | 14 | 10 | 18 | 22 | 20 | 16 | 27 | 0 |
| | 62.96% | 59.35% | 58.28% | 57.77% | 58.90% | 56.38% | 53.76% | 61.61% | 67.78% | 62.77% | 63.64% | 61.84% | 47.06% | 64.15% | 26.67% | 67.92% | 55.56% | 69.23% | 46.67% | 71.43% | 72.00% | 56.41% | 66.67% | 64.00% | 56.25% | 0.0% |
| No | 60 | 100 | 63 | 685 | 30 | 41 | 43 | 1070 | 29 | 51 | 32 | 108 | 9 | 19 | 11 | 17 | 20 | 8 | 16 | 4 | 7 | 17 | 10 | 9 | 21 | 0 |
| | 37.04% | 40.65% | 41.72% | 42.23% | 41.10% | 43.62% | 46.24% | 38.39% | 32.22% | 37.23% | 36.36% | 38.16% | 52.94% | 35.85% | 73.33% | 32.08% | 44.44% | 30.77% | 53.33% | 28.57% | 28.00% | 43.59% | 33.33% | 36.00% | 43.75% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.15% | 0.0% | 0.0% | 0.20% | 0.22% | 0.0% | 0.0% | 0.32% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 6 | 6 | 46 | 104 | 2 | 3 | 37 | 45 | 4 | 2 | 0 | 21 | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 0 |
| | 0.78% | 0.58% | 7.07% AB | 0.83% | 0.48% | 0.60% | 7.96% EF | 0.70% | 1.85% K | 0.63% | 0.0% | 0.70% | 1.47% | 0.30% | 0.0% | 0.0% | 0.65% | 0.0% | 1.07% | 0.0% | 0.0% | 0.45% | 0.58% | 0.79% | 0.35% | 0.0% |
| BASE = Those who responded | 767 | 1030 | 604 | 12372 | 411 | 493 | 427 | 6343 | 212 | 313 | 161 | 2967 | 67 | 329 | 57 | 226 | 306 | 93 | 185 | 72 | 134 | 220 | 170 | 125 | 286 | 0 |
| | 99.22% C | 99.23% C | 92.78% | 99.17% | 99.52% G | 99.20% G | 91.83% | 99.30% | 98.15% | 99.05% | 99.38% | 99.30% | 98.53% | 99.70% | 100.00% | 100.00% | 99.35% | 100.00% | 98.93% | 100.00% | 100.00% | 99.55% | 99.42% | 99.21% | 99.65% | 0.0% |
| Yes | 622 | 842 | 502 | 10874 | 320 | 387 | 347 | 5969 | 190 | 277 | 146 | 2519 | 51 | 261 | 46 | 193 | 244 | 69 | 161 | 54 | 90 | 167 | 137 | 95 | 225 | 0 |
| | 81.10% | 81.75% | 83.11% | 87.89% E | 77.86% | 78.50% | 81.26% | 94.10% I | 89.62% E | 88.50% | 90.68% | 84.90% | 76.12% | 79.33% | 80.70% | 85.40% | 79.74% | 74.19% | 87.03% TU | 75.00% | 67.16% | 75.91% | 80.59% | 76.00% | 78.67% | 0.0% |
| No | 145 | 188 | 102 | 1498 | 91 | 106 | 80 | 374 | 22 | 36 | 15 | 448 | 16 | 68 | 11 | 33 | 62 | 24 | 24 | 18 | 44 | 53 | 33 | 30 | 61 | 0 |
| | 18.90% | 18.25% | 16.89% | 12.11% | 22.14% DI | 21.50% | 18.74% | 5.90% | 10.38% H | 11.50% | 9.32% | 15.10% | 23.88% | 20.67% | 19.30% | 14.60% | 20.26% | 25.81% | 12.97% | 25.00% S | 32.84% S | 24.09% | 19.41% | 24.00% | 21.33% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 5<br>0.48%<br>A | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 18<br>2.33% | 21<br>2.02% | 65<br>9.98%<br>AB | 501<br>4.02%<br>E | 7<br>1.69% | 12<br>2.41% | 49<br>10.54%<br>EF | 217<br>3.40% | 7<br>3.24% | 6<br>1.90% | 7<br>4.32% | 105<br>3.51% | 1<br>1.47% | 6<br>1.82% | 1<br>1.75% | 1<br>0.44% | 7<br>2.27%<br>R | 0<br>0.0% | 3<br>1.60% | 1<br>1.39% | 3<br>2.24% | 5<br>2.26% | 2<br>1.17% | 3<br>2.38% | 4<br>1.39% | 0<br>0.0% |
| Appropriately skipped | 145<br>18.76% | 188<br>18.11% | 102<br>15.67% | 1498<br>12.01% | 91<br>22.03%<br>DI | 106<br>21.33% | 80<br>17.20% | 374<br>5.85% | 22<br>10.19%<br>H | 36<br>11.39% | 15<br>9.26% | 448<br>14.99% | 16<br>23.53% | 68<br>20.61% | 11<br>19.30% | 33<br>14.60% | 62<br>20.13% | 24<br>25.81% | 24<br>12.83% | 18<br>25.00%<br>S | 44<br>32.84%<br>S | 53<br>23.98% | 33<br>19.30% | 30<br>23.81% | 61<br>21.25% | 0<br>0.0% |
| BASE = Those who responded | 610<br>78.91%<br>C | 824<br>79.38%<br>C | 483<br>74.19% | 10477<br>83.98%<br>E | 315<br>76.27% | 378<br>76.06% | 336<br>72.26% | 5797<br>90.75% | 187<br>86.57%<br>E | 273<br>86.39% | 139<br>85.80% | 2435<br>81.49% | 51<br>75.00% | 256<br>77.58% | 45<br>78.95% | 192<br>84.96% | 239<br>77.60% | 69<br>74.19% | 160<br>85.56%<br>TU | 53<br>73.61% | 87<br>64.93% | 163<br>73.76% | 136<br>79.53% | 93<br>73.81% | 222<br>77.35% | 0<br>0.0% |
| None | 135<br>22.13% | 165<br>20.02% | 101<br>20.91% | 2099<br>20.03% | 77<br>24.44%<br>I | 87<br>23.02% | 78<br>23.21% | 736<br>12.70% | 26<br>13.90% | 42<br>15.38% | 19<br>13.67% | 556<br>22.83% | 14<br>27.45% | 61<br>23.83% | 6<br>13.33% | 18<br>9.38% | 65<br>27.20% | 12<br>17.39% | 33<br>20.63% | 15<br>28.30% | 27<br>31.03% | 41<br>25.15% | 34<br>25.00% | 23<br>24.73% | 54<br>24.32% | 0<br>0.0% |
| 1 time | 188<br>30.82% | 228<br>27.67% | 146<br>30.23% | 3399<br>32.44% | 102<br>32.38% | 116<br>30.69% | 110<br>32.74% | 1484<br>25.60% | 51<br>27.27% | 62<br>22.71% | 34<br>24.46% | 841<br>34.54% | 17<br>33.33% | 82<br>32.03% | 14<br>31.11% | 72<br>37.50% | 83<br>34.73% | 17<br>24.64% | 53<br>33.13% | 18<br>33.96% | 27<br>31.03% | 59<br>36.20% | 39<br>28.68% | 28<br>30.11% | 74<br>33.33% | 0<br>0.0% |
| 2 | 127<br>20.82% | 200<br>24.27% | 97<br>20.08% | 2437<br>23.26% | 63<br>20.00% | 87<br>23.02% | 70<br>20.83% | 1511<br>26.07% | 50<br>26.74% | 72<br>26.37% | 33<br>23.74% | 548<br>22.51% | 11<br>21.57% | 51<br>19.92% | 12<br>26.67% | 46<br>23.96% | 42<br>17.57% | 18<br>26.09% | 30<br>18.75% | 10<br>18.87% | 20<br>22.99% | 29<br>17.79% | 31<br>22.79% | 19<br>20.43% | 44<br>19.82% | 0<br>0.0% |
| 3 | 79<br>12.95% | 106<br>12.86% | 63<br>13.04% | 1259<br>12.02% | 41<br>13.02% | 39<br>10.32% | 38<br>11.31% | 894<br>15.42% | 23<br>12.30% | 38<br>13.92% | 22<br>15.83% | 260<br>10.68% | 7<br>13.73% | 33<br>12.89% | 8<br>17.78% | 32<br>16.67% | 29<br>12.13% | 11<br>15.94% | 23<br>14.38% | 8<br>15.09% | 6<br>6.90% | 23<br>14.11% | 14<br>10.29% | 15<br>16.13% | 26<br>11.71% | 0<br>0.0% |
| 4 | 41<br>6.72% | 53<br>6.43% | 37<br>7.66% | 619<br>5.91% | 24<br>7.62% | 26<br>6.88% | 20<br>5.95% | 475<br>8.19% | 16<br>8.56% | 23<br>8.42% | 14<br>10.07% | 117<br>4.80% | 1<br>1.96% | 22<br>8.59%<br>M | 2<br>4.44% | 19<br>9.90% | 16<br>6.69% | 8<br>11.59% | 15<br>9.38% | 2<br>3.77% | 6<br>6.90% | 10<br>6.13% | 13<br>9.56% | 6<br>6.45% | 18<br>8.11% | 0<br>0.0% |
| 5 to 9 | 34<br>5.57% | 54<br>6.55% | 31<br>6.42% | 566<br>5.40%<br>E | 8<br>2.54% | 20<br>5.29% | 17<br>5.06% | 573<br>9.88% | 16<br>8.56%<br>E | 23<br>8.42% | 12<br>8.63% | 97<br>3.98% | 1<br>1.96% | 7<br>2.73% | 3<br>6.67% | 5<br>2.60% | 4<br>1.67% | 3<br>4.35% | 6<br>3.75%<br>T | 0<br>0.0% | 1<br>1.15% | 1<br>0.61% | 5<br>3.68% | 2<br>2.15% | 6<br>2.70% | 0<br>0.0% |
| 10 or more times | 6<br>0.98% | 18<br>2.18% | 8<br>1.66% | 98<br>0.94%<br>E | 0<br>0.0% | 3<br>0.79% | 3<br>0.89% | 124<br>2.14% | 5<br>2.67%<br>E | 13<br>4.76% | 5<br>3.60% | 16<br>0.66% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Average | 1.8951 | 2.1371<br>A | 2.0580 | 1.8816<br>E | 1.5968 | 1.8214 | 1.7872 | 2.5270 | 2.4519<br>E | 2.6941 | 2.6511 | 1.6690 | 1.3922 | 1.6406 | 2.0222 | 1.9323 | 1.4477 | 2.0145<br>Q | 1.7750<br>TU | 1.3208 | 1.3333 | 1.4294 | 1.6912 | 1.6022 | 1.5946 | 0 |
| Standard deviation | 2.0146 | 2.3434 | 2.2367 | 1.9622 | 1.4862 | 1.9421 | 1.9522 | 2.4078 | 2.4853 | 2.8624 | 2.6557 | 1.7800 | 1.3296 | 1.5168 | 1.6930 | 1.3996 | 1.3920 | 1.6285 | 1.6006 | 1.1455 | 1.3189 | 1.2580 | 1.6112 | 1.4453 | 1.5030 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 19<br>2.46% | 27<br>2.60% | 67<br>10.29%<br>AB | 542<br>4.34%<br>E | 7<br>1.69% | 13<br>2.62% | 50<br>10.75%<br>EF | 230<br>3.60% | 7<br>3.24% | 7<br>2.22% | 8<br>4.94% | 113<br>3.78% | 1<br>1.47% | 6<br>1.82% | 1<br>1.75% | 1<br>0.44% | 7<br>2.27%<br>R | 0<br>0.0% | 3<br>1.60% | 1<br>1.39% | 3<br>2.24% | 5<br>2.26% | 2<br>1.17% | 3<br>2.38% | 4<br>1.39% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 474<br>61.32% | 658<br>63.39%<br>C | 381<br>58.53% | 8337<br>66.82%<br>E | 238<br>57.63% | 291<br>58.55% | 257<br>55.27% | 5048<br>79.02% | 161<br>74.54%<br>E | 231<br>73.10% | 120<br>74.07% | 1871<br>62.62% | 37<br>54.41% | 195<br>59.09% | 39<br>68.42% | 174<br>76.99% | 174<br>56.49% | 57<br>61.29% | 127<br>67.91%<br>TU | 38<br>52.78% | 60<br>44.78% | 122<br>55.20% | 102<br>59.65% | 70<br>55.56% | 168<br>58.54% | 0<br>0.0% |
| Never | 7<br>1.48% | 5<br>0.76% | 4<br>1.05% | 110<br>1.32% | 5<br>2.10%<br>I | 2<br>0.69% | 2<br>0.78% | 42<br>0.83%<br>I | 0<br>0.0% | 4<br>1.73%<br>IK | 0<br>0.0% | 23<br>1.23% | 1<br>2.70% | 2<br>1.03% | 2<br>5.13% | 3<br>1.72% | 2<br>1.15% | 1<br>1.75% | 2<br>1.57% | 0<br>0.0% | 1<br>1.67% | 1<br>0.82% | 2<br>1.96% | 0<br>0.0% | 5<br>2.98%<br>X | 0<br>0.0% |
| Sometimes | 21<br>4.43% | 35<br>5.32% | 19<br>4.99% | 395<br>4.74% | 12<br>5.04% | 18<br>6.19% | 14<br>5.45% | 184<br>3.65% | 7<br>4.35% | 8<br>3.46% | 7<br>5.83% | 94<br>5.02% | 1<br>2.70% | 11<br>5.64% | 2<br>5.13% | 6<br>3.45% | 8<br>4.60% | 4<br>7.02% | 8<br>6.30% | 2<br>5.26% | 2<br>3.33% | 5<br>4.10% | 7<br>6.86% | 0<br>0.0% | 12<br>7.14%<br>X | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 28<br>5.91% | 40<br>6.08% | 23<br>6.04% | 505<br>6.06% | 17<br>7.14% | 20<br>6.87% | 16<br>6.23% | 226<br>4.48% | 7<br>4.35% | 12<br>5.19% | 7<br>5.83% | 117<br>6.25% | 2<br>5.41% | 13<br>6.67% | 4<br>10.26% | 9<br>5.17% | 10<br>5.75% | 5<br>8.77% | 10<br>7.87% | 2<br>5.26% | 3<br>5.00% | 6<br>4.92% | 9<br>8.82% | 0<br>0.0% | 17<br>10.12%<br>X | 0<br>0.0% |
| Usually | 69<br>14.56% | 96<br>14.59% | 68<br>17.85% | 1061<br>12.73% | 29<br>12.18% | 34<br>11.68% | 48<br>18.68%<br>EF | 614<br>12.16% | 24<br>14.91% | 39<br>16.88% | 20<br>16.67% | 280<br>14.97% | 5<br>13.51% | 24<br>12.31% | 12<br>30.77%<br>P | 15<br>8.62% | 19<br>10.92% | 9<br>15.79% | 14<br>11.02% | 7<br>18.42% | 5<br>8.33% | 18<br>14.75% | 8<br>7.84% | 7<br>10.00% | 22<br>13.10% | 0<br>0.0% |
| Always | 377<br>79.54% | 522<br>79.33% | 290<br>76.12% | 6771<br>81.22% | 192<br>80.67% | 237<br>81.44% | 193<br>75.10% | 4208<br>83.36% | 130<br>80.75% | 180<br>77.92% | 93<br>77.50% | 1474<br>78.78% | 30<br>81.08% | 158<br>81.03% | 23<br>58.97% | 150<br>86.21%<br>O | 145<br>83.33% | 43<br>75.44% | 103<br>81.10% | 29<br>76.32% | 52<br>86.67% | 98<br>80.33% | 85<br>83.33% | 63<br>90.00%<br>Y | 129<br>76.79% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 446<br>94.09% | 618<br>93.92% | 358<br>93.96% | 7832<br>93.94% | 221<br>92.86% | 271<br>93.13% | 241<br>93.77% | 4822<br>95.52% | 154<br>95.65% | 219<br>94.81% | 113<br>94.17% | 1754<br>93.75% | 35<br>94.59% | 182<br>93.33% | 35<br>89.74% | 165<br>94.83% | 164<br>94.25% | 52<br>91.23% | 117<br>92.13% | 36<br>94.74% | 57<br>95.00% | 116<br>95.08% | 93<br>91.18% | 70<br>100.00%<br>Y | 151<br>89.88% | 0<br>0.0% |
| 3-point composite mean | 2.7363 | 2.7325 | 2.7008 | 2.7516 | 2.7353 | 2.7457 | 2.6887 | 2.7888 | 2.7640 | 2.7273 | 2.7167 | 2.7253 | 2.7568 | 2.7436 | 2.4872 | 2.8103<br>O | 2.7759 | 2.6667 | 2.7323 | 2.7105 | 2.8167 | 2.7541 | 2.7451 | 2.9000<br>Y | 2.6667 | 0 |
| 4-point composite mean | 3.7215 | 3.7249 | 3.6903 | 3.7384 | 3.7143 | 3.7388 | 3.6809 | 3.7805 | 3.7640 | 3.7100 | 3.7167 | 3.7130 | 3.7297 | 3.7333 | 3.4359 | 3.7931<br>O | 3.7644 | 3.6491 | 3.7165 | 3.7105 | 3.8000 | 3.7459 | 3.7255 | 3.9000<br>Y | 3.6369 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 18<br>2.33% | 27<br>2.60% | 68<br>10.45%<br>AB | 548<br>4.39%<br>E | 7<br>1.69% | 14<br>2.82% | 51<br>10.97%<br>EF | 232<br>3.63% | 7<br>3.24% | 7<br>2.22% | 8<br>4.94% | 114<br>3.82% | 1<br>1.47% | 6<br>1.82% | 1<br>1.75% | 1<br>0.44% | 7<br>2.27%<br>R | 0<br>0.0% | 3<br>1.60% | 1<br>1.39% | 3<br>2.24% | 5<br>2.26% | 2<br>1.17% | 3<br>2.38% | 4<br>1.39% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 475<br>61.45% | 658<br>63.39%<br>C | 380<br>58.37% | 8331<br>66.78%<br>E | 238<br>57.63% | 290<br>58.35% | 256<br>55.05% | 5046<br>78.99% | 161<br>74.54%<br>E | 231<br>73.10% | 120<br>74.07% | 1870<br>62.58% | 37<br>54.41% | 195<br>59.09% | 39<br>68.42% | 174<br>76.99% | 174<br>56.49% | 57<br>61.29% | 127<br>67.91%<br>TU | 38<br>52.78% | 60<br>44.78% | 122<br>55.20% | 102<br>59.65% | 70<br>55.56% | 168<br>58.54% | 0<br>0.0% |
| Never | 4<br>0.84% | 4<br>0.61% | 3<br>0.79% | 60<br>0.72% | 2<br>0.84% | 3<br>1.03% | 1<br>0.39% | 31<br>0.61%<br>I | 0<br>0.0% | 3<br>1.30% | 3<br>2.50% | 15<br>0.80% | 0<br>0.0% | 2<br>1.03% | 1<br>2.56% | 1<br>0.57% | 2<br>1.15% | 0<br>0.0% | 1<br>0.79% | 1<br>2.63% | 0<br>0.0% | 1<br>0.82% | 1<br>0.98% | 1<br>1.43% | 1<br>0.60% | 0<br>0.0% |
| Sometimes | 25<br>5.26% | 35<br>5.32% | 20<br>5.26% | 344<br>4.13% | 10<br>4.20% | 15<br>5.17% | 13<br>5.08% | 200<br>3.96% | 11<br>6.83% | 13<br>5.63% | 5<br>4.17% | 79<br>4.22% | 0<br>0.0% | 9<br>4.62%<br>M | 4<br>10.26% | 5<br>2.87% | 6<br>3.45% | 3<br>5.26% | 6<br>4.72% | 2<br>5.26% | 1<br>1.67% | 5<br>4.10% | 4<br>3.92% | 2<br>2.86% | 8<br>4.76% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 29<br>6.11% | 39<br>5.93% | 23<br>6.05% | 404<br>4.85% | 12<br>5.04% | 18<br>6.21% | 14<br>5.47% | 231<br>4.58% | 11<br>6.83% | 16<br>6.93% | 8<br>6.67% | 94<br>5.03% | 0<br>0.0% | 11<br>5.64%<br>M | 5<br>12.82% | 6<br>3.45% | 8<br>4.60% | 3<br>5.26% | 7<br>5.51% | 3<br>7.89% | 1<br>1.67% | 6<br>4.92% | 5<br>4.90% | 3<br>4.29% | 9<br>5.36% | 0<br>0.0% |
| Usually | 63<br>13.26% | 90<br>13.68% | 63<br>16.58% | 1032<br>12.39% | 31<br>13.03% | 36<br>12.41% | 41<br>16.02% | 604<br>11.97% | 23<br>14.29% | 33<br>14.29% | 22<br>18.33% | 271<br>14.49% | 7<br>18.92% | 23<br>11.79% | 14<br>35.90%<br>P | 17<br>9.77% | 25<br>14.37% | 6<br>10.53% | 22<br>17.32%<br>U | 4<br>10.53% | 4<br>6.67% | 14<br>11.48% | 16<br>15.69% | 8<br>11.43% | 23<br>13.69% | 0<br>0.0% |
| Always | 383<br>80.63% | 529<br>80.40% | 294<br>77.37% | 6895<br>82.76% | 195<br>81.93% | 236<br>81.38% | 201<br>78.52% | 4211<br>83.45% | 127<br>78.88% | 182<br>78.79% | 90<br>75.00% | 1505<br>80.48% | 30<br>81.08% | 161<br>82.56% | 20<br>51.28% | 151<br>86.78%<br>O | 141<br>81.03% | 48<br>84.21% | 98<br>77.17% | 31<br>81.58% | 55<br>91.67%<br>S | 102<br>83.61% | 81<br>79.41% | 59<br>84.29% | 136<br>80.95% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 446<br>93.89% | 619<br>94.07% | 357<br>93.95% | 7927<br>95.15% | 226<br>94.96% | 272<br>93.79% | 242<br>94.53% | 4815<br>95.42% | 150<br>93.17% | 215<br>93.07% | 112<br>93.33% | 1776<br>94.97% | 37<br>100.00%<br>N | 184<br>94.36% | 34<br>87.18% | 168<br>96.55% | 166<br>95.40% | 54<br>94.74% | 120<br>94.49% | 35<br>92.11% | 59<br>98.33% | 116<br>95.08% | 97<br>95.10% | 67<br>95.71% | 159<br>94.64% | 0<br>0.0% |
| 3-point composite mean | 2.7453 | 2.7447 | 2.7132 | 2.7791 | 2.7689 | 2.7517 | 2.7305 | 2.7887 | 2.7205 | 2.7186 | 2.6833 | 2.7545 | 2.8108 | 2.7692 | 2.3846 | 2.8333<br>O | 2.7644 | 2.7895 | 2.7165 | 2.7368 | 2.9000<br>S | 2.7869 | 2.7451 | 2.8000 | 2.7560 | 0 |
| 4-point composite mean | 3.7368 | 3.7386 | 3.7053 | 3.7719 | 3.7605 | 3.7414 | 3.7266 | 3.7826 | 3.7205 | 3.7056 | 3.6583 | 3.7465 | 3.8108 | 3.7590 | 3.3590 | 3.8276<br>O | 3.7529 | 3.7895 | 3.7087 | 3.7105 | 3.9000<br>S | 3.7787 | 3.7353 | 3.7857 | 3.7500 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 20<br>2.59% | 26<br>2.50% | 70<br>10.75%<br>AB | 540<br>4.33%<br>E | 8<br>1.94% | 13<br>2.62% | 53<br>11.40%<br>EF | 226<br>3.54% | 7<br>3.24% | 7<br>2.22% | 8<br>4.94% | 118<br>3.95% | 1<br>1.47% | 7<br>2.12% | 2<br>3.51% | 1<br>0.44% | 7<br>2.27% | 1<br>1.08% | 4<br>2.14% | 1<br>1.39% | 3<br>2.24% | 6<br>2.71% | 2<br>1.17% | 4<br>3.17% | 4<br>1.39% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 473<br>61.19% | 659<br>63.49%<br>C | 378<br>58.06% | 8339<br>66.84%<br>E | 237<br>57.38% | 291<br>58.55% | 254<br>54.62% | 5052<br>79.09% | 161<br>74.54%<br>E | 231<br>73.10% | 120<br>74.07% | 1866<br>62.45% | 37<br>54.41% | 194<br>58.79% | 38<br>66.67% | 174<br>76.99% | 174<br>56.49% | 56<br>60.22% | 126<br>67.38%<br>TU | 38<br>52.78% | 60<br>44.78% | 121<br>54.75% | 102<br>59.65% | 69<br>54.76% | 168<br>58.54% | 0<br>0.0% |
| Never | 5<br>1.06% | 4<br>0.61% | 1<br>0.26% | 55<br>0.66% | 2<br>0.84% | 1<br>0.34% | 1<br>0.39% | 32<br>0.63% | 2<br>1.24% | 4<br>1.73% | 1<br>0.83% | 8<br>0.43% | 0<br>0.0% | 1<br>0.52% | 1<br>2.63% | 1<br>0.57% | 1<br>0.57% | 0<br>0.0% | 1<br>0.79% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.98% | 0<br>0.0% | 2<br>1.19% | 0<br>0.0% |
| Sometimes | 17<br>3.59% | 30<br>4.55% | 20<br>5.29% | 250<br>3.00% | 9<br>3.80% | 12<br>4.12% | 12<br>4.72% | 152<br>3.01% | 7<br>4.35% | 11<br>4.76% | 6<br>5.00% | 64<br>3.43% | 0<br>0.0% | 9<br>4.64%<br>M | 3<br>7.89% | 4<br>2.30% | 6<br>3.45% | 3<br>5.36% | 6<br>4.76% | 2<br>5.26% | 1<br>1.67% | 6<br>4.96% | 3<br>2.94% | 3<br>4.35% | 6<br>3.57% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 22<br>4.65% | 34<br>5.16% | 21<br>5.56% | 305<br>3.66% | 11<br>4.64% | 13<br>4.47% | 13<br>5.12% | 184<br>3.64% | 9<br>5.59% | 15<br>6.49% | 7<br>5.83% | 72<br>3.86% | 0<br>0.0% | 10<br>5.15%<br>M | 4<br>10.53% | 5<br>2.87% | 7<br>4.02% | 3<br>5.36% | 7<br>5.56% | 2<br>5.26% | 1<br>1.67% | 6<br>4.96% | 4<br>3.92% | 3<br>4.35% | 8<br>4.76% | 0<br>0.0% |
| Usually | 53<br>11.21% | 61<br>9.26% | 43<br>11.38% | 819<br>9.82% | 22<br>9.28% | 25<br>8.59% | 29<br>11.42% | 503<br>9.96% | 22<br>13.66% | 29<br>12.55% | 14<br>11.67% | 203<br>10.88% | 8<br>21.62%<br>N | 14<br>7.22% | 11<br>28.95%<br>P | 11<br>6.32% | 18<br>10.34% | 3<br>5.36% | 11<br>8.73% | 3<br>7.89% | 6<br>10.00% | 9<br>7.44% | 11<br>10.78% | 7<br>10.14% | 15<br>8.93% | 0<br>0.0% |
| Always | 398<br>84.14% | 564<br>85.58% | 314<br>83.07% | 7215<br>86.52% | 204<br>86.08% | 253<br>86.94% | 212<br>83.46% | 4365<br>86.40% | 130<br>80.75% | 187<br>80.95% | 99<br>82.50% | 1591<br>85.26% | 29<br>78.38% | 170<br>87.63% | 23<br>60.53% | 158<br>90.80%<br>O | 149<br>85.63% | 50<br>89.29% | 108<br>85.71% | 33<br>86.84% | 53<br>88.33% | 106<br>87.60% | 87<br>85.29% | 59<br>85.51% | 145<br>86.31% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 451<br>95.35% | 625<br>94.84% | 357<br>94.44% | 8034<br>96.34% | 226<br>95.36% | 278<br>95.53% | 241<br>94.88% | 4868<br>96.36% | 152<br>94.41% | 216<br>93.51% | 113<br>94.17% | 1794<br>96.14% | 37<br>100.00%<br>N | 184<br>94.85% | 34<br>89.47% | 169<br>97.13% | 167<br>95.98% | 53<br>94.64% | 119<br>94.44% | 36<br>94.74% | 59<br>98.33% | 115<br>95.04% | 98<br>96.08% | 66<br>95.65% | 160<br>95.24% | 0<br>0.0% |
| 3-point composite mean | 2.7949 | 2.8042 | 2.7751 | 2.8286 | 2.8143 | 2.8247 | 2.7835 | 2.8276 | 2.7516 | 2.7446 | 2.7667 | 2.8140 | 2.7838 | 2.8247 | 2.5000 | 2.8793<br>O | 2.8161 | 2.8393 | 2.8016 | 2.8158 | 2.8667 | 2.8264 | 2.8137 | 2.8116 | 2.8155 | 0 |
| 4-point composite mean | 3.7844 | 3.7982 | 3.7725 | 3.8220 | 3.8059 | 3.8213 | 3.7795 | 3.8213 | 3.7391 | 3.7273 | 3.7583 | 3.8098 | 3.7838 | 3.8196 | 3.4737 | 3.8736<br>O | 3.8103 | 3.8393 | 3.7937 | 3.8158 | 3.8667 | 3.8264 | 3.8039 | 3.8116 | 3.8036 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 21<br>2.72% | 30<br>2.89% | 78<br>11.98%<br>AB | 616<br>4.94%<br>E | 8<br>1.94% | 14<br>2.82% | 57<br>12.26%<br>EF | 268<br>4.20% | 8<br>3.70% | 9<br>2.85% | 11<br>6.79% | 136<br>4.55% | 1<br>1.47% | 7<br>2.12% | 1<br>1.75% | 2<br>0.88% | 8<br>2.60%<br>R | 0<br>0.0% | 4<br>2.14% | 1<br>1.39% | 3<br>2.24% | 6<br>2.71% | 2<br>1.17% | 4<br>3.17% | 4<br>1.39% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 472<br>61.06% | 655<br>63.10%<br>C | 370<br>56.84% | 8263<br>66.23%<br>E | 237<br>57.38% | 290<br>58.35% | 250<br>53.76% | 5010<br>78.43% | 160<br>74.07%<br>E | 229<br>72.47% | 117<br>72.22% | 1848<br>61.85% | 37<br>54.41% | 194<br>58.79% | 39<br>68.42% | 173<br>76.55% | 173<br>56.17% | 57<br>61.29% | 126<br>67.38%<br>TU | 38<br>52.78% | 60<br>44.78% | 121<br>54.75% | 102<br>59.65% | 69<br>54.76% | 168<br>58.54% | 0<br>0.0% |
| Yes | 251<br>53.18% | 329<br>50.23% | 201<br>54.32% | 5529<br>66.91%<br>E | 127<br>53.59% | 157<br>54.14% | 141<br>56.40% | 3838<br>76.61%<br>I | 97<br>60.63% | 143<br>62.45% | 71<br>60.68% | 1156<br>62.55% | 22<br>59.46% | 103<br>53.09% | 18<br>46.15% | 94<br>54.34% | 83<br>47.98% | 38<br>66.67%<br>Q | 32<br>25.40% | 30<br>78.95%<br>S | 56<br>93.33%<br>S | 63<br>52.07% | 55<br>53.92% | 36<br>52.17% | 91<br>54.17% | 0<br>0.0% |
| No | 221<br>46.82% | 326<br>49.77% | 169<br>45.68% | 2734<br>33.09% | 110<br>46.41%<br>D | 133<br>45.86% | 109<br>43.60% | 1172<br>23.39% | 63<br>39.38%<br>H | 86<br>37.55% | 46<br>39.32% | 692<br>37.45% | 15<br>40.54% | 91<br>46.91% | 21<br>53.85% | 79<br>45.66% | 90<br>52.02%<br>R | 19<br>33.33% | 94<br>74.60%<br>TU | 8<br>21.05% | 4<br>6.67% | 58<br>47.93% | 47<br>46.08% | 33<br>47.83% | 77<br>45.83% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 23 | 32 | 79 | 675 | 9 | 16 | 58 | 301 | 9 | 11 | 11 | 146 | 1 | 8 | 2 | 2 | 9 | 0 | 5 | 1 | 3 | 7 | 2 | 5 | 4 | 0 |
| | 2.98% | 3.08% | 12.14% AB | 5.41% E | 2.18% | 3.22% | 12.47% EF | 4.71% | 4.17% | 3.48% | 6.79% | 4.89% | 1.47% | 2.42% | 3.51% | 0.88% | 2.92% R | 0.0% | 2.67% | 1.39% | 2.24% | 3.17% | 1.17% | 3.97% | 1.39% | 0.0% |
| Appropriately skipped | 501 | 679 | 372 | 6331 | 278 | 326 | 267 | 2282 | 111 | 164 | 80 | 1696 | 45 | 220 | 38 | 130 | 217 | 55 | 151 | 41 | 75 | 152 | 114 | 86 | 192 | 0 |
| | 64.81% C | 65.41% C | 57.14% | 50.75% | 67.31% DGI | 65.59% G | 57.42% | 35.72% | 51.39% H | 51.90% | 49.38% | 56.76% | 66.18% | 66.67% | 66.67% | 57.52% | 70.45% R | 59.14% | 80.75% TU | 56.94% | 55.97% | 68.78% | 66.67% | 68.25% | 66.90% | 0.0% |
| BASE = Those who responded | 249 | 327 | 200 | 5470 | 126 | 155 | 140 | 3805 | 96 | 141 | 71 | 1146 | 22 | 102 | 17 | 94 | 82 | 38 | 31 | 30 | 56 | 62 | 55 | 35 | 91 | 0 |
| | 32.21% | 31.50% | 30.72% | 43.84% E | 30.51% | 31.19% | 30.11% | 59.56% I | 44.44% E | 44.62% | 43.83% | 38.35% | 32.35% | 30.91% | 29.82% | 41.59% | 26.62% | 40.86% Q | 16.58% | 41.67% S | 41.79% S | 28.05% | 32.16% | 27.78% | 31.71% | 0.0% |
| Never | 7 | 4 | 2 | 66 | 3 | 2 | 2 | 40 | 2 | 2 | 0 | 12 | 1 | 2 | 0 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 0 | 3 | 0 |
| | 2.81% | 1.22% | 1.00% | 1.21% | 2.38% | 1.29% | 1.43% | 1.05% | 2.08% | 1.42% | 0.0% | 1.05% | 4.55% | 1.96% | 0.0% | 3.19% | 2.44% | 2.63% | 3.23% | 3.33% | 1.79% | 3.23% | 1.82% | 0.0% | 3.30% | 0.0% |
| Sometimes | 20 | 21 | 16 | 319 | 11 | 10 | 11 | 219 | 7 | 9 | 7 | 67 | 0 | 10 | 2 | 6 | 5 | 5 | 4 | 3 | 1 | 4 | 4 | 1 | 10 | 0 |
| | 8.03% | 6.42% | 8.00% | 5.83% | 8.73% | 6.45% | 7.86% | 5.76% | 7.29% | 6.38% | 9.86% | 5.85% | 0.0% | 9.80% | 11.76% | 6.38% | 6.10% | 13.16% | 12.90% | 10.00% | 1.79% | 6.45% | 7.27% | 2.86% | 10.99% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 27 | 25 | 18 | 385 | 14 | 12 | 13 | 259 | 9 | 11 | 7 | 79 | 1 | 12 | 2 | 9 | 7 | 6 | 5 | 4 | 2 | 6 | 5 | 1 | 13 | 0 |
| | 10.84% | 7.65% | 9.00% | 7.04% | 11.11% | 7.74% | 9.29% | 6.81% | 9.38% | 7.80% | 9.86% | 6.89% | 4.55% | 11.76% | 11.76% | 9.57% | 8.54% | 15.79% | 16.13% | 13.33% | 3.57% | 9.68% | 9.09% | 2.86% | 14.29% X | 0.0% |
| Usually | 35 | 63 | 41 | 948 | 14 | 33 | 24 | 671 | 18 | 24 | 15 | 215 | 6 | 8 | 5 | 7 | 11 | 3 | 2 | 6 | 5 | 6 | 7 | 5 | 9 | 0 |
| | 14.06% | 19.27% | 20.50% | 17.33% E | 11.11% | 21.29% E | 17.14% | 17.63% | 18.75% | 17.02% | 21.13% | 18.76% | 27.27% | 7.84% | 29.41% | 7.45% | 13.41% | 7.89% | 6.45% | 20.00% | 8.93% | 9.68% | 12.73% | 14.29% | 9.89% | 0.0% |
| Always | 187 | 239 | 141 | 4137 | 98 | 110 | 103 | 2875 | 69 | 106 | 49 | 852 | 15 | 82 | 10 | 78 | 64 | 29 | 24 | 20 | 49 | 50 | 43 | 29 | 69 | 0 |
| | 75.10% | 73.09% | 70.50% | 75.63% | 77.78% | 70.97% | 73.57% | 75.56% | 71.88% | 75.18% | 69.01% | 74.35% | 68.18% | 80.39% | 58.82% | 82.98% | 78.05% | 76.32% | 77.42% | 66.67% | 87.50% T | 80.65% | 78.18% | 82.86% | 75.82% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 222 | 302 | 182 | 5085 | 112 | 143 | 127 | 3546 | 87 | 130 | 64 | 1067 | 21 | 90 | 15 | 85 | 75 | 32 | 26 | 26 | 54 | 56 | 50 | 34 | 78 | 0 |
| | 89.16% | 92.35% | 91.00% | 92.96% | 88.89% | 92.26% | 90.71% | 93.19% | 90.63% | 92.20% | 90.14% | 93.11% | 95.45% | 88.24% | 88.24% | 90.43% | 91.46% | 84.21% | 83.87% | 86.67% | 96.43% | 90.32% | 90.91% | 97.14% Y | 85.71% | 0.0% |
| 3-point composite mean | 2.6426 | 2.6544 | 2.6150 | 2.6859 | 2.6667 | 2.6323 | 2.6429 | 2.6875 | 2.6250 | 2.6738 | 2.5915 | 2.6745 | 2.6364 | 2.6863 | 2.4706 | 2.7340 | 2.6951 | 2.6053 | 2.6129 | 2.5333 | 2.8393 T | 2.7097 | 2.6909 | 2.8000 | 2.6154 | 0 |
| 4-point composite mean | 3.6145 | 3.6422 | 3.6050 | 3.6739 | 3.6429 | 3.6194 | 3.6286 | 3.6770 | 3.6042 | 3.6596 | 3.5915 | 3.6640 | 3.5909 | 3.6667 | 3.4706 | 3.7021 | 3.6707 | 3.5789 | 3.5806 | 3.5000 | 3.8214 | 3.6774 | 3.6727 | 3.8000 | 3.5824 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 20<br>2.59% | 31<br>2.99% | 75<br>11.52%<br>AB | 578<br>4.63%<br>E | 8<br>1.94% | 15<br>3.02% | 57<br>12.26%<br>EF | 246<br>3.85% | 7<br>3.24% | 8<br>2.53% | 10<br>6.17% | 123<br>4.12% | 1<br>1.47% | 7<br>2.12% | 2<br>3.51% | 1<br>0.44% | 8<br>2.60%<br>R | 0<br>0.0% | 4<br>2.14% | 1<br>1.39% | 3<br>2.24% | 5<br>2.26% | 3<br>1.75% | 3<br>2.38% | 5<br>1.74% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 473<br>61.19% | 654<br>63.01%<br>C | 373<br>57.30% | 8301<br>66.54%<br>E | 237<br>57.38% | 289<br>58.15% | 250<br>53.76% | 5032<br>78.77% | 161<br>74.54%<br>E | 230<br>72.78% | 118<br>72.84% | 1861<br>62.28% | 37<br>54.41% | 194<br>58.79% | 38<br>66.67% | 174<br>76.99% | 173<br>56.17% | 57<br>61.29% | 126<br>67.38%<br>TU | 38<br>52.78% | 60<br>44.78% | 122<br>55.20% | 101<br>59.06% | 70<br>55.56% | 167<br>58.19% | 0<br>0.0% |
| Never | 10<br>2.11% | 16<br>2.45% | 10<br>2.68% | 167<br>2.01% | 4<br>1.69% | 9<br>3.11% | 8<br>3.20% | 82<br>1.63% | 2<br>1.24% | 5<br>2.17% | 3<br>2.54% | 40<br>2.15% | 0<br>0.0% | 4<br>2.06%<br>M | 0<br>0.0% | 4<br>2.30%<br>O | 3<br>1.73% | 1<br>1.75% | 4<br>3.17%<br>TU | 0<br>0.0% | 0<br>0.0% | 3<br>2.46% | 1<br>0.99% | 0<br>0.0% | 4<br>2.40%<br>X | 0<br>0.0% |
| Sometimes | 40<br>8.46% | 67<br>10.24% | 35<br>9.38% | 718<br>8.65% | 21<br>8.86% | 30<br>10.38% | 18<br>7.20% | 352<br>7.00% | 12<br>7.45% | 20<br>8.70% | 11<br>9.32% | 170<br>9.13% | 4<br>10.81% | 16<br>8.25% | 7<br>18.42% | 11<br>6.32% | 15<br>8.67% | 5<br>8.77% | 15<br>11.90%<br>TU | 1<br>2.63% | 2<br>3.33% | 10<br>8.20% | 8<br>7.92% | 3<br>4.29% | 18<br>10.78% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 50<br>10.57% | 83<br>12.69% | 45<br>12.06% | 885<br>10.66% | 25<br>10.55% | 39<br>13.49% | 26<br>10.40% | 434<br>8.62% | 14<br>8.70% | 25<br>10.87% | 14<br>11.86% | 210<br>11.28% | 4<br>10.81% | 20<br>10.31% | 7<br>18.42% | 15<br>8.62% | 18<br>10.40% | 6<br>10.53% | 19<br>15.08%<br>TU | 1<br>2.63% | 2<br>3.33% | 13<br>10.66% | 9<br>8.91% | 3<br>4.29% | 22<br>13.17%<br>X | 0<br>0.0% |
| Usually | 105<br>22.20% | 144<br>22.02% | 95<br>25.47% | 1732<br>20.86% | 53<br>22.36% | 61<br>21.11% | 65<br>26.00% | 965<br>19.18% | 36<br>22.36% | 48<br>20.87% | 26<br>22.03% | 446<br>23.97% | 10<br>27.03% | 42<br>21.65% | 17<br>44.74%<br>P | 30<br>17.24% | 35<br>20.23% | 16<br>28.07% | 26<br>20.63% | 12<br>31.58% | 11<br>18.33% | 22<br>18.03% | 26<br>25.74% | 15<br>21.43% | 38<br>22.75% | 0<br>0.0% |
| Always | 318<br>67.23% | 427<br>65.29% | 233<br>62.47% | 5684<br>68.47% | 159<br>67.09% | 189<br>65.40% | 159<br>63.60% | 3633<br>72.20% | 111<br>68.94% | 157<br>68.26% | 78<br>66.10% | 1205<br>64.75% | 23<br>62.16% | 132<br>68.04% | 14<br>36.84% | 129<br>74.14%<br>O | 120<br>69.36% | 35<br>61.40% | 81<br>64.29% | 25<br>65.79% | 47<br>78.33%<br>S | 87<br>71.31% | 66<br>65.35% | 52<br>74.29% | 107<br>64.07% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 423<br>89.43% | 571<br>87.31% | 328<br>87.94% | 7416<br>89.34% | 212<br>89.45% | 250<br>86.51% | 224<br>89.60% | 4598<br>91.38% | 147<br>91.30% | 205<br>89.13% | 104<br>88.14% | 1651<br>88.72% | 33<br>89.19% | 174<br>89.69% | 31<br>81.58% | 159<br>91.38% | 155<br>89.60% | 51<br>89.47% | 107<br>84.92% | 37<br>97.37%<br>S | 58<br>96.67%<br>S | 109<br>89.34% | 92<br>91.09% | 67<br>95.71%<br>Y | 145<br>86.83% | 0<br>0.0% |
| 3-point composite mean | 2.5666 | 2.5260 | 2.5040 | 2.5781 | 2.5654 | 2.5190 | 2.5320 | 2.6357 | 2.6025 | 2.5739 | 2.5424 | 2.5347 | 2.5135 | 2.5773 | 2.1842 | 2.6552<br>O | 2.5896 | 2.5088 | 2.4921 | 2.6316 | 2.7500<br>S | 2.6066 | 2.5644 | 2.7000<br>Y | 2.5090 | 0 |
| 4-point composite mean | 3.5455 | 3.5015 | 3.4772 | 3.5580 | 3.5485 | 3.4879 | 3.5000 | 3.6194 | 3.5901 | 3.5522 | 3.5169 | 3.5132 | 3.5135 | 3.5567 | 3.1842 | 3.6322<br>O | 3.5723 | 3.4912 | 3.4603 | 3.6316 | 3.7500<br>S | 3.5820 | 3.5545 | 3.7000<br>Y | 3.4850 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 23 | 33 | 76 | 589 | 10 | 17 | 57 | 249 | 9 | 12 | 10 | 132 | 1 | 9 | 3 | 1 | 10 | 0 | 5 | 2 | 3 | 8 | 2 | 4 | 6 | 0 |
| | 2.98% | 3.18% | 11.67% AB | 4.72% E | 2.42% | 3.42% | 12.26% EF | 3.90% | 4.17% | 3.80% | 6.17% | 4.42% | 1.47% | 2.73% | 5.26% | 0.44% | 3.25% R | 0.0% | 2.67% | 2.78% | 2.24% | 3.62% | 1.17% | 3.17% | 2.09% | 0.0% |
| Appropriately skipped | 280 | 353 | 203 | 3597 | 168 | 193 | 158 | 1110 | 48 | 78 | 34 | 1004 | 30 | 129 | 17 | 51 | 127 | 36 | 57 | 33 | 71 | 94 | 67 | 53 | 115 | 0 |
| | 36.22% C | 34.01% | 31.18% | 28.83% | 40.68% DGI | 38.83% | 33.98% | 17.38% | 22.22% | 24.68% | 20.99% | 33.60% | 44.12% | 39.09% | 29.82% | 22.57% | 41.23% | 38.71% | 30.48% | 45.83% S | 52.99% S | 42.53% | 39.18% | 42.06% | 40.07% | 0.0% |
| BASE = Those who responded | 470 | 651 | 372 | 8290 | 235 | 287 | 250 | 5029 | 159 | 226 | 118 | 1852 | 37 | 192 | 37 | 174 | 171 | 57 | 125 | 37 | 60 | 119 | 102 | 69 | 166 | 0 |
| | 60.80% | 62.72% C | 57.14% | 66.45% E | 56.90% | 57.75% | 53.76% | 78.73% | 73.61% E | 71.52% | 72.84% | 61.98% | 54.41% | 58.18% | 64.91% | 76.99% | 55.52% | 61.29% | 66.84% TU | 51.39% | 44.78% | 53.85% | 59.65% | 54.76% | 57.84% | 0.0% |
| Yes | 418 | 576 | 327 | 7328 | 210 | 254 | 223 | 4457 | 142 | 200 | 99 | 1644 | 31 | 174 | 30 | 158 | 156 | 48 | 117 | 33 | 49 | 110 | 88 | 64 | 146 | 0 |
| | 88.94% | 88.48% | 87.90% | 88.40% | 89.36% | 88.50% | 89.20% | 88.63% | 89.31% | 88.50% | 83.90% | 88.77% | 83.78% | 90.63% | 81.08% | 90.80% | 91.23% | 84.21% | 93.60% U | 89.19% | 81.67% | 92.44% | 86.27% | 92.75% | 87.95% | 0.0% |
| No | 52 | 75 | 45 | 962 | 25 | 33 | 27 | 572 | 17 | 26 | 19 | 208 | 6 | 18 | 7 | 16 | 15 | 9 | 8 | 4 | 11 | 9 | 14 | 5 | 20 | 0 |
| | 11.06% | 11.52% | 12.10% | 11.60% | 10.64% | 11.50% | 10.80% | 11.37% | 10.69% | 11.50% | 16.10% | 11.23% | 16.22% | 9.38% | 18.92% | 9.20% | 8.77% | 15.79% | 6.40% | 10.81% | 18.33% S | 7.56% | 13.73% | 7.25% | 12.05% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 20<br>2.59% | 26<br>2.50% | 78<br>11.98%<br>AB | 595<br>4.77%<br>E | 8<br>1.94% | 13<br>2.62% | 58<br>12.47%<br>EF | 257<br>4.02% | 8<br>3.70% | 7<br>2.22% | 11<br>6.79%<br>J | 127<br>4.25% | 1<br>1.47% | 7<br>2.12% | 1<br>1.75% | 2<br>0.88% | 7<br>2.27%<br>R | 0<br>0.0% | 3<br>1.60% | 1<br>1.39% | 3<br>2.24% | 5<br>2.26% | 2<br>1.17% | 3<br>2.38% | 5<br>1.74% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 1004<br>33.60% | 30<br>44.12% | 129<br>39.09% | 17<br>29.82% | 51<br>22.57% | 127<br>41.23% | 36<br>38.71% | 57<br>30.48% | 33<br>45.83%<br>S | 71<br>52.99%<br>S | 94<br>42.53% | 67<br>39.18% | 53<br>42.06% | 115<br>40.07% | 0<br>0.0% |
| BASE = Those who responded | 473<br>61.19% | 659<br>63.49%<br>C | 369<br>56.68% | 8284<br>66.40%<br>E | 237<br>57.38% | 291<br>58.55% | 248<br>53.33% | 5021<br>78.60% | 160<br>74.07%<br>E | 231<br>73.10% | 117<br>72.22% | 1857<br>62.15% | 37<br>54.41% | 194<br>58.79% | 39<br>68.42% | 173<br>76.55% | 174<br>56.49% | 57<br>61.29% | 127<br>67.91%<br>TU | 38<br>52.78% | 60<br>44.78% | 122<br>55.20% | 102<br>59.65% | 70<br>55.56% | 167<br>58.19% | 0<br>0.0% |
| Yes | 193<br>40.80% | 311<br>47.19%<br>A | 172<br>46.61% | 3516<br>42.44% | 95<br>40.08% | 116<br>39.86% | 102<br>41.13% | 2941<br>58.57% | 91<br>56.88%<br>E | 140<br>60.61% | 77<br>65.81% | 838<br>45.13% | 21<br>56.76%<br>N | 72<br>37.11% | 19<br>48.72% | 72<br>41.62% | 61<br>35.06% | 30<br>52.63%<br>Q | 44<br>34.65% | 13<br>34.21% | 31<br>51.67%<br>S | 49<br>40.16% | 38<br>37.25% | 31<br>44.29% | 64<br>38.32% | 0<br>0.0% |
| No | 280<br>59.20%<br>B | 348<br>52.81% | 197<br>53.39% | 4768<br>57.56% | 142<br>59.92%<br>I | 175<br>60.14% | 146<br>58.87% | 2080<br>41.43% | 69<br>43.13% | 91<br>39.39% | 40<br>34.19% | 1019<br>54.87% | 16<br>43.24% | 122<br>62.89%<br>M | 20<br>51.28% | 101<br>58.38% | 113<br>64.94%<br>R | 27<br>47.37% | 83<br>65.35%<br>U | 25<br>65.79% | 29<br>48.33% | 73<br>59.84% | 64<br>62.75% | 39<br>55.71% | 103<br>61.68% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 28<br>3.62% | 30<br>2.89% | 84<br>12.90%<br>AB | 673<br>5.39%<br>E | 13<br>3.15% | 13<br>2.62% | 63<br>13.55%<br>EF | 300<br>4.70% | 11<br>5.09% | 9<br>2.85% | 14<br>8.64%<br>J | 148<br>4.95% | 2<br>2.94% | 11<br>3.33% | 2<br>3.51% | 6<br>2.65% | 11<br>3.57% | 1<br>1.08% | 8<br>4.28% | 1<br>1.39% | 3<br>2.24% | 10<br>4.52%<br>W | 2<br>1.17% | 4<br>3.17% | 9<br>3.14% | 0<br>0.0% |
| Appropriately skipped | 560<br>72.45%<br>BC | 701<br>67.53%<br>C | 400<br>61.44% | 8365<br>67.05% | 310<br>75.06%<br>DGI | 368<br>74.04%<br>G | 304<br>65.38% | 3190<br>49.94% | 117<br>54.17% | 169<br>53.48% | 74<br>45.68% | 2023<br>67.70% | 46<br>67.65% | 251<br>76.06% | 37<br>64.91% | 152<br>67.26% | 240<br>77.92% | 63<br>67.74% | 140<br>74.87% | 58<br>80.56% | 100<br>74.63% | 167<br>75.57% | 131<br>76.61% | 92<br>73.02% | 218<br>75.96% | 0<br>0.0% |
| BASE = Those who responded | 185<br>23.93% | 307<br>29.58%<br>A | 166<br>25.50% | 3438<br>27.56%<br>E | 90<br>21.79% | 116<br>23.34% | 98<br>21.08% | 2898<br>45.37% | 88<br>40.74%<br>E | 138<br>43.67% | 74<br>45.68% | 817<br>27.34% | 20<br>29.41% | 68<br>20.61% | 18<br>31.58% | 68<br>30.09% | 57<br>18.51% | 29<br>31.18%<br>Q | 39<br>20.86% | 13<br>18.06% | 31<br>23.13% | 44<br>19.91% | 38<br>22.22% | 30<br>23.81% | 60<br>20.91% | 0<br>0.0% |
| Never | 13<br>7.03% | 27<br>8.79% | 13<br>7.83% | 217<br>6.31% | 5<br>5.56% | 10<br>8.62% | 8<br>8.16% | 172<br>5.94% | 9<br>10.23% | 12<br>8.70% | 7<br>9.46% | 43<br>5.26% | 2<br>10.00% | 2<br>2.94% | 2<br>11.11% | 3<br>4.41% | 1<br>1.75% | 3<br>10.34% | 2<br>5.13% | 1<br>7.69% | 1<br>3.23% | 1<br>2.27% | 3<br>7.89% | 2<br>6.67% | 3<br>5.00% | 0<br>0.0% |
| Sometimes | 23<br>12.43% | 41<br>13.36% | 25<br>15.06% | 417<br>12.13% | 10<br>11.11% | 15<br>12.93% | 12<br>12.24% | 331<br>11.42% | 9<br>10.23% | 16<br>11.59% | 7<br>9.46% | 123<br>15.06% | 3<br>15.00% | 7<br>10.29% | 2<br>11.11% | 6<br>8.82% | 7<br>12.28% | 3<br>10.34% | 4<br>10.26% | 1<br>7.69% | 4<br>12.90% | 4<br>9.09% | 5<br>13.16% | 4<br>13.33% | 6<br>10.00% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 36<br>19.46% | 68<br>22.15% | 38<br>22.89% | 634<br>18.44% | 15<br>16.67% | 25<br>21.55% | 20<br>20.41% | 503<br>17.36% | 18<br>20.45% | 28<br>20.29% | 14<br>18.92% | 166<br>20.32% | 5<br>25.00% | 9<br>13.24% | 4<br>22.22% | 9<br>13.24% | 8<br>14.04% | 6<br>20.69% | 6<br>15.38% | 2<br>15.38% | 5<br>16.13% | 5<br>11.36% | 8<br>21.05% | 6<br>20.00% | 9<br>15.00% | 0<br>0.0% |
| Usually | 42<br>22.70% | 75<br>24.43% | 46<br>27.71% | 797<br>23.18% | 19<br>21.11% | 30<br>25.86% | 31<br>31.63% | 686<br>23.67% | 20<br>22.73% | 39<br>28.26% | 25<br>33.78% | 207<br>25.34% | 4<br>20.00% | 15<br>22.06% | 7<br>38.89% | 12<br>17.65% | 12<br>21.05% | 6<br>20.69% | 11<br>28.21% | 0<br>0.0% | 6<br>19.35% | 9<br>20.45% | 7<br>18.42% | 9<br>30.00% | 10<br>16.67% | 0<br>0.0% |
| Always | 107<br>57.84% | 164<br>53.42% | 82<br>49.40% | 2007<br>58.38% | 56<br>62.22%<br>G | 61<br>52.59% | 47<br>47.96% | 1709<br>58.97% | 50<br>56.82% | 71<br>51.45% | 35<br>47.30% | 444<br>54.35% | 11<br>55.00% | 44<br>64.71% | 7<br>38.89% | 47<br>69.12% | 37<br>64.91% | 17<br>58.62% | 22<br>56.41% | 11<br>84.62% | 20<br>64.52% | 30<br>68.18% | 23<br>60.53% | 15<br>50.00% | 41<br>68.33% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 149<br>80.54% | 239<br>77.85% | 128<br>77.11% | 2804<br>81.56% | 75<br>83.33% | 91<br>78.45% | 78<br>79.59% | 2395<br>82.64% | 70<br>79.55% | 110<br>79.71% | 60<br>81.08% | 651<br>79.68% | 15<br>75.00% | 59<br>86.76% | 14<br>77.78% | 59<br>86.76% | 49<br>85.96% | 23<br>79.31% | 33<br>84.62% | 11<br>84.62% | 26<br>83.87% | 39<br>88.64% | 30<br>78.95% | 24<br>80.00% | 51<br>85.00% | 0<br>0.0% |
| 3-point composite mean | 2.3838 | 2.3127 | 2.2651 | 2.3994 | 2.4556 | 2.3103 | 2.2755 | 2.4161 | 2.3636 | 2.3116 | 2.2838 | 2.3403 | 2.3000 | 2.5147 | 2.1667 | 2.5588 | 2.5088 | 2.3793 | 2.4103 | 2.6923 | 2.4839 | 2.5682 | 2.3947 | 2.3000 | 2.5333 | 0 |
| 4-point composite mean | 3.3135 | 3.2248 | 3.1867 | 3.3362 | 3.4000 | 3.2241 | 3.1939 | 3.3568 | 3.2614 | 3.2246 | 3.1892 | 3.2876 | 3.2000 | 3.4853 | 3.0556 | 3.5147 | 3.4912 | 3.2759 | 3.3590 | 3.6154 | 3.4516 | 3.5455 | 3.3158 | 3.2333 | 3.4833 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 15<br>1.94% | 20<br>1.93% | 68<br>10.45%<br>AB | 363<br>2.91% | 9<br>2.18% | 13<br>2.62% | 54<br>11.61%<br>EF | 162<br>2.54% | 6<br>2.78% | 6<br>1.90% | 4<br>2.47% | 76<br>2.54% | 1<br>1.47% | 7<br>2.12% | 1<br>1.75% | 2<br>0.88% | 9<br>2.92%<br>R | 0<br>0.0% | 3<br>1.60% | 1<br>1.39% | 5<br>3.73% | 6<br>2.71% | 3<br>1.75% | 4<br>3.17% | 5<br>1.74% | 0<br>0.0% |
| Appropriately skipped | 145<br>18.76% | 188<br>18.11% | 102<br>15.67% | 1498<br>12.01% | 91<br>22.03%<br>DI | 106<br>21.33% | 80<br>17.20% | 374<br>5.85% | 22<br>10.19%<br>H | 36<br>11.39% | 15<br>9.26% | 448<br>14.99% | 16<br>23.53% | 68<br>20.61% | 11<br>19.30% | 33<br>14.60% | 62<br>20.13% | 24<br>25.81% | 24<br>12.83% | 18<br>25.00%<br>S | 44<br>32.84%<br>S | 53<br>23.98% | 33<br>19.30% | 30<br>23.81% | 61<br>21.25% | 0<br>0.0% |
| BASE = Those who responded | 613<br>79.30%<br>C | 830<br>79.96%<br>C | 480<br>73.73% | 10615<br>85.08%<br>E | 313<br>75.79% | 378<br>76.06% | 331<br>71.18% | 5852<br>91.61%<br>I | 188<br>87.04%<br>E | 274<br>86.71% | 142<br>87.65% | 2464<br>82.46% | 51<br>75.00% | 255<br>77.27% | 45<br>78.95% | 191<br>84.51% | 237<br>76.95% | 69<br>74.19% | 160<br>85.56%<br>TU | 53<br>73.61% | 85<br>63.43% | 162<br>73.30% | 135<br>78.95% | 92<br>73.02% | 221<br>77.00% | 0<br>0.0% |
| 10 - Best personal doctor possible | 346<br>56.44% | 452<br>54.46% | 258<br>53.75% | 6319<br>59.53% | 186<br>59.42% | 203<br>53.70% | 179<br>54.08% | 3571<br>61.02%<br>I | 101<br>53.72% | 148<br>54.01% | 76<br>53.52% | 1418<br>57.55% | 20<br>39.22% | 164<br>64.31%<br>M | 10<br>22.22% | 126<br>65.97%<br>O | 146<br>61.60% | 36<br>52.17% | 97<br>60.63% | 29<br>54.72% | 51<br>60.00% | 92<br>56.79% | 85<br>62.96% | 57<br>61.96% | 129<br>58.37% | 0<br>0.0% |
| 9 - | 101<br>16.48% | 151<br>18.19% | 68<br>14.17% | 1800<br>16.96% | 53<br>16.93% | 76<br>20.11% | 52<br>15.71% | 964<br>16.47% | 32<br>17.02% | 47<br>17.15% | 22<br>15.49% | 461<br>18.71% | 12<br>23.53% | 37<br>14.51% | 7<br>15.56% | 37<br>19.37% | 37<br>15.61% | 14<br>20.29% | 28<br>17.50% | 9<br>16.98% | 14<br>16.47% | 30<br>18.52% | 21<br>15.56% | 13<br>14.13% | 40<br>18.10% | 0<br>0.0% |
| Top Two Box | 447<br>72.92% | 603<br>72.65% | 326<br>67.92% | 8119<br>76.49% | 239<br>76.36% | 279<br>73.81% | 231<br>69.79% | 4535<br>77.49%<br>I | 133<br>70.74% | 195<br>71.17% | 98<br>69.01% | 1879<br>76.26% | 32<br>62.75% | 201<br>78.82%<br>M | 17<br>37.78% | 163<br>85.34%<br>O | 183<br>77.22% | 50<br>72.46% | 125<br>78.13% | 38<br>71.70% | 65<br>76.47% | 122<br>75.31% | 106<br>78.52% | 70<br>76.09% | 169<br>76.47% | 0<br>0.0% |
| 8 - | 94<br>15.33% | 113<br>13.61% | 85<br>17.71% | 1376<br>12.96% | 41<br>13.10% | 49<br>12.96% | 56<br>16.92% | 686<br>11.72% | 29<br>15.43% | 40<br>14.60% | 20<br>14.08% | 342<br>13.88% | 8<br>15.69% | 33<br>12.94% | 8<br>17.78% | 20<br>10.47% | 32<br>13.50% | 9<br>13.04% | 19<br>11.88% | 8<br>15.09% | 12<br>14.12% | 21<br>12.96% | 17<br>12.59% | 10<br>10.87% | 31<br>14.03% | 0<br>0.0% |
| CAHPS Rate (Top Three Box) | 541<br>88.25% | 716<br>86.27% | 411<br>85.63% | 9495<br>89.45% | 280<br>89.46% | 328<br>86.77% | 287<br>86.71% | 5221<br>89.22% | 162<br>86.17% | 235<br>85.77% | 118<br>83.10% | 2221<br>90.14% | 40<br>78.43% | 234<br>91.76%<br>M | 25<br>55.56% | 183<br>95.81%<br>O | 215<br>90.72% | 59<br>85.51% | 144<br>90.00% | 46<br>86.79% | 77<br>90.59% | 143<br>88.27% | 123<br>91.11% | 80<br>86.96% | 200<br>90.50% | 0<br>0.0% |
| 7 - | 32<br>5.22% | 57<br>6.87% | 28<br>5.83% | 537<br>5.06% | 18<br>5.75% | 25<br>6.61% | 20<br>6.04% | 282<br>4.82% | 8<br>4.26% | 21<br>7.66% | 9<br>6.34% | 116<br>4.71% | 7<br>13.73% | 11<br>4.31% | 12<br>26.67%<br>P | 5<br>2.62% | 12<br>5.06% | 6<br>8.70% | 8<br>5.00% | 4<br>7.55% | 6<br>7.06% | 9<br>5.56% | 9<br>6.67% | 4<br>4.35% | 14<br>6.33% | 0<br>0.0% |
| 6 - | 13<br>2.12% | 20<br>2.41% | 17<br>3.54% | 198<br>1.87% | 7<br>2.24% | 7<br>1.85% | 10<br>3.02% | 124<br>2.12% | 6<br>3.19% | 7<br>2.55% | 6<br>4.23% | 55<br>2.23% | 2<br>3.92% | 5<br>1.96% | 4<br>8.89% | 1<br>0.52% | 4<br>1.69% | 3<br>4.35% | 5<br>3.13%<br>U | 1<br>1.89% | 0<br>0.0% | 5<br>3.09% | 1<br>0.74% | 3<br>3.26% | 4<br>1.81% | 0<br>0.0% |
| 5 - | 13<br>2.12% | 21<br>2.53% | 14<br>2.92% | 212<br>2.00% | 4<br>1.28% | 12<br>3.17% | 8<br>2.42% | 119<br>2.03% | 6<br>3.19% | 4<br>1.46% | 6<br>4.23% | 40<br>1.62% | 2<br>3.92% | 2<br>0.78% | 2<br>4.44% | 0<br>0.0% | 3<br>1.27% | 1<br>1.45% | 2<br>1.25% | 0<br>0.0% | 2<br>2.35% | 3<br>1.85% | 1<br>0.74% | 4<br>4.35%<br>Y | 0<br>0.0% | 0<br>0.0% |
| 4 - | 6<br>0.98% | 5<br>0.60% | 5<br>1.04% | 56<br>0.53% | 2<br>0.64% | 1<br>0.26% | 4<br>1.21% | 44<br>0.75% | 3<br>1.60% | 2<br>0.73% | 1<br>0.70% | 10<br>0.41% | 0<br>0.0% | 2<br>0.78% | 0<br>0.0% | 2<br>1.05% | 2<br>0.84% | 0<br>0.0% | 1<br>0.63% | 1<br>1.89% | 0<br>0.0% | 1<br>0.62% | 1<br>0.74% | 0<br>0.0% | 2<br>0.90% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 - | 0 | 3 | 1 | 41 | 0 | 1 | 1 | 19 | 0 | 1 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.36% | 0.21% | 0.39% E | 0.0% | 0.26% | 0.30% | 0.32% I | 0.0% | 0.36% | 0.0% | 0.28% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 2 - | 2 | 5 | 1 | 31 | 0 | 2 | 0 | 13 | 0 | 3 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.33% | 0.60% | 0.21% | 0.29% E | 0.0% | 0.53% | 0.0% | 0.22% I | 0.0% | 1.09% | 0.70% | 0.12% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 1 - | 2 | 2 | 0 | 21 | 0 | 1 | 0 | 13 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.33% | 0.24% | 0.0% | 0.20% E | 0.0% | 0.26% | 0.0% | 0.22% | 0.53% | 0.0% | 0.0% | 0.16% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 0 - Worst personal doctor possible | 4 | 1 | 3 | 24 | 2 | 1 | 1 | 17 | 2 | 1 | 1 | 8 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 |
| | 0.65% | 0.12% | 0.63% | 0.23% | 0.64% | 0.26% | 0.30% | 0.29% | 1.06% | 0.36% | 0.70% | 0.32% | 0.0% | 0.39% | 4.44% | 0.0% | 0.42% | 0.0% | 0.0% | 1.89% | 0.0% | 0.62% | 0.0% | 1.09% | 0.45% | 0.0% |
| Bottom Three Box | 8 | 8 | 4 | 76 | 2 | 4 | 1 | 43 | 3 | 4 | 2 | 15 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 |
| | 1.31% | 0.96% | 0.83% | 0.72% | 0.64% | 1.06% | 0.30% | 0.73% | 1.60% | 1.46% | 1.41% | 0.61% | 0.0% | 0.39% | 4.44% | 0.0% | 0.42% | 0.0% | 0.0% | 1.89% | 0.0% | 0.62% | 0.0% | 1.09% | 0.45% | 0.0% |
| Bottom Two Box | 6 | 3 | 3 | 45 | 2 | 2 | 1 | 30 | 3 | 1 | 1 | 12 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 |
| | 0.98% | 0.36% | 0.63% | 0.42% | 0.64% | 0.53% | 0.30% | 0.51% | 1.60% | 0.36% | 0.70% | 0.49% | 0.0% | 0.39% | 4.44% | 0.0% | 0.42% | 0.0% | 0.0% | 1.89% | 0.0% | 0.62% | 0.0% | 1.09% | 0.45% | 0.0% |
| Average rating | 9.0016 | 8.9735 | 8.8854 | 9.1225 | 9.1406 | 8.9815 | 8.9577 | 9.1352 I | 8.8564 | 8.9380 | 8.8239 | 9.1226 | 8.6863 | 9.2627 M | 7.6667 | 9.4346 O | 9.1983 | 9.0290 | 9.2125 | 8.9245 | 9.2235 | 9.0741 | 9.2815 | 9.0543 | 9.1765 | 0 |
| Standard deviation | 1.6120 | 1.5505 | 1.6322 | 1.4572 | 1.4208 | 1.5523 | 1.5047 | 1.4863 | 1.8000 | 1.6119 | 1.7454 | 1.4066 | 1.4071 | 1.3007 | 2.1909 | 0.9946 | 1.3496 | 1.2737 | 1.2318 | 1.7788 | 1.1619 | 1.4638 | 1.1460 | 1.6640 | 1.3046 | 0 |
| 3-point composite mean | 2.6639 | 2.6578 | 2.5938 | 2.7099 | 2.7157 G | 2.6720 | 2.6254 | 2.7153 I | 2.6117 | 2.6460 | 2.5845 | 2.7110 | 2.5490 | 2.7490 M | 2.2000 | 2.8377 O | 2.7300 | 2.6667 | 2.7313 | 2.6604 | 2.7412 | 2.6914 | 2.7630 | 2.6739 | 2.7330 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 13<br>1.68% | 21<br>2.02% | 73<br>11.21%<br>AB | 240<br>3.06%<br>E | 7<br>1.69% | 11<br>2.21% | 54<br>11.61%<br>EF | 165<br>2.58% | 5<br>2.31% | 5<br>1.58% | 6<br>3.70% | 43<br>2.53% | 2<br>2.94% | 5<br>1.52% | 0<br>0.0% | 4<br>1.77%<br>O | 6<br>1.95%<br>R | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 4<br>2.99%<br>T | 3<br>1.36% | 3<br>1.75% | 5<br>3.97% | 2<br>0.70% | 0<br>0.0% |
| Appropriately skipped | 145<br>18.76% | 188<br>18.11% | 102<br>15.67% | 1008<br>12.85% | 91<br>22.03%<br>DI | 106<br>21.33% | 80<br>17.20% | 374<br>5.85% | 22<br>10.19%<br>H | 36<br>11.39% | 15<br>9.26% | 280<br>16.49% | 16<br>23.53% | 68<br>20.61% | 11<br>19.30% | 33<br>14.60% | 62<br>20.13% | 24<br>25.81% | 24<br>12.83% | 18<br>25.00%<br>S | 44<br>32.84%<br>S | 53<br>23.98% | 33<br>19.30% | 30<br>23.81% | 61<br>21.25% | 0<br>0.0% |
| BASE = Those who responded | 615<br>79.56%<br>C | 828<br>79.77%<br>C | 476<br>73.12% | 6595<br>84.09%<br>E | 315<br>76.27% | 380<br>76.46% | 331<br>71.18% | 5849<br>91.56% | 189<br>87.50%<br>E | 274<br>86.71% | 141<br>87.04% | 1375<br>80.98% | 50<br>73.53% | 257<br>77.88% | 46<br>80.70% | 189<br>83.63% | 240<br>77.92% | 69<br>74.19% | 161<br>86.10%<br>U | 54<br>75.00% | 86<br>64.18% | 165<br>74.66% | 135<br>78.95% | 91<br>72.22% | 224<br>78.05% | 0<br>0.0% |
| Yes | 158<br>25.69% | 239<br>28.86% | 127<br>26.68% | 1584<br>24.02%<br>E | 55<br>17.46% | 71<br>18.68% | 69<br>20.85% | 4331<br>74.05%<br>I | 118<br>62.43%<br>E | 205<br>74.82%<br>I | 105<br>74.47%<br>I | 235<br>17.09% | 11<br>22.00% | 43<br>16.73% | 10<br>21.74% | 35<br>18.52% | 31<br>12.92% | 22<br>31.88%<br>Q | 16<br>9.94% | 12<br>22.22%<br>S | 22<br>25.58%<br>S | 25<br>15.15% | 25<br>18.52% | 23<br>25.27%<br>Y | 32<br>14.29% | 0<br>0.0% |
| No | 457<br>74.31% | 589<br>71.14% | 349<br>73.32% | 5011<br>75.98% | 260<br>82.54%<br>DI | 309<br>81.32% | 262<br>79.15% | 1518<br>25.95% | 71<br>37.57%<br>HJK | 69<br>25.18% | 36<br>25.53% | 1140<br>82.91% | 39<br>78.00% | 214<br>83.27% | 36<br>78.26% | 154<br>81.48% | 209<br>87.08%<br>R | 47<br>68.12% | 145<br>90.06%<br>TU | 42<br>77.78% | 64<br>74.42% | 140<br>84.85% | 110<br>81.48% | 68<br>74.73% | 192<br>85.71%<br>X | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 15 | 28 | 73 | 270 | 7 | 12 | 54 | 229 | 6 | 9 | 6 | 49 | 2 | 5 | 0 | 4 | 6 | 0 | 2 | 0 | 4 | 3 | 3 | 5 | 2 | 0 |
| | 1.94% | 2.70% | 11.21% AB | 3.44% E | 1.69% | 2.41% | 11.61% EF | 3.58% | 2.78% | 2.85% | 3.70% | 2.89% | 2.94% | 1.52% | 0.0% | 1.77% O | 1.95% R | 0.0% | 1.07% | 0.0% | 2.99% T | 1.36% | 1.75% | 3.97% | 0.70% | 0.0% |
| Appropriately skipped | 602 | 777 | 451 | 6019 | 351 | 415 | 342 | 1892 | 93 | 105 | 51 | 1420 | 55 | 282 | 47 | 187 | 271 | 71 | 169 | 60 | 108 | 193 | 143 | 98 | 253 | 0 |
| | 77.88% C | 74.86% C | 69.28% | 76.74% | 84.99% DGI | 83.50% G | 73.55% | 29.62% | 43.06% HJK | 33.23% | 31.48% | 83.63% | 80.88% | 85.45% | 82.46% | 82.74% | 87.99% R | 76.34% | 90.37% U | 83.33% | 80.60% | 87.33% | 83.63% | 77.78% | 88.15% X | 0.0% |
| BASE = Those who responded | 156 | 232 | 127 | 1554 | 55 | 69 | 69 | 4267 | 117 | 202 | 105 | 229 | 11 | 43 | 10 | 35 | 31 | 22 | 16 | 12 | 22 | 25 | 25 | 23 | 32 | 0 |
| | 20.18% | 22.35% | 19.51% | 19.81% E | 13.32% | 13.88% | 14.84% | 66.80% I | 54.17% E | 63.92% I | 64.81% I | 13.49% | 16.18% | 13.03% | 17.54% | 15.49% | 10.06% | 23.66% Q | 8.56% | 16.67% | 16.42% S | 11.31% | 14.62% | 18.25% | 11.15% | 0.0% |
| Yes | 131 | 211 | 114 | 1438 | 49 | 62 | 61 | 3989 | 96 | 187 | 94 | 207 | 7 | 42 | 6 | 34 | 29 | 19 | 14 | 11 | 21 | 23 | 23 | 19 | 30 | 0 |
| | 83.97% | 90.95% A | 89.76% | 92.54% | 89.09% | 89.86% | 88.41% | 93.48% I | 82.05% | 92.57% I | 89.52% | 90.39% | 63.64% | 97.67% | 60.00% | 97.14% | 93.55% | 86.36% | 87.50% | 91.67% | 95.45% | 92.00% | 92.00% | 82.61% | 93.75% | 0.0% |
| No | 25 | 21 | 13 | 116 | 6 | 7 | 8 | 278 | 21 | 15 | 11 | 22 | 4 | 1 | 4 | 1 | 2 | 3 | 2 | 1 | 1 | 2 | 2 | 4 | 2 | 0 |
| | 16.03% B | 9.05% | 10.24% | 7.46% | 10.91% | 10.14% | 11.59% | 6.52% | 17.95% HJ | 7.43% | 10.48% | 9.61% | 36.36% | 2.33% | 40.00% | 2.86% | 6.45% | 13.64% | 12.50% | 8.33% | 4.55% | 8.00% | 8.00% | 17.39% | 6.25% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 16<br>2.07% | 25<br>2.41% | 76<br>11.67%<br>AB | 277<br>3.53%<br>E | 7<br>1.69% | 11<br>2.21% | 56<br>12.04%<br>EF | 246<br>3.85% | 7<br>3.24% | 8<br>2.53% | 8<br>4.94% | 48<br>2.83% | 2<br>2.94% | 5<br>1.52% | 0<br>0.0% | 4<br>1.77%<br>O | 6<br>1.95%<br>R | 0<br>0.0% | 2<br>1.07% | 0<br>0.0% | 4<br>2.99%<br>T | 3<br>1.36% | 3<br>1.75% | 5<br>3.97% | 2<br>0.70% | 0<br>0.0% |
| Appropriately skipped | 602<br>77.88%<br>C | 777<br>74.86%<br>C | 451<br>69.28% | 6019<br>76.74% | 351<br>84.99%<br>DGI | 415<br>83.50%<br>G | 342<br>73.55% | 1892<br>29.62% | 93<br>43.06%<br>HJK | 105<br>33.23% | 51<br>31.48% | 1420<br>83.63% | 55<br>80.88% | 282<br>85.45% | 47<br>82.46% | 187<br>82.74% | 271<br>87.99%<br>R | 71<br>76.34% | 169<br>90.37%<br>U | 60<br>83.33% | 108<br>80.60% | 193<br>87.33% | 143<br>83.63% | 98<br>77.78% | 253<br>88.15%<br>X | 0<br>0.0% |
| BASE = Those who responded | 155<br>20.05% | 236<br>22.74% | 124<br>19.05% | 1547<br>19.72%<br>E | 55<br>13.32% | 71<br>14.29% | 67<br>14.41% | 4250<br>66.53%<br>I | 116<br>53.70%<br>E | 203<br>64.24%<br>I | 103<br>63.58% | 230<br>13.55% | 11<br>16.18% | 43<br>13.03% | 10<br>17.54% | 35<br>15.49% | 31<br>10.06% | 22<br>23.66%<br>Q | 16<br>8.56% | 12<br>16.67% | 22<br>16.42%<br>S | 25<br>11.31% | 25<br>14.62% | 23<br>18.25% | 32<br>11.15% | 0<br>0.0% |
| Yes | 127<br>81.94% | 205<br>86.86% | 104<br>83.87% | 1378<br>89.08% | 48<br>87.27% | 60<br>84.51% | 53<br>79.10% | 3814<br>89.74%<br>I | 91<br>78.45% | 181<br>89.16%<br>I | 86<br>83.50% | 199<br>86.52% | 6<br>54.55% | 42<br>97.67% | 6<br>60.00% | 33<br>94.29% | 29<br>93.55% | 18<br>81.82% | 15<br>93.75% | 11<br>91.67% | 19<br>86.36% | 24<br>96.00% | 21<br>84.00% | 17<br>73.91% | 31<br>96.88% | 0<br>0.0% |
| No | 28<br>18.06% | 31<br>13.14% | 20<br>16.13% | 169<br>10.92% | 7<br>12.73% | 11<br>15.49% | 14<br>20.90% | 436<br>10.26% | 25<br>21.55%<br>HJ | 22<br>10.84% | 17<br>16.50% | 31<br>13.48% | 5<br>45.45% | 1<br>2.33% | 4<br>40.00% | 2<br>5.71% | 2<br>6.45% | 4<br>18.18% | 1<br>6.25% | 1<br>8.33% | 3<br>13.64% | 1<br>4.00% | 4<br>16.00% | 6<br>26.09% | 1<br>3.13% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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 try to make any appointments for your child to see a specialist?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 2 | 3 | 67 | 112 | 2 | 2 | 50 | 62 | 0 | 0 | 2 | 26 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| | 0.26% | 0.29% | 10.29% AB | 0.90% | 0.48% | 0.40% | 10.75% EF | 0.97% I | 0.0% | 0.0% | 1.23% | 0.87% | 0.0% | 0.61% | 0.0% | 0.44% | 0.32% | 0.0% | 0.0% | 1.39% | 0.0% | 0.0% | 0.58% | 0.79% | 0.35% | 0.0% |
| BASE = Those who responded | 771 | 1035 | 584 | 12364 | 411 | 495 | 415 | 6326 | 216 | 316 | 160 | 2962 | 68 | 328 | 57 | 225 | 307 | 93 | 187 | 71 | 134 | 221 | 170 | 125 | 286 | 0 |
| | 99.74% C | 99.71% C | 89.71% | 99.10% | 99.52% G | 99.60% G | 89.25% | 99.03% | 100.00% H | 100.00% | 98.77% | 99.13% | 100.00% | 99.39% | 100.00% | 99.56% | 99.68% | 100.00% | 100.00% | 98.61% | 100.00% | 100.00% | 99.42% | 99.21% | 99.65% | 0.0% |
| Yes | 146 | 224 | 113 | 2886 | 61 | 74 | 62 | 2850 | 83 | 148 | 70 | 761 | 10 | 51 | 13 | 40 | 36 | 24 | 20 | 13 | 26 | 34 | 24 | 25 | 36 | 0 |
| | 18.94% | 21.64% | 19.35% | 23.34% E | 14.84% | 14.95% | 14.94% | 45.05% I | 38.43% E | 46.84% | 43.75% | 25.69% | 14.71% | 15.55% | 22.81% | 17.78% | 11.73% | 25.81% Q | 10.70% | 18.31% | 19.40% S | 15.38% | 14.12% | 20.00% | 12.59% | 0.0% |
| No | 625 | 811 | 471 | 9478 | 350 | 421 | 353 | 3476 | 133 | 168 | 90 | 2201 | 58 | 277 | 44 | 185 | 271 | 69 | 167 | 58 | 108 | 187 | 146 | 100 | 250 | 0 |
| | 81.06% | 78.36% | 80.65% | 76.66% | 85.16% DI | 85.05% | 85.06% | 54.95% | 61.57% H | 53.16% | 56.25% | 74.31% | 85.29% | 84.45% | 77.19% | 82.22% | 88.27% R | 74.19% | 89.30% U | 81.69% | 80.60% | 84.62% | 85.88% | 80.00% | 87.41% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 3 | 6 | 69 | 160 | 2 | 4 | 51 | 91 | 1 | 2 | 3 | 39 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| | 0.39% | 0.58% | 10.60% AB | 1.28% E | 0.48% | 0.80% | 10.97% EF | 1.42% I | 0.46% | 0.63% | 1.85% | 1.31% | 0.0% | 0.61% | 0.0% | 0.44% | 0.32% | 0.0% | 0.0% | 1.39% | 0.0% | 0.0% | 0.58% | 0.79% | 0.35% | 0.0% |
| Appropriately skipped | 625 | 811 | 471 | 9478 | 350 | 421 | 353 | 3476 | 133 | 168 | 90 | 2201 | 58 | 277 | 44 | 185 | 271 | 69 | 167 | 58 | 108 | 187 | 146 | 100 | 250 | 0 |
| | 80.85% C | 78.13% C | 72.35% | 75.97% | 84.75% DGI | 84.71% G | 75.91% | 54.41% | 61.57% H | 53.16% | 55.56% | 73.66% | 85.29% | 83.94% | 77.19% | 81.86% | 87.99% R | 74.19% | 89.30% U | 80.56% | 80.60% | 84.62% | 85.38% | 79.37% | 87.11% | 0.0% |
| BASE = Those who responded | 145 | 220 | 111 | 2838 | 61 | 71 | 61 | 2821 | 82 | 146 | 69 | 748 | 10 | 51 | 13 | 40 | 36 | 24 | 20 | 13 | 26 | 34 | 24 | 25 | 36 | 0 |
| | 18.76% | 21.19% C | 17.05% | 22.75% E | 14.77% | 14.29% | 13.12% | 44.16% | 37.96% E | 46.20% | 42.59% | 25.03% | 14.71% | 15.45% | 22.81% | 17.70% | 11.69% | 25.81% Q | 10.70% | 18.06% | 19.40% S | 15.38% | 14.04% | 19.84% | 12.54% | 0.0% |
| Never | 10 | 11 | 3 | 98 | 4 | 3 | 2 | 94 | 7 | 6 | 1 | 33 | 3 | 1 | 2 | 2 | 2 | 2 | 3 | 1 | 0 | 3 | 1 | 1 | 3 | 0 |
| | 6.90% | 5.00% | 2.70% | 3.45% | 6.56% | 4.23% | 3.28% | 3.33% | 8.54% K | 4.11% | 1.45% | 4.41% | 30.00% | 1.96% | 15.38% | 5.00% | 5.56% | 8.33% | 15.00% | 7.69% | 0.0% | 8.82% | 4.17% | 4.00% | 8.33% | 0.0% |
| Sometimes | 18 | 38 | 20 | 442 | 8 | 14 | 10 | 348 | 12 | 24 | 11 | 129 | 2 | 6 | 3 | 4 | 3 | 4 | 0 | 2 | 4 | 4 | 2 | 4 | 4 | 0 |
| | 12.41% | 17.27% | 18.02% | 15.57% | 13.11% | 19.72% | 16.39% | 12.34% | 14.63% | 16.44% | 15.94% | 17.25% | 20.00% | 11.76% | 23.08% | 10.00% | 8.33% | 16.67% | 0.0% | 15.38% | 15.38% | 11.76% | 8.33% | 16.00% | 11.11% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 28 | 49 | 23 | 540 | 12 | 17 | 12 | 442 | 19 | 30 | 12 | 162 | 5 | 7 | 5 | 6 | 5 | 6 | 3 | 3 | 4 | 7 | 3 | 5 | 7 | 0 |
| | 19.31% | 22.27% | 20.72% | 19.03% | 19.67% | 23.94% | 19.67% | 15.67% | 23.17% | 20.55% | 17.39% | 21.66% | 50.00% | 13.73% | 38.46% | 15.00% | 13.89% | 25.00% | 15.00% | 23.08% | 15.38% | 20.59% | 12.50% | 20.00% | 19.44% | 0.0% |
| Usually | 29 | 60 | 33 | 655 | 9 | 15 | 18 | 683 | 17 | 42 | 22 | 187 | 1 | 8 | 3 | 4 | 6 | 3 | 4 | 1 | 4 | 5 | 4 | 4 | 5 | 0 |
| | 20.00% | 27.27% | 29.73% | 23.08% | 14.75% | 21.13% | 29.51% E | 24.21% | 20.73% | 28.77% | 31.88% | 25.00% | 10.00% | 15.69% | 23.08% | 10.00% | 16.67% | 12.50% | 20.00% | 7.69% | 15.38% | 14.71% | 16.67% | 16.00% | 13.89% | 0.0% |
| Always | 88 | 111 | 55 | 1643 | 40 | 39 | 31 | 1696 | 46 | 74 | 35 | 399 | 4 | 36 | 5 | 30 | 25 | 15 | 13 | 9 | 18 | 22 | 17 | 16 | 24 | 0 |
| | 60.69% | 50.45% | 49.55% | 57.89% | 65.57% | 54.93% | 50.82% | 60.12% | 56.10% | 50.68% | 50.72% | 53.34% | 40.00% | 70.59% | 38.46% | 75.00% | 69.44% | 62.50% | 65.00% | 69.23% | 69.23% | 64.71% | 70.83% | 64.00% | 66.67% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 117 | 171 | 88 | 2298 | 49 | 54 | 49 | 2379 | 63 | 116 | 57 | 586 | 5 | 44 | 8 | 34 | 31 | 18 | 17 | 10 | 22 | 27 | 21 | 20 | 29 | 0 |
| | 80.69% | 77.73% | 79.28% | 80.97% | 80.33% | 76.06% | 80.33% | 84.33% | 76.83% | 79.45% | 82.61% | 78.34% | 50.00% | 86.27% | 61.54% | 85.00% | 86.11% | 75.00% | 85.00% | 76.92% | 84.62% | 79.41% | 87.50% | 80.00% | 80.56% | 0.0% |
| 3-point composite mean | 2.4138 | 2.2818 | 2.2883 | 2.3887 | 2.4590 | 2.3099 | 2.3115 | 2.4445 | 2.3293 | 2.3014 | 2.3333 | 2.3168 | 1.9000 | 2.5686 | 2.0000 | 2.6000 | 2.5556 | 2.3750 | 2.5000 | 2.4615 | 2.5385 | 2.4412 | 2.5833 | 2.4400 | 2.4722 | 0 |
| 4-point composite mean | 3.3448 | 3.2318 | 3.2613 | 3.3541 | 3.3934 | 3.2676 | 3.2787 | 3.4112 | 3.2439 | 3.2603 | 3.3188 | 3.2727 | 2.6000 | 3.5490 | 2.8462 | 3.5500 | 3.5000 | 3.2917 | 3.3500 | 3.3846 | 3.5385 | 3.3529 | 3.5417 | 3.4000 | 3.3889 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

47. How many specialists has your child seen in the last 6 months?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 3 | 5 | 67 | 167 | 2 | 4 | 50 | 93 | 1 | 1 | 2 | 35 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| | 0.39% | 0.48% | 10.29% AB | 1.34% E | 0.48% | 0.80% | 10.75% EF | 1.46% I | 0.46% | 0.32% | 1.23% | 1.17% | 0.0% | 0.61% | 0.0% | 0.44% | 0.32% | 0.0% | 0.0% | 1.39% | 0.0% | 0.0% | 0.58% | 0.79% | 0.35% | 0.0% |
| Appropriately skipped | 625 | 811 | 471 | 9478 | 350 | 421 | 353 | 3476 | 133 | 168 | 90 | 2201 | 58 | 277 | 44 | 185 | 271 | 69 | 167 | 58 | 108 | 187 | 146 | 100 | 250 | 0 |
| | 80.85% C | 78.13% C | 72.35% | 75.97% | 84.75% DGI | 84.71% G | 75.91% | 54.41% | 61.57% H | 53.16% | 55.56% | 73.66% | 85.29% | 83.94% | 77.19% | 81.86% | 87.99% R | 74.19% | 89.30% U | 80.56% | 80.60% | 84.62% | 85.38% | 79.37% | 87.11% | 0.0% |
| BASE = Those who responded | 145 | 222 | 113 | 2831 | 61 | 72 | 62 | 2819 | 82 | 147 | 70 | 752 | 10 | 51 | 13 | 40 | 36 | 24 | 20 | 13 | 26 | 34 | 24 | 25 | 36 | 0 |
| | 18.76% | 21.39% C | 17.36% | 22.69% E | 14.77% | 14.49% | 13.33% | 44.13% | 37.96% E | 46.52% I | 43.21% | 25.17% | 14.71% | 15.45% | 22.81% | 17.70% | 11.69% | 25.81% Q | 10.70% | 18.06% | 19.40% S | 15.38% | 14.04% | 19.84% | 12.54% | 0.0% |
| None (v 0) | 10 | 14 | 8 | 135 | 4 | 6 | 6 | 104 | 7 | 8 | 5 | 30 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 1 | 1 | 4 | 0 | 1 | 3 | 0 |
| | 6.90% | 6.31% | 7.08% | 4.77% | 6.56% | 8.33% | 9.68% | 3.69% | 8.54% | 5.44% | 7.14% | 3.99% | 20.00% | 3.92% | 7.69% | 5.00% | 8.33% | 4.17% | 10.00% | 7.69% | 3.85% | 11.76% | 0.0% | 4.00% | 8.33% | 0.0% |
| Saw a specialist (NET) | 135 | 208 | 105 | 2696 | 57 | 66 | 56 | 2715 | 75 | 139 | 65 | 722 | 8 | 49 | 12 | 38 | 33 | 23 | 18 | 12 | 25 | 30 | 24 | 24 | 33 | 0 |
| | 93.10% | 93.69% | 92.92% | 95.23% | 93.44% | 91.67% | 90.32% | 96.31% | 91.46% | 94.56% | 92.86% | 96.01% | 80.00% | 96.08% | 92.31% | 95.00% | 91.67% | 95.83% | 90.00% | 92.31% | 96.15% | 88.24% | 100.00% | 96.00% | 91.67% | 0.0% |
| 1 specialist (v 1) | 89 | 122 | 59 | 1788 | 38 | 44 | 33 | 1578 | 46 | 62 | 29 | 431 | 5 | 33 | 8 | 25 | 22 | 16 | 16 | 6 | 15 | 21 | 15 | 14 | 24 | 0 |
| | 61.38% | 54.95% | 52.21% | 63.16% | 62.30% | 61.11% | 53.23% | 55.98% | 56.10% J | 42.18% | 41.43% | 57.31% | 50.00% | 64.71% | 61.54% | 62.50% | 61.11% | 66.67% | 80.00% | 46.15% | 57.69% | 61.76% | 62.50% | 56.00% | 66.67% | 0.0% |
| 2 (v 2) | 30 | 46 | 28 | 583 | 12 | 11 | 14 | 706 | 18 | 39 | 19 | 164 | 1 | 11 | 1 | 9 | 7 | 4 | 1 | 3 | 7 | 6 | 5 | 6 | 6 | 0 |
| | 20.69% | 20.72% | 24.78% | 20.59% | 19.67% | 15.28% | 22.58% | 25.04% | 21.95% | 26.53% | 27.14% | 21.81% | 10.00% | 21.57% | 7.69% | 22.50% | 19.44% | 16.67% | 5.00% | 23.08% | 26.92% | 17.65% | 20.83% | 24.00% | 16.67% | 0.0% |
| 3 (v 3) | 9 | 24 | 9 | 182 | 5 | 7 | 6 | 253 | 5 | 22 | 8 | 61 | 1 | 4 | 3 | 2 | 3 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 3 | 0 |
| | 6.21% | 10.81% | 7.96% | 6.43% | 8.20% | 9.72% | 9.68% | 8.97% | 6.10% | 14.97% I | 11.43% | 8.11% | 10.00% | 7.84% | 23.08% | 5.00% | 8.33% | 8.33% | 5.00% | 15.38% | 7.69% | 5.88% | 12.50% | 8.00% | 8.33% | 0.0% |
| 4 (v 4) | 3 | 5 | 2 | 65 | 1 | 1 | 0 | 83 | 2 | 5 | 2 | 25 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| | 2.07% | 2.25% | 1.77% | 2.30% | 1.64% | 1.39% | 0.0% | 2.94% | 2.44% | 3.40% | 2.86% | 3.32% | 10.00% | 0.0% | 0.0% | 2.50% | 0.0% | 4.17% | 0.0% | 7.69% | 0.0% | 0.0% | 4.17% | 4.00% | 0.0% | 0.0% |
| 5 or more specialists (v 6) | 4 | 11 | 7 | 78 | 1 | 3 | 3 | 95 | 4 | 11 | 7 | 41 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 2.76% | 4.95% | 6.19% | 2.76% | 1.64% | 4.17% | 4.84% | 3.37% | 4.88% | 7.48% | 10.00% | 5.45% | 0.0% | 1.96% | 0.0% | 2.50% | 2.78% | 0.0% | 0.0% | 0.0% | 3.85% | 2.94% | 0.0% | 4.00% | 0.0% | 0.0% |
| Average | 1.4621 | 1.6757 | 1.6991 | 1.4935 | 1.4262 | 1.5139 | 1.5645 | 1.6499 | 1.5732 | 1.9864 I | 2.0143 | 1.7128 | 1.4000 | 1.4314 | 1.4615 | 1.4750 | 1.4167 | 1.4167 | 1.0500 | 1.6923 | 1.5769 | 1.3235 | 1.5833 | 1.6800 | 1.2500 | 0 |
| Standard deviation | 1.0893 | 1.2991 | 1.3625 | 1.0783 | 0.9828 | 1.2360 | 1.2652 | 1.1539 | 1.2881 | 1.4568 | 1.5901 | 1.3178 | 1.2000 | 0.9342 | 0.9295 | 1.0485 | 1.0639 | 0.8620 | 0.5895 | 1.0659 | 1.1154 | 1.0770 | 0.8620 | 1.2238 | 0.7217 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 3 | 7 | 68 | 208 | 2 | 4 | 51 | 122 | 1 | 1 | 2 | 49 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| | 0.39% | 0.67% | 10.45% AB | 1.67% E | 0.48% | 0.80% | 10.97% EF | 1.91% I | 0.46% | 0.32% | 1.23% | 1.64% | 0.0% | 0.61% | 0.0% | 0.44% | 0.32% | 0.0% | 0.0% | 1.39% | 0.0% | 0.0% | 0.58% | 0.79% | 0.35% | 0.0% |
| Appropriately skipped | 635 | 825 | 479 | 9613 | 354 | 427 | 359 | 3580 | 140 | 176 | 95 | 2231 | 60 | 279 | 45 | 187 | 274 | 70 | 169 | 59 | 109 | 191 | 146 | 101 | 253 | 0 |
| | 82.15% C | 79.48% C | 73.58% | 77.05% | 85.71% DGI | 85.92% G | 77.20% | 56.04% | 64.81% HJ | 55.70% | 58.64% | 74.67% | 88.24% | 84.55% | 78.95% | 82.74% | 88.96% R | 75.27% | 90.37% U | 81.94% | 81.34% | 86.43% | 85.38% | 80.16% | 88.15% X | 0.0% |
| BASE = Those who responded | 135 | 206 | 104 | 2655 | 57 | 66 | 55 | 2686 | 75 | 139 | 65 | 708 | 8 | 49 | 12 | 38 | 33 | 23 | 18 | 12 | 25 | 30 | 24 | 24 | 33 | 0 |
| | 17.46% | 19.85% C | 15.98% | 21.28% E | 13.80% | 13.28% | 11.83% | 42.05% I | 34.72% E | 43.99% I | 40.12% | 23.69% | 11.76% | 14.85% | 21.05% | 16.81% | 10.71% | 24.73% Q | 9.63% | 16.67% | 18.66% S | 13.57% | 14.04% | 19.05% | 11.50% | 0.0% |
| 10 - Best specialist possible | 79 | 95 | 45 | 1489 | 29 | 28 | 22 | 1523 | 46 | 63 | 32 | 396 | 2 | 27 | 5 | 20 | 19 | 10 | 11 | 4 | 13 | 15 | 12 | 14 | 15 | 0 |
| | 58.52% BC | 46.12% | 43.27% | 56.08% | 50.88% | 42.42% | 40.00% | 56.70% | 61.33% J | 45.32% | 49.23% | 55.93% | 25.00% | 55.10% | 41.67% | 52.63% | 57.58% | 43.48% | 61.11% | 33.33% | 52.00% | 50.00% | 50.00% | 58.33% | 45.45% | 0.0% |
| 9 - | 12 | 35 | 19 | 451 | 6 | 10 | 13 | 427 | 6 | 25 | 12 | 117 | 1 | 5 | 1 | 4 | 4 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 0 |
| | 8.89% | 16.99% A | 18.27% A | 16.99% | 10.53% | 15.15% | 23.64% | 15.90% I | 8.00% | 17.99% I | 18.46% | 16.53% | 12.50% | 10.20% | 8.33% | 10.53% | 12.12% | 8.70% | 11.11% | 16.67% | 8.00% | 10.00% | 12.50% | 12.50% | 9.09% | 0.0% |
| Top Two Box | 91 | 130 | 64 | 1940 | 35 | 38 | 35 | 1950 | 52 | 88 | 44 | 513 | 3 | 32 | 6 | 24 | 23 | 12 | 13 | 6 | 15 | 18 | 15 | 17 | 18 | 0 |
| | 67.41% | 63.11% | 61.54% | 73.07% | 61.40% | 57.58% | 63.64% | 72.60% | 69.33% | 63.31% | 67.69% | 72.46% | 37.50% | 65.31% | 50.00% | 63.16% | 69.70% | 52.17% | 72.22% | 50.00% | 60.00% | 60.00% | 62.50% | 70.83% | 54.55% | 0.0% |
| 8 - | 25 | 37 | 17 | 348 | 14 | 13 | 10 | 384 | 12 | 23 | 6 | 91 | 2 | 12 | 2 | 10 | 7 | 7 | 2 | 4 | 8 | 9 | 5 | 3 | 11 | 0 |
| | 18.52% | 17.96% | 16.35% | 13.11% | 24.56% D | 19.70% | 18.18% | 14.30% | 16.00% | 16.55% | 9.23% | 12.85% | 25.00% | 24.49% | 16.67% | 26.32% | 21.21% | 30.43% | 11.11% | 33.33% | 32.00% | 30.00% | 20.83% | 12.50% | 33.33% | 0.0% |
| CAHPS Rate (Top Three Box) | 116 | 167 | 81 | 2288 | 49 | 51 | 45 | 2334 | 64 | 111 | 50 | 604 | 5 | 44 | 8 | 34 | 30 | 19 | 15 | 10 | 23 | 27 | 20 | 20 | 29 | 0 |
| | 85.93% | 81.07% | 77.88% | 86.18% | 85.96% | 77.27% | 81.82% | 86.90% | 85.33% | 79.86% | 76.92% | 85.31% | 62.50% | 89.80% | 66.67% | 89.47% | 90.91% | 82.61% | 83.33% | 83.33% | 92.00% | 90.00% | 83.33% | 83.33% | 87.88% | 0.0% |
| 7 - | 9 | 15 | 11 | 162 | 4 | 7 | 6 | 150 | 5 | 10 | 9 | 46 | 1 | 3 | 3 | 1 | 3 | 1 | 3 | 0 | 1 | 3 | 1 | 2 | 2 | 0 |
| | 6.67% | 7.28% | 10.58% | 6.10% | 7.02% | 10.61% | 10.91% | 5.58% | 6.67% | 7.19% | 13.85% | 6.50% | 12.50% | 6.12% | 25.00% | 2.63% | 9.09% | 4.35% | 16.67% | 0.0% | 4.00% | 10.00% | 4.17% | 8.33% | 6.06% | 0.0% |
| 6 - | 2 | 5 | 1 | 59 | 0 | 3 | 1 | 64 | 1 | 4 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1.48% | 2.43% | 0.96% | 2.22% E | 0.0% | 4.55% | 1.82% | 2.38% | 1.33% | 2.88% K | 0.0% | 2.26% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 5 - | 4 | 6 | 6 | 71 | 2 | 1 | 1 | 73 | 3 | 4 | 3 | 19 | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 0 |
| | 2.96% | 2.91% | 5.77% | 2.67% | 3.51% | 1.52% | 1.82% | 2.72% | 4.00% | 2.88% | 4.62% | 2.68% | 12.50% | 2.04% | 8.33% | 2.63% | 0.0% | 8.70% | 0.0% | 8.33% | 4.00% | 0.0% | 8.33% | 8.33% | 0.0% | 0.0% |
| 4 - | 1 | 2 | 2 | 18 | 0 | 0 | 1 | 17 | 0 | 2 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.74% | 0.97% | 1.92% | 0.68% E | 0.0% | 0.0% | 1.82% | 0.63% I | 0.0% | 1.44% | 3.08% | 0.42% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 - | 1<br>0.74% | 5<br>2.43%<br>C | 0<br>0.0% | 16<br>0.60% | 1<br>1.75% | 2<br>3.03% | 0<br>0.0% | 13<br>0.48%<br>I | 0<br>0.0% | 4<br>2.88%<br>IK | 0<br>0.0% | 8<br>1.13% | 0<br>0.0% | 1<br>2.04% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% |
| 2 - | 0<br>0.0% | 1<br>0.49% | 0<br>0.0% | 17<br>0.64%<br>E | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 14<br>0.52%<br>I | 0<br>0.0% | 1<br>0.72% | 0<br>0.0% | 4<br>0.56% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 1 - | 1<br>0.74% | 2<br>0.97% | 1<br>0.96% | 13<br>0.49% | 1<br>1.75% | 1<br>1.52% | 0<br>0.0% | 10<br>0.37% | 1<br>1.33% | 1<br>0.72% | 1<br>1.54% | 6<br>0.85% | 1<br>12.50% | 0<br>0.0% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 1<br>4.35% | 0<br>0.0% | 1<br>8.33% | 0<br>0.0% | 0<br>0.0% | 1<br>4.17% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% |
| 0 - Worst specialist possible | 1<br>0.74% | 3<br>1.46% | 2<br>1.92% | 11<br>0.41%<br>E | 0<br>0.0% | 1<br>1.52% | 1<br>1.82% | 11<br>0.41% | 1<br>1.33% | 2<br>1.44% | 0<br>0.0% | 2<br>0.28% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Bottom Three Box | 2<br>1.48% | 6<br>2.91% | 3<br>2.88% | 41<br>1.54% | 1<br>1.75% | 2<br>3.03% | 1<br>1.82% | 35<br>1.36% | 2<br>2.67% | 4<br>2.88% | 1<br>1.54% | 12<br>1.69% | 1<br>12.50% | 0<br>0.0% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 1<br>4.35% | 0<br>0.0% | 1<br>8.33% | 0<br>0.0% | 0<br>0.0% | 1<br>4.17% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% |
| Bottom Two Box | 2<br>1.48% | 5<br>2.43% | 3<br>2.88% | 24<br>0.90% | 1<br>1.75% | 2<br>3.03% | 1<br>1.82% | 21<br>0.78% | 2<br>2.67% | 3<br>2.16% | 1<br>1.54% | 8<br>1.13% | 1<br>12.50% | 0<br>0.0% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 1<br>4.35% | 0<br>0.0% | 1<br>8.33% | 0<br>0.0% | 0<br>0.0% | 1<br>4.17% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% |
| Average rating | 8.8963 | 8.5097 | 8.4519 | 8.9427 | 8.7368 | 8.3788 | 8.6182 | 8.9684 | 8.8933 | 8.4604 | 8.6615 | 8.9040 | 7.2500 | 8.9796 | 8.4167 | 8.7368 | 9.1818 | 8.3478 | 9.1667 | 8.0000 | 8.9600 | 9.0000 | 8.5417 | 8.9583 | 8.5758 | 0 |
| Standard deviation | 1.7775 | 2.1287 | 2.0934 | 1.7058 | 1.8115 | 2.1445 | 1.8039 | 1.6551 | 1.9292 | 2.1700 | 1.8752 | 1.7698 | 2.8174 | 1.4497 | 1.6051 | 1.9693 | 1.0576 | 2.1591 | 1.1667 | 2.5166 | 1.2800 | 1.0954 | 2.1598 | 1.5405 | 1.9699 | 0 |
| 3-point composite mean | 2.6000 | 2.5146 | 2.5000 | 2.6535 | 2.5439 | 2.4545 | 2.5636 | 2.6508 | 2.6133 | 2.5036 | 2.5846 | 2.6427 | 2.1250 | 2.6122 | 2.4167 | 2.5526 | 2.6970 | 2.3913 | 2.7222 | 2.3333 | 2.5600 | 2.6000 | 2.5000 | 2.6250 | 2.4848 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.39% AC | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 8 | 18 | 73 | 279 | 6 | 10 | 54 | 82 | 2 | 4 | 3 | 73 | 0 | 3 | 2 | 2 | 3 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 5 | 0 |
| | 1.03% | 1.73% | 11.21% AB | 2.24% | 1.45% | 2.01% | 11.61% EF | 1.28% | 0.93% | 1.27% | 1.85% | 2.44% | 0.0% | 0.91% | 3.51% | 0.88% | 0.97% | 0.0% | 1.07% | 0.0% | 0.0% | 0.90% | 0.0% | 0.79% | 1.74% | 0.0% |
| BASE = Those who responded | 765 | 1016 | 578 | 12197 | 407 | 486 | 411 | 6306 | 214 | 312 | 159 | 2915 | 68 | 327 | 55 | 224 | 305 | 93 | 185 | 72 | 134 | 219 | 171 | 125 | 282 | 0 |
| | 98.97% C | 97.88% C | 88.79% | 97.76% | 98.55% G | 97.79% G | 88.39% | 98.72% | 99.07% | 98.73% | 98.15% | 97.56% | 100.00% | 99.09% | 96.49% | 99.12% | 99.03% | 100.00% | 98.93% | 100.00% | 100.00% | 99.10% | 100.00% | 99.21% | 98.26% | 0.0% |
| Yes | 219 | 322 | 211 | 3604 | 103 | 134 | 143 | 1894 | 79 | 125 | 80 | 899 | 7 | 94 | 9 | 72 | 70 | 30 | 48 | 16 | 33 | 54 | 43 | 23 | 80 | 0 |
| | 28.63% | 31.69% | 36.51% A | 29.55% | 25.31% | 27.57% | 34.79% EF | 30.03% | 36.92% HE | 40.06% | 50.31% IJ | 30.84% | 10.29% | 28.75% M | 16.36% | 32.14% O | 22.95% | 32.26% | 25.95% | 22.22% | 24.63% | 24.66% | 25.15% | 18.40% | 28.37% X | 0.0% |
| No | 546 | 694 | 367 | 8593 | 304 | 352 | 268 | 4412 | 135 | 187 | 79 | 2016 | 61 | 233 | 46 | 152 | 235 | 63 | 137 | 56 | 101 | 165 | 128 | 102 | 202 | 0 |
| | 71.37% C | 68.31% | 63.49% | 70.45% | 74.69% GI | 72.43% G | 65.21% | 69.97% I | 63.08% K | 59.94% K | 49.69% | 69.16% | 89.71% N | 71.25% | 83.64% P | 67.86% | 77.05% | 67.74% | 74.05% | 77.78% | 75.37% | 75.34% | 74.85% | 81.60% Y | 71.63% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 24 | 74 | 342 | 6 | 13 | 55 | 112 | 3 | 4 | 4 | 84 | 0 | 3 | 2 | 2 | 3 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 5 | 0 |
| | 1.16% | 2.31% | 11.37% AB | 2.74% E | 1.45% | 2.62% | 11.83% EF | 1.75% | 1.39% | 1.27% | 2.47% | 2.81% | 0.0% | 0.91% | 3.51% | 0.88% | 0.97% | 0.0% | 1.07% | 0.0% | 0.0% | 0.90% | 0.0% | 0.79% | 1.74% | 0.0% |
| Appropriately skipped | 546 | 694 | 367 | 8593 | 304 | 352 | 268 | 4412 | 135 | 187 | 79 | 2016 | 61 | 233 | 46 | 152 | 235 | 63 | 137 | 56 | 101 | 165 | 128 | 102 | 202 | 0 |
| | 70.63% C | 66.86% C | 56.37% | 68.88% | 73.61% DGI | 70.82% G | 57.63% | 69.07% I | 62.50% K | 59.18% K | 48.77% | 67.47% | 89.71% N | 70.61% | 80.70% P | 67.26% | 76.30% | 67.74% | 73.26% | 77.78% | 75.37% | 74.66% | 74.85% | 80.95% Y | 70.38% | 0.0% |
| BASE = Those who responded | 218 | 320 | 210 | 3541 | 103 | 132 | 142 | 1864 | 78 | 125 | 79 | 888 | 7 | 94 | 9 | 72 | 70 | 30 | 48 | 16 | 33 | 54 | 43 | 23 | 80 | 0 |
| | 28.20% | 30.83% | 32.26% | 28.38% | 24.94% | 26.56% | 30.54% | 29.18% | 36.11% HE | 39.56% | 48.77% I | 29.72% | 10.29% | 28.48% M | 15.79% | 31.86% O | 22.73% | 32.26% | 25.67% | 22.22% | 24.63% | 24.43% | 25.15% | 18.25% | 27.87% X | 0.0% |
| Never | 6 | 11 | 6 | 102 | 4 | 3 | 1 | 61 | 3 | 6 | 3 | 25 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 0 | 2 | 1 | 0 | 4 | 0 |
| | 2.75% | 3.44% | 2.86% | 2.88% | 3.88% | 2.27% | 0.70% | 3.27% | 3.85% | 4.80% | 3.80% | 2.82% | 14.29% | 2.13% | 11.11% | 1.39% | 1.43% | 6.67% | 2.08% | 12.50% | 0.0% | 3.70% | 2.33% | 0.0% | 5.00% | 0.0% |
| Sometimes | 32 | 41 | 37 | 553 | 15 | 13 | 25 | 262 | 10 | 20 | 15 | 132 | 3 | 11 | 1 | 10 | 10 | 4 | 6 | 1 | 5 | 6 | 6 | 2 | 13 | 0 |
| | 14.68% | 12.81% | 17.62% | 15.62% | 14.56% | 9.85% | 17.61% | 14.06% | 12.82% | 16.00% | 18.99% | 14.86% | 42.86% | 11.70% | 11.11% | 13.89% | 14.29% | 13.33% | 12.50% | 6.25% | 15.15% | 11.11% | 13.95% | 8.70% | 16.25% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 38 | 52 | 43 | 655 | 19 | 16 | 26 | 323 | 13 | 26 | 18 | 157 | 4 | 13 | 2 | 11 | 11 | 6 | 7 | 3 | 5 | 8 | 7 | 2 | 17 | 0 |
| | 17.43% | 16.25% | 20.48% | 18.50% | 18.45% | 12.12% | 18.31% | 17.33% | 16.67% | 20.80% | 22.78% | 17.68% | 57.14% | 13.83% | 22.22% | 15.28% | 15.71% | 20.00% | 14.58% | 18.75% | 15.15% | 14.81% | 16.28% | 8.70% | 21.25% | 0.0% |
| Usually | 49 | 77 | 54 | 847 | 26 | 38 | 37 | 442 | 15 | 32 | 22 | 247 | 1 | 25 | 5 | 16 | 17 | 9 | 13 | 4 | 9 | 13 | 13 | 6 | 20 | 0 |
| | 22.48% | 24.06% | 25.71% | 23.92% | 25.24% | 28.79% | 26.06% | 23.71% | 19.23% | 25.60% | 27.85% | 27.82% | 14.29% | 26.60% | 55.56% | 22.22% | 24.29% | 30.00% | 27.08% | 25.00% | 27.27% | 24.07% | 30.23% | 26.09% | 25.00% | 0.0% |
| Always | 131 | 191 | 113 | 2039 | 58 | 78 | 79 | 1099 | 50 | 67 | 39 | 484 | 2 | 56 | 2 | 45 | 42 | 15 | 28 | 9 | 19 | 33 | 23 | 15 | 43 | 0 |
| | 60.09% | 59.69% | 53.81% | 57.58% | 56.31% | 59.09% | 55.63% | 58.96% | 64.10% | 53.60% | 49.37% | 54.50% | 28.57% | 59.57% | 22.22% | 62.50% | 60.00% | 50.00% | 58.33% | 56.25% | 57.58% | 61.11% | 53.49% | 65.22% | 53.75% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 180 | 268 | 167 | 2886 | 84 | 116 | 116 | 1541 | 65 | 99 | 61 | 731 | 3 | 81 | 7 | 61 | 59 | 24 | 41 | 13 | 28 | 46 | 36 | 21 | 63 | 0 |
| | 82.57% | 83.75% | 79.52% | 81.50% | 81.55% | 87.88% | 81.69% | 82.67% | 83.33% | 79.20% | 77.22% | 82.32% | 42.86% | 86.17% | 77.78% | 84.72% | 84.29% | 80.00% | 85.42% | 81.25% | 84.85% | 85.19% | 83.72% | 91.30% | 78.75% | 0.0% |
| 3-point composite mean | 2.4266 | 2.4344 | 2.3333 | 2.3909 | 2.3786 | 2.4697 | 2.3732 | 2.4163 | 2.4744 | 2.3280 | 2.2658 | 2.3682 | 1.7143 | 2.4574 | 2.0000 | 2.4722 | 2.4429 | 2.3000 | 2.4375 | 2.3750 | 2.4242 | 2.4630 | 2.3721 | 2.5652 | 2.3250 | 0 |
| 4-point composite mean | 3.3991 | 3.4000 | 3.3048 | 3.3620 | 3.3398 | 3.4470 | 3.3662 | 3.3836 | 3.4359 | 3.2800 | 3.2278 | 3.3401 | 2.5714 | 3.4362 | 2.8889 | 3.4583 | 3.4286 | 3.2333 | 3.4167 | 3.2500 | 3.4242 | 3.4259 | 3.3488 | 3.5652 | 3.2750 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 13 | 24 | 75 | 353 | 11 | 12 | 55 | 109 | 2 | 5 | 4 | 89 | 0 | 6 | 2 | 5 | 5 | 1 | 4 | 1 | 0 | 4 | 1 | 1 | 10 | 0 |
| | 1.68% | 2.31% | 11.52% AB | 2.83% | 2.66% | 2.41% | 11.83% EF | 1.71% | 0.93% | 1.58% | 2.47% | 2.98% | 0.0% | 1.82% M | 3.51% | 2.21% | 1.62% | 1.08% | 2.14% U | 1.39% | 0.0% | 1.81% | 0.58% | 0.79% | 3.48% X | 0.0% |
| Appropriately skipped | 546 | 694 | 367 | 8593 | 304 | 352 | 268 | 4412 | 135 | 187 | 79 | 2016 | 61 | 233 | 46 | 152 | 235 | 63 | 137 | 56 | 101 | 165 | 128 | 102 | 202 | 0 |
| | 70.63% C | 66.86% C | 56.37% | 68.88% | 73.61% DGI | 70.82% G | 57.63% | 69.07% I | 62.50% K | 59.18% K | 48.77% | 67.47% | 89.71% N | 70.61% | 80.70% P | 67.26% | 76.30% | 67.74% | 73.26% | 77.78% | 75.37% | 74.66% | 74.85% | 80.95% Y | 70.38% | 0.0% |
| BASE = Those who responded | 214 | 320 | 209 | 3530 | 98 | 133 | 142 | 1867 | 79 | 124 | 79 | 883 | 7 | 91 | 9 | 69 | 68 | 29 | 46 | 15 | 33 | 52 | 42 | 23 | 75 | 0 |
| | 27.68% | 30.83% | 32.10% | 28.29% E | 23.73% | 26.76% | 30.54% E | 29.23% | 36.57% HE | 39.24% | 48.77% IJ | 29.55% | 10.29% | 27.58% M | 15.79% | 30.53% O | 22.08% | 31.18% | 24.60% | 20.83% | 24.63% | 23.53% | 24.56% | 18.25% | 26.13% | 0.0% |
| Never | 3 | 6 | 2 | 46 | 2 | 3 | 0 | 22 | 2 | 2 | 1 | 16 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 2 | 0 |
| | 1.40% | 1.88% | 0.96% | 1.30% | 2.04% | 2.26% | 0.0% | 1.18% | 2.53% | 1.61% | 1.27% | 1.81% | 14.29% | 1.10% | 11.11% | 1.45% | 1.47% | 3.45% | 2.17% | 6.67% | 0.0% | 1.92% | 2.38% | 0.0% | 2.67% | 0.0% |
| Sometimes | 14 | 17 | 13 | 167 | 5 | 6 | 9 | 94 | 6 | 9 | 6 | 42 | 0 | 5 | 0 | 1 | 2 | 3 | 1 | 1 | 2 | 3 | 1 | 0 | 5 | 0 |
| | 6.54% | 5.31% | 6.22% | 4.73% | 5.10% | 4.51% | 6.34% | 5.03% | 7.59% | 7.26% | 7.59% | 4.76% | 0.0% | 5.49% | 0.0% | 1.45% | 2.94% | 10.34% | 2.17% | 6.67% | 6.06% | 5.77% | 2.38% | 0.0% | 6.67% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 17 | 23 | 15 | 213 | 7 | 9 | 9 | 116 | 8 | 11 | 7 | 58 | 1 | 6 | 1 | 2 | 3 | 4 | 2 | 2 | 2 | 4 | 2 | 0 | 7 | 0 |
| | 7.94% | 7.19% | 7.18% | 6.03% | 7.14% | 6.77% | 6.34% | 6.21% | 10.13% | 8.87% | 8.86% | 6.57% | 14.29% | 6.59% | 11.11% | 2.90% | 4.41% | 13.79% | 4.35% | 13.33% | 6.06% | 7.69% | 4.76% | 0.0% | 9.33% | 0.0% |
| Usually | 25 | 36 | 34 | 538 | 13 | 12 | 21 | 276 | 8 | 17 | 15 | 146 | 2 | 11 | 4 | 8 | 10 | 3 | 6 | 1 | 5 | 4 | 8 | 2 | 11 | 0 |
| | 11.68% | 11.25% | 16.27% | 15.24% | 13.27% | 9.02% | 14.79% | 14.78% | 10.13% | 13.71% | 18.99% | 16.53% | 28.57% | 12.09% | 44.44% | 11.59% | 14.71% | 10.34% | 13.04% | 6.67% | 15.15% | 7.69% | 19.05% | 8.70% | 14.67% | 0.0% |
| Always | 172 | 261 | 160 | 2779 | 78 | 112 | 112 | 1475 | 63 | 96 | 57 | 679 | 4 | 74 | 4 | 59 | 55 | 22 | 38 | 12 | 26 | 44 | 32 | 21 | 57 | 0 |
| | 80.37% | 81.56% | 76.56% | 78.73% | 79.59% | 84.21% | 78.87% | 79.00% | 79.75% | 77.42% | 72.15% | 76.90% | 57.14% | 81.32% | 44.44% | 85.51% | 80.88% | 75.86% | 82.61% | 80.00% | 78.79% | 84.62% | 76.19% | 91.30% | 76.00% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 197 | 297 | 194 | 3317 | 91 | 124 | 133 | 1751 | 71 | 113 | 72 | 825 | 6 | 85 | 8 | 67 | 65 | 25 | 44 | 13 | 31 | 48 | 40 | 23 | 68 | 0 |
| | 92.06% | 92.81% | 92.82% | 93.97% | 92.86% | 93.23% | 93.66% | 93.79% | 89.87% | 91.13% | 91.14% | 93.43% | 85.71% | 93.41% | 88.89% | 97.10% | 95.59% | 86.21% | 95.65% | 86.67% | 93.94% | 92.31% | 95.24% | 100.00% | 90.67% | 0.0% |
| 3-point composite mean | 2.7243 | 2.7438 | 2.6938 | 2.7269 | 2.7245 | 2.7744 | 2.7254 | 2.7279 | 2.6962 | 2.6855 | 2.6329 | 2.7033 | 2.4286 | 2.7473 | 2.3333 | 2.8261 | 2.7647 | 2.6207 | 2.7826 | 2.6667 | 2.7273 | 2.7692 | 2.7143 | 2.9130 | 2.6667 | 0 |
| 4-point composite mean | 3.7103 | 3.7250 | 3.6842 | 3.7139 | 3.7041 | 3.7519 | 3.7254 | 3.7161 | 3.6709 | 3.6694 | 3.6203 | 3.6852 | 3.2857 | 3.7363 | 3.2222 | 3.8116 | 3.7500 | 3.5862 | 3.7609 | 3.6000 | 3.7273 | 3.7500 | 3.6905 | 3.9130 | 3.6400 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 21<br>2.72% | 35<br>3.37% | 80<br>12.29%<br>AB | 421<br>3.37% | 10<br>2.42% | 18<br>3.62% | 60<br>12.90%<br>EF | 152<br>2.38% | 3<br>1.39% | 7<br>2.22% | 4<br>2.47% | 106<br>3.55% | 1<br>1.47% | 3<br>0.91% | 2<br>3.51% | 6<br>2.65% | 3<br>0.97% | 0<br>0.0% | 1<br>0.53% | 0<br>0.0% | 2<br>1.49% | 2<br>0.90% | 1<br>0.58% | 0<br>0.0% | 10<br>3.48%<br>X | 0<br>0.0% |
| BASE = Those who responded | 752<br>97.28%<br>C | 1003<br>96.63%<br>C | 571<br>87.71% | 12055<br>96.63% | 403<br>97.58%<br>G | 479<br>96.38%<br>G | 405<br>87.10% | 6236<br>97.62% | 213<br>98.61% | 309<br>97.78% | 158<br>97.53% | 2882<br>96.45% | 67<br>98.53% | 327<br>99.09% | 55<br>96.49% | 220<br>97.35% | 305<br>99.03% | 93<br>100.00% | 186<br>99.47% | 72<br>100.00% | 132<br>98.51% | 219<br>99.10% | 170<br>99.42% | 126<br>100.00%<br>Y | 277<br>96.52% | 0<br>0.0% |
| Yes | 167<br>22.21% | 238<br>23.73% | 122<br>21.37% | 3268<br>27.11%<br>E | 86<br>21.34% | 104<br>21.71% | 85<br>20.99% | 1785<br>28.62% | 55<br>25.82% | 80<br>25.89% | 41<br>25.95% | 814<br>28.24% | 9<br>13.43% | 76<br>23.24%<br>M | 9<br>16.36% | 52<br>23.64% | 58<br>19.02% | 26<br>27.96% | 43<br>23.12% | 14<br>19.44% | 25<br>18.94% | 40<br>18.26% | 42<br>24.71% | 21<br>16.67% | 65<br>23.47% | 0<br>0.0% |
| No | 585<br>77.79% | 765<br>76.27% | 449<br>78.63% | 8787<br>72.89% | 317<br>78.66%<br>D | 375<br>78.29% | 320<br>79.01% | 4451<br>71.38% | 158<br>74.18% | 229<br>74.11% | 117<br>74.05% | 2068<br>71.76% | 58<br>86.57%<br>N | 251<br>76.76% | 46<br>83.64% | 168<br>76.36% | 247<br>80.98% | 67<br>72.04% | 143<br>76.88% | 58<br>80.56% | 107<br>81.06% | 179<br>81.74% | 128<br>75.29% | 105<br>83.33% | 212<br>76.53% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 27 | 40 | 87 | 517 | 13 | 19 | 64 | 187 | 3 | 9 | 6 | 137 | 1 | 6 | 2 | 7 | 5 | 1 | 2 | 1 | 3 | 4 | 2 | 1 | 12 | 0 |
| | 3.49% | 3.85% | 13.36% AB | 4.14% | 3.15% | 3.82% | 13.76% EF | 2.93% | 1.39% | 2.85% | 3.70% | 4.59% | 1.47% | 1.82% | 3.51% | 3.10% | 1.62% | 1.08% | 1.07% | 1.39% | 2.24% | 1.81% | 1.17% | 0.79% | 4.18% X | 0.0% |
| BASE = Those who responded | 746 | 998 | 564 | 11959 | 400 | 478 | 401 | 6201 | 213 | 307 | 156 | 2851 | 67 | 324 | 55 | 219 | 303 | 92 | 185 | 71 | 131 | 217 | 169 | 125 | 275 | 0 |
| | 96.51% C | 96.15% C | 86.64% | 95.86% | 96.85% G | 96.18% G | 86.24% | 97.07% | 98.61% | 97.15% | 96.30% | 95.41% | 98.53% | 98.18% | 96.49% | 96.90% | 98.38% | 98.92% | 98.93% | 98.61% | 97.76% | 98.19% | 98.83% | 99.21% Y | 95.82% | 0.0% |
| Never | 7 | 7 | 2 | 100 | 2 | 1 | 0 | 47 | 1 | 3 | 1 | 16 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 0 |
| | 0.94% | 0.70% | 0.35% | 0.84% | 0.50% | 0.21% | 0.0% | 0.76% | 0.47% | 0.98% | 0.64% | 0.56% | 1.49% | 0.0% | 1.82% | 0.0% | 0.33% | 1.09% | 0.54% | 1.41% | 0.0% | 0.0% | 1.18% | 0.0% | 0.73% | 0.0% |
| Sometimes | 33 | 30 | 18 | 486 | 19 | 13 | 12 | 252 | 9 | 10 | 4 | 127 | 4 | 15 | 1 | 10 | 13 | 6 | 9 | 2 | 8 | 12 | 7 | 4 | 15 | 0 |
| | 4.42% | 3.01% | 3.19% | 4.06% | 4.75% | 2.72% | 2.99% | 4.06% | 4.23% | 3.26% | 2.56% | 4.45% | 5.97% | 4.63% | 1.82% | 4.57% | 4.29% | 6.52% | 4.86% | 2.82% | 6.11% | 5.53% | 4.14% | 3.20% | 5.45% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 40 | 37 | 20 | 586 | 21 | 14 | 12 | 299 | 10 | 13 | 5 | 143 | 5 | 15 | 2 | 10 | 14 | 7 | 10 | 3 | 8 | 12 | 9 | 4 | 17 | 0 |
| | 5.36% | 3.71% | 3.55% | 4.90% | 5.25% | 2.93% | 2.99% | 4.82% | 4.69% | 4.23% | 3.21% | 5.02% | 7.46% | 4.63% | 3.64% | 4.57% | 4.62% | 7.61% | 5.41% | 4.23% | 6.11% | 5.53% | 5.33% | 3.20% | 6.18% | 0.0% |
| Usually | 45 | 64 | 36 | 905 | 18 | 27 | 23 | 559 | 21 | 22 | 17 | 222 | 1 | 17 | 5 | 10 | 9 | 7 | 10 | 2 | 4 | 8 | 8 | 4 | 14 | 0 |
| | 6.03% | 6.41% | 6.38% | 7.57% E | 4.50% | 5.65% | 5.74% | 9.01% | 9.86% E | 7.17% | 10.90% | 7.79% | 1.49% | 5.25% | 9.09% | 4.57% | 2.97% | 7.61% | 5.41% | 2.82% | 3.05% | 3.69% | 4.73% | 3.20% | 5.09% | 0.0% |
| Always | 76 | 132 | 59 | 1681 | 44 | 62 | 46 | 892 | 24 | 43 | 17 | 418 | 3 | 41 | 2 | 31 | 33 | 11 | 22 | 8 | 12 | 18 | 24 | 12 | 32 | 0 |
| | 10.19% | 13.23% A | 10.46% | 14.06% | 11.00% | 12.97% | 11.47% | 14.38% | 11.27% | 14.01% | 10.90% | 14.66% | 4.48% | 12.65% M | 3.64% | 14.16% O | 10.89% | 11.96% | 11.89% | 11.27% | 9.16% | 8.29% | 14.20% | 9.60% | 11.64% | 0.0% |
| Always - q52 = "No" | 585 | 765 | 449 | 8787 | 317 | 375 | 320 | 4451 | 158 | 229 | 117 | 2068 | 58 | 251 | 46 | 168 | 247 | 67 | 143 | 58 | 107 | 179 | 128 | 105 | 212 | 0 |
| | 78.42% | 76.65% | 79.61% | 73.48% | 79.25% D | 78.45% | 79.80% | 71.78% | 74.18% | 74.59% | 75.00% | 72.54% | 86.57% | 77.47% | 83.64% | 76.71% | 81.52% | 72.83% | 77.30% | 81.69% | 81.68% | 82.49% | 75.74% | 84.00% | 77.09% | 0.0% |
| Always (Net) | 661 | 897 | 508 | 10468 | 361 | 437 | 366 | 5343 | 182 | 272 | 134 | 2486 | 61 | 292 | 48 | 199 | 280 | 78 | 165 | 66 | 119 | 197 | 152 | 117 | 244 | 0 |
| | 88.61% | 89.88% | 90.07% | 87.53% | 90.25% | 91.42% | 91.27% | 86.16% | 85.45% | 88.60% | 85.90% | 87.20% | 91.04% | 90.12% | 87.27% | 90.87% | 92.41% | 84.78% | 89.19% | 92.96% | 90.84% | 90.78% | 89.94% | 93.60% | 88.73% | 0.0% |
| CAHPS Rate (%Always+%Usually) | 706 | 961 | 544 | 11373 | 379 | 464 | 389 | 5902 | 203 | 294 | 151 | 2708 | 62 | 309 | 53 | 209 | 289 | 85 | 175 | 68 | 123 | 205 | 160 | 121 | 258 | 0 |
| | 94.64% | 96.29% | 96.45% | 95.10% | 94.75% | 97.07% | 97.01% | 95.18% | 95.31% | 95.77% | 96.79% | 94.98% | 92.54% | 95.37% | 96.36% | 95.43% | 95.38% | 92.39% | 94.59% | 95.77% | 93.89% | 94.47% | 94.67% | 96.80% | 93.82% | 0.0% |
| 3-point composite mean | 2.8324 | 2.8617 | 2.8652 | 2.8263 | 2.8500 | 2.8849 | 2.8828 | 2.8134 | 2.8075 | 2.8436 | 2.8269 | 2.8218 | 2.8358 | 2.8549 | 2.8364 | 2.8630 | 2.8779 | 2.7717 | 2.8378 | 2.8873 | 2.8473 | 2.8525 | 2.8462 | 2.9040 | 2.8255 | 0 |
| 4-point composite mean | 3.8231 | 3.8547 | 3.8617 | 3.8180 | 3.8450 | 3.8828 | 3.8828 | 3.8058 | 3.8028 | 3.8339 | 3.8205 | 3.8162 | 3.8209 | 3.8549 | 3.8182 | 3.8630 | 3.8746 | 3.7609 | 3.8324 | 3.8732 | 3.8473 | 3.8525 | 3.8343 | 3.9040 | 3.8182 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 23<br>2.98% | 28<br>2.70% | 76<br>11.67%<br>AB | 318<br>2.55% | 15<br>3.63% | 15<br>3.02% | 58<br>12.47%<br>EF | 106<br>1.66% | 4<br>1.85% | 4<br>1.27% | 2<br>1.23% | 76<br>2.54% | 0<br>0.0% | 0<br>0.0% | 1<br>1.75% | 5<br>2.21% | 8<br>2.60% | 1<br>1.08% | 3<br>1.60% | 2<br>2.78% | 4<br>2.99% | 4<br>1.81% | 5<br>2.92% | 3<br>2.38% | 12<br>4.18% | 0<br>0.0% |
| BASE = Those who responded | 750<br>97.02%<br>C | 1009<br>97.21%<br>C | 575<br>88.33% | 12158<br>97.45% | 398<br>96.37%<br>G | 481<br>96.78%<br>G | 407<br>87.53% | 6282<br>98.34% | 212<br>98.15% | 311<br>98.42% | 160<br>98.77% | 2912<br>97.46% | 68<br>100.00% | 330<br>100.00% | 56<br>98.25% | 221<br>97.79% | 300<br>97.40% | 92<br>98.92% | 184<br>98.40% | 70<br>97.22% | 130<br>97.01% | 217<br>98.19% | 166<br>97.08% | 123<br>97.62% | 275<br>95.82% | 0<br>0.0% |
| 10 - Best health plan possible | 370<br>49.33%<br>C | 465<br>46.09% | 247<br>42.96% | 6668<br>54.84%<br>E | 197<br>49.50% | 222<br>46.15% | 182<br>44.72% | 3209<br>51.08%<br>I | 89<br>41.98% | 122<br>39.23% | 53<br>33.13% | 1561<br>53.61% | 0<br>0.0% | 197<br>59.70%<br>M | 11<br>19.64% | 120<br>54.30%<br>O | 155<br>51.67% | 40<br>43.48% | 91<br>49.46% | 37<br>52.86% | 63<br>48.46% | 106<br>48.85% | 85<br>51.20% | 63<br>51.22% | 134<br>48.73% | 0<br>0.0% |
| 9 - | 135<br>18.00% | 177<br>17.54% | 89<br>15.48% | 2016<br>16.58% | 73<br>18.34% | 77<br>16.01% | 63<br>15.48% | 1100<br>17.51% | 41<br>19.34% | 57<br>18.33% | 38<br>23.75% | 516<br>17.72% | 0<br>0.0% | 73<br>22.12%<br>M | 9<br>16.07% | 48<br>21.72% | 53<br>17.67% | 19<br>20.65% | 42<br>22.83%<br>T | 8<br>11.43% | 19<br>14.62% | 41<br>18.89% | 27<br>16.27% | 22<br>17.89% | 51<br>18.55% | 0<br>0.0% |
| Top Two Box | 505<br>67.33%<br>C | 642<br>63.63%<br>C | 336<br>58.43% | 8684<br>71.43% | 270<br>67.84%<br>G | 299<br>62.16% | 245<br>60.20% | 4309<br>68.59%<br>I | 130<br>61.32% | 179<br>57.56% | 91<br>56.88% | 2077<br>71.33% | 0<br>0.0% | 270<br>81.82%<br>M | 20<br>35.71% | 168<br>76.02%<br>O | 208<br>69.33% | 59<br>64.13% | 133<br>72.28% | 45<br>64.29% | 82<br>63.08% | 147<br>67.74% | 112<br>67.47% | 85<br>69.11% | 185<br>67.27% | 0<br>0.0% |
| 8 - | 113<br>15.07% | 180<br>17.84% | 117<br>20.35%<br>A | 1829<br>15.04% | 60<br>15.08% | 93<br>19.33% | 86<br>21.13%<br>E | 991<br>15.78% | 32<br>15.09% | 57<br>18.33% | 26<br>16.25% | 438<br>15.04% | 0<br>0.0% | 60<br>18.18%<br>M | 9<br>16.07% | 30<br>13.57% | 44<br>14.67% | 15<br>16.30% | 26<br>14.13% | 9<br>12.86% | 22<br>16.92% | 32<br>14.75% | 25<br>15.06% | 14<br>11.38% | 46<br>16.73% | 0<br>0.0% |
| CAHPS Rate (Top Three Box) | 618<br>82.40% | 822<br>81.47% | 453<br>78.78% | 10513<br>86.47% | 330<br>82.91% | 392<br>81.50% | 331<br>81.33% | 5300<br>84.37%<br>I | 162<br>76.42% | 236<br>75.88% | 117<br>73.13% | 2515<br>86.37% | 0<br>0.0% | 330<br>100.00%<br>M | 29<br>51.79% | 198<br>89.59%<br>O | 252<br>84.00% | 74<br>80.43% | 159<br>86.41% | 54<br>77.14% | 104<br>80.00% | 179<br>82.49% | 137<br>82.53% | 99<br>80.49% | 231<br>84.00% | 0<br>0.0% |
| 7 - | 54<br>7.20% | 73<br>7.23% | 56<br>9.74% | 762<br>6.27% | 31<br>7.79% | 30<br>6.24% | 35<br>8.60% | 447<br>7.12% | 18<br>8.49% | 22<br>7.07% | 19<br>11.88% | 180<br>6.18% | 31<br>45.59%<br>N | 0<br>0.0% | 13<br>23.21%<br>P | 11<br>4.98% | 25<br>8.33% | 6<br>6.52% | 13<br>7.07% | 8<br>11.43% | 10<br>7.69% | 20<br>9.22% | 11<br>6.63% | 11<br>8.94% | 20<br>7.27% | 0<br>0.0% |
| 6 - | 17<br>2.27% | 28<br>2.78% | 20<br>3.48% | 272<br>2.24% | 8<br>2.01% | 12<br>2.49% | 12<br>2.95% | 165<br>2.63% | 6<br>2.83% | 13<br>4.18% | 7<br>4.38% | 66<br>2.27% | 8<br>11.76%<br>N | 0<br>0.0% | 1<br>1.79% | 6<br>2.71% | 4<br>1.33% | 4<br>4.35% | 3<br>1.63% | 2<br>2.86% | 2<br>1.54% | 4<br>1.84% | 3<br>1.81% | 0<br>0.0% | 8<br>2.91%<br>X | 0<br>0.0% |
| 5 - | 39<br>5.20% | 45<br>4.46% | 30<br>5.22% | 358<br>2.94% | 18<br>4.52% | 24<br>4.99% | 19<br>4.67% | 218<br>3.47% | 15<br>7.08%<br>H | 18<br>5.79% | 10<br>6.25% | 97<br>3.33% | 18<br>26.47%<br>N | 0<br>0.0% | 5<br>8.93% | 6<br>2.71% | 14<br>4.67% | 3<br>3.26% | 5<br>2.72% | 5<br>7.14% | 8<br>6.15% | 8<br>3.69% | 10<br>6.02% | 8<br>6.50% | 10<br>3.64% | 0<br>0.0% |
| 4 - | 9<br>1.20% | 15<br>1.49%<br>C | 3<br>0.52% | 91<br>0.75% | 5<br>1.26% | 7<br>1.46% | 2<br>0.49% | 53<br>0.84% | 5<br>2.36% | 8<br>2.57% | 1<br>0.63% | 12<br>0.41% | 5<br>7.35%<br>N | 0<br>0.0% | 3<br>5.36% | 0<br>0.0% | 2<br>0.67% | 3<br>3.26% | 2<br>1.09% | 0<br>0.0% | 3<br>2.31% | 3<br>1.38% | 2<br>1.20% | 3<br>2.44% | 2<br>0.73% | 0<br>0.0% |
| 3 - | 6<br>0.80% | 8<br>0.79% | 4<br>0.70% | 49<br>0.40% | 3<br>0.75% | 7<br>1.46% | 2<br>0.49% | 29<br>0.46% | 2<br>0.94% | 4<br>1.29% | 2<br>1.25% | 12<br>0.41% | 3<br>4.41% | 0<br>0.0% | 3<br>5.36% | 0<br>0.0% | 2<br>0.67% | 1<br>1.09% | 2<br>1.09% | 0<br>0.0% | 1<br>0.77% | 2<br>0.92% | 1<br>0.60% | 1<br>0.81% | 2<br>0.73% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2 - | 0 | 8 | 5 | 43 | 0 | 5 | 4 | 24 | 0 | 6 | 2 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.79% A | 0.87% A | 0.35% E | 0.0% | 1.04% E | 0.98% E | 0.38% I | 0.0% | 1.93% I | 1.25% | 0.41% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 1 - | 2 | 4 | 1 | 26 | 0 | 1 | 0 | 21 | 1 | 1 | 1 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.27% | 0.40% | 0.17% | 0.21% E | 0.0% | 0.21% | 0.0% | 0.33% | 0.47% | 0.32% | 0.63% | 0.24% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 0 - Worst health plan possible | 5 | 6 | 3 | 44 | 3 | 3 | 2 | 25 | 3 | 3 | 1 | 11 | 3 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 2 | 1 | 2 | 1 | 2 | 0 |
| | 0.67% | 0.59% | 0.52% | 0.36% | 0.75% | 0.62% | 0.49% | 0.40% | 1.42% | 0.96% | 0.63% | 0.38% | 4.41% | 0.0% | 3.57% | 0.0% | 0.33% | 1.09% | 0.0% | 1.43% | 1.54% | 0.46% | 1.20% | 0.81% | 0.73% | 0.0% |
| 0-7 (NET) | 132 | 187 | 122 | 1645 | 68 | 89 | 76 | 982 | 50 | 75 | 43 | 397 | 68 | 0 | 27 | 23 | 48 | 18 | 25 | 16 | 26 | 38 | 29 | 24 | 44 | 0 |
| | 17.60% | 18.53% | 21.22% | 13.53% | 17.09% | 18.56% | 18.67% | 15.63% | 23.58% H | 24.12% | 26.88% | 13.63% | 100.00% N | 0.0% | 48.21% P | 10.41% | 16.00% | 19.57% | 13.59% | 22.86% | 20.00% | 17.51% | 17.47% | 19.51% | 16.00% | 0.0% |
| Bottom Three Box | 7 | 18 | 9 | 113 | 3 | 9 | 6 | 70 | 4 | 10 | 4 | 30 | 3 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 2 | 1 | 2 | 1 | 2 | 0 |
| | 0.93% | 1.78% | 1.57% | 0.93% | 0.75% | 1.87% | 1.47% | 1.11% | 1.89% | 3.22% | 2.50% | 1.03% | 4.41% | 0.0% | 3.57% | 0.0% | 0.33% | 1.09% | 0.0% | 1.43% | 1.54% | 0.46% | 1.20% | 0.81% | 0.73% | 0.0% |
| Bottom Two Box | 7 | 10 | 4 | 70 | 3 | 4 | 2 | 46 | 4 | 4 | 2 | 18 | 3 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 2 | 1 | 2 | 1 | 2 | 0 |
| | 0.93% | 0.99% | 0.70% | 0.58% | 0.75% | 0.83% | 0.49% | 0.73% | 1.89% | 1.29% | 1.25% | 0.62% | 4.41% | 0.0% | 3.57% | 0.0% | 0.33% | 1.09% | 0.0% | 1.43% | 1.54% | 0.46% | 1.20% | 0.81% | 0.73% | 0.0% |
| Average rating | 8.7333 C | 8.6135 | 8.5287 | 8.9517 E | 8.7714 I | 8.5634 | 8.6216 | 8.8340 I | 8.3915 | 8.2572 | 8.2500 | 8.9334 | 5.6471 | 9.4152 M | 7.2500 | 9.1176 O | 8.8733 | 8.5543 | 8.9348 | 8.6714 | 8.5692 | 8.7880 | 8.7289 | 8.7154 | 8.7964 | 0 |
| Standard deviation | 1.7876 | 1.8771 | 1.8136 | 1.5985 | 1.7336 | 1.9422 | 1.7467 | 1.6786 | 2.0747 | 2.1558 | 1.9812 | 1.6060 | 1.6957 | 0.7787 | 2.4440 | 1.2421 | 1.5887 | 1.9131 | 1.4693 | 1.8877 | 1.9998 | 1.6632 | 1.8641 | 1.8720 | 1.6674 | 0 |
| 3-point composite mean | 2.5693 C | 2.5233 | 2.4696 | 2.6416 | 2.5854 I | 2.4990 | 2.5012 | 2.6008 I | 2.4623 | 2.4051 | 2.4188 | 2.6387 | 1.4559 | 2.8182 M | 2.1071 | 2.7059 O | 2.6167 | 2.5109 | 2.6576 U | 2.5286 | 2.5077 | 2.5945 | 2.5663 | 2.5854 | 2.5855 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 17 | 70 | 127 | 6 | 13 | 54 | 26 | 1 | 1 | 0 | 29 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |
| | 1.16% | 1.64% | 10.75% AB | 1.62% | 1.45% | 2.62% | 11.61% EF | 0.41% | 0.46% | 0.32% | 0.0% | 1.71% | 0.0% | 0.0% | 1.75% | 1.33% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.09% X | 0.0% |
| BASE = Those who responded | 764 | 1020 | 580 | 7716 | 407 | 484 | 410 | 6362 | 215 | 315 | 162 | 1669 | 68 | 330 | 56 | 223 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 281 | 0 |
| | 98.84% C | 98.27% C | 89.09% | 98.38% | 98.55% G | 97.38% G | 88.17% | 99.59% | 99.54% | 99.68% | 100.00% | 98.29% | 100.00% | 100.00% | 98.25% | 98.67% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% Y | 97.91% | 0.0% |
| Yes | 320 | 466 | 255 | 4003 | 147 | 171 | 158 | 5478 | 153 | 233 | 121 | 643 | 26 | 119 | 25 | 94 | 101 | 43 | 67 | 20 | 52 | 73 | 65 | 54 | 93 | 0 |
| | 41.88% | 45.69% | 43.97% | 51.88% E | 36.12% | 35.33% | 38.54% | 86.10% I | 71.16% E | 73.97% | 74.69% | 38.53% | 38.24% | 36.06% | 44.64% | 42.15% | 32.79% | 46.24% Q | 35.83% | 27.78% | 38.81% | 33.03% | 38.01% | 42.86% | 33.10% | 0.0% |
| No | 444 | 554 | 325 | 3713 | 260 | 313 | 252 | 884 | 62 | 82 | 41 | 1026 | 42 | 211 | 31 | 129 | 207 | 50 | 120 | 52 | 82 | 148 | 106 | 72 | 188 | 0 |
| | 58.12% | 54.31% | 56.03% | 48.12% | 63.88% DI | 64.67% | 61.46% | 13.90% | 28.84% H | 26.03% | 25.31% | 61.47% | 61.76% | 63.94% | 55.36% | 57.85% | 67.21% R | 53.76% | 64.17% | 72.22% | 61.19% | 66.97% | 61.99% | 57.14% | 66.90% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 13<br>1.68% | 20<br>1.93% | 72<br>11.06%<br>AB | 168<br>2.14% | 9<br>2.18%<br>I | 13<br>2.62% | 55<br>11.83%<br>EF | 63<br>0.99% | 1<br>0.46% | 2<br>0.63% | 0<br>0.0% | 37<br>2.18% | 0<br>0.0% | 3<br>0.91% | 1<br>1.75% | 5<br>2.21% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 1<br>1.39% | 0<br>0.0% | 1<br>0.45% | 0<br>0.0% | 0<br>0.0% | 9<br>3.14%<br>X | 0<br>0.0% |
| Appropriately skipped | 444<br>57.44%<br>C | 554<br>53.37% | 325<br>49.92% | 3713<br>47.34% | 260<br>62.95%<br>DGI | 313<br>62.98%<br>G | 252<br>54.19% | 884<br>13.84% | 62<br>28.70%<br>H | 82<br>25.95% | 41<br>25.31% | 1026<br>60.42% | 42<br>61.76% | 211<br>63.94% | 31<br>54.39% | 129<br>57.08% | 207<br>67.21%<br>R | 50<br>53.76% | 120<br>64.17% | 52<br>72.22% | 82<br>61.19% | 148<br>66.97% | 106<br>61.99% | 72<br>57.14% | 188<br>65.51% | 0<br>0.0% |
| BASE = Those who responded | 316<br>40.88% | 463<br>44.61%<br>C | 254<br>39.02% | 3962<br>50.52%<br>E | 144<br>34.87% | 170<br>34.21% | 158<br>33.98% | 5441<br>85.18%<br>I | 153<br>70.83%<br>E | 231<br>73.10% | 121<br>74.69% | 635<br>37.40% | 26<br>38.24% | 116<br>35.15% | 25<br>43.86% | 92<br>40.71% | 100<br>32.47% | 43<br>46.24%<br>Q | 67<br>35.83% | 19<br>26.39% | 52<br>38.81% | 72<br>32.58% | 65<br>38.01% | 54<br>42.86%<br>Y | 90<br>31.36% | 0<br>0.0% |
| Never | 11<br>3.48% | 9<br>1.94% | 8<br>3.15% | 38<br>0.96% | 4<br>2.78% | 5<br>2.94% | 4<br>2.53% | 57<br>1.05% | 5<br>3.27% | 3<br>1.30% | 3<br>2.48% | 7<br>1.10% | 3<br>11.54% | 1<br>0.86% | 3<br>12.00% | 1<br>1.09% | 2<br>2.00% | 2<br>4.65% | 2<br>2.99% | 1<br>5.26% | 1<br>1.92% | 3<br>4.17% | 1<br>1.54% | 1<br>1.85% | 3<br>3.33% | 0<br>0.0% |
| Sometimes | 40<br>12.66% | 55<br>11.88% | 28<br>11.02% | 248<br>6.26% | 19<br>13.19%<br>D | 26<br>15.29% | 16<br>10.13% | 405<br>7.44% | 27<br>17.65%<br>H | 27<br>11.69% | 18<br>14.88% | 48<br>7.56% | 10<br>38.46% | 9<br>7.76% | 5<br>20.00% | 11<br>11.96% | 13<br>13.00% | 6<br>13.95% | 9<br>13.43% | 2<br>10.53% | 7<br>13.46% | 9<br>12.50% | 9<br>13.85% | 9<br>16.67% | 10<br>11.11% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 51<br>16.14% | 64<br>13.82% | 36<br>14.17% | 286<br>7.22% | 23<br>15.97%<br>D | 31<br>18.24% | 20<br>12.66% | 462<br>8.49% | 32<br>20.92%<br>HJ | 30<br>12.99% | 21<br>17.36% | 55<br>8.66% | 13<br>50.00% | 10<br>8.62% | 8<br>32.00% | 12<br>13.04% | 15<br>15.00% | 8<br>18.60% | 11<br>16.42% | 3<br>15.79% | 8<br>15.38% | 12<br>16.67% | 10<br>15.38% | 10<br>18.52% | 13<br>14.44% | 0<br>0.0% |
| Usually | 58<br>18.35% | 97<br>20.95% | 52<br>20.47% | 682<br>17.21% | 20<br>13.89% | 27<br>15.88% | 32<br>20.25% | 1080<br>19.85% | 37<br>24.18%<br>E | 52<br>22.51% | 22<br>18.18% | 125<br>19.69% | 3<br>11.54% | 17<br>14.66% | 4<br>16.00% | 11<br>11.96% | 12<br>12.00% | 7<br>16.28% | 12<br>17.91% | 2<br>10.53% | 5<br>9.62% | 9<br>12.50% | 9<br>13.85% | 10<br>18.52% | 10<br>11.11% | 0<br>0.0% |
| Always | 207<br>65.51% | 302<br>65.23% | 166<br>65.35% | 2994<br>75.57% | 101<br>70.14%<br>I | 112<br>65.88% | 106<br>67.09% | 3899<br>71.66%<br>I | 84<br>54.90% | 149<br>64.50% | 78<br>64.46% | 455<br>71.65% | 10<br>38.46% | 89<br>76.72% | 13<br>52.00% | 69<br>75.00% | 73<br>73.00% | 28<br>65.12% | 44<br>65.67% | 14<br>73.68% | 39<br>75.00% | 51<br>70.83% | 46<br>70.77% | 34<br>62.96% | 67<br>74.44% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 265<br>83.86% | 399<br>86.18% | 218<br>85.83% | 3676<br>92.78%<br>E | 121<br>84.03% | 139<br>81.76% | 138<br>87.34% | 4979<br>91.51%<br>I | 121<br>79.08% | 201<br>87.01%<br>I | 100<br>82.64% | 580<br>91.34% | 13<br>50.00% | 106<br>91.38% | 17<br>68.00% | 80<br>86.96% | 85<br>85.00% | 35<br>81.40% | 56<br>83.58% | 16<br>84.21% | 44<br>84.62% | 60<br>83.33% | 55<br>84.62% | 44<br>81.48% | 77<br>85.56% | 0<br>0.0% |
| 3-point composite mean | 2.4937 | 2.5140 | 2.5118 | 2.6835<br>E | 2.5417<br>I | 2.4765 | 2.5443 | 2.6317<br>I | 2.3399 | 2.5152<br>I | 2.4711 | 2.6299 | 1.8846 | 2.6810 | 2.2000 | 2.6196 | 2.5800 | 2.4651 | 2.4925 | 2.5789 | 2.5962 | 2.5417 | 2.5538 | 2.4444 | 2.6000 | 0 |
| 4-point composite mean | 3.4589 | 3.4946 | 3.4803 | 3.6739<br>E | 3.5139<br>I | 3.4471 | 3.5190 | 3.6212<br>I | 3.3072 | 3.5022<br>I | 3.4463 | 3.6189 | 2.7692 | 3.6724 | 3.0800 | 3.6087 | 3.5600 | 3.4186 | 3.4627 | 3.5263 | 3.5769 | 3.5000 | 3.5385 | 3.4259 | 3.5667 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 16<br>2.07% | 29<br>2.79% | 77<br>11.83%<br>AB | 234<br>2.98% | 10<br>2.42% | 15<br>3.02% | 56<br>12.04%<br>EF | 137<br>2.14% | 3<br>1.39% | 5<br>1.58% | 2<br>1.23% | 48<br>2.83% | 1<br>1.47% | 3<br>0.91% | 1<br>1.75% | 4<br>1.77% | 3<br>0.97% | 0<br>0.0% | 1<br>0.53% | 0<br>0.0% | 2<br>1.49% | 2<br>0.90% | 1<br>0.58% | 1<br>0.79% | 9<br>3.14% | 0<br>0.0% |
| Appropriately skipped | 444<br>57.44%<br>C | 554<br>53.37% | 325<br>49.92% | 3713<br>47.34% | 260<br>62.95%<br>DGI | 313<br>62.98%<br>G | 252<br>54.19% | 884<br>13.84% | 62<br>28.70%<br>H | 82<br>25.95% | 41<br>25.31% | 1026<br>60.42% | 42<br>61.76% | 211<br>63.94% | 31<br>54.39% | 129<br>57.08% | 207<br>67.21%<br>R | 50<br>53.76% | 120<br>64.17% | 52<br>72.22% | 82<br>61.19% | 148<br>66.97% | 106<br>61.99% | 72<br>57.14% | 188<br>65.51% | 0<br>0.0% |
| BASE = Those who responded | 313<br>40.49% | 455<br>43.83%<br>C | 249<br>38.25% | 3896<br>49.67%<br>E | 143<br>34.62% | 169<br>34.00% | 157<br>33.76% | 5367<br>84.02%<br>I | 151<br>69.91%<br>E | 229<br>72.47% | 119<br>73.46% | 624<br>36.75% | 25<br>36.76% | 116<br>35.15% | 25<br>43.86% | 93<br>41.15% | 98<br>31.82% | 43<br>46.24%<br>Q | 66<br>35.29% | 20<br>27.78% | 50<br>37.31% | 71<br>32.13% | 64<br>37.43% | 53<br>42.06%<br>Y | 90<br>31.36% | 0<br>0.0% |
| Yes | 181<br>57.83% | 272<br>59.78% | 158<br>63.45% | 2191<br>56.24% | 75<br>52.45% | 113<br>66.86%<br>E | 100<br>63.69%<br>E | 3204<br>59.70% | 90<br>59.60% | 143<br>62.45% | 78<br>65.55% | 372<br>59.62% | 13<br>52.00% | 62<br>53.45% | 12<br>48.00% | 50<br>53.76% | 53<br>54.08% | 22<br>51.16% | 34<br>51.52% | 12<br>60.00% | 24<br>48.00% | 39<br>54.93% | 30<br>46.88% | 26<br>49.06% | 49<br>54.44% | 0<br>0.0% |
| No | 132<br>42.17% | 183<br>40.22% | 91<br>36.55% | 1705<br>43.76% | 68<br>47.55%<br>FG | 56<br>33.14% | 57<br>36.31% | 2163<br>40.30% | 61<br>40.40% | 86<br>37.55% | 41<br>34.45% | 252<br>40.38% | 12<br>48.00% | 54<br>46.55% | 13<br>52.00% | 43<br>46.24% | 45<br>45.92% | 21<br>48.84% | 32<br>48.48% | 8<br>40.00% | 26<br>52.00% | 32<br>45.07% | 34<br>53.13% | 27<br>50.94% | 41<br>45.56% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 6 | 2 | 0 | 0 | 3 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.58% A | 0.31% | 0.0% | 0.0% | 0.60% | 0.22% | 0.0% | 0.0% | 0.63% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 14 | 19 | 69 | 218 | 12 | 12 | 53 | 32 | 0 | 3 | 1 | 62 | 2 | 4 | 3 | 7 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 1 | 11 | 0 |
| | 1.81% | 1.83% | 10.60% AB | 1.75% | 2.91% I | 2.41% | 11.40% EF | 0.50% I | 0.0% | 0.95% | 0.62% | 2.07% | 2.94% | 1.21% | 5.26% | 3.10% | 0.0% | 0.0% | 0.0% | 1.39% | 0.75% | 0.0% | 1.17% | 0.79% | 3.83% X | 0.0% |
| BASE = Those who responded | 759 | 1013 | 580 | 12258 | 401 | 482 | 411 | 6356 | 216 | 311 | 160 | 2926 | 66 | 326 | 54 | 219 | 308 | 93 | 187 | 71 | 133 | 221 | 169 | 125 | 276 | 0 |
| | 98.19% C | 97.59% C | 89.09% | 98.25% | 97.09% G | 96.98% G | 88.39% | 99.50% | 100.00% HJE | 98.42% | 98.77% | 97.93% | 97.06% | 98.79% | 94.74% | 96.90% | 100.00% | 100.00% | 100.00% | 98.61% | 99.25% | 100.00% | 98.83% | 99.21% Y | 96.17% | 0.0% |
| 5 - Excellent | 328 | 421 | 252 | 5016 | 192 | 233 | 198 | 1248 | 49 | 54 | 30 | 1158 | 27 | 160 | 18 | 104 | 192 | 0 | 102 | 27 | 57 | 111 | 75 | 62 | 130 | 0 |
| | 43.21% | 41.56% | 43.45% | 40.92% | 47.88% DI | 48.34% | 48.18% | 19.63% | 22.69% | 17.36% | 18.75% | 39.58% | 40.91% | 49.08% | 33.33% | 47.49% | 62.34% R | 0.0% | 54.55% TU | 38.03% | 42.86% | 50.23% | 44.38% | 49.60% | 47.10% | 0.0% |
| 4 - Very good | 240 | 304 | 173 | 4242 | 116 | 146 | 128 | 2338 | 79 | 102 | 55 | 942 | 21 | 92 | 21 | 65 | 116 | 0 | 58 | 22 | 34 | 59 | 55 | 43 | 73 | 0 |
| | 31.62% | 30.01% | 29.83% | 34.61% E | 28.93% | 30.29% | 31.14% | 36.78% | 36.57% | 32.80% | 34.38% | 32.19% | 31.82% | 28.22% | 38.89% | 29.68% | 37.66% R | 0.0% | 31.02% | 30.99% | 25.56% | 26.70% | 32.54% | 34.40% | 26.45% | 0.0% |
| CAHPS Rate (Top Two Box) | 568 | 725 | 425 | 9258 | 308 | 379 | 326 | 3586 | 128 | 156 | 85 | 2100 | 48 | 252 | 39 | 169 | 308 | 0 | 160 | 49 | 91 | 170 | 130 | 105 | 203 | 0 |
| | 74.84% | 71.57% | 73.28% | 75.53% | 76.81% I | 78.63% | 79.32% | 56.42% | 59.26% J | 50.16% | 53.13% | 71.77% | 72.73% | 77.30% | 72.22% | 77.17% | 100.00% R | 0.0% | 85.56% TU | 69.01% | 68.42% | 76.92% | 76.92% | 84.00% Y | 73.55% | 0.0% |
| 3 - Good | 144 | 208 | 126 | 2398 | 72 | 79 | 75 | 1980 | 58 | 95 | 52 | 623 | 16 | 55 | 11 | 39 | 0 | 72 | 19 | 18 | 34 | 40 | 30 | 14 | 58 | 0 |
| | 18.97% | 20.53% | 21.72% | 19.56% | 17.96% | 16.39% | 18.25% | 31.15% | 26.85% E | 30.55% | 32.50% | 21.29% | 24.24% | 16.87% | 20.37% | 17.81% | 0.0% | 77.42% Q | 10.16% | 25.35% S | 25.56% S | 18.10% | 17.75% | 11.20% | 21.01% X | 0.0% |
| Top Three Box | 712 | 933 | 551 | 11656 | 380 | 458 | 401 | 5566 | 186 | 251 | 137 | 2723 | 64 | 307 | 50 | 208 | 308 | 72 | 179 | 67 | 125 | 210 | 160 | 119 | 261 | 0 |
| | 93.81% | 92.10% | 95.00% B | 95.09% | 94.76% I | 95.02% | 97.57% EF | 87.57% | 86.11% | 80.71% | 85.63% | 93.06% | 96.97% | 94.17% | 92.59% | 94.98% | 100.00% R | 77.42% | 95.72% | 94.37% | 93.98% | 95.02% | 94.67% | 95.20% | 94.57% | 0.0% |
| 2 - Fair | 43 | 71 | 23 | 562 | 21 | 23 | 7 | 716 | 26 | 53 | 18 | 191 | 2 | 19 | 4 | 11 | 0 | 21 | 8 | 4 | 8 | 11 | 9 | 6 | 15 | 0 |
| | 5.67% | 7.01% C | 3.97% | 4.58% | 5.24% G | 4.77% G | 1.70% | 11.26% | 12.04% E | 17.04% | 11.25% | 6.53% | 3.03% | 5.83% | 7.41% | 5.02% | 0.0% | 22.58% Q | 4.28% | 5.63% | 6.02% | 4.98% | 5.33% | 4.80% | 5.43% | 0.0% |
| 1 - Poor | 4 | 9 | 6 | 40 | 0 | 1 | 3 | 74 | 4 | 7 | 5 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.53% | 0.89% | 1.03% | 0.33% E | 0.0% | 0.21% | 0.73% | 1.16% | 1.85% E | 2.25% | 3.13% | 0.41% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Bottom Two Box | 47 | 80 | 29 | 602 | 21 | 24 | 10 | 790 | 30 | 60 | 23 | 203 | 2 | 19 | 4 | 11 | 0 | 21 | 8 | 4 | 8 | 11 | 9 | 6 | 15 | 0 |
| | 6.19% | 7.90% C | 5.00% | 4.91% | 5.24% G | 4.98% G | 2.43% | 12.43% | 13.89% E | 19.29% | 14.38% | 6.94% | 3.03% | 5.83% | 7.41% | 5.02% | 0.0% | 22.58% Q | 4.28% | 5.63% | 6.02% | 4.98% | 5.33% | 4.80% | 5.43% | 0.0% |
| Average rating | 4.1133 | 4.0434 | 4.1069 | 4.1121 | 4.1945 I | 4.2178 | 4.2433 | 3.6246 | 3.6620 J | 3.4598 | 3.5438 | 4.0400 | 4.1061 | 4.2055 | 3.9815 | 4.1963 | 4.6234 R | 2.7742 | 4.3583 TU | 4.0141 | 4.0526 | 4.2217 | 4.1598 | 4.2880 | 4.1522 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Standard deviation | 0.9397 | 0.9896 | 0.9445 | 0.8972 | 0.9110 | 0.8997 | 0.8596 | 0.9604 | 1.0145 | 1.0352 | 1.0176 | 0.9514 | 0.8726 | 0.9222 | 0.9127 | 0.9030 | 0.4845 | 0.4181 | 0.8305 | 0.9268 | 0.9602 | 0.9128 | 0.8993 | 0.8468 | 0.9356 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.20% | 0.22% | 0.0% | 0.0% | 0.32% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 20 | 23 | 72 | 263 | 15 | 12 | 54 | 46 | 0 | 2 | 2 | 69 | 0 | 9 | 3 | 10 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 10 | 0 |
| | 2.59% | 2.22% | 11.06% AB | 2.11% | 3.63% I | 2.41% | 11.61% EF | 0.72% I | 0.0% | 0.63% | 1.23% | 2.31% | 0.0% | 2.73% M | 5.26% | 4.42% | 1.30% | 1.08% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.97% | 3.48% | 0.0% |
| BASE = Those who responded | 753 | 1014 | 578 | 12213 | 398 | 484 | 410 | 6342 | 216 | 313 | 159 | 2919 | 68 | 321 | 54 | 216 | 304 | 92 | 187 | 72 | 134 | 221 | 171 | 121 | 277 | 0 |
| | 97.41% C | 97.69% C | 88.79% | 97.89% | 96.37% G | 97.38% G | 88.17% | 99.28% | 100.00% HE | 99.05% | 98.15% | 97.69% | 100.00% N | 97.27% | 94.74% | 95.58% | 98.70% | 98.92% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 96.03% | 96.52% | 0.0% |
| 5 - Excellent | 368 | 473 | 279 | 5886 | 206 | 254 | 221 | 1354 | 49 | 61 | 34 | 1385 | 30 | 172 | 23 | 120 | 188 | 17 | 117 | 34 | 53 | 114 | 89 | 64 | 142 | 0 |
| | 48.87% | 46.65% | 48.27% | 48.19% | 51.76% I | 52.48% | 53.90% | 21.35% | 22.69% | 19.49% | 21.38% | 47.45% | 44.12% | 53.58% | 42.59% | 55.56% | 61.84% R | 18.48% | 62.57% TU | 47.22% | 39.55% | 51.58% | 52.05% | 52.89% | 51.26% | 0.0% |
| 4 - Very good | 164 | 242 | 126 | 3127 | 92 | 127 | 87 | 1505 | 40 | 73 | 35 | 765 | 13 | 76 | 12 | 51 | 72 | 20 | 48 | 17 | 27 | 49 | 42 | 30 | 62 | 0 |
| | 21.78% | 23.87% | 21.80% | 25.60% | 23.12% | 26.24% | 21.22% | 23.73% | 18.52% | 23.32% | 22.01% | 26.21% | 19.12% | 23.68% | 22.22% | 23.61% | 23.68% | 21.74% | 25.67% | 23.61% | 20.15% | 22.17% | 24.56% | 24.79% | 22.38% | 0.0% |
| CAHPS Rate (Top Two Box) | 532 | 715 | 405 | 9013 | 298 | 381 | 308 | 2859 | 89 | 134 | 69 | 2150 | 43 | 248 | 35 | 171 | 260 | 37 | 165 | 51 | 80 | 163 | 131 | 94 | 204 | 0 |
| | 70.65% | 70.51% | 70.07% | 73.80% | 74.87% I | 78.72% | 75.12% | 45.08% | 41.20% | 42.81% | 43.40% | 73.66% | 63.24% | 77.26% M | 64.81% | 79.17% O | 85.53% R | 40.22% | 88.24% TU | 70.83% | 59.70% | 73.76% | 76.61% | 77.69% | 73.65% | 0.0% |
| 3 - Good | 152 | 191 | 121 | 2253 | 74 | 74 | 80 | 1879 | 71 | 92 | 51 | 557 | 21 | 52 | 17 | 31 | 37 | 37 | 17 | 15 | 40 | 39 | 34 | 19 | 55 | 0 |
| | 20.19% | 18.84% | 20.93% | 18.45% | 18.59% | 15.29% | 19.51% | 29.63% | 32.87% E | 29.39% | 32.08% | 19.08% | 30.88% N | 16.20% | 31.48% P | 14.35% | 12.17% | 40.22% Q | 9.09% | 20.83% S | 29.85% S | 17.65% | 19.88% | 15.70% | 19.86% | 0.0% |
| Top Three Box | 684 | 906 | 526 | 11266 | 372 | 455 | 388 | 4738 | 160 | 226 | 120 | 2707 | 64 | 300 | 52 | 202 | 297 | 74 | 182 | 66 | 120 | 202 | 165 | 113 | 259 | 0 |
| | 90.84% | 89.35% | 91.00% | 92.25% | 93.47% I | 94.01% | 94.63% | 74.71% | 74.07% | 72.20% | 75.47% | 92.74% | 94.12% | 93.46% | 96.30% | 93.52% | 97.70% R | 80.43% | 97.33% U | 91.67% | 89.55% | 91.40% | 96.49% V | 93.39% | 93.50% | 0.0% |
| 2 - Fair | 58 | 84 | 43 | 800 | 22 | 26 | 19 | 1331 | 46 | 66 | 30 | 186 | 4 | 17 | 2 | 13 | 7 | 14 | 5 | 4 | 13 | 18 | 4 | 6 | 16 | 0 |
| | 7.70% | 8.28% | 7.44% | 6.55% | 5.53% | 5.37% | 4.63% | 20.99% | 21.30% E | 21.09% | 18.87% | 6.37% | 5.88% | 5.30% | 3.70% | 6.02% | 2.30% | 15.22% Q | 2.67% | 5.56% | 9.70% S | 8.14% W | 2.34% | 4.96% | 5.78% | 0.0% |
| 1 - Poor | 11 | 24 | 9 | 147 | 4 | 3 | 3 | 273 | 10 | 21 | 9 | 26 | 0 | 4 | 0 | 1 | 0 | 4 | 0 | 2 | 1 | 1 | 2 | 2 | 2 | 0 |
| | 1.46% | 2.37% | 1.56% | 1.20% | 1.01% | 0.62% | 0.73% | 4.30% | 4.63% E | 6.71% | 5.66% | 0.89% | 0.0% | 1.25% M | 0.0% | 0.46% | 0.0% | 4.35% Q | 0.0% | 2.78% | 0.75% | 0.45% | 1.17% | 1.65% | 0.72% | 0.0% |
| Bottom Two Box | 69 | 108 | 52 | 947 | 26 | 29 | 22 | 1604 | 56 | 87 | 39 | 212 | 4 | 21 | 2 | 14 | 7 | 18 | 5 | 6 | 14 | 19 | 6 | 8 | 18 | 0 |
| | 9.16% | 10.65% | 9.00% | 7.75% | 6.53% | 5.99% | 5.37% | 25.29% | 25.93% E | 27.80% | 24.53% | 7.26% | 5.88% | 6.54% | 3.70% | 6.48% | 2.30% | 19.57% Q | 2.67% | 8.33% | 10.45% S | 8.60% W | 3.51% | 6.61% | 6.50% | 0.0% |
| Average | 4.0890 | 4.0414 | 4.0779 | 4.1304 | 4.1910 I | 4.2459 | 4.2293 | 3.3683 | 3.3333 | 3.2780 | 3.3459 | 4.1295 | 4.0147 | 4.2305 | 4.0370 | 4.2778 | 4.4507 R | 3.3478 | 4.4813 TU | 4.0694 | 3.8806 | 4.1629 | 4.2398 | 4.2231 | 4.1769 | 0 |
| Standard deviation | 1.0594 | 1.0943 | 1.0600 | 1.0098 | 0.9892 | 0.9423 | 0.9658 | 1.1566 | 1.1746 | 1.1894 | 1.1709 | 0.9918 | 0.9925 | 0.9842 | 0.9421 | 0.9510 | 0.7932 | 1.0778 | 0.7693 | 1.0714 | 1.0654 | 1.0160 | 0.9277 | 0.9916 | 0.9879 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 2<br>0.19% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 2<br>0.40% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 23<br>2.98% | 26<br>2.50% | 70<br>10.75%<br>AB | 159<br>2.03% | 16<br>3.87%<br>I | 12<br>2.41% | 54<br>11.61%<br>EF | 21<br>0.33% | 2<br>0.93% | 2<br>0.63% | 1<br>0.62% | 42<br>2.47% | 0<br>0.0% | 10<br>3.03%<br>M | 3<br>5.26% | 11<br>4.87% | 5<br>1.62% | 1<br>1.08% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 5<br>3.97% | 11<br>3.83% | 0<br>0.0% |
| BASE = Those who responded | 750<br>97.02%<br>C | 1010<br>97.30%<br>C | 581<br>89.25% | 7684<br>97.97% | 397<br>96.13%<br>G | 483<br>97.18%<br>G | 411<br>88.39% | 6367<br>99.67% | 214<br>99.07%<br>E | 314<br>99.37% | 161<br>99.38% | 1656<br>97.53% | 68<br>100.00%<br>N | 320<br>96.97% | 54<br>94.74% | 215<br>95.13% | 303<br>98.38% | 92<br>98.92% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 121<br>96.03% | 276<br>96.17% | 0<br>0.0% |
| Yes | 185<br>24.67% | 265<br>26.24% | 159<br>27.37% | 2268<br>29.52%<br>E | 68<br>17.13% | 83<br>17.18% | 91<br>22.14% | 5214<br>81.89%<br>I | 140<br>65.42%<br>E | 212<br>67.52% | 110<br>68.32% | 292<br>17.63% | 17<br>25.00% | 51<br>15.94% | 11<br>20.37% | 43<br>20.00% | 40<br>13.20% | 27<br>29.35%<br>Q | 24<br>12.83% | 11<br>15.28% | 31<br>23.13%<br>S | 38<br>17.19% | 27<br>15.79% | 30<br>24.79%<br>Y | 38<br>13.77% | 0<br>0.0% |
| No | 565<br>75.33% | 745<br>73.76% | 422<br>72.63% | 5416<br>70.48% | 329<br>82.87%<br>DI | 400<br>82.82% | 320<br>77.86% | 1153<br>18.11% | 74<br>34.58%<br>H | 102<br>32.48% | 51<br>31.68% | 1364<br>82.37% | 51<br>75.00% | 269<br>84.06% | 43<br>79.63% | 172<br>80.00% | 263<br>86.80%<br>R | 65<br>70.65% | 163<br>87.17%<br>U | 61<br>84.72% | 103<br>76.87% | 183<br>82.81% | 144<br>84.21% | 91<br>75.21% | 238<br>86.23%<br>X | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 28<br>3.62% | 32<br>3.08% | 78<br>11.98%<br>AB | 211<br>2.69% | 19<br>4.60%<br>I | 16<br>3.22% | 59<br>12.69%<br>EF | 53<br>0.83% | 3<br>1.39% | 3<br>0.95% | 1<br>0.62% | 50<br>2.94% | 0<br>0.0% | 13<br>3.94%<br>M | 3<br>5.26% | 12<br>5.31% | 6<br>1.95% | 3<br>3.23% | 0<br>0.0% | 0<br>0.0% | 2<br>1.49% | 1<br>0.45% | 1<br>0.58% | 6<br>4.76% | 13<br>4.53% | 0<br>0.0% |
| Appropriately skipped | 565<br>73.09%<br>C | 745<br>71.77%<br>C | 422<br>64.82% | 5416<br>69.06% | 329<br>79.66%<br>DGI | 400<br>80.48%<br>G | 320<br>68.82% | 1153<br>18.05% | 74<br>34.26%<br>H | 102<br>32.28% | 51<br>31.48% | 1364<br>80.33% | 51<br>75.00% | 269<br>81.52% | 43<br>75.44% | 172<br>76.11% | 263<br>85.39%<br>R | 65<br>69.89% | 163<br>87.17%<br>U | 61<br>84.72% | 103<br>76.87% | 183<br>82.81% | 144<br>84.21% | 91<br>72.22% | 238<br>82.93%<br>X | 0<br>0.0% |
| BASE = Those who responded | 180<br>23.29% | 261<br>25.14% | 150<br>23.04% | 2216<br>28.25%<br>E | 65<br>15.74% | 81<br>16.30% | 86<br>18.49% | 5182<br>81.12%<br>I | 139<br>64.35%<br>E | 211<br>66.77% | 109<br>67.28% | 284<br>16.73% | 17<br>25.00% | 48<br>14.55% | 11<br>19.30% | 42<br>18.58% | 39<br>12.66% | 25<br>26.88%<br>Q | 24<br>12.83% | 11<br>15.28% | 29<br>21.64%<br>S | 37<br>16.74% | 26<br>15.20% | 29<br>23.02%<br>Y | 36<br>12.54% | 0<br>0.0% |
| Yes | 149<br>82.78% | 216<br>82.76% | 115<br>76.67% | 1750<br>78.97% | 53<br>81.54% | 66<br>81.48% | 62<br>72.09% | 5046<br>97.38% | 135<br>97.12%<br>E | 199<br>94.31% | 103<br>94.50% | 222<br>78.17% | 14<br>82.35% | 39<br>81.25% | 9<br>81.82% | 35<br>83.33% | 32<br>82.05% | 21<br>84.00% | 19<br>79.17% | 11<br>100.00% | 22<br>75.86% | 30<br>81.08% | 21<br>80.77% | 23<br>79.31% | 30<br>83.33% | 0<br>0.0% |
| No | 31<br>17.22% | 45<br>17.24% | 35<br>23.33% | 466<br>21.03% | 12<br>18.46%<br>I | 15<br>18.52% | 24<br>27.91% | 136<br>2.62% | 4<br>2.88% | 12<br>5.69% | 6<br>5.50% | 62<br>21.83% | 3<br>17.65% | 9<br>18.75% | 2<br>18.18% | 7<br>16.67% | 7<br>17.95% | 4<br>16.00% | 5<br>20.83% | 0<br>0.0% | 7<br>24.14% | 7<br>18.92% | 5<br>19.23% | 6<br>20.69% | 6<br>16.67% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 36 | 81 | 242 | 22 | 18 | 60 | 81 | 7 | 6 | 2 | 56 | 1 | 15 | 4 | 13 | 9 | 3 | 1 | 1 | 2 | 2 | 2 | 6 | 16 | 0 |
| | 4.40% | 3.47% | 12.44% AB | 3.09% | 5.33% D | 3.62% | 12.90% EF | 1.27% | 3.24% | 1.90% | 1.23% | 3.30% | 1.47% | 4.55% | 7.02% | 5.75% | 2.92% | 3.23% | 0.53% | 1.39% | 1.49% | 0.90% | 1.17% | 4.76% | 5.57% | 0.0% |
| Appropriately skipped | 596 | 790 | 457 | 5882 | 341 | 415 | 344 | 1289 | 78 | 114 | 57 | 1426 | 54 | 278 | 45 | 179 | 270 | 69 | 168 | 61 | 110 | 190 | 149 | 97 | 244 | 0 |
| | 77.10% C | 76.11% C | 70.20% | 75.00% | 82.57% DGI | 83.50% G | 73.98% | 20.18% | 36.11% H | 36.08% | 35.19% | 83.98% | 79.41% | 84.24% | 78.95% | 79.20% | 87.66% R | 74.19% | 89.84% | 84.72% | 82.09% | 85.97% | 87.13% | 76.98% | 85.02% | 0.0% |
| BASE = Those who responded | 143 | 212 | 113 | 1719 | 50 | 64 | 61 | 5018 | 131 | 196 | 103 | 216 | 13 | 37 | 8 | 34 | 29 | 21 | 18 | 10 | 22 | 29 | 20 | 23 | 27 | 0 |
| | 18.50% | 20.42% | 17.36% | 21.92% E | 12.11% | 12.88% | 13.12% | 78.55% I | 60.65% E | 62.03% | 63.58% | 12.72% | 19.12% | 11.21% | 14.04% | 15.04% | 9.42% | 22.58% Q | 9.63% | 13.89% | 16.42% | 13.12% | 11.70% | 18.25% Y | 9.41% | 0.0% |
| Yes | 124 | 190 | 95 | 1514 | 43 | 52 | 47 | 4946 | 124 | 190 | 95 | 184 | 12 | 31 | 6 | 31 | 26 | 17 | 13 | 9 | 21 | 26 | 17 | 20 | 23 | 0 |
| | 86.71% | 89.62% | 84.07% | 88.07% | 86.00% | 81.25% | 77.05% | 98.57% I | 94.66% | 96.94% | 92.23% | 85.19% | 92.31% | 83.78% | 75.00% | 91.18% | 89.66% | 80.95% | 72.22% | 90.00% | 95.45% | 89.66% | 85.00% | 86.96% | 85.19% | 0.0% |
| No | 19 | 22 | 18 | 205 | 7 | 12 | 14 | 72 | 7 | 6 | 8 | 32 | 1 | 6 | 2 | 3 | 3 | 4 | 5 | 1 | 1 | 3 | 3 | 3 | 4 | 0 |
| | 13.29% | 10.38% | 15.93% | 11.93% | 14.00% | 18.75% | 22.95% | 1.43% | 5.34% H | 3.06% | 7.77% | 14.81% | 7.69% | 16.22% | 25.00% | 8.82% | 10.34% | 19.05% | 27.78% | 10.00% | 4.55% | 10.34% | 15.00% | 13.04% | 14.81% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 30<br>3.88% | 36<br>3.47% | 78<br>11.98%<br>AB | 228<br>2.91% | 21<br>5.08%<br>DI | 17<br>3.42% | 58<br>12.47%<br>EF | 116<br>1.82% | 2<br>0.93% | 7<br>2.22% | 1<br>0.62% | 62<br>3.65% | 3<br>4.41% | 12<br>3.64% | 5<br>8.77% | 12<br>5.31% | 8<br>2.60% | 3<br>3.23% | 2<br>1.07% | 1<br>1.39% | 0<br>0.0% | 2<br>0.90% | 1<br>0.58% | 6<br>4.76% | 15<br>5.23% | 0<br>0.0% |
| BASE = Those who responded | 743<br>96.12%<br>C | 1002<br>96.53%<br>C | 573<br>88.02% | 7615<br>97.09%<br>E | 392<br>94.92%<br>G | 480<br>96.58%<br>G | 407<br>87.53% | 6272<br>98.18% | 214<br>99.07%<br>E | 309<br>97.78% | 161<br>99.38% | 1636<br>96.35% | 65<br>95.59% | 318<br>96.36% | 52<br>91.23% | 214<br>94.69% | 300<br>97.40% | 90<br>96.77% | 185<br>98.93% | 71<br>98.61% | 134<br>100.00% | 219<br>99.10% | 170<br>99.42% | 120<br>95.24% | 272<br>94.77% | 0<br>0.0% |
| Yes | 152<br>20.46% | 217<br>21.66% | 111<br>19.37% | 1140<br>14.97% | 50<br>12.76% | 64<br>13.33% | 58<br>14.25% | 3398<br>54.18% | 135<br>63.08%<br>HE | 193<br>62.46% | 98<br>60.87% | 179<br>10.94% | 14<br>21.54% | 35<br>11.01% | 8<br>15.38% | 30<br>14.02% | 25<br>8.33% | 25<br>27.78%<br>Q | 14<br>7.57% | 10<br>14.08% | 26<br>19.40%<br>S | 33<br>15.07% | 16<br>9.41% | 19<br>15.83% | 31<br>11.40% | 0<br>0.0% |
| No | 591<br>79.54% | 785<br>78.34% | 462<br>80.63% | 6475<br>85.03% | 342<br>87.24%<br>I | 416<br>86.67% | 349<br>85.75% | 2874<br>45.82%<br>I | 79<br>36.92% | 116<br>37.54% | 63<br>39.13% | 1457<br>89.06% | 51<br>78.46% | 283<br>88.99% | 44<br>84.62% | 184<br>85.98% | 275<br>91.67%<br>R | 65<br>72.22% | 171<br>92.43%<br>U | 61<br>85.92% | 108<br>80.60% | 186<br>84.93% | 154<br>90.59% | 101<br>84.17% | 241<br>88.60% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 42<br>4.05% | 79<br>12.14%<br>AB | 247<br>3.15% | 21<br>5.08%<br>I | 18<br>3.62% | 59<br>12.69%<br>EF | 147<br>2.30% | 3<br>1.39% | 12<br>3.80% | 2<br>1.23% | 62<br>3.65% | 3<br>4.41% | 12<br>3.64% | 5<br>8.77% | 12<br>5.31% | 8<br>2.60% | 3<br>3.23% | 2<br>1.07% | 1<br>1.39% | 0<br>0.0% | 2<br>0.90% | 1<br>0.58% | 6<br>4.76% | 15<br>5.23% | 0<br>0.0% |
| Appropriately skipped | 591<br>76.46%<br>C | 785<br>75.63%<br>C | 462<br>70.97% | 6475<br>82.56% | 342<br>82.81%<br>GI | 416<br>83.70%<br>G | 349<br>75.05% | 2874<br>44.99%<br>I | 79<br>36.57% | 116<br>36.71% | 63<br>38.89% | 1457<br>85.81% | 51<br>75.00% | 283<br>85.76% | 44<br>77.19% | 184<br>81.42% | 275<br>89.29%<br>R | 65<br>69.89% | 171<br>91.44%<br>U | 61<br>84.72% | 108<br>80.60% | 186<br>84.16% | 154<br>90.06% | 101<br>80.16% | 241<br>83.97% | 0<br>0.0% |
| BASE = Those who responded | 151<br>19.53% | 211<br>20.33% | 110<br>16.90% | 1121<br>14.29% | 50<br>12.11% | 63<br>12.68% | 57<br>12.26% | 3367<br>52.71% | 134<br>62.04%<br>HE | 188<br>59.49% | 97<br>59.88% | 179<br>10.54% | 14<br>20.59% | 35<br>10.61% | 8<br>14.04% | 30<br>13.27% | 25<br>8.12% | 25<br>26.88%<br>Q | 14<br>7.49% | 10<br>13.89% | 26<br>19.40%<br>S | 33<br>14.93% | 16<br>9.36% | 19<br>15.08% | 31<br>10.80% | 0<br>0.0% |
| Yes | 127<br>84.11% | 183<br>86.73% | 92<br>83.64% | 967<br>86.26% | 45<br>90.00% | 50<br>79.37% | 45<br>78.95% | 3191<br>94.77% | 124<br>92.54% | 175<br>93.09% | 90<br>92.78% | 149<br>83.24% | 14<br>100.00% | 31<br>88.57% | 7<br>87.50% | 27<br>90.00% | 23<br>92.00% | 22<br>88.00% | 14<br>100.00% | 9<br>90.00% | 22<br>84.62% | 29<br>87.88% | 15<br>93.75% | 18<br>94.74% | 27<br>87.10% | 0<br>0.0% |
| No | 24<br>15.89% | 28<br>13.27% | 18<br>16.36% | 154<br>13.74% | 5<br>10.00% | 13<br>20.63% | 12<br>21.05% | 176<br>5.23% | 10<br>7.46% | 13<br>6.91% | 7<br>7.22% | 30<br>16.76% | 0<br>0.0% | 4<br>11.43% | 1<br>12.50% | 3<br>10.00% | 2<br>8.00% | 3<br>12.00% | 0<br>0.0% | 1<br>10.00% | 4<br>15.38% | 4<br>12.12% | 1<br>6.25% | 1<br>5.26% | 4<br>12.90% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 32<br>4.14% | 48<br>4.62% | 80<br>12.29%<br>AB | 262<br>3.34% | 22<br>5.33%<br>I | 21<br>4.23% | 60<br>12.90%<br>EF | 176<br>2.76% | 4<br>1.85% | 16<br>5.06%<br>IK | 3<br>1.85% | 65<br>3.83% | 4<br>5.88% | 12<br>3.64% | 5<br>8.77% | 13<br>5.75% | 9<br>2.92% | 3<br>3.23% | 2<br>1.07% | 2<br>2.78% | 0<br>0.0% | 3<br>1.36% | 1<br>0.58% | 6<br>4.76% | 16<br>5.57% | 0<br>0.0% |
| Appropriately skipped | 615<br>79.56%<br>C | 813<br>78.32%<br>C | 480<br>73.73% | 6629<br>84.52% | 347<br>84.02%<br>GI | 429<br>86.32%<br>G | 361<br>77.63% | 3050<br>47.75% | 89<br>41.20% | 129<br>40.82% | 70<br>43.21% | 1487<br>87.57% | 51<br>75.00% | 287<br>86.97%<br>M | 45<br>78.95% | 187<br>82.74% | 277<br>89.94%<br>R | 68<br>73.12% | 171<br>91.44%<br>U | 62<br>86.11% | 112<br>83.58% | 190<br>85.97% | 155<br>90.64% | 102<br>80.95% | 245<br>85.37% | 0<br>0.0% |
| BASE = Those who responded | 126<br>16.30% | 177<br>17.05% | 91<br>13.98% | 952<br>12.14% | 44<br>10.65% | 47<br>9.46% | 44<br>9.46% | 3162<br>49.50% | 123<br>56.94%<br>HE | 171<br>54.11% | 89<br>54.94% | 146<br>8.60% | 13<br>19.12% | 31<br>9.39% | 7<br>12.28% | 26<br>11.50% | 22<br>7.14% | 22<br>23.66%<br>Q | 14<br>7.49% | 8<br>11.11% | 22<br>16.42%<br>S | 28<br>12.67% | 15<br>8.77% | 18<br>14.29% | 26<br>9.06% | 0<br>0.0% |
| Yes | 121<br>96.03% | 169<br>95.48% | 89<br>97.80% | 896<br>94.12% | 40<br>90.91% | 45<br>95.74% | 44<br>100.00%<br>E | 3113<br>98.45% | 121<br>98.37% | 169<br>98.83% | 89<br>100.00% | 131<br>89.73% | 13<br>100.00% | 27<br>87.10% | 6<br>85.71% | 23<br>88.46% | 22<br>100.00% | 18<br>81.82% | 12<br>85.71% | 8<br>100.00% | 20<br>90.91% | 24<br>85.71% | 15<br>100.00% | 16<br>88.89% | 24<br>92.31% | 0<br>0.0% |
| No | 5<br>3.97% | 8<br>4.52% | 2<br>2.20% | 56<br>5.88% | 4<br>9.09%<br>G | 2<br>4.26% | 0<br>0.0% | 49<br>1.55% | 2<br>1.63% | 2<br>1.17% | 0<br>0.0% | 15<br>10.27% | 0<br>0.0% | 4<br>12.90% | 1<br>14.29% | 3<br>11.54% | 0<br>0.0% | 4<br>18.18% | 2<br>14.29% | 0<br>0.0% | 2<br>9.09% | 4<br>14.29% | 0<br>0.0% | 2<br>11.11% | 2<br>7.69% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 27<br>3.49% | 31<br>2.99% | 75<br>11.52%<br>AB | 229<br>2.92% | 20<br>4.84%<br>I | 13<br>2.62% | 56<br>12.04%<br>EF | 96<br>1.50% | 3<br>1.39% | 4<br>1.27% | 1<br>0.62% | 54<br>3.18% | 1<br>1.47% | 13<br>3.94% | 5<br>8.77% | 11<br>4.87% | 8<br>2.60% | 2<br>2.15% | 2<br>1.07% | 0<br>0.0% | 0<br>0.0% | 1<br>0.45% | 1<br>0.58% | 6<br>4.76% | 14<br>4.88% | 0<br>0.0% |
| BASE = Those who responded | 746<br>96.51%<br>C | 1006<br>96.92%<br>C | 575<br>88.33% | 7614<br>97.08% | 393<br>95.16%<br>G | 483<br>97.18%<br>G | 408<br>87.74% | 6292<br>98.50% | 213<br>98.61%<br>E | 311<br>98.42% | 160<br>98.77% | 1644<br>96.82% | 67<br>98.53% | 317<br>96.06% | 52<br>91.23% | 215<br>95.13% | 300<br>97.40% | 91<br>97.85% | 185<br>98.93% | 72<br>100.00% | 134<br>100.00% | 220<br>99.55% | 170<br>99.42% | 120<br>95.24% | 273<br>95.12% | 0<br>0.0% |
| Yes | 123<br>16.49% | 176<br>17.50% | 93<br>16.17% | 942<br>12.37% | 52<br>13.23% | 59<br>12.22% | 49<br>12.01% | 2125<br>33.77% | 85<br>39.91%<br>E | 133<br>42.77% | 70<br>43.75% | 168<br>10.22% | 11<br>16.42% | 41<br>12.93% | 6<br>11.54% | 30<br>13.95% | 27<br>9.00% | 24<br>26.37%<br>Q | 23<br>12.43% | 15<br>20.83% | 14<br>10.45% | 33<br>15.00% | 18<br>10.59% | 9<br>7.50% | 43<br>15.75%<br>X | 0<br>0.0% |
| No | 623<br>83.51% | 830<br>82.50% | 482<br>83.83% | 6672<br>87.63% | 341<br>86.77%<br>I | 424<br>87.78% | 359<br>87.99% | 4167<br>66.23% | 128<br>60.09% | 178<br>57.23% | 90<br>56.25% | 1476<br>89.78% | 56<br>83.58% | 276<br>87.07% | 46<br>88.46% | 185<br>86.05% | 273<br>91.00%<br>R | 67<br>73.63% | 162<br>87.57% | 57<br>79.17% | 120<br>89.55% | 187<br>85.00% | 152<br>89.41% | 111<br>92.50%<br>Y | 230<br>84.25% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 38 | 77 | 263 | 23 | 16 | 58 | 124 | 4 | 9 | 2 | 58 | 1 | 16 | 5 | 14 | 9 | 4 | 5 | 0 | 0 | 4 | 1 | 7 | 16 | 0 |
| | 4.14% | 3.66% | 11.83% AB | 3.35% | 5.57% I | 3.22% | 12.47% EF | 1.94% | 1.85% | 2.85% | 1.23% | 3.42% | 1.47% | 4.85% | 8.77% | 6.19% | 2.92% | 4.30% | 2.67% TU | 0.0% | 0.0% | 1.81% | 0.58% | 5.56% | 5.57% | 0.0% |
| Appropriately skipped | 623 | 830 | 482 | 6672 | 341 | 424 | 359 | 4167 | 128 | 178 | 90 | 1476 | 56 | 276 | 46 | 185 | 273 | 67 | 162 | 57 | 120 | 187 | 152 | 111 | 230 | 0 |
| | 80.60% C | 79.96% C | 74.04% | 85.07% | 82.57% GI | 85.31% G | 77.20% | 65.23% | 59.26% | 56.33% | 55.56% | 86.93% | 82.35% | 83.64% | 80.70% | 81.86% | 88.64% R | 72.04% | 86.63% | 79.17% | 89.55% | 84.62% | 88.89% | 88.10% Y | 80.14% | 0.0% |
| BASE = Those who responded | 118 | 170 | 92 | 908 | 49 | 57 | 48 | 2097 | 84 | 129 | 70 | 164 | 11 | 38 | 6 | 27 | 26 | 22 | 20 | 15 | 14 | 30 | 18 | 8 | 41 | 0 |
| | 15.27% | 16.38% | 14.13% | 11.58% | 11.86% | 11.47% | 10.32% | 32.83% | 38.89% E | 40.82% | 43.21% | 9.66% | 16.18% | 11.52% | 10.53% | 11.95% | 8.44% | 23.66% Q | 10.70% | 20.83% | 10.45% | 13.57% | 10.53% | 6.35% | 14.29% X | 0.0% |
| Yes | 84 | 125 | 65 | 623 | 29 | 30 | 31 | 1976 | 81 | 122 | 64 | 103 | 9 | 20 | 4 | 17 | 14 | 15 | 10 | 9 | 10 | 20 | 8 | 7 | 22 | 0 |
| | 71.19% | 73.53% | 70.65% | 68.61% | 59.18% | 52.63% | 64.58% | 94.23% | 96.43% E | 94.57% | 91.43% | 62.80% | 81.82% | 52.63% | 66.67% | 62.96% | 53.85% | 68.18% | 50.00% | 60.00% | 71.43% | 66.67% | 44.44% | 87.50% | 53.66% | 0.0% |
| No | 34 | 45 | 27 | 285 | 20 | 27 | 17 | 121 | 3 | 7 | 6 | 61 | 2 | 18 | 2 | 10 | 12 | 7 | 10 | 6 | 4 | 10 | 10 | 1 | 19 | 0 |
| | 28.81% | 26.47% | 29.35% | 31.39% | 40.82% I | 47.37% | 35.42% | 5.77% | 3.57% | 5.43% | 8.57% | 37.20% | 18.18% | 47.37% | 33.33% | 37.04% | 46.15% | 31.82% | 50.00% | 40.00% | 28.57% | 33.33% | 55.56% | 12.50% | 46.34% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 33<br>4.27% | 40<br>3.85% | 77<br>11.83%<br>AB | 270<br>3.44% | 24<br>5.81%<br>DI | 16<br>3.22% | 58<br>12.47%<br>EF | 134<br>2.10% | 5<br>2.31% | 11<br>3.48% | 2<br>1.23% | 59<br>3.47% | 2<br>2.94% | 16<br>4.85% | 5<br>8.77% | 15<br>6.64% | 10<br>3.25% | 4<br>4.30% | 5<br>2.67%<br>U | 1<br>1.39% | 0<br>0.0% | 5<br>2.26% | 1<br>0.58% | 7<br>5.56% | 17<br>5.92% | 0<br>0.0% |
| Appropriately skipped | 657<br>84.99%<br>C | 875<br>84.30%<br>C | 509<br>78.19% | 6957<br>88.70% | 361<br>87.41%<br>GI | 451<br>90.74%<br>G | 376<br>80.86% | 4288<br>67.13% | 131<br>60.65% | 185<br>58.54% | 96<br>59.26% | 1537<br>90.52% | 58<br>85.29% | 294<br>89.09% | 48<br>84.21% | 195<br>86.28% | 285<br>92.53%<br>R | 74<br>79.57% | 172<br>91.98% | 63<br>87.50% | 124<br>92.54% | 197<br>89.14% | 162<br>94.74%<br>V | 112<br>88.89% | 249<br>86.76% | 0<br>0.0% |
| BASE = Those who responded | 83<br>10.74% | 123<br>11.85% | 65<br>9.98% | 616<br>7.85% | 28<br>6.78% | 30<br>6.04% | 31<br>6.67% | 1966<br>30.78% | 80<br>37.04%<br>E | 120<br>37.97% | 64<br>39.51% | 102<br>6.01% | 8<br>11.76% | 20<br>6.06% | 4<br>7.02% | 16<br>7.08% | 13<br>4.22% | 15<br>16.13%<br>Q | 10<br>5.35% | 8<br>11.11% | 10<br>7.46% | 19<br>8.60% | 8<br>4.68% | 7<br>5.56% | 21<br>7.32% | 0<br>0.0% |
| Yes | 79<br>95.18% | 119<br>96.75% | 61<br>93.85% | 586<br>95.13% | 26<br>92.86% | 29<br>96.67% | 29<br>93.55% | 1946<br>98.98% | 79<br>98.75% | 119<br>99.17% | 61<br>95.31% | 90<br>88.24% | 8<br>100.00% | 18<br>90.00% | 4<br>100.00% | 14<br>87.50% | 13<br>100.00% | 13<br>86.67% | 9<br>90.00% | 8<br>100.00% | 9<br>90.00% | 18<br>94.74% | 7<br>87.50% | 6<br>85.71% | 20<br>95.24% | 0<br>0.0% |
| No | 4<br>4.82% | 4<br>3.25% | 4<br>6.15% | 30<br>4.87% | 2<br>7.14% | 1<br>3.33% | 2<br>6.45% | 20<br>1.02% | 1<br>1.25% | 1<br>0.83% | 3<br>4.69% | 12<br>11.76% | 0<br>0.0% | 2<br>10.00% | 0<br>0.0% | 2<br>12.50% | 0<br>0.0% | 2<br>13.33% | 1<br>10.00% | 0<br>0.0% | 1<br>10.00% | 1<br>5.26% | 1<br>12.50% | 1<br>14.29% | 1<br>4.76% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 25<br>3.23% | 30<br>2.89% | 75<br>11.52%<br>AB | 202<br>2.58% | 18<br>4.36%<br>I | 14<br>2.82% | 57<br>12.26%<br>EF | 66<br>1.03% | 1<br>0.46% | 3<br>0.95% | 2<br>1.23% | 45<br>2.65% | 0<br>0.0% | 12<br>3.64%<br>M | 3<br>5.26% | 11<br>4.87% | 6<br>1.95% | 2<br>2.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 5<br>3.97% | 13<br>4.53% | 0<br>0.0% |
| BASE = Those who responded | 748<br>96.77%<br>C | 1007<br>97.01%<br>C | 576<br>88.48% | 7641<br>97.42% | 395<br>95.64%<br>G | 482<br>96.98%<br>G | 408<br>87.74% | 6322<br>98.97% | 215<br>99.54%<br>E | 312<br>98.73% | 160<br>98.77% | 1653<br>97.35% | 68<br>100.00%<br>N | 318<br>96.36% | 54<br>94.74% | 215<br>95.13% | 302<br>98.05% | 91<br>97.85% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 121<br>96.03% | 274<br>95.47% | 0<br>0.0% |
| Yes | 132<br>17.65% | 177<br>17.58% | 93<br>16.15% | 719<br>9.41% | 47<br>11.90% | 56<br>11.62% | 56<br>13.73% | 1774<br>28.06% | 93<br>43.26%<br>HE | 132<br>42.31% | 65<br>40.63% | 143<br>8.65% | 8<br>11.76% | 39<br>12.26% | 9<br>16.67% | 26<br>12.09% | 25<br>8.28% | 22<br>24.18%<br>Q | 23<br>12.30% | 11<br>15.28% | 13<br>9.70% | 28<br>12.67% | 18<br>10.53% | 17<br>14.05% | 30<br>10.95% | 0<br>0.0% |
| No | 616<br>82.35% | 830<br>82.42% | 483<br>83.85% | 6922<br>90.59% | 348<br>88.10%<br>I | 426<br>88.38% | 352<br>86.27% | 4548<br>71.94%<br>I | 122<br>56.74% | 180<br>57.69% | 95<br>59.38% | 1510<br>91.35% | 60<br>88.24% | 279<br>87.74% | 45<br>83.33% | 189<br>87.91% | 277<br>91.72%<br>R | 69<br>75.82% | 164<br>87.70% | 61<br>84.72% | 121<br>90.30% | 193<br>87.33% | 153<br>89.47% | 104<br>85.95% | 244<br>89.05% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 38<br>3.66% | 77<br>11.83%<br>AB | 223<br>2.84% | 21<br>5.08%<br>D | 17<br>3.42% | 57<br>12.26%<br>EF | 92<br>1.44% | 5<br>2.31% | 8<br>2.53% | 4<br>2.47% | 49<br>2.89% | 1<br>1.47% | 14<br>4.24% | 3<br>5.26% | 13<br>5.75% | 7<br>2.27% | 4<br>4.30% | 3<br>1.60% | 0<br>0.0% | 0<br>0.0% | 2<br>0.90% | 1<br>0.58% | 5<br>3.97% | 16<br>5.57% | 0<br>0.0% |
| Appropriately skipped | 616<br>79.69%<br>C | 830<br>79.96%<br>C | 483<br>74.19% | 6922<br>88.26%<br>E | 348<br>84.26%<br>GI | 426<br>85.71%<br>G | 352<br>75.70% | 4548<br>71.20%<br>I | 122<br>56.48% | 180<br>56.96% | 95<br>58.64% | 1510<br>88.93% | 60<br>88.24% | 279<br>84.55% | 45<br>78.95% | 189<br>83.63% | 277<br>89.94%<br>R | 69<br>74.19% | 164<br>87.70% | 61<br>84.72% | 121<br>90.30% | 193<br>87.33% | 153<br>89.47% | 104<br>82.54% | 244<br>85.02% | 0<br>0.0% |
| BASE = Those who responded | 126<br>16.30% | 170<br>16.38% | 91<br>13.98% | 698<br>8.90% | 44<br>10.65% | 54<br>10.87% | 56<br>12.04% | 1748<br>27.36% | 89<br>41.20%<br>HE | 128<br>40.51% | 63<br>38.89% | 139<br>8.19% | 7<br>10.29% | 37<br>11.21% | 9<br>15.79% | 24<br>10.62% | 24<br>7.79% | 20<br>21.51%<br>Q | 20<br>10.70% | 11<br>15.28% | 13<br>9.70% | 26<br>11.76% | 17<br>9.94% | 17<br>13.49% | 27<br>9.41% | 0<br>0.0% |
| Yes | 96<br>76.19% | 123<br>72.35% | 64<br>70.33% | 481<br>68.91% | 32<br>72.73% | 33<br>61.11% | 38<br>67.86% | 1553<br>88.84% | 84<br>94.38%<br>HE | 115<br>89.84% | 58<br>92.06% | 93<br>66.91% | 6<br>85.71% | 26<br>70.27% | 8<br>88.89% | 17<br>70.83% | 16<br>66.67% | 16<br>80.00% | 10<br>50.00% | 11<br>100.00% | 11<br>84.62% | 18<br>69.23% | 14<br>82.35% | 11<br>64.71% | 21<br>77.78% | 0<br>0.0% |
| No | 30<br>23.81% | 47<br>27.65% | 27<br>29.67% | 217<br>31.09% | 12<br>27.27%<br>I | 21<br>38.89% | 18<br>32.14% | 195<br>11.16%<br>I | 5<br>5.62% | 13<br>10.16% | 5<br>7.94% | 46<br>33.09% | 1<br>14.29% | 11<br>29.73% | 1<br>11.11% | 7<br>29.17% | 8<br>33.33% | 4<br>20.00% | 10<br>50.00% | 0<br>0.0% | 2<br>15.38% | 8<br>30.77% | 3<br>17.65% | 6<br>35.29% | 6<br>22.22% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 32<br>4.14% | 40<br>3.85% | 77<br>11.83%<br>AB | 236<br>3.01% | 22<br>5.33%<br>DI | 17<br>3.42% | 57<br>12.26%<br>EF | 109<br>1.71% | 5<br>2.31% | 8<br>2.53% | 4<br>2.47% | 53<br>3.12% | 1<br>1.47% | 15<br>4.55% | 3<br>5.26% | 14<br>6.19% | 7<br>2.27% | 5<br>5.38% | 4<br>2.14%<br>TU | 0<br>0.0% | 0<br>0.0% | 3<br>1.36% | 1<br>0.58% | 5<br>3.97% | 17<br>5.92% | 0<br>0.0% |
| Appropriately skipped | 646<br>83.57%<br>C | 877<br>84.49%<br>C | 510<br>78.34% | 7139<br>91.02%<br>E | 360<br>87.17%<br>GI | 447<br>89.94%<br>G | 370<br>79.57% | 4743<br>74.25%<br>I | 127<br>58.80% | 193<br>61.08% | 100<br>61.73% | 1556<br>91.64% | 61<br>89.71% | 290<br>87.88% | 46<br>80.70% | 196<br>86.73% | 285<br>92.53%<br>R | 73<br>78.49% | 174<br>93.05% | 61<br>84.72% | 123<br>91.79% | 201<br>90.95% | 156<br>91.23% | 110<br>87.30% | 250<br>87.11% | 0<br>0.0% |
| BASE = Those who responded | 95<br>12.29% | 121<br>11.66% | 64<br>9.83% | 468<br>5.97% | 31<br>7.51% | 33<br>6.64% | 38<br>8.17% | 1536<br>24.05% | 84<br>38.89%<br>HE | 115<br>36.39% | 58<br>35.80% | 89<br>5.24% | 6<br>8.82% | 25<br>7.58% | 8<br>14.04% | 16<br>7.08% | 16<br>5.19% | 15<br>16.13%<br>Q | 9<br>4.81% | 11<br>15.28%<br>S | 11<br>8.21% | 17<br>7.69% | 14<br>8.19% | 11<br>8.73% | 20<br>6.97% | 0<br>0.0% |
| Yes | 80<br>84.21% | 112<br>92.56% | 56<br>87.50% | 430<br>91.88% | 24<br>77.42% | 30<br>90.91% | 33<br>86.84% | 1499<br>97.59% | 80<br>95.24%<br>E | 112<br>97.39% | 56<br>96.55% | 75<br>84.27% | 5<br>83.33% | 19<br>76.00% | 5<br>62.50% | 13<br>81.25% | 12<br>75.00% | 12<br>80.00% | 6<br>66.67% | 10<br>90.91% | 8<br>72.73% | 13<br>76.47% | 11<br>78.57% | 8<br>72.73% | 16<br>80.00% | 0<br>0.0% |
| No | 15<br>15.79% | 9<br>7.44% | 8<br>12.50% | 38<br>8.12% | 7<br>22.58%<br>I | 3<br>9.09% | 5<br>13.16% | 37<br>2.41% | 4<br>4.76% | 3<br>2.61% | 2<br>3.45% | 14<br>15.73% | 1<br>16.67% | 6<br>24.00% | 3<br>37.50% | 3<br>18.75% | 4<br>25.00% | 3<br>20.00% | 3<br>33.33% | 1<br>9.09% | 3<br>27.27% | 4<br>23.53% | 3<br>21.43% | 3<br>27.27% | 4<br>20.00% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 1698<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 27 | 80 | 232 | 23 | 13 | 61 | 80 | 4 | 1 | 2 | 59 | 2 | 15 | 5 | 14 | 11 | 2 | 3 | 0 | 1 | 3 | 1 | 7 | 16 | 0 |
| | 4.40% B | 2.60% | 12.29% AB | 2.96% | 5.57% DFI | 2.62% | 13.12% EF | 1.25% | 1.85% | 0.32% | 1.23% | 3.47% | 2.94% | 4.55% | 8.77% | 6.19% | 3.57% | 2.15% | 1.60% | 0.0% | 0.75% | 1.36% | 0.58% | 5.56% | 5.57% | 0.0% |
| BASE = Those who responded | 739 | 1011 | 571 | 7611 | 390 | 484 | 404 | 6308 | 212 | 315 | 160 | 1639 | 66 | 315 | 52 | 212 | 297 | 91 | 184 | 72 | 133 | 218 | 170 | 119 | 271 | 0 |
| | 95.60% C | 97.40% AC | 87.71% | 97.04% E | 94.43% G | 97.38% EG | 86.88% | 98.75% | 98.15% E | 99.68% | 98.77% | 96.53% | 97.06% | 95.45% | 91.23% | 93.81% | 96.43% | 97.85% | 98.40% | 100.00% | 99.25% | 98.64% | 99.42% | 94.44% | 94.43% | 0.0% |
| Yes | 131 | 205 | 106 | 1111 | 40 | 56 | 52 | 3360 | 119 | 183 | 102 | 144 | 14 | 26 | 7 | 21 | 24 | 16 | 9 | 10 | 21 | 26 | 14 | 14 | 26 | 0 |
| | 17.73% | 20.28% | 18.56% | 14.60% E | 10.26% | 11.57% | 12.87% | 53.27% | 56.13% E | 58.10% | 63.75% | 8.79% | 21.21% N | 8.25% | 13.46% | 9.91% | 8.08% | 17.58% Q | 4.89% | 13.89% S | 15.79% S | 11.93% | 8.24% | 11.76% | 9.59% | 0.0% |
| No | 608 | 806 | 465 | 6500 | 350 | 428 | 352 | 2948 | 93 | 132 | 58 | 1495 | 52 | 289 | 45 | 191 | 273 | 75 | 175 | 62 | 112 | 192 | 156 | 105 | 245 | 0 |
| | 82.27% | 79.72% | 81.44% | 85.40% | 89.74% DI | 88.43% | 87.13% | 46.73% | 43.87% | 41.90% | 36.25% | 91.21% | 78.79% | 91.75% M | 86.54% | 90.09% | 91.92% R | 82.42% | 95.11% TU | 86.11% | 84.21% | 88.07% | 91.76% | 88.24% | 90.41% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 37 | 35 | 83 | 286 | 24 | 15 | 63 | 167 | 4 | 1 | 4 | 64 | 2 | 16 | 6 | 14 | 12 | 2 | 3 | 0 | 2 | 4 | 1 | 7 | 17 | 0 |
| | 4.79% | 3.37% | 12.75% AB | 3.65% | 5.81% FI | 3.02% | 13.55% EF | 2.61% | 1.85% | 0.32% | 2.47% | 3.77% | 2.94% | 4.85% | 10.53% | 6.19% | 3.90% | 2.15% | 1.60% | 0.0% | 1.49% | 1.81% | 0.58% | 5.56% | 5.92% | 0.0% |
| Appropriately skipped | 608 | 806 | 465 | 6500 | 350 | 428 | 352 | 2948 | 93 | 132 | 58 | 1495 | 52 | 289 | 45 | 191 | 273 | 75 | 175 | 62 | 112 | 192 | 156 | 105 | 245 | 0 |
| | 78.65% C | 77.65% C | 71.43% | 82.88% | 84.75% GI | 86.12% G | 75.70% | 46.15% | 43.06% | 41.77% | 35.80% | 88.04% | 76.47% | 87.58% M | 78.95% | 84.51% | 88.64% | 80.65% | 93.58% U | 86.11% | 83.58% | 86.88% | 91.23% | 83.33% | 85.37% | 0.0% |
| BASE = Those who responded | 128 | 196 | 103 | 1057 | 39 | 54 | 50 | 3273 | 119 | 183 | 100 | 139 | 14 | 25 | 6 | 21 | 23 | 16 | 9 | 10 | 20 | 25 | 14 | 14 | 25 | 0 |
| | 16.56% | 18.88% | 15.82% | 13.48% E | 9.44% | 10.87% | 10.75% | 51.24% | 55.09% E | 57.91% | 61.73% | 8.19% | 20.59% N | 7.58% | 10.53% | 9.29% | 7.47% | 17.20% Q | 4.81% | 13.89% S | 14.93% S | 11.31% | 8.19% | 11.11% | 8.71% | 0.0% |
| Yes | 115 | 181 | 98 | 957 | 36 | 50 | 48 | 3190 | 115 | 181 | 98 | 119 | 14 | 22 | 5 | 20 | 22 | 14 | 8 | 9 | 19 | 24 | 12 | 13 | 23 | 0 |
| | 89.84% | 92.35% | 95.15% | 90.54% | 92.31% | 92.59% | 96.00% | 97.46% | 96.64% | 98.91% | 98.00% | 85.61% | 100.00% | 88.00% | 83.33% | 95.24% | 95.65% | 87.50% | 88.89% | 90.00% | 95.00% | 96.00% | 85.71% | 92.86% | 92.00% | 0.0% |
| No | 13 | 15 | 5 | 100 | 3 | 4 | 2 | 83 | 4 | 2 | 2 | 20 | 0 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 0 |
| | 10.16% | 7.65% | 4.85% | 9.46% | 7.69% | 7.41% | 4.00% | 2.54% | 3.36% | 1.09% | 2.00% | 14.39% | 0.0% | 12.00% | 16.67% | 4.76% | 4.35% | 12.50% | 11.11% | 10.00% | 5.00% | 4.00% | 14.29% | 7.14% | 8.00% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 1698 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

74. What is your child's age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 28 | 46 | 93 | 550 | 20 | 21 | 70 | 165 | 0 | 5 | 4 | 106 | 1 | 13 | 3 | 13 | 8 | 2 | 0 | 0 | 0 | 1 | 0 | 6 | 14 | 0 |
| | 3.62% | 4.43% | 14.29% AB | 4.41% | 4.84% I | 4.23% | 15.05% EF | 2.58% I | 0.0% | 1.58% I | 2.47% I | 3.55% | 1.47% | 3.94% | 5.26% | 5.75% | 2.60% | 2.15% | 0.0% | 0.0% | 0.0% | 0.45% | 0.0% | 4.76% | 4.88% | 0.0% |
| BASE = Those who responded | 745 | 992 | 558 | 11926 | 393 | 476 | 395 | 6223 | 216 | 311 | 158 | 2882 | 67 | 317 | 54 | 213 | 300 | 91 | 187 | 72 | 134 | 220 | 171 | 120 | 273 | 0 |
| | 96.38% C | 95.57% C | 85.71% | 95.59% | 95.16% G | 95.77% G | 84.95% | 97.42% | 100.00% HJKE | 98.42% | 97.53% | 96.45% | 98.53% | 96.06% | 94.74% | 94.25% | 97.40% | 97.85% | 100.00% | 100.00% | 100.00% | 99.55% | 100.00% | 95.24% | 95.12% | 0.0% |
| Less than 1 year old | 33 | 44 | 30 | 239 | 9 | 17 | 16 | 39 | 8 | 7 | 3 | 67 | 1 | 8 | 1 | 7 | 9 | 0 | 9 | 0 | 0 | 4 | 4 | 2 | 7 | 0 |
| | 4.43% | 4.44% | 5.38% | 2.00% | 2.29% | 3.57% | 4.05% | 0.63% | 3.70% H | 2.25% | 1.90% | 2.32% | 1.49% | 2.52% | 1.85% | 3.29% | 3.00% R | 0.0% | 4.81% TU | 0.0% | 0.0% | 1.82% | 2.34% | 1.67% | 2.56% | 0.0% |
| 1 year or more (NET) | 712 | 948 | 528 | 11687 | 384 | 459 | 379 | 6184 | 208 | 304 | 155 | 2815 | 66 | 309 | 53 | 206 | 291 | 91 | 178 | 72 | 134 | 216 | 167 | 118 | 266 | 0 |
| | 95.57% | 95.56% | 94.62% | 98.00% | 97.71% | 96.43% | 95.95% | 99.37% I | 96.30% | 97.75% | 98.10% | 97.68% | 98.51% | 97.48% | 98.15% | 96.71% | 97.00% | 100.00% Q | 95.19% | 100.00% S | 100.00% S | 98.18% | 97.66% | 98.33% | 97.44% | 0.0% |
| 1 - 5 years old | 306 | 350 | 175 | 3632 | 178 | 169 | 138 | 985 | 61 | 63 | 34 | 890 | 24 | 151 | 26 | 115 | 151 | 27 | 178 | 0 | 0 | 101 | 76 | 45 | 133 | 0 |
| | 41.07% BC | 35.28% | 31.36% | 30.45% | 45.29% DFGI | 35.50% | 34.94% | 15.83% | 28.24% HJ | 20.26% | 21.52% | 30.88% | 35.82% | 47.63% | 48.15% | 53.99% | 50.33% R | 29.67% | 95.19% TU | 0.0% | 0.0% | 45.91% | 44.44% | 37.50% | 48.72% X | 0.0% |
| 6 - 10 years old | 142 | 218 | 125 | 3230 | 72 | 120 | 91 | 1952 | 53 | 89 | 42 | 740 | 16 | 54 | 10 | 33 | 49 | 22 | 0 | 72 | 0 | 31 | 41 | 19 | 53 | 0 |
| | 19.06% | 21.98% | 22.40% | 27.08% E | 18.32% | 25.21% E | 23.04% | 31.37% I | 24.54% | 28.62% | 26.58% | 25.68% | 23.88% | 17.03% | 18.52% | 15.49% | 16.33% | 24.18% | 0.0% | 100.00% SU | 0.0% | 14.09% | 23.98% V | 15.83% | 19.41% | 0.0% |
| 11 - 15 years old | 189 | 245 | 152 | 3231 | 97 | 113 | 109 | 2183 | 68 | 102 | 49 | 811 | 16 | 78 | 11 | 45 | 67 | 29 | 0 | 0 | 97 | 59 | 38 | 39 | 58 | 0 |
| | 25.37% | 24.70% | 27.24% | 27.09% | 24.68% | 23.74% | 27.59% | 35.08% | 31.48% | 32.80% | 31.01% | 28.14% | 23.88% | 24.61% | 20.37% | 21.13% | 22.33% | 31.87% | 0.0% | 0.0% | 72.39% ST | 26.82% | 22.22% | 32.50% Y | 21.25% | 0.0% |
| Over 15 years old | 75 | 135 | 76 | 1594 | 37 | 57 | 41 | 1064 | 26 | 50 | 30 | 374 | 10 | 26 | 6 | 13 | 24 | 13 | 0 | 0 | 37 | 25 | 12 | 15 | 22 | 0 |
| | 10.07% | 13.61% A | 13.62% | 13.37% E | 9.41% | 11.97% | 10.38% | 17.10% I | 12.04% | 16.08% | 18.99% | 12.98% | 14.93% | 8.20% | 11.11% | 6.10% | 8.00% | 14.29% | 0.0% | 0.0% | 27.61% ST | 11.36% | 7.02% | 12.50% | 8.06% | 0.0% |
| 2 years or more (NET) | 629 | 808 | 471 | 11056 | 339 | 397 | 335 | 6064 | 202 | 291 | 148 | 2644 | 61 | 270 | 44 | 178 | 251 | 86 | 133 | 72 | 134 | 193 | 145 | 104 | 235 | 0 |
| | 84.43% | 81.45% | 84.41% | 92.71% E | 86.26% | 83.40% | 84.81% | 97.44% I | 93.52% E | 93.57% | 93.67% | 91.74% | 91.04% | 85.17% | 81.48% | 83.57% | 83.67% | 94.51% Q | 71.12% | 100.00% S | 100.00% S | 87.73% | 84.80% | 86.67% | 86.08% | 0.0% |
| Average age | 7.5664 | 8.1089 A | 8.4821 A | 8.8139 E | 7.4402 | 8.0735 | 8.0759 | 10.4986 I | 9.0185 E | 9.9228 I | 10.0823 | 8.7838 | 8.5075 | 7.1767 | 7.1852 | 6.4601 | 6.8167 | 9.4396 Q | 2.4332 | 8.1667 S | 14.0373 ST | 7.7818 | 7.0760 | 8.5167 Y | 6.9670 | 0 |
| Standard deviation | 5.5772 | 5.7435 | 5.6240 | 5.1656 | 5.4434 | 5.5285 | 5.4433 | 4.5570 | 5.1952 | 5.1280 | 5.2156 | 5.2314 | 5.4782 | 5.3978 | 5.5647 | 5.1907 | 5.4126 | 5.0757 | 1.4216 | 1.4434 | 2.0421 | 5.6285 | 5.1538 | 5.6994 | 5.2577 | 0 |

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I


Continued

74. What is your child's age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

75. Is your child male or female?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 27 | 27 | 73 | 379 | 21 | 15 | 57 | 110 | 1 | 2 | 1 | 80 | 1 | 14 | 3 | 14 | 8 | 3 | 2 | 0 | 0 | 0 | 0 | 6 | 15 | 0 |
| | 3.49% | 2.60% | 11.21% AB | 3.04% | 5.08% I | 3.02% | 12.26% EF | 1.72% I | 0.46% | 0.63% | 0.62% | 2.68% | 1.47% | 4.24% | 5.26% | 6.19% | 2.60% | 3.23% | 1.07% | 0.0% | 0.0% | 0.0% | 0.0% | 4.76% | 5.23% | 0.0% |
| BASE = Those who responded | 746 | 1009 | 578 | 12097 | 392 | 481 | 408 | 6278 | 215 | 313 | 161 | 2908 | 67 | 316 | 54 | 212 | 300 | 90 | 185 | 72 | 134 | 221 | 171 | 120 | 272 | 0 |
| | 96.51% C | 97.21% C | 88.79% | 96.96% | 94.92% G | 96.78% G | 87.74% | 98.28% | 99.54% HE | 99.05% | 99.38% | 97.32% | 98.53% | 95.76% | 94.74% | 93.81% | 97.40% | 96.77% | 98.93% | 100.00% | 100.00% | 100.00% | 100.00% | 95.24% | 94.77% | 0.0% |
| Male | 419 | 534 | 305 | 6299 | 221 | 228 | 198 | 3750 | 122 | 176 | 100 | 1508 | 38 | 179 | 35 | 112 | 170 | 51 | 105 | 31 | 84 | 221 | 0 | 72 | 149 | 0 |
| | 56.17% | 52.92% | 52.77% | 52.07% | 56.38% FG | 47.40% | 48.53% | 59.73% | 56.74% | 56.23% | 62.11% | 51.86% | 56.72% | 56.65% | 64.81% | 52.83% | 56.67% | 56.67% | 56.76% T | 43.06% | 62.69% T | 100.00% W | 0.0% | 60.00% | 54.78% | 0.0% |
| Female | 327 | 475 | 273 | 5798 | 171 | 253 | 210 | 2528 | 93 | 137 | 61 | 1400 | 29 | 137 | 19 | 100 | 130 | 39 | 80 | 41 | 50 | 0 | 171 | 48 | 123 | 0 |
| | 43.83% | 47.08% | 47.23% | 47.93% | 43.62% | 52.60% E | 51.47% E | 40.27% | 43.26% | 43.77% | 37.89% | 48.14% | 43.28% | 43.35% | 35.19% | 47.17% | 43.33% | 43.33% | 43.24% | 56.94% SU | 37.31% | 0.0% | 100.00% V | 40.00% | 45.22% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 29<br>3.75% | 39<br>3.76% | 84<br>12.90%<br>AB | 542<br>4.34% | 20<br>4.84%<br>I | 18<br>3.62% | 62<br>13.33%<br>EF | 170<br>2.66%<br>I | 2<br>0.93% | 7<br>2.22% | 5<br>3.09% | 116<br>3.88% | 1<br>1.47% | 12<br>3.64% | 3<br>5.26% | 12<br>5.31% | 8<br>2.60% | 2<br>2.15% | 0<br>0.0% | 1<br>1.39% | 0<br>0.0% | 0<br>0.0% | 1<br>0.58% | 5<br>3.97% | 15<br>5.23% | 0<br>0.0% |
| BASE = Those who responded | 744<br>96.25%<br>C | 998<br>96.15%<br>C | 567<br>87.10% | 11934<br>95.66% | 393<br>95.16%<br>G | 479<br>96.38%<br>G | 403<br>86.67% | 6218<br>97.34% | 214<br>99.07%<br>HE | 309<br>97.78% | 157<br>96.91% | 2872<br>96.12% | 67<br>98.53% | 318<br>96.36% | 54<br>94.74% | 214<br>94.69% | 300<br>97.40% | 91<br>97.85% | 187<br>100.00% | 71<br>98.61% | 134<br>100.00% | 221<br>100.00% | 170<br>99.42% | 121<br>96.03% | 272<br>94.77% | 0<br>0.0% |
| Yes, Hispanic or Latino | 487<br>65.46% | 625<br>62.63% | 352<br>62.08% | 3978<br>33.33% | 259<br>65.90%<br>DI | 300<br>62.63% | 258<br>64.02% | 1132<br>18.21% | 121<br>56.54%<br>H | 174<br>56.31% | 88<br>56.05% | 1556<br>54.18% | 29<br>43.28% | 226<br>71.07%<br>M | 22<br>40.74% | 142<br>66.36%<br>O | 192<br>64.00% | 67<br>73.63% | 119<br>63.64% | 46<br>64.79% | 94<br>70.15% | 154<br>69.68% | 104<br>61.18% | 70<br>57.85% | 189<br>69.49%<br>X | 0<br>0.0% |
| No, not Hispanic or Latino | 257<br>34.54% | 373<br>37.37% | 215<br>37.92% | 7956<br>66.67%<br>E | 134<br>34.10% | 179<br>37.37% | 145<br>35.98% | 5086<br>81.79%<br>I | 93<br>43.46%<br>E | 135<br>43.69% | 69<br>43.95% | 1316<br>45.82% | 38<br>56.72%<br>N | 92<br>28.93% | 32<br>59.26%<br>P | 72<br>33.64% | 108<br>36.00% | 24<br>26.37% | 68<br>36.36% | 25<br>35.21% | 40<br>29.85% | 67<br>30.32% | 66<br>38.82% | 51<br>42.15%<br>Y | 83<br>30.51% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

77. What is your child's race?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 95 | 111 | 139 | 1100 | 62 | 50 | 100 | 260 | 12 | 28 | 12 | 413 | 5 | 49 | 5 | 37 | 37 | 15 | 21 | 8 | 14 | 26 | 17 | 12 | 50 | 0 |
| | 12.29% | 10.69% | 21.35% AB | 8.82% | 15.01% DFI | 10.06% | 21.51% EF | 4.07% | 5.56% | 8.86% | 7.41% | 13.82% | 7.35% | 14.85% M | 8.77% | 16.37% | 12.01% | 16.13% | 11.23% | 11.11% | 10.45% | 11.76% | 9.94% | 9.52% | 17.42% X | 0.0% |
| BASE = Those who responded | 678 | 927 | 512 | 11376 | 351 | 447 | 365 | 6128 | 204 | 288 | 150 | 2575 | 63 | 281 | 52 | 189 | 271 | 78 | 166 | 64 | 120 | 195 | 154 | 114 | 237 | 0 |
| | 87.71% C | 89.31% C | 78.65% | 91.18% E | 84.99% G | 89.94% EG | 78.49% | 95.93% | 94.44% E | 91.14% | 92.59% | 86.18% | 92.65% N | 85.15% | 91.23% | 83.63% | 87.99% | 83.87% | 88.77% | 88.89% | 89.55% | 88.24% | 90.06% | 90.48% Y | 82.58% | 0.0% |
| White | 445 | 597 | 332 | 7319 | 233 | 284 | 247 | 4246 | 138 | 196 | 101 | 1554 | 46 | 183 | 32 | 133 | 189 | 44 | 117 | 40 | 76 | 130 | 101 | 76 | 157 | 0 |
| | 65.63% | 64.40% | 64.84% | 64.34% | 66.38% | 63.53% | 67.67% | 69.29% | 67.65% | 68.06% | 67.33% | 60.35% | 73.02% | 65.12% | 61.54% | 70.37% | 69.74% R | 56.41% | 70.48% | 62.50% | 63.33% | 66.67% | 65.58% | 66.67% | 66.24% | 0.0% |
| Black or African-American | 43 | 65 | 23 | 2464 | 19 | 31 | 14 | 1664 | 15 | 21 | 10 | 246 | 2 | 16 | 1 | 13 | 15 | 4 | 8 | 2 | 9 | 9 | 10 | 4 | 15 | 0 |
| | 6.34% | 7.01% C | 4.49% | 21.66% E | 5.41% | 6.94% G | 3.84% | 27.15% I | 7.35% | 7.29% | 6.67% | 9.55% | 3.17% | 5.69% | 1.92% | 6.88% | 5.54% | 5.13% | 4.82% | 3.13% | 7.50% | 4.62% | 6.49% | 3.51% | 6.33% | 0.0% |
| Asian | 22 | 31 | 19 | 854 | 7 | 17 | 14 | 174 | 7 | 10 | 2 | 328 | 1 | 6 | 1 | 4 | 5 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 5 | 0 |
| | 3.24% | 3.34% | 3.71% | 7.51% E | 1.99% | 3.80% | 3.84% | 2.84% | 3.43% | 3.47% | 1.33% | 12.74% | 1.59% | 2.14% | 1.92% | 2.12% | 1.85% | 2.56% | 1.81% | 3.13% | 1.67% | 2.05% | 1.95% | 1.75% | 2.11% | 0.0% |
| Native Hawaiian or other Pacific Islander | 14 | 19 | 12 | 286 | 7 | 11 | 8 | 73 | 5 | 9 | 2 | 219 | 2 | 5 | 1 | 3 | 5 | 2 | 3 | 1 | 3 | 4 | 3 | 2 | 5 | 0 |
| | 2.06% | 2.05% | 2.34% | 2.51% | 1.99% | 2.46% | 2.19% | 1.19% | 2.45% | 3.13% | 1.33% | 8.50% | 3.17% | 1.78% | 1.92% | 1.59% | 1.85% | 2.56% | 1.81% | 1.56% | 2.50% | 2.05% | 1.95% | 1.75% | 2.11% | 0.0% |
| American Indian or Alaska Native | 113 | 129 | 95 | 440 | 55 | 60 | 56 | 282 | 36 | 40 | 31 | 157 | 17 | 36 | 14 | 21 | 40 | 13 | 18 | 13 | 23 | 30 | 25 | 15 | 40 | 0 |
| | 16.67% | 13.92% | 18.55% B | 3.87% | 15.67% D | 13.42% | 15.34% | 4.60% | 17.65% H | 13.89% | 20.67% | 6.10% | 26.98% N | 12.81% | 26.92% P | 11.11% | 14.76% | 16.67% | 10.84% | 20.31% | 19.17% | 15.38% | 16.23% | 13.16% | 16.88% | 0.0% |
| Other | 188 | 268 | 128 | 2031 | 92 | 127 | 96 | 684 | 49 | 73 | 34 | 711 | 9 | 83 | 13 | 53 | 66 | 26 | 44 | 15 | 33 | 49 | 43 | 23 | 69 | 0 |
| | 27.73% | 28.91% | 25.00% | 17.85% | 26.21% D | 28.41% | 26.30% | 11.16% | 24.02% H | 25.35% | 22.67% | 27.61% | 14.29% | 29.54% M | 25.00% | 28.04% | 24.35% | 33.33% | 26.51% | 23.44% | 27.50% | 25.13% | 27.92% | 20.18% | 29.11% | 0.0% |
| Sigma | 920 | 1220 | 748 | 14494 | 475 | 580 | 535 | 7383 | 262 | 377 | 192 | 3628 | 82 | 378 | 67 | 264 | 357 | 106 | 214 | 81 | 160 | 252 | 202 | 134 | 341 | 0 |
| | 119.02% | 117.53% | 114.90% | 116.18% | 115.01% | 116.70% | 115.05% | 115.58% | 121.30% | 119.30% | 118.52% | 121.42% | 120.59% | 114.55% | 117.54% | 116.81% | 115.91% | 113.98% | 114.44% | 112.50% | 119.40% | 114.03% | 118.13% | 106.35% | 118.82% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

78. What is your age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 5 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.77% AB | 0.0% | 0.0% | 0.0% | 0.86% EF | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 37 | 82 | 454 | 26 | 18 | 65 | 132 | 5 | 8 | 3 | 103 | 3 | 16 | 5 | 15 | 13 | 2 | 2 | 4 | 1 | 1 | 5 | 5 | 21 | 0 |
| | 4.40% | 3.56% | 12.60% AB | 3.64% | 6.30% DI | 3.62% | 13.98% EF | 2.07% | 2.31% | 2.53% | 1.85% | 3.45% | 4.41% | 4.85% | 8.77% | 6.64% | 4.22% | 2.15% | 1.07% | 5.56% | 0.75% | 0.45% | 2.92% | 3.97% | 7.32% | 0.0% |
| BASE = Those who responded | 739 | 1001 | 564 | 12022 | 387 | 479 | 396 | 6256 | 211 | 308 | 158 | 2885 | 65 | 314 | 52 | 211 | 295 | 91 | 185 | 68 | 133 | 220 | 166 | 121 | 266 | 0 |
| | 95.60% C | 96.44% C | 86.64% | 96.36% E | 93.70% G | 96.38% G | 85.16% | 97.93% | 97.69% E | 97.47% | 97.53% | 96.55% | 95.59% | 95.15% | 91.23% | 93.36% | 95.78% | 97.85% | 98.93% | 94.44% | 99.25% | 99.55% | 97.08% | 96.03% | 92.68% | 0.0% |
| Under 18 (v 16) | 22 | 44 | 32 | 702 | 12 | 12 | 23 | 473 | 8 | 21 | 6 | 106 | 2 | 10 | 1 | 4 | 11 | 1 | 6 | 1 | 5 | 9 | 2 | 11 | 1 | 0 |
| | 2.98% | 4.40% | 5.67% A | 5.84% E | 3.10% | 2.51% | 5.81% F | 7.56% I | 3.79% | 6.82% | 3.80% | 3.67% | 3.08% | 3.18% | 1.92% | 1.90% | 3.73% | 1.10% | 3.24% | 1.47% | 3.76% | 4.09% | 1.20% | 9.09% Y | 0.38% | 0.0% |
| 18 to 24 (v 21) | 87 | 123 | 67 | 738 | 49 | 60 | 49 | 158 | 13 | 15 | 9 | 177 | 6 | 43 | 4 | 37 | 42 | 7 | 48 | 0 | 1 | 25 | 24 | 8 | 41 | 0 |
| | 11.77% | 12.29% | 11.88% | 6.14% | 12.66% DI | 12.53% | 12.37% | 2.53% | 6.16% H | 4.87% | 5.70% | 6.14% | 9.23% | 13.69% | 7.69% | 17.54% O | 14.24% | 7.69% | 25.95% TU | 0.0% | 0.75% | 11.36% | 14.46% | 6.61% | 15.41% X | 0.0% |
| 25 to 34 (v 29.5) | 251 | 346 | 156 | 3676 | 134 | 180 | 118 | 1477 | 65 | 84 | 30 | 855 | 20 | 110 | 16 | 78 | 110 | 24 | 82 | 35 | 17 | 75 | 59 | 36 | 98 | 0 |
| | 33.96% C | 34.57% C | 27.66% | 30.58% | 34.63% | 37.58% G | 29.80% | 23.61% | 30.81% HK | 27.27% K | 18.99% | 29.64% | 30.77% | 35.03% | 30.77% | 36.97% | 37.29% R | 26.37% | 44.32% U | 51.47% U | 12.78% | 34.09% | 35.54% | 29.75% | 36.84% | 0.0% |
| 35 to 44 (v 39.5) | 193 | 252 | 151 | 3939 | 102 | 131 | 100 | 2021 | 59 | 84 | 53 | 1013 | 25 | 75 | 22 | 42 | 71 | 31 | 33 | 21 | 48 | 60 | 42 | 27 | 75 | 0 |
| | 26.12% | 25.17% | 26.77% | 32.76% E | 26.36% | 27.35% | 25.25% | 32.30% | 27.96% | 27.27% | 33.54% | 35.11% | 38.46% N | 23.89% | 42.31% P | 19.91% | 24.07% | 34.07% | 17.84% | 30.88% S | 36.09% S | 27.27% | 25.30% | 22.31% | 28.20% | 0.0% |
| 45 to 54 (v 49.5) | 111 | 123 | 100 | 1944 | 62 | 51 | 73 | 1217 | 35 | 51 | 36 | 490 | 10 | 51 | 6 | 35 | 39 | 22 | 8 | 7 | 47 | 37 | 25 | 24 | 38 | 0 |
| | 15.02% | 12.29% | 17.73% B | 16.17% | 16.02% F | 10.65% | 18.43% F | 19.45% | 16.59% | 16.56% | 22.78% | 16.98% | 15.38% | 16.24% | 11.54% | 16.59% | 13.22% | 24.18% Q | 4.32% | 10.29% | 35.34% ST | 16.82% | 15.06% | 19.83% | 14.29% | 0.0% |
| 55 to 64 (v 59.5) | 50 | 81 | 41 | 702 | 21 | 34 | 24 | 596 | 20 | 37 | 19 | 165 | 1 | 20 | 2 | 13 | 17 | 4 | 7 | 2 | 11 | 12 | 9 | 12 | 9 | 0 |
| | 6.77% | 8.09% | 7.27% | 5.84% | 5.43% | 7.10% | 6.06% | 9.53% | 9.48% | 12.01% | 12.03% | 5.72% | 1.54% | 6.37% M | 3.85% | 6.16% | 5.76% | 4.40% | 3.78% | 2.94% | 8.27% | 5.45% | 5.42% | 9.92% Y | 3.38% | 0.0% |
| 65 to 74 (v 69.5) | 22 | 24 | 13 | 266 | 6 | 9 | 7 | 266 | 9 | 13 | 5 | 64 | 0 | 5 | 1 | 1 | 5 | 1 | 1 | 1 | 4 | 2 | 4 | 2 | 4 | 0 |
| | 2.98% | 2.40% | 2.30% | 2.21% | 1.55% | 1.88% | 1.77% | 4.25% | 4.27% | 4.22% | 3.16% | 2.22% | 0.0% | 1.59% M | 1.92% | 0.47% | 1.69% | 1.10% | 0.54% | 1.47% | 3.01% | 0.91% | 2.41% | 1.65% | 1.50% | 0.0% |
| 75 or older (v 79.5) | 3 | 8 | 4 | 55 | 1 | 2 | 2 | 48 | 2 | 3 | 0 | 15 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| | 0.41% | 0.80% | 0.71% | 0.46% | 0.26% | 0.42% | 0.51% | 0.77% | 0.95% | 0.97% | 0.0% | 0.52% | 1.54% | 0.0% | 0.0% | 0.47% | 0.0% | 1.10% | 0.0% | 1.47% | 0.0% | 0.0% | 0.60% | 0.83% | 0.0% | 0.0% |
| Average age | 37.1367 | 36.6234 | 37.4051 | 37.5660 E | 36.2222 | 36.0511 | 36.6540 | 40.3282 | 39.6019 E | 39.9838 | 41.2880 | 38.2537 | 36.4538 | 36.0908 | 37.0481 | 35.3365 | 35.2441 | 39.2473 Q | 30.8568 | 36.6544 S | 43.2895 ST | 36.0727 | 36.5422 | 37.9587 | 35.4323 | 0 |
| Standard deviation | 12.6682 | 13.1012 | 13.1971 | 12.1184 | 11.8386 | 12.0424 | 12.7589 | 13.4694 | 13.4491 | 14.1259 | 12.4749 | 11.7268 | 10.7809 | 11.9965 | 10.2925 | 11.9665 | 11.8330 | 11.3109 | 10.0326 | 10.5032 | 10.8280 | 11.4301 | 12.2883 | 13.7045 | 10.7925 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

78. What is your age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

79. Are you male or female?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 31 | 32 | 77 | 401 | 22 | 16 | 61 | 129 | 5 | 5 | 1 | 87 | 2 | 14 | 3 | 14 | 10 | 2 | 1 | 1 | 1 | 0 | 3 | 5 | 17 | 0 |
| | 4.01% | 3.08% | 11.83% AB | 3.21% | 5.33% I | 3.22% | 13.12% EF | 2.02% | 2.31% | 1.58% | 0.62% | 2.91% | 2.94% | 4.24% | 5.26% | 6.19% | 3.25% | 2.15% | 0.53% | 1.39% | 0.75% | 0.0% | 1.75% | 3.97% | 5.92% | 0.0% |
| BASE = Those who responded | 742 | 1006 | 573 | 12075 | 391 | 481 | 404 | 6259 | 211 | 311 | 160 | 2901 | 66 | 316 | 54 | 212 | 298 | 91 | 186 | 71 | 133 | 221 | 168 | 121 | 270 | 0 |
| | 95.99% C | 96.92% C | 88.02% | 96.79% | 94.67% G | 96.78% G | 86.88% | 97.98% | 97.69% E | 98.42% | 98.77% | 97.09% | 97.06% | 95.76% | 94.74% | 93.81% | 96.75% | 97.85% | 99.47% | 98.61% | 99.25% | 100.00% | 98.25% | 96.03% | 94.08% | 0.0% |
| Male | 89 | 122 | 81 | 1567 | 47 | 52 | 60 | 667 | 28 | 39 | 22 | 394 | 9 | 38 | 7 | 21 | 41 | 6 | 19 | 11 | 17 | 30 | 17 | 10 | 37 | 0 |
| | 11.99% | 12.13% | 14.14% | 12.98% | 12.02% | 10.81% | 14.85% | 10.66% | 13.27% | 12.54% | 13.75% | 13.58% | 13.64% | 12.03% | 12.96% | 9.91% | 13.76% R | 6.59% | 10.22% | 15.49% | 12.78% | 13.57% | 10.12% | 8.26% | 13.70% | 0.0% |
| Female | 653 | 884 | 492 | 10508 | 344 | 429 | 344 | 5592 | 183 | 272 | 138 | 2507 | 57 | 278 | 47 | 191 | 257 | 85 | 167 | 60 | 116 | 191 | 151 | 111 | 233 | 0 |
| | 88.01% | 87.87% | 85.86% | 87.02% | 87.98% | 89.19% | 85.15% | 89.34% | 86.73% | 87.46% | 86.25% | 86.42% | 86.36% | 87.97% | 87.04% | 90.09% | 86.24% | 93.41% Q | 89.78% | 84.51% | 87.22% | 86.43% | 89.88% | 91.74% | 86.30% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| No response | 49<br>6.34% | 51<br>4.91% | 82<br>12.60%<br>AB | 621<br>4.98% | 35<br>8.47%<br>DFI | 25<br>5.03% | 64<br>13.76%<br>EF | 190<br>2.97% | 7<br>3.24% | 10<br>3.16% | 3<br>1.85% | 155<br>5.19% | 4<br>5.88% | 25<br>7.58% | 5<br>8.77% | 18<br>7.96% | 18<br>5.84% | 7<br>7.53% | 8<br>4.28% | 3<br>4.17% | 5<br>3.73% | 8<br>3.62% | 8<br>4.68% | 7<br>5.56% | 28<br>9.76% | 0<br>0.0% |
| BASE = Those who responded | 724<br>93.66%<br>C | 987<br>95.09%<br>C | 569<br>87.40% | 11855<br>95.02%<br>E | 378<br>91.53%<br>G | 472<br>94.97%<br>EG | 401<br>86.24% | 6198<br>97.03% | 209<br>96.76%<br>E | 306<br>96.84% | 159<br>98.15% | 2833<br>94.81% | 64<br>94.12% | 305<br>92.42% | 52<br>91.23% | 208<br>92.04% | 290<br>94.16% | 86<br>92.47% | 179<br>95.72% | 69<br>95.83% | 129<br>96.27% | 213<br>96.38% | 163<br>95.32% | 119<br>94.44% | 259<br>90.24% | 0<br>0.0% |
| High school or less (NET) | 351<br>48.48% | 434<br>43.97% | 275<br>48.33% | 5947<br>50.16% | 182<br>48.15% | 219<br>46.40% | 192<br>47.88% | 2752<br>44.40% | 93<br>44.50% | 125<br>40.85% | 70<br>44.03% | 1523<br>53.76% | 26<br>40.63% | 153<br>50.16% | 23<br>44.23% | 95<br>45.67% | 128<br>44.14% | 52<br>60.47%<br>Q | 77<br>43.02% | 35<br>50.72% | 70<br>54.26% | 101<br>47.42% | 81<br>49.69% | 41<br>34.45% | 141<br>54.44%<br>X | 0<br>0.0% |
| 8th grade or less | 33<br>4.56% | 47<br>4.76% | 24<br>4.22% | 885<br>7.47%<br>E | 16<br>4.23% | 21<br>4.45% | 18<br>4.49% | 251<br>4.05% | 11<br>5.26% | 10<br>3.27% | 5<br>3.14% | 269<br>9.50% | 1<br>1.56% | 15<br>4.92% | 0<br>0.0% | 6<br>2.88%<br>O | 9<br>3.10% | 7<br>8.14% | 4<br>2.23% | 4<br>5.80% | 8<br>6.20% | 10<br>4.69% | 6<br>3.68% | 2<br>1.68% | 14<br>5.41%<br>X | 0<br>0.0% |
| Some high school, but did not graduate | 97<br>13.40% | 109<br>11.04% | 66<br>11.60% | 1290<br>10.88% | 54<br>14.29% | 56<br>11.86% | 48<br>11.97% | 614<br>9.91% | 19<br>9.09% | 31<br>10.13% | 22<br>13.84% | 378<br>13.34% | 5<br>7.81% | 48<br>15.74%<br>M | 6<br>11.54% | 24<br>11.54% | 39<br>13.45% | 15<br>17.44% | 24<br>13.41% | 10<br>14.49% | 20<br>15.50% | 30<br>14.08% | 24<br>14.72% | 11<br>9.24% | 43<br>16.60%<br>X | 0<br>0.0% |
| High school graduate or GED | 221<br>30.52% | 278<br>28.17% | 185<br>32.51% | 3772<br>31.82% | 112<br>29.63% | 142<br>30.08% | 126<br>31.42% | 1887<br>30.45% | 63<br>30.14% | 84<br>27.45% | 43<br>27.04% | 876<br>30.92% | 20<br>31.25% | 90<br>29.51% | 17<br>32.69% | 65<br>31.25% | 80<br>27.59% | 30<br>34.88% | 49<br>27.37% | 21<br>30.43% | 42<br>32.56% | 61<br>28.64% | 51<br>31.29% | 28<br>23.53% | 84<br>32.43% | 0<br>0.0% |
| Some college or more (NET) | 373<br>51.52% | 553<br>56.03% | 294<br>51.67% | 5908<br>49.84% | 196<br>51.85% | 253<br>53.60% | 209<br>52.12% | 3446<br>55.60% | 116<br>55.50% | 181<br>59.15% | 89<br>55.97% | 1310<br>46.24% | 38<br>59.38% | 152<br>49.84% | 29<br>55.77% | 113<br>54.33% | 162<br>55.86%<br>R | 34<br>39.53% | 102<br>56.98% | 34<br>49.28% | 59<br>45.74% | 112<br>52.58% | 82<br>50.31% | 78<br>65.55%<br>Y | 118<br>45.56% | 0<br>0.0% |
| Some college or 2-year degree | 244<br>33.70% | 374<br>37.89% | 202<br>35.50% | 3924<br>33.10% | 135<br>35.71% | 170<br>36.02% | 146<br>36.41% | 2452<br>39.56% | 75<br>35.89% | 127<br>41.50% | 63<br>39.62% | 878<br>30.99% | 25<br>39.06% | 109<br>35.74% | 18<br>34.62% | 82<br>39.42% | 110<br>37.93% | 25<br>29.07% | 66<br>36.87% | 25<br>36.23% | 43<br>33.33% | 72<br>33.80% | 61<br>37.42% | 57<br>47.90%<br>Y | 78<br>30.12% | 0<br>0.0% |
| 4-year college graduate | 76<br>10.50% | 99<br>10.03% | 43<br>7.56% | 1252<br>10.56% | 39<br>10.32% | 46<br>9.75% | 33<br>8.23% | 590<br>9.52% | 22<br>10.53% | 30<br>9.80% | 9<br>5.66% | 274<br>9.67% | 9<br>14.06% | 26<br>8.52% | 10<br>19.23% | 19<br>9.13% | 35<br>12.07%<br>R | 4<br>4.65% | 23<br>12.85% | 6<br>8.70% | 10<br>7.75% | 26<br>12.21% | 13<br>7.98% | 14<br>11.76% | 25<br>9.65% | 0<br>0.0% |
| More than 4-year college degree | 53<br>7.32% | 80<br>8.11% | 49<br>8.61% | 732<br>6.17% | 22<br>5.82% | 37<br>7.84% | 30<br>7.48% | 404<br>6.52% | 19<br>9.09% | 24<br>7.84% | 17<br>10.69% | 158<br>5.58% | 4<br>6.25% | 17<br>5.57% | 1<br>1.92% | 12<br>5.77% | 17<br>5.86% | 5<br>5.81% | 13<br>7.26% | 3<br>4.35% | 6<br>4.65% | 14<br>6.57% | 8<br>4.91% | 7<br>5.88% | 15<br>5.79% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

81. How are you related to the child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 14<br>1.35%<br>A | 7<br>1.08%<br>A | 0<br>0.0% | 0<br>0.0% | 8<br>1.61%<br>E | 3<br>0.65% | 0<br>0.0% | 0<br>0.0% | 11<br>3.48%<br>I | 6<br>3.70%<br>I | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 45<br>5.82%<br>B | 37<br>3.56% | 80<br>12.29%<br>AB | 603<br>4.83% | 28<br>6.78% | 20<br>4.02% | 63<br>13.55%<br>EF | 321<br>5.03% | 10<br>4.63% | 7<br>2.22% | 3<br>1.85% | 120<br>4.02% | 3<br>4.41% | 19<br>5.76% | 4<br>7.02% | 17<br>7.52% | 14<br>4.55% | 4<br>4.30% | 3<br>1.60% | 2<br>2.78% | 4<br>2.99% | 4<br>1.81% | 5<br>2.92% | 8<br>6.35% | 20<br>6.97% | 0<br>0.0% |
| BASE = Those who responded | 728<br>94.18%<br>C | 987<br>95.09%<br>C | 564<br>86.64% | 11873<br>95.17% | 385<br>93.22%<br>G | 469<br>94.37%<br>G | 399<br>85.81% | 6067<br>94.97% | 206<br>95.37% | 298<br>94.30% | 153<br>94.44% | 2868<br>95.98% | 65<br>95.59% | 311<br>94.24% | 53<br>92.98% | 209<br>92.48% | 294<br>95.45% | 89<br>95.70% | 184<br>98.40% | 70<br>97.22% | 130<br>97.01% | 217<br>98.19% | 166<br>97.08% | 118<br>93.65% | 267<br>93.03% | 0<br>0.0% |
| Mother or father | 642<br>88.19% | 886<br>89.77% | 501<br>88.83% | 10972<br>92.41% | 344<br>89.35% | 434<br>92.54% | 355<br>88.97% | 5250<br>86.53% | 173<br>83.98% | 251<br>84.23% | 133<br>86.93% | 2662<br>92.82% | 62<br>95.38%<br>N | 274<br>88.10% | 48<br>90.57% | 186<br>89.00% | 262<br>89.12% | 80<br>89.89% | 165<br>89.67% | 64<br>91.43% | 115<br>88.46% | 195<br>89.86% | 147<br>88.55% | 107<br>90.68% | 237<br>88.76% | 0<br>0.0% |
| Grandparent | 54<br>7.42% | 61<br>6.18% | 40<br>7.09% | 619<br>5.21% | 28<br>7.27% | 26<br>5.54% | 27<br>6.77% | 572<br>9.43% | 17<br>8.25% | 27<br>9.06% | 9<br>5.88% | 135<br>4.71% | 1<br>1.54% | 26<br>8.36%<br>M | 3<br>5.66% | 16<br>7.66% | 20<br>6.80% | 8<br>8.99% | 14<br>7.61% | 2<br>2.86% | 12<br>9.23%<br>T | 12<br>5.53% | 16<br>9.64% | 7<br>5.93% | 21<br>7.87% | 0<br>0.0% |
| Other (NET) | 32<br>4.40% | 40<br>4.05% | 23<br>4.08% | 282<br>2.38% | 13<br>3.38% | 9<br>1.92% | 17<br>4.26% | 245<br>4.04% | 16<br>7.77%<br>HE | 20<br>6.71% | 11<br>7.19% | 71<br>2.48% | 2<br>3.08% | 11<br>3.54% | 2<br>3.77% | 7<br>3.35% | 12<br>4.08% | 1<br>1.12% | 5<br>2.72% | 4<br>5.71% | 3<br>2.31% | 10<br>4.61% | 3<br>1.81% | 4<br>3.39% | 9<br>3.37% | 0<br>0.0% |
| Aunt or uncle | 8<br>1.10% | 6<br>0.61% | 5<br>0.89% | 82<br>0.69% | 6<br>1.56% | 2<br>0.43% | 2<br>0.50% | 64<br>1.05% | 3<br>1.46% | 1<br>0.34% | 2<br>1.31% | 23<br>0.80% | 0<br>0.0% | 6<br>1.93%<br>M | 0<br>0.0% | 5<br>2.39%<br>O | 5<br>1.70% | 1<br>1.12% | 2<br>1.09% | 1<br>1.43% | 2<br>1.54% | 6<br>2.76%<br>W | 0<br>0.0% | 2<br>1.69% | 4<br>1.50% | 0<br>0.0% |
| Older brother or sister | 1<br>0.14% | 3<br>0.30% | 1<br>0.18% | 25<br>0.21% | 1<br>0.26% | 3<br>0.64% | 1<br>0.25% | 10<br>0.16%<br>I | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 11<br>0.38% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 1<br>0.48% | 1<br>0.34% | 0<br>0.0% | 1<br>0.54% | 0<br>0.0% | 0<br>0.0% | 1<br>0.46% | 0<br>0.0% | 0<br>0.0% | 1<br>0.37% | 0<br>0.0% |
| Other relative | 3<br>0.41% | 2<br>0.20% | 0<br>0.0% | 20<br>0.17%<br>E | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 9<br>0.15% | 1<br>0.49% | 0<br>0.0% | 0<br>0.0% | 3<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Legal guardian | 14<br>1.92% | 19<br>1.93% | 11<br>1.95% | 129<br>1.09% | 6<br>1.56% | 3<br>0.64% | 9<br>2.26% | 138<br>2.27% | 7<br>3.40% | 12<br>4.03% | 5<br>3.27% | 28<br>0.98% | 2<br>3.08% | 4<br>1.29% | 2<br>3.77% | 1<br>0.48% | 6<br>2.04%<br>R | 0<br>0.0% | 2<br>1.09% | 3<br>4.29% | 1<br>0.77% | 3<br>1.38% | 3<br>1.81% | 2<br>1.69% | 4<br>1.50% | 0<br>0.0% |
| Someone else | 6<br>0.82% | 10<br>1.01% | 6<br>1.06% | 26<br>0.22%<br>E | 0<br>0.0% | 1<br>0.21% | 5<br>1.25%<br>E | 24<br>0.40% | 5<br>2.43%<br>E | 7<br>2.35% | 4<br>2.61% | 6<br>0.21% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

82. Did someone help you complete this survey?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 9<br>1.16% | 11<br>1.06% | 6<br>0.92% | 144<br>1.15% | 7<br>1.69% | 4<br>0.80% | 3<br>0.65% | 65<br>1.02% | 1<br>0.46% | 2<br>0.63% | 0<br>0.0% | 30<br>1.00% | 0<br>0.0% | 7<br>2.12%<br>M | 2<br>3.51% | 3<br>1.33% | 5<br>1.62% | 2<br>2.15% | 0<br>0.0% | 0<br>0.0% | 2<br>1.49% | 2<br>0.90% | 0<br>0.0% | 7<br>5.56%<br>Y | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 517<br>66.88%<br>BC | 608<br>58.57% | 397<br>60.98% | 5749<br>46.08% | 287<br>69.49%<br>DFG | 302<br>60.76% | 293<br>63.01% | 2501<br>39.15% | 137<br>63.43%<br>HK | 175<br>55.38% | 79<br>48.77% | 1553<br>51.97% | 44<br>64.71% | 231<br>70.00% | 35<br>61.40% | 163<br>72.12% | 203<br>65.91% | 73<br>78.49%<br>Q | 140<br>74.87%<br>U | 53<br>73.61%<br>U | 80<br>59.70% | 149<br>67.42% | 123<br>71.93% | 0<br>0.0% | 287<br>100.00%<br>X | 0<br>0.0% |
| BASE = Those who responded | 247<br>31.95% | 419<br>40.37%<br>A | 248<br>38.10%<br>A | 6583<br>52.77%<br>E | 119<br>28.81% | 191<br>38.43%<br>E | 169<br>36.34%<br>E | 3822<br>59.83%<br>I | 78<br>36.11% | 139<br>43.99% | 83<br>51.23%<br>I | 1405<br>47.02% | 24<br>35.29% | 92<br>27.88% | 20<br>35.09% | 60<br>26.55% | 100<br>32.47%<br>R | 18<br>19.35% | 47<br>25.13% | 19<br>26.39% | 52<br>38.81%<br>S | 70<br>31.67% | 48<br>28.07% | 119<br>94.44%<br>Y | 0<br>0.0% | 0<br>0.0% |
| Yes | 10<br>4.05% | 20<br>4.77% | 12<br>4.84% | 324<br>4.92% | 4<br>3.36% | 11<br>5.76% | 11<br>6.51% | 127<br>3.32% | 5<br>6.41% | 5<br>3.60% | 5<br>6.02% | 52<br>3.70% | 0<br>0.0% | 4<br>4.35% | 0<br>0.0% | 2<br>3.33% | 3<br>3.00% | 1<br>5.56% | 0<br>0.0% | 1<br>5.26% | 3<br>5.77% | 3<br>4.29% | 1<br>2.08% | 4<br>3.36% | 0<br>0.0% | 0<br>0.0% |
| No | 237<br>95.95% | 399<br>95.23% | 236<br>95.16% | 6259<br>95.08% | 115<br>96.64% | 180<br>94.24% | 158<br>93.49% | 3695<br>96.68% | 73<br>93.59% | 134<br>96.40% | 78<br>93.98% | 1353<br>96.30% | 24<br>100.00% | 88<br>95.65% | 20<br>100.00% | 58<br>96.67% | 97<br>97.00% | 17<br>94.44% | 47<br>100.00% | 18<br>94.74% | 49<br>94.23% | 67<br>95.71% | 47<br>97.92% | 115<br>96.64% | 0<br>0.0% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

83. How did that person help you?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 9 | 11 | 8 | 150 | 7 | 4 | 5 | 69 | 1 | 2 | 1 | 31 | 0 | 7 | 2 | 3 | 5 | 2 | 0 | 0 | 2 | 2 | 0 | 7 | 0 | 0 |
| | 1.16% | 1.06% | 1.23% | 1.20% | 1.69% | 0.80% | 1.08% | 1.08% | 0.46% | 0.63% | 0.62% | 1.04% | 0.0% | 2.12% M | 3.51% | 1.33% | 1.62% | 2.15% | 0.0% | 0.0% | 1.49% | 0.90% | 0.0% | 5.56% Y | 0.0% | 0.0% |
| Appropriately skipped | 754 | 1007 | 633 | 12008 | 402 | 482 | 451 | 6196 | 210 | 309 | 157 | 2906 | 68 | 319 | 55 | 221 | 300 | 90 | 187 | 71 | 129 | 216 | 170 | 115 | 287 | 0 |
| | 97.54% | 97.01% | 97.24% | 96.25% | 97.34% | 96.98% | 96.99% | 96.99% | 97.22% | 97.78% | 96.91% | 97.26% | 100.00% N | 96.67% | 96.49% | 97.79% | 97.40% | 96.77% | 100.00% U | 98.61% | 96.27% | 97.74% | 99.42% | 91.27% | 100.00% X | 0.0% |
| BASE = Those who responded | 10 | 20 | 10 | 318 | 4 | 11 | 9 | 123 | 5 | 5 | 4 | 51 | 0 | 4 | 0 | 2 | 3 | 1 | 0 | 1 | 3 | 3 | 1 | 4 | 0 | 0 |
| | 1.29% | 1.93% | 1.54% | 2.55% E | 0.97% | 2.21% | 1.94% | 1.93% | 2.31% | 1.58% | 2.47% | 1.71% | 0.0% | 1.21% M | 0.0% | 0.88% | 0.97% | 1.08% | 0.0% | 1.39% | 2.24% | 1.36% | 0.58% | 3.17% Y | 0.0% | 0.0% |
| Read the questions to me | 5 | 9 | 6 | 160 | 2 | 6 | 5 | 67 | 3 | 2 | 2 | 22 | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0 |
| | 50.00% | 45.00% | 60.00% | 50.31% | 50.00% | 54.55% | 55.56% | 54.47% | 60.00% | 40.00% | 50.00% | 43.14% | 0.0% | 50.00% | 0.0% | 50.00% | 33.33% | 100.00% | 0.0% | 0.0% | 66.67% | 66.67% | 0.0% | 50.00% | 0.0% | 0.0% |
| Wrote down the answers I gave | 2 | 5 | 1 | 83 | 0 | 2 | 1 | 39 | 2 | 2 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 20.00% | 25.00% | 10.00% | 26.10% | 0.0% | 18.18% | 11.11% | 31.71% | 40.00% | 40.00% | 0.0% | 23.53% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Answered the questions for me | 0 | 4 | 1 | 43 | 0 | 3 | 1 | 26 | 0 | 1 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 20.00% | 10.00% | 13.52% | 0.0% | 27.27% | 11.11% | 21.14% | 0.0% | 20.00% | 25.00% | 19.61% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Translated the questions into my language | 5 | 10 | 2 | 147 | 1 | 7 | 2 | 34 | 2 | 0 | 1 | 15 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| | 50.00% | 50.00% | 20.00% | 46.23% | 25.00% | 63.64% | 22.22% | 27.64% | 40.00% | 0.0% | 25.00% | 29.41% | 0.0% | 25.00% | 0.0% | 0.0% | 33.33% | 0.0% | 0.0% | 100.00% | 0.0% | 0.0% | 100.00% | 25.00% | 0.0% | 0.0% |
| Helped in some other way | 1 | 1 | 2 | 32 | 1 | 1 | 2 | 16 | 0 | 1 | 0 | 6 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 10.00% | 5.00% | 20.00% | 10.06% | 25.00% | 9.09% | 22.22% | 13.01% | 0.0% | 20.00% | 0.0% | 11.76% | 0.0% | 25.00% | 0.0% | 50.00% | 33.33% | 0.0% | 0.0% | 0.0% | 33.33% | 33.33% | 0.0% | 25.00% | 0.0% | 0.0% |
| Sigma | 776 | 1047 | 653 | 12623 | 413 | 505 | 467 | 6447 | 218 | 317 | 162 | 3002 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.39% | 100.87% | 100.31% | 101.18% | 100.00% | 101.61% | 100.43% | 100.92% | 100.93% | 100.32% | 100.00% | 100.47% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 8 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.77% A | 0.46% | 0.0% | 0.0% | 0.40% | 0.43% | 0.0% | 0.0% | 1.58% I | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 259 | 346 | 259 | 4459 | 129 | 163 | 182 | 2418 | 70 | 110 | 59 | 1071 | 18 | 103 | 17 | 76 | 89 | 30 | 48 | 22 | 40 | 63 | 45 | 29 | 100 | 0 |
| | 33.51% | 33.33% | 39.78% AB | 35.74% | 31.23% | 32.80% | 39.14% EF | 37.85% | 32.41% | 34.81% | 36.42% | 35.84% | 26.47% | 31.21% | 29.82% | 33.63% | 28.90% | 32.26% | 25.67% | 30.56% | 29.85% | 28.51% | 26.32% | 23.02% | 34.84% X | 0.0% |
| I did not try to get any care, tests, or treatment for my child in the last 6 months | 279 | 360 | 218 | 4765 | 168 | 191 | 161 | 1735 | 54 | 76 | 30 | 1113 | 21 | 143 | 14 | 86 | 136 | 32 | 87 | 27 | 54 | 92 | 76 | 65 | 103 | 0 |
| | 36.09% | 34.68% | 33.49% | 38.19% | 40.68% I | 38.43% | 34.62% | 27.16% | 25.00% | 24.05% | 18.52% | 37.25% | 30.88% | 43.33% M | 24.56% | 38.05% O | 44.16% | 34.41% | 46.52% | 37.50% | 40.30% | 41.63% | 44.44% | 51.59% Y | 35.89% | 0.0% |
| BASE = Those who responded | 235 | 324 | 171 | 3252 | 116 | 141 | 120 | 2235 | 92 | 125 | 72 | 804 | 29 | 84 | 26 | 64 | 83 | 31 | 52 | 23 | 40 | 66 | 50 | 32 | 84 | 0 |
| | 30.40% | 31.21% C | 26.27% | 26.07% | 28.09% | 28.37% | 25.81% | 34.99% | 42.59% HE | 39.56% | 44.44% | 26.91% | 42.65% N | 25.45% | 45.61% P | 28.32% | 26.95% | 33.33% | 27.81% | 31.94% | 29.85% | 29.86% | 29.24% | 25.40% | 29.27% | 0.0% |
| I had to wait too long for the health plan to give the OK | 26 | 49 | 22 | 414 | 11 | 21 | 13 | 322 | 10 | 24 | 12 | 114 | 2 | 8 | 1 | 9 | 7 | 4 | 6 | 3 | 2 | 6 | 5 | 2 | 9 | 0 |
| | 11.06% | 15.12% | 12.87% | 12.73% | 9.48% | 14.89% | 10.83% | 14.41% | 10.87% | 19.20% | 16.67% | 14.18% | 6.90% | 9.52% | 3.85% | 14.06% | 8.43% | 12.90% | 11.54% | 13.04% | 5.00% | 9.09% | 10.00% | 6.25% | 10.71% | 0.0% |
| I did not know where to go to get a physician for care/lab work done (NET) | 19 | 20 | 18 | 191 | 10 | 6 | 14 | 120 | 6 | 8 | 8 | 59 | 1 | 8 | 1 | 5 | 10 | 0 | 5 | 0 | 5 | 6 | 4 | 4 | 6 | 0 |
| | 8.09% | 6.17% | 10.53% | 5.87% | 8.62% | 4.26% | 11.67% F | 5.37% | 6.52% | 6.40% | 11.11% | 7.34% | 3.45% | 9.52% | 3.85% | 7.81% | 12.05% R | 0.0% | 9.62% | 0.0% | 12.50% | 9.09% | 8.00% | 12.50% | 7.14% | 0.0% |
| I did not know where to go to get a physician for care | 19 | 17 | 0 | 158 | 10 | 6 | 0 | 110 | 6 | 8 | 0 | 52 | 1 | 8 | 1 | 5 | 10 | 0 | 5 | 0 | 5 | 6 | 4 | 4 | 6 | 0 |
| | 8.09% C | 5.25% C | 0.0% | 4.86% | 8.62% G | 4.26% G | 0.0% | 4.92% | 6.52% K | 6.40% K | 0.0% | 6.47% | 3.45% | 9.52% | 3.85% | 7.81% | 12.05% R | 0.0% | 9.62% | 0.0% | 12.50% | 9.09% | 8.00% | 12.50% | 7.14% | 0.0% |
| I did not know where to go to get lab work done | 0 | 3 | 0 | 33 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.93% | 0.0% | 1.01% E | 0.0% | 0.0% | 0.0% | 0.45% I | 0.0% | 0.0% | 0.0% | 0.87% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I could not find a doctor, lab, or x-ray facility in my network | 12 | 16 | 11 | 145 | 8 | 8 | 6 | 141 | 9 | 6 | 6 | 30 | 6 | 2 | 3 | 1 | 5 | 3 | 1 | 4 | 3 | 5 | 3 | 2 | 6 | 0 |
| | 5.11% | 4.94% | 6.43% | 4.46% | 6.90% | 5.67% | 5.00% | 6.31% | 9.78% | 4.80% | 8.33% | 3.73% | 20.69% | 2.38% | 11.54% | 1.56% | 6.02% | 9.68% | 1.92% | 17.39% | 7.50% | 7.58% | 6.00% | 6.25% | 7.14% | 0.0% |
| I could not find a doctor who was easy to get to | 15 | 13 | 9 | 163 | 9 | 7 | 5 | 116 | 7 | 9 | 6 | 43 | 1 | 8 | 2 | 5 | 8 | 1 | 2 | 2 | 5 | 7 | 2 | 4 | 5 | 0 |
| | 6.38% | 4.01% | 5.26% | 5.01% | 7.76% | 4.96% | 4.17% | 5.19% | 7.61% | 7.20% | 8.33% | 5.35% | 3.45% | 9.52% | 7.69% | 7.81% | 9.64% | 3.23% | 3.85% | 8.70% | 12.50% | 10.61% | 4.00% | 12.50% | 5.95% | 0.0% |
| I could not find a lab or x-ray facility that was easy to get to | 0 | 3 | 0 | 41 | 0 | 2 | 0 | 34 | 0 | 1 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.93% | 0.0% | 1.26% E | 0.0% | 1.42% | 0.0% | 1.52% I | 0.0% | 0.80% | 0.0% | 1.12% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I had to wait too long to get an appointment | 59 | 87 | 45 | 802 | 26 | 33 | 36 | 513 | 22 | 40 | 18 | 222 | 7 | 19 | 5 | 16 | 16 | 10 | 14 | 2 | 10 | 11 | 15 | 6 | 20 | 0 |
| | 25.11% | 26.85% | 26.32% | 24.66% | 22.41% | 23.40% | 30.00% | 22.95% | 23.91% | 32.00% | 25.00% | 27.61% | 24.14% | 22.62% | 19.23% | 25.00% | 19.28% | 32.26% | 26.92% | 8.70% | 25.00% | 16.67% | 30.00% | 18.75% | 23.81% | 0.0% |
| I could not find someone who spoke my language | 9 | 10 | 4 | 178 | 5 | 7 | 2 | 92 | 2 | 4 | 1 | 44 | 1 | 4 | 1 | 3 | 2 | 3 | 4 | 0 | 1 | 4 | 1 | 1 | 4 | 0 |
| | 3.83% | 3.09% | 2.34% | 5.47% | 4.31% | 4.96% | 1.67% | 4.12% | 2.17% | 3.20% | 1.39% | 5.47% | 3.45% | 4.76% | 3.85% | 4.69% | 2.41% | 9.68% | 7.69% | 0.0% | 2.50% | 6.06% | 2.00% | 3.13% | 4.76% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I


Continued

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Other, personal reason | 95 | 126 | 62 | 1318 | 47 | 57 | 44 | 897 | 36 | 33 | 21 | 283 | 11 | 35 | 13 | 25 | 35 | 10 | 20 | 12 | 14 | 27 | 20 | 13 | 34 | 0 |
| | 40.43% | 38.89% | 36.26% | 40.53% | 40.52% | 40.43% | 36.67% | 40.13% | 39.13% J | 26.40% | 29.17% | 35.20% | 37.93% | 41.67% | 50.00% | 39.06% | 42.17% | 32.26% | 38.46% | 52.17% | 35.00% | 40.91% | 40.00% | 40.63% | 40.48% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

85. In the last 6 months, did you call a doctor’s office or clinic after hours to get help for your child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12186 | 413 | 497 | 465 | 6075 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 46 | 49 | 85 | 663 | 32 | 23 | 66 | 200 | 5 | 8 | 4 | 171 | 4 | 21 | 4 | 17 | 19 | 3 | 4 | 6 | 3 | 4 | 9 | 7 | 25 | 0 |
| | 5.95% | 4.72% | 13.06% AB | 5.44% | 7.75% I | 4.63% | 14.19% EF | 3.29% | 2.31% | 2.53% | 2.47% | 5.72% | 5.88% | 6.36% | 7.02% | 7.52% | 6.17% | 3.23% | 2.14% | 8.33% | 2.24% | 1.81% | 5.26% | 5.56% | 8.71% | 0.0% |
| BASE = Those who responded | 727 | 989 | 566 | 11523 | 381 | 474 | 399 | 5875 | 211 | 308 | 158 | 2817 | 64 | 309 | 53 | 209 | 289 | 90 | 183 | 66 | 131 | 217 | 162 | 119 | 262 | 0 |
| | 94.05% C | 95.28% C | 86.94% | 94.56% | 92.25% G | 95.37% G | 85.81% | 96.71% | 97.69% E | 97.47% | 97.53% | 94.28% | 94.12% | 93.64% | 92.98% | 92.48% | 93.83% | 96.77% | 97.86% | 91.67% | 97.76% | 98.19% | 94.74% | 94.44% | 91.29% | 0.0% |
| Yes | 74 | 125 | 86 | 1357 | 26 | 48 | 52 | 834 | 36 | 53 | 32 | 301 | 3 | 22 | 2 | 20 | 18 | 8 | 17 | 2 | 7 | 14 | 12 | 12 | 14 | 0 |
| | 10.18% | 12.64% | 15.19% A | 11.78% E | 6.82% | 10.13% | 13.03% E | 14.20% | 17.06% E | 17.21% | 20.25% | 10.69% | 4.69% | 7.12% | 3.77% | 9.57% | 6.23% | 8.89% | 9.29% T | 3.03% | 5.34% | 6.45% | 7.41% | 10.08% | 5.34% | 0.0% |
| No | 653 | 864 | 480 | 10166 | 355 | 426 | 347 | 5041 | 175 | 255 | 126 | 2516 | 61 | 287 | 51 | 189 | 271 | 82 | 166 | 64 | 124 | 203 | 150 | 107 | 248 | 0 |
| | 89.82% C | 87.36% | 84.81% | 88.22% | 93.18% DGI | 89.87% | 86.97% | 85.80% | 82.94% | 82.79% | 79.75% | 89.31% | 95.31% | 92.88% | 96.23% | 90.43% | 93.77% | 91.11% | 90.71% | 96.97% S | 94.66% | 93.55% | 92.59% | 89.92% | 94.66% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12186 | 413 | 497 | 465 | 6075 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 46<br>5.95% | 51<br>4.91% | 86<br>13.21%<br>AB | 695<br>5.57% | 32<br>7.75%<br>I | 24<br>4.83% | 67<br>14.41%<br>EF | 220<br>3.44% | 5<br>2.31% | 9<br>2.85% | 4<br>2.47% | 173<br>5.79% | 4<br>5.88% | 21<br>6.36% | 4<br>7.02% | 17<br>7.52% | 19<br>6.17% | 3<br>3.23% | 4<br>2.14% | 6<br>8.33% | 3<br>2.24% | 4<br>1.81% | 9<br>5.26% | 7<br>5.56% | 25<br>8.71% | 0<br>0.0% |
| I did not call after hours in the last 6 months | 2<br>0.26% | 3<br>0.29% | 5<br>0.77% | 195<br>1.56%<br>E | 0<br>0.0% | 2<br>0.40% | 5<br>1.08%<br>E | 182<br>2.85%<br>I | 1<br>0.46% | 0<br>0.0% | 1<br>0.62% | 13<br>0.44% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 653<br>84.48%<br>C | 864<br>83.24%<br>C | 480<br>73.73% | 10166<br>81.48% | 355<br>85.96%<br>DG | 426<br>85.71%<br>G | 347<br>74.62% | 5041<br>78.91% | 175<br>81.02% | 255<br>80.70% | 126<br>77.78% | 2516<br>84.20% | 61<br>89.71% | 287<br>86.97% | 51<br>89.47% | 189<br>83.63% | 271<br>87.99% | 82<br>88.17% | 166<br>88.77% | 64<br>88.89% | 124<br>92.54% | 203<br>91.86% | 150<br>87.72% | 107<br>84.92% | 248<br>86.41% | 0<br>0.0% |
| BASE = Those who responded | 72<br>9.31% | 120<br>11.56% | 80<br>12.29% | 1420<br>11.38%<br>E | 26<br>6.30% | 45<br>9.05% | 46<br>9.89%<br>E | 945<br>14.79% | 35<br>16.20%<br>E | 52<br>16.46% | 31<br>19.14% | 286<br>9.57% | 3<br>4.41% | 22<br>6.67% | 2<br>3.51% | 20<br>8.85% | 18<br>5.84% | 8<br>8.60% | 17<br>9.09%<br>T | 2<br>2.78% | 7<br>5.22% | 14<br>6.33% | 12<br>7.02% | 12<br>9.52% | 14<br>4.88% | 0<br>0.0% |
| Never | 7<br>9.72% | 8<br>6.67% | 9<br>11.25% | 99<br>6.97% | 0<br>0.0% | 3<br>6.67% | 4<br>8.70% | 68<br>7.20% | 3<br>8.57% | 4<br>7.69% | 2<br>6.45% | 25<br>8.74% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Sometimes | 13<br>18.06% | 17<br>14.17% | 18<br>22.50% | 215<br>15.14% | 7<br>26.92% | 8<br>17.78% | 11<br>23.91% | 142<br>15.03% | 7<br>20.00% | 9<br>17.31% | 10<br>32.26% | 53<br>18.53% | 1<br>33.33% | 5<br>22.73% | 0<br>0.0% | 4<br>20.00% | 4<br>22.22% | 3<br>37.50% | 3<br>17.65% | 1<br>50.00% | 3<br>42.86% | 5<br>35.71% | 2<br>16.67% | 2<br>16.67% | 5<br>35.71% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 20<br>27.78% | 25<br>20.83% | 27<br>33.75%<br>B | 314<br>22.11% | 7<br>26.92% | 11<br>24.44% | 15<br>32.61% | 210<br>22.22% | 10<br>28.57% | 13<br>25.00% | 12<br>38.71% | 78<br>27.27% | 1<br>33.33% | 5<br>22.73% | 0<br>0.0% | 4<br>20.00% | 4<br>22.22% | 3<br>37.50% | 3<br>17.65% | 1<br>50.00% | 3<br>42.86% | 5<br>35.71% | 2<br>16.67% | 2<br>16.67% | 5<br>35.71% | 0<br>0.0% |
| Usually | 10<br>13.89% | 30<br>25.00%<br>C | 11<br>13.75% | 259<br>18.24% | 3<br>11.54% | 9<br>20.00% | 4<br>8.70% | 175<br>18.52% | 5<br>14.29% | 15<br>28.85% | 5<br>16.13% | 57<br>19.93% | 0<br>0.0% | 3<br>13.64% | 1<br>50.00% | 2<br>10.00% | 2<br>11.11% | 1<br>12.50% | 1<br>5.88% | 0<br>0.0% | 2<br>28.57% | 2<br>14.29% | 1<br>8.33% | 2<br>16.67% | 1<br>7.14% | 0<br>0.0% |
| Always | 42<br>58.33% | 65<br>54.17% | 42<br>52.50% | 847<br>59.65% | 16<br>61.54% | 25<br>55.56% | 27<br>58.70% | 560<br>59.26% | 20<br>57.14% | 24<br>46.15% | 14<br>45.16% | 151<br>52.80% | 2<br>66.67% | 14<br>63.64% | 1<br>50.00% | 14<br>70.00% | 12<br>66.67% | 4<br>50.00% | 13<br>76.47% | 1<br>50.00% | 2<br>28.57% | 7<br>50.00% | 9<br>75.00% | 8<br>66.67% | 8<br>57.14% | 0<br>0.0% |
| Top Two Box (%Always + %Usually) | 52<br>72.22% | 95<br>79.17%<br>C | 53<br>66.25% | 1106<br>77.89% | 19<br>73.08% | 34<br>75.56% | 31<br>67.39% | 735<br>77.78% | 25<br>71.43% | 39<br>75.00% | 19<br>61.29% | 208<br>72.73% | 2<br>66.67% | 17<br>77.27% | 2<br>100.00% | 16<br>80.00% | 14<br>77.78% | 5<br>62.50% | 14<br>82.35% | 1<br>50.00% | 4<br>57.14% | 9<br>64.29% | 10<br>83.33% | 10<br>83.33% | 9<br>64.29% | 0<br>0.0% |
| 4-point composite mean | 3.2083 | 3.2667 | 3.0750 | 3.3056 | 3.3462 | 3.2444 | 3.1739 | 3.2984 | 3.2000 | 3.1346 | 3.0000 | 3.1678 | 3.3333 | 3.4091 | 3.5000 | 3.5000 | 3.4444 | 3.1250 | 3.5882 | 3.0000 | 2.8571 | 3.1429 | 3.5833 | 3.5000 | 3.2143 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.31% | 0.0% | 0.0% | 0.0% | 0.43% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 52 | 59 | 91 | 837 | 36 | 29 | 72 | 244 | 7 | 11 | 5 | 224 | 4 | 25 | 3 | 17 | 21 | 5 | 4 | 6 | 7 | 9 | 8 | 7 | 29 | 0 |
| | 6.73% | 5.68% | 13.98% AB | 6.71% | 8.72% I | 5.84% | 15.48% EF | 3.82% | 3.24% | 3.48% | 3.09% | 7.50% | 5.88% | 7.58% | 5.26% | 7.52% | 6.82% | 5.38% | 2.14% | 8.33% | 5.22% | 4.07% | 4.68% | 5.56% | 10.10% | 0.0% |
| BASE = Those who responded | 721 | 977 | 558 | 11639 | 377 | 468 | 391 | 6144 | 209 | 304 | 157 | 2764 | 64 | 305 | 54 | 209 | 287 | 88 | 183 | 66 | 127 | 212 | 163 | 119 | 258 | 0 |
| | 93.27% C | 94.12% C | 85.71% | 93.29% | 91.28% G | 94.16% G | 84.09% | 96.18% | 96.76% E | 96.20% | 96.91% | 92.50% | 94.12% | 92.42% | 94.74% | 92.48% | 93.18% | 94.62% | 97.86% | 91.67% | 94.78% | 95.93% | 95.32% | 94.44% | 89.90% | 0.0% |
| Never | 607 | 830 | 459 | 9560 | 310 | 404 | 326 | 5272 | 168 | 256 | 129 | 2139 | 49 | 254 | 44 | 173 | 245 | 64 | 152 | 56 | 101 | 174 | 134 | 96 | 214 | 0 |
| | 84.19% | 84.95% | 82.26% | 82.14% | 82.23% | 86.32% | 83.38% | 85.81% | 80.38% | 84.21% | 82.17% | 77.39% | 76.56% | 83.28% | 81.48% | 82.78% | 85.37% R | 72.73% | 83.06% | 84.85% | 79.53% | 82.08% | 82.21% | 80.67% | 82.95% | 0.0% |
| Sometimes | 39 | 49 | 29 | 767 | 21 | 23 | 17 | 275 | 12 | 14 | 10 | 258 | 4 | 17 | 3 | 10 | 9 | 12 | 9 | 2 | 10 | 15 | 6 | 6 | 15 | 0 |
| | 5.41% | 5.02% | 5.20% | 6.59% | 5.57% | 4.91% | 4.35% | 4.48% | 5.74% | 4.61% | 6.37% | 9.33% | 6.25% | 5.57% | 5.56% | 4.78% | 3.14% | 13.64% Q | 4.92% | 3.03% | 7.87% | 7.08% | 3.68% | 5.04% | 5.81% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 646 | 879 | 488 | 10327 | 331 | 427 | 343 | 5547 | 180 | 270 | 139 | 2397 | 53 | 271 | 47 | 183 | 254 | 76 | 161 | 58 | 111 | 189 | 140 | 102 | 229 | 0 |
| | 89.60% | 89.97% | 87.46% | 88.73% | 87.80% | 91.24% | 87.72% | 90.28% | 86.12% | 88.82% | 88.54% | 86.72% | 82.81% | 88.85% | 87.04% | 87.56% | 88.50% | 86.36% | 87.98% | 87.88% | 87.40% | 89.15% | 85.89% | 85.71% | 88.76% | 0.0% |
| Usually | 23 | 19 | 22 | 367 | 17 | 11 | 14 | 118 | 7 | 5 | 5 | 121 | 4 | 13 | 3 | 7 | 13 | 3 | 10 | 0 | 7 | 9 | 8 | 8 | 9 | 0 |
| | 3.19% | 1.94% | 3.94% B | 3.15% | 4.51% | 2.35% | 3.58% | 1.92% | 3.35% | 1.64% | 3.18% | 4.38% | 6.25% | 4.26% | 5.56% | 3.35% | 4.53% | 3.41% | 5.46% T | 0.0% | 5.51% T | 4.25% | 4.91% | 6.72% | 3.49% | 0.0% |
| Always | 52 | 79 | 48 | 945 | 29 | 30 | 34 | 479 | 22 | 29 | 13 | 246 | 7 | 21 | 4 | 19 | 20 | 9 | 12 | 8 | 9 | 14 | 15 | 9 | 20 | 0 |
| | 7.21% | 8.09% | 8.60% | 8.12% | 7.69% | 6.41% | 8.70% | 7.80% | 10.53% | 9.54% | 8.28% | 8.90% | 10.94% | 6.89% | 7.41% | 9.09% | 6.97% | 10.23% | 6.56% | 12.12% | 7.09% | 6.60% | 9.20% | 7.56% | 7.75% | 0.0% |
| Top Two Box (%Always + %Usually) | 75 | 98 | 70 | 1312 | 46 | 41 | 48 | 597 | 29 | 34 | 18 | 367 | 11 | 34 | 7 | 26 | 33 | 12 | 22 | 8 | 16 | 23 | 23 | 17 | 29 | 0 |
| | 10.40% | 10.03% | 12.54% | 11.27% | 12.20% | 8.76% | 12.28% | 9.72% | 13.88% | 11.18% | 11.46% | 13.28% | 17.19% | 11.15% | 12.96% | 12.44% | 11.50% | 13.64% | 12.02% | 12.12% | 12.60% | 10.85% | 14.11% | 14.29% | 11.24% | 0.0% |
| 4-point composite mean | 1.3343 | 1.3316 | 1.3889 | 1.3725 | 1.3767 | 1.2885 | 1.3760 | 1.3171 | 1.4402 | 1.3651 | 1.3758 | 1.4479 | 1.5156 | 1.3475 | 1.3889 | 1.3876 | 1.3310 | 1.5114 | 1.3552 | 1.3939 | 1.4016 | 1.3538 | 1.4110 | 1.4118 | 1.3605 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 40<br>5.17% | 58<br>5.59% | 95<br>14.59%<br>AB | 829<br>6.64% | 29<br>7.02%<br>I | 30<br>6.04% | 73<br>15.70%<br>EF | 258<br>4.04% | 5<br>2.31% | 13<br>4.11% | 7<br>4.32% | 228<br>7.63% | 4<br>5.88% | 18<br>5.45% | 1<br>1.75% | 13<br>5.75% | 15<br>4.87% | 4<br>4.30% | 4<br>2.14% | 5<br>6.94% | 6<br>4.48% | 8<br>3.62% | 7<br>4.09% | 1<br>0.79% | 28<br>9.76%<br>X | 0<br>0.0% |
| BASE = Those who responded | 733<br>94.83%<br>C | 980<br>94.41%<br>C | 556<br>85.41% | 11647<br>93.36% | 384<br>92.98%<br>G | 467<br>93.96%<br>G | 392<br>84.30% | 6130<br>95.96% | 211<br>97.69%<br>E | 303<br>95.89% | 155<br>95.68% | 2760<br>92.37% | 64<br>94.12% | 312<br>94.55% | 56<br>98.25% | 213<br>94.25% | 293<br>95.13% | 89<br>95.70% | 183<br>97.86% | 67<br>93.06% | 128<br>95.52% | 213<br>96.38% | 164<br>95.91% | 125<br>99.21%<br>Y | 259<br>90.24% | 0<br>0.0% |
| Never | 594<br>81.04% | 814<br>83.06% | 439<br>78.96% | 9526<br>81.79% | 303<br>78.91% | 400<br>85.65%<br>EG | 314<br>80.10% | 5247<br>85.60% | 173<br>81.99% | 247<br>81.52% | 125<br>80.65% | 2107<br>76.34% | 47<br>73.44% | 250<br>80.13% | 39<br>69.64% | 177<br>83.10%<br>O | 245<br>83.62%<br>R | 58<br>65.17% | 151<br>82.51% | 50<br>74.63% | 96<br>75.00% | 169<br>79.34% | 127<br>77.44% | 100<br>80.00% | 203<br>78.38% | 0<br>0.0% |
| Sometimes | 53<br>7.23% | 61<br>6.22% | 47<br>8.45% | 806<br>6.92% | 28<br>7.29% | 30<br>6.42% | 27<br>6.89% | 282<br>4.60% | 16<br>7.58% | 14<br>4.62% | 14<br>9.03% | 262<br>9.49% | 5<br>7.81% | 23<br>7.37% | 7<br>12.50% | 10<br>4.69% | 14<br>4.78% | 13<br>14.61%<br>Q | 12<br>6.56% | 6<br>8.96% | 10<br>7.81% | 17<br>7.98% | 11<br>6.71% | 6<br>4.80% | 22<br>8.49% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 647<br>88.27% | 875<br>89.29% | 486<br>87.41% | 10332<br>88.71% | 331<br>86.20% | 430<br>92.08%<br>EG | 341<br>86.99% | 5529<br>90.20% | 189<br>89.57% | 261<br>86.14% | 139<br>89.68% | 2369<br>85.83% | 52<br>81.25% | 273<br>87.50% | 46<br>82.14% | 187<br>87.79% | 259<br>88.40% | 71<br>79.78% | 163<br>89.07% | 56<br>83.58% | 106<br>82.81% | 186<br>87.32% | 138<br>84.15% | 106<br>84.80% | 225<br>86.87% | 0<br>0.0% |
| Usually | 28<br>3.82% | 43<br>4.39% | 23<br>4.14% | 408<br>3.50% | 20<br>5.21% | 16<br>3.43% | 17<br>4.34% | 150<br>2.45% | 7<br>3.32% | 19<br>6.27% | 6<br>3.87% | 143<br>5.18% | 7<br>10.94% | 12<br>3.85% | 3<br>5.36% | 8<br>3.76% | 14<br>4.78% | 6<br>6.74% | 7<br>3.83% | 5<br>7.46% | 8<br>6.25% | 11<br>5.16% | 9<br>5.49% | 9<br>7.20% | 11<br>4.25% | 0<br>0.0% |
| Always | 58<br>7.91% | 62<br>6.33% | 47<br>8.45% | 907<br>7.79% | 33<br>8.59%<br>F | 21<br>4.50% | 34<br>8.67%<br>F | 451<br>7.36% | 15<br>7.11% | 23<br>7.59% | 10<br>6.45% | 248<br>8.99% | 5<br>7.81% | 27<br>8.65% | 7<br>12.50% | 18<br>8.45% | 20<br>6.83% | 12<br>13.48% | 13<br>7.10% | 6<br>8.96% | 14<br>10.94% | 16<br>7.51% | 17<br>10.37% | 10<br>8.00% | 23<br>8.88% | 0<br>0.0% |
| Top Two Box (%Always + %Usually) | 86<br>11.73% | 105<br>10.71% | 70<br>12.59% | 1315<br>11.29% | 53<br>13.80%<br>F | 37<br>7.92% | 51<br>13.01%<br>F | 601<br>9.80% | 22<br>10.43% | 42<br>13.86% | 16<br>10.32% | 391<br>14.17% | 12<br>18.75% | 39<br>12.50% | 10<br>17.86% | 26<br>12.21% | 34<br>11.60% | 18<br>20.22% | 20<br>10.93% | 11<br>16.42% | 22<br>17.19% | 27<br>12.68% | 26<br>15.85% | 19<br>15.20% | 34<br>13.13% | 0<br>0.0% |
| 4-point composite mean | 1.3861 | 1.3398 | 1.4209 | 1.3729 | 1.4349<br>F | 1.2677 | 1.4158<br>F | 1.3157 | 1.3555 | 1.3993 | 1.3613 | 1.4681 | 1.5313 | 1.4103 | 1.6071 | 1.3756 | 1.3481 | 1.6854<br>Q | 1.3552 | 1.5075 | 1.5313 | 1.4085 | 1.4878 | 1.4320 | 1.4363 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 2988<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

89. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 593 | 1038 | 651 | 11477 | 321 | 497 | 465 | 5641 | 165 | 316 | 162 | 2321 | 50 | 258 | 41 | 179 | 227 | 82 | 153 | 57 | 95 | 172 | 132 | 34 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 242 | 170 | 95 | 850 | 132 | 82 | 73 | 281 | 59 | 40 | 6 | 220 | 15 | 106 | 13 | 69 | 97 | 25 | 58 | 21 | 39 | 71 | 46 | 0 | 132 | 0 |
| | 40.81% | 16.38% | 14.59% | 7.41% | 41.12% | 16.50% | 15.70% | 4.98% | 35.76% | 12.66% | 3.70% | 9.48% | 30.00% | 41.09% | 31.71% | 38.55% | 42.73% | 30.49% | 37.91% | 36.84% | 41.05% | 41.28% | 34.85% | 0.0% | 45.99% | 0.0% |
| | BC | | | | DFG | | | | HJK | K | | | | | | | R | | | | | | | | X | |
| I did not use the site | 0 | 450 | 0 | 532 | 0 | 210 | 0 | 18 | 0 | 139 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 43.35% | 0.0% | 4.64% | 0.0% | 42.25% | 0.0% | 0.32% | 0.0% | 43.99% | 0.0% | 0.09% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | | AC | | E | | EG | | I | | IK | | | | | | | | | | | | | | | | |
| Appropriately skipped | 0 | 0 | 491 | 8946 | 0 | 0 | 341 | 4811 | 0 | 0 | 126 | 1787 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 75.42% | 77.95% | 0.0% | 0.0% | 73.33% | 85.29% | 0.0% | 0.0% | 77.78% | 76.99% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | | | AB | E | | | EF | I | | | IJ | | | | | | | | | | | | | | | |
| BASE = Those who responded | 351 | 418 | 65 | 1149 | 189 | 205 | 51 | 531 | 106 | 137 | 30 | 312 | 35 | 152 | 28 | 110 | 130 | 57 | 95 | 36 | 56 | 101 | 86 | 34 | 155 | 0 |
| | 59.19% | 40.27% | 9.98% | 10.01% | 58.88% | 41.25% | 10.97% | 9.41% | 64.24% | 43.35% | 18.52% | 13.44% | 70.00% | 58.91% | 68.29% | 61.45% | 57.27% | 69.51% | 62.09% | 63.16% | 58.95% | 58.72% | 65.15% | 100.00% | 54.01% | 0.0% |
| | BC | C | | | DFG | G | | | HJK | K | | | | | | | | Q | | | | | | Y | | |
| The print was too small | 30 | 28 | 1 | 61 | 12 | 13 | 1 | 34 | 10 | 9 | 0 | 21 | 3 | 8 | 3 | 8 | 6 | 6 | 10 | 1 | 1 | 7 | 5 | 0 | 12 | 0 |
| | 8.55% | 6.70% | 1.54% | 5.31% | 6.35% | 6.34% | 1.96% | 6.40% | 9.43% | 6.57% | 0.0% | 6.73% | 8.57% | 5.26% | 10.71% | 7.27% | 4.62% | 10.53% | 10.53% | 2.78% | 1.79% | 6.93% | 5.81% | 0.0% | 7.74% | 0.0% |
| | C | C | | | | | | | K | K | | | | | | | | | U | | | | | | X | |
| The information was hard to understand | 35 | 41 | 3 | 103 | 22 | 20 | 2 | 58 | 12 | 13 | 1 | 36 | 3 | 18 | 4 | 8 | 11 | 10 | 10 | 7 | 5 | 8 | 14 | 1 | 21 | 0 |
| | 9.97% | 9.81% | 4.62% | 8.96% | 11.64% | 9.76% | 3.92% | 10.92% | 11.32% | 9.49% | 3.33% | 11.54% | 8.57% | 11.84% | 14.29% | 7.27% | 8.46% | 17.54% | 10.53% | 19.44% | 8.93% | 7.92% | 16.28% | 2.94% | 13.55% | 0.0% |
| | | | | | G | | | | | | | | | | | | | | | | | | | | X | |
| It was hard to find the information I was looking for | 56 | 78 | 13 | 246 | 28 | 36 | 9 | 137 | 25 | 37 | 5 | 62 | 7 | 20 | 5 | 11 | 15 | 13 | 10 | 11 | 7 | 13 | 15 | 2 | 26 | 0 |
| | 15.95% | 18.66% | 20.00% | 21.41% | 14.81% | 17.56% | 17.65% | 25.80% | 23.58% | 27.01% | 16.67% | 19.87% | 20.00% | 13.16% | 17.86% | 10.00% | 11.54% | 22.81% | 10.53% | 30.56% | 12.50% | 12.87% | 17.44% | 5.88% | 16.77% | 0.0% |
| | | | | E | | | | | | | | | | | | | | | | SU | | | | | X | |
| The information was wrong | 20 | 27 | 1 | 108 | 9 | 12 | 1 | 74 | 5 | 11 | 1 | 20 | 2 | 7 | 2 | 4 | 2 | 7 | 3 | 1 | 4 | 6 | 2 | 1 | 8 | 0 |
| | 5.70% | 6.46% | 1.54% | 9.40% | 4.76% | 5.85% | 1.96% | 13.94% | 4.72% | 8.03% | 3.33% | 6.41% | 5.71% | 4.61% | 7.14% | 3.64% | 1.54% | 12.28% | 3.16% | 2.78% | 7.14% | 5.94% | 2.33% | 2.94% | 5.16% | 0.0% |
| | C | C | | E | | | | I | | | | | | | | | | Q | | | | | | | | |
| It was not in my language | 41 | 37 | 0 | 122 | 25 | 22 | 0 | 38 | 9 | 8 | 0 | 40 | 3 | 22 | 4 | 10 | 15 | 9 | 9 | 7 | 9 | 7 | 18 | 4 | 21 | 0 |
| | 11.68% | 8.85% | 0.0% | 10.62% | 13.23% | 10.73% | 0.0% | 7.16% | 8.49% | 5.84% | 0.0% | 12.82% | 8.57% | 14.47% | 14.29% | 9.09% | 11.54% | 15.79% | 9.47% | 19.44% | 16.07% | 6.93% | 20.93% | 11.76% | 13.55% | 0.0% |
| | C | C | | | G | G | | | K | K | | | | | | | | | | | | | V | | | |
| I did not have a problem | 222 | 276 | 47 | 671 | 121 | 140 | 38 | 290 | 63 | 82 | 23 | 183 | 21 | 99 | 17 | 79 | 90 | 31 | 66 | 16 | 38 | 72 | 48 | 26 | 95 | 0 |
| | 63.25% | 66.03% | 72.31% | 58.40% | 64.02% | 68.29% | 74.51% | 54.61% | 59.43% | 59.85% | 76.67% | 58.65% | 60.00% | 65.13% | 60.71% | 71.82% | 69.23% | 54.39% | 69.47% | 44.44% | 67.86% | 71.29% | 55.81% | 76.47% | 61.29% | 0.0% |
| | | | | | | | | | | | | | | | | | | | T | | T | W | | | | |
| Sigma | 646 | 1107 | 651 | 11639 | 349 | 535 | 465 | 5741 | 183 | 339 | 162 | 2371 | 54 | 280 | 48 | 189 | 236 | 101 | 166 | 64 | 103 | 184 | 148 | 34 | 315 | 0 |
| | 108.94% | 106.65% | 100.00% | 101.41% | 108.72% | 107.65% | 100.00% | 101.77% | 110.91% | 107.28% | 100.00% | 102.15% | 108.00% | 108.53% | 117.07% | 105.59% | 103.96% | 123.17% | 108.50% | 112.28% | 108.42% | 106.98% | 112.12% | 100.00% | 109.76% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

90. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 7268<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 3912<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 1703<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple Mark | 0<br>0.0% | 2<br>0.19% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 2<br>0.40% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 57<br>7.37% | 78<br>7.51% | 0<br>0.0% | 509<br>7.00% | 36<br>8.72%<br>I | 33<br>6.64% | 0<br>0.0% | 184<br>4.70% | 10<br>4.63% | 13<br>4.11% | 0<br>0.0% | 118<br>6.93% | 7<br>10.29% | 21<br>6.36% | 5<br>8.77% | 16<br>7.08% | 20<br>6.49% | 5<br>5.38% | 4<br>2.14% | 8<br>11.11%<br>S | 10<br>7.46%<br>S | 10<br>4.52% | 12<br>7.02% | 3<br>2.38% | 33<br>11.50%<br>X | 0<br>0.0% |
| I did not call customer service for my child's mental health services in the last 6 months | 397<br>51.36% | 574<br>55.30% | 0<br>0.0% | 4366<br>60.07%<br>E | 208<br>50.36% | 284<br>57.14%<br>E | 0<br>0.0% | 2452<br>62.68%<br>I | 98<br>45.37% | 180<br>56.96%<br>I | 0<br>0.0% | 876<br>51.44% | 30<br>44.12% | 172<br>52.12% | 30<br>52.63% | 111<br>49.12% | 172<br>55.84%<br>R | 36<br>38.71% | 102<br>54.55%<br>T | 26<br>36.11% | 75<br>55.97%<br>T | 113<br>51.13% | 90<br>52.63% | 100<br>79.37%<br>Y | 108<br>37.63% | 0<br>0.0% |
| BASE = Those who responded | 319<br>41.27% | 384<br>36.99% | 0<br>0.0% | 2393<br>32.93% | 169<br>40.92%<br>D | 178<br>35.81% | 0<br>0.0% | 1276<br>32.62% | 108<br>50.00%<br>HJE | 123<br>38.92% | 0<br>0.0% | 709<br>41.63% | 31<br>45.59% | 137<br>41.52% | 22<br>38.60% | 99<br>43.81% | 116<br>37.66% | 52<br>55.91%<br>Q | 81<br>43.32% | 38<br>52.78%<br>U | 49<br>36.57% | 98<br>44.34% | 69<br>40.35% | 23<br>18.25% | 146<br>50.87%<br>X | 0<br>0.0% |
| Never | 106<br>33.23% | 128<br>33.33% | 0<br>0.0% | 1129<br>47.18%<br>E | 64<br>37.87%<br>I | 70<br>39.33% | 0<br>0.0% | 408<br>31.97%<br>I | 24<br>22.22% | 27<br>21.95% | 0<br>0.0% | 327<br>46.12% | 12<br>38.71% | 52<br>37.96% | 8<br>36.36% | 32<br>32.32% | 48<br>41.38% | 16<br>30.77% | 32<br>39.51% | 14<br>36.84% | 18<br>36.73% | 41<br>41.84% | 22<br>31.88% | 8<br>34.78% | 56<br>38.36% | 0<br>0.0% |
| Sometimes | 30<br>9.40% | 33<br>8.59% | 0<br>0.0% | 193<br>8.07% | 15<br>8.88% | 15<br>8.43% | 0<br>0.0% | 131<br>10.27% | 15<br>13.89% | 12<br>9.76% | 0<br>0.0% | 64<br>9.03% | 6<br>19.35% | 9<br>6.57% | 3<br>13.64% | 9<br>9.09% | 10<br>8.62% | 5<br>9.62% | 7<br>8.64% | 4<br>10.53% | 4<br>8.16% | 8<br>8.16% | 7<br>10.14% | 3<br>13.04% | 12<br>8.22% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 136<br>42.63% | 161<br>41.93% | 0<br>0.0% | 1322<br>55.24%<br>E | 79<br>46.75% | 85<br>47.75% | 0<br>0.0% | 539<br>42.24% | 39<br>36.11% | 39<br>31.71% | 0<br>0.0% | 391<br>55.15% | 18<br>58.06% | 61<br>44.53% | 11<br>50.00% | 41<br>41.41% | 58<br>50.00% | 21<br>40.38% | 39<br>48.15% | 18<br>47.37% | 22<br>44.90% | 49<br>50.00% | 29<br>42.03% | 11<br>47.83% | 68<br>46.58% | 0<br>0.0% |
| Usually | 49<br>15.36% | 62<br>16.15% | 0<br>0.0% | 261<br>10.91% | 27<br>15.98% | 28<br>15.73% | 0<br>0.0% | 175<br>13.71% | 18<br>16.67% | 30<br>24.39% | 0<br>0.0% | 82<br>11.57% | 5<br>16.13% | 21<br>15.33% | 6<br>27.27% | 13<br>13.13% | 16<br>13.79% | 10<br>19.23% | 10<br>12.35% | 6<br>15.79% | 10<br>20.41% | 13<br>13.27% | 13<br>18.84% | 6<br>26.09% | 21<br>14.38% | 0<br>0.0% |
| Always | 134<br>42.01% | 161<br>41.93% | 0<br>0.0% | 810<br>33.85% | 63<br>37.28% | 65<br>36.52% | 0<br>0.0% | 562<br>44.04% | 51<br>47.22% | 54<br>43.90% | 0<br>0.0% | 236<br>33.29% | 8<br>25.81% | 55<br>40.15% | 5<br>22.73% | 45<br>45.45% | 42<br>36.21% | 21<br>40.38% | 32<br>39.51% | 14<br>36.84% | 17<br>34.69% | 36<br>36.73% | 27<br>39.13% | 6<br>26.09% | 57<br>39.04% | 0<br>0.0% |
| Top Two Box (%Always + %Usually) | 183<br>57.37% | 223<br>58.07% | 0<br>0.0% | 1071<br>44.76% | 90<br>53.25%<br>D | 93<br>52.25% | 0<br>0.0% | 737<br>57.76% | 69<br>63.89% | 84<br>68.29% | 0<br>0.0% | 318<br>44.85% | 13<br>41.94% | 76<br>55.47% | 11<br>50.00% | 58<br>58.59% | 58<br>50.00% | 31<br>59.62% | 42<br>51.85% | 20<br>52.63% | 27<br>55.10% | 49<br>50.00% | 40<br>57.97% | 12<br>52.17% | 78<br>53.42% | 0<br>0.0% |
| 4-point composite mean | 2.6614 | 2.6667 | 0 | 2.3142 | 2.5266<br>D | 2.4944 | 0 | 2.6983 | 2.8889<br>E | 2.9024 | 0 | 2.3202 | 2.2903 | 2.5766 | 2.3636 | 2.7172 | 2.4483 | 2.6923 | 2.5185 | 2.5263 | 2.5306 | 2.4490 | 2.6522 | 2.4348 | 2.5411 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 7268<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 3912<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 1703<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 7268<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 3912<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 1703<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 4<br>0.39%<br>A | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 2<br>0.40% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 71<br>9.18% | 101<br>9.73% | 0<br>0.0% | 693<br>9.53% | 41<br>9.93% | 48<br>9.66% | 0<br>0.0% | 255<br>6.52% | 15<br>6.94% | 24<br>7.59% | 0<br>0.0% | 160<br>9.40% | 8<br>11.76% | 25<br>7.58% | 3<br>5.26% | 22<br>9.73% | 24<br>7.79% | 7<br>7.53% | 8<br>4.28% | 12<br>16.67%<br>SU | 7<br>5.22% | 14<br>6.33% | 13<br>7.60% | 6<br>4.76% | 35<br>12.20%<br>X | 0<br>0.0% |
| My child did not receive mental health services in the last 6 months | 347<br>44.89% | 485<br>46.72% | 0<br>0.0% | 4219<br>58.05%<br>E | 197<br>47.70%<br>I | 251<br>50.50% | 0<br>0.0% | 1525<br>38.98%<br>I | 64<br>29.63% | 110<br>34.81% | 0<br>0.0% | 858<br>50.38% | 32<br>47.06% | 159<br>48.18% | 30<br>52.63% | 104<br>46.02% | 162<br>52.60%<br>R | 34<br>36.56% | 96<br>51.34% | 30<br>41.67% | 67<br>50.00% | 111<br>50.23% | 82<br>47.95% | 98<br>77.78%<br>Y | 99<br>34.49% | 0<br>0.0% |
| BASE = Those who responded | 355<br>45.92% | 448<br>43.16% | 0<br>0.0% | 2356<br>32.42% | 175<br>42.37%<br>D | 196<br>39.44% | 0<br>0.0% | 2132<br>54.50% | 137<br>63.43%<br>HE | 182<br>57.59% | 0<br>0.0% | 685<br>40.22% | 28<br>41.18% | 146<br>44.24% | 24<br>42.11% | 100<br>44.25% | 122<br>39.61% | 52<br>55.91%<br>Q | 83<br>44.39% | 30<br>41.67% | 60<br>44.78% | 96<br>43.44% | 76<br>44.44% | 22<br>17.46% | 153<br>53.31%<br>X | 0<br>0.0% |
| 10 - Best mental health services possible | 185<br>52.11% | 215<br>47.99% | 0<br>0.0% | 1251<br>53.10% | 99<br>56.57%<br>I | 104<br>53.06% | 0<br>0.0% | 910<br>42.68% | 59<br>43.07% | 71<br>39.01% | 0<br>0.0% | 372<br>54.31% | 8<br>28.57% | 91<br>62.33% | 7<br>29.17% | 63<br>63.00% | 70<br>57.38% | 29<br>55.77% | 51<br>61.45% | 13<br>43.33% | 34<br>56.67% | 55<br>57.29% | 42<br>55.26% | 6<br>27.27% | 93<br>60.78% | 0<br>0.0% |
| 9 - | 39<br>10.99% | 57<br>12.72% | 0<br>0.0% | 292<br>12.39% | 23<br>13.14% | 24<br>12.24% | 0<br>0.0% | 292<br>13.70% | 14<br>10.22% | 19<br>10.44% | 0<br>0.0% | 93<br>13.58% | 1<br>3.57% | 22<br>15.07% | 2<br>8.33% | 17<br>17.00% | 15<br>12.30% | 8<br>15.38% | 12<br>14.46%<br>U | 8<br>26.67%<br>U | 3<br>5.00% | 13<br>13.54% | 10<br>13.16% | 3<br>13.64% | 20<br>13.07% | 0<br>0.0% |
| Top Two Box | 224<br>63.10% | 272<br>60.71% | 0<br>0.0% | 1543<br>65.49% | 122<br>69.71%<br>I | 128<br>65.31% | 0<br>0.0% | 1202<br>56.38% | 73<br>53.28% | 90<br>49.45% | 0<br>0.0% | 465<br>67.88% | 9<br>32.14% | 113<br>77.40% | 9<br>37.50% | 80<br>80.00% | 85<br>69.67% | 37<br>71.15% | 63<br>75.90% | 21<br>70.00% | 37<br>61.67% | 68<br>70.83% | 52<br>68.42% | 9<br>40.91% | 113<br>73.86% | 0<br>0.0% |
| 8 - | 57<br>16.06% | 66<br>14.73% | 0<br>0.0% | 315<br>13.37% | 26<br>14.86% | 20<br>10.20% | 0<br>0.0% | 347<br>16.28% | 26<br>18.98% | 35<br>19.23% | 0<br>0.0% | 96<br>14.01% | 5<br>17.86% | 20<br>13.70% | 5<br>20.83% | 14<br>14.00% | 18<br>14.75% | 8<br>15.38% | 12<br>14.46% | 4<br>13.33% | 9<br>15.00% | 13<br>13.54% | 12<br>15.79% | 6<br>27.27% | 20<br>13.07% | 0<br>0.0% |
| Top Three Box | 281<br>79.15% | 338<br>75.45% | 0<br>0.0% | 1858<br>78.86% | 148<br>84.57%<br>DFI | 148<br>75.51% | 0<br>0.0% | 1549<br>72.65% | 99<br>72.26% | 125<br>68.68% | 0<br>0.0% | 561<br>81.90% | 14<br>50.00% | 133<br>91.10% | 14<br>58.33% | 94<br>94.00% | 103<br>84.43% | 45<br>86.54% | 75<br>90.36%<br>U | 25<br>83.33% | 46<br>76.67% | 81<br>84.38% | 64<br>84.21% | 15<br>68.18% | 133<br>86.93% | 0<br>0.0% |
| 7 - | 22<br>6.20% | 30<br>6.70% | 0<br>0.0% | 161<br>6.83% | 10<br>5.71% | 14<br>7.14% | 0<br>0.0% | 184<br>8.63% | 9<br>6.57% | 16<br>8.79% | 0<br>0.0% | 35<br>5.11% | 4<br>14.29% | 6<br>4.11% | 5<br>20.83% | 2<br>2.00% | 6<br>4.92% | 4<br>7.69% | 4<br>4.82% | 3<br>10.00% | 3<br>5.00% | 5<br>5.21% | 5<br>6.58% | 1<br>4.55% | 9<br>5.88% | 0<br>0.0% |
| 6 - | 12<br>3.38% | 16<br>3.57% | 0<br>0.0% | 67<br>2.84% | 3<br>1.71% | 8<br>4.08% | 0<br>0.0% | 105<br>4.92% | 9<br>6.57%<br>E | 8<br>4.40% | 0<br>0.0% | 15<br>2.19% | 2<br>7.14% | 1<br>0.68% | 0<br>0.0% | 1<br>1.00% | 2<br>1.64% | 1<br>1.92% | 0<br>0.0% | 0<br>0.0% | 3<br>5.00% | 2<br>2.08% | 1<br>1.32% | 2<br>9.09% | 1<br>0.65% | 0<br>0.0% |
| 5 - | 19<br>5.35% | 27<br>6.03% | 0<br>0.0% | 107<br>4.54% | 7<br>4.00% | 13<br>6.63% | 0<br>0.0% | 125<br>5.86% | 8<br>5.84% | 13<br>7.14% | 0<br>0.0% | 34<br>4.96% | 5<br>17.86% | 2<br>1.37% | 2<br>8.33% | 1<br>1.00% | 6<br>4.92% | 1<br>1.92% | 1<br>1.20% | 1<br>3.33% | 5<br>8.33% | 5<br>5.21% | 2<br>2.63% | 2<br>9.09% | 5<br>3.27% | 0<br>0.0% |
| 4 - | 3<br>0.85% | 9<br>2.01% | 0<br>0.0% | 30<br>1.27% | 2<br>1.14% | 3<br>1.53% | 0<br>0.0% | 52<br>2.44% | 2<br>1.46% | 5<br>2.75% | 0<br>0.0% | 8<br>1.17% | 1<br>3.57% | 1<br>0.68% | 1<br>4.17% | 1<br>1.00% | 1<br>0.82% | 1<br>1.92% | 2<br>2.41% | 0<br>0.0% | 0<br>0.0% | 1<br>1.04% | 1<br>1.32% | 0<br>0.0% | 2<br>1.31% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 - | 2<br>0.56% | 3<br>0.67% | 0<br>0.0% | 17<br>0.72%<br>E | 0<br>0.0% | 2<br>1.02% | 0<br>0.0% | 24<br>1.13% | 2<br>1.46% | 2<br>1.10% | 0<br>0.0% | 5<br>0.73% |
| 2 - | 3<br>0.85% | 2<br>0.45% | 0<br>0.0% | 22<br>0.93% | 1<br>0.57% | 1<br>0.51% | 0<br>0.0% | 24<br>1.13% | 2<br>1.46% | 0<br>0.0% | 0<br>0.0% | 5<br>0.73% |
| 1 - | 2<br>0.56% | 6<br>1.34% | 0<br>0.0% | 20<br>0.85% | 1<br>0.57% | 1<br>0.51% | 0<br>0.0% | 16<br>0.75% | 2<br>1.46% | 4<br>2.20% | 0<br>0.0% | 4<br>0.58% |
| 0 - Worst mental health services possible | 11<br>3.10% | 17<br>3.79% | 0<br>0.0% | 74<br>3.14% | 3<br>1.71% | 6<br>3.06% | 0<br>0.0% | 53<br>2.49% | 4<br>2.92% | 9<br>4.95% | 0<br>0.0% | 18<br>2.63% |
| 0-7 (NET) | 74<br>20.85% | 110<br>24.55% | 0<br>0.0% | 498<br>21.14%<br>E | 27<br>15.43% | 48<br>24.49%<br>E | 0<br>0.0% | 583<br>27.35% | 38<br>27.74%<br>E | 57<br>31.32% | 0<br>0.0% | 124<br>18.10% |
| Bottom Three Box | 16<br>4.51% | 25<br>5.58% | 0<br>0.0% | 116<br>4.92% | 5<br>2.86% | 8<br>4.08% | 0<br>0.0% | 93<br>4.36% | 8<br>5.84% | 13<br>7.14% | 0<br>0.0% | 27<br>3.94% |
| Bottom Two Box | 13<br>3.66% | 23<br>5.13% | 0<br>0.0% | 94<br>3.99% | 4<br>2.29% | 7<br>3.57% | 0<br>0.0% | 69<br>3.24% | 6<br>4.38% | 13<br>7.14% | 0<br>0.0% | 22<br>3.21% |
| Average rating | 8.4620 | 8.2299 | 0 | 8.4707 | 8.7943<br>DI | 8.4082 | 0 | 8.1571 | 8.0365 | 7.7802 | 0 | 8.6000 |
| Standard deviation | 2.3450 | 2.5457 | 0 | 2.4007 | 2.0037 | 2.4089 | 0 | 2.3804 | 2.5270 | 2.7348 | 0 | 2.2657 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 7268<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 3912<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 1703<br>100.00% |

2017 General Population Results

| | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| 3 - | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 2 - | 1<br>3.57% | 0<br>0.0% | 1<br>4.17% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>1.67% | 0<br>0.0% | 1<br>1.32% | 1<br>4.55% | 0<br>0.0% | 0<br>0.0% |
| 1 - | 1<br>3.57% | 0<br>0.0% | 0<br>0.0% | 1<br>1.00% | 1<br>0.82% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>1.67% | 0<br>0.0% | 1<br>1.32% | 1<br>4.55% | 0<br>0.0% | 0<br>0.0% |
| 0 - Worst mental health services possible | 0<br>0.0% | 3<br>2.05% | 1<br>4.17% | 0<br>0.0% | 3<br>2.46% | 0<br>0.0% | 1<br>1.20% | 1<br>3.33% | 1<br>1.67% | 2<br>2.08% | 1<br>1.32% | 0<br>0.0% | 3<br>1.96% | 0<br>0.0% |
| 0-7 (NET) | 14<br>50.00% | 13<br>8.90% | 10<br>41.67% | 6<br>6.00% | 19<br>15.57% | 7<br>13.46% | 8<br>9.64% | 5<br>16.67% | 14<br>23.33%<br>S | 15<br>15.63% | 12<br>15.79% | 7<br>31.82% | 20<br>13.07% | 0<br>0.0% |
| Bottom Three Box | 2<br>7.14% | 3<br>2.05% | 2<br>8.33% | 1<br>1.00% | 4<br>3.28%<br>R | 0<br>0.0% | 1<br>1.20% | 1<br>3.33% | 3<br>5.00% | 2<br>2.08% | 3<br>3.95% | 2<br>9.09% | 3<br>1.96% | 0<br>0.0% |
| Bottom Two Box | 1<br>3.57% | 3<br>2.05% | 1<br>4.17% | 1<br>1.00% | 4<br>3.28%<br>R | 0<br>0.0% | 1<br>1.20% | 1<br>3.33% | 2<br>3.33% | 2<br>2.08% | 2<br>2.63% | 1<br>4.55% | 3<br>1.96% | 0<br>0.0% |
| Average rating | 7.1786 | 9.1096 | 7.4583 | 9.2500 | 8.7541 | 9.0192 | 9.0964 | 8.6667 | 8.4333 | 8.8229 | 8.7368 | 7.5909 | 8.9673 | 0 |
| Standard deviation | 2.4793 | 1.7404 | 2.5977 | 1.3883 | 2.1245 | 1.4073 | 1.6473 | 2.0221 | 2.3690 | 1.9632 | 2.0798 | 2.4801 | 1.8627 | 0 |
| Sigma | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

92. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1491<br>100.00% | 413<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1270<br>100.00% | 216<br>100.00% | 0<br>0.0% | 0<br>0.0% | 536<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| No response | 68<br>8.80% | 0<br>0.0% | 0<br>0.0% | 154<br>10.33% | 42<br>10.17% | 0<br>0.0% | 0<br>0.0% | 26<br>2.05% | 13<br>6.02%<br>H | 0<br>0.0% | 0<br>0.0% | 43<br>8.02% | 8<br>11.76% | 26<br>7.88% | 4<br>7.02% | 21<br>9.29% | 25<br>8.12% | 7<br>7.53% | 8<br>4.28% | 9<br>12.50%<br>S | 11<br>8.21% | 15<br>6.79% | 13<br>7.60% | 4<br>3.17% | 38<br>13.24%<br>X | 0<br>0.0% |
| My child did not see a mental health specialist in the last 6 months | 382<br>49.42% | 0<br>0.0% | 0<br>0.0% | 394<br>26.43% | 211<br>51.09%<br>DI | 0<br>0.0% | 0<br>0.0% | 98<br>7.72% | 73<br>33.80%<br>H | 0<br>0.0% | 0<br>0.0% | 216<br>40.30% | 30<br>44.12% | 175<br>53.03% | 28<br>49.12% | 111<br>49.12% | 175<br>56.82%<br>R | 36<br>38.71% | 108<br>57.75%<br>T | 31<br>43.06% | 67<br>50.00% | 120<br>54.30% | 85<br>49.71% | 103<br>81.75%<br>Y | 108<br>37.63% | 0<br>0.0% |
| BASE = Those who responded | 323<br>41.79% | 0<br>0.0% | 0<br>0.0% | 943<br>63.25%<br>E | 160<br>38.74% | 0<br>0.0% | 0<br>0.0% | 1146<br>90.24%<br>I | 130<br>60.19%<br>E | 0<br>0.0% | 0<br>0.0% | 277<br>51.68% | 30<br>44.12% | 129<br>39.09% | 25<br>43.86% | 94<br>41.59% | 108<br>35.06% | 50<br>53.76%<br>Q | 71<br>37.97% | 32<br>44.44% | 56<br>41.79% | 86<br>38.91% | 73<br>42.69% | 19<br>15.08% | 141<br>49.13%<br>X | 0<br>0.0% |
| Never | 98<br>30.34% | 0<br>0.0% | 0<br>0.0% | 213<br>22.59% | 51<br>31.88%<br>DI | 0<br>0.0% | 0<br>0.0% | 83<br>7.24% | 22<br>16.92%<br>H | 0<br>0.0% | 0<br>0.0% | 63<br>22.74% | 8<br>26.67% | 42<br>32.56% | 2<br>8.00% | 30<br>31.91% | 36<br>33.33% | 14<br>28.00% | 23<br>32.39% | 10<br>31.25% | 18<br>32.14% | 29<br>33.72% | 22<br>30.14% | 5<br>26.32% | 46<br>32.62% | 0<br>0.0% |
| Sometimes | 42<br>13.00% | 0<br>0.0% | 0<br>0.0% | 129<br>13.68% | 23<br>14.38% | 0<br>0.0% | 0<br>0.0% | 157<br>13.70% | 20<br>15.38% | 0<br>0.0% | 0<br>0.0% | 42<br>15.16% | 8<br>26.67% | 15<br>11.63% | 9<br>36.00% | 9<br>9.57% | 11<br>10.19% | 11<br>22.00% | 9<br>12.68% | 5<br>15.63% | 9<br>16.07% | 15<br>17.44% | 8<br>10.96% | 4<br>21.05% | 19<br>13.48% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 140<br>43.34% | 0<br>0.0% | 0<br>0.0% | 342<br>36.27% | 74<br>46.25%<br>DI | 0<br>0.0% | 0<br>0.0% | 240<br>20.94% | 42<br>32.31%<br>H | 0<br>0.0% | 0<br>0.0% | 105<br>37.91% | 16<br>53.33% | 57<br>44.19% | 11<br>44.00% | 39<br>41.49% | 47<br>43.52% | 25<br>50.00% | 32<br>45.07% | 15<br>46.88% | 27<br>48.21% | 44<br>51.16% | 30<br>41.10% | 9<br>47.37% | 65<br>46.10% | 0<br>0.0% |
| Usually | 46<br>14.24% | 0<br>0.0% | 0<br>0.0% | 174<br>18.45%<br>E | 18<br>11.25% | 0<br>0.0% | 0<br>0.0% | 270<br>23.56% | 22<br>16.92% | 0<br>0.0% | 0<br>0.0% | 45<br>16.25% | 7<br>23.33% | 11<br>8.53% | 6<br>24.00% | 6<br>6.38% | 14<br>12.96% | 4<br>8.00% | 8<br>11.27% | 3<br>9.38% | 6<br>10.71% | 12<br>13.95% | 5<br>6.85% | 4<br>21.05% | 14<br>9.93% | 0<br>0.0% |
| Always | 137<br>42.41% | 0<br>0.0% | 0<br>0.0% | 427<br>45.28% | 68<br>42.50% | 0<br>0.0% | 0<br>0.0% | 636<br>55.50% | 66<br>50.77% | 0<br>0.0% | 0<br>0.0% | 127<br>45.85% | 7<br>23.33% | 61<br>47.29%<br>M | 8<br>32.00% | 49<br>52.13% | 47<br>43.52% | 21<br>42.00% | 31<br>43.66% | 14<br>43.75% | 23<br>41.07% | 30<br>34.88% | 38<br>52.05%<br>V | 6<br>31.58% | 62<br>43.97% | 0<br>0.0% |
| Top Two Box (%Always + %Usually) | 183<br>56.66% | 0<br>0.0% | 0<br>0.0% | 601<br>63.73%<br>E | 86<br>53.75% | 0<br>0.0% | 0<br>0.0% | 906<br>79.06%<br>I | 88<br>67.69%<br>E | 0<br>0.0% | 0<br>0.0% | 172<br>62.09% | 14<br>46.67% | 72<br>55.81% | 14<br>56.00% | 55<br>58.51% | 61<br>56.48% | 25<br>50.00% | 39<br>54.93% | 17<br>53.13% | 29<br>51.79% | 42<br>48.84% | 43<br>58.90% | 10<br>52.63% | 76<br>53.90% | 0<br>0.0% |
| 4-point composite mean | 2.6873 | 0 | 0 | 2.8643<br>E | 2.6438 | 0 | 0 | 3.2731<br>I | 3.0154<br>E | 0 | 0 | 2.8520 | 2.4333 | 2.7054 | 2.8000 | 2.7872 | 2.6667 | 2.6400 | 2.6620 | 2.6563 | 2.6071 | 2.5000 | 2.8082 | 2.5789 | 2.6525 | 0 |
| Sigma | 773<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1491<br>100.00% | 413<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1270<br>100.00% | 216<br>100.00% | 0<br>0.0% | 0<br>0.0% | 536<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

93. 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?

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 0<br>0.0% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 0<br>0.0% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 0<br>0.0% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 4<br>0.39%<br>A | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 98<br>12.68% | 110<br>10.60% | 0<br>0.0% | 0<br>0.0% | 60<br>14.53%<br>I | 58<br>11.67% | 0<br>0.0% | 0<br>0.0% | 18<br>8.33% | 20<br>6.33% | 0<br>0.0% | 0<br>0.0% | 6<br>8.82% | 44<br>13.33% | 5<br>8.77% | 29<br>12.83% | 42<br>13.64% | 8<br>8.60% | 20<br>10.70% | 11<br>15.28% | 14<br>10.45% | 27<br>12.22% | 18<br>10.53% | 5<br>3.97% | 55<br>19.16%<br>X | 0<br>0.0% |
| BASE = Those who responded | 675<br>87.32% | 924<br>89.02% | 0<br>0.0% | 0<br>0.0% | 353<br>85.47% | 438<br>88.13% | 0<br>0.0% | 0<br>0.0% | 198<br>91.67%<br>E | 295<br>93.35% | 0<br>0.0% | 0<br>0.0% | 62<br>91.18% | 286<br>86.67% | 52<br>91.23% | 197<br>87.17% | 266<br>86.36% | 85<br>91.40% | 167<br>89.30% | 61<br>84.72% | 120<br>89.55% | 194<br>87.78% | 153<br>89.47% | 121<br>96.03%<br>Y | 232<br>80.84% | 0<br>0.0% |
| Yes | 226<br>33.48% | 342<br>37.01% | 0<br>0.0% | 0<br>0.0% | 109<br>30.88% | 141<br>32.19% | 0<br>0.0% | 0<br>0.0% | 88<br>44.44%<br>E | 150<br>50.85% | 0<br>0.0% | 0<br>0.0% | 14<br>22.58% | 94<br>32.87% | 16<br>30.77% | 70<br>35.53% | 67<br>25.19% | 41<br>48.24%<br>Q | 53<br>31.74% | 21<br>34.43% | 34<br>28.33% | 64<br>32.99% | 44<br>28.76% | 23<br>19.01% | 86<br>37.07%<br>X | 0<br>0.0% |
| No | 449<br>66.52% | 582<br>62.99% | 0<br>0.0% | 0<br>0.0% | 244<br>69.12%<br>I | 297<br>67.81% | 0<br>0.0% | 0<br>0.0% | 110<br>55.56% | 145<br>49.15% | 0<br>0.0% | 0<br>0.0% | 48<br>77.42% | 192<br>67.13% | 36<br>69.23% | 127<br>64.47% | 199<br>74.81%<br>R | 44<br>51.76% | 114<br>68.26% | 40<br>65.57% | 86<br>71.67% | 130<br>67.01% | 109<br>71.24% | 98<br>80.99%<br>Y | 146<br>62.93% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 0<br>0.0% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 0<br>0.0% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 0<br>0.0% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 804<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 646<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 413<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 23<br>2.22%<br>A | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 10<br>2.01%<br>E | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 12<br>3.80%<br>I | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 107<br>13.84%<br>B | 106<br>10.21% | 0<br>0.0% | 92<br>11.44% | 69<br>16.71%<br>DFI | 56<br>11.27% | 0<br>0.0% | 55<br>8.51% | 21<br>9.72% | 19<br>6.01% | 0<br>0.0% | 69<br>16.71% | 7<br>10.29% | 51<br>15.45% | 7<br>12.28% | 28<br>12.39% | 46<br>14.94% | 13<br>13.98% | 18<br>9.63% | 14<br>19.44% | 23<br>17.16% | 33<br>14.93% | 22<br>12.87% | 9<br>7.14% | 60<br>20.91%<br>X | 0<br>0.0% |
| Not applicable | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 29<br>3.61%<br>E | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 18<br>2.79%<br>I | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| BASE = Those who responded | 666<br>86.16% | 909<br>87.57% | 0<br>0.0% | 683<br>84.95% | 344<br>83.29% | 431<br>86.72% | 0<br>0.0% | 573<br>88.70% | 195<br>90.28%<br>E | 285<br>90.19% | 0<br>0.0% | 344<br>83.29% | 61<br>89.71% | 279<br>84.55% | 50<br>87.72% | 198<br>87.61% | 262<br>85.06% | 80<br>86.02% | 169<br>90.37% | 58<br>80.56% | 111<br>82.84% | 188<br>85.07% | 149<br>87.13% | 117<br>92.86%<br>Y | 227<br>79.09% | 0<br>0.0% |
| Someone from your child's health plan | 37<br>5.56% | 54<br>5.94% | 0<br>0.0% | 25<br>3.66% | 17<br>4.94% | 21<br>4.87% | 0<br>0.0% | 28<br>4.89% | 15<br>7.69% | 29<br>10.18% | 0<br>0.0% | 17<br>4.94% | 2<br>3.28% | 15<br>5.38% | 0<br>0.0% | 7<br>3.54%<br>O | 12<br>4.58% | 5<br>6.25% | 6<br>3.55% | 5<br>8.62% | 6<br>5.41% | 9<br>4.79% | 8<br>5.37% | 7<br>5.98% | 10<br>4.41% | 0<br>0.0% |
| Someone from your child's doctor's office or clinic | 162<br>24.32% | 255<br>28.05% | 0<br>0.0% | 155<br>22.69% | 74<br>21.51% | 123<br>28.54%<br>E | 0<br>0.0% | 135<br>23.56% | 45<br>23.08% | 99<br>34.74%<br>I | 0<br>0.0% | 74<br>21.51% | 8<br>13.11% | 65<br>23.30%<br>M | 9<br>18.00% | 52<br>26.26% | 48<br>18.32% | 25<br>31.25%<br>Q | 43<br>25.44%<br>U | 13<br>22.41% | 17<br>15.32% | 39<br>20.74% | 34<br>22.82% | 16<br>13.68% | 58<br>25.55%<br>X | 0<br>0.0% |
| Someone from another organization | 14<br>2.10% | 29<br>3.19% | 0<br>0.0% | 13<br>1.90% | 6<br>1.74% | 7<br>1.62% | 0<br>0.0% | 24<br>4.19% | 10<br>5.13% | 17<br>5.96% | 0<br>0.0% | 6<br>1.74% | 2<br>3.28% | 4<br>1.43% | 0<br>0.0% | 4<br>2.02%<br>O | 6<br>2.29%<br>R | 0<br>0.0% | 4<br>2.37% | 1<br>1.72% | 1<br>0.90% | 3<br>1.60% | 3<br>2.01% | 2<br>1.71% | 4<br>1.76% | 0<br>0.0% |
| A friend or family member | 31<br>4.65% | 48<br>5.28% | 0<br>0.0% | 42<br>6.15% | 22<br>6.40% | 25<br>5.80% | 0<br>0.0% | 26<br>4.54% | 10<br>5.13% | 9<br>3.16% | 0<br>0.0% | 22<br>6.40% | 3<br>4.92% | 19<br>6.81% | 5<br>10.00% | 10<br>5.05% | 15<br>5.73% | 7<br>8.75% | 10<br>5.92% | 3<br>5.17% | 8<br>7.21% | 11<br>5.85% | 10<br>6.71% | 8<br>6.84% | 14<br>6.17% | 0<br>0.0% |
| You | 422<br>63.36%<br>B | 523<br>57.54% | 0<br>0.0% | 448<br>65.59% | 225<br>65.41% | 255<br>59.16% | 0<br>0.0% | 360<br>62.83% | 115<br>58.97%<br>J | 131<br>45.96% | 0<br>0.0% | 225<br>65.41% | 46<br>75.41%<br>N | 176<br>63.08% | 36<br>72.00% | 125<br>63.13% | 181<br>69.08%<br>R | 43<br>53.75% | 106<br>62.72% | 36<br>62.07% | 79<br>71.17% | 126<br>67.02% | 94<br>63.09% | 84<br>71.79% | 141<br>62.11% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 0<br>0.0% | 804<br>100.00% | 413<br>100.00% | 497<br>100.00% | 0<br>0.0% | 646<br>100.00% | 216<br>100.00% | 316<br>100.00% | 0<br>0.0% | 413<br>100.00% | 68<br>100.00% | 330<br>100.00% | 57<br>100.00% | 226<br>100.00% | 308<br>100.00% | 93<br>100.00% | 187<br>100.00% | 72<br>100.00% | 134<br>100.00% | 221<br>100.00% | 171<br>100.00% | 126<br>100.00% | 287<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 88 | 100 | 0 | 0 | 59 | 50 | 0 | 0 | 16 | 19 | 0 | 0 | 7 | 43 | 4 | 27 | 39 | 10 | 17 | 12 | 16 | 32 | 13 | 8 | 51 | 0 |
| | 11.38% | 9.63% | 0.0% | 0.0% | 14.29% I | 10.06% | 0.0% | 0.0% | 7.41% | 6.01% | 0.0% | 0.0% | 10.29% | 13.03% | 7.02% | 11.95% | 12.66% | 10.75% | 9.09% | 16.67% | 11.94% | 14.48% W | 7.60% | 6.35% | 17.77% X | 0.0% |
| BASE = Those who responded | 685 | 938 | 0 | 0 | 354 | 447 | 0 | 0 | 200 | 297 | 0 | 0 | 61 | 287 | 53 | 199 | 269 | 83 | 170 | 60 | 118 | 189 | 158 | 118 | 236 | 0 |
| | 88.62% | 90.37% | 0.0% | 0.0% | 85.71% | 89.94% | 0.0% | 0.0% | 92.59% E | 93.99% | 0.0% | 0.0% | 89.71% | 86.97% | 92.98% | 88.05% | 87.34% | 89.25% | 90.91% | 83.33% | 88.06% | 85.52% | 92.40% V | 93.65% Y | 82.23% | 0.0% |
| 5 - Very satisfied | 247 | 352 | 0 | 0 | 129 | 171 | 0 | 0 | 69 | 109 | 0 | 0 | 11 | 117 | 8 | 86 | 102 | 27 | 62 | 24 | 41 | 72 | 56 | 46 | 83 | 0 |
| | 36.06% | 37.53% | 0.0% | 0.0% | 36.44% | 38.26% | 0.0% | 0.0% | 34.50% | 36.70% | 0.0% | 0.0% | 18.03% | 40.77% M | 15.09% | 43.22% O | 37.92% | 32.53% | 36.47% | 40.00% | 34.75% | 38.10% | 35.44% | 38.98% | 35.17% | 0.0% |
| 4 - Satisfied | 317 | 413 | 0 | 0 | 162 | 203 | 0 | 0 | 93 | 120 | 0 | 0 | 25 | 135 | 25 | 85 | 118 | 43 | 77 | 30 | 53 | 84 | 74 | 39 | 123 | 0 |
| | 46.28% | 44.03% | 0.0% | 0.0% | 45.76% | 45.41% | 0.0% | 0.0% | 46.50% | 40.40% | 0.0% | 0.0% | 40.98% | 47.04% | 47.17% | 42.71% | 43.87% | 51.81% | 45.29% | 50.00% | 44.92% | 44.44% | 46.84% | 33.05% | 52.12% X | 0.0% |
| Top Two Box | 564 | 765 | 0 | 0 | 291 | 374 | 0 | 0 | 162 | 229 | 0 | 0 | 36 | 252 | 33 | 171 | 220 | 70 | 139 | 54 | 94 | 156 | 130 | 85 | 206 | 0 |
| | 82.34% | 81.56% | 0.0% | 0.0% | 82.20% | 83.67% | 0.0% | 0.0% | 81.00% | 77.10% | 0.0% | 0.0% | 59.02% | 87.80% M | 62.26% | 85.93% O | 81.78% | 84.34% | 81.76% | 90.00% | 79.66% | 82.54% | 82.28% | 72.03% | 87.29% X | 0.0% |
| 3 - Neither dissatisfied nor satisfied | 91 | 136 | 0 | 0 | 49 | 61 | 0 | 0 | 23 | 49 | 0 | 0 | 17 | 29 | 14 | 22 | 39 | 9 | 26 | 5 | 17 | 26 | 22 | 26 | 23 | 0 |
| | 13.28% | 14.50% | 0.0% | 0.0% | 13.84% | 13.65% | 0.0% | 0.0% | 11.50% | 16.50% | 0.0% | 0.0% | 27.87% N | 10.10% | 26.42% P | 11.06% | 14.50% | 10.84% | 15.29% | 8.33% | 14.41% | 13.76% | 13.92% | 22.03% Y | 9.75% | 0.0% |
| Top Three Box | 655 | 901 | 0 | 0 | 340 | 435 | 0 | 0 | 185 | 278 | 0 | 0 | 53 | 281 | 47 | 193 | 259 | 79 | 165 | 59 | 111 | 182 | 152 | 111 | 229 | 0 |
| | 95.62% | 96.06% | 0.0% | 0.0% | 96.05% | 97.32% | 0.0% | 0.0% | 92.50% | 93.60% | 0.0% | 0.0% | 86.89% | 97.91% M | 88.68% | 96.98% | 96.28% | 95.18% | 97.06% | 98.33% | 94.07% | 96.30% | 96.20% | 94.07% | 97.03% | 0.0% |
| 2 - Dissatisfied | 14 | 18 | 0 | 0 | 6 | 6 | 0 | 0 | 8 | 12 | 0 | 0 | 5 | 1 | 2 | 2 | 4 | 2 | 1 | 1 | 4 | 2 | 4 | 4 | 2 | 0 |
| | 2.04% | 1.92% | 0.0% | 0.0% | 1.69% | 1.34% | 0.0% | 0.0% | 4.00% | 4.04% | 0.0% | 0.0% | 8.20% N | 0.35% | 3.77% | 1.01% | 1.49% | 2.41% | 0.59% | 1.67% | 3.39% | 1.06% | 2.53% | 3.39% | 0.85% | 0.0% |
| 1 - Very dissatisfied | 16 | 19 | 0 | 0 | 8 | 6 | 0 | 0 | 7 | 7 | 0 | 0 | 3 | 5 | 4 | 4 | 6 | 2 | 4 | 0 | 3 | 5 | 2 | 3 | 5 | 0 |
| | 2.34% | 2.03% | 0.0% | 0.0% | 2.26% | 1.34% | 0.0% | 0.0% | 3.50% | 2.36% | 0.0% | 0.0% | 4.92% | 1.74% | 7.55% | 2.01% | 2.23% | 2.41% | 2.35% T | 0.0% | 2.54% | 2.65% | 1.27% | 2.54% | 2.12% | 0.0% |
| Average | 4.1168 | 4.1311 | 0 | 0 | 4.1243 | 4.1790 | 0 | 0 | 4.0450 | 4.0505 | 0 | 0 | 3.5902 | 4.2474 M | 3.5849 | 4.2412 O | 4.1375 | 4.0964 | 4.1294 | 4.2833 | 4.0593 | 4.1429 | 4.1266 | 4.0254 | 4.1737 | 0 |
| Standard deviation | 0.8785 | 0.8730 | 0 | 0 | 0.8710 | 0.8133 | 0 | 0 | 0.9659 | 0.9504 | 0 | 0 | 1.0303 | 0.7863 | 1.0358 | 0.8400 | 0.8749 | 0.8589 | 0.8580 | 0.6854 | 0.9233 | 0.8823 | 0.8324 | 0.9869 | 0.8022 | 0 |
| Sigma | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Survey Language

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| English | 681 | 968 | 601 | 10690 | 354 | 466 | 428 | 5995 | 201 | 296 | 154 | 2244 | 64 | 278 | 52 | 196 | 282 | 61 | 165 | 58 | 112 | 190 | 144 | 126 | 228 | 0 |
| | 88.10% | 93.26% A | 92.32% A | 85.68% | 85.71% | 93.76% E | 92.04% E | 93.85% | 93.06% E | 93.67% | 95.06% | 75.10% | 94.12% N | 84.24% | 91.23% | 86.73% | 91.56% R | 65.59% | 88.24% | 80.56% | 83.58% | 85.97% | 84.21% | 100.00% Y | 79.44% | 0.0% |
| Spanish | 92 | 70 | 50 | 1786 | 59 | 31 | 37 | 393 | 15 | 20 | 8 | 744 | 4 | 52 | 5 | 30 | 26 | 32 | 22 | 14 | 22 | 31 | 27 | 0 | 59 | 0 |
| | 11.90% BC | 6.74% | 7.68% | 14.32% | 14.29% FGI | 6.24% | 7.96% | 6.15% | 6.94% | 6.33% | 4.94% | 24.90% | 5.88% | 15.76% M | 8.77% | 13.27% | 8.44% | 34.41% Q | 11.76% | 19.44% | 16.42% | 14.03% | 15.79% | 0.0% | 20.56% X | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 2988 | 68 | 330 | 57 | 226 | 308 | 93 | 187 | 72 | 134 | 221 | 171 | 126 | 287 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Customer Service Composite Score

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Customer Service Composite Score (BASE) | 219 | 322 | 210 | 3555 | 103 | 134 | 142 | 1877 | 79 HE | 125 | 79 I | 890 | 7 | 94 M | 9 | 72 O | 70 | 30 | 48 | 16 | 33 | 54 | 43 | 23 | 80 X | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.69% | 11.72% | 13.83% | 12.27% | 12.79% | 9.44% | 12.32% | 11.77% | 13.40% | 14.84% | 15.82% | 12.12% | 35.71% | 10.21% | 16.67% | 9.09% | 10.06% | 16.90% | 9.47% | 16.04% | 10.61% | 11.25% | 10.52% | 4.35% | 15.29% | 0.0% |
| USUALLY COMPOSITE | 17.08% | 17.66% | 20.99% | 19.58% | 19.25% | 18.91% | 20.42% | 19.25% | 14.68% | 19.65% | 23.42% | 22.17% | 21.43% | 19.34% | 50.00% | 16.91% | 19.50% | 20.17% | 20.06% | 15.83% | 21.21% | 15.88% | 24.64% | 17.39% | 19.83% | 0.0% |
| ALWAYS COMPOSITE | 70.23% | 70.63% | 65.18% | 68.15% | 67.95% | 71.65% | 67.25% | 68.98% | 71.92% | 65.51% | 60.76% | 65.70% | 42.86% | 70.45% | 33.33% | 74.00% | 70.44% | 62.93% | 70.47% | 68.13% | 68.18% | 72.86% | 64.84% | 78.26% | 64.88% | 0.0% |
| CAHPS RATE | 87.31% | 88.28% | 86.17% | 87.73% | 87.21% | 90.56% | 87.68% | 88.23% | 86.60% | 85.16% | 84.18% | 87.88% | 64.29% | 89.79% | 83.33% | 90.91% | 89.94% | 83.10% | 90.53% | 83.96% | 89.39% | 88.75% | 89.48% | 95.65% | 84.71% | 0.0% |
| AVERAGE | 2.5755 | 2.5891 | 2.5136 | 2.5589 | 2.5516 | 2.6221 | 2.5493 | 2.5721 | 2.5853 | 2.5067 | 2.4494 | 2.5358 | 2.0714 | 2.6023 | 2.1667 | 2.6492 | 2.6038 | 2.4603 | 2.6101 | 2.5208 | 2.5758 | 2.6161 | 2.5432 | 2.7391 | 2.4958 | 0 |
| Standard deviation | 0.6845 | 0.6668 | 0.6957 | 0.6724 | 0.6813 | 0.6289 | 0.6728 | 0.6678 | 0.7034 | 0.7123 | 0.7234 | 0.6744 | 0.8045 | 0.6454 | 0.6667 | 0.5969 | 0.6334 | 0.7480 | 0.6202 | 0.7399 | 0.6525 | 0.6569 | 0.6475 | 0.4648 | 0.7211 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

Getting Needed Care Composite Score

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Getting Needed Care Composite Score (BASE) | 560 | 775<br>C | 445 | 9414<br>E | 291 | 343 | 302 | 5670<br>I | 177<br>E | 277 | 140 | 2192 | 51 | 233 | 56 | 226 | 214 | 67 | 151<br>TU | 44 | 79 | 149 | 124 | 86 | 205 | 0 |
| NEVER/SOMETIMES COMPOSITE | 16.44% | 17.78% | 17.27% | 14.55% | 17.76% | 18.63% | 17.70% | 12.03% | 19.67%<br>H | 19.93% | 16.10% | 17.11% | 47.00%<br>N | 11.49% | 41.55%<br>P | 11.92% | 13.40% | 22.50% | 14.55% | 20.84% | 16.24% | 17.44% | 15.00% | 17.14% | 17.97% | 0.0% |
| USUALLY COMPOSITE | 20.73% | 26.05%<br>A | 26.85%<br>A | 22.55%<br>E | 16.71% | 21.51% | 25.96%<br>E | 23.93% | 23.24% | 28.78% | 30.02% | 25.10% | 18.00% | 16.65% | 29.40%<br>P | 12.30% | 17.19% | 18.56% | 18.72% | 15.47% | 17.56% | 16.54% | 17.92% | 18.71% | 15.69% | 0.0% |
| ALWAYS COMPOSITE | 62.82%<br>BC | 56.17% | 55.88% | 62.89% | 65.53%<br>G | 59.86% | 56.35% | 64.03% | 57.09% | 51.29% | 53.88% | 57.79% | 35.00% | 71.86%<br>M | 29.05% | 75.77%<br>O | 69.41% | 58.94% | 66.73% | 63.69% | 66.19% | 66.03% | 67.08% | 64.14% | 66.33% | 0.0% |
| CAHPS RATE | 83.56% | 82.22% | 82.73% | 85.45% | 82.24% | 81.37% | 82.30% | 87.97%<br>I | 80.33% | 80.07% | 83.90% | 82.89% | 53.00% | 88.51%<br>M | 58.45% | 88.08%<br>O | 86.60% | 77.50% | 85.45% | 79.16% | 83.76% | 82.56% | 85.00% | 82.86% | 82.03% | 0.0% |
| AVERAGE | 2.4638 | 2.3839 | 2.3861 | 2.4834 | 2.4777 | 2.4123 | 2.3865 | 2.5200 | 2.3742 | 2.3136 | 2.3778 | 2.4067 | 1.8800 | 2.6037 | 1.8750 | 2.6385 | 2.5601 | 2.3644 | 2.5218 | 2.4284 | 2.4995 | 2.4859 | 2.5208 | 2.4700 | 2.4836 | 0 |
| Standard deviation | 0.7575 | 0.7614 | 0.7563 | 0.7268 | 0.7770 | 0.7753 | 0.7650 | 0.6940 | 0.7900 | 0.7834 | 0.7450 | 0.7570 | 0.8961 | 0.6829 | 0.8194 | 0.6819 | 0.7172 | 0.8249 | 0.7348 | 0.8122 | 0.7571 | 0.7713 | 0.7378 | 0.7680 | 0.7802 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

Getting Care Quickly Composite Score

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Getting Care Quickly Composite Score (BASE) | 544 | 770 C | 442 | 9446 E | 270 | 343 | 301 | 5456 I | 172 E | 268 | 136 | 2145 | 44 | 219 | 46 | 194 | 197 | 64 | 143 TU | 40 | 71 | 138 | 116 | 84 | 186 | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.16% | 12.19% | 12.06% | 10.00% | 13.20% | 12.39% | 12.78% | 6.61% | 10.11% | 11.07% | 11.34% | 12.39% | 23.41% | 10.54% | 20.87% | 9.25% | 12.67% | 14.49% | 14.50% | 13.01% | 10.59% | 14.32% | 12.30% | 7.76% | 16.02% X | 0.0% |
| USUALLY COMPOSITE | 16.62% | 17.20% | 16.89% | 14.96% | 15.34% | 16.15% | 16.01% | 15.82% | 22.37% H | 20.04% | 20.24% | 18.22% | 25.98% | 13.20% | 32.31% P | 11.13% | 14.74% | 16.82% | 15.34% | 13.43% | 18.25% | 14.28% | 17.64% | 15.99% | 14.99% | 0.0% |
| ALWAYS COMPOSITE | 71.23% | 70.61% | 71.05% | 75.04% | 71.46% | 71.46% | 71.21% | 77.56% I | 67.52% | 68.89% | 68.42% | 69.39% | 50.61% | 76.27% M | 46.83% | 79.62% O | 72.58% | 68.69% | 70.16% | 73.56% | 71.16% | 71.40% | 70.07% | 76.25% | 68.99% | 0.0% |
| CAHPS RATE | 87.84% | 87.81% | 87.94% | 90.00% | 86.80% | 87.61% | 87.22% | 93.39% | 89.89% | 88.93% | 88.66% | 87.61% | 76.59% | 89.46% | 79.13% | 90.75% | 87.33% | 85.51% | 85.50% | 86.99% | 89.41% | 85.68% | 87.70% | 92.24% Y | 83.98% | 0.0% |
| AVERAGE | 2.5907 | 2.5843 | 2.5898 | 2.6504 | 2.5826 | 2.5907 | 2.5843 | 2.7095 | 2.5742 | 2.5782 | 2.5709 | 2.5701 | 2.2720 | 2.6573 | 2.2596 | 2.7037 | 2.5991 | 2.5421 | 2.5566 | 2.6056 | 2.6056 | 2.5708 | 2.5777 | 2.6849 | 2.5297 | 0 |
| Standard deviation | 0.6932 | 0.6934 | 0.6883 | 0.6498 | 0.7106 | 0.6911 | 0.7006 | 0.5780 | 0.6671 | 0.6742 | 0.6681 | 0.6999 | 0.8151 | 0.6575 | 0.7805 | 0.6259 | 0.6994 | 0.7331 | 0.7320 | 0.7051 | 0.6577 | 0.7255 | 0.6998 | 0.6051 | 0.7541 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| How Well Doctors Communicate Composite Score (BASE) | 475 | 659 C | 381 | 8362 E | 238 | 291 | 257 | 5057 | 161 E | 231 | 120 | 1877 | 37 | 195 | 39 | 174 | 174 | 57 | 127 TU | 38 | 60 | 122 | 102 | 70 | 168 | 0 |
| NEVER/SOMETIMES COMPOSITE | 6.81% | 7.46% | 7.43% | 6.31% | 6.84% | 7.76% | 6.80% | 5.33% | 6.37% | 7.37% | 7.55% | 6.61% | 4.05% | 6.94% | 13.01% | 5.03% | 6.19% | 7.48% | 8.51% | 5.26% | 2.92% | 6.36% | 6.64% | 3.23% | 8.35% | 0.0% |
| USUALLY COMPOSITE | 15.31% | 14.89% | 17.82% | 13.95% | 14.21% | 13.45% | 18.03% | 13.32% | 16.30% | 16.15% | 17.18% | 16.08% | 20.27% | 13.24% | 35.09% P | 10.49% | 13.97% | 14.94% | 14.43% | 17.11% | 10.83% | 12.93% | 15.01% | 13.25% | 14.62% | 0.0% |
| ALWAYS COMPOSITE | 77.89% | 77.65% | 74.75% | 79.74% | 78.94% | 78.79% | 75.17% | 81.35% | 77.33% | 76.48% | 75.28% | 77.32% | 75.68% | 79.81% | 51.91% | 84.48% O | 79.84% | 77.58% | 77.07% | 77.63% | 86.25% | 80.71% | 78.35% | 83.52% | 77.03% | 0.0% |
| CAHPS RATE | 93.19% | 92.54% | 92.57% | 93.69% | 93.16% | 92.24% | 93.20% | 94.67% | 93.63% | 92.63% | 92.45% | 93.39% | 95.95% | 93.06% | 86.99% | 94.97% | 93.81% | 92.52% | 91.49% | 94.74% | 97.08% | 93.64% | 93.36% | 96.77% | 91.65% | 0.0% |
| AVERAGE | 2.7108 | 2.7019 | 2.6733 | 2.7344 | 2.7210 | 2.7103 | 2.6837 | 2.7602 | 2.7096 | 2.6911 | 2.6773 | 2.7071 | 2.7162 | 2.7287 | 2.3890 | 2.7945 | 2.7365 | 2.7010 | 2.6856 | 2.7237 | 2.8333 | 2.7435 | 2.7171 | 2.8029 | 2.6868 | 0 |
| Standard deviation | 0.5748 | 0.5847 | 0.5951 | 0.5534 | 0.5696 | 0.5834 | 0.5833 | 0.5285 | 0.5719 | 0.5947 | 0.5993 | 0.5677 | 0.5066 | 0.5692 | 0.6939 | 0.4997 | 0.5525 | 0.5805 | 0.6042 | 0.5476 | 0.4352 | 0.5533 | 0.5682 | 0.4573 | 0.6010 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Shared Decision Making Composite Score

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 2017 General Population Results | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Shared Decision Making Composite Score (BASE) | 156 | 245 | 147 | 2689 E | 72 | 95 | 95 | 2580 I | 72 E | 122 | 66 | 612 | 13 | 58 | 14 | 57 | 50 | 21 | 29 | 17 | 23 | 35 | 33 | 23 | 49 | 0 |
| YES COMPOSITE | 80.06% | 83.85% | 80.89% | 79.38% | 76.39% | 84.21% | 77.08% | 85.11% | 85.57% | 85.75% | 82.19% | 79.30% | 82.05% | 75.29% | 80.95% | 75.44% | 78.67% | 69.84% | 75.86% | 78.43% | 75.36% | 73.33% | 79.80% | 79.71% | 74.83% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

Access to Prescription Medicine Composite Score

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Access to Prescription Medicine Composite Score (Base) | 316 | 463 | 254 | 3962 | 144 | 170 | 158 | 5441 | 153 | 231 | 121 | 635 | 26 | 116 | 25 | 92 | 100 | 43 | 67 | 19 | 52 | 72 | 65 | 54 | 90 | 0 |
| NEVER/SOMETIMES COMPOSITE | 16.14% | 13.82% | 14.17% | 7.22% | 15.97% D | 18.24% | 12.66% | 8.49% | 20.92% HJ | 12.99% | 17.36% | 8.66% | 50.00% | 8.62% | 32.00% | 13.04% | 15.00% | 18.60% | 16.42% | 15.79% | 15.38% | 16.67% | 15.38% | 18.52% | 14.44% | 0.0% |
| USUALLY COMPOSITE | 18.35% | 20.95% | 20.47% | 17.21% | 13.89% | 15.88% | 20.25% | 19.85% | 24.18% E | 22.51% | 18.18% | 19.69% | 11.54% | 14.66% | 16.00% | 11.96% | 12.00% | 16.28% | 17.91% | 10.53% | 9.62% | 12.50% | 13.85% | 18.52% | 11.11% | 0.0% |
| ALWAYS COMPOSITE | 65.51% | 65.23% | 65.35% | 75.57% | 70.14% I | 65.88% | 67.09% | 71.66% I | 54.90% | 64.50% | 64.46% | 71.65% | 38.46% | 76.72% | 52.00% | 75.00% | 73.00% | 65.12% | 65.67% | 73.68% | 75.00% | 70.83% | 70.77% | 62.96% | 74.44% | 0.0% |
| CAHPS RATE | 83.86% | 86.18% | 85.83% | 92.78% E | 84.03% | 81.76% | 87.34% | 91.51% I | 79.08% | 87.01% I | 82.64% | 91.34% | 50.00% | 91.38% | 68.00% | 86.96% | 85.00% | 81.40% | 83.58% | 84.21% | 84.62% | 83.33% | 84.62% | 81.48% | 85.56% | 0.0% |
| AVERAGE | 2.4937 | 2.5140 | 2.5118 | 2.6835 E | 2.5417 I | 2.4765 | 2.5443 | 2.6317 I | 2.3399 | 2.5152 I | 2.4711 | 2.6299 | 1.8846 | 2.6810 | 2.2000 | 2.6196 | 2.5800 | 2.4651 | 2.4925 | 2.5789 | 2.5962 | 2.5417 | 2.5538 | 2.4444 | 2.6000 | 0 |
| Standard deviation | 0.7568 | 0.7254 | 0.7303 | 0.6006 | 0.7535 | 0.7837 | 0.7080 | 0.6344 | 0.8017 | 0.7138 | 0.7722 | 0.6375 | 0.9334 | 0.6242 | 0.8944 | 0.7047 | 0.7373 | 0.7880 | 0.7605 | 0.7480 | 0.7406 | 0.7626 | 0.7448 | 0.7857 | 0.7272 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Access to Specialized Services Composite Score

| | | | | | | | | | | | | | 2017 General Population Results | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Access to Specialized Services Composite Score (BASE) | 224 | 331 C | 164 | 1536 | 92 D | 99 | 93 | 3353 | 129 HE | 209 | 105 | 268 | 19 | 72 | 13 | 61 | 56 | 33 Q | 42 | 13 | 33 | 51 | 36 | 33 | 59 | 0 |
| NEVER/SOMETIMES COMPOSITE | 28.12% | 24.42% | 26.52% | 22.38% | 28.91% | 29.64% | 26.14% | 22.79% | 31.10% H | 24.88% | 29.02% | 25.50% | 45.37% | 23.80% | 63.49% | 21.15% | 18.27% | 39.76% Q | 27.02% | 33.52% | 23.23% | 29.70% | 22.22% | 29.86% | 28.67% | 0.0% |
| USUALLY COMPOSITE | 20.75% | 20.14% | 21.10% | 20.74% | 18.14% | 15.79% | 20.95% | 20.83% | 21.76% | 19.93% | 22.91% | 23.97% | 20.37% | 17.39% | 12.17% | 17.20% | 24.18% | 11.22% | 19.02% | 15.74% | 22.73% | 13.27% | 27.78% | 28.01% | 12.44% | 0.0% |
| ALWAYS COMPOSITE | 51.13% | 55.44% | 52.38% | 56.88% | 52.95% | 54.57% | 52.91% | 56.38% I | 47.13% | 55.19% | 48.07% | 50.53% | 34.26% | 58.80% | 24.34% | 61.65% | 57.55% | 49.02% | 53.96% | 50.74% | 54.04% | 57.03% | 50.00% | 42.13% | 58.89% | 0.0% |
| CAHPS RATE | 71.88% | 75.58% | 73.48% | 77.62% | 71.09% | 70.36% | 73.86% | 77.21% I | 68.90% | 75.12% | 70.98% | 74.50% | 54.63% | 76.20% | 36.51% | 78.85% | 81.73% R | 60.24% | 72.98% | 66.48% | 76.77% | 70.30% | 77.78% | 70.14% | 71.33% | 0.0% |
| AVERAGE | 2.2301 | 2.3102 | 2.2586 | 2.3450 | 2.2404 | 2.2494 | 2.2677 | 2.3359 | 2.1603 | 2.3030 | 2.1905 | 2.2503 | 1.8889 | 2.3500 | 1.6085 | 2.4051 | 2.3928 | 2.0926 | 2.2695 | 2.1722 | 2.3081 | 2.2733 | 2.2778 | 2.1227 | 2.3022 | 0 |
| Standard deviation | 0.8594 | 0.8302 | 0.8451 | 0.8201 | 0.8645 | 0.8778 | 0.8458 | 0.8236 | 0.8674 | 0.8342 | 0.8379 | 0.8271 | 0.8780 | 0.8283 | 0.5852 | 0.8093 | 0.7597 | 0.9346 | 0.8357 | 0.8152 | 0.7563 | 0.8892 | 0.7314 | 0.8368 | 0.8704 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE) | 498 | 688 C | 396 | 8517 E | 244 | 298 | 262 | 5603 | 179 E | 259 | 138 | 1888 | 39 | 199 | 38 | 175 | 176 | 61 | 128 TU | 37 | 65 | 124 | 105 | 73 | 171 | 0 |
| YES COMPOSITE | 84.95% | 88.76% | 87.18% | 90.00% | 88.58% | 87.62% | 85.57% | 90.62% I | 83.27% | 90.08% I | 85.64% | 88.56% | 67.32% | 95.32% M | 67.03% | 94.08% O | 92.77% | 84.13% | 91.62% | 90.84% | 87.83% | 93.48% | 87.42% | 83.09% | 92.86% X | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Family Centered Care: Getting Needed Information Composite Score(Base) | 550 | 758 | 437 | 5681 | 285 | 338 | 301 | 5398 | 169 | 266 | 135 | 1160 | 50 | 228 | 56 | 226 | 210 | 65 | 150 | 43 | 76 | 148 | 120 | 85 | 200 | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.55% | 10.29% | 11.21% | 11.05% | 13.68% | 12.72% | 10.63% | 8.47% | 10.65% | 9.77% | 10.37% | 11.90% | 22.00% | 11.40% | 25.00% P | 11.06% | 11.43% | 18.46% | 13.33% | 11.63% | 15.79% | 16.22% | 10.83% | 10.59% | 15.00% | 0.0% |
| USUALLY COMPOSITE | 16.73% | 19.26% | 16.70% | 16.74% | 15.09% | 16.27% | 16.61% | 17.02% | 18.34% | 18.42% | 19.26% | 18.71% | 26.00% | 13.16% | 33.93% P | 10.62% | 14.29% | 20.00% | 15.33% | 20.93% | 13.16% | 16.22% | 15.00% | 14.12% | 15.50% | 0.0% |
| ALWAYS COMPOSITE | 70.73% | 70.45% | 72.08% | 72.21% | 71.23% | 71.01% | 72.76% | 74.51% | 71.01% | 71.80% | 70.37% | 69.40% | 52.00% | 75.44% M | 41.07% | 78.32% O | 74.29% | 61.54% | 71.33% | 67.44% | 71.05% | 67.57% | 74.17% | 75.29% | 69.50% | 0.0% |
| CAHPS RATE | 87.45% | 89.71% | 88.79% | 88.95% | 86.32% | 87.28% | 89.37% | 91.53% | 89.35% | 90.23% | 89.63% | 88.10% | 78.00% | 88.60% | 75.00% | 88.94% O | 88.57% | 81.54% | 86.67% | 88.37% | 84.21% | 83.78% | 89.17% | 89.41% | 85.00% | 0.0% |
| AVERAGE | 2.5818 | 2.6016 | 2.6087 | 2.6115 | 2.5754 | 2.5828 | 2.6213 | 2.6604 | 2.6036 | 2.6203 | 2.6000 | 2.5750 | 2.3000 | 2.6404 M | 2.1607 | 2.6726 O | 2.6286 R | 2.4308 | 2.5800 | 2.5581 | 2.5526 | 2.5135 | 2.6333 | 2.6471 | 2.5450 | 0 |
| Standard deviation | 0.7030 | 0.6674 | 0.6800 | 0.6772 | 0.7197 | 0.7054 | 0.6693 | 0.6274 | 0.6725 | 0.6565 | 0.6689 | 0.6945 | 0.8062 | 0.6770 | 0.7968 | 0.6644 | 0.6797 | 0.7839 | 0.7143 | 0.6922 | 0.7503 | 0.7577 | 0.6700 | 0.6634 | 0.7403 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

Coordination of Care for Children for Chronic Conditions Composite Score

| | 2017 General Population Results | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 Gen. Pop. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Coordination of Care for Children for Chronic Conditions Composite Score (BASE) | 187 | 295 A | 182 | 1911 | 85 D | 113 | 113 | 3163 | 99 E | 168 | 99 I | 325 | 19 | 63 | 20 | 60 | 49 | 34 Q | 35 | 16 | 30 | 46 | 35 | 27 | 58 | 0 |
| YES COMPOSITE | 81.48% B | 72.53% | 73.88% | 74.99% | 79.45% | 69.86% | 69.53% | 78.43% | 83.89% J | 72.91% | 80.30% | 78.39% | 73.53% | 82.08% | 63.33% | 83.96% | 77.78% | 84.62% | 73.33% | 85.71% | 86.00% | 78.21% | 83.33% | 82.00% | 78.13% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Yes | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 5 | 10 | 23 | 160 | 2 | 2 | 17 | 66 | 2 | 2 | 2 | 13 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 2 | 0 |
| | 0.65% | 0.96% | 3.53% AB | 1.28% E | 0.48% | 0.40% | 3.66% EF | 1.03% | 0.93% | 0.63% | 1.23% | 1.37% | 2.00% | 0.62% | 0.0% | 0.75% | 0.0% | 2.27% | 0.0% | 1.89% | 1.06% | 0.82% | 1.08% | 0.0% | 1.46% | 0.0% |
| BASE = Those who responded | 768 | 1027 | 628 | 12316 | 411 | 495 | 448 | 6322 | 214 | 314 | 160 | 936 | 49 | 161 | 33 | 132 | 128 | 86 | 69 | 52 | 93 | 121 | 92 | 79 | 135 | 0 |
| | 99.35% C | 98.94% C | 96.47% | 98.72% | 99.52% DG | 99.60% G | 96.34% | 98.97% | 99.07% | 99.37% | 98.77% | 98.63% | 98.00% | 99.38% | 100.00% | 99.25% | 100.00% | 97.73% | 100.00% | 98.11% | 98.94% | 99.18% | 98.92% | 100.00% | 98.54% | 0.0% |
| Yes | 246 | 372 | 248 | 4331 | 111 | 153 | 167 | 3067 | 90 | 146 | 92 | 424 | 20 | 68 | 19 | 65 | 46 | 44 | 36 | 16 | 38 | 50 | 39 | 39 | 51 | 0 |
| | 32.03% | 36.22% | 39.49% A | 35.17% E | 27.01% | 30.91% | 37.28% EF | 48.51% | 42.06% E | 46.50% E | 57.50% IJ | 45.30% | 40.82% | 42.24% | 57.58% | 49.24% | 35.94% | 51.16% Q | 52.17% T | 30.77% | 40.86% | 41.32% | 42.39% | 49.37% | 37.78% | 0.0% |
| No | 522 | 655 | 380 | 7985 | 300 | 342 | 281 | 3255 | 124 | 168 | 68 | 512 | 29 | 93 | 14 | 67 | 82 | 42 | 33 | 36 | 55 | 71 | 53 | 40 | 84 | 0 |
| | 67.97% C | 63.78% | 60.51% | 64.83% | 72.99% DGI | 69.09% G | 62.72% | 51.49% | 57.94% K | 53.50% K | 42.50% | 54.70% | 59.18% | 57.76% | 42.42% | 50.76% | 64.06% R | 48.84% | 47.83% | 69.23% S | 59.14% | 58.68% | 57.61% | 50.63% | 62.22% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 12<br>1.55% | 24<br>2.31% | 44<br>6.76%<br>AB | 320<br>2.56%<br>E | 4<br>0.97% | 6<br>1.21% | 34<br>7.31%<br>EF | 213<br>3.33%<br>I | 3<br>1.39% | 7<br>2.22% | 11<br>6.79%<br>IJ | 25<br>2.63% | 2<br>4.00% | 1<br>0.62% | 1<br>3.03% | 1<br>0.75% | 0<br>0.0% | 3<br>3.41% | 0<br>0.0% | 2<br>3.77% | 1<br>1.06% | 1<br>0.82% | 2<br>2.15% | 1<br>1.27% | 2<br>1.46% | 0<br>0.0% |
| Appropriately skipped | 522<br>67.53%<br>BC | 655<br>63.10% | 380<br>58.37% | 7985<br>64.00% | 300<br>72.64%<br>DGI | 342<br>68.81%<br>G | 281<br>60.43% | 3255<br>50.95% | 124<br>57.41%<br>K | 168<br>53.16%<br>K | 68<br>41.98% | 512<br>53.95% | 29<br>58.00% | 93<br>57.41% | 14<br>42.42% | 67<br>50.38% | 82<br>64.06%<br>R | 42<br>47.73% | 33<br>47.83% | 36<br>67.92%<br>S | 55<br>58.51% | 71<br>58.20% | 53<br>56.99% | 40<br>50.63% | 84<br>61.31% | 0<br>0.0% |
| BASE = Those who responded | 239<br>30.92% | 358<br>34.49% | 227<br>34.87% | 4171<br>33.43%<br>E | 109<br>26.39% | 149<br>29.98% | 150<br>32.26% | 2920<br>45.71% | 89<br>41.20%<br>E | 140<br>44.30% | 83<br>51.23% | 412<br>43.41% | 19<br>38.00% | 68<br>41.98% | 18<br>54.55% | 65<br>48.87% | 46<br>35.94% | 43<br>48.86% | 36<br>52.17%<br>T | 15<br>28.30% | 38<br>40.43% | 50<br>40.98% | 38<br>40.86% | 38<br>48.10% | 51<br>37.23% | 0<br>0.0% |
| Never | 1<br>0.42% | 4<br>1.12% | 6<br>2.64% | 43<br>1.03% | 1<br>0.92% | 0<br>0.0% | 4<br>2.67%<br>F | 17<br>0.58%<br>I | 0<br>0.0% | 2<br>1.43% | 1<br>1.20% | 5<br>1.21% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Sometimes | 22<br>9.21% | 34<br>9.50% | 17<br>7.49% | 315<br>7.55% | 11<br>10.09% | 14<br>9.40% | 13<br>8.67% | 157<br>5.38% | 10<br>11.24% | 9<br>6.43% | 5<br>6.02% | 35<br>8.50% | 4<br>21.05% | 5<br>7.35% | 5<br>27.78% | 5<br>7.69% | 3<br>6.52% | 7<br>16.28% | 1<br>2.78% | 3<br>20.00% | 6<br>15.79%<br>S | 4<br>8.00% | 6<br>15.79% | 5<br>13.16% | 5<br>9.80% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 23<br>9.62% | 38<br>10.61% | 23<br>10.13% | 358<br>8.58% | 12<br>11.01% | 14<br>9.40% | 17<br>11.33% | 174<br>5.96% | 10<br>11.24% | 11<br>7.86% | 6<br>7.23% | 40<br>9.71% | 4<br>21.05% | 5<br>7.35% | 5<br>27.78% | 5<br>7.69% | 3<br>6.52% | 7<br>16.28% | 1<br>2.78% | 3<br>20.00% | 6<br>15.79%<br>S | 4<br>8.00% | 6<br>15.79% | 5<br>13.16% | 5<br>9.80% | 0<br>0.0% |
| Usually | 40<br>16.74% | 48<br>13.41% | 27<br>11.89% | 484<br>11.60% | 18<br>16.51% | 19<br>12.75% | 16<br>10.67% | 334<br>11.44% | 21<br>23.60%<br>H | 25<br>17.86% | 12<br>14.46% | 73<br>17.72% | 9<br>47.37% | 11<br>16.18% | 7<br>38.89% | 12<br>18.46% | 8<br>17.39% | 13<br>30.23% | 7<br>19.44% | 2<br>13.33% | 12<br>31.58% | 10<br>20.00% | 11<br>28.95% | 9<br>23.68% | 12<br>23.53% | 0<br>0.0% |
| Always | 176<br>73.64% | 272<br>75.98% | 177<br>77.97% | 3329<br>79.81% | 79<br>72.48% | 116<br>77.85% | 117<br>78.00% | 2412<br>82.60%<br>I | 58<br>65.17% | 104<br>74.29% | 65<br>78.31% | 299<br>72.57% | 6<br>31.58% | 52<br>76.47% | 6<br>33.33% | 48<br>73.85% | 35<br>76.09%<br>R | 23<br>53.49% | 28<br>77.78%<br>U | 10<br>66.67% | 20<br>52.63% | 36<br>72.00% | 21<br>55.26% | 24<br>63.16% | 34<br>66.67% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 216<br>90.38% | 320<br>89.39% | 204<br>89.87% | 3813<br>91.42% | 97<br>88.99% | 135<br>90.60% | 133<br>88.67% | 2746<br>94.04% | 79<br>88.76% | 129<br>92.14% | 77<br>92.77% | 372<br>90.29% | 15<br>78.95% | 63<br>92.65% | 13<br>72.22% | 60<br>92.31% | 43<br>93.48% | 36<br>83.72% | 35<br>97.22%<br>U | 12<br>80.00% | 32<br>84.21% | 46<br>92.00% | 32<br>84.21% | 33<br>86.84% | 46<br>90.20% | 0<br>0.0% |
| 3-point composite mean | 2.6402 | 2.6536 | 2.6784 | 2.7123 | 2.6147 | 2.6846 | 2.6667 | 2.7664<br>I | 2.5393 | 2.6643 | 2.7108 | 2.6286 | 2.1053 | 2.6912 | 2.0556 | 2.6615 | 2.6957<br>R | 2.3721 | 2.7500<br>U | 2.4667 | 2.3684 | 2.6400 | 2.3947 | 2.5000 | 2.5686 | 0 |
| 4-point composite mean | 3.6360 | 3.6425 | 3.6520 | 3.7020 | 3.6055 | 3.6846 | 3.6400 | 3.7606<br>I | 3.5393 | 3.6500 | 3.6988 | 3.6165 | 3.1053 | 3.6912 | 3.0556 | 3.6615 | 3.6957<br>R | 3.3721 | 3.7500<br>U | 3.4667 | 3.3684 | 3.6400 | 3.3947 | 3.5000 | 3.5686 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 8 | 23 | 170 | 6 | 4 | 20 | 70 | 2 | 1 | 0 | 10 | 1 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 2 | 0 |
| | 1.16% | 0.77% | 3.53% AB | 1.36% | 1.45% | 0.80% | 4.30% EF | 1.10% | 0.93% | 0.32% | 0.0% | 1.05% | 2.00% | 0.62% | 0.0% | 0.0% | 1.56% | 0.0% | 1.45% | 0.0% | 1.06% | 0.82% | 1.08% | 0.0% | 1.46% | 0.0% |
| BASE = Those who responded | 764 | 1030 | 628 | 12306 | 407 | 493 | 445 | 6318 | 214 | 315 | 162 | 939 | 49 | 161 | 33 | 133 | 126 | 88 | 68 | 53 | 93 | 121 | 92 | 79 | 135 | 0 |
| | 98.84% C | 99.23% C | 96.47% | 98.64% | 98.55% G | 99.20% G | 95.70% | 98.90% | 99.07% | 99.68% | 100.00% | 98.95% | 98.00% | 99.38% | 100.00% | 100.00% | 98.44% | 100.00% | 98.55% | 100.00% | 98.94% | 99.18% | 98.92% | 100.00% | 98.54% | 0.0% |
| Yes | 510 | 726 | 417 | 8884 | 253 | 322 | 285 | 5152 | 159 | 259 | 131 | 733 | 35 | 121 | 26 | 115 | 91 | 68 | 52 | 41 | 66 | 91 | 67 | 59 | 100 | 0 |
| | 66.75% | 70.49% | 66.40% | 72.19% E | 62.16% | 65.31% | 64.04% | 81.54% I | 74.30% E | 82.22% I | 80.86% | 78.06% | 71.43% | 75.16% | 78.79% | 86.47% | 72.22% | 77.27% | 76.47% | 77.36% | 70.97% | 75.21% | 72.83% | 74.68% | 74.07% | 0.0% |
| No | 254 | 304 | 211 | 3422 | 154 | 171 | 160 | 1166 | 55 | 56 | 31 | 206 | 14 | 40 | 7 | 18 | 35 | 20 | 16 | 12 | 27 | 30 | 25 | 20 | 35 | 0 |
| | 33.25% | 29.51% | 33.60% | 27.81% | 37.84% DI | 34.69% | 35.96% | 18.46% | 25.70% HJ | 17.78% | 19.14% | 21.94% | 28.57% | 24.84% | 21.21% | 13.53% | 27.78% | 22.73% | 23.53% | 22.64% | 29.03% | 24.79% | 27.17% | 25.32% | 25.93% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 22<br>2.85% | 29<br>2.79% | 47<br>7.22%<br>AB | 485<br>3.89% | 12<br>2.91% | 14<br>2.82% | 38<br>8.17%<br>EF | 254<br>3.98% | 5<br>2.31% | 8<br>2.53% | 8<br>4.94% | 28<br>2.95% | 2<br>4.00% | 3<br>1.85% | 1<br>3.03% | 0<br>0.0% | 2<br>1.56% | 3<br>3.41% | 1<br>1.45% | 2<br>3.77% | 2<br>2.13% | 2<br>1.64% | 3<br>3.23% | 1<br>1.27% | 4<br>2.92% | 0<br>0.0% |
| Appropriately skipped | 254<br>32.86% | 304<br>29.29% | 211<br>32.41% | 3422<br>27.43% | 154<br>37.29%<br>DI | 171<br>34.41% | 160<br>34.41% | 1166<br>18.25% | 55<br>25.46%<br>HJ | 56<br>17.72% | 31<br>19.14% | 206<br>21.71% | 14<br>28.00% | 40<br>24.69% | 7<br>21.21% | 18<br>13.53% | 35<br>27.34% | 20<br>22.73% | 16<br>23.19% | 12<br>22.64% | 27<br>28.72% | 30<br>24.59% | 25<br>26.88% | 20<br>25.32% | 35<br>25.55% | 0<br>0.0% |
| BASE = Those who responded | 497<br>64.29% | 705<br>67.92%<br>C | 393<br>60.37% | 8569<br>68.68%<br>E | 247<br>59.81% | 312<br>62.78% | 267<br>57.42% | 4968<br>77.77% | 156<br>72.22%<br>E | 252<br>79.75%<br>I | 123<br>75.93% | 715<br>75.34% | 34<br>68.00% | 119<br>73.46% | 25<br>75.76% | 115<br>86.47% | 91<br>71.09% | 65<br>73.86% | 52<br>75.36% | 39<br>73.58% | 65<br>69.15% | 90<br>73.77% | 65<br>69.89% | 58<br>73.42% | 98<br>71.53% | 0<br>0.0% |
| Never | 9<br>1.81% | 5<br>0.71% | 8<br>2.04% | 90<br>1.05% | 7<br>2.83% | 2<br>0.64% | 8<br>3.00%<br>F | 29<br>0.58% | 1<br>0.64% | 4<br>1.59% | 3<br>2.44% | 9<br>1.26% | 0<br>0.0% | 1<br>0.84% | 1<br>4.00% | 0<br>0.0% | 1<br>1.10% | 0<br>0.0% | 0<br>0.0% | 1<br>2.56% | 0<br>0.0% | 1<br>1.11% | 0<br>0.0% | 1<br>1.72% | 0<br>0.0% | 0<br>0.0% |
| Sometimes | 64<br>12.88% | 92<br>13.05% | 47<br>11.96% | 888<br>10.36% | 31<br>12.55% | 46<br>14.74% | 30<br>11.24% | 332<br>6.68% | 13<br>8.33% | 32<br>12.70% | 16<br>13.01% | 76<br>10.63% | 5<br>14.71% | 8<br>6.72% | 3<br>12.00% | 9<br>7.83% | 6<br>6.59% | 7<br>10.77% | 3<br>5.77% | 5<br>12.82% | 5<br>7.69% | 8<br>8.89% | 5<br>7.69% | 1<br>1.72% | 12<br>12.24%<br>X | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 73<br>14.69% | 97<br>13.76% | 55<br>13.99% | 978<br>11.41% | 38<br>15.38%<br>I | 48<br>15.38% | 38<br>14.23% | 361<br>7.27% | 14<br>8.97% | 36<br>14.29% | 19<br>15.45% | 85<br>11.89% | 5<br>14.71% | 9<br>7.56% | 4<br>16.00% | 9<br>7.83% | 7<br>7.69% | 7<br>10.77% | 3<br>5.77% | 6<br>15.38% | 5<br>7.69% | 9<br>10.00% | 5<br>7.69% | 2<br>3.45% | 12<br>12.24%<br>X | 0<br>0.0% |
| Usually | 82<br>16.50% | 148<br>20.99%<br>A | 86<br>21.88%<br>A | 1570<br>18.32% | 35<br>14.17% | 61<br>19.55% | 57<br>21.35%<br>E | 1004<br>20.21% | 33<br>21.15% | 56<br>22.22% | 32<br>26.02% | 157<br>21.96% | 13<br>38.24%<br>N | 19<br>15.97% | 11<br>44.00% | 17<br>14.78% | 15<br>16.48% | 18<br>27.69% | 10<br>19.23% | 9<br>23.08% | 14<br>21.54% | 19<br>21.11% | 14<br>21.54% | 19<br>32.76%<br>Y | 14<br>14.29% | 0<br>0.0% |
| Always | 342<br>68.81% | 460<br>65.25% | 252<br>64.12% | 6021<br>70.26% | 174<br>70.45% | 203<br>65.06% | 172<br>64.42% | 3603<br>72.52% | 109<br>69.87% | 160<br>63.49% | 72<br>58.54% | 473<br>66.15% | 16<br>47.06% | 91<br>76.47%<br>M | 10<br>40.00% | 89<br>77.39% | 69<br>75.82% | 40<br>61.54% | 39<br>75.00% | 24<br>61.54% | 46<br>70.77% | 62<br>68.89% | 46<br>70.77% | 37<br>63.79% | 72<br>73.47% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 424<br>85.31% | 608<br>86.24% | 338<br>86.01% | 7591<br>88.59% | 209<br>84.62% | 264<br>84.62% | 229<br>85.77% | 4607<br>92.73% | 142<br>91.03%<br>E | 216<br>85.71% | 104<br>84.55% | 630<br>88.11% | 29<br>85.29% | 110<br>92.44% | 21<br>84.00% | 106<br>92.17% | 84<br>92.31% | 58<br>89.23% | 49<br>94.23% | 33<br>84.62% | 60<br>92.31% | 81<br>90.00% | 60<br>92.31% | 56<br>96.55%<br>Y | 86<br>87.76% | 0<br>0.0% |
| 3-point composite mean | 2.5412 | 2.5149 | 2.5013 | 2.5885 | 2.5506 | 2.4968 | 2.5019 | 2.6526 | 2.6090<br>K | 2.4921 | 2.4309 | 2.5427 | 2.3235 | 2.6891<br>M | 2.2400 | 2.6957 | 2.6813 | 2.5077 | 2.6923 | 2.4615 | 2.6308 | 2.5889 | 2.6308 | 2.6034 | 2.6122 | 0 |
| 4-point composite mean | 3.5231 | 3.5078 | 3.4809 | 3.5780 | 3.5223 | 3.4904 | 3.4719 | 3.6467 | 3.6026<br>K | 3.4762 | 3.4065 | 3.5301 | 3.3235 | 3.6807<br>M | 3.2000 | 3.6957 | 3.6703 | 3.5077 | 3.6923 | 3.4359 | 3.6308 | 3.5778 | 3.6308 | 3.5862 | 3.6122 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 3 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.29% | 0.31% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 22 | 18 | 39 | 461 | 6 | 7 | 29 | 221 | 9 | 8 | 6 | 24 | 3 | 6 | 0 | 0 | 4 | 5 | 4 | 3 | 2 | 5 | 4 | 2 | 7 | 0 |
| | 2.85% | 1.73% | 5.99% AB | 3.70% E | 1.45% | 1.41% | 6.24% EF | 3.46% | 4.17% | 2.53% | 3.70% | 2.53% | 6.00% | 3.70% | 0.0% | 0.0% | 3.13% | 5.68% | 5.80% | 5.66% | 2.13% | 4.10% | 4.30% | 2.53% | 5.11% | 0.0% |
| BASE = Those who responded | 751 | 1017 | 610 | 12015 | 407 | 490 | 435 | 6167 | 207 | 307 | 156 | 925 | 47 | 156 | 33 | 133 | 124 | 83 | 65 | 50 | 92 | 117 | 89 | 77 | 130 | 0 |
| | 97.15% C | 97.98% C | 93.70% | 96.30% | 98.55% DG | 98.59% G | 93.55% | 96.54% | 95.83% | 97.15% | 96.30% | 97.47% | 94.00% | 96.30% | 100.00% | 100.00% | 96.88% | 94.32% | 94.20% | 94.34% | 97.87% | 95.90% | 95.70% | 97.47% | 94.89% | 0.0% |
| None | 198 | 255 | 165 | 2899 | 120 | 150 | 128 | 729 | 38 | 41 | 20 | 145 | 10 | 28 | 0 | 0 | 25 | 13 | 4 | 11 | 23 | 24 | 14 | 14 | 24 | 0 |
| | 26.36% | 25.07% | 27.05% | 24.13% | 29.48% DI | 30.61% | 29.43% | 11.82% | 18.36% H | 13.36% | 12.82% | 15.68% | 21.28% | 17.95% | 0.0% | 0.0% | 20.16% | 15.66% | 6.15% | 22.00% S | 25.00% S | 20.51% | 15.73% | 18.18% | 18.46% | 0.0% |
| 1 time | 198 | 225 | 121 | 3097 | 120 | 114 | 100 | 1122 | 44 | 48 | 24 | 220 | 9 | 34 | 6 | 37 | 31 | 13 | 19 | 6 | 19 | 21 | 23 | 18 | 26 | 0 |
| | 26.36% BC | 22.12% | 19.84% | 25.78% | 29.48% FGI | 23.27% | 22.99% | 18.19% | 21.26% | 15.64% | 15.38% | 23.78% | 19.15% | 21.79% | 18.18% | 27.82% | 25.00% | 15.66% | 29.23% T | 12.00% | 20.65% | 17.95% | 25.84% | 23.38% | 20.00% | 0.0% |
| 2 | 148 | 221 | 141 | 2714 | 78 | 110 | 100 | 1480 | 41 | 71 | 40 | 213 | 7 | 33 | 5 | 36 | 28 | 13 | 14 | 10 | 17 | 27 | 14 | 14 | 27 | 0 |
| | 19.71% | 21.73% | 23.11% | 22.59% | 19.16% | 22.45% | 22.99% | 24.00% | 19.81% | 23.13% | 25.64% | 23.03% | 14.89% | 21.15% | 15.15% | 27.07% | 22.58% | 15.66% | 21.54% | 20.00% | 18.48% | 23.08% | 15.73% | 18.18% | 20.77% | 0.0% |
| 3 | 100 | 130 | 78 | 1538 | 46 | 56 | 47 | 1084 | 33 | 48 | 27 | 136 | 10 | 23 | 9 | 23 | 16 | 17 | 12 | 10 | 11 | 19 | 14 | 15 | 18 | 0 |
| | 13.32% | 12.78% | 12.79% | 12.80% | 11.30% | 11.43% | 10.80% | 17.58% | 15.94% | 15.64% | 17.31% | 14.70% | 21.28% | 14.74% | 27.27% | 17.29% | 12.90% | 20.48% | 18.46% | 20.00% | 11.96% | 16.24% | 15.73% | 19.48% | 13.85% | 0.0% |
| 4 | 39 | 78 | 42 | 793 | 21 | 26 | 26 | 612 | 13 | 38 | 17 | 73 | 2 | 11 | 3 | 10 | 8 | 5 | 3 | 7 | 3 | 8 | 5 | 5 | 8 | 0 |
| | 5.19% | 7.67% A | 6.89% | 6.60% | 5.16% | 5.31% | 5.98% | 9.92% I | 6.28% | 12.38% I | 10.90% | 7.89% | 4.26% | 7.05% | 9.09% | 7.52% | 6.45% | 6.02% | 4.62% | 14.00% U | 3.26% | 6.84% | 5.62% | 6.49% | 6.15% | 0.0% |
| 5 to 9 | 60 | 83 | 48 | 778 | 19 | 27 | 26 | 845 | 33 | 43 | 19 | 102 | 6 | 25 | 7 | 25 | 16 | 17 | 13 | 4 | 16 | 17 | 15 | 9 | 24 | 0 |
| | 7.99% | 8.16% | 7.87% | 6.48% | 4.67% | 5.51% | 5.98% | 13.70% | 15.94% E | 14.01% I | 12.18% | 11.03% | 12.77% | 16.03% | 21.21% | 18.80% | 12.90% | 20.48% | 20.00% | 8.00% | 17.39% | 14.53% | 16.85% | 11.69% | 18.46% | 0.0% |
| 10 or more times | 8 | 25 | 15 | 196 | 3 | 7 | 8 | 295 | 5 | 18 | 9 | 36 | 3 | 2 | 3 | 2 | 0 | 5 | 0 | 2 | 3 | 1 | 4 | 2 | 3 | 0 |
| | 1.07% | 2.46% A | 2.46% | 1.63% E | 0.74% | 1.43% | 1.84% | 4.78% I | 2.42% | 5.86% I | 5.77% | 3.89% | 6.38% | 1.28% | 9.09% | 1.50% | 0.0% | 6.02% Q | 0.0% | 4.00% | 3.26% | 0.85% | 4.49% | 2.60% | 2.31% | 0.0% |
| Average number of times | 1.9574 | 2.2247 A | 2.1779 | 2.0147 E | 1.6425 | 1.8010 | 1.9011 | 3.1433 | 2.7560 E | 3.2964 I | 3.1955 | 2.7135 | 2.9894 | 2.6474 | 4.2879 | 3.1429 | 2.2500 | 3.5120 Q | 2.8615 | 2.7400 | 2.6902 | 2.5256 | 3.0112 | 2.5844 | 2.8577 | 0 |
| Standard deviation | 2.1975 | 2.5217 | 2.5160 | 2.2432 | 1.9093 | 2.1672 | 2.2948 | 2.9359 | 2.7266 | 3.1028 | 3.0417 | 2.8046 | 3.2673 | 2.5231 | 3.3030 | 2.4089 | 2.1464 | 3.2718 | 2.2728 | 2.7609 | 2.9871 | 2.3947 | 3.0685 | 2.6191 | 2.7834 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 28<br>3.62% | 26<br>2.50% | 47<br>7.22%<br>AB | 565<br>4.53%<br>E | 7<br>1.69% | 8<br>1.61% | 33<br>7.10%<br>EF | 272<br>4.26% | 12<br>5.56%<br>E | 10<br>3.16% | 7<br>4.32% | 35<br>3.69% | 3<br>6.00% | 9<br>5.56% | 0<br>0.0% | 3<br>2.26% | 5<br>3.91% | 7<br>7.95% | 4<br>5.80% | 5<br>9.43% | 3<br>3.19% | 8<br>6.56% | 4<br>4.30% | 4<br>5.06% | 8<br>5.84% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 145<br>15.28% | 10<br>20.00% | 28<br>17.28% | 0<br>0.0% | 0<br>0.0% | 25<br>19.53% | 13<br>14.77% | 4<br>5.80% | 11<br>20.75%<br>S | 23<br>24.47%<br>S | 24<br>19.67% | 14<br>15.05% | 14<br>17.72% | 24<br>17.52% | 0<br>0.0% |
| BASE = Those who responded | 547<br>70.76% | 757<br>72.93%<br>C | 439<br>67.43% | 9012<br>72.23% | 286<br>69.25% | 339<br>68.21% | 304<br>65.38% | 5387<br>84.33%<br>I | 166<br>76.85%<br>E | 265<br>83.86%<br>I | 135<br>83.33% | 769<br>81.03% | 37<br>74.00% | 125<br>77.16% | 33<br>100.00% | 130<br>97.74% | 98<br>76.56% | 68<br>77.27% | 61<br>88.41%<br>TU | 37<br>69.81% | 68<br>72.34% | 90<br>73.77% | 75<br>80.65% | 61<br>77.22% | 105<br>76.64% | 0<br>0.0% |
| Yes | 388<br>70.93% | 557<br>73.58% | 311<br>70.84% | 6366<br>70.64% | 202<br>70.63% | 249<br>73.45% | 209<br>68.75% | 4136<br>76.78% | 129<br>77.71% | 205<br>77.36% | 109<br>80.74% | 602<br>78.28% | 30<br>81.08% | 98<br>78.40% | 22<br>66.67% | 105<br>80.77% | 77<br>78.57% | 52<br>76.47% | 52<br>85.25% | 26<br>70.27% | 51<br>75.00% | 72<br>80.00% | 57<br>76.00% | 41<br>67.21% | 88<br>83.81%<br>X | 0<br>0.0% |
| No | 159<br>29.07% | 200<br>26.42% | 128<br>29.16% | 2646<br>29.36% | 84<br>29.37% | 90<br>26.55% | 95<br>31.25% | 1251<br>23.22% | 37<br>22.29% | 60<br>22.64% | 26<br>19.26% | 167<br>21.72% | 7<br>18.92% | 27<br>21.60% | 11<br>33.33% | 25<br>19.23% | 21<br>21.43% | 16<br>23.53% | 9<br>14.75% | 11<br>29.73% | 17<br>25.00% | 18<br>20.00% | 18<br>24.00% | 20<br>32.79%<br>Y | 17<br>16.19% | 0<br>0.0% |
| 3-point composite mean | 2.4186 | 2.4716 | 2.4169 | 2.4128 | 2.4126 | 2.4690 | 2.3750 | 2.5355 | 2.5542 | 2.5472 | 2.6148 | 2.5657 | 2.6216 | 2.5680 | 2.3333 | 2.6154 | 2.5714 | 2.5294 | 2.7049 | 2.4054 | 2.5000 | 2.6000 | 2.5200 | 2.3443 | 2.6762<br>X | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 25 | 25 | 49 | 298 | 8 | 9 | 36 | 261 | 9 | 9 | 7 | 32 | 3 | 6 | 0 | 0 | 4 | 5 | 4 | 3 | 2 | 5 | 4 | 2 | 7 | 0 |
| | 3.23% | 2.41% | 7.53% AB | 3.80% E | 1.94% | 1.81% | 7.74% EF | 4.09% | 4.17% | 2.85% | 4.32% | 3.37% | 6.00% | 3.70% | 0.0% | 0.0% | 3.13% | 5.68% | 5.80% | 5.66% | 2.13% | 4.10% | 4.30% | 2.53% | 5.11% | 0.0% |
| Appropriately skipped | 198 | 255 | 165 | 1864 | 120 | 150 | 128 | 729 | 38 | 41 | 20 | 145 | 10 | 28 | 0 | 0 | 25 | 13 | 4 | 11 | 23 | 24 | 14 | 14 | 24 | 0 |
| | 25.61% | 24.57% | 25.35% | 23.77% | 29.06% DI | 30.18% | 27.53% | 11.41% | 17.59% H | 12.97% | 12.35% | 15.28% | 20.00% | 17.28% | 0.0% | 0.0% | 19.53% | 14.77% | 5.80% | 20.75% S | 24.47% S | 19.67% | 15.05% | 17.72% | 17.52% | 0.0% |
| BASE = Those who responded | 550 | 758 | 437 | 5681 | 285 | 338 | 301 | 5398 | 169 | 266 | 135 | 772 | 37 | 128 | 33 | 133 | 99 | 70 | 61 | 39 | 69 | 93 | 75 | 63 | 106 | 0 |
| | 71.15% | 73.03% C | 67.13% | 72.43% | 69.01% | 68.01% | 64.73% | 84.50% I | 78.24% E | 84.18% | 83.33% | 81.35% | 74.00% | 79.01% | 100.00% | 100.00% | 77.34% | 79.55% | 88.41% TU | 73.58% | 73.40% | 76.23% | 80.65% | 79.75% | 77.37% | 0.0% |
| Never | 14 | 16 | 9 | 146 | 10 | 9 | 7 | 83 | 1 | 7 | 0 | 10 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| | 2.55% | 2.11% | 2.06% | 2.57% | 3.51% I | 2.66% | 2.33% | 1.54% | 0.59% | 2.63% K | 0.0% | 1.30% | 0.0% | 0.78% | 0.0% | 0.75% | 1.01% | 0.0% | 1.64% | 0.0% | 0.0% | 0.0% | 1.33% | 0.0% | 0.94% | 0.0% |
| Sometimes | 55 | 62 | 40 | 482 | 29 | 34 | 25 | 374 | 17 | 19 | 14 | 63 | 9 | 7 | 9 | 7 | 4 | 13 | 4 | 6 | 7 | 10 | 7 | 5 | 12 | 0 |
| | 10.00% | 8.18% | 9.15% | 8.48% | 10.18% | 10.06% | 8.31% | 6.93% | 10.06% | 7.14% | 10.37% | 8.16% | 24.32% N | 5.47% | 27.27% P | 5.26% | 4.04% | 18.57% Q | 6.56% | 15.38% | 10.14% | 10.75% | 9.33% | 7.94% | 11.32% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 69 | 78 | 49 | 628 | 39 | 43 | 32 | 457 | 18 | 26 | 14 | 73 | 9 | 8 | 9 | 8 | 5 | 13 | 5 | 6 | 7 | 10 | 8 | 5 | 13 | 0 |
| | 12.55% | 10.29% | 11.21% | 11.05% | 13.68% | 12.72% | 10.63% | 8.47% | 10.65% | 9.77% | 10.37% | 9.46% | 24.32% N | 6.25% | 27.27% P | 6.02% | 5.05% | 18.57% Q | 8.20% | 15.38% | 10.14% | 10.75% | 10.67% | 7.94% | 12.26% | 0.0% |
| Usually | 92 | 146 | 73 | 951 | 43 | 55 | 50 | 919 | 31 | 49 | 26 | 159 | 8 | 22 | 13 | 17 | 13 | 18 | 10 | 9 | 12 | 14 | 17 | 16 | 15 | 0 |
| | 16.73% | 19.26% | 16.70% | 16.74% | 15.09% | 16.27% | 16.61% | 17.02% | 18.34% | 18.42% | 19.26% | 20.60% | 21.62% | 17.19% | 39.39% P | 12.78% | 13.13% | 25.71% Q | 16.39% | 23.08% | 17.39% | 15.05% | 22.67% | 25.40% | 14.15% | 0.0% |
| Always | 389 | 534 | 315 | 4102 | 203 | 240 | 219 | 4022 | 120 | 191 | 95 | 540 | 20 | 98 | 11 | 108 | 81 | 39 | 46 | 24 | 50 | 69 | 50 | 42 | 78 | 0 |
| | 70.73% | 70.45% | 72.08% | 72.21% | 71.23% | 71.01% | 72.76% | 74.51% | 71.01% | 71.80% | 70.37% | 69.95% | 54.05% | 76.56% M | 33.33% | 81.20% O | 81.82% R | 55.71% | 75.41% | 61.54% | 72.46% | 74.19% | 66.67% | 66.67% | 73.58% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 481 | 680 | 388 | 5053 | 246 | 295 | 269 | 4941 | 151 | 240 | 121 | 699 | 28 | 120 | 24 | 125 | 94 | 57 | 56 | 33 | 62 | 83 | 67 | 58 | 93 | 0 |
| | 87.45% | 89.71% | 88.79% | 88.95% | 86.32% | 87.28% | 89.37% | 91.53% | 89.35% | 90.23% | 89.63% | 90.54% | 75.68% | 93.75% M | 72.73% | 93.98% O | 94.95% R | 81.43% | 91.80% | 84.62% | 89.86% | 89.25% | 89.33% | 92.06% | 87.74% | 0.0% |
| 3-point composite mean | 2.5818 | 2.6016 | 2.6087 | 2.6115 | 2.5754 | 2.5828 | 2.6213 | 2.6604 | 2.6036 | 2.6203 | 2.6000 | 2.6049 | 2.2973 | 2.7031 M | 2.0606 | 2.7519 O | 2.7677 R | 2.3714 | 2.6721 | 2.4615 | 2.6232 | 2.6344 | 2.5600 | 2.5873 | 2.6132 | 0 |
| 4-point composite mean | 3.5564 | 3.5805 | 3.5881 | 3.5858 | 3.5404 | 3.5562 | 3.5980 | 3.6451 | 3.5976 | 3.5940 | 3.6000 | 3.5920 | 3.2973 | 3.6953 M | 3.0606 | 3.7444 O | 3.7576 R | 3.3714 | 3.6557 | 3.4615 | 3.6232 | 3.6344 | 3.5467 | 3.5873 | 3.6038 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 30<br>3.88% | 25<br>2.41% | 50<br>7.68%<br>AB | 588<br>4.71%<br>E | 10<br>2.42% | 8<br>1.61% | 36<br>7.74%<br>EF | 287<br>4.49% | 11<br>5.09% | 10<br>3.16% | 7<br>4.32% | 32<br>3.37% | 4<br>8.00% | 7<br>4.32% | 0<br>0.0% | 0<br>0.0% | 4<br>3.13% | 7<br>7.95% | 5<br>7.25% | 3<br>5.66% | 3<br>3.19% | 7<br>5.74% | 4<br>4.30% | 4<br>5.06% | 7<br>5.11% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 145<br>15.28% | 10<br>20.00% | 28<br>17.28% | 0<br>0.0% | 0<br>0.0% | 25<br>19.53% | 13<br>14.77% | 4<br>5.80% | 11<br>20.75%<br>S | 23<br>24.47%<br>S | 24<br>19.67% | 14<br>15.05% | 14<br>17.72% | 24<br>17.52% | 0<br>0.0% |
| BASE = Those who responded | 545<br>70.50% | 758<br>73.03%<br>C | 436<br>66.97% | 8989<br>72.05% | 283<br>68.52% | 339<br>68.21% | 301<br>64.73% | 5372<br>84.10%<br>I | 167<br>77.31%<br>E | 265<br>83.86% | 135<br>83.33% | 772<br>81.35% | 36<br>72.00% | 127<br>78.40% | 33<br>100.00% | 133<br>100.00% | 99<br>77.34% | 68<br>77.27% | 60<br>86.96%<br>U | 39<br>73.58% | 68<br>72.34% | 91<br>74.59% | 75<br>80.65% | 61<br>77.22% | 106<br>77.37% | 0<br>0.0% |
| Yes | 157<br>28.81% | 247<br>32.59% | 150<br>34.40% | 2703<br>30.07% | 72<br>25.44% | 97<br>28.61% | 96<br>31.89% | 2598<br>48.36% | 73<br>43.71%<br>E | 124<br>46.79% | 68<br>50.37% | 353<br>45.73% | 19<br>52.78% | 53<br>41.73% | 18<br>54.55% | 55<br>41.35% | 42<br>42.42% | 31<br>45.59% | 26<br>43.33% | 21<br>53.85% | 26<br>38.24% | 37<br>40.66% | 35<br>46.67% | 30<br>49.18% | 43<br>40.57% | 0<br>0.0% |
| No | 388<br>71.19% | 511<br>67.41% | 286<br>65.60% | 6286<br>69.93% | 211<br>74.56%<br>I | 242<br>71.39% | 205<br>68.11% | 2774<br>51.64% | 94<br>56.29% | 141<br>53.21% | 67<br>49.63% | 419<br>54.27% | 17<br>47.22% | 74<br>58.27% | 15<br>45.45% | 78<br>58.65% | 57<br>57.58% | 37<br>54.41% | 34<br>56.67% | 18<br>46.15% | 42<br>61.76% | 54<br>59.34% | 40<br>53.33% | 31<br>50.82% | 63<br>59.43% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 27 | 54 | 617 | 10 | 10 | 38 | 315 | 12 | 12 | 10 | 39 | 5 | 7 | 1 | 0 | 4 | 8 | 5 | 4 | 3 | 7 | 5 | 5 | 7 | 0 |
| | 4.14% | 2.60% | 8.29% AB | 4.95% E | 2.42% | 2.01% | 8.17% EF | 4.93% | 5.56% | 3.80% | 6.17% | 4.11% | 10.00% | 4.32% | 3.03% | 0.0% | 3.13% | 9.09% | 7.25% | 7.55% | 3.19% | 5.74% | 5.38% | 6.33% | 5.11% | 0.0% |
| Appropriately skipped | 586 | 766 | 451 | 9185 | 331 | 392 | 333 | 3503 | 132 | 182 | 87 | 564 | 27 | 102 | 15 | 78 | 82 | 50 | 38 | 29 | 65 | 78 | 54 | 45 | 87 | 0 |
| | 75.81% C | 73.80% C | 69.28% | 73.62% | 80.15% DGI | 78.87% G | 71.61% | 54.84% | 61.11% | 57.59% | 53.70% | 59.43% | 54.00% | 62.96% | 45.45% | 58.65% | 64.06% | 56.82% | 55.07% | 54.72% | 69.15% | 63.93% | 58.06% | 56.96% | 63.50% | 0.0% |
| BASE = Those who responded | 155 | 245 | 146 | 2674 | 72 | 95 | 94 | 2570 | 72 | 122 | 65 | 346 | 18 | 53 | 17 | 55 | 42 | 30 | 26 | 20 | 26 | 37 | 34 | 29 | 43 | 0 |
| | 20.05% | 23.60% | 22.43% | 21.43% E | 17.43% | 19.11% | 20.22% | 40.23% I | 33.33% E | 38.61% | 40.12% | 36.46% | 36.00% | 32.72% | 51.52% | 41.35% | 32.81% | 34.09% | 37.68% | 37.74% | 27.66% | 30.33% | 36.56% | 36.71% | 31.39% | 0.0% |
| Yes | 144 | 231 | 130 | 2457 | 65 | 88 | 81 | 2472 | 70 | 119 | 60 | 328 | 18 | 51 | 17 | 53 | 41 | 29 | 26 | 18 | 26 | 36 | 33 | 29 | 41 | 0 |
| | 92.90% | 94.29% | 89.04% | 91.88% | 90.28% | 92.63% | 86.17% | 96.19% | 97.22% | 97.54% | 92.31% | 94.80% | 100.00% | 96.23% | 100.00% | 96.36% | 97.62% | 96.67% | 100.00% | 90.00% | 100.00% | 97.30% | 97.06% | 100.00% | 95.35% | 0.0% |
| No | 11 | 14 | 16 | 217 | 7 | 7 | 13 | 98 | 2 | 3 | 5 | 18 | 0 | 2 | 0 | 2 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 0 | 2 | 0 |
| | 7.10% | 5.71% | 10.96% | 8.12% | 9.72% | 7.37% | 13.83% | 3.81% | 2.78% | 2.46% | 7.69% | 5.20% | 0.0% | 3.77% | 0.0% | 3.64% | 2.38% | 3.33% | 0.0% | 10.00% | 0.0% | 2.70% | 2.94% | 0.0% | 4.65% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 29<br>2.79% | 53<br>8.14%<br>AB | 626<br>5.02%<br>E | 10<br>2.42% | 10<br>2.01% | 37<br>7.96%<br>EF | 321<br>5.03% | 12<br>5.56% | 12<br>3.80% | 9<br>5.56% | 38<br>4.00% | 5<br>10.00% | 7<br>4.32% | 1<br>3.03% | 0<br>0.0% | 4<br>3.13% | 8<br>9.09% | 5<br>7.25% | 4<br>7.55% | 3<br>3.19% | 7<br>5.74% | 5<br>5.38% | 5<br>6.33% | 7<br>5.11% | 0<br>0.0% |
| Appropriately skipped | 586<br>75.81%<br>C | 766<br>73.80%<br>C | 451<br>69.28% | 9185<br>73.62% | 331<br>80.15%<br>DGI | 392<br>78.87%<br>G | 333<br>71.61% | 3503<br>54.84% | 132<br>61.11% | 182<br>57.59% | 87<br>53.70% | 564<br>59.43% | 27<br>54.00% | 102<br>62.96% | 15<br>45.45% | 78<br>58.65% | 82<br>64.06% | 50<br>56.82% | 38<br>55.07% | 29<br>54.72% | 65<br>69.15% | 78<br>63.93% | 54<br>58.06% | 45<br>56.96% | 87<br>63.50% | 0<br>0.0% |
| BASE = Those who responded | 156<br>20.18% | 243<br>23.41% | 147<br>22.58% | 2665<br>21.36%<br>E | 72<br>17.43% | 95<br>19.11% | 95<br>20.43% | 2564<br>40.14%<br>I | 72<br>33.33%<br>E | 122<br>38.61% | 66<br>40.74% | 347<br>36.56% | 18<br>36.00% | 53<br>32.72% | 17<br>51.52% | 55<br>41.35% | 42<br>32.81% | 30<br>34.09% | 26<br>37.68% | 20<br>37.74% | 26<br>27.66% | 37<br>30.33% | 34<br>36.56% | 29<br>36.71% | 43<br>31.39% | 0<br>0.0% |
| Yes | 109<br>69.87% | 177<br>72.84% | 105<br>71.43% | 1773<br>66.53% | 46<br>63.89% | 68<br>71.58% | 61<br>64.21% | 1907<br>74.38% | 55<br>76.39% | 91<br>74.59% | 48<br>72.73% | 255<br>73.49% | 13<br>72.22% | 42<br>79.25% | 13<br>76.47% | 42<br>76.36% | 33<br>78.57% | 22<br>73.33% | 22<br>84.62% | 14<br>70.00% | 19<br>73.08% | 30<br>81.08% | 25<br>73.53% | 20<br>68.97% | 35<br>81.40% | 0<br>0.0% |
| No | 47<br>30.13% | 66<br>27.16% | 42<br>28.57% | 892<br>33.47% | 26<br>36.11% | 27<br>28.42% | 34<br>35.79% | 657<br>25.62% | 17<br>23.61% | 31<br>25.41% | 18<br>27.27% | 92<br>26.51% | 5<br>27.78% | 11<br>20.75% | 4<br>23.53% | 13<br>23.64% | 9<br>21.43% | 8<br>26.67% | 4<br>15.38% | 6<br>30.00% | 7<br>26.92% | 7<br>18.92% | 9<br>26.47% | 9<br>31.03% | 8<br>18.60% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 28 | 54 | 638 | 10 | 10 | 38 | 325 | 13 | 13 | 10 | 41 | 5 | 8 | 1 | 1 | 4 | 9 | 5 | 5 | 3 | 8 | 5 | 5 | 8 | 0 |
| | 4.14% | 2.70% | 8.29% AB | 5.11% E | 2.42% | 2.01% | 8.17% EF | 5.09% | 6.02% E | 4.11% | 6.17% | 4.32% | 10.00% | 4.94% | 3.03% | 0.75% | 3.13% | 10.23% Q | 7.25% | 9.43% | 3.19% | 6.56% | 5.38% | 6.33% | 5.84% | 0.0% |
| Appropriately skipped | 586 | 766 | 451 | 9185 | 331 | 392 | 333 | 3503 | 132 | 182 | 87 | 564 | 27 | 102 | 15 | 78 | 82 | 50 | 38 | 29 | 65 | 78 | 54 | 45 | 87 | 0 |
| | 75.81% C | 73.80% C | 69.28% | 73.62% | 80.15% DGI | 78.87% G | 71.61% | 54.84% | 61.11% | 57.59% | 53.70% | 59.43% | 54.00% | 62.96% | 45.45% | 58.65% | 64.06% | 56.82% | 55.07% | 54.72% | 69.15% | 63.93% | 58.06% | 56.96% | 63.50% | 0.0% |
| BASE = Those who responded | 155 | 244 | 146 | 2653 | 72 | 95 | 94 | 2560 | 71 | 121 | 65 | 344 | 18 | 52 | 17 | 54 | 42 | 29 | 26 | 19 | 26 | 36 | 34 | 29 | 42 | 0 |
| | 20.05% | 23.51% | 22.43% | 21.26% E | 17.43% | 19.11% | 20.22% | 40.08% I | 32.87% E | 38.29% | 40.12% | 36.25% | 36.00% | 32.10% | 51.52% | 40.60% | 32.81% | 32.95% | 37.68% | 35.85% | 27.66% | 29.51% | 36.56% | 36.71% | 30.66% | 0.0% |
| Yes | 120 | 206 | 120 | 2115 | 54 | 84 | 76 | 2170 | 59 | 103 | 53 | 278 | 15 | 44 | 13 | 46 | 37 | 22 | 22 | 17 | 20 | 31 | 27 | 21 | 38 | 0 |
| | 77.42% | 84.43% | 82.19% | 79.72% | 75.00% | 88.42% E | 80.85% | 84.77% | 83.10% | 85.12% | 81.54% | 80.81% | 83.33% | 84.62% | 76.47% | 85.19% | 88.10% | 75.86% | 84.62% | 89.47% | 76.92% | 86.11% | 79.41% | 72.41% | 90.48% | 0.0% |
| No | 35 | 38 | 26 | 538 | 18 | 11 | 18 | 390 | 12 | 18 | 12 | 66 | 3 | 8 | 4 | 8 | 5 | 7 | 4 | 2 | 6 | 5 | 7 | 8 | 4 | 0 |
| | 22.58% | 15.57% | 17.81% | 20.28% | 25.00% F | 11.58% | 19.15% | 15.23% | 16.90% | 14.88% | 18.46% | 19.19% | 16.67% | 15.38% | 23.53% | 14.81% | 11.90% | 24.14% | 15.38% | 10.53% | 23.08% | 13.89% | 20.59% | 27.59% | 9.52% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 31 | 26 | 52 | 563 | 10 | 9 | 39 | 274 | 12 | 10 | 7 | 37 | 4 | 8 | 0 | 0 | 4 | 8 | 5 | 3 | 4 | 8 | 4 | 4 | 8 | 0 |
| | 4.01% | 2.50% | 7.99% AB | 4.51% E | 2.42% | 1.81% | 8.39% EF | 4.29% | 5.56% | 3.16% | 4.32% | 3.90% | 8.00% | 4.94% | 0.0% | 0.0% | 3.13% | 9.09% | 7.25% | 5.66% | 4.26% | 6.56% | 4.30% | 5.06% | 5.84% | 0.0% |
| Appropriately skipped | 198 | 255 | 165 | 2899 | 120 | 150 | 128 | 729 | 38 | 41 | 20 | 145 | 10 | 28 | 0 | 0 | 25 | 13 | 4 | 11 | 23 | 24 | 14 | 14 | 24 | 0 |
| | 25.61% | 24.57% | 25.35% | 23.24% | 29.06% DI | 30.18% | 27.53% | 11.41% | 17.59% H | 12.97% | 12.35% | 15.28% | 20.00% | 17.28% | 0.0% | 0.0% | 19.53% | 14.77% | 5.80% | 20.75% S | 24.47% S | 19.67% | 15.05% | 17.72% | 17.52% | 0.0% |
| BASE = Those who responded | 544 | 756 | 434 | 9014 | 283 | 338 | 298 | 5385 | 166 | 264 | 135 | 767 | 36 | 126 | 33 | 133 | 99 | 67 | 60 | 39 | 67 | 90 | 75 | 61 | 105 | 0 |
| | 70.38% | 72.83% C | 66.67% | 72.25% | 68.52% | 68.01% | 64.09% | 84.30% I | 76.85% E | 83.54% | 83.33% | 80.82% | 72.00% | 77.78% | 100.00% | 100.00% | 77.34% | 76.14% | 86.96% U | 73.58% | 71.28% | 73.77% | 80.65% | 77.22% | 76.64% | 0.0% |
| 10 - Best health care possible | 245 | 349 | 198 | 4740 | 127 | 161 | 135 | 2707 | 72 | 110 | 58 | 348 | 6 | 64 | 0 | 72 | 49 | 23 | 21 | 14 | 37 | 39 | 32 | 25 | 47 | 0 |
| | 45.04% | 46.16% | 45.62% | 52.58% E | 44.88% | 47.63% | 45.30% | 50.27% | 43.37% | 41.67% | 42.96% | 45.37% | 16.67% | 50.79% M | 0.0% | 54.14% O | 49.49% R | 34.33% | 35.00% | 35.90% | 55.22% S | 43.33% | 42.67% | 40.98% | 44.76% | 0.0% |
| 9 - | 98 | 129 | 79 | 1582 | 47 | 55 | 57 | 968 | 33 | 46 | 25 | 137 | 8 | 25 | 0 | 33 | 14 | 19 | 14 | 7 | 12 | 19 | 14 | 12 | 21 | 0 |
| | 18.01% | 17.06% | 18.20% | 17.55% | 16.61% | 16.27% | 19.13% | 17.98% | 19.88% | 17.42% | 18.52% | 17.86% | 22.22% | 19.84% | 0.0% | 24.81% O | 14.14% | 28.36% Q | 23.33% | 17.95% | 17.91% | 21.11% | 18.67% | 19.67% | 20.00% | 0.0% |
| Top Two Box | 343 | 478 | 277 | 6322 | 174 | 216 | 192 | 3675 | 105 | 156 | 83 | 485 | 14 | 89 | 0 | 105 | 63 | 42 | 35 | 21 | 49 | 58 | 46 | 37 | 68 | 0 |
| | 63.05% | 63.23% | 63.82% | 70.14% E | 61.48% | 63.91% | 64.43% | 68.25% | 63.25% | 59.09% | 61.48% | 63.23% | 38.89% | 70.63% M | 0.0% | 78.95% O | 63.64% | 62.69% | 58.33% | 53.85% | 73.13% T | 64.44% | 61.33% | 60.66% | 64.76% | 0.0% |
| 8 - | 98 | 156 | 82 | 1575 | 52 | 64 | 55 | 971 | 28 | 51 | 21 | 153 | 5 | 23 | 0 | 28 | 20 | 8 | 14 | 8 | 6 | 14 | 14 | 9 | 19 | 0 |
| | 18.01% | 20.63% | 18.89% | 17.47% | 18.37% | 18.93% | 18.46% | 18.03% | 16.87% | 19.32% | 15.56% | 19.95% | 13.89% | 18.25% | 0.0% | 21.05% O | 20.20% | 11.94% | 23.33% U | 20.51% | 8.96% | 15.56% | 18.67% | 14.75% | 18.10% | 0.0% |
| CAHPS Rate (Top Three Box) | 441 | 634 | 359 | 7897 | 226 | 280 | 247 | 4646 | 133 | 207 | 104 | 638 | 19 | 112 | 0 | 133 | 83 | 50 | 49 | 29 | 55 | 72 | 60 | 46 | 87 | 0 |
| | 81.07% | 83.86% | 82.72% | 87.61% E | 79.86% | 82.84% | 82.89% | 86.28% I | 80.12% | 78.41% | 77.04% | 83.18% | 52.78% | 88.89% M | 0.0% | 100.00% O | 83.84% | 74.63% | 81.67% | 74.36% | 82.09% | 80.00% | 80.00% | 75.41% | 82.86% | 0.0% |
| 7 - | 56 | 46 | 37 | 566 | 33 | 24 | 23 | 362 | 17 | 26 | 16 | 68 | 8 | 9 | 17 | 0 | 10 | 7 | 7 | 6 | 4 | 8 | 9 | 8 | 9 | 0 |
| | 10.29% B | 6.08% | 8.53% | 6.28% | 11.66% D | 7.10% | 7.72% | 6.72% | 10.24% | 9.85% | 11.85% | 8.87% | 22.22% N | 7.14% | 51.52% P | 0.0% | 10.10% | 10.45% | 11.67% | 15.38% | 5.97% | 8.89% | 12.00% | 13.11% | 8.57% | 0.0% |
| 6 - | 14 | 24 | 13 | 202 | 8 | 9 | 10 | 138 | 3 | 10 | 7 | 17 | 2 | 1 | 3 | 0 | 2 | 1 | 1 | 0 | 2 | 3 | 0 | 2 | 1 | 0 |
| | 2.57% | 3.17% | 3.00% | 2.24% | 2.83% | 2.66% | 3.36% | 2.56% | 1.81% | 3.79% | 5.19% | 2.22% | 5.56% | 0.79% | 9.09% | 0.0% | 2.02% | 1.49% | 1.67% | 0.0% | 2.99% | 3.33% | 0.0% | 3.28% | 0.95% | 0.0% |
| 5 - | 16 | 34 | 16 | 195 | 10 | 17 | 10 | 138 | 4 | 14 | 7 | 21 | 1 | 2 | 4 | 0 | 0 | 4 | 2 | 0 | 2 | 3 | 1 | 0 | 4 | 0 |
| | 2.94% | 4.50% | 3.69% | 2.16% | 3.53% | 5.03% | 3.36% | 2.56% | 2.41% | 5.30% | 5.19% | 2.74% | 2.78% | 1.59% | 12.12% P | 0.0% | 0.0% | 5.97% Q | 3.33% | 0.0% | 2.99% | 3.33% | 1.33% | 0.0% | 3.81% X | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| 4 - | 3<br>0.55% | 9<br>1.19% | 4<br>0.92% | 50<br>0.55% | 1<br>0.35% | 3<br>0.89% | 4<br>1.34% | 34<br>0.63% | 3<br>1.81% | 4<br>1.52%<br>K | 0<br>0.0% | 8<br>1.04% | 3<br>8.33% | 0<br>0.0% | 3<br>9.09% | 0<br>0.0% | 1<br>1.01% | 2<br>2.99% | 1<br>1.67% | 1<br>2.56% | 1<br>1.49% | 0<br>0.0% | 3<br>4.00% | 2<br>3.28% | 1<br>0.95% | 0<br>0.0% |
| 3 - | 6<br>1.10%<br>B | 1<br>0.13% | 3<br>0.69% | 33<br>0.37% | 1<br>0.35% | 1<br>0.30% | 3<br>1.01% | 26<br>0.48% | 4<br>2.41%<br>JK | 0<br>0.0% | 0<br>0.0% | 8<br>1.04% | 2<br>5.56% | 1<br>0.79% | 4<br>12.12%<br>P | 0<br>0.0% | 2<br>2.02% | 2<br>2.99% | 0<br>0.0% | 2<br>5.13% | 2<br>2.99% | 3<br>3.33% | 1<br>1.33% | 3<br>4.92% | 1<br>0.95% | 0<br>0.0% |
| 2 - | 3<br>0.55% | 1<br>0.13% | 1<br>0.23% | 34<br>0.38% | 2<br>0.71% | 0<br>0.0% | 0<br>0.0% | 14<br>0.26%<br>I | 0<br>0.0% | 0<br>0.0% | 1<br>0.74% | 2<br>0.26% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 1 - | 2<br>0.37% | 3<br>0.40% | 0<br>0.0% | 18<br>0.20%<br>E | 0<br>0.0% | 2<br>0.59% | 0<br>0.0% | 8<br>0.15% | 1<br>0.60% | 2<br>0.76% | 0<br>0.0% | 2<br>0.26% | 0<br>0.0% | 1<br>0.79% | 1<br>3.03% | 0<br>0.0% | 1<br>1.01% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>1.49% | 0<br>0.0% | 1<br>1.33% | 0<br>0.0% | 1<br>0.95% | 0<br>0.0% |
| 0 - Worst health care possible | 3<br>0.55% | 4<br>0.53% | 1<br>0.23% | 19<br>0.21% | 2<br>0.71% | 2<br>0.59% | 1<br>0.34% | 19<br>0.35% | 1<br>0.60% | 1<br>0.38% | 0<br>0.0% | 3<br>0.39% | 1<br>2.78% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% | 0<br>0.0% | 1<br>1.49% | 0<br>0.0% | 1<br>2.56% | 0<br>0.0% | 1<br>1.11% | 0<br>0.0% | 0<br>0.0% | 1<br>0.95% | 0<br>0.0% |
| Bottom Three Box | 8<br>1.47% | 8<br>1.06% | 2<br>0.46% | 71<br>0.79% | 4<br>1.41% | 4<br>1.18% | 1<br>0.34% | 41<br>0.76% | 2<br>1.20% | 3<br>1.14% | 1<br>0.74% | 7<br>0.91% | 1<br>2.78% | 1<br>0.79% | 2<br>6.06% | 0<br>0.0% | 1<br>1.01% | 1<br>1.49% | 0<br>0.0% | 1<br>2.56% | 1<br>1.49% | 1<br>1.11% | 1<br>1.33% | 0<br>0.0% | 2<br>1.90% | 0<br>0.0% |
| Bottom Two Box | 5<br>0.92% | 7<br>0.93% | 1<br>0.23% | 37<br>0.41% | 2<br>0.71% | 4<br>1.18% | 1<br>0.34% | 27<br>0.50% | 2<br>1.20% | 3<br>1.14% | 0<br>0.0% | 5<br>0.65% | 1<br>2.78% | 1<br>0.79% | 2<br>6.06% | 0<br>0.0% | 1<br>1.01% | 1<br>1.49% | 0<br>0.0% | 1<br>2.56% | 1<br>1.49% | 1<br>1.11% | 1<br>1.33% | 0<br>0.0% | 2<br>1.90% | 0<br>0.0% |
| Average rating | 8.6581 | 8.7024 | 8.7350 | 8.9607<br>E | 8.6537 | 8.7012 | 8.7215 | 8.8862<br>I | 8.5723 | 8.5303 | 8.6222 | 8.7119 | 7.3056 | 8.9841<br>M | 5.5152 | 9.3308<br>O | 8.7778 | 8.2687 | 8.6167 | 8.1795 | 8.7612 | 8.5667 | 8.5600 | 8.4426 | 8.6476 | 0 |
| Standard deviation | 1.7649 | 1.7090 | 1.5982 | 1.5006 | 1.7126 | 1.7582 | 1.6363 | 1.5555 | 1.8895 | 1.7729 | 1.6049 | 1.6763 | 2.3667 | 1.4474 | 1.9247 | 0.8015 | 1.6911 | 2.1131 | 1.4153 | 2.2517 | 1.9932 | 1.9209 | 1.8564 | 1.9122 | 1.8720 | 0 |
| 3-point composite mean | 2.5441 | 2.5317 | 2.5507 | 2.6402<br>E | 2.5300 | 2.5385 | 2.5503 | 2.6124 | 2.5361 | 2.4735 | 2.5037 | 2.5528 | 2.1389 | 2.6667<br>M | 1.5152 | 2.7895<br>O | 2.5758 | 2.4776 | 2.5167 | 2.4359 | 2.6119 | 2.5333 | 2.5333 | 2.4918 | 2.5619 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 30<br>3.88% | 30<br>2.89% | 52<br>7.99%<br>AB | 579<br>4.64%<br>E | 9<br>2.18% | 9<br>1.81% | 38<br>8.17%<br>EF | 277<br>4.34% | 11<br>5.09% | 11<br>3.48% | 7<br>4.32% | 33<br>3.48% | 4<br>8.00% | 7<br>4.32% | 0<br>0.0% | 0<br>0.0% | 4<br>3.13% | 7<br>7.95% | 5<br>7.25% | 3<br>5.66% | 3<br>3.19% | 7<br>5.74% | 4<br>4.30% | 4<br>5.06% | 7<br>5.11% | 0<br>0.0% |
| Appropriately skipped | 198<br>25.61% | 255<br>24.57% | 165<br>25.35% | 2899<br>23.24% | 120<br>29.06%<br>DI | 150<br>30.18% | 128<br>27.53% | 729<br>11.41% | 38<br>17.59%<br>H | 41<br>12.97% | 20<br>12.35% | 145<br>15.28% | 10<br>20.00% | 28<br>17.28% | 0<br>0.0% | 0<br>0.0% | 25<br>19.53% | 13<br>14.77% | 4<br>5.80% | 11<br>20.75%<br>S | 23<br>24.47%<br>S | 24<br>19.67% | 14<br>15.05% | 14<br>17.72% | 24<br>17.52% | 0<br>0.0% |
| BASE = Those who responded | 545<br>70.50% | 753<br>72.54%<br>C | 434<br>66.67% | 8998<br>72.12% | 284<br>68.77% | 338<br>68.01% | 299<br>64.30% | 5382<br>84.25%<br>I | 167<br>77.31%<br>E | 264<br>83.54% | 135<br>83.33% | 771<br>81.24% | 36<br>72.00% | 127<br>78.40% | 33<br>100.00% | 133<br>100.00% | 99<br>77.34% | 68<br>77.27% | 60<br>86.96%<br>U | 39<br>73.58% | 68<br>72.34% | 91<br>74.59% | 75<br>80.65% | 61<br>77.22% | 106<br>77.37% | 0<br>0.0% |
| Never | 12<br>2.20% | 8<br>1.06% | 10<br>2.30% | 158<br>1.76% | 8<br>2.82% | 4<br>1.18% | 9<br>3.01% | 49<br>0.91% | 3<br>1.80% | 3<br>1.14% | 1<br>0.74% | 13<br>1.69% | 1<br>2.78% | 2<br>1.57% | 2<br>6.06% | 1<br>0.75% | 2<br>2.02% | 1<br>1.47% | 0<br>0.0% | 3<br>7.69% | 0<br>0.0% | 2<br>2.20% | 1<br>1.33% | 2<br>3.28% | 1<br>0.94% | 0<br>0.0% |
| Sometimes | 62<br>11.38% | 92<br>12.22% | 50<br>11.52% | 749<br>8.32% | 37<br>13.03%<br>D | 41<br>12.13% | 38<br>12.71% | 403<br>7.49% | 24<br>14.37%<br>H | 48<br>18.18% | 19<br>14.07% | 91<br>11.80% | 14<br>38.89%<br>N | 8<br>6.30% | 11<br>33.33%<br>P | 13<br>9.77% | 9<br>9.09% | 15<br>22.06%<br>Q | 9<br>15.00% | 5<br>12.82% | 10<br>14.71% | 9<br>9.89% | 15<br>20.00% | 7<br>11.48% | 17<br>16.04% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 74<br>13.58% | 100<br>13.28% | 60<br>13.82% | 907<br>10.08% | 45<br>15.85%<br>D | 45<br>13.31% | 47<br>15.72% | 452<br>8.40% | 27<br>16.17%<br>H | 51<br>19.32% | 20<br>14.81% | 104<br>13.49% | 15<br>41.67%<br>N | 10<br>7.87% | 13<br>39.39%<br>P | 14<br>10.53% | 11<br>11.11% | 16<br>23.53%<br>Q | 9<br>15.00% | 8<br>20.51% | 10<br>14.71% | 11<br>12.09% | 16<br>21.33% | 9<br>14.75% | 18<br>16.98% | 0<br>0.0% |
| Usually | 117<br>21.47% | 187<br>24.83% | 104<br>23.96% | 1982<br>22.03% | 53<br>18.66% | 74<br>21.89% | 67<br>22.41% | 1273<br>23.65% | 43<br>25.75% | 76<br>28.79% | 38<br>28.15% | 210<br>27.24% | 10<br>27.78% | 33<br>25.98% | 14<br>42.42%<br>P | 29<br>21.80% | 18<br>18.18% | 25<br>36.76%<br>Q | 18<br>30.00% | 13<br>33.33% | 12<br>17.65% | 21<br>23.08% | 22<br>29.33% | 16<br>26.23% | 27<br>25.47% | 0<br>0.0% |
| Always | 354<br>64.95% | 466<br>61.89% | 270<br>62.21% | 6109<br>67.89% | 186<br>65.49% | 219<br>64.79% | 185<br>61.87% | 3657<br>67.95%<br>I | 97<br>58.08% | 137<br>51.89% | 77<br>57.04% | 457<br>59.27% | 11<br>30.56% | 84<br>66.14%<br>M | 6<br>18.18% | 90<br>67.67%<br>O | 70<br>70.71%<br>R | 27<br>39.71% | 33<br>55.00% | 18<br>46.15% | 46<br>67.65%<br>T | 59<br>64.84%<br>W | 37<br>49.33% | 36<br>59.02% | 61<br>57.55% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 471<br>86.42% | 653<br>86.72% | 374<br>86.18% | 8091<br>89.92%<br>E | 239<br>84.15% | 293<br>86.69% | 252<br>84.28% | 4930<br>91.60%<br>I | 140<br>83.83% | 213<br>80.68% | 115<br>85.19% | 667<br>86.51% | 21<br>58.33% | 117<br>92.13%<br>M | 20<br>60.61% | 119<br>89.47%<br>O | 88<br>88.89%<br>R | 52<br>76.47% | 51<br>85.00% | 31<br>79.49% | 58<br>85.29% | 80<br>87.91% | 59<br>78.67% | 52<br>85.25% | 88<br>83.02% | 0<br>0.0% |
| 3-point composite mean | 2.5138 | 2.4861 | 2.4839 | 2.5781 | 2.4965 | 2.5148 | 2.4615 | 2.5955<br>I | 2.4192 | 2.3258 | 2.4222 | 2.4578 | 1.8889 | 2.5827<br>M | 1.7879 | 2.5714<br>O | 2.5960<br>R | 2.1618 | 2.4000 | 2.2564 | 2.5294 | 2.5275<br>W | 2.2800 | 2.4426 | 2.4057 | 0 |
| 4-point composite mean | 3.4917 | 3.4754 | 3.4608 | 3.5606 | 3.4683 | 3.5030 | 3.4314 | 3.5864<br>I | 3.4012 | 3.3144 | 3.4148 | 3.4410 | 2.8611 | 3.5669<br>M | 2.7273 | 3.5639<br>O | 3.5758<br>R | 3.1471 | 3.4000 | 3.1795 | 3.5294<br>T | 3.5055 | 3.2667 | 3.4098 | 3.3962 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 11 | 4 | 38 | 128 | 5 | 0 | 33 | 88 | 5 | 1 | 1 | 15 | 3 | 2 | 0 | 0 | 2 | 3 | 2 | 0 | 3 | 4 | 1 | 4 | 1 | 0 |
| | 1.42% B | 0.39% | 5.84% AB | 1.63% | 1.21% F | 0.0% | 7.10% EF | 1.38% | 2.31% | 0.32% | 0.62% | 1.58% | 6.00% | 1.23% | 0.0% | 0.0% | 1.56% | 3.41% | 2.90% | 0.0% | 3.19% | 3.28% | 1.08% | 5.06% | 0.73% | 0.0% |
| BASE = Those who responded | 762 | 1033 | 613 | 7715 | 408 | 497 | 432 | 6300 | 211 | 315 | 161 | 934 | 47 | 160 | 33 | 133 | 126 | 85 | 67 | 53 | 91 | 118 | 92 | 75 | 136 | 0 |
| | 98.58% C | 99.52% AC | 94.16% | 98.37% | 98.79% G | 100.00% EG | 92.90% | 98.62% | 97.69% | 99.68% | 99.38% | 98.42% | 94.00% | 98.77% | 100.00% | 100.00% | 98.44% | 96.59% | 97.10% | 100.00% | 96.81% | 96.72% | 98.92% | 94.94% | 99.27% | 0.0% |
| Yes | 453 | 634 | 396 | 5569 | 244 | 307 | 275 | 5404 | 153 | 246 | 128 | 726 | 33 | 117 | 23 | 97 | 95 | 58 | 32 | 46 | 75 | 84 | 68 | 65 | 88 | 0 |
| | 59.45% | 61.37% | 64.60% A | 72.18% E | 59.80% | 61.77% | 63.66% | 85.78% I | 72.51% E | 78.10% | 79.50% | 77.73% | 70.21% | 73.13% | 69.70% | 72.93% | 75.40% | 68.24% | 47.76% | 86.79% S | 82.42% S | 71.19% | 73.91% | 86.67% Y | 64.71% | 0.0% |
| No | 309 | 399 | 217 | 2146 | 164 | 190 | 157 | 896 | 58 | 69 | 33 | 208 | 14 | 43 | 10 | 36 | 31 | 27 | 35 | 7 | 16 | 34 | 24 | 10 | 48 | 0 |
| | 40.55% C | 38.63% | 35.40% | 27.82% | 40.20% DI | 38.23% | 36.34% | 14.22% | 27.49% H | 21.90% | 20.50% | 22.27% | 29.79% | 26.88% | 30.30% | 27.07% | 24.60% | 31.76% | 52.24% TU | 13.21% | 17.58% | 28.81% | 26.09% | 13.33% | 35.29% X | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 22 | 14 | 52 | 306 | 12 | 3 | 40 | 258 | 7 | 4 | 5 | 30 | 4 | 3 | 1 | 1 | 3 | 4 | 2 | 2 | 3 | 5 | 2 | 6 | 1 | 0 |
| | 2.85% B | 1.35% | 7.99% AB | 3.90% | 2.91% F | 0.60% | 8.60% EF | 4.04% | 3.24% | 1.27% | 3.09% | 3.16% | 8.00% | 1.85% | 3.03% | 0.75% | 2.34% | 4.55% | 2.90% | 3.77% | 3.19% | 4.10% | 2.15% | 7.59% Y | 0.73% | 0.0% |
| Appropriately skipped | 309 | 399 | 217 | 2146 | 164 | 190 | 157 | 896 | 58 | 69 | 33 | 208 | 14 | 43 | 10 | 36 | 31 | 27 | 35 | 7 | 16 | 34 | 24 | 10 | 48 | 0 |
| | 39.97% C | 38.44% C | 33.33% | 27.36% | 39.71% DI | 38.23% | 33.76% | 14.03% | 26.85% H | 21.84% | 20.37% | 21.92% | 28.00% | 26.54% | 30.30% | 27.07% | 24.22% | 30.68% | 50.72% TU | 13.21% | 17.02% | 27.87% | 25.81% | 12.66% | 35.04% X | 0.0% |
| BASE = Those who responded | 442 | 624 | 381 | 5391 | 237 | 304 | 267 | 5234 | 151 | 242 | 124 | 711 | 32 | 116 | 22 | 96 | 94 | 57 | 32 | 44 | 75 | 83 | 67 | 63 | 88 | 0 |
| | 57.18% | 60.12% | 58.53% | 68.74% E | 57.38% | 61.17% | 57.42% | 81.93% I | 69.91% E | 76.58% | 76.54% | 74.92% | 64.00% | 71.60% | 66.67% | 72.18% | 73.44% | 64.77% | 46.38% | 83.02% S | 79.79% S | 68.03% | 72.04% | 79.75% Y | 64.23% | 0.0% |
| Yes | 54 | 86 | 58 | 507 | 24 | 30 | 35 | 959 | 31 | 61 | 34 | 129 | 6 | 24 | 5 | 25 | 12 | 19 | 8 | 10 | 13 | 16 | 15 | 13 | 18 | 0 |
| | 12.22% | 13.78% | 15.22% | 9.40% | 10.13% | 9.87% | 13.11% | 18.32% | 20.53% E | 25.21% | 27.42% | 18.14% | 18.75% | 20.69% | 22.73% | 26.04% | 12.77% | 33.33% Q | 25.00% | 22.73% | 17.33% | 19.28% | 22.39% | 20.63% | 20.45% | 0.0% |
| No | 388 | 538 | 323 | 4884 | 213 | 274 | 232 | 4275 | 120 | 181 | 90 | 582 | 26 | 92 | 17 | 71 | 82 | 38 | 24 | 34 | 62 | 67 | 52 | 50 | 70 | 0 |
| | 87.78% | 86.22% | 84.78% | 90.60% | 89.87% I | 90.13% | 86.89% | 81.68% | 79.47% | 74.79% | 72.58% | 81.86% | 81.25% | 79.31% | 77.27% | 73.96% | 87.23% R | 66.67% | 75.00% | 77.27% | 82.67% | 80.72% | 77.61% | 79.37% | 79.55% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 22 | 17 | 54 | 312 | 12 | 3 | 42 | 270 | 7 | 7 | 6 | 31 | 4 | 3 | 1 | 1 | 3 | 4 | 2 | 2 | 3 | 5 | 2 | 6 | 1 | 0 |
| | 2.85% | 1.64% | 8.29% AB | 3.98% | 2.91% F | 0.60% | 9.03% EF | 4.23% | 3.24% | 2.22% | 3.70% | 3.27% | 8.00% | 1.85% | 3.03% | 0.75% | 2.34% | 4.55% | 2.90% | 3.77% | 3.19% | 4.10% | 2.15% | 7.59% Y | 0.73% | 0.0% |
| Appropriately skipped | 697 | 937 | 540 | 7030 | 377 | 464 | 389 | 5171 | 178 | 250 | 123 | 790 | 40 | 135 | 27 | 107 | 113 | 65 | 59 | 41 | 78 | 101 | 76 | 60 | 118 | 0 |
| | 90.17% C | 90.27% C | 82.95% | 89.63% | 91.28% GI | 93.36% G | 83.66% | 80.95% | 82.41% | 79.11% | 75.93% | 83.25% | 80.00% | 83.33% | 81.82% | 80.45% | 88.28% R | 73.86% | 85.51% | 77.36% | 82.98% | 82.79% | 81.72% | 75.95% | 86.13% | 0.0% |
| BASE = Those who responded | 54 | 84 | 57 | 501 | 24 | 30 | 34 | 947 | 31 | 59 | 33 | 128 | 6 | 24 | 5 | 25 | 12 | 19 | 8 | 10 | 13 | 16 | 15 | 13 | 18 | 0 |
| | 6.99% | 8.09% | 8.76% | 6.39% | 5.81% | 6.04% | 7.31% | 14.82% | 14.35% E | 18.67% | 20.37% | 13.49% | 12.00% | 14.81% | 15.15% | 18.80% | 9.38% | 21.59% Q | 11.59% | 18.87% | 13.83% | 13.11% | 16.13% | 16.46% | 13.14% | 0.0% |
| Yes | 54 | 72 | 51 | 462 | 24 | 25 | 29 | 902 | 31 | 49 | 32 | 120 | 6 | 24 | 5 | 25 | 12 | 19 | 8 | 10 | 13 | 16 | 15 | 13 | 18 | 0 |
| | 100.00% BC | 85.71% | 89.47% | 92.22% | 100.00% | 83.33% | 85.29% | 95.25% | 100.00% HJ | 83.05% | 96.97% J | 93.75% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No | 0 | 12 | 6 | 39 | 0 | 5 | 5 | 45 | 0 | 10 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 14.29% A | 10.53% A | 7.78% | 0.0% | 16.67% | 14.71% | 4.75% I | 0.0% | 16.95% IK | 3.03% | 6.25% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 6 | 10 | 40 | 115 | 2 | 3 | 32 | 91 | 3 | 4 | 1 | 14 | 2 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 2 | 3 | 0 | 3 | 0 | 0 |
| | 0.78% | 0.96% | 6.14% AB | 1.47% E | 0.48% | 0.60% | 6.88% EF | 1.42% | 1.39% | 1.27% | 0.62% | 1.48% | 4.00% | 0.62% | 0.0% | 0.0% | 0.78% | 2.27% | 1.45% | 0.0% | 2.13% | 2.46% | 0.0% | 3.80% | 0.0% | 0.0% |
| BASE = Those who responded | 767 | 1028 | 611 | 7728 | 411 | 494 | 433 | 6297 | 213 | 312 | 161 | 935 | 48 | 161 | 33 | 133 | 127 | 86 | 68 | 53 | 92 | 119 | 93 | 76 | 137 | 0 |
| | 99.22% C | 99.04% C | 93.86% | 98.53% | 99.52% DG | 99.40% G | 93.12% | 98.58% | 98.61% | 98.73% | 99.38% | 98.52% | 96.00% | 99.38% | 100.00% | 100.00% | 99.22% | 97.73% | 98.55% | 100.00% | 97.87% | 97.54% | 100.00% | 96.20% | 100.00% | 0.0% |
| Yes | 57 | 80 | 42 | 400 | 26 | 29 | 22 | 716 | 31 | 42 | 23 | 120 | 8 | 23 | 3 | 25 | 13 | 18 | 15 | 7 | 9 | 17 | 13 | 13 | 18 | 0 |
| | 7.43% | 7.78% | 6.87% | 5.18% | 6.33% | 5.87% | 5.08% | 11.37% | 14.55% E | 13.46% | 14.29% | 12.83% | 16.67% | 14.29% | 9.09% | 18.80% | 10.24% | 20.93% Q | 22.06% U | 13.21% | 9.78% | 14.29% | 13.98% | 17.11% | 13.14% | 0.0% |
| No | 710 | 948 | 569 | 7328 | 385 | 465 | 411 | 5581 | 182 | 270 | 138 | 815 | 40 | 138 | 30 | 108 | 114 | 68 | 53 | 46 | 83 | 102 | 80 | 63 | 119 | 0 |
| | 92.57% | 92.22% | 93.13% | 94.82% | 93.67% I | 94.13% | 94.92% | 88.63% | 85.45% | 86.54% | 85.71% | 87.17% | 83.33% | 85.71% | 90.91% | 81.20% | 89.76% R | 79.07% | 77.94% | 86.79% | 90.22% S | 85.71% | 86.02% | 82.89% | 86.86% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 6<br>0.78% | 10<br>0.96% | 43<br>6.61%<br>AB | 123<br>1.57%<br>E | 2<br>0.48% | 3<br>0.60% | 33<br>7.10%<br>EF | 105<br>1.64% | 3<br>1.39% | 4<br>1.27% | 4<br>2.47% | 18<br>1.90% | 2<br>4.00% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 1<br>0.78% | 2<br>2.27% | 1<br>1.45% | 0<br>0.0% | 2<br>2.13% | 3<br>2.46% | 0<br>0.0% | 3<br>3.80% | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 710<br>91.85%<br>C | 948<br>91.33%<br>C | 569<br>87.40% | 7328<br>93.43% | 385<br>93.22%<br>GI | 465<br>93.56%<br>G | 411<br>88.39% | 5581<br>87.37% | 182<br>84.26% | 270<br>85.44% | 138<br>85.19% | 815<br>85.88% | 40<br>80.00% | 138<br>85.19% | 30<br>90.91% | 108<br>81.20% | 114<br>89.06%<br>R | 68<br>77.27% | 53<br>76.81% | 46<br>86.79% | 83<br>88.30% | 102<br>83.61% | 80<br>86.02% | 63<br>79.75% | 119<br>86.86% | 0<br>0.0% |
| BASE = Those who responded | 57<br>7.37% | 80<br>7.71% | 39<br>5.99% | 392<br>5.00% | 26<br>6.30% | 29<br>5.84% | 21<br>4.52% | 702<br>10.99% | 31<br>14.35%<br>E | 42<br>13.29% | 20<br>12.35% | 116<br>12.22% | 8<br>16.00% | 23<br>14.20% | 3<br>9.09% | 25<br>18.80% | 13<br>10.16% | 18<br>20.45%<br>Q | 15<br>21.74%<br>U | 7<br>13.21% | 9<br>9.57% | 17<br>13.93% | 13<br>13.98% | 13<br>16.46% | 18<br>13.14% | 0<br>0.0% |
| Never | 5<br>8.77% | 9<br>11.25% | 3<br>7.69% | 20<br>5.10% | 2<br>7.69% | 5<br>17.24% | 1<br>4.76% | 71<br>10.11% | 3<br>9.68% | 5<br>11.90% | 2<br>10.00% | 12<br>10.34% | 2<br>25.00% | 1<br>4.35% | 1<br>33.33% | 1<br>4.00% | 1<br>7.69% | 2<br>11.11% | 1<br>6.67% | 2<br>28.57% | 0<br>0.0% | 3<br>17.65% | 0<br>0.0% | 0<br>0.0% | 3<br>16.67% | 0<br>0.0% |
| Sometimes | 11<br>19.30% | 16<br>20.00% | 10<br>25.64% | 62<br>15.82% | 3<br>11.54% | 5<br>17.24% | 5<br>23.81% | 101<br>14.39% | 7<br>22.58% | 8<br>19.05% | 7<br>35.00% | 18<br>15.52% | 2<br>25.00% | 5<br>21.74% | 0<br>0.0% | 7<br>28.00% | 1<br>7.69% | 6<br>33.33% | 5<br>33.33% | 0<br>0.0% | 2<br>22.22% | 3<br>17.65% | 3<br>23.08% | 3<br>23.08% | 4<br>22.22% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 16<br>28.07% | 25<br>31.25% | 13<br>33.33% | 82<br>20.92% | 5<br>19.23% | 10<br>34.48% | 6<br>28.57% | 172<br>24.50% | 10<br>32.26% | 13<br>30.95% | 9<br>45.00% | 30<br>25.86% | 4<br>50.00% | 6<br>26.09% | 1<br>33.33% | 8<br>32.00% | 2<br>15.38% | 8<br>44.44% | 6<br>40.00% | 2<br>28.57% | 2<br>22.22% | 6<br>35.29% | 3<br>23.08% | 3<br>23.08% | 7<br>38.89% | 0<br>0.0% |
| Usually | 14<br>24.56% | 14<br>17.50% | 6<br>15.38% | 83<br>21.17% | 6<br>23.08% | 4<br>13.79% | 4<br>19.05% | 142<br>20.23% | 8<br>25.81% | 8<br>19.05% | 3<br>15.00% | 27<br>23.28% | 1<br>12.50% | 7<br>30.43% | 1<br>33.33% | 6<br>24.00% | 3<br>23.08% | 5<br>27.78% | 3<br>20.00% | 2<br>28.57% | 3<br>33.33% | 3<br>17.65% | 5<br>38.46% | 6<br>46.15% | 2<br>11.11% | 0<br>0.0% |
| Always | 27<br>47.37% | 41<br>51.25% | 20<br>51.28% | 227<br>57.91% | 15<br>57.69% | 15<br>51.72% | 11<br>52.38% | 388<br>55.27% | 13<br>41.94% | 21<br>50.00% | 8<br>40.00% | 59<br>50.86% | 3<br>37.50% | 10<br>43.48% | 1<br>33.33% | 11<br>44.00% | 8<br>61.54% | 5<br>27.78% | 6<br>40.00% | 3<br>42.86% | 4<br>44.44% | 8<br>47.06% | 5<br>38.46% | 4<br>30.77% | 9<br>50.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 41<br>71.93% | 55<br>68.75% | 26<br>66.67% | 310<br>79.08% | 21<br>80.77% | 19<br>65.52% | 15<br>71.43% | 530<br>75.50% | 21<br>67.74% | 29<br>69.05% | 11<br>55.00% | 86<br>74.14% | 4<br>50.00% | 17<br>73.91% | 2<br>66.67% | 17<br>68.00% | 11<br>84.62% | 10<br>55.56% | 9<br>60.00% | 5<br>71.43% | 7<br>77.78% | 11<br>64.71% | 10<br>76.92% | 10<br>76.92% | 11<br>61.11% | 0<br>0.0% |
| 3-point composite mean | 2.1930 | 2.2000 | 2.1795 | 2.3699 | 2.3846 | 2.1724 | 2.2381 | 2.3077 | 2.0968 | 2.1905 | 1.9500 | 2.2500 | 1.8750 | 2.1739 | 2.0000 | 2.1200 | 2.4615 | 1.8333 | 2.0000 | 2.1429 | 2.2222 | 2.1176 | 2.1538 | 2.0769 | 2.1111 | 0 |
| 4-point composite mean | 3.1053 | 3.0875 | 3.1026 | 3.3189 | 3.3077 | 3.0000 | 3.1905 | 3.2066 | 3.0000 | 3.0714 | 2.8500 | 3.1466 | 2.6250 | 3.1304 | 2.6667 | 3.0800 | 3.3846 | 2.7222 | 2.9333 | 2.8571 | 3.2222 | 2.9412 | 3.1538 | 3.0769 | 2.9444 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 6<br>0.78% | 10<br>0.96% | 43<br>6.61%<br>AB | 127<br>1.62%<br>E | 2<br>0.48% | 3<br>0.60% | 33<br>7.10%<br>EF | 107<br>1.68% | 3<br>1.39% | 4<br>1.27% | 4<br>2.47% | 15<br>1.58% | 2<br>4.00% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 1<br>0.78% | 2<br>2.27% | 1<br>1.45% | 0<br>0.0% | 2<br>2.13% | 3<br>2.46% | 0<br>0.0% | 3<br>3.80% | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 710<br>91.85%<br>C | 948<br>91.33%<br>C | 569<br>87.40% | 7328<br>93.43% | 385<br>93.22%<br>GI | 465<br>93.56%<br>G | 411<br>88.39% | 5581<br>87.37% | 182<br>84.26% | 270<br>85.44% | 138<br>85.19% | 815<br>85.88% | 40<br>80.00% | 138<br>85.19% | 30<br>90.91% | 108<br>81.20% | 114<br>89.06%<br>R | 68<br>77.27% | 53<br>76.81% | 46<br>86.79% | 83<br>88.30% | 102<br>83.61% | 80<br>86.02% | 63<br>79.75% | 119<br>86.86% | 0<br>0.0% |
| BASE = Those who responded | 57<br>7.37% | 80<br>7.71% | 38<br>5.84% | 388<br>4.95% | 26<br>6.30% | 29<br>5.84% | 20<br>4.30% | 700<br>10.96% | 31<br>14.35%<br>E | 42<br>13.29% | 20<br>12.35% | 119<br>12.54% | 8<br>16.00% | 23<br>14.20% | 3<br>9.09% | 25<br>18.80% | 13<br>10.16% | 18<br>20.45%<br>Q | 15<br>21.74%<br>U | 7<br>13.21% | 9<br>9.57% | 17<br>13.93% | 13<br>13.98% | 13<br>16.46% | 18<br>13.14% | 0<br>0.0% |
| Yes | 49<br>85.96% | 66<br>82.50% | 29<br>76.32% | 316<br>81.44% | 22<br>84.62% | 22<br>75.86% | 14<br>70.00% | 570<br>81.43% | 30<br>96.77%<br>HJ | 35<br>83.33% | 14<br>70.00% | 102<br>85.71% | 7<br>87.50% | 23<br>100.00% | 3<br>100.00% | 25<br>100.00% | 13<br>100.00% | 17<br>94.44% | 14<br>93.33% | 7<br>100.00% | 9<br>100.00% | 16<br>94.12% | 13<br>100.00% | 13<br>100.00% | 17<br>94.44% | 0<br>0.0% |
| No | 8<br>14.04% | 14<br>17.50% | 9<br>23.68% | 72<br>18.56% | 4<br>15.38% | 7<br>24.14% | 6<br>30.00% | 130<br>18.57%<br>I | 1<br>3.23% | 7<br>16.67%<br>I | 6<br>30.00% | 17<br>14.29% | 1<br>12.50% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>5.56% | 1<br>6.67% | 0<br>0.0% | 0<br>0.0% | 1<br>5.88% | 0<br>0.0% | 0<br>0.0% | 1<br>5.56% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 7 | 7 | 44 | 111 | 2 | 3 | 34 | 102 | 4 | 4 | 1 | 17 | 3 | 1 | 1 | 0 | 1 | 3 | 1 | 1 | 2 | 3 | 1 | 3 | 1 | 0 |
| | 0.91% | 0.67% | 6.76% AB | 1.42% E | 0.48% | 0.60% | 7.31% EF | 1.60% | 1.85% | 1.27% | 0.62% | 1.79% | 6.00% | 0.62% | 3.03% | 0.0% | 0.78% | 3.41% | 1.45% | 1.89% | 2.13% | 2.46% | 1.08% | 3.80% | 0.73% | 0.0% |
| BASE = Those who responded | 766 | 1031 | 607 | 7732 | 411 | 494 | 431 | 6286 | 212 | 312 | 161 | 932 | 47 | 161 | 32 | 133 | 127 | 85 | 68 | 52 | 92 | 119 | 92 | 76 | 136 | 0 |
| | 99.09% C | 99.33% C | 93.24% | 98.58% | 99.52% DG | 99.40% G | 92.69% | 98.40% | 98.15% | 98.73% | 99.38% | 98.21% | 94.00% | 99.38% | 96.97% | 100.00% | 99.22% | 96.59% | 98.55% | 98.11% | 97.87% | 97.54% | 98.92% | 96.20% | 99.27% | 0.0% |
| Yes | 116 | 166 | 86 | 598 | 50 | 46 | 48 | 1293 | 65 | 111 | 57 | 231 | 12 | 52 | 11 | 41 | 34 | 31 | 27 | 21 | 17 | 38 | 26 | 21 | 44 | 0 |
| | 15.14% | 16.10% | 14.17% | 7.73% | 12.17% D | 9.31% | 11.14% | 20.57% | 30.66% HE | 35.58% | 35.40% | 24.79% | 25.53% | 32.30% | 34.38% | 30.83% | 26.77% | 36.47% | 39.71% U | 40.38% U | 18.48% | 31.93% | 28.26% | 27.63% | 32.35% | 0.0% |
| No | 650 | 865 | 521 | 7134 | 361 | 448 | 383 | 4993 | 147 | 201 | 104 | 701 | 35 | 109 | 21 | 92 | 93 | 54 | 41 | 31 | 75 | 81 | 66 | 55 | 92 | 0 |
| | 84.86% | 83.90% | 85.83% | 92.27% E | 87.83% I | 90.69% | 88.86% | 79.43% I | 69.34% | 64.42% | 64.60% | 75.21% | 74.47% | 67.70% | 65.63% | 69.17% | 73.23% | 63.53% | 60.29% | 59.62% | 81.52% ST | 68.07% | 71.74% | 72.37% | 67.65% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 11 | 7 | 46 | 128 | 6 | 3 | 35 | 136 | 5 | 4 | 3 | 21 | 3 | 2 | 1 | 0 | 1 | 4 | 1 | 2 | 2 | 3 | 2 | 3 | 2 | 0 |
| | 1.42% | 0.67% | 7.07% AB | 1.63% | 1.45% | 0.60% | 7.53% EF | 2.13% | 2.31% | 1.27% | 1.85% | 2.21% | 6.00% | 1.23% | 3.03% | 0.0% | 0.78% | 4.55% | 1.45% | 3.77% | 2.13% | 2.46% | 2.15% | 3.80% | 1.46% | 0.0% |
| Appropriately skipped | 650 | 865 | 521 | 7134 | 361 | 448 | 383 | 4993 | 147 | 201 | 104 | 701 | 35 | 109 | 21 | 92 | 93 | 54 | 41 | 31 | 75 | 81 | 66 | 55 | 92 | 0 |
| | 84.09% C | 83.33% | 80.03% | 90.96% E | 87.41% GI | 90.14% G | 82.37% | 78.16% I | 68.06% | 63.61% | 64.20% | 73.87% | 70.00% | 67.28% | 63.64% | 69.17% | 72.66% | 61.36% | 59.42% | 58.49% | 79.79% ST | 66.39% | 70.97% | 69.62% | 67.15% | 0.0% |
| BASE = Those who responded | 112 | 165 | 84 | 581 | 46 | 46 | 47 | 1259 | 64 | 110 | 55 | 227 | 12 | 51 | 11 | 41 | 34 | 30 | 27 | 20 | 17 | 38 | 25 | 21 | 43 | 0 |
| | 14.49% | 15.90% | 12.90% | 7.41% | 11.14% D | 9.26% | 10.11% | 19.71% | 29.63% HE | 34.81% | 33.95% | 23.92% | 24.00% | 31.48% | 33.33% | 30.83% | 26.56% | 34.09% | 39.13% U | 37.74% U | 18.09% | 31.15% | 26.88% | 26.58% | 31.39% | 0.0% |
| Never | 14 | 11 | 4 | 50 | 8 | 1 | 2 | 105 | 9 | 9 | 3 | 27 | 2 | 6 | 2 | 4 | 2 | 7 | 1 | 4 | 4 | 6 | 3 | 2 | 7 | 0 |
| | 12.50% C | 6.67% | 4.76% | 8.61% | 17.39% FG | 2.17% | 4.26% | 8.34% | 14.06% | 8.18% | 5.45% | 11.89% | 16.67% | 11.76% | 18.18% | 9.76% | 5.88% | 23.33% Q | 3.70% | 20.00% | 23.53% | 15.79% | 12.00% | 9.52% | 16.28% | 0.0% |
| Sometimes | 16 | 29 | 12 | 82 | 7 | 13 | 8 | 172 | 9 | 19 | 8 | 46 | 4 | 5 | 2 | 6 | 6 | 3 | 3 | 4 | 2 | 5 | 4 | 4 | 5 | 0 |
| | 14.29% | 17.58% | 14.29% | 14.11% | 15.22% | 28.26% | 17.02% | 13.66% | 14.06% | 17.27% | 14.55% | 20.26% | 33.33% | 9.80% | 18.18% | 14.63% | 17.65% | 10.00% | 11.11% | 20.00% | 11.76% | 13.16% | 16.00% | 19.05% | 11.63% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 30 | 40 | 16 | 132 | 15 | 14 | 10 | 277 | 18 | 28 | 11 | 73 | 6 | 11 | 4 | 10 | 8 | 10 | 4 | 8 | 6 | 11 | 7 | 6 | 12 | 0 |
| | 26.79% | 24.24% | 19.05% | 22.72% | 32.61% | 30.43% | 21.28% | 22.00% | 28.13% | 25.45% | 20.00% | 32.16% | 50.00% | 21.57% | 36.36% | 24.39% | 23.53% | 33.33% | 14.81% | 40.00% | 35.29% | 28.95% | 28.00% | 28.57% | 27.91% | 0.0% |
| Usually | 22 | 39 | 22 | 107 | 8 | 9 | 11 | 258 | 12 | 24 | 15 | 50 | 1 | 11 | 1 | 8 | 7 | 5 | 5 | 4 | 3 | 7 | 5 | 4 | 8 | 0 |
| | 19.64% | 23.64% | 26.19% | 18.42% | 17.39% | 19.57% | 23.40% | 20.49% | 18.75% | 21.82% | 27.27% | 22.03% | 8.33% | 21.57% | 9.09% | 19.51% | 20.59% | 16.67% | 18.52% | 20.00% | 17.65% | 18.42% | 20.00% | 19.05% | 18.60% | 0.0% |
| Always | 60 | 86 | 46 | 342 | 23 | 23 | 26 | 724 | 34 | 58 | 29 | 104 | 5 | 29 | 6 | 23 | 19 | 15 | 18 | 8 | 8 | 20 | 13 | 11 | 23 | 0 |
| | 53.57% | 52.12% | 54.76% | 58.86% | 50.00% | 50.00% | 55.32% | 57.51% | 53.13% | 52.73% | 52.73% | 45.81% | 41.67% | 56.86% | 54.55% | 56.10% | 55.88% | 50.00% | 66.67% | 40.00% | 47.06% | 52.63% | 52.00% | 52.38% | 53.49% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 82 | 125 | 68 | 449 | 31 | 32 | 37 | 982 | 46 | 82 | 44 | 154 | 6 | 40 | 7 | 31 | 26 | 20 | 23 | 12 | 11 | 27 | 18 | 15 | 31 | 0 |
| | 73.21% | 75.76% | 80.95% | 77.28% | 67.39% | 69.57% | 78.72% | 78.00% | 71.88% | 74.55% | 80.00% | 67.84% | 50.00% | 78.43% | 63.64% | 75.61% | 76.47% | 66.67% | 85.19% | 60.00% | 64.71% | 71.05% | 72.00% | 71.43% | 72.09% | 0.0% |
| 3-point composite mean | 2.2679 | 2.2788 | 2.3571 | 2.3614 | 2.1739 | 2.1957 | 2.3404 | 2.3550 | 2.2500 | 2.2727 | 2.3273 | 2.1366 | 1.9167 | 2.3529 | 2.1818 | 2.3171 | 2.3235 | 2.1667 | 2.5185 | 2.0000 | 2.1176 | 2.2368 | 2.2400 | 2.2381 | 2.2558 | 0 |
| 4-point composite mean | 3.1429 | 3.2121 | 3.3095 | 3.2754 | 3.0000 | 3.1739 | 3.2979 | 3.2716 | 3.1094 | 3.1909 | 3.2727 | 3.0176 | 2.7500 | 3.2353 | 3.0000 | 3.2195 | 3.2647 | 2.9333 | 3.4815 | 2.8000 | 2.8824 | 3.0789 | 3.1200 | 3.1429 | 3.0930 | 0 |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 9 | 45 | 122 | 2 | 3 | 34 | 130 | 5 | 5 | 2 | 20 | 3 | 1 | 2 | 0 | 1 | 4 | 1 | 1 | 3 | 3 | 2 | 3 | 2 | 0 |
| | 1.16% | 0.87% | 6.91% AB | 1.56% E | 0.48% | 0.60% | 7.31% EF | 2.04% | 2.31% | 1.58% | 1.23% | 2.11% | 6.00% | 0.62% | 6.06% | 0.0% | 0.78% | 4.55% | 1.45% | 1.89% | 3.19% | 2.46% | 2.15% | 3.80% | 1.46% | 0.0% |
| Appropriately skipped | 650 | 865 | 521 | 7134 | 361 | 448 | 383 | 4993 | 147 | 201 | 104 | 701 | 35 | 109 | 21 | 92 | 93 | 54 | 41 | 31 | 75 | 81 | 66 | 55 | 92 | 0 |
| | 84.09% C | 83.33% | 80.03% | 90.96% E | 87.41% GI | 90.14% G | 82.37% | 78.16% I | 68.06% | 63.61% | 64.20% | 73.87% | 70.00% | 67.28% | 63.64% | 69.17% | 72.66% | 61.36% | 59.42% | 58.49% | 79.79% ST | 66.39% | 70.97% | 69.62% | 67.15% | 0.0% |
| BASE = Those who responded | 114 | 164 | 85 | 587 | 50 | 46 | 48 | 1265 | 64 | 110 | 56 | 228 | 12 | 52 | 10 | 41 | 34 | 30 | 27 | 21 | 16 | 38 | 25 | 21 | 43 | 0 |
| | 14.75% | 15.80% | 13.06% | 7.48% | 12.11% D | 9.26% | 10.32% | 19.80% | 29.63% HE | 34.81% | 34.57% | 24.03% | 24.00% | 32.10% | 30.30% | 30.83% | 26.56% | 34.09% | 39.13% U | 39.62% U | 17.02% | 31.15% | 26.88% | 26.58% | 31.39% | 0.0% |
| Yes | 72 | 107 | 57 | 385 | 30 | 33 | 31 | 879 | 38 | 75 | 39 | 161 | 6 | 32 | 3 | 29 | 13 | 25 | 20 | 7 | 11 | 22 | 15 | 11 | 27 | 0 |
| | 63.16% | 65.24% | 67.06% | 65.59% | 60.00% | 71.74% | 64.58% | 69.49% | 59.38% | 68.18% | 69.64% | 70.61% | 50.00% | 61.54% | 30.00% | 70.73% | 38.24% | 83.33% Q | 74.07% | 33.33% | 68.75% | 57.89% | 60.00% | 52.38% | 62.79% | 0.0% |
| No | 42 | 57 | 28 | 202 | 20 | 13 | 17 | 386 | 26 | 35 | 17 | 67 | 6 | 20 | 7 | 12 | 21 | 5 | 7 | 14 | 5 | 16 | 10 | 10 | 16 | 0 |
| | 36.84% | 34.76% | 32.94% | 34.41% | 40.00% | 28.26% | 35.42% | 30.51% | 40.63% | 31.82% | 30.36% | 29.39% | 50.00% | 38.46% | 70.00% | 29.27% | 61.76% R | 16.67% | 25.93% | 66.67% | 31.25% | 42.11% | 40.00% | 47.62% | 37.21% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 7 | 5 | 42 | 108 | 3 | 3 | 33 | 94 | 3 | 1 | 2 | 13 | 2 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 2 | 3 | 0 | 3 | 0 | 0 |
| | 0.91% | 0.48% | 6.45% AB | 1.38% | 0.73% | 0.60% | 7.10% EF | 1.47% | 1.39% | 0.32% | 1.23% | 1.37% | 4.00% | 0.62% | 0.0% | 0.0% | 0.78% | 2.27% | 1.45% | 0.0% | 2.13% | 2.46% | 0.0% | 3.80% | 0.0% | 0.0% |
| BASE = Those who responded | 766 | 1033 | 608 | 7735 | 410 | 494 | 431 | 6294 | 213 | 315 | 159 | 936 | 48 | 161 | 33 | 133 | 127 | 86 | 68 | 53 | 92 | 119 | 93 | 76 | 137 | 0 |
| | 99.09% C | 99.52% C | 93.39% | 98.62% | 99.27% G | 99.40% G | 92.69% | 98.53% | 98.61% | 99.68% | 98.15% | 98.63% | 96.00% | 99.38% | 100.00% | 100.00% | 99.22% | 97.73% | 98.55% | 100.00% | 97.87% | 97.54% | 100.00% | 96.20% | 100.00% | 0.0% |
| Yes | 123 | 200 | 93 | 942 | 43 | 50 | 50 | 2463 | 82 | 148 | 68 | 305 | 21 | 58 | 16 | 46 | 47 | 35 | 17 | 20 | 45 | 44 | 38 | 33 | 49 | 0 |
| | 16.06% | 19.36% C | 15.30% | 12.18% | 10.49% | 10.12% | 11.60% | 39.13% | 38.50% E | 46.98% | 42.77% | 32.59% | 43.75% | 36.02% | 48.48% | 34.59% | 37.01% | 40.70% | 25.00% | 37.74% | 48.91% S | 36.97% | 40.86% | 43.42% | 35.77% | 0.0% |
| No | 643 | 833 | 515 | 6793 | 367 | 444 | 381 | 3831 | 131 | 167 | 91 | 631 | 27 | 103 | 17 | 87 | 80 | 51 | 51 | 33 | 47 | 75 | 55 | 43 | 88 | 0 |
| | 83.94% | 80.64% | 84.70% B | 87.82% | 89.51% I | 89.88% | 88.40% | 60.87% | 61.50% | 53.02% | 57.23% | 67.41% | 56.25% | 63.98% | 51.52% | 65.41% | 62.99% | 59.30% | 75.00% U | 62.26% | 51.09% | 63.03% | 59.14% | 56.58% | 64.23% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 8<br>1.03% | 8<br>0.77% | 44<br>6.76%<br>AB | 131<br>1.67%<br>E | 3<br>0.73% | 3<br>0.60% | 35<br>7.53%<br>EF | 124<br>1.94% | 3<br>1.39% | 1<br>0.32% | 3<br>1.85% | 19<br>2.00% | 2<br>4.00% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 1<br>0.78% | 2<br>2.27% | 1<br>1.45% | 0<br>0.0% | 2<br>2.13% | 3<br>2.46% | 0<br>0.0% | 3<br>3.80% | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 643<br>83.18% | 833<br>80.25% | 515<br>79.11% | 6793<br>86.61% | 367<br>88.86%<br>GI | 444<br>89.34%<br>G | 381<br>81.94% | 3831<br>59.97% | 131<br>60.65% | 167<br>52.85% | 91<br>56.17% | 631<br>66.49% | 27<br>54.00% | 103<br>63.58% | 17<br>51.52% | 87<br>65.41% | 80<br>62.50% | 51<br>57.95% | 51<br>73.91%<br>U | 33<br>62.26% | 47<br>50.00% | 75<br>61.48% | 55<br>59.14% | 43<br>54.43% | 88<br>64.23% | 0<br>0.0% |
| BASE = Those who responded | 122<br>15.78% | 197<br>18.98%<br>C | 92<br>14.13% | 919<br>11.72% | 43<br>10.41% | 50<br>10.06% | 49<br>10.54% | 2433<br>38.09% | 82<br>37.96%<br>E | 148<br>46.84%<br>I | 68<br>41.98% | 299<br>31.51% | 21<br>42.00% | 58<br>35.80% | 16<br>48.48% | 46<br>34.59% | 47<br>36.72% | 35<br>39.77% | 17<br>24.64% | 20<br>37.74% | 45<br>47.87%<br>S | 44<br>36.07% | 38<br>40.86% | 33<br>41.77% | 49<br>35.77% | 0<br>0.0% |
| Never | 7<br>5.74% | 13<br>6.60% | 8<br>8.70% | 86<br>9.36% | 3<br>6.98% | 5<br>10.00% | 4<br>8.16% | 187<br>7.69% | 7<br>8.54% | 11<br>7.43% | 4<br>5.88% | 38<br>12.71% | 2<br>9.52% | 3<br>5.17% | 3<br>18.75% | 4<br>8.70% | 3<br>6.38% | 4<br>11.43% | 1<br>5.88% | 3<br>15.00% | 3<br>6.67% | 3<br>6.82% | 4<br>10.53% | 5<br>15.15% | 2<br>4.08% | 0<br>0.0% |
| Sometimes | 29<br>23.77%<br>B | 22<br>11.17% | 17<br>18.48% | 130<br>14.15% | 12<br>27.91%<br>D | 7<br>14.00% | 10<br>20.41% | 345<br>14.18% | 20<br>24.39%<br>HJ | 16<br>10.81% | 11<br>16.18% | 58<br>19.40% | 8<br>38.10% | 12<br>20.69% | 5<br>31.25% | 12<br>26.09% | 8<br>17.02% | 12<br>34.29% | 5<br>29.41% | 4<br>20.00% | 11<br>24.44% | 12<br>27.27% | 8<br>21.05% | 7<br>21.21% | 13<br>26.53% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 36<br>29.51%<br>B | 35<br>17.77% | 25<br>27.17% | 216<br>23.50% | 15<br>34.88% | 12<br>24.00% | 14<br>28.57% | 532<br>21.87% | 27<br>32.93%<br>HJ | 27<br>18.24% | 15<br>22.06% | 96<br>32.11% | 10<br>47.62% | 15<br>25.86% | 8<br>50.00% | 16<br>34.78% | 11<br>23.40% | 16<br>45.71%<br>Q | 6<br>35.29% | 7<br>35.00% | 14<br>31.11% | 15<br>34.09% | 12<br>31.58% | 12<br>36.36% | 15<br>30.61% | 0<br>0.0% |
| Usually | 22<br>18.03% | 38<br>19.29% | 20<br>21.74% | 208<br>22.63% | 6<br>13.95% | 7<br>14.00% | 10<br>20.41% | 530<br>21.78% | 17<br>20.73% | 28<br>18.92% | 18<br>26.47% | 71<br>23.75% | 5<br>23.81% | 12<br>20.69% | 3<br>18.75% | 8<br>17.39% | 8<br>17.02% | 9<br>25.71% | 3<br>17.65% | 2<br>10.00% | 12<br>26.67% | 9<br>20.45% | 8<br>21.05% | 6<br>18.18% | 11<br>22.45% | 0<br>0.0% |
| Always | 64<br>52.46% | 124<br>62.94% | 47<br>51.09% | 495<br>53.86% | 22<br>51.16% | 31<br>62.00% | 25<br>51.02% | 1371<br>56.35% | 38<br>46.34% | 93<br>62.84%<br>I | 35<br>51.47% | 132<br>44.15% | 6<br>28.57% | 31<br>53.45% | 5<br>31.25% | 22<br>47.83% | 28<br>59.57%<br>R | 10<br>28.57% | 8<br>47.06% | 11<br>55.00% | 19<br>42.22% | 20<br>45.45% | 18<br>47.37% | 15<br>45.45% | 23<br>46.94% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 86<br>70.49% | 162<br>82.23%<br>A | 67<br>72.83% | 703<br>76.50% | 28<br>65.12% | 38<br>76.00% | 35<br>71.43% | 1901<br>78.13%<br>I | 55<br>67.07% | 121<br>81.76%<br>I | 53<br>77.94% | 203<br>67.89% | 11<br>52.38% | 43<br>74.14% | 8<br>50.00% | 30<br>65.22% | 36<br>76.60%<br>R | 19<br>54.29% | 11<br>64.71% | 13<br>65.00% | 31<br>68.89% | 29<br>65.91% | 26<br>68.42% | 21<br>63.64% | 34<br>69.39% | 0<br>0.0% |
| 3-point composite mean | 2.2295 | 2.4518<br>AC | 2.2391 | 2.3036 | 2.1628 | 2.3800 | 2.2245 | 2.3448<br>I | 2.1341 | 2.4459<br>I | 2.2941 | 2.1204 | 1.8095 | 2.2759 | 1.8125 | 2.1304 | 2.3617<br>R | 1.8286 | 2.1176 | 2.2000 | 2.1111 | 2.1136 | 2.1579 | 2.0909 | 2.1633 | 0 |
| 4-point composite mean | 3.1721 | 3.3858 | 3.1522 | 3.2100 | 3.0930 | 3.2800 | 3.1429 | 3.2680<br>I | 3.0488 | 3.3716<br>I | 3.2353 | 2.9933 | 2.7143 | 3.2241 | 2.6250 | 3.0435 | 3.2979<br>R | 2.7143 | 3.0588 | 3.0500 | 3.0444 | 3.0455 | 3.0526 | 2.9394 | 3.1224 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 10 | 45 | 131 | 3 | 4 | 35 | 131 | 4 | 3 | 4 | 22 | 2 | 1 | 1 | 0 | 1 | 3 | 1 | 0 | 3 | 3 | 1 | 3 | 1 | 0 |
| | 1.16% | 0.96% | 6.91% AB | 1.67% E | 0.73% | 0.80% | 7.53% EF | 2.05% | 1.85% | 0.95% | 2.47% | 2.32% | 4.00% | 0.62% | 3.03% | 0.0% | 0.78% | 3.41% | 1.45% | 0.0% | 3.19% | 2.46% | 1.08% | 3.80% | 0.73% | 0.0% |
| Appropriately skipped | 643 | 833 | 515 | 6793 | 367 | 444 | 381 | 3831 | 131 | 167 | 91 | 631 | 27 | 103 | 17 | 87 | 80 | 51 | 51 | 33 | 47 | 75 | 55 | 43 | 88 | 0 |
| | 83.18% | 80.25% | 79.11% | 86.61% | 88.86% GI | 89.34% G | 81.94% | 59.97% | 60.65% | 52.85% | 56.17% | 66.49% | 54.00% | 63.58% | 51.52% | 65.41% | 62.50% | 57.95% | 73.91% U | 62.26% | 50.00% | 61.48% | 59.14% | 54.43% | 64.23% | 0.0% |
| BASE = Those who responded | 121 | 195 | 91 | 919 | 43 | 49 | 49 | 2426 | 81 | 146 | 67 | 296 | 21 | 58 | 15 | 46 | 47 | 34 | 17 | 20 | 44 | 44 | 37 | 33 | 48 | 0 |
| | 15.65% | 18.79% C | 13.98% | 11.72% | 10.41% | 9.86% | 10.54% | 37.98% | 37.50% E | 46.20% I | 41.36% | 31.19% | 42.00% | 35.80% | 45.45% | 34.59% | 36.72% | 38.64% | 24.64% | 37.74% | 46.81% S | 36.07% | 39.78% | 41.77% | 35.04% | 0.0% |
| Yes | 58 | 108 | 46 | 492 | 19 | 27 | 22 | 1433 | 40 | 83 | 36 | 177 | 8 | 32 | 7 | 26 | 21 | 19 | 10 | 8 | 22 | 23 | 17 | 13 | 27 | 0 |
| | 47.93% | 55.38% | 50.55% | 53.54% | 44.19% | 55.10% | 44.90% | 59.07% | 49.38% | 56.85% | 53.73% | 59.80% | 38.10% | 55.17% | 46.67% | 56.52% | 44.68% | 55.88% | 58.82% | 40.00% | 50.00% | 52.27% | 45.95% | 39.39% | 56.25% | 0.0% |
| No | 63 | 87 | 45 | 427 | 24 | 22 | 27 | 993 | 41 | 63 | 31 | 119 | 13 | 26 | 8 | 20 | 26 | 15 | 7 | 12 | 22 | 21 | 20 | 20 | 21 | 0 |
| | 52.07% | 44.62% | 49.45% | 46.46% | 55.81% | 44.90% | 55.10% | 40.93% | 50.62% | 43.15% | 46.27% | 40.20% | 61.90% | 44.83% | 53.33% | 43.48% | 55.32% | 44.12% | 41.18% | 60.00% | 50.00% | 47.73% | 54.05% | 60.61% | 43.75% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 12 | 14 | 51 | 145 | 6 | 6 | 41 | 122 | 3 | 4 | 3 | 19 | 2 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 2 | 3 | 0 | 3 | 0 | 0 |
| | 1.55% | 1.35% | 7.83% AB | 1.85% | 1.45% | 1.21% | 8.82% EF | 1.91% | 1.39% | 1.27% | 1.85% | 2.00% | 4.00% | 0.62% | 0.0% | 0.0% | 0.78% | 2.27% | 1.45% | 0.0% | 2.13% | 2.46% | 0.0% | 3.80% | 0.0% | 0.0% |
| BASE = Those who responded | 761 | 1024 | 600 | 7698 | 407 | 491 | 424 | 6266 | 213 | 312 | 159 | 930 | 48 | 161 | 33 | 133 | 127 | 86 | 68 | 53 | 92 | 119 | 93 | 76 | 137 | 0 |
| | 98.45% C | 98.65% C | 92.17% | 98.15% | 98.55% G | 98.79% G | 91.18% | 98.09% | 98.61% | 98.73% | 98.15% | 98.00% | 96.00% | 99.38% | 100.00% | 100.00% | 99.22% | 97.73% | 98.55% | 100.00% | 97.87% | 97.54% | 100.00% | 96.20% | 100.00% | 0.0% |
| Yes | 167 | 255 | 153 | 1663 | 74 | 96 | 94 | 2846 | 93 | 141 | 89 | 386 | 26 | 65 | 19 | 66 | 48 | 45 | 31 | 20 | 42 | 52 | 41 | 31 | 62 | 0 |
| | 21.94% | 24.90% | 25.50% | 21.60% | 18.18% | 19.55% | 22.17% | 45.42% | 43.66% E | 45.19% | 55.97% IJ | 41.51% | 54.17% | 40.37% | 57.58% | 49.62% | 37.80% | 52.33% Q | 45.59% | 37.74% | 45.65% | 43.70% | 44.09% | 40.79% | 45.26% | 0.0% |
| No | 594 | 769 | 447 | 6035 | 333 | 395 | 330 | 3420 | 120 | 171 | 70 | 544 | 22 | 96 | 14 | 67 | 79 | 41 | 37 | 33 | 50 | 67 | 52 | 45 | 75 | 0 |
| | 78.06% | 75.10% | 74.50% | 78.40% | 81.82% I | 80.45% | 77.83% | 54.58% | 56.34% K | 54.81% K | 44.03% | 58.49% | 45.83% | 59.63% | 42.42% | 50.38% | 62.20% R | 47.67% | 54.41% | 62.26% | 54.35% | 56.30% | 55.91% | 59.21% | 54.74% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 17 | 23 | 53 | 186 | 7 | 8 | 42 | 181 | 6 | 8 | 4 | 27 | 2 | 3 | 0 | 3 | 3 | 3 | 1 | 2 | 3 | 5 | 1 | 6 | 0 | 0 |
| | 2.20% | 2.22% | 8.14% AB | 2.37% | 1.69% | 1.61% | 9.03% EF | 2.83% | 2.78% | 2.53% | 2.47% | 2.85% | 4.00% | 1.85% | 0.0% | 2.26% | 2.34% | 3.41% | 1.45% | 3.77% | 3.19% | 4.10% | 1.08% | 7.59% Y | 0.0% | 0.0% |
| Appropriately skipped | 594 | 769 | 447 | 6035 | 333 | 395 | 330 | 3420 | 120 | 171 | 70 | 544 | 22 | 96 | 14 | 67 | 79 | 41 | 37 | 33 | 50 | 67 | 52 | 45 | 75 | 0 |
| | 76.84% C | 74.08% C | 68.66% | 76.95% | 80.63% GI | 79.48% G | 70.97% | 53.54% | 55.56% K | 54.11% K | 43.21% | 57.32% | 44.00% | 59.26% | 42.42% | 50.38% | 61.72% R | 46.59% | 53.62% | 62.26% | 53.19% | 54.92% | 55.91% | 56.96% | 54.74% | 0.0% |
| BASE = Those who responded | 162 | 246 | 151 | 1622 | 73 | 94 | 93 | 2787 | 90 | 137 | 88 | 378 | 26 | 63 | 19 | 63 | 46 | 44 | 31 | 18 | 41 | 50 | 40 | 28 | 62 | 0 |
| | 20.96% | 23.70% | 23.20% | 20.68% | 17.68% | 18.91% | 20.00% | 43.63% | 41.67% E | 43.35% | 54.32% IJ | 39.83% | 52.00% | 38.89% | 57.58% | 47.37% | 35.94% | 50.00% Q | 44.93% | 33.96% | 43.62% | 40.98% | 43.01% | 35.44% | 45.26% | 0.0% |
| Yes | 102 | 146 | 88 | 937 | 43 | 53 | 50 | 1717 | 61 | 86 | 56 | 259 | 15 | 46 | 9 | 46 | 31 | 30 | 19 | 10 | 32 | 31 | 30 | 18 | 43 | 0 |
| | 62.96% | 59.35% | 58.28% | 57.77% | 58.90% | 56.38% | 53.76% | 61.61% | 67.78% | 62.77% | 63.64% | 68.52% | 57.69% | 73.02% | 47.37% | 73.02% | 67.39% | 68.18% | 61.29% | 55.56% | 78.05% | 62.00% | 75.00% | 64.29% | 69.35% | 0.0% |
| No | 60 | 100 | 63 | 685 | 30 | 41 | 43 | 1070 | 29 | 51 | 32 | 119 | 11 | 17 | 10 | 17 | 15 | 14 | 12 | 8 | 9 | 19 | 10 | 10 | 19 | 0 |
| | 37.04% | 40.65% | 41.72% | 42.23% | 41.10% | 43.62% | 46.24% | 38.39% | 32.22% | 37.23% | 36.36% | 31.48% | 42.31% | 26.98% | 52.63% | 26.98% | 32.61% | 31.82% | 38.71% | 44.44% | 21.95% | 38.00% | 25.00% | 35.71% | 30.65% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.15% | 0.0% | 0.0% | 0.20% | 0.22% | 0.0% | 0.0% | 0.32% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 6 | 6 | 46 | 104 | 2 | 3 | 37 | 45 | 4 | 2 | 0 | 9 | 3 | 1 | 0 | 0 | 2 | 2 | 2 | 0 | 2 | 3 | 1 | 3 | 1 | 0 |
| | 0.78% | 0.58% | 7.07% AB | 0.83% | 0.48% | 0.60% | 7.96% EF | 0.70% | 1.85% K | 0.63% | 0.0% | 0.95% | 6.00% | 0.62% | 0.0% | 0.0% | 1.56% | 2.27% | 2.90% | 0.0% | 2.13% | 2.46% | 1.08% | 3.80% | 0.73% | 0.0% |
| BASE = Those who responded | 767 | 1030 | 604 | 12372 | 411 | 493 | 427 | 6343 | 212 | 313 | 161 | 940 | 47 | 161 | 33 | 133 | 126 | 86 | 67 | 53 | 92 | 119 | 92 | 76 | 136 | 0 |
| | 99.22% C | 99.23% C | 92.78% | 99.17% | 99.52% G | 99.20% G | 91.83% | 99.30% | 98.15% | 99.05% | 99.38% | 99.05% | 94.00% | 99.38% | 100.00% | 100.00% | 98.44% | 97.73% | 97.10% | 100.00% | 97.87% | 97.54% | 98.92% | 96.20% | 99.27% | 0.0% |
| Yes | 622 | 842 | 502 | 10874 | 320 | 387 | 347 | 5969 | 190 | 277 | 146 | 865 | 40 | 146 | 32 | 125 | 112 | 78 | 61 | 48 | 81 | 106 | 83 | 72 | 118 | 0 |
| | 81.10% | 81.75% | 83.11% | 87.89% E | 77.86% | 78.50% | 81.26% | 94.10% I | 89.62% E | 88.50% | 90.68% | 92.02% | 85.11% | 90.68% | 96.97% | 93.98% | 88.89% | 90.70% | 91.04% | 90.57% | 88.04% | 89.08% | 90.22% | 94.74% Y | 86.76% | 0.0% |
| No | 145 | 188 | 102 | 1498 | 91 | 106 | 80 | 374 | 22 | 36 | 15 | 75 | 7 | 15 | 1 | 8 | 14 | 8 | 6 | 5 | 11 | 13 | 9 | 4 | 18 | 0 |
| | 18.90% | 18.25% | 16.89% | 12.11% | 22.14% DI | 21.50% | 18.74% | 5.90% | 10.38% H | 11.50% | 9.32% | 7.98% | 14.89% | 9.32% | 3.03% | 6.02% | 11.11% | 9.30% | 8.96% | 9.43% | 11.96% | 10.92% | 9.78% | 5.26% | 13.24% X | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.48% A | 0.15% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 18 | 21 | 65 | 501 | 7 | 12 | 49 | 217 | 7 | 6 | 7 | 33 | 3 | 4 | 0 | 2 | 2 | 5 | 2 | 3 | 2 | 5 | 2 | 4 | 3 | 0 |
| | 2.33% | 2.02% | 9.98% AB | 4.02% E | 1.69% | 2.41% | 10.54% EF | 3.40% | 3.24% | 1.90% | 4.32% | 3.48% | 6.00% | 2.47% | 0.0% | 1.50% | 1.56% | 5.68% | 2.90% | 5.66% | 2.13% | 4.10% | 2.15% | 5.06% | 2.19% | 0.0% |
| Appropriately skipped | 145 | 188 | 102 | 1498 | 91 | 106 | 80 | 374 | 22 | 36 | 15 | 75 | 7 | 15 | 1 | 8 | 14 | 8 | 6 | 5 | 11 | 13 | 9 | 4 | 18 | 0 |
| | 18.76% | 18.11% | 15.67% | 12.01% | 22.03% DI | 21.33% | 17.20% | 5.85% | 10.19% H | 11.39% | 9.26% | 7.90% | 14.00% | 9.26% | 3.03% | 6.02% | 10.94% | 9.09% | 8.70% | 9.43% | 11.70% | 10.66% | 9.68% | 5.06% | 13.14% X | 0.0% |
| BASE = Those who responded | 610 | 824 | 483 | 10477 | 315 | 378 | 336 | 5797 | 187 | 273 | 139 | 841 | 40 | 143 | 32 | 123 | 112 | 75 | 61 | 45 | 81 | 104 | 82 | 71 | 116 | 0 |
| | 78.91% C | 79.38% C | 74.19% | 83.98% E | 76.27% | 76.06% | 72.26% | 90.75% | 86.57% E | 86.39% | 85.80% | 88.62% | 80.00% | 88.27% | 96.97% | 92.48% | 87.50% | 85.23% | 88.41% | 84.91% | 86.17% | 85.25% | 88.17% | 89.87% | 84.67% | 0.0% |
| None | 135 | 165 | 101 | 2099 | 77 | 87 | 78 | 736 | 26 | 42 | 19 | 136 | 4 | 21 | 1 | 6 | 21 | 5 | 3 | 4 | 19 | 17 | 9 | 10 | 16 | 0 |
| | 22.13% | 20.02% | 20.91% | 20.03% | 24.44% I | 23.02% | 23.21% | 12.70% | 13.90% | 15.38% | 13.67% | 16.17% | 10.00% | 14.69% | 3.13% | 4.88% | 18.75% R | 6.67% | 4.92% | 8.89% | 23.46% ST | 16.35% | 10.98% | 14.08% | 13.79% | 0.0% |
| 1 time | 188 | 228 | 146 | 3399 | 102 | 116 | 110 | 1484 | 51 | 62 | 34 | 243 | 16 | 35 | 9 | 34 | 30 | 21 | 17 | 15 | 19 | 30 | 21 | 25 | 26 | 0 |
| | 30.82% | 27.67% | 30.23% | 32.44% | 32.38% | 30.69% | 32.74% | 25.60% | 27.27% | 22.71% | 24.46% | 28.89% | 40.00% | 24.48% | 28.13% | 27.64% | 26.79% | 28.00% | 27.87% | 33.33% | 23.46% | 28.85% | 25.61% | 35.21% | 22.41% | 0.0% |
| 2 | 127 | 200 | 97 | 2437 | 63 | 87 | 70 | 1511 | 50 | 72 | 33 | 215 | 7 | 40 | 9 | 36 | 30 | 20 | 21 | 8 | 21 | 26 | 24 | 15 | 35 | 0 |
| | 20.82% | 24.27% | 20.08% | 23.26% | 20.00% | 23.02% | 20.83% | 26.07% | 26.74% | 26.37% | 23.74% | 25.56% | 17.50% | 27.97% | 28.13% | 29.27% | 26.79% | 26.67% | 34.43% T | 17.78% | 25.93% | 25.00% | 29.27% | 21.13% | 30.17% | 0.0% |
| 3 | 79 | 106 | 63 | 1259 | 41 | 39 | 38 | 894 | 23 | 38 | 22 | 111 | 4 | 19 | 5 | 18 | 14 | 9 | 10 | 7 | 6 | 14 | 9 | 8 | 15 | 0 |
| | 12.95% | 12.86% | 13.04% | 12.02% | 13.02% | 10.32% | 11.31% | 15.42% | 12.30% | 13.92% | 15.83% | 13.20% | 10.00% | 13.29% | 15.63% | 14.63% | 12.50% | 12.00% | 16.39% | 15.56% | 7.41% | 13.46% | 10.98% | 11.27% | 12.93% | 0.0% |
| 4 | 41 | 53 | 37 | 619 | 24 | 26 | 20 | 475 | 16 | 23 | 14 | 62 | 4 | 12 | 3 | 13 | 9 | 7 | 2 | 7 | 7 | 7 | 9 | 7 | 9 | 0 |
| | 6.72% | 6.43% | 7.66% | 5.91% | 7.62% | 6.88% | 5.95% | 8.19% | 8.56% | 8.42% | 10.07% | 7.37% | 10.00% | 8.39% | 9.38% | 10.57% | 8.04% | 9.33% | 3.28% | 15.56% S | 8.64% | 6.73% | 10.98% | 9.86% | 7.76% | 0.0% |
| 5 to 9 | 34 | 54 | 31 | 566 | 8 | 20 | 17 | 573 | 16 | 23 | 12 | 57 | 3 | 13 | 4 | 12 | 8 | 8 | 8 | 3 | 5 | 8 | 7 | 5 | 11 | 0 |
| | 5.57% | 6.55% | 6.42% | 5.40% E | 2.54% | 5.29% | 5.06% | 9.88% | 8.56% E | 8.42% | 8.63% | 6.78% | 7.50% | 9.09% | 12.50% | 9.76% | 7.14% | 10.67% | 13.11% | 6.67% | 6.17% | 7.69% | 8.54% | 7.04% | 9.48% | 0.0% |
| 10 or more times | 6 | 18 | 8 | 98 | 0 | 3 | 3 | 124 | 5 | 13 | 5 | 17 | 2 | 3 | 1 | 4 | 0 | 5 | 0 | 1 | 4 | 2 | 3 | 1 | 4 | 0 |
| | 0.98% | 2.18% | 1.66% | 0.94% E | 0.0% | 0.79% | 0.89% | 2.14% | 2.67% E | 4.76% | 3.60% | 2.02% | 5.00% | 2.10% | 3.13% | 3.25% | 0.0% | 6.67% Q | 0.0% | 2.22% | 4.94% S | 1.92% | 3.66% | 1.41% | 3.45% | 0.0% |
| Average | 1.8951 | 2.1371 A | 2.0580 | 1.8816 E | 1.5968 | 1.8214 | 1.7872 | 2.5270 | 2.4519 E | 2.6941 | 2.6511 | 2.2182 | 2.6000 | 2.4371 | 2.9531 | 2.8130 | 2.0000 | 3.1267 Q | 2.5082 | 2.5222 | 2.3704 | 2.2404 | 2.6646 | 2.1761 | 2.6207 | 0 |
| Standard deviation | 2.0146 | 2.3434 | 2.2367 | 1.9622 | 1.4862 | 1.9421 | 1.9522 | 2.4078 | 2.4853 | 2.8624 | 2.6557 | 2.2887 | 2.8857 | 2.3865 | 2.5689 | 2.5306 | 1.8028 | 3.1285 | 1.9470 | 2.3045 | 2.9057 | 2.3090 | 2.6400 | 2.1691 | 2.6463 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 19<br>2.46% | 27<br>2.60% | 67<br>10.29%<br>AB | 542<br>4.34%<br>E | 7<br>1.69% | 13<br>2.62% | 50<br>10.75%<br>EF | 230<br>3.60% | 7<br>3.24% | 7<br>2.22% | 8<br>4.94% | 34<br>3.58% | 3<br>6.00% | 4<br>2.47% | 0<br>0.0% | 2<br>1.50% | 2<br>1.56% | 5<br>5.68% | 2<br>2.90% | 3<br>5.66% | 2<br>2.13% | 5<br>4.10% | 2<br>2.15% | 4<br>5.06% | 3<br>2.19% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 211<br>22.23% | 11<br>22.00% | 36<br>22.22% | 2<br>6.06% | 14<br>10.53% | 35<br>27.34%<br>R | 13<br>14.77% | 9<br>13.04% | 9<br>16.98% | 30<br>31.91%<br>ST | 30<br>24.59% | 18<br>19.35% | 14<br>17.72% | 34<br>24.82% | 0<br>0.0% |
| BASE = Those who responded | 474<br>61.32% | 658<br>63.39%<br>C | 381<br>58.53% | 8337<br>66.82%<br>E | 238<br>57.63% | 291<br>58.55% | 257<br>55.27% | 5048<br>79.02% | 161<br>74.54%<br>E | 231<br>73.10% | 120<br>74.07% | 704<br>74.18% | 36<br>72.00% | 122<br>75.31% | 31<br>93.94% | 117<br>87.97% | 91<br>71.09% | 70<br>79.55% | 58<br>84.06%<br>U | 41<br>77.36% | 62<br>65.96% | 87<br>71.31% | 73<br>78.49% | 61<br>77.22% | 100<br>72.99% | 0<br>0.0% |
| Never | 7<br>1.48% | 5<br>0.76% | 4<br>1.05% | 110<br>1.32% | 5<br>2.10%<br>I | 2<br>0.69% | 2<br>0.78% | 42<br>0.83%<br>I | 0<br>0.0% | 4<br>1.73%<br>IK | 0<br>0.0% | 8<br>1.14% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| Sometimes | 21<br>4.43% | 35<br>5.32% | 19<br>4.99% | 395<br>4.74% | 12<br>5.04% | 18<br>6.19% | 14<br>5.45% | 184<br>3.65% | 7<br>4.35% | 8<br>3.46% | 7<br>5.83% | 37<br>5.26% | 2<br>5.56% | 5<br>4.10% | 3<br>9.68% | 4<br>3.42% | 2<br>2.20% | 5<br>7.14% | 1<br>1.72% | 4<br>9.76% | 2<br>3.23% | 5<br>5.75% | 2<br>2.74% | 1<br>1.64% | 6<br>6.00% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 28<br>5.91% | 40<br>6.08% | 23<br>6.04% | 505<br>6.06% | 17<br>7.14% | 20<br>6.87% | 16<br>6.23% | 226<br>4.48% | 7<br>4.35% | 12<br>5.19% | 7<br>5.83% | 45<br>6.39% | 2<br>5.56% | 5<br>4.10% | 3<br>9.68% | 4<br>3.42% | 2<br>2.20% | 5<br>7.14% | 1<br>1.72% | 4<br>9.76% | 2<br>3.23% | 5<br>5.75% | 2<br>2.74% | 1<br>1.64% | 6<br>6.00% | 0<br>0.0% |
| Usually | 69<br>14.56% | 96<br>14.59% | 68<br>17.85% | 1061<br>12.73% | 29<br>12.18% | 34<br>11.68% | 48<br>18.68%<br>EF | 614<br>12.16% | 24<br>14.91% | 39<br>16.88% | 20<br>16.67% | 99<br>14.06% | 11<br>30.56%<br>N | 12<br>9.84% | 12<br>38.71%<br>P | 12<br>10.26% | 11<br>12.09% | 13<br>18.57% | 4<br>6.90% | 8<br>19.51% | 12<br>19.35%<br>S | 10<br>11.49% | 14<br>19.18% | 13<br>21.31% | 11<br>11.00% | 0<br>0.0% |
| Always | 377<br>79.54% | 522<br>79.33% | 290<br>76.12% | 6771<br>81.22% | 192<br>80.67% | 237<br>81.44% | 193<br>75.10% | 4208<br>83.36% | 130<br>80.75% | 180<br>77.92% | 93<br>77.50% | 560<br>79.55% | 23<br>63.89% | 105<br>86.07%<br>M | 16<br>51.61% | 101<br>86.32%<br>O | 78<br>85.71% | 52<br>74.29% | 53<br>91.38%<br>TU | 29<br>70.73% | 48<br>77.42% | 72<br>82.76% | 57<br>78.08% | 47<br>77.05% | 83<br>83.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 446<br>94.09% | 618<br>93.92% | 358<br>93.96% | 7832<br>93.94% | 221<br>92.86% | 271<br>93.13% | 241<br>93.77% | 4822<br>95.52% | 154<br>95.65% | 219<br>94.81% | 113<br>94.17% | 659<br>93.61% | 34<br>94.44% | 117<br>95.90% | 28<br>90.32% | 113<br>96.58% | 89<br>97.80% | 65<br>92.86% | 57<br>98.28% | 37<br>90.24% | 60<br>96.77% | 82<br>94.25% | 71<br>97.26% | 60<br>98.36% | 94<br>94.00% | 0<br>0.0% |
| 3-point composite mean | 2.7363 | 2.7325 | 2.7008 | 2.7516 | 2.7353 | 2.7457 | 2.6887 | 2.7888 | 2.7640 | 2.7273 | 2.7167 | 2.7315 | 2.5833 | 2.8197<br>M | 2.4194 | 2.8291<br>O | 2.8352 | 2.6714 | 2.8966<br>T | 2.6098 | 2.7419 | 2.7701 | 2.7534 | 2.7541 | 2.7700 | 0 |
| 4-point composite mean | 3.7215 | 3.7249 | 3.6903 | 3.7384 | 3.7143 | 3.7388 | 3.6809 | 3.7805 | 3.7640 | 3.7100 | 3.7167 | 3.7202 | 3.5833 | 3.8197<br>M | 3.4194 | 3.8291<br>O | 3.8352 | 3.6714 | 3.8966<br>T | 3.6098 | 3.7419 | 3.7701 | 3.7534 | 3.7541 | 3.7700 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 18 | 27 | 68 | 548 | 7 | 14 | 51 | 232 | 7 | 7 | 8 | 34 | 3 | 4 | 0 | 2 | 2 | 5 | 2 | 3 | 2 | 5 | 2 | 4 | 3 | 0 |
| | 2.33% | 2.60% | 10.45% AB | 4.39% E | 1.69% | 2.82% | 10.97% EF | 3.63% | 3.24% | 2.22% | 4.94% | 3.58% | 6.00% | 2.47% | 0.0% | 1.50% | 1.56% | 5.68% | 2.90% | 5.66% | 2.13% | 4.10% | 2.15% | 5.06% | 2.19% | 0.0% |
| Appropriately skipped | 280 | 353 | 203 | 3597 | 168 | 193 | 158 | 1110 | 48 | 78 | 34 | 211 | 11 | 36 | 2 | 14 | 35 | 13 | 9 | 9 | 30 | 30 | 18 | 14 | 34 | 0 |
| | 36.22% C | 34.01% | 31.18% | 28.83% | 40.68% DGI | 38.83% | 33.98% | 17.38% | 22.22% | 24.68% | 20.99% | 22.23% | 22.00% | 22.22% | 6.06% | 10.53% | 27.34% R | 14.77% | 13.04% | 16.98% | 31.91% ST | 24.59% | 19.35% | 17.72% | 24.82% | 0.0% |
| BASE = Those who responded | 475 | 658 | 380 | 8331 | 238 | 290 | 256 | 5046 | 161 | 231 | 120 | 704 | 36 | 122 | 31 | 117 | 91 | 70 | 58 | 41 | 62 | 87 | 73 | 61 | 100 | 0 |
| | 61.45% | 63.39% C | 58.37% | 66.78% E | 57.63% | 58.35% | 55.05% | 78.99% | 74.54% E | 73.10% | 74.07% | 74.18% | 72.00% | 75.31% | 93.94% | 87.97% | 71.09% | 79.55% | 84.06% U | 77.36% | 65.96% | 71.31% | 78.49% | 77.22% | 72.99% | 0.0% |
| Never | 4 | 4 | 3 | 60 | 2 | 3 | 1 | 31 | 0 | 3 | 3 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.84% | 0.61% | 0.79% | 0.72% | 0.84% | 1.03% | 0.39% | 0.61% I | 0.0% | 1.30% | 2.50% | 1.28% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sometimes | 25 | 35 | 20 | 344 | 10 | 15 | 13 | 200 | 11 | 13 | 5 | 41 | 3 | 7 | 5 | 6 | 2 | 9 | 3 | 4 | 4 | 6 | 5 | 2 | 9 | 0 |
| | 5.26% | 5.32% | 5.26% | 4.13% | 4.20% | 5.17% | 5.08% | 3.96% | 6.83% | 5.63% | 4.17% | 5.82% | 8.33% | 5.74% | 16.13% | 5.13% | 2.20% | 12.86% Q | 5.17% | 9.76% | 6.45% | 6.90% | 6.85% | 3.28% | 9.00% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 29 | 39 | 23 | 404 | 12 | 18 | 14 | 231 | 11 | 16 | 8 | 50 | 3 | 7 | 5 | 6 | 2 | 9 | 3 | 4 | 4 | 6 | 5 | 2 | 9 | 0 |
| | 6.11% | 5.93% | 6.05% | 4.85% | 5.04% | 6.21% | 5.47% | 4.58% | 6.83% | 6.93% | 6.67% | 7.10% | 8.33% | 5.74% | 16.13% | 5.13% | 2.20% | 12.86% Q | 5.17% | 9.76% | 6.45% | 6.90% | 6.85% | 3.28% | 9.00% | 0.0% |
| Usually | 63 | 90 | 63 | 1032 | 31 | 36 | 41 | 604 | 23 | 33 | 22 | 105 | 9 | 14 | 12 | 11 | 13 | 10 | 10 | 7 | 6 | 12 | 11 | 12 | 11 | 0 |
| | 13.26% | 13.68% | 16.58% | 12.39% | 13.03% | 12.41% | 16.02% | 11.97% | 14.29% | 14.29% | 18.33% | 14.91% | 25.00% | 11.48% | 38.71% P | 9.40% | 14.29% | 14.29% | 17.24% | 17.07% | 9.68% | 13.79% | 15.07% | 19.67% | 11.00% | 0.0% |
| Always | 383 | 529 | 294 | 6895 | 195 | 236 | 201 | 4211 | 127 | 182 | 90 | 549 | 24 | 101 | 14 | 100 | 76 | 51 | 45 | 30 | 52 | 69 | 57 | 47 | 80 | 0 |
| | 80.63% | 80.40% | 77.37% | 82.76% | 81.93% | 81.38% | 78.52% | 83.45% | 78.88% | 78.79% | 75.00% | 77.98% | 66.67% | 82.79% | 45.16% | 85.47% O | 83.52% | 72.86% | 77.59% | 73.17% | 83.87% | 79.31% | 78.08% | 77.05% | 80.00% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 446 | 619 | 357 | 7927 | 226 | 272 | 242 | 4815 | 150 | 215 | 112 | 654 | 33 | 115 | 26 | 111 | 89 | 61 | 55 | 37 | 58 | 81 | 68 | 59 | 91 | 0 |
| | 93.89% | 94.07% | 93.95% | 95.15% | 94.96% | 93.79% | 94.53% | 95.42% | 93.17% | 93.07% | 93.33% | 92.90% | 91.67% | 94.26% | 83.87% | 94.87% | 97.80% R | 87.14% | 94.83% | 90.24% | 93.55% | 93.10% | 93.15% | 96.72% | 91.00% | 0.0% |
| 3-point composite mean | 2.7453 | 2.7447 | 2.7132 | 2.7791 | 2.7689 | 2.7517 | 2.7305 | 2.7887 | 2.7205 | 2.7186 | 2.6833 | 2.7088 | 2.5833 | 2.7705 | 2.2903 | 2.8034 O | 2.8132 R | 2.6000 | 2.7241 | 2.6341 | 2.7742 | 2.7241 | 2.7123 | 2.7377 | 2.7100 | 0 |
| 4-point composite mean | 3.7368 | 3.7386 | 3.7053 | 3.7719 | 3.7605 | 3.7414 | 3.7266 | 3.7826 | 3.7205 | 3.7056 | 3.6583 | 3.6960 | 3.5833 | 3.7705 | 3.2903 | 3.8034 O | 3.8132 R | 3.6000 | 3.7241 | 3.6341 | 3.7742 | 3.7241 | 3.7123 | 3.7377 | 3.7100 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 20 | 26 | 70 | 540 | 8 | 13 | 53 | 226 | 7 | 7 | 8 | 34 | 3 | 4 | 0 | 2 | 2 | 5 | 2 | 3 | 2 | 5 | 2 | 4 | 3 | 0 |
| | 2.59% | 2.50% | 10.75% AB | 4.33% E | 1.94% | 2.62% | 11.40% EF | 3.54% | 3.24% | 2.22% | 4.94% | 3.58% | 6.00% | 2.47% | 0.0% | 1.50% | 1.56% | 5.68% | 2.90% | 5.66% | 2.13% | 4.10% | 2.15% | 5.06% | 2.19% | 0.0% |
| Appropriately skipped | 280 | 353 | 203 | 3597 | 168 | 193 | 158 | 1110 | 48 | 78 | 34 | 211 | 11 | 36 | 2 | 14 | 35 | 13 | 9 | 9 | 30 | 30 | 18 | 14 | 34 | 0 |
| | 36.22% C | 34.01% | 31.18% | 28.83% | 40.68% DGI | 38.83% | 33.98% | 17.38% | 22.22% | 24.68% | 20.99% | 22.23% | 22.00% | 22.22% | 6.06% | 10.53% | 27.34% R | 14.77% | 13.04% | 16.98% | 31.91% ST | 24.59% | 19.35% | 17.72% | 24.82% | 0.0% |
| BASE = Those who responded | 473 | 659 | 378 | 8339 | 237 | 291 | 254 | 5052 | 161 | 231 | 120 | 704 | 36 | 122 | 31 | 117 | 91 | 70 | 58 | 41 | 62 | 87 | 73 | 61 | 100 | 0 |
| | 61.19% | 63.49% C | 58.06% | 66.84% E | 57.38% | 58.55% | 54.62% | 79.09% | 74.54% E | 73.10% | 74.07% | 74.18% | 72.00% | 75.31% | 93.94% | 87.97% | 71.09% | 79.55% | 84.06% U | 77.36% | 65.96% | 71.31% | 78.49% | 77.22% | 72.99% | 0.0% |
| Never | 5 | 4 | 1 | 55 | 2 | 1 | 1 | 32 | 2 | 4 | 1 | 8 | 0 | 1 | 2 | 0 | 1 | 1 | 0 | 1 | 1 | 2 | 0 | 2 | 0 | 0 |
| | 1.06% | 0.61% | 0.26% | 0.66% | 0.84% | 0.34% | 0.39% | 0.63% | 1.24% | 1.73% | 0.83% | 1.14% | 0.0% | 0.82% | 6.45% | 0.0% | 1.10% | 1.43% | 0.0% | 2.44% | 1.61% | 2.30% | 0.0% | 3.28% | 0.0% | 0.0% |
| Sometimes | 17 | 30 | 20 | 250 | 9 | 12 | 12 | 152 | 7 | 11 | 6 | 28 | 2 | 5 | 1 | 6 | 2 | 5 | 3 | 2 | 2 | 3 | 4 | 0 | 7 | 0 |
| | 3.59% | 4.55% | 5.29% | 3.00% | 3.80% | 4.12% | 4.72% | 3.01% | 4.35% | 4.76% | 5.00% | 3.98% | 5.56% | 4.10% | 3.23% | 5.13% | 2.20% | 7.14% | 5.17% | 4.88% | 3.23% | 3.45% | 5.48% | 0.0% | 7.00% X | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 22 | 34 | 21 | 305 | 11 | 13 | 13 | 184 | 9 | 15 | 7 | 36 | 2 | 6 | 3 | 6 | 3 | 6 | 3 | 3 | 3 | 5 | 4 | 2 | 7 | 0 |
| | 4.65% | 5.16% | 5.56% | 3.66% | 4.64% | 4.47% | 5.12% | 3.64% | 5.59% | 6.49% | 5.83% | 5.11% | 5.56% | 4.92% | 9.68% | 5.13% | 3.30% | 8.57% | 5.17% | 7.32% | 4.84% | 5.75% | 5.48% | 3.28% | 7.00% | 0.0% |
| Usually | 53 | 61 | 43 | 819 | 22 | 25 | 29 | 503 | 22 | 29 | 14 | 79 | 11 | 11 | 11 | 11 | 11 | 11 | 9 | 5 | 8 | 9 | 13 | 9 | 13 | 0 |
| | 11.21% | 9.26% | 11.38% | 9.82% | 9.28% | 8.59% | 11.42% | 9.96% | 13.66% | 12.55% | 11.67% | 11.22% | 30.56% N | 9.02% | 35.48% P | 9.40% | 12.09% | 15.71% | 15.52% | 12.20% | 12.90% | 10.34% | 17.81% | 14.75% | 13.00% | 0.0% |
| Always | 398 | 564 | 314 | 7215 | 204 | 253 | 212 | 4365 | 130 | 187 | 99 | 589 | 23 | 105 | 17 | 100 | 77 | 53 | 46 | 33 | 51 | 73 | 56 | 50 | 80 | 0 |
| | 84.14% | 85.58% | 83.07% | 86.52% | 86.08% | 86.94% | 83.46% | 86.40% | 80.75% | 80.95% | 82.50% | 83.66% | 63.89% | 86.07% M | 54.84% | 85.47% O | 84.62% | 75.71% | 79.31% | 80.49% | 82.26% | 83.91% | 76.71% | 81.97% | 80.00% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 451 | 625 | 357 | 8034 | 226 | 278 | 241 | 4868 | 152 | 216 | 113 | 668 | 34 | 116 | 28 | 111 | 88 | 64 | 55 | 38 | 59 | 82 | 69 | 59 | 93 | 0 |
| | 95.35% | 94.84% | 94.44% | 96.34% | 95.36% | 95.53% | 94.88% | 96.36% | 94.41% | 93.51% | 94.17% | 94.89% | 94.44% | 95.08% | 90.32% | 94.87% | 96.70% | 91.43% | 94.83% | 92.68% | 95.16% | 94.25% | 94.52% | 96.72% | 93.00% | 0.0% |
| 3-point composite mean | 2.7949 | 2.8042 | 2.7751 | 2.8286 | 2.8143 | 2.8247 | 2.7835 | 2.8276 | 2.7516 | 2.7446 | 2.7667 | 2.7855 | 2.5833 | 2.8115 M | 2.4516 | 2.8034 O | 2.8132 | 2.6714 | 2.7414 | 2.7317 | 2.7742 | 2.7816 | 2.7123 | 2.7869 | 2.7300 | 0 |
| 4-point composite mean | 3.7844 | 3.7982 | 3.7725 | 3.8220 | 3.8059 | 3.8213 | 3.7795 | 3.8213 | 3.7391 | 3.7273 | 3.7583 | 3.7741 | 3.5833 | 3.8033 M | 3.3871 | 3.8034 O | 3.8022 | 3.6571 | 3.7414 | 3.7073 | 3.7581 | 3.7586 | 3.7123 | 3.7541 | 3.7300 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 21 | 30 | 78 | 616 | 8 | 14 | 57 | 268 | 8 | 9 | 11 | 41 | 3 | 5 | 0 | 3 | 3 | 5 | 2 | 4 | 2 | 6 | 2 | 5 | 3 | 0 |
| | 2.72% | 2.89% | 11.98% AB | 4.94% E | 1.94% | 2.82% | 12.26% EF | 4.20% | 3.70% | 2.85% | 6.79% | 4.32% | 6.00% | 3.09% | 0.0% | 2.26% | 2.34% | 5.68% | 2.90% | 7.55% | 2.13% | 4.92% | 2.15% | 6.33% | 2.19% | 0.0% |
| Appropriately skipped | 280 | 353 | 203 | 3597 | 168 | 193 | 158 | 1110 | 48 | 78 | 34 | 211 | 11 | 36 | 2 | 14 | 35 | 13 | 9 | 9 | 30 | 30 | 18 | 14 | 34 | 0 |
| | 36.22% C | 34.01% | 31.18% | 28.83% | 40.68% DGI | 38.83% | 33.98% | 17.38% | 22.22% | 24.68% | 20.99% | 22.23% | 22.00% | 22.22% | 6.06% | 10.53% | 27.34% R | 14.77% | 13.04% | 16.98% | 31.91% ST | 24.59% | 19.35% | 17.72% | 24.82% | 0.0% |
| BASE = Those who responded | 472 | 655 | 370 | 8263 | 237 | 290 | 250 | 5010 | 160 | 229 | 117 | 697 | 36 | 121 | 31 | 116 | 90 | 70 | 58 | 40 | 62 | 86 | 73 | 60 | 100 | 0 |
| | 61.06% | 63.10% C | 56.84% | 66.23% E | 57.38% | 58.35% | 53.76% | 78.43% | 74.07% E | 72.47% | 72.22% | 73.45% | 72.00% | 74.69% | 93.94% | 87.22% | 70.31% | 79.55% | 84.06% U | 75.47% | 65.96% | 70.49% | 78.49% | 75.95% | 72.99% | 0.0% |
| Yes | 251 | 329 | 201 | 5529 | 127 | 157 | 141 | 3838 | 97 | 143 | 71 | 490 | 24 | 71 | 19 | 70 | 53 | 44 | 12 | 30 | 55 | 48 | 49 | 40 | 57 | 0 |
| | 53.18% | 50.23% | 54.32% | 66.91% E | 53.59% | 54.14% | 56.40% | 76.61% I | 60.63% | 62.45% | 60.68% | 70.30% | 66.67% | 58.68% | 61.29% | 60.34% | 58.89% | 62.86% | 20.69% | 75.00% S | 88.71% S | 55.81% | 67.12% | 66.67% | 57.00% | 0.0% |
| No | 221 | 326 | 169 | 2734 | 110 | 133 | 109 | 1172 | 63 | 86 | 46 | 207 | 12 | 50 | 12 | 46 | 37 | 26 | 46 | 10 | 7 | 38 | 24 | 20 | 43 | 0 |
| | 46.82% | 49.77% | 45.68% | 33.09% | 46.41% D | 45.86% | 43.60% | 23.39% | 39.38% H | 37.55% | 39.32% | 29.70% | 33.33% | 41.32% | 38.71% | 39.66% | 41.11% | 37.14% | 79.31% TU | 25.00% | 11.29% | 44.19% | 32.88% | 33.33% | 43.00% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 23 | 32 | 79 | 675 | 9 | 16 | 58 | 301 | 9 | 11 | 11 | 46 | 3 | 6 | 0 | 4 | 4 | 5 | 2 | 4 | 3 | 7 | 2 | 6 | 3 | 0 |
| | 2.98% | 3.08% | 12.14% AB | 5.41% E | 2.18% | 3.22% | 12.47% EF | 4.71% | 4.17% | 3.48% | 6.79% | 4.85% | 6.00% | 3.70% | 0.0% | 3.01% O | 3.13% | 5.68% | 2.90% | 7.55% | 3.19% | 5.74% | 2.15% | 7.59% | 2.19% | 0.0% |
| Appropriately skipped | 501 | 679 | 372 | 6331 | 278 | 326 | 267 | 2282 | 111 | 164 | 80 | 418 | 23 | 86 | 14 | 60 | 72 | 39 | 55 | 19 | 37 | 68 | 42 | 34 | 77 | 0 |
| | 64.81% C | 65.41% C | 57.14% | 50.75% | 67.31% DGI | 65.59% G | 57.42% | 35.72% | 51.39% H | 51.90% | 49.38% | 44.05% | 46.00% | 53.09% | 42.42% | 45.11% | 56.25% | 44.32% | 79.71% TU | 35.85% | 39.36% | 55.74% | 45.16% | 43.04% | 56.20% | 0.0% |
| BASE = Those who responded | 249 | 327 | 200 | 5470 | 126 | 155 | 140 | 3805 | 96 | 141 | 71 | 485 | 24 | 70 | 19 | 69 | 52 | 44 | 12 | 30 | 54 | 47 | 49 | 39 | 57 | 0 |
| | 32.21% | 31.50% | 30.72% | 43.84% E | 30.51% | 31.19% | 30.11% | 59.56% I | 44.44% E | 44.62% | 43.83% | 51.11% | 48.00% | 43.21% | 57.58% | 51.88% | 40.63% | 50.00% | 17.39% | 56.60% S | 57.45% S | 38.52% | 52.69% V | 49.37% | 41.61% | 0.0% |
| Never | 7 | 4 | 2 | 66 | 3 | 2 | 2 | 40 | 2 | 2 | 0 | 7 | 0 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 0 |
| | 2.81% | 1.22% | 1.00% | 1.21% | 2.38% | 1.29% | 1.43% | 1.05% | 2.08% | 1.42% | 0.0% | 1.44% | 0.0% | 1.43% | 5.26% | 1.45% | 0.0% | 4.55% | 0.0% | 3.33% | 1.85% | 4.26% | 0.0% | 2.56% | 1.75% | 0.0% |
| Sometimes | 20 | 21 | 16 | 319 | 11 | 10 | 11 | 219 | 7 | 9 | 7 | 26 | 3 | 4 | 3 | 4 | 2 | 5 | 0 | 5 | 2 | 3 | 4 | 2 | 5 | 0 |
| | 8.03% | 6.42% | 8.00% | 5.83% | 8.73% | 6.45% | 7.86% | 5.76% | 7.29% | 6.38% | 9.86% | 5.36% | 12.50% | 5.71% | 15.79% | 5.80% | 3.85% | 11.36% | 0.0% | 16.67% | 3.70% | 6.38% | 8.16% | 5.13% | 8.77% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 27 | 25 | 18 | 385 | 14 | 12 | 13 | 259 | 9 | 11 | 7 | 33 | 3 | 5 | 4 | 5 | 2 | 7 | 0 | 6 | 3 | 5 | 4 | 3 | 6 | 0 |
| | 10.84% | 7.65% | 9.00% | 7.04% | 11.11% | 7.74% | 9.29% | 6.81% | 9.38% | 7.80% | 9.86% | 6.80% | 12.50% | 7.14% | 21.05% | 7.25% | 3.85% | 15.91% | 0.0% | 20.00% | 5.56% | 10.64% | 8.16% | 7.69% | 10.53% | 0.0% |
| Usually | 35 | 63 | 41 | 948 | 14 | 33 | 24 | 671 | 18 | 24 | 15 | 103 | 7 | 11 | 7 | 10 | 9 | 9 | 4 | 6 | 8 | 8 | 10 | 5 | 13 | 0 |
| | 14.06% | 19.27% | 20.50% | 17.33% E | 11.11% | 21.29% E | 17.14% | 17.63% | 18.75% | 17.02% | 21.13% | 21.24% | 29.17% | 15.71% | 36.84% | 14.49% | 17.31% | 20.45% | 33.33% | 20.00% | 14.81% | 17.02% | 20.41% | 12.82% | 22.81% | 0.0% |
| Always | 187 | 239 | 141 | 4137 | 98 | 110 | 103 | 2875 | 69 | 106 | 49 | 349 | 14 | 54 | 8 | 54 | 41 | 28 | 8 | 18 | 43 | 34 | 35 | 31 | 38 | 0 |
| | 75.10% | 73.09% | 70.50% | 75.63% | 77.78% | 70.97% | 73.57% | 75.56% | 71.88% | 75.18% | 69.01% | 71.96% | 58.33% | 77.14% | 42.11% | 78.26% | 78.85% | 63.64% | 66.67% | 60.00% | 79.63% | 72.34% | 71.43% | 79.49% | 66.67% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 222 | 302 | 182 | 5085 | 112 | 143 | 127 | 3546 | 87 | 130 | 64 | 452 | 21 | 65 | 15 | 64 | 50 | 37 | 12 | 24 | 51 | 42 | 45 | 36 | 51 | 0 |
| | 89.16% | 92.35% | 91.00% | 92.96% | 88.89% | 92.26% | 90.71% | 93.19% | 90.63% | 92.20% | 90.14% | 93.20% | 87.50% | 92.86% | 78.95% | 92.75% | 96.15% | 84.09% | 100.00% | 80.00% | 94.44% | 89.36% | 91.84% | 92.31% | 89.47% | 0.0% |
| 3-point composite mean | 2.6426 | 2.6544 | 2.6150 | 2.6859 | 2.6667 | 2.6323 | 2.6429 | 2.6875 | 2.6250 | 2.6738 | 2.5915 | 2.6515 | 2.4583 | 2.7000 | 2.2105 | 2.7101 | 2.7500 R | 2.4773 | 2.6667 | 2.4000 | 2.7407 T | 2.6170 | 2.6327 | 2.7179 | 2.5614 | 0 |
| 4-point composite mean | 3.6145 | 3.6422 | 3.6050 | 3.6739 | 3.6429 | 3.6194 | 3.6286 | 3.6770 | 3.6042 | 3.6596 | 3.5915 | 3.6371 | 3.4583 | 3.6857 | 3.1579 | 3.6957 | 3.7500 R | 3.4318 | 3.6667 | 3.3667 | 3.7222 | 3.5745 | 3.6327 | 3.6923 | 3.5439 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 20<br>2.59% | 31<br>2.99% | 75<br>11.52%<br>AB | 578<br>4.63%<br>E | 8<br>1.94% | 15<br>3.02% | 57<br>12.26%<br>EF | 246<br>3.85% | 7<br>3.24% | 8<br>2.53% | 10<br>6.17% | 38<br>4.00% | 3<br>6.00% | 4<br>2.47% | 0<br>0.0% | 2<br>1.50% | 2<br>1.56% | 5<br>5.68% | 2<br>2.90% | 3<br>5.66% | 2<br>2.13% | 5<br>4.10% | 2<br>2.15% | 4<br>5.06% | 3<br>2.19% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 211<br>22.23% | 11<br>22.00% | 36<br>22.22% | 2<br>6.06% | 14<br>10.53% | 35<br>27.34%<br>R | 13<br>14.77% | 9<br>13.04% | 9<br>16.98% | 30<br>31.91%<br>ST | 30<br>24.59% | 18<br>19.35% | 14<br>17.72% | 34<br>24.82% | 0<br>0.0% |
| BASE = Those who responded | 473<br>61.19% | 654<br>63.01%<br>C | 373<br>57.30% | 8301<br>66.54%<br>E | 237<br>57.38% | 289<br>58.15% | 250<br>53.76% | 5032<br>78.77% | 161<br>74.54%<br>E | 230<br>72.78% | 118<br>72.84% | 700<br>73.76% | 36<br>72.00% | 122<br>75.31% | 31<br>93.94% | 117<br>87.97% | 91<br>71.09% | 70<br>79.55% | 58<br>84.06%<br>U | 41<br>77.36% | 62<br>65.96% | 87<br>71.31% | 73<br>78.49% | 61<br>77.22% | 100<br>72.99% | 0<br>0.0% |
| Never | 10<br>2.11% | 16<br>2.45% | 10<br>2.68% | 167<br>2.01% | 4<br>1.69% | 9<br>3.11% | 8<br>3.20% | 82<br>1.63% | 2<br>1.24% | 5<br>2.17% | 3<br>2.54% | 14<br>2.00% | 0<br>0.0% | 1<br>0.82% | 2<br>6.45% | 0<br>0.0% | 1<br>1.10% | 1<br>1.43% | 0<br>0.0% | 1<br>2.44% | 1<br>1.61% | 2<br>2.30% | 0<br>0.0% | 2<br>3.28% | 0<br>0.0% | 0<br>0.0% |
| Sometimes | 40<br>8.46% | 67<br>10.24% | 35<br>9.38% | 718<br>8.65% | 21<br>8.86% | 30<br>10.38% | 18<br>7.20% | 352<br>7.00% | 12<br>7.45% | 20<br>8.70% | 11<br>9.32% | 55<br>7.86% | 6<br>16.67% | 6<br>4.92% | 5<br>16.13% | 7<br>5.98% | 4<br>4.40% | 8<br>11.43% | 2<br>3.45% | 5<br>12.20% | 5<br>8.06% | 6<br>6.90% | 6<br>8.22% | 1<br>1.64% | 11<br>11.00%<br>X | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 50<br>10.57% | 83<br>12.69% | 45<br>12.06% | 885<br>10.66% | 25<br>10.55% | 39<br>13.49% | 26<br>10.40% | 434<br>8.62% | 14<br>8.70% | 25<br>10.87% | 14<br>11.86% | 69<br>9.86% | 6<br>16.67% | 7<br>5.74% | 7<br>22.58%<br>P | 7<br>5.98% | 5<br>5.49% | 9<br>12.86% | 2<br>3.45% | 6<br>14.63% | 6<br>9.68% | 8<br>9.20% | 6<br>8.22% | 3<br>4.92% | 11<br>11.00% | 0<br>0.0% |
| Usually | 105<br>22.20% | 144<br>22.02% | 95<br>25.47% | 1732<br>20.86% | 53<br>22.36% | 61<br>21.11% | 65<br>26.00% | 965<br>19.18% | 36<br>22.36% | 48<br>20.87% | 26<br>22.03% | 165<br>23.57% | 10<br>27.78% | 26<br>21.31% | 13<br>41.94%<br>P | 22<br>18.80% | 21<br>23.08% | 15<br>21.43% | 19<br>32.76%<br>U | 9<br>21.95% | 8<br>12.90% | 19<br>21.84% | 16<br>21.92% | 16<br>26.23% | 20<br>20.00% | 0<br>0.0% |
| Always | 318<br>67.23% | 427<br>65.29% | 233<br>62.47% | 5684<br>68.47% | 159<br>67.09% | 189<br>65.40% | 159<br>63.60% | 3633<br>72.20% | 111<br>68.94% | 157<br>68.26% | 78<br>66.10% | 466<br>66.57% | 20<br>55.56% | 89<br>72.95% | 11<br>35.48% | 88<br>75.21%<br>O | 65<br>71.43% | 46<br>65.71% | 37<br>63.79% | 26<br>63.41% | 48<br>77.42% | 60<br>68.97% | 51<br>69.86% | 42<br>68.85% | 69<br>69.00% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 423<br>89.43% | 571<br>87.31% | 328<br>87.94% | 7416<br>89.34% | 212<br>89.45% | 250<br>86.51% | 224<br>89.60% | 4598<br>91.38% | 147<br>91.30% | 205<br>89.13% | 104<br>88.14% | 631<br>90.14% | 30<br>83.33% | 115<br>94.26% | 24<br>77.42% | 110<br>94.02%<br>O | 86<br>94.51% | 61<br>87.14% | 56<br>96.55% | 35<br>85.37% | 56<br>90.32% | 79<br>90.80% | 67<br>91.78% | 58<br>95.08% | 89<br>89.00% | 0<br>0.0% |
| 3-point composite mean | 2.5666 | 2.5260 | 2.5040 | 2.5781 | 2.5654 | 2.5190 | 2.5320 | 2.6357 | 2.6025 | 2.5739 | 2.5424 | 2.5671 | 2.3889 | 2.6721<br>M | 2.1290 | 2.6923<br>O | 2.6593 | 2.5286 | 2.6034 | 2.4878 | 2.6774 | 2.5977 | 2.6164 | 2.6393 | 2.5800 | 0 |
| 4-point composite mean | 3.5455 | 3.5015 | 3.4772 | 3.5580 | 3.5485 | 3.4879 | 3.5000 | 3.6194 | 3.5901 | 3.5522 | 3.5169 | 3.5471 | 3.3889 | 3.6639<br>M | 3.0645 | 3.6923<br>O | 3.6484 | 3.5143 | 3.6034 | 3.4634 | 3.6613 | 3.5747 | 3.6164 | 3.6066 | 3.5800 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 23<br>2.98% | 33<br>3.18% | 76<br>11.67%<br>AB | 589<br>4.72%<br>E | 10<br>2.42% | 17<br>3.42% | 57<br>12.26%<br>EF | 249<br>3.90% | 9<br>4.17% | 12<br>3.80% | 10<br>6.17% | 38<br>4.00% | 3<br>6.00% | 6<br>3.70% | 1<br>3.03% | 3<br>2.26% | 4<br>3.13% | 5<br>5.68% | 2<br>2.90% | 5<br>9.43% | 2<br>2.13% | 7<br>5.74% | 2<br>2.15% | 5<br>6.33% | 4<br>2.92% | 0<br>0.0% |
| Appropriately skipped | 280<br>36.22%<br>C | 353<br>34.01% | 203<br>31.18% | 3597<br>28.83% | 168<br>40.68%<br>DGI | 193<br>38.83% | 158<br>33.98% | 1110<br>17.38% | 48<br>22.22% | 78<br>24.68% | 34<br>20.99% | 211<br>22.23% | 11<br>22.00% | 36<br>22.22% | 2<br>6.06% | 14<br>10.53% | 35<br>27.34%<br>R | 13<br>14.77% | 9<br>13.04% | 9<br>16.98% | 30<br>31.91%<br>ST | 30<br>24.59% | 18<br>19.35% | 14<br>17.72% | 34<br>24.82% | 0<br>0.0% |
| BASE = Those who responded | 470<br>60.80% | 651<br>62.72%<br>C | 372<br>57.14% | 8290<br>66.45%<br>E | 235<br>56.90% | 287<br>57.75% | 250<br>53.76% | 5029<br>78.73% | 159<br>73.61%<br>E | 226<br>71.52% | 118<br>72.84% | 700<br>73.76% | 36<br>72.00% | 120<br>74.07% | 30<br>90.91% | 116<br>87.22% | 89<br>69.53% | 70<br>79.55% | 58<br>84.06%<br>U | 39<br>73.58% | 62<br>65.96% | 85<br>69.67% | 73<br>78.49% | 60<br>75.95% | 99<br>72.26% | 0<br>0.0% |
| Yes | 418<br>88.94% | 576<br>88.48% | 327<br>87.90% | 7328<br>88.40% | 210<br>89.36% | 254<br>88.50% | 223<br>89.20% | 4457<br>88.63% | 142<br>89.31% | 200<br>88.50% | 99<br>83.90% | 623<br>89.00% | 28<br>77.78% | 112<br>93.33%<br>M | 21<br>70.00% | 110<br>94.83%<br>O | 82<br>92.13% | 60<br>85.71% | 55<br>94.83% | 32<br>82.05% | 55<br>88.71% | 74<br>87.06% | 67<br>91.78% | 51<br>85.00% | 91<br>91.92% | 0<br>0.0% |
| No | 52<br>11.06% | 75<br>11.52% | 45<br>12.10% | 962<br>11.60% | 25<br>10.64% | 33<br>11.50% | 27<br>10.80% | 572<br>11.37% | 17<br>10.69% | 26<br>11.50% | 19<br>16.10% | 77<br>11.00% | 8<br>22.22%<br>N | 8<br>6.67% | 9<br>30.00%<br>P | 6<br>5.17% | 7<br>7.87% | 10<br>14.29% | 3<br>5.17% | 7<br>17.95% | 7<br>11.29% | 11<br>12.94% | 6<br>8.22% | 9<br>15.00% | 8<br>8.08% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 20 | 26 | 78 | 595 | 8 | 13 | 58 | 257 | 8 | 7 | 11 | 37 | 3 | 5 | 0 | 3 | 2 | 6 | 3 | 3 | 2 | 5 | 3 | 5 | 3 | 0 |
| | 2.59% | 2.50% | 11.98% AB | 4.77% E | 1.94% | 2.62% | 12.47% EF | 4.02% | 3.70% | 2.22% | 6.79% J | 3.90% | 6.00% | 3.09% | 0.0% | 2.26% | 1.56% | 6.82% | 4.35% | 5.66% | 2.13% | 4.10% | 3.23% | 6.33% | 2.19% | 0.0% |
| Appropriately skipped | 280 | 353 | 203 | 3597 | 168 | 193 | 158 | 1110 | 48 | 78 | 34 | 211 | 11 | 36 | 2 | 14 | 35 | 13 | 9 | 9 | 30 | 30 | 18 | 14 | 34 | 0 |
| | 36.22% C | 34.01% | 31.18% | 28.83% | 40.68% DGI | 38.83% | 33.98% | 17.38% | 22.22% | 24.68% | 20.99% | 22.23% | 22.00% | 22.22% | 6.06% | 10.53% | 27.34% R | 14.77% | 13.04% | 16.98% | 31.91% ST | 24.59% | 19.35% | 17.72% | 24.82% | 0.0% |
| BASE = Those who responded | 473 | 659 | 369 | 8284 | 237 | 291 | 248 | 5021 | 160 | 231 | 117 | 701 | 36 | 121 | 31 | 116 | 91 | 69 | 57 | 41 | 62 | 87 | 72 | 60 | 100 | 0 |
| | 61.19% | 63.49% C | 56.68% | 66.40% E | 57.38% | 58.55% | 53.33% | 78.60% | 74.07% E | 73.10% | 72.22% | 73.87% | 72.00% | 74.69% | 93.94% | 87.22% | 71.09% | 78.41% | 82.61% U | 77.36% | 65.96% | 71.31% | 77.42% | 75.95% | 72.99% | 0.0% |
| Yes | 193 | 311 | 172 | 3516 | 95 | 116 | 102 | 2941 | 91 | 140 | 77 | 408 | 24 | 65 | 20 | 68 | 43 | 48 | 30 | 21 | 40 | 44 | 46 | 39 | 52 | 0 |
| | 40.80% | 47.19% A | 46.61% | 42.44% | 40.08% | 39.86% | 41.13% | 58.57% | 56.88% E | 60.61% | 65.81% | 58.20% | 66.67% | 53.72% | 64.52% | 58.62% | 47.25% | 69.57% Q | 52.63% | 51.22% | 64.52% | 50.57% | 63.89% | 65.00% | 52.00% | 0.0% |
| No | 280 | 348 | 197 | 4768 | 142 | 175 | 146 | 2080 | 69 | 91 | 40 | 293 | 12 | 56 | 11 | 48 | 48 | 21 | 27 | 20 | 22 | 43 | 26 | 21 | 48 | 0 |
| | 59.20% B | 52.81% | 53.39% | 57.56% | 59.92% I | 60.14% | 58.87% | 41.43% | 43.13% | 39.39% | 34.19% | 41.80% | 33.33% | 46.28% | 35.48% | 41.38% | 52.75% R | 30.43% | 47.37% | 48.78% | 35.48% | 49.43% | 36.11% | 35.00% | 48.00% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 28 | 30 | 84 | 673 | 13 | 13 | 63 | 300 | 11 | 9 | 14 | 44 | 4 | 7 | 1 | 5 | 4 | 7 | 3 | 5 | 3 | 7 | 4 | 8 | 3 | 0 |
| | 3.62% | 2.89% | 12.90% AB | 5.39% E | 3.15% | 2.62% | 13.55% EF | 4.70% | 5.09% | 2.85% | 8.64% J | 4.64% | 8.00% | 4.32% | 3.03% | 3.76% | 3.13% | 7.95% | 4.35% | 9.43% | 3.19% | 5.74% | 4.30% | 10.13% Y | 2.19% | 0.0% |
| Appropriately skipped | 560 | 701 | 400 | 8365 | 310 | 368 | 304 | 3190 | 117 | 169 | 74 | 504 | 23 | 92 | 13 | 62 | 83 | 34 | 36 | 29 | 52 | 73 | 44 | 35 | 82 | 0 |
| | 72.45% BC | 67.53% C | 61.44% | 67.05% | 75.06% DGI | 74.04% G | 65.38% | 49.94% | 54.17% | 53.48% | 45.68% | 53.11% | 46.00% | 56.79% | 39.39% | 46.62% | 64.84% R | 38.64% | 52.17% | 54.72% | 55.32% | 59.84% | 47.31% | 44.30% | 59.85% X | 0.0% |
| BASE = Those who responded | 185 | 307 | 166 | 3438 | 90 | 116 | 98 | 2898 | 88 | 138 | 74 | 401 | 23 | 63 | 19 | 66 | 41 | 47 | 30 | 19 | 39 | 42 | 45 | 36 | 52 | 0 |
| | 23.93% | 29.58% A | 25.50% | 27.56% E | 21.79% | 23.34% | 21.08% | 45.37% | 40.74% E | 43.67% | 45.68% | 42.26% | 46.00% | 38.89% | 57.58% | 49.62% | 32.03% | 53.41% Q | 43.48% | 35.85% | 41.49% | 34.43% | 48.39% V | 45.57% | 37.96% | 0.0% |
| Never | 13 | 27 | 13 | 217 | 5 | 10 | 8 | 172 | 9 | 12 | 7 | 30 | 4 | 4 | 5 | 4 | 2 | 7 | 2 | 4 | 3 | 3 | 6 | 5 | 4 | 0 |
| | 7.03% | 8.79% | 7.83% | 6.31% | 5.56% | 8.62% | 8.16% | 5.94% | 10.23% | 8.70% | 9.46% | 7.48% | 17.39% | 6.35% | 26.32% | 6.06% | 4.88% | 14.89% | 6.67% | 21.05% | 7.69% | 7.14% | 13.33% | 13.89% | 7.69% | 0.0% |
| Sometimes | 23 | 41 | 25 | 417 | 10 | 15 | 12 | 331 | 9 | 16 | 7 | 49 | 2 | 7 | 0 | 8 | 4 | 5 | 2 | 3 | 4 | 3 | 6 | 4 | 5 | 0 |
| | 12.43% | 13.36% | 15.06% | 12.13% | 11.11% | 12.93% | 12.24% | 11.42% | 10.23% | 11.59% | 9.46% | 12.22% | 8.70% | 11.11% | 0.0% | 12.12% | 9.76% | 10.64% | 6.67% | 15.79% | 10.26% | 7.14% | 13.33% | 11.11% | 9.62% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 36 | 68 | 38 | 634 | 15 | 25 | 20 | 503 | 18 | 28 | 14 | 79 | 6 | 11 | 5 | 12 | 6 | 12 | 4 | 7 | 7 | 6 | 12 | 9 | 9 | 0 |
| | 19.46% | 22.15% | 22.89% | 18.44% | 16.67% | 21.55% | 20.41% | 17.36% | 20.45% | 20.29% | 18.92% | 19.70% | 26.09% | 17.46% | 26.32% | 18.18% | 14.63% | 25.53% | 13.33% | 36.84% | 17.95% | 14.29% | 26.67% | 25.00% | 17.31% | 0.0% |
| Usually | 42 | 75 | 46 | 797 | 19 | 30 | 31 | 686 | 20 | 39 | 25 | 95 | 7 | 12 | 6 | 14 | 9 | 11 | 8 | 0 | 12 | 11 | 8 | 8 | 12 | 0 |
| | 22.70% | 24.43% | 27.71% | 23.18% | 21.11% | 25.86% | 31.63% | 23.67% | 22.73% | 28.26% | 33.78% | 23.69% | 30.43% | 19.05% | 31.58% | 21.21% | 21.95% | 23.40% | 26.67% | 0.0% | 30.77% | 26.19% | 17.78% | 22.22% | 23.08% | 0.0% |
| Always | 107 | 164 | 82 | 2007 | 56 | 61 | 47 | 1709 | 50 | 71 | 35 | 227 | 10 | 40 | 8 | 40 | 26 | 24 | 18 | 12 | 20 | 25 | 25 | 19 | 31 | 0 |
| | 57.84% | 53.42% | 49.40% | 58.38% | 62.22% G | 52.59% | 47.96% | 58.97% | 56.82% | 51.45% | 47.30% | 56.61% | 43.48% | 63.49% | 42.11% | 60.61% | 63.41% | 51.06% | 60.00% | 63.16% | 51.28% | 59.52% | 55.56% | 52.78% | 59.62% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 149 | 239 | 128 | 2804 | 75 | 91 | 78 | 2395 | 70 | 110 | 60 | 322 | 17 | 52 | 14 | 54 | 35 | 35 | 26 | 12 | 32 | 36 | 33 | 27 | 43 | 0 |
| | 80.54% | 77.85% | 77.11% | 81.56% | 83.33% | 78.45% | 79.59% | 82.64% | 79.55% | 79.71% | 81.08% | 80.30% | 73.91% | 82.54% | 73.68% | 81.82% | 85.37% | 74.47% | 86.67% | 63.16% | 82.05% | 85.71% | 73.33% | 75.00% | 82.69% | 0.0% |
| 3-point composite mean | 2.3838 | 2.3127 | 2.2651 | 2.3994 | 2.4556 | 2.3103 | 2.2755 | 2.4161 | 2.3636 | 2.3116 | 2.2838 | 2.3691 | 2.1739 | 2.4603 | 2.1579 | 2.4242 | 2.4878 | 2.2553 | 2.4667 | 2.2632 | 2.3333 | 2.4524 | 2.2889 | 2.2778 | 2.4231 | 0 |
| 4-point composite mean | 3.3135 | 3.2248 | 3.1867 | 3.3362 | 3.4000 | 3.2241 | 3.1939 | 3.3568 | 3.2614 | 3.2246 | 3.1892 | 3.2943 | 3.0000 | 3.3968 | 2.8947 | 3.3636 | 3.4390 | 3.1064 | 3.4000 | 3.0526 | 3.2564 | 3.3810 | 3.1556 | 3.1389 | 3.3462 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 15 | 20 | 68 | 363 | 9 | 13 | 54 | 162 | 6 | 6 | 4 | 27 | 3 | 3 | 0 | 1 | 3 | 3 | 2 | 2 | 2 | 5 | 1 | 4 | 2 | 0 |
| | 1.94% | 1.93% | 10.45% AB | 2.91% | 2.18% | 2.62% | 11.61% EF | 2.54% | 2.78% | 1.90% | 2.47% | 2.85% | 6.00% | 1.85% | 0.0% | 0.75% | 2.34% | 3.41% | 2.90% | 3.77% | 2.13% | 4.10% | 1.08% | 5.06% | 1.46% | 0.0% |
| Appropriately skipped | 145 | 188 | 102 | 1498 | 91 | 106 | 80 | 374 | 22 | 36 | 15 | 75 | 7 | 15 | 1 | 8 | 14 | 8 | 6 | 5 | 11 | 13 | 9 | 4 | 18 | 0 |
| | 18.76% | 18.11% | 15.67% | 12.01% | 22.03% DI | 21.33% | 17.20% | 5.85% | 10.19% H | 11.39% | 9.26% | 7.90% | 14.00% | 9.26% | 3.03% | 6.02% | 10.94% | 9.09% | 8.70% | 9.43% | 11.70% | 10.66% | 9.68% | 5.06% | 13.14% X | 0.0% |
| BASE = Those who responded | 613 | 830 | 480 | 10615 | 313 | 378 | 331 | 5852 | 188 | 274 | 142 | 847 | 40 | 144 | 32 | 124 | 111 | 77 | 61 | 46 | 81 | 104 | 83 | 71 | 117 | 0 |
| | 79.30% C | 79.96% C | 73.73% | 85.08% E | 75.79% | 76.06% | 71.18% | 91.61% I | 87.04% E | 86.71% | 87.65% | 89.25% | 80.00% | 88.89% | 96.97% | 93.23% | 86.72% | 87.50% | 88.41% | 86.79% | 86.17% | 85.25% | 89.25% | 89.87% | 85.40% | 0.0% |
| 10 - Best personal doctor possible | 346 | 452 | 258 | 6319 | 186 | 203 | 179 | 3571 | 101 | 148 | 76 | 482 | 13 | 86 | 8 | 78 | 62 | 39 | 34 | 24 | 43 | 58 | 43 | 39 | 62 | 0 |
| | 56.44% | 54.46% | 53.75% | 59.53% | 59.42% | 53.70% | 54.08% | 61.02% I | 53.72% | 54.01% | 53.52% | 56.91% | 32.50% | 59.72% M | 25.00% | 62.90% O | 55.86% | 50.65% | 55.74% | 52.17% | 53.09% | 55.77% | 51.81% | 54.93% | 52.99% | 0.0% |
| 9 - | 101 | 151 | 68 | 1800 | 53 | 76 | 52 | 964 | 32 | 47 | 22 | 143 | 7 | 25 | 3 | 24 | 20 | 12 | 12 | 8 | 12 | 21 | 11 | 12 | 20 | 0 |
| | 16.48% | 18.19% | 14.17% | 16.96% | 16.93% | 20.11% | 15.71% | 16.47% | 17.02% | 17.15% | 15.49% | 16.88% | 17.50% | 17.36% | 9.38% | 19.35% | 18.02% | 15.58% | 19.67% | 17.39% | 14.81% | 20.19% | 13.25% | 16.90% | 17.09% | 0.0% |
| Top Two Box | 447 | 603 | 326 | 8119 | 239 | 279 | 231 | 4535 | 133 | 195 | 98 | 625 | 20 | 111 | 11 | 102 | 82 | 51 | 46 | 32 | 55 | 79 | 54 | 51 | 82 | 0 |
| | 72.92% | 72.65% | 67.92% | 76.49% | 76.36% | 73.81% | 69.79% | 77.49% I | 70.74% | 71.17% | 69.01% | 73.79% | 50.00% | 77.08% M | 34.38% | 82.26% O | 73.87% | 66.23% | 75.41% | 69.57% | 67.90% | 75.96% | 65.06% | 71.83% | 70.09% | 0.0% |
| 8 - | 94 | 113 | 85 | 1376 | 41 | 49 | 56 | 686 | 29 | 40 | 20 | 111 | 7 | 22 | 6 | 15 | 17 | 12 | 10 | 5 | 14 | 12 | 16 | 9 | 20 | 0 |
| | 15.33% | 13.61% | 17.71% | 12.96% | 13.10% | 12.96% | 16.92% | 11.72% | 15.43% | 14.60% | 14.08% | 13.11% | 17.50% | 15.28% | 18.75% | 12.10% | 15.32% | 15.58% | 16.39% | 10.87% | 17.28% | 11.54% | 19.28% | 12.68% | 17.09% | 0.0% |
| CAHPS Rate (Top Three Box) | 541 | 716 | 411 | 9495 | 280 | 328 | 287 | 5221 | 162 | 235 | 118 | 736 | 27 | 133 | 17 | 117 | 99 | 63 | 56 | 37 | 69 | 91 | 70 | 60 | 102 | 0 |
| | 88.25% | 86.27% | 85.63% | 89.45% | 89.46% | 86.77% | 86.71% | 89.22% | 86.17% | 85.77% | 83.10% | 86.89% | 67.50% | 92.36% M | 53.13% | 94.35% O | 89.19% | 81.82% | 91.80% | 80.43% | 85.19% | 87.50% | 84.34% | 84.51% | 87.18% | 0.0% |
| 7 - | 32 | 57 | 28 | 537 | 18 | 25 | 20 | 282 | 8 | 21 | 9 | 44 | 4 | 4 | 5 | 1 | 5 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 0 |
| | 5.22% | 6.87% | 5.83% | 5.06% | 5.75% | 6.61% | 6.04% | 4.82% | 4.26% | 7.66% | 6.34% | 5.19% | 10.00% | 2.78% | 15.63% P | 0.81% | 4.50% | 3.90% | 3.28% | 4.35% | 4.94% | 3.85% | 4.82% | 5.63% | 3.42% | 0.0% |
| 6 - | 13 | 20 | 17 | 198 | 7 | 7 | 10 | 124 | 6 | 7 | 6 | 23 | 2 | 4 | 2 | 3 | 2 | 4 | 2 | 2 | 2 | 3 | 3 | 2 | 4 | 0 |
| | 2.12% | 2.41% | 3.54% | 1.87% | 2.24% | 1.85% | 3.02% | 2.12% | 3.19% | 2.55% | 4.23% | 2.72% | 5.00% | 2.78% | 6.25% | 2.42% | 1.80% | 5.19% | 3.28% | 4.35% | 2.47% | 2.88% | 3.61% | 2.82% | 3.42% | 0.0% |
| 5 - | 13 | 21 | 14 | 212 | 4 | 12 | 8 | 119 | 6 | 4 | 6 | 20 | 4 | 1 | 3 | 2 | 3 | 3 | 1 | 3 | 2 | 4 | 2 | 2 | 4 | 0 |
| | 2.12% | 2.53% | 2.92% | 2.00% | 1.28% | 3.17% | 2.42% | 2.03% | 3.19% | 1.46% | 4.23% | 2.36% | 10.00% | 0.69% | 9.38% | 1.61% | 2.70% | 3.90% | 1.64% | 6.52% | 2.47% | 3.85% | 2.41% | 2.82% | 3.42% | 0.0% |
| 4 - | 6 | 5 | 5 | 56 | 2 | 1 | 4 | 44 | 3 | 2 | 1 | 12 | 2 | 0 | 3 | 0 | 0 | 3 | 0 | 1 | 2 | 1 | 2 | 2 | 1 | 0 |
| | 0.98% | 0.60% | 1.04% | 0.53% | 0.64% | 0.26% | 1.21% | 0.75% | 1.60% | 0.73% | 0.70% | 1.42% | 5.00% | 0.0% | 9.38% | 0.0% | 0.0% | 3.90% | 0.0% | 2.17% | 2.47% | 0.96% | 2.41% | 2.82% | 0.85% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| 3 - | 0<br>0.0% | 3<br>0.36% | 1<br>0.21% | 41<br>0.39%<br>E | 0<br>0.0% | 1<br>0.26% | 1<br>0.30% | 19<br>0.32%<br>I | 0<br>0.0% | 1<br>0.36% | 0<br>0.0% | 1<br>0.12% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 2 - | 2<br>0.33% | 5<br>0.60% | 1<br>0.21% | 31<br>0.29%<br>E | 0<br>0.0% | 2<br>0.53% | 0<br>0.0% | 13<br>0.22%<br>I | 0<br>0.0% | 3<br>1.09% | 1<br>0.70% | 2<br>0.24% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 1 - | 2<br>0.33% | 2<br>0.24% | 0<br>0.0% | 21<br>0.20%<br>E | 0<br>0.0% | 1<br>0.26% | 0<br>0.0% | 13<br>0.22% | 1<br>0.53% | 0<br>0.0% | 0<br>0.0% | 3<br>0.35% | 0<br>0.0% | 1<br>0.69% | 1<br>3.13% | 0<br>0.0% | 1<br>0.90% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>1.23% | 0<br>0.0% | 1<br>1.20% | 0<br>0.0% | 1<br>0.85% | 0<br>0.0% |
| 0 - Worst personal doctor possible | 4<br>0.65% | 1<br>0.12% | 3<br>0.63% | 24<br>0.23% | 2<br>0.64% | 1<br>0.26% | 1<br>0.30% | 17<br>0.29% | 2<br>1.06% | 1<br>0.36% | 1<br>0.70% | 6<br>0.71% | 1<br>2.50% | 1<br>0.69% | 1<br>3.13% | 1<br>0.81% | 1<br>0.90% | 1<br>1.30% | 0<br>0.0% | 1<br>2.17% | 1<br>1.23% | 1<br>0.96% | 1<br>1.20% | 1<br>1.41% | 1<br>0.85% | 0<br>0.0% |
| Bottom Three Box | 8<br>1.31% | 8<br>0.96% | 4<br>0.83% | 76<br>0.72% | 2<br>0.64% | 4<br>1.06% | 1<br>0.30% | 43<br>0.73% | 3<br>1.60% | 4<br>1.46% | 2<br>1.41% | 11<br>1.30% | 1<br>2.50% | 2<br>1.39% | 2<br>6.25% | 1<br>0.81% | 2<br>1.80% | 1<br>1.30% | 0<br>0.0% | 1<br>2.17% | 2<br>2.47% | 1<br>0.96% | 2<br>2.41% | 1<br>1.41% | 2<br>1.71% | 0<br>0.0% |
| Bottom Two Box | 6<br>0.98% | 3<br>0.36% | 3<br>0.63% | 45<br>0.42% | 2<br>0.64% | 2<br>0.53% | 1<br>0.30% | 30<br>0.51% | 3<br>1.60% | 1<br>0.36% | 1<br>0.70% | 9<br>1.06% | 1<br>2.50% | 2<br>1.39% | 2<br>6.25% | 1<br>0.81% | 2<br>1.80% | 1<br>1.30% | 0<br>0.0% | 1<br>2.17% | 2<br>2.47% | 1<br>0.96% | 2<br>2.41% | 1<br>1.41% | 2<br>1.71% | 0<br>0.0% |
| Average rating | 9.0016 | 8.9735 | 8.8854 | 9.1225 | 9.1406 | 8.9815 | 8.9577 | 9.1352<br>I | 8.8564 | 8.9380 | 8.8239 | 8.9717 | 7.9250 | 9.1597<br>M | 7.1875 | 9.2823<br>O | 9.0000 | 8.6494 | 9.1639 | 8.6304 | 8.7531 | 8.9904 | 8.6988 | 8.8451 | 8.8632 | 0 |
| Standard deviation | 1.6120 | 1.5505 | 1.6322 | 1.4572 | 1.4208 | 1.5523 | 1.5047 | 1.4863 | 1.8000 | 1.6119 | 1.7454 | 1.6859 | 2.2515 | 1.4845 | 2.5913 | 1.3534 | 1.6712 | 1.9525 | 1.1760 | 2.0993 | 1.9660 | 1.6496 | 1.9680 | 1.8511 | 1.7682 | 0 |
| 3-point composite mean | 2.6639 | 2.6578 | 2.5938 | 2.7099 | 2.7157<br>G | 2.6720 | 2.6254 | 2.7153<br>I | 2.6117 | 2.6460 | 2.5845 | 2.6588 | 2.2750 | 2.7222<br>M | 2.0313 | 2.7742<br>O | 2.6757 | 2.5195 | 2.7049 | 2.5435 | 2.5802 | 2.6731 | 2.5422 | 2.6197 | 2.6068 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 13<br>1.68% | 21<br>2.02% | 73<br>11.21%<br>AB | 240<br>3.06%<br>E | 7<br>1.69% | 11<br>2.21% | 54<br>11.61%<br>EF | 165<br>2.58% | 5<br>2.31% | 5<br>1.58% | 6<br>3.70% | 25<br>2.63% | 3<br>6.00% | 2<br>1.23% | 0<br>0.0% | 1<br>0.75% | 2<br>1.56% | 3<br>3.41% | 2<br>2.90% | 1<br>1.89% | 2<br>2.13% | 4<br>3.28% | 1<br>1.08% | 4<br>5.06% | 1<br>0.73% | 0<br>0.0% |
| Appropriately skipped | 145<br>18.76% | 188<br>18.11% | 102<br>15.67% | 1008<br>12.85% | 91<br>22.03%<br>DI | 106<br>21.33% | 80<br>17.20% | 374<br>5.85% | 22<br>10.19%<br>H | 36<br>11.39% | 15<br>9.26% | 75<br>7.90% | 7<br>14.00% | 15<br>9.26% | 1<br>3.03% | 8<br>6.02% | 14<br>10.94% | 8<br>9.09% | 6<br>8.70% | 5<br>9.43% | 11<br>11.70% | 13<br>10.66% | 9<br>9.68% | 4<br>5.06% | 18<br>13.14%<br>X | 0<br>0.0% |
| BASE = Those who responded | 615<br>79.56%<br>C | 828<br>79.77%<br>C | 476<br>73.12% | 6595<br>84.09%<br>E | 315<br>76.27% | 380<br>76.46% | 331<br>71.18% | 5849<br>91.56% | 189<br>87.50%<br>E | 274<br>86.71% | 141<br>87.04% | 849<br>89.46% | 40<br>80.00% | 145<br>89.51% | 32<br>96.97% | 124<br>93.23% | 112<br>87.50% | 77<br>87.50% | 61<br>88.41% | 47<br>88.68% | 81<br>86.17% | 105<br>86.07% | 83<br>89.25% | 71<br>89.87% | 118<br>86.13% | 0<br>0.0% |
| Yes | 158<br>25.69% | 239<br>28.86% | 127<br>26.68% | 1584<br>24.02%<br>E | 55<br>17.46% | 71<br>18.68% | 69<br>20.85% | 4331<br>74.05%<br>I | 118<br>62.43%<br>E | 205<br>74.82%<br>I | 105<br>74.47%<br>I | 573<br>67.49% | 26<br>65.00% | 89<br>61.38% | 25<br>78.13%<br>P | 76<br>61.29% | 64<br>57.14% | 54<br>70.13% | 36<br>59.02% | 32<br>68.09% | 50<br>61.73% | 68<br>64.76% | 50<br>60.24% | 51<br>71.83%<br>Y | 67<br>56.78% | 0<br>0.0% |
| No | 457<br>74.31% | 589<br>71.14% | 349<br>73.32% | 5011<br>75.98% | 260<br>82.54%<br>DI | 309<br>81.32% | 262<br>79.15% | 1518<br>25.95% | 71<br>37.57%<br>HJK | 69<br>25.18% | 36<br>25.53% | 276<br>32.51% | 14<br>35.00% | 56<br>38.62% | 7<br>21.88% | 48<br>38.71%<br>O | 48<br>42.86% | 23<br>29.87% | 25<br>40.98% | 15<br>31.91% | 31<br>38.27% | 37<br>35.24% | 33<br>39.76% | 20<br>28.17% | 51<br>43.22%<br>X | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 15 | 28 | 73 | 270 | 7 | 12 | 54 | 229 | 6 | 9 | 6 | 40 | 3 | 3 | 0 | 1 | 3 | 3 | 2 | 1 | 3 | 5 | 1 | 4 | 2 | 0 |
| | 1.94% | 2.70% | 11.21% AB | 3.44% E | 1.69% | 2.41% | 11.61% EF | 3.58% | 2.78% | 2.85% | 3.70% | 4.21% | 6.00% | 1.85% | 0.0% | 0.75% | 2.34% | 3.41% | 2.90% | 1.89% | 3.19% | 4.10% | 1.08% | 5.06% | 1.46% | 0.0% |
| Appropriately skipped | 602 | 777 | 451 | 6019 | 351 | 415 | 342 | 1892 | 93 | 105 | 51 | 351 | 21 | 71 | 8 | 56 | 62 | 31 | 31 | 20 | 42 | 50 | 42 | 24 | 69 | 0 |
| | 77.88% C | 74.86% C | 69.28% | 76.74% | 84.99% DGI | 83.50% G | 73.55% | 29.62% | 43.06% HJK | 33.23% | 31.48% | 36.99% | 42.00% | 43.83% | 24.24% | 42.11% O | 48.44% | 35.23% | 44.93% | 37.74% | 44.68% | 40.98% | 45.16% | 30.38% | 50.36% X | 0.0% |
| BASE = Those who responded | 156 | 232 | 127 | 1554 | 55 | 69 | 69 | 4267 | 117 | 202 | 105 | 558 | 26 | 88 | 25 | 76 | 63 | 54 | 36 | 32 | 49 | 67 | 50 | 51 | 66 | 0 |
| | 20.18% | 22.35% | 19.51% | 19.81% E | 13.32% | 13.88% | 14.84% | 66.80% I | 54.17% E | 63.92% I | 64.81% I | 58.80% | 52.00% | 54.32% | 75.76% P | 57.14% | 49.22% | 61.36% | 52.17% | 60.38% | 52.13% | 54.92% | 53.76% | 64.56% Y | 48.18% | 0.0% |
| Yes | 131 | 211 | 114 | 1438 | 49 | 62 | 61 | 3989 | 96 | 187 | 94 | 499 | 18 | 77 | 17 | 66 | 53 | 43 | 30 | 23 | 43 | 56 | 40 | 38 | 58 | 0 |
| | 83.97% | 90.95% A | 89.76% | 92.54% | 89.09% | 89.86% | 88.41% | 93.48% I | 82.05% | 92.57% I | 89.52% | 89.43% | 69.23% | 87.50% | 68.00% | 86.84% | 84.13% | 79.63% | 83.33% | 71.88% | 87.76% | 83.58% | 80.00% | 74.51% | 87.88% | 0.0% |
| No | 25 | 21 | 13 | 116 | 6 | 7 | 8 | 278 | 21 | 15 | 11 | 59 | 8 | 11 | 8 | 10 | 10 | 11 | 6 | 9 | 6 | 11 | 10 | 13 | 8 | 0 |
| | 16.03% B | 9.05% | 10.24% | 7.46% | 10.91% | 10.14% | 11.59% | 6.52% | 17.95% HJ | 7.43% | 10.48% | 10.57% | 30.77% | 12.50% | 32.00% | 13.16% | 15.87% | 20.37% | 16.67% | 28.13% | 12.24% | 16.42% | 20.00% | 25.49% | 12.12% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 16 | 25 | 76 | 277 | 7 | 11 | 56 | 246 | 7 | 8 | 8 | 37 | 3 | 4 | 0 | 3 | 3 | 4 | 2 | 3 | 2 | 6 | 1 | 5 | 2 | 0 |
| | 2.07% | 2.41% | 11.67% AB | 3.53% E | 1.69% | 2.21% | 12.04% EF | 3.85% | 3.24% | 2.53% | 4.94% | 3.90% | 6.00% | 2.47% | 0.0% | 2.26% | 2.34% | 4.55% | 2.90% | 5.66% | 2.13% | 4.92% | 1.08% | 6.33% | 1.46% | 0.0% |
| Appropriately skipped | 602 | 777 | 451 | 6019 | 351 | 415 | 342 | 1892 | 93 | 105 | 51 | 351 | 21 | 71 | 8 | 56 | 62 | 31 | 31 | 20 | 42 | 50 | 42 | 24 | 69 | 0 |
| | 77.88% C | 74.86% C | 69.28% | 76.74% | 84.99% DGI | 83.50% G | 73.55% | 29.62% | 43.06% HJK | 33.23% | 31.48% | 36.99% | 42.00% | 43.83% | 24.24% | 42.11% O | 48.44% | 35.23% | 44.93% | 37.74% | 44.68% | 40.98% | 45.16% | 30.38% | 50.36% X | 0.0% |
| BASE = Those who responded | 155 | 236 | 124 | 1547 | 55 | 71 | 67 | 4250 | 116 | 203 | 103 | 561 | 26 | 87 | 25 | 74 | 63 | 53 | 36 | 30 | 50 | 66 | 50 | 50 | 66 | 0 |
| | 20.05% | 22.74% | 19.05% | 19.72% E | 13.32% | 14.29% | 14.41% | 66.53% I | 53.70% E | 64.24% I | 63.58% | 59.11% | 52.00% | 53.70% | 75.76% P | 55.64% | 49.22% | 60.23% | 52.17% | 56.60% | 53.19% | 54.10% | 53.76% | 63.29% Y | 48.18% | 0.0% |
| Yes | 127 | 205 | 104 | 1378 | 48 | 60 | 53 | 3814 | 91 | 181 | 86 | 477 | 16 | 74 | 16 | 61 | 51 | 40 | 30 | 21 | 40 | 57 | 34 | 34 | 57 | 0 |
| | 81.94% | 86.86% | 83.87% | 89.08% | 87.27% | 84.51% | 79.10% | 89.74% I | 78.45% | 89.16% I | 83.50% | 85.03% | 61.54% | 85.06% | 64.00% | 82.43% | 80.95% | 75.47% | 83.33% | 70.00% | 80.00% | 86.36% W | 68.00% | 68.00% | 86.36% X | 0.0% |
| No | 28 | 31 | 20 | 169 | 7 | 11 | 14 | 436 | 25 | 22 | 17 | 84 | 10 | 13 | 9 | 13 | 12 | 13 | 6 | 9 | 10 | 9 | 16 | 16 | 9 | 0 |
| | 18.06% | 13.14% | 16.13% | 10.92% | 12.73% | 15.49% | 20.90% | 10.26% | 21.55% HJ | 10.84% | 16.50% | 14.97% | 38.46% | 14.94% | 36.00% | 17.57% | 19.05% | 24.53% | 16.67% | 30.00% | 20.00% | 13.64% | 32.00% V | 32.00% Y | 13.64% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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 try to make any appointments for your child to see a specialist?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 2 | 3 | 67 | 112 | 2 | 2 | 50 | 62 | 0 | 0 | 2 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.26% | 0.29% | 10.29% AB | 0.90% | 0.48% | 0.40% | 10.75% EF | 0.97% I | 0.0% | 0.0% | 1.23% | 0.95% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 771 | 1035 | 584 | 12364 | 411 | 495 | 415 | 6326 | 216 | 316 | 160 | 940 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 99.74% C | 99.71% C | 89.71% | 99.10% | 99.52% G | 99.60% G | 89.25% | 99.03% | 100.00% H | 100.00% | 98.77% | 99.05% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Yes | 146 | 224 | 113 | 2886 | 61 | 74 | 62 | 2850 | 83 | 148 | 70 | 426 | 17 | 64 | 16 | 56 | 42 | 41 | 35 | 15 | 33 | 44 | 38 | 32 | 51 | 0 |
| | 18.94% | 21.64% | 19.35% | 23.34% E | 14.84% | 14.95% | 14.94% | 45.05% I | 38.43% E | 46.84% | 43.75% | 45.32% | 34.00% | 39.51% | 48.48% | 42.11% | 32.81% | 46.59% Q | 50.72% TU | 28.30% | 35.11% | 36.07% | 40.86% | 40.51% | 37.23% | 0.0% |
| No | 625 | 811 | 471 | 9478 | 350 | 421 | 353 | 3476 | 133 | 168 | 90 | 514 | 33 | 98 | 17 | 77 | 86 | 47 | 34 | 38 | 61 | 78 | 55 | 47 | 86 | 0 |
| | 81.06% | 78.36% | 80.65% | 76.66% | 85.16% DI | 85.05% | 85.06% | 54.95% | 61.57% H | 53.16% | 56.25% | 54.68% | 66.00% | 60.49% | 51.52% | 57.89% | 67.19% R | 53.41% | 49.28% | 71.70% S | 64.89% S | 63.93% | 59.14% | 59.49% | 62.77% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 3<br>0.39% | 6<br>0.58% | 69<br>10.60%<br>AB | 160<br>1.28%<br>E | 2<br>0.48% | 4<br>0.80% | 51<br>10.97%<br>EF | 91<br>1.42%<br>I | 1<br>0.46% | 2<br>0.63% | 3<br>1.85% | 16<br>1.69% | 0<br>0.0% | 1<br>0.62% | 0<br>0.0% | 1<br>0.75% | 0<br>0.0% | 1<br>1.14% | 0<br>0.0% | 1<br>1.89% | 0<br>0.0% | 1<br>0.82% | 0<br>0.0% | 1<br>1.27% | 0<br>0.0% | 0<br>0.0% |
| Appropriately skipped | 625<br>80.85%<br>C | 811<br>78.13%<br>C | 471<br>72.35% | 9478<br>75.97% | 350<br>84.75%<br>DGI | 421<br>84.71%<br>G | 353<br>75.91% | 3476<br>54.41% | 133<br>61.57%<br>H | 168<br>53.16% | 90<br>55.56% | 514<br>54.16% | 33<br>66.00% | 98<br>60.49% | 17<br>51.52% | 77<br>57.89% | 86<br>67.19%<br>R | 47<br>53.41% | 34<br>49.28% | 38<br>71.70%<br>S | 61<br>64.89%<br>S | 78<br>63.93% | 55<br>59.14% | 47<br>59.49% | 86<br>62.77% | 0<br>0.0% |
| BASE = Those who responded | 145<br>18.76% | 220<br>21.19%<br>C | 111<br>17.05% | 2838<br>22.75%<br>E | 61<br>14.77% | 71<br>14.29% | 61<br>13.12% | 2821<br>44.16% | 82<br>37.96%<br>E | 146<br>46.20% | 69<br>42.59% | 419<br>44.15% | 17<br>34.00% | 63<br>38.89% | 16<br>48.48% | 55<br>41.35% | 42<br>32.81% | 40<br>45.45% | 35<br>50.72%<br>TU | 14<br>26.42% | 33<br>35.11% | 43<br>35.25% | 38<br>40.86% | 31<br>39.24% | 51<br>37.23% | 0<br>0.0% |
| Never | 10<br>6.90% | 11<br>5.00% | 3<br>2.70% | 98<br>3.45% | 4<br>6.56% | 3<br>4.23% | 2<br>3.28% | 94<br>3.33% | 7<br>8.54%<br>K | 6<br>4.11% | 1<br>1.45% | 25<br>5.97% | 5<br>29.41% | 2<br>3.17% | 4<br>25.00% | 2<br>3.64% | 4<br>9.52% | 3<br>7.50% | 2<br>5.71% | 4<br>28.57% | 1<br>3.03% | 4<br>9.30% | 3<br>7.89% | 4<br>12.90% | 3<br>5.88% | 0<br>0.0% |
| Sometimes | 18<br>12.41% | 38<br>17.27% | 20<br>18.02% | 442<br>15.57% | 8<br>13.11% | 14<br>19.72% | 10<br>16.39% | 348<br>12.34% | 12<br>14.63% | 24<br>16.44% | 11<br>15.94% | 80<br>19.09% | 4<br>23.53% | 8<br>12.70% | 4<br>25.00% | 8<br>14.55% | 3<br>7.14% | 9<br>22.50%<br>Q | 6<br>17.14% | 2<br>14.29% | 4<br>12.12% | 5<br>11.63% | 7<br>18.42% | 6<br>19.35% | 6<br>11.76% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 28<br>19.31% | 49<br>22.27% | 23<br>20.72% | 540<br>19.03% | 12<br>19.67% | 17<br>23.94% | 12<br>19.67% | 442<br>15.67% | 19<br>23.17% | 30<br>20.55% | 12<br>17.39% | 105<br>25.06% | 9<br>52.94% | 10<br>15.87% | 8<br>50.00% | 10<br>18.18% | 7<br>16.67% | 12<br>30.00% | 8<br>22.86% | 6<br>42.86% | 5<br>15.15% | 9<br>20.93% | 10<br>26.32% | 10<br>32.26% | 9<br>17.65% | 0<br>0.0% |
| Usually | 29<br>20.00% | 60<br>27.27% | 33<br>29.73% | 655<br>23.08% | 9<br>14.75% | 15<br>21.13% | 18<br>29.51%<br>E | 683<br>24.21% | 17<br>20.73% | 42<br>28.77% | 22<br>31.88% | 114<br>27.21% | 2<br>11.76% | 14<br>22.22% | 2<br>12.50% | 12<br>21.82% | 8<br>19.05% | 9<br>22.50% | 8<br>22.86% | 2<br>14.29% | 7<br>21.21% | 10<br>23.26% | 7<br>18.42% | 7<br>22.58% | 10<br>19.61% | 0<br>0.0% |
| Always | 88<br>60.69% | 111<br>50.45% | 55<br>49.55% | 1643<br>57.89% | 40<br>65.57% | 39<br>54.93% | 31<br>50.82% | 1696<br>60.12% | 46<br>56.10% | 74<br>50.68% | 35<br>50.72% | 200<br>47.73% | 6<br>35.29% | 39<br>61.90% | 6<br>37.50% | 33<br>60.00% | 27<br>64.29% | 19<br>47.50% | 19<br>54.29% | 6<br>42.86% | 21<br>63.64% | 24<br>55.81% | 21<br>55.26% | 14<br>45.16% | 32<br>62.75% | 0<br>0.0% |
| CAHPS Rate (%Always + %Usually) | 117<br>80.69% | 171<br>77.73% | 88<br>79.28% | 2298<br>80.97% | 49<br>80.33% | 54<br>76.06% | 49<br>80.33% | 2379<br>84.33% | 63<br>76.83% | 116<br>79.45% | 57<br>82.61% | 314<br>74.94% | 8<br>47.06% | 53<br>84.13% | 8<br>50.00% | 45<br>81.82% | 35<br>83.33% | 28<br>70.00% | 27<br>77.14% | 8<br>57.14% | 28<br>84.85% | 34<br>79.07% | 28<br>73.68% | 21<br>67.74% | 42<br>82.35% | 0<br>0.0% |
| 3-point composite mean | 2.4138 | 2.2818 | 2.2883 | 2.3887 | 2.4590 | 2.3099 | 2.3115 | 2.4445 | 2.3293 | 2.3014 | 2.3333 | 2.2267 | 1.8235 | 2.4603 | 1.8750 | 2.4182 | 2.4762 | 2.1750 | 2.3143 | 2.0000 | 2.4848 | 2.3488 | 2.2895 | 2.1290 | 2.4510 | 0 |
| 4-point composite mean | 3.3448 | 3.2318 | 3.2613 | 3.3541 | 3.3934 | 3.2676 | 3.2787 | 3.4112 | 3.2439 | 3.2603 | 3.3188 | 3.1671 | 2.5294 | 3.4286 | 2.6250 | 3.3818 | 3.3810 | 3.1000 | 3.2571 | 2.7143 | 3.4545 | 3.2558 | 3.2105 | 3.0000 | 3.3922 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

47. How many specialists has your child seen in the last 6 months?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 3 | 5 | 67 | 167 | 2 | 4 | 50 | 93 | 1 | 1 | 2 | 14 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 |
| | 0.39% | 0.48% | 10.29% AB | 1.34% E | 0.48% | 0.80% | 10.75% EF | 1.46% I | 0.46% | 0.32% | 1.23% | 1.48% | 0.0% | 0.62% | 0.0% | 0.75% | 0.0% | 1.14% | 0.0% | 1.89% | 0.0% | 0.82% | 0.0% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 625 | 811 | 471 | 9478 | 350 | 421 | 353 | 3476 | 133 | 168 | 90 | 514 | 33 | 98 | 17 | 77 | 86 | 47 | 34 | 38 | 61 | 78 | 55 | 47 | 86 | 0 |
| | 80.85% C | 78.13% C | 72.35% | 75.97% | 84.75% DGI | 84.71% G | 75.91% | 54.41% | 61.57% H | 53.16% | 55.56% | 54.16% | 66.00% | 60.49% | 51.52% | 57.89% | 67.19% R | 53.41% | 49.28% | 71.70% S | 64.89% S | 63.93% | 59.14% | 59.49% | 62.77% | 0.0% |
| BASE = Those who responded | 145 | 222 | 113 | 2831 | 61 | 72 | 62 | 2819 | 82 | 147 | 70 | 421 | 17 | 63 | 16 | 55 | 42 | 40 | 35 | 14 | 33 | 43 | 38 | 31 | 51 | 0 |
| | 18.76% | 21.39% C | 17.36% | 22.69% E | 14.77% | 14.49% | 13.33% | 44.13% | 37.96% E | 46.52% I | 43.21% | 44.36% | 34.00% | 38.89% | 48.48% | 41.35% | 32.81% | 45.45% | 50.72% TU | 26.42% | 35.11% | 35.25% | 40.86% | 39.24% | 37.23% | 0.0% |
| None (v 0) | 10 | 14 | 8 | 135 | 4 | 6 | 6 | 104 | 7 | 8 | 5 | 23 | 4 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 0 | 5 | 2 | 3 | 4 | 0 |
| | 6.90% | 6.31% | 7.08% | 4.77% | 6.56% | 8.33% | 9.68% | 3.69% | 8.54% | 5.44% | 7.14% | 5.46% | 23.53% | 4.76% | 12.50% | 3.64% | 9.52% | 7.50% | 11.43% U | 21.43% | 0.0% | 11.63% | 5.26% | 9.68% | 7.84% | 0.0% |
| Saw a specialist (NET) | 135 | 208 | 105 | 2696 | 57 | 66 | 56 | 2715 | 75 | 139 | 65 | 398 | 13 | 60 | 14 | 53 | 38 | 37 | 31 | 11 | 33 | 38 | 36 | 28 | 47 | 0 |
| | 93.10% | 93.69% | 92.92% | 95.23% | 93.44% | 91.67% | 90.32% | 96.31% | 91.46% | 94.56% | 92.86% | 94.54% | 76.47% | 95.24% | 87.50% | 96.36% | 90.48% | 92.50% | 88.57% | 78.57% | 100.00% S | 88.37% | 94.74% | 90.32% | 92.16% | 0.0% |
| 1 specialist (v 1) | 89 | 122 | 59 | 1788 | 38 | 44 | 33 | 1578 | 46 | 62 | 29 | 254 | 10 | 34 | 8 | 34 | 24 | 22 | 20 | 7 | 19 | 23 | 22 | 15 | 31 | 0 |
| | 61.38% | 54.95% | 52.21% | 63.16% | 62.30% | 61.11% | 53.23% | 55.98% | 56.10% J | 42.18% | 41.43% | 60.33% | 58.82% | 53.97% | 50.00% | 61.82% | 57.14% | 55.00% | 57.14% | 50.00% | 57.58% | 53.49% | 57.89% | 48.39% | 60.78% | 0.0% |
| 2 (v 2) | 30 | 46 | 28 | 583 | 12 | 11 | 14 | 706 | 18 | 39 | 19 | 87 | 0 | 18 | 2 | 12 | 10 | 8 | 8 | 2 | 8 | 9 | 9 | 7 | 11 | 0 |
| | 20.69% | 20.72% | 24.78% | 20.59% | 19.67% | 15.28% | 22.58% | 25.04% | 21.95% | 26.53% | 27.14% | 20.67% | 0.0% | 28.57% | 12.50% | 21.82% | 23.81% | 20.00% | 22.86% | 14.29% | 24.24% | 20.93% | 23.68% | 22.58% | 21.57% | 0.0% |
| 3 (v 3) | 9 | 24 | 9 | 182 | 5 | 7 | 6 | 253 | 5 | 22 | 8 | 37 | 2 | 3 | 3 | 2 | 2 | 3 | 1 | 1 | 3 | 2 | 3 | 2 | 3 | 0 |
| | 6.21% | 10.81% | 7.96% | 6.43% | 8.20% | 9.72% | 9.68% | 8.97% | 6.10% | 14.97% I | 11.43% | 8.79% | 11.76% | 4.76% | 18.75% | 3.64% | 4.76% | 7.50% | 2.86% | 7.14% | 9.09% | 4.65% | 7.89% | 6.45% | 5.88% | 0.0% |
| 4 (v 4) | 3 | 5 | 2 | 65 | 1 | 1 | 0 | 83 | 2 | 5 | 2 | 10 | 1 | 1 | 0 | 2 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 0 |
| | 2.07% | 2.25% | 1.77% | 2.30% | 1.64% | 1.39% | 0.0% | 2.94% | 2.44% | 3.40% | 2.86% | 2.38% | 5.88% | 1.59% | 0.0% | 3.64% | 0.0% | 5.00% | 0.0% | 7.14% | 3.03% | 2.33% | 2.63% | 6.45% | 0.0% | 0.0% |
| 5 or more specialists (v 6) | 4 | 11 | 7 | 78 | 1 | 3 | 3 | 95 | 4 | 11 | 7 | 10 | 0 | 4 | 1 | 3 | 2 | 2 | 2 | 0 | 2 | 3 | 1 | 2 | 2 | 0 |
| | 2.76% | 4.95% | 6.19% | 2.76% | 1.64% | 4.17% | 4.84% | 3.37% | 4.88% | 7.48% | 10.00% | 2.38% | 0.0% | 6.35% | 6.25% | 5.45% | 4.76% | 5.00% | 5.71% | 0.0% | 6.06% | 6.98% | 2.63% | 6.45% | 3.92% | 0.0% |
| Average | 1.4621 | 1.6757 | 1.6991 | 1.4935 | 1.4262 | 1.5139 | 1.5645 | 1.6499 | 1.5732 | 1.9864 I | 2.0143 | 1.5178 | 1.1765 | 1.6984 | 1.6875 | 1.6364 | 1.4762 | 1.6750 | 1.4571 | 1.2857 | 1.8182 | 1.6047 | 1.5526 | 1.7742 | 1.4510 | 0 |
| Standard deviation | 1.0893 | 1.2991 | 1.3625 | 1.0783 | 0.9828 | 1.2360 | 1.2652 | 1.1539 | 1.2881 | 1.4568 | 1.5901 | 1.0735 | 1.0973 | 1.3290 | 1.4456 | 1.2984 | 1.2196 | 1.3488 | 1.2949 | 1.0973 | 1.3132 | 1.4490 | 1.0930 | 1.4747 | 1.1430 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

47. How many specialists has your child seen in the last 6 months?

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 3 | 7 | 68 | 208 | 2 | 4 | 51 | 122 | 1 | 1 | 2 | 20 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 |
| | 0.39% | 0.67% | 10.45% AB | 1.67% E | 0.48% | 0.80% | 10.97% EF | 1.91% I | 0.46% | 0.32% | 1.23% | 2.11% | 0.0% | 0.62% | 0.0% | 0.75% | 0.0% | 1.14% | 0.0% | 1.89% | 0.0% | 0.82% | 0.0% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 635 | 825 | 479 | 9613 | 354 | 427 | 359 | 3580 | 140 | 176 | 95 | 537 | 37 | 101 | 19 | 79 | 90 | 50 | 38 | 41 | 61 | 83 | 57 | 50 | 90 | 0 |
| | 82.15% C | 79.48% C | 73.58% | 77.05% | 85.71% DGI | 85.92% G | 77.20% | 56.04% | 64.81% HJ | 55.70% | 58.64% | 56.59% | 74.00% | 62.35% | 57.58% | 59.40% | 70.31% R | 56.82% | 55.07% | 77.36% S | 64.89% | 68.03% | 61.29% | 63.29% | 65.69% | 0.0% |
| BASE = Those who responded | 135 | 206 | 104 | 2655 | 57 | 66 | 55 | 2686 | 75 | 139 | 65 | 392 | 13 | 60 | 14 | 53 | 38 | 37 | 31 | 11 | 33 | 38 | 36 | 28 | 47 | 0 |
| | 17.46% | 19.85% C | 15.98% | 21.28% E | 13.80% | 13.28% | 11.83% | 42.05% I | 34.72% E | 43.99% I | 40.12% | 41.31% | 26.00% | 37.04% | 42.42% | 39.85% | 29.69% | 42.05% | 44.93% T | 20.75% | 35.11% | 31.15% | 38.71% | 35.44% | 34.31% | 0.0% |
| 10 - Best specialist possible | 79 | 95 | 45 | 1489 | 29 | 28 | 22 | 1523 | 46 | 63 | 32 | 204 | 3 | 42 | 6 | 37 | 28 | 18 | 23 | 3 | 20 | 24 | 21 | 14 | 32 | 0 |
| | 58.52% BC | 46.12% | 43.27% | 56.08% | 50.88% | 42.42% | 40.00% | 56.70% | 61.33% J | 45.32% | 49.23% | 52.04% | 23.08% | 70.00% | 42.86% | 69.81% | 73.68% R | 48.65% | 74.19% | 27.27% | 60.61% | 63.16% | 58.33% | 50.00% | 68.09% | 0.0% |
| 9 - | 12 | 35 | 19 | 451 | 6 | 10 | 13 | 427 | 6 | 25 | 12 | 54 | 4 | 2 | 0 | 5 | 3 | 3 | 3 | 1 | 2 | 4 | 2 | 3 | 3 | 0 |
| | 8.89% | 16.99% A | 18.27% A | 16.99% | 10.53% | 15.15% | 23.64% | 15.90% I | 8.00% | 17.99% I | 18.46% | 13.78% | 30.77% | 3.33% | 0.0% | 9.43% | 7.89% | 8.11% | 9.68% | 9.09% | 6.06% | 10.53% | 5.56% | 10.71% | 6.38% | 0.0% |
| Top Two Box | 91 | 130 | 64 | 1940 | 35 | 38 | 35 | 1950 | 52 | 88 | 44 | 258 | 7 | 44 | 6 | 42 | 31 | 21 | 26 | 4 | 22 | 28 | 23 | 17 | 35 | 0 |
| | 67.41% | 63.11% | 61.54% | 73.07% | 61.40% | 57.58% | 63.64% | 72.60% | 69.33% | 63.31% | 67.69% | 65.82% | 53.85% | 73.33% | 42.86% | 79.25% | 81.58% R | 56.76% | 83.87% | 36.36% | 66.67% | 73.68% | 63.89% | 60.71% | 74.47% | 0.0% |
| 8 - | 25 | 37 | 17 | 348 | 14 | 13 | 10 | 384 | 12 | 23 | 6 | 59 | 2 | 10 | 2 | 8 | 5 | 7 | 3 | 3 | 6 | 5 | 7 | 4 | 8 | 0 |
| | 18.52% | 17.96% | 16.35% | 13.11% | 24.56% D | 19.70% | 18.18% | 14.30% | 16.00% | 16.55% | 9.23% | 15.05% | 15.38% | 16.67% | 14.29% | 15.09% | 13.16% | 18.92% | 9.68% | 27.27% | 18.18% | 13.16% | 19.44% | 14.29% | 17.02% | 0.0% |
| CAHPS Rate (Top Three Box) | 116 | 167 | 81 | 2288 | 49 | 51 | 45 | 2334 | 64 | 111 | 50 | 317 | 9 | 54 | 8 | 50 | 36 | 28 | 29 | 7 | 28 | 33 | 30 | 21 | 43 | 0 |
| | 85.93% | 81.07% | 77.88% | 86.18% | 85.96% | 77.27% | 81.82% | 86.90% | 85.33% | 79.86% | 76.92% | 80.87% | 69.23% | 90.00% | 57.14% | 94.34% | 94.74% R | 75.68% | 93.55% | 63.64% | 84.85% | 86.84% | 83.33% | 75.00% | 91.49% | 0.0% |
| 7 - | 9 | 15 | 11 | 162 | 4 | 7 | 6 | 150 | 5 | 10 | 9 | 32 | 1 | 4 | 2 | 1 | 1 | 4 | 2 | 1 | 2 | 3 | 2 | 2 | 3 | 0 |
| | 6.67% | 7.28% | 10.58% | 6.10% | 7.02% | 10.61% | 10.91% | 5.58% | 6.67% | 7.19% | 13.85% | 8.16% | 7.69% | 6.67% | 14.29% | 1.89% | 2.63% | 10.81% | 6.45% | 9.09% | 6.06% | 7.89% | 5.56% | 7.14% | 6.38% | 0.0% |
| 6 - | 2 | 5 | 1 | 59 | 0 | 3 | 1 | 64 | 1 | 4 | 0 | 11 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 1.48% | 2.43% | 0.96% | 2.22% E | 0.0% | 4.55% | 1.82% | 2.38% | 1.33% | 2.88% K | 0.0% | 2.81% | 0.0% | 0.0% | 7.14% | 0.0% | 0.0% | 2.70% | 0.0% | 0.0% | 3.03% | 2.63% | 0.0% | 3.57% | 0.0% | 0.0% |
| 5 - | 4 | 6 | 6 | 71 | 2 | 1 | 1 | 73 | 3 | 4 | 3 | 12 | 2 | 1 | 2 | 1 | 0 | 3 | 0 | 1 | 2 | 0 | 3 | 3 | 0 | 0 |
| | 2.96% | 2.91% | 5.77% | 2.67% | 3.51% | 1.52% | 1.82% | 2.72% | 4.00% | 2.88% | 4.62% | 3.06% | 15.38% | 1.67% | 14.29% | 1.89% | 0.0% | 8.11% | 0.0% | 9.09% | 6.06% | 0.0% | 8.33% | 10.71% | 0.0% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4 - | 1<br>0.74% | 2<br>0.97% | 2<br>1.92% | 18<br>0.68%<br>E | 0<br>0.0% | 0<br>0.0% | 1<br>1.82% | 17<br>0.63%<br>I | 0<br>0.0% | 2<br>1.44% | 2<br>3.08% | 6<br>1.53% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 3 - | 1<br>0.74% | 5<br>2.43%<br>C | 0<br>0.0% | 16<br>0.60% | 1<br>1.75% | 2<br>3.03% | 0<br>0.0% | 13<br>0.48%<br>I | 0<br>0.0% | 4<br>2.88%<br>IK | 0<br>0.0% | 4<br>1.02% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 2 - | 0<br>0.0% | 1<br>0.49% | 0<br>0.0% | 17<br>0.64%<br>E | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 14<br>0.52%<br>I | 0<br>0.0% | 1<br>0.72% | 0<br>0.0% | 2<br>0.51% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| 1 - | 1<br>0.74% | 2<br>0.97% | 1<br>0.96% | 13<br>0.49% | 1<br>1.75% | 1<br>1.52% | 0<br>0.0% | 10<br>0.37% | 1<br>1.33% | 1<br>0.72% | 1<br>1.54% | 3<br>0.77% | 1<br>7.69% | 0<br>0.0% | 0<br>0.0% | 1<br>1.89% | 0<br>0.0% | 1<br>2.70% | 0<br>0.0% | 1<br>9.09% | 0<br>0.0% | 0<br>0.0% | 1<br>2.78% | 0<br>0.0% | 1<br>2.13% | 0<br>0.0% |
| 0 - Worst specialist possible | 1<br>0.74% | 3<br>1.46% | 2<br>1.92% | 11<br>0.41%<br>E | 0<br>0.0% | 1<br>1.52% | 1<br>1.82% | 11<br>0.41% | 1<br>1.33% | 2<br>1.44% | 0<br>0.0% | 5<br>1.28% | 0<br>0.0% | 1<br>1.67% | 1<br>7.14% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 0<br>0.0% | 1<br>9.09% | 0<br>0.0% | 1<br>2.63% | 0<br>0.0% | 1<br>3.57% | 0<br>0.0% | 0<br>0.0% |
| Bottom Three Box | 2<br>1.48% | 6<br>2.91% | 3<br>2.88% | 41<br>1.54% | 1<br>1.75% | 2<br>3.03% | 1<br>1.82% | 35<br>1.30% | 2<br>2.67% | 4<br>2.88% | 1<br>1.54% | 10<br>2.55% | 1<br>7.69% | 1<br>1.67% | 1<br>7.14% | 1<br>1.89% | 1<br>2.63% | 1<br>2.70% | 0<br>0.0% | 2<br>18.18% | 0<br>0.0% | 1<br>2.63% | 1<br>2.78% | 1<br>3.57% | 1<br>2.13% | 0<br>0.0% |
| Bottom Two Box | 2<br>1.48% | 5<br>2.43% | 3<br>2.88% | 24<br>0.90% | 1<br>1.75% | 2<br>3.03% | 1<br>1.82% | 21<br>0.78% | 2<br>2.67% | 3<br>2.16% | 1<br>1.54% | 8<br>2.04% | 1<br>7.69% | 1<br>1.67% | 1<br>7.14% | 1<br>1.89% | 1<br>2.63% | 1<br>2.70% | 0<br>0.0% | 2<br>18.18% | 0<br>0.0% | 1<br>2.63% | 1<br>2.78% | 1<br>3.57% | 1<br>2.13% | 0<br>0.0% |
| Average rating | 8.8963 | 8.5097 | 8.4519 | 8.9427 | 8.7368 | 8.3788 | 8.6182 | 8.9684 | 8.8933 | 8.4604 | 8.6615 | 8.6505 | 7.6923 | 9.1833 | 7.5714 | 9.2830 | 9.3158 | 8.4595 | 9.5161 | 6.9091 | 8.9697 | 9.0263 | 8.7222 | 8.3571 | 9.2128 | 0 |
| Standard deviation | 1.7775 | 2.1287 | 2.0934 | 1.7058 | 1.8115 | 2.1445 | 1.8039 | 1.6551 | 1.9292 | 2.1700 | 1.8752 | 2.0348 | 2.5233 | 1.6481 | 2.7958 | 1.5342 | 1.7336 | 2.0214 | 0.9113 | 3.3427 | 1.5073 | 1.8565 | 2.0085 | 2.3332 | 1.5565 | 0 |
| 3-point composite mean | 2.6000 | 2.5146 | 2.5000 | 2.6535 | 2.5439 | 2.4545 | 2.5636 | 2.6508 | 2.6133 | 2.5036 | 2.5846 | 2.5485 | 2.3077 | 2.7000 | 2.1429 | 2.7547 | 2.7895<br>R | 2.4324 | 2.8387<br>U | 2.0909 | 2.5758 | 2.6842 | 2.5278 | 2.4286 | 2.7234 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.39% AC | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 8 | 18 | 73 | 279 | 6 | 10 | 54 | 82 | 2 | 4 | 3 | 12 | 0 | 2 | 0 | 2 | 2 | 0 | 1 | 0 | 1 | 2 | 0 | 1 | 1 | 0 |
| | 1.03% | 1.73% | 11.21% AB | 2.24% | 1.45% | 2.01% | 11.61% EF | 1.28% | 0.93% | 1.27% | 1.85% | 1.26% | 0.0% | 1.23% | 0.0% | 1.50% | 1.56% | 0.0% | 1.45% | 0.0% | 1.06% | 1.64% | 0.0% | 1.27% | 0.73% | 0.0% |
| BASE = Those who responded | 765 | 1016 | 578 | 12197 | 407 | 486 | 411 | 6306 | 214 | 312 | 159 | 937 | 50 | 160 | 33 | 131 | 126 | 88 | 68 | 53 | 93 | 120 | 93 | 78 | 136 | 0 |
| | 98.97% C | 97.88% C | 88.79% | 97.76% | 98.55% G | 97.79% G | 88.39% | 98.72% | 99.07% | 98.73% | 98.15% | 98.74% | 100.00% | 98.77% | 100.00% | 98.50% | 98.44% | 100.00% | 98.55% | 100.00% | 98.94% | 98.36% | 100.00% | 98.73% | 99.27% | 0.0% |
| Yes | 219 | 322 | 211 | 3604 | 103 | 134 | 143 | 1894 | 79 | 125 | 80 | 285 | 16 | 63 | 13 | 51 | 39 | 40 | 21 | 24 | 34 | 47 | 32 | 29 | 50 | 0 |
| | 28.63% | 31.69% | 36.51% A | 29.55% | 25.31% | 27.57% | 34.79% EF | 30.03% | 36.92% HE | 40.06% | 50.31% IJ | 30.42% | 32.00% | 39.38% | 39.39% | 38.93% | 30.95% | 45.45% Q | 30.88% | 45.28% | 36.56% | 39.17% | 34.41% | 37.18% | 36.76% | 0.0% |
| No | 546 | 694 | 367 | 8593 | 304 | 352 | 268 | 4412 | 135 | 187 | 79 | 652 | 34 | 97 | 20 | 80 | 87 | 48 | 47 | 29 | 59 | 73 | 61 | 49 | 86 | 0 |
| | 71.37% C | 68.31% | 63.49% | 70.45% | 74.69% GI | 72.43% G | 65.21% | 69.97% I | 63.08% K | 59.94% K | 49.69% | 69.58% | 68.00% | 60.63% | 60.61% | 61.07% | 69.05% R | 54.55% | 69.12% | 54.72% | 63.44% | 60.83% | 65.59% | 62.82% | 63.24% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 24 | 74 AB | 342 E | 6 | 13 | 55 EF | 112 | 3 | 4 | 4 | 16 | 0 | 3 | 0 | 3 | 2 | 1 | 1 | 1 | 1 | 3 | 0 | 1 | 2 | 0 |
| | 1.16% | 2.31% | 11.37% | 2.74% | 1.45% | 2.62% | 11.83% | 1.75% | 1.39% | 1.27% | 2.47% | 1.69% | 0.0% | 1.85% | 0.0% | 2.26% | 1.56% | 1.14% | 1.45% | 1.89% | 1.06% | 2.46% | 0.0% | 1.27% | 1.46% | 0.0% |
| Appropriately skipped | 546 C | 694 C | 367 | 8593 | 304 DGI | 352 G | 268 | 4412 I | 135 K | 187 K | 79 | 652 | 34 | 97 | 20 | 80 | 87 R | 48 | 47 | 29 | 59 | 73 | 61 | 49 | 86 | 0 |
| | 70.63% | 66.86% | 56.37% | 68.88% | 73.61% | 70.82% | 57.63% | 69.07% | 62.50% | 59.18% | 48.77% | 68.70% | 68.00% | 59.88% | 60.61% | 60.15% | 67.97% | 54.55% | 68.12% | 54.72% | 62.77% | 59.84% | 65.59% | 62.03% | 62.77% | 0.0% |
| BASE = Those who responded | 218 | 320 | 210 | 3541 | 103 | 132 | 142 | 1864 | 78 HE | 125 | 79 I | 281 | 16 | 62 | 13 | 50 | 39 | 39 Q | 21 | 23 | 34 | 46 | 32 | 29 | 49 | 0 |
| | 28.20% | 30.83% | 32.26% | 28.38% | 24.94% | 26.56% | 30.54% | 29.18% | 36.11% | 39.56% | 48.77% | 29.61% | 32.00% | 38.27% | 39.39% | 37.59% | 30.47% | 44.32% | 30.43% | 43.40% | 36.17% | 37.70% | 34.41% | 36.71% | 35.77% | 0.0% |
| Never | 6 | 11 | 6 | 102 | 4 | 3 | 1 | 61 | 3 | 6 | 3 | 12 | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 1 | 2 | 1 | 2 | 1 | 2 | 0 |
| | 2.75% | 3.44% | 2.86% | 2.88% | 3.88% | 2.27% | 0.70% | 3.27% | 3.85% | 4.80% | 3.80% | 4.27% | 18.75% | 0.0% | 23.08% | 0.0% | 0.0% | 7.69% | 0.0% | 4.35% | 5.88% | 2.17% | 6.25% | 3.45% | 4.08% | 0.0% |
| Sometimes | 32 | 41 | 37 | 553 | 15 | 13 | 25 | 262 | 10 | 20 | 15 | 48 | 5 | 5 | 1 | 7 | 2 | 8 Q | 2 | 2 | 6 | 7 | 3 | 6 | 4 | 0 |
| | 14.68% | 12.81% | 17.62% | 15.62% | 14.56% | 9.85% | 17.61% | 14.06% | 12.82% | 16.00% | 18.99% | 17.08% | 31.25% | 8.06% | 7.69% | 14.00% | 5.13% | 20.51% | 9.52% | 8.70% | 17.65% | 15.22% | 9.38% | 20.69% | 8.16% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 38 | 52 | 43 | 655 | 19 | 16 | 26 | 323 | 13 | 26 | 18 | 60 | 8 | 5 | 4 | 7 | 2 | 11 Q | 2 | 3 | 8 | 8 | 5 | 7 | 6 | 0 |
| | 17.43% | 16.25% | 20.48% | 18.50% | 18.45% | 12.12% | 18.31% | 17.33% | 16.67% | 20.80% | 22.78% | 21.35% | 50.00% | 8.06% | 30.77% | 14.00% | 5.13% | 28.21% | 9.52% | 13.04% | 23.53% | 17.39% | 15.63% | 24.14% | 12.24% | 0.0% |
| Usually | 49 | 77 | 54 | 847 | 26 | 38 | 37 | 442 | 15 | 32 | 22 | 70 | 2 | 13 | 4 | 8 | 8 | 7 | 4 | 6 | 5 | 11 | 4 | 5 | 10 | 0 |
| | 22.48% | 24.06% | 25.71% | 23.92% | 25.24% | 28.79% | 26.06% | 23.71% | 19.23% | 25.60% | 27.85% | 24.91% | 12.50% | 20.97% | 30.77% | 16.00% | 20.51% | 17.95% | 19.05% | 26.09% | 14.71% | 23.91% | 12.50% | 17.24% | 20.41% | 0.0% |
| Always | 131 | 191 | 113 | 2039 | 58 | 78 | 79 | 1099 | 50 | 67 | 39 | 151 | 6 | 44 | 5 | 35 | 29 | 21 | 15 | 14 | 21 | 27 | 23 | 17 | 33 | 0 |
| | 60.09% | 59.69% | 53.81% | 57.58% | 56.31% | 59.09% | 55.63% | 58.96% | 64.10% | 53.60% | 49.37% | 53.74% | 37.50% | 70.97% | 38.46% | 70.00% | 74.36% | 53.85% | 71.43% | 60.87% | 61.76% | 58.70% | 71.88% | 58.62% | 67.35% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 180 | 268 | 167 | 2886 | 84 | 116 | 116 | 1541 | 65 | 99 | 61 | 221 | 8 | 57 | 9 | 43 | 37 R | 28 | 19 | 20 | 26 | 38 | 27 | 22 | 43 | 0 |
| | 82.57% | 83.75% | 79.52% | 81.50% | 81.55% | 87.88% | 81.69% | 82.67% | 83.33% | 79.20% | 77.22% | 78.65% | 50.00% | 91.94% | 69.23% | 86.00% | 94.87% | 71.79% | 90.48% | 86.96% | 76.47% | 82.61% | 84.38% | 75.86% | 87.76% | 0.0% |
| 3-point composite mean | 2.4266 | 2.4344 | 2.3333 | 2.3909 | 2.3786 | 2.4697 | 2.3732 | 2.4163 | 2.4744 | 2.3280 | 2.2658 | 2.3238 | 1.8750 | 2.6290 | 2.0769 | 2.5600 | 2.6923 R | 2.2564 | 2.6190 | 2.4783 | 2.3824 | 2.4130 | 2.5625 | 2.3448 | 2.5510 | 0 |
| 4-point composite mean | 3.3991 | 3.4000 | 3.3048 | 3.3620 | 3.3398 | 3.4470 | 3.3662 | 3.3836 | 3.4359 | 3.2800 | 3.2278 | 3.2811 | 2.6875 | 3.6290 | 2.8462 | 3.5600 | 3.6923 R | 3.1795 | 3.6190 | 3.4348 | 3.3235 | 3.3913 | 3.5000 | 3.3103 | 3.5102 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 13 | 24 | 75 | 353 | 11 | 12 | 55 | 109 | 2 | 5 | 4 | 14 | 0 | 2 | 0 | 2 | 2 | 0 | 1 | 0 | 1 | 2 | 0 | 1 | 1 | 0 |
| | 1.68% | 2.31% | 11.52% AB | 2.83% | 2.66% | 2.41% | 11.83% EF | 1.71% | 0.93% | 1.58% | 2.47% | 1.48% | 0.0% | 1.23% | 0.0% | 1.50% | 1.56% | 0.0% | 1.45% | 0.0% | 1.06% | 1.64% | 0.0% | 1.27% | 0.73% | 0.0% |
| Appropriately skipped | 546 | 694 | 367 | 8593 | 304 | 352 | 268 | 4412 | 135 | 187 | 79 | 652 | 34 | 97 | 20 | 80 | 87 | 48 | 47 | 29 | 59 | 73 | 61 | 49 | 86 | 0 |
| | 70.63% C | 66.86% C | 56.37% | 68.88% | 73.61% DGI | 70.82% G | 57.63% | 69.07% I | 62.50% K | 59.18% K | 48.77% | 68.70% | 68.00% | 59.88% | 60.61% | 60.15% | 67.97% R | 54.55% | 68.12% | 54.72% | 62.77% | 59.84% | 65.59% | 62.03% | 62.77% | 0.0% |
| BASE = Those who responded | 214 | 320 | 209 | 3530 | 98 | 133 | 142 | 1867 | 79 | 124 | 79 | 283 | 16 | 63 | 13 | 51 | 39 | 40 | 21 | 24 | 34 | 47 | 32 | 29 | 50 | 0 |
| | 27.68% | 30.83% | 32.10% | 28.29% E | 23.73% | 26.76% | 30.54% E | 29.23% | 36.57% HE | 39.24% | 48.77% IJ | 29.82% | 32.00% | 38.89% | 39.39% | 38.35% | 30.47% | 45.45% Q | 30.43% | 45.28% | 36.17% | 38.52% | 34.41% | 36.71% | 36.50% | 0.0% |
| Never | 3 | 6 | 2 | 46 | 2 | 3 | 0 | 22 | 2 | 2 | 1 | 2 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 |
| | 1.40% | 1.88% | 0.96% | 1.30% | 2.04% | 2.26% | 0.0% | 1.18% | 2.53% | 1.61% | 1.27% | 0.71% | 12.50% | 0.0% | 15.38% | 0.0% | 0.0% | 5.00% | 0.0% | 4.17% | 2.94% | 2.13% | 3.13% | 3.45% | 2.00% | 0.0% |
| Sometimes | 14 | 17 | 13 | 167 | 5 | 6 | 9 | 94 | 6 | 9 | 6 | 23 | 2 | 4 | 1 | 4 | 2 | 4 | 0 | 3 | 3 | 5 | 1 | 1 | 5 | 0 |
| | 6.54% | 5.31% | 6.22% | 4.73% | 5.10% | 4.51% | 6.34% | 5.03% | 7.59% | 7.26% | 7.59% | 8.13% | 12.50% | 6.35% | 7.69% | 7.84% | 5.13% | 10.00% | 0.0% | 12.50% | 8.82% | 10.64% | 3.13% | 3.45% | 10.00% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 17 | 23 | 15 | 213 | 7 | 9 | 9 | 116 | 8 | 11 | 7 | 25 | 4 | 4 | 3 | 4 | 2 | 6 | 0 | 4 | 4 | 6 | 2 | 2 | 6 | 0 |
| | 7.94% | 7.19% | 7.18% | 6.03% | 7.14% | 6.77% | 6.34% | 6.21% | 10.13% | 8.87% | 8.86% | 8.83% | 25.00% | 6.35% | 23.08% | 7.84% | 5.13% | 15.00% | 0.0% | 16.67% | 11.76% | 12.77% | 6.25% | 6.90% | 12.00% | 0.0% |
| Usually | 25 | 36 | 34 | 538 | 13 | 12 | 21 | 276 | 8 | 17 | 15 | 50 | 3 | 5 | 2 | 3 | 4 | 4 | 3 | 1 | 4 | 6 | 2 | 5 | 3 | 0 |
| | 11.68% | 11.25% | 16.27% | 15.24% | 13.27% | 9.02% | 14.79% | 14.78% | 10.13% | 13.71% | 18.99% | 17.67% | 18.75% | 7.94% | 15.38% | 5.88% | 10.26% | 10.00% | 14.29% | 4.17% | 11.76% | 12.77% | 6.25% | 17.24% | 6.00% | 0.0% |
| Always | 172 | 261 | 160 | 2779 | 78 | 112 | 112 | 1475 | 63 | 96 | 57 | 208 | 9 | 54 | 8 | 44 | 33 | 30 | 18 | 19 | 26 | 35 | 28 | 22 | 41 | 0 |
| | 80.37% | 81.56% | 76.56% | 78.73% | 79.59% | 84.21% | 78.87% | 79.00% | 79.75% | 77.42% | 72.15% | 73.50% | 56.25% | 85.71% | 61.54% | 86.27% | 84.62% | 75.00% | 85.71% | 79.17% | 76.47% | 74.47% | 87.50% | 75.86% | 82.00% | 0.0% |
| CAHPS Rate (%Always + %Usually) | 197 | 297 | 194 | 3317 | 91 | 124 | 133 | 1751 | 71 | 113 | 72 | 258 | 12 | 59 | 10 | 47 | 37 | 34 | 21 | 20 | 30 | 41 | 30 | 27 | 44 | 0 |
| | 92.06% | 92.81% | 92.82% | 93.97% | 92.86% | 93.23% | 93.66% | 93.79% | 89.87% | 91.13% | 91.14% | 91.17% | 75.00% | 93.65% | 76.92% | 92.16% | 94.87% | 85.00% | 100.00% | 83.33% | 88.24% | 87.23% | 93.75% | 93.10% | 88.00% | 0.0% |
| 3-point composite mean | 2.7243 | 2.7438 | 2.6938 | 2.7269 | 2.7245 | 2.7744 | 2.7254 | 2.7279 | 2.6962 | 2.6855 | 2.6329 | 2.6466 | 2.3125 | 2.7937 | 2.3846 | 2.7843 | 2.7949 | 2.6000 | 2.8571 | 2.6250 | 2.6471 | 2.6170 | 2.8125 | 2.6897 | 2.7000 | 0 |
| 4-point composite mean | 3.7103 | 3.7250 | 3.6842 | 3.7139 | 3.7041 | 3.7519 | 3.7254 | 3.7161 | 3.6709 | 3.6694 | 3.6203 | 3.6396 | 3.1875 | 3.7937 | 3.2308 | 3.7843 | 3.7949 | 3.5500 | 3.8571 | 3.5833 | 3.6176 | 3.5957 | 3.7813 | 3.6552 | 3.6800 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 21 | 35 | 80 | 421 | 10 | 18 | 60 | 152 | 3 | 7 | 4 | 19 | 2 | 1 | 0 | 3 | 3 | 0 | 3 | 0 | 0 | 2 | 1 | 0 | 3 | 0 |
| | 2.72% | 3.37% | 12.29% AB | 3.37% | 2.42% | 3.62% | 12.90% EF | 2.38% | 1.39% | 2.22% | 2.47% | 2.00% | 4.00% | 0.62% | 0.0% | 2.26% | 2.34% | 0.0% | 4.35% | 0.0% | 0.0% | 1.64% | 1.08% | 0.0% | 2.19% | 0.0% |
| BASE = Those who responded | 752 | 1003 | 571 | 12055 | 403 | 479 | 405 | 6236 | 213 | 309 | 158 | 930 | 48 | 161 | 33 | 130 | 125 | 88 | 66 | 53 | 94 | 120 | 92 | 79 | 134 | 0 |
| | 97.28% C | 96.63% C | 87.71% | 96.63% | 97.58% G | 96.38% G | 87.10% | 97.62% | 98.61% | 97.78% | 97.53% | 98.00% | 96.00% | 99.38% | 100.00% | 97.74% | 97.66% | 100.00% | 95.65% | 100.00% | 100.00% | 98.36% | 98.92% | 100.00% | 97.81% | 0.0% |
| Yes | 167 | 238 | 122 | 3268 | 86 | 104 | 85 | 1785 | 55 | 80 | 41 | 298 | 7 | 47 | 6 | 36 | 28 | 27 | 18 | 14 | 23 | 32 | 23 | 15 | 40 | 0 |
| | 22.21% | 23.73% | 21.37% | 27.11% E | 21.34% | 21.71% | 20.99% | 28.62% | 25.82% | 25.89% | 25.95% | 32.04% | 14.58% | 29.19% M | 18.18% | 27.69% | 22.40% | 30.68% | 27.27% | 26.42% | 24.47% | 26.67% | 25.00% | 18.99% | 29.85% | 0.0% |
| No | 585 | 765 | 449 | 8787 | 317 | 375 | 320 | 4451 | 158 | 229 | 117 | 632 | 41 | 114 | 27 | 94 | 97 | 61 | 48 | 39 | 71 | 88 | 69 | 64 | 94 | 0 |
| | 77.79% | 76.27% | 78.63% | 72.89% | 78.66% D | 78.29% | 79.01% | 71.38% | 74.18% | 74.11% | 74.05% | 67.96% | 85.42% N | 70.81% | 81.82% | 72.31% | 77.60% | 69.32% | 72.73% | 73.58% | 75.53% | 73.33% | 75.00% | 81.01% | 70.15% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 27<br>3.49% | 40<br>3.85% | 87<br>13.36%<br>AB | 517<br>4.14% | 13<br>3.15% | 19<br>3.82% | 64<br>13.76%<br>EF | 187<br>2.93% | 3<br>1.39% | 9<br>2.85% | 6<br>3.70% | 25<br>2.63% | 2<br>4.00% | 1<br>0.62% | 0<br>0.0% | 3<br>2.26% | 3<br>2.34% | 0<br>0.0% | 3<br>4.35% | 0<br>0.0% | 0<br>0.0% | 2<br>1.64% | 1<br>1.08% | 0<br>0.0% | 3<br>2.19% | 0<br>0.0% |
| BASE = Those who responded | 746<br>96.51%<br>C | 998<br>96.15%<br>C | 564<br>86.64% | 11959<br>95.86% | 400<br>96.85%<br>G | 478<br>96.18%<br>G | 401<br>86.24% | 6201<br>97.07% | 213<br>98.61% | 307<br>97.15% | 156<br>96.30% | 924<br>97.37% | 48<br>96.00% | 161<br>99.38% | 33<br>100.00% | 130<br>97.74% | 125<br>97.66% | 88<br>100.00% | 66<br>95.65% | 53<br>100.00% | 94<br>100.00% | 120<br>98.36% | 92<br>98.92% | 79<br>100.00% | 134<br>97.81% | 0<br>0.0% |
| Never | 7<br>0.94% | 7<br>0.70% | 2<br>0.35% | 100<br>0.84% | 2<br>0.50% | 1<br>0.21% | 0<br>0.0% | 47<br>0.76% | 1<br>0.47% | 3<br>0.98% | 1<br>0.64% | 6<br>0.65% | 0<br>0.0% | 0<br>0.0% | 1<br>3.03% | 0<br>0.0% | 0<br>0.0% | 1<br>1.14% | 0<br>0.0% | 0<br>0.0% | 1<br>1.06% | 0<br>0.0% | 1<br>1.09% | 0<br>0.0% | 1<br>0.75% | 0<br>0.0% |
| Sometimes | 33<br>4.42% | 30<br>3.01% | 18<br>3.19% | 486<br>4.06% | 19<br>4.75% | 13<br>2.72% | 12<br>2.99% | 252<br>4.06% | 9<br>4.23% | 10<br>3.26% | 4<br>2.56% | 46<br>4.98% | 3<br>6.25% | 6<br>3.73% | 0<br>0.0% | 4<br>3.08%<br>O | 4<br>3.20% | 5<br>5.68% | 3<br>4.55% | 4<br>7.55% | 2<br>2.13% | 7<br>5.83% | 2<br>2.17% | 3<br>3.80% | 6<br>4.48% | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 40<br>5.36% | 37<br>3.71% | 20<br>3.55% | 586<br>4.90% | 21<br>5.25% | 14<br>2.93% | 12<br>2.99% | 299<br>4.82% | 10<br>4.69% | 13<br>4.23% | 5<br>3.21% | 52<br>5.63% | 3<br>6.25% | 6<br>3.73% | 1<br>3.03% | 4<br>3.08% | 4<br>3.20% | 6<br>6.82% | 3<br>4.55% | 4<br>7.55% | 3<br>3.19% | 7<br>5.83% | 3<br>3.26% | 3<br>3.80% | 7<br>5.22% | 0<br>0.0% |
| Usually | 45<br>6.03% | 64<br>6.41% | 36<br>6.38% | 905<br>7.57%<br>E | 18<br>4.50% | 27<br>5.65% | 23<br>5.74% | 559<br>9.01% | 21<br>9.86%<br>E | 22<br>7.17% | 17<br>10.90% | 87<br>9.42% | 2<br>4.17% | 19<br>11.80%<br>M | 2<br>6.06% | 13<br>10.00% | 10<br>8.00% | 11<br>12.50% | 7<br>10.61% | 4<br>7.55% | 10<br>10.64% | 14<br>11.67% | 7<br>7.61% | 7<br>8.86% | 14<br>10.45% | 0<br>0.0% |
| Always | 76<br>10.19% | 132<br>13.23%<br>A | 59<br>10.46% | 1681<br>14.06% | 44<br>11.00% | 62<br>12.97% | 46<br>11.47% | 892<br>14.38% | 24<br>11.27% | 43<br>14.01% | 17<br>10.90% | 153<br>16.56% | 2<br>4.17% | 22<br>13.66%<br>M | 3<br>9.09% | 19<br>14.62% | 14<br>11.20% | 10<br>11.36% | 8<br>12.12% | 6<br>11.32% | 10<br>10.64% | 11<br>9.17% | 13<br>14.13% | 5<br>6.33% | 19<br>14.18% | 0<br>0.0% |
| Always - q52 = "No" | 585<br>78.42% | 765<br>76.65% | 449<br>79.61% | 8787<br>73.48% | 317<br>79.25%<br>D | 375<br>78.45% | 320<br>79.80% | 4451<br>71.78% | 158<br>74.18% | 229<br>74.59% | 117<br>75.00% | 632<br>68.40% | 41<br>85.42%<br>N | 114<br>70.81% | 27<br>81.82% | 94<br>72.31% | 97<br>77.60% | 61<br>69.32% | 48<br>72.73% | 39<br>73.58% | 71<br>75.53% | 88<br>73.33% | 69<br>75.00% | 64<br>81.01% | 94<br>70.15% | 0<br>0.0% |
| Always (Net) | 661<br>88.61% | 897<br>89.88% | 508<br>90.07% | 10468<br>87.53% | 361<br>90.25% | 437<br>91.42% | 366<br>91.27% | 5343<br>86.16% | 182<br>85.45% | 272<br>88.60% | 134<br>85.90% | 785<br>84.96% | 43<br>89.58% | 136<br>84.47% | 30<br>90.91% | 113<br>86.92% | 111<br>88.80% | 71<br>80.68% | 56<br>84.85% | 45<br>84.91% | 81<br>86.17% | 99<br>82.50% | 82<br>89.13% | 69<br>87.34% | 113<br>84.33% | 0<br>0.0% |
| CAHPS Rate (%Always+%Usually) | 706<br>94.64% | 961<br>96.29% | 544<br>96.45% | 11373<br>95.10% | 379<br>94.75% | 464<br>97.07% | 389<br>97.01% | 5902<br>95.18% | 203<br>95.31% | 294<br>95.77% | 151<br>96.79% | 872<br>94.37% | 45<br>93.75% | 155<br>96.27% | 32<br>96.97% | 126<br>96.92% | 121<br>96.80% | 82<br>93.18% | 63<br>95.45% | 49<br>92.45% | 91<br>96.81% | 113<br>94.17% | 89<br>96.74% | 76<br>96.20% | 127<br>94.78% | 0<br>0.0% |
| 3-point composite mean | 2.8324 | 2.8617 | 2.8652 | 2.8263 | 2.8500 | 2.8849 | 2.8828 | 2.8134 | 2.8075 | 2.8436 | 2.8269 | 2.7933 | 2.8333 | 2.8075 | 2.8788 | 2.8385 | 2.8560 | 2.7386 | 2.8030 | 2.7736 | 2.8298 | 2.7667 | 2.8587 | 2.8354 | 2.7910 | 0 |
| 4-point composite mean | 3.8231 | 3.8547 | 3.8617 | 3.8180 | 3.8450 | 3.8828 | 3.8828 | 3.8058 | 3.8028 | 3.8339 | 3.8205 | 3.7868 | 3.8333 | 3.8075 | 3.8485 | 3.8385 | 3.8560 | 3.7273 | 3.8030 | 3.7736 | 3.8191 | 3.7667 | 3.8478 | 3.8354 | 3.7836 | 0 |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 23 | 28 | 76 | 318 | 15 | 15 | 58 | 106 | 4 | 4 | 2 | 16 | 0 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 4 | 2 | 2 | 2 | 2 | 0 |
| | 2.98% | 2.70% | 11.67% AB | 2.55% | 3.63% | 3.02% | 12.47% EF | 1.66% | 1.85% | 1.27% | 1.23% | 1.69% | 0.0% | 0.0% | 6.06% | 1.50% | 1.56% | 2.27% | 0.0% | 0.0% | 4.26% ST | 1.64% | 2.15% | 2.53% | 1.46% | 0.0% |
| BASE = Those who responded | 750 | 1009 | 575 | 12158 | 398 | 481 | 407 | 6282 | 212 | 311 | 160 | 933 | 50 | 162 | 31 | 131 | 126 | 86 | 69 | 53 | 90 | 120 | 91 | 77 | 135 | 0 |
| | 97.02% C | 97.21% C | 88.33% | 97.45% | 96.37% G | 96.78% G | 87.53% | 98.34% | 98.15% | 98.42% | 98.77% | 98.31% | 100.00% | 100.00% | 93.94% | 98.50% | 98.44% | 97.73% | 100.00% U | 100.00% U | 95.74% | 98.36% | 97.85% | 97.47% | 98.54% | 0.0% |
| 10 - Best health plan possible | 370 | 465 | 247 | 6668 | 197 | 222 | 182 | 3209 | 89 | 122 | 53 | 425 | 0 | 89 | 4 | 63 | 56 | 33 | 23 | 27 | 39 | 54 | 34 | 30 | 59 | 0 |
| | 49.33% C | 46.09% | 42.96% | 54.84% E | 49.50% | 46.15% | 44.72% | 51.08% I | 41.98% | 39.23% | 33.13% | 45.55% | 0.0% | 54.94% M | 12.90% | 48.09% O | 44.44% | 38.37% | 33.33% | 50.94% | 43.33% | 45.00% | 37.36% | 38.96% | 43.70% | 0.0% |
| 9 - | 135 | 177 | 89 | 2016 | 73 | 77 | 63 | 1100 | 41 | 57 | 38 | 170 | 0 | 41 | 4 | 31 | 26 | 15 | 15 | 9 | 17 | 23 | 18 | 15 | 26 | 0 |
| | 18.00% | 17.54% | 15.48% | 16.58% | 18.34% | 16.01% | 15.48% | 17.51% | 19.34% | 18.33% | 23.75% | 18.22% | 0.0% | 25.31% M | 12.90% | 23.66% | 20.63% | 17.44% | 21.74% | 16.98% | 18.89% | 19.17% | 19.78% | 19.48% | 19.26% | 0.0% |
| Top Two Box | 505 | 642 | 336 | 8684 | 270 | 299 | 245 | 4309 | 130 | 179 | 91 | 595 | 0 | 130 | 8 | 94 | 82 | 48 | 38 | 36 | 56 | 77 | 52 | 45 | 85 | 0 |
| | 67.33% C | 63.63% C | 58.43% | 71.43% | 67.84% G | 62.16% | 60.20% | 68.59% I | 61.32% | 57.56% | 56.88% | 63.77% | 0.0% | 80.25% M | 25.81% | 71.76% O | 65.08% | 55.81% | 55.07% | 67.92% | 62.22% | 64.17% | 57.14% | 58.44% | 62.96% | 0.0% |
| 8 - | 113 | 180 | 117 | 1829 | 60 | 93 | 86 | 991 | 32 | 57 | 26 | 152 | 0 | 32 | 6 | 18 | 20 | 12 | 14 | 4 | 14 | 18 | 14 | 13 | 19 | 0 |
| | 15.07% | 17.84% | 20.35% A | 15.04% | 15.08% | 19.33% | 21.13% E | 15.78% | 15.09% | 18.33% | 16.25% | 16.29% | 0.0% | 19.75% M | 19.35% | 13.74% | 15.87% | 13.95% | 20.29% T | 7.55% | 15.56% | 15.00% | 15.38% | 16.88% | 14.07% | 0.0% |
| CAHPS Rate (Top Three Box) | 618 | 822 | 453 | 10513 | 330 | 392 | 331 | 5300 | 162 | 236 | 117 | 747 | 0 | 162 | 14 | 112 | 102 | 60 | 52 | 40 | 70 | 95 | 66 | 58 | 104 | 0 |
| | 82.40% | 81.47% | 78.78% | 86.47% | 82.91% | 81.56% | 81.33% | 84.37% I | 76.42% | 75.88% | 73.13% | 80.06% | 0.0% | 100.00% M | 45.16% | 85.50% O | 80.95% | 69.77% | 75.36% | 75.47% | 77.78% | 79.17% | 72.53% | 75.32% | 77.04% | 0.0% |
| 7 - | 54 | 73 | 56 | 762 | 31 | 30 | 35 | 447 | 18 | 22 | 19 | 84 | 18 | 0 | 6 | 9 | 10 | 8 | 9 | 5 | 4 | 8 | 10 | 4 | 14 | 0 |
| | 7.20% | 7.23% | 9.74% | 6.27% | 7.79% | 6.24% | 8.60% | 7.12% | 8.49% | 7.07% | 11.88% | 9.00% | 36.00% N | 0.0% | 19.35% | 6.87% | 7.94% | 9.30% | 13.04% | 9.43% | 4.44% | 6.67% | 10.99% | 5.19% | 10.37% | 0.0% |
| 6 - | 17 | 28 | 20 | 272 | 8 | 12 | 12 | 165 | 6 | 13 | 7 | 28 | 6 | 0 | 3 | 2 | 2 | 4 | 2 | 1 | 3 | 4 | 2 | 4 | 2 | 0 |
| | 2.27% | 2.78% | 3.48% | 2.24% | 2.01% | 2.49% | 2.95% | 2.63% | 2.83% | 4.18% | 4.38% | 3.00% | 12.00% N | 0.0% | 9.68% | 1.53% | 1.59% | 4.65% | 2.90% | 1.89% | 3.33% | 3.33% | 2.20% | 5.19% | 1.48% | 0.0% |
| 5 - | 39 | 45 | 30 | 358 | 18 | 24 | 19 | 218 | 15 | 18 | 10 | 44 | 15 | 0 | 3 | 7 | 7 | 8 | 3 | 5 | 7 | 6 | 9 | 6 | 9 | 0 |
| | 5.20% | 4.46% | 5.22% | 2.94% | 4.52% | 4.99% | 4.67% | 3.47% | 7.08% H | 5.79% | 6.25% | 4.72% | 30.00% N | 0.0% | 9.68% | 5.34% | 5.56% | 9.30% | 4.35% | 9.43% | 7.78% | 5.00% | 9.89% | 7.79% | 6.67% | 0.0% |
| 4 - | 9 | 15 | 3 | 91 | 5 | 7 | 2 | 53 | 5 | 8 | 1 | 9 | 5 | 0 | 3 | 1 | 3 | 2 | 1 | 1 | 3 | 3 | 2 | 2 | 3 | 0 |
| | 1.20% | 1.49% C | 0.52% | 0.75% | 1.26% | 1.46% | 0.49% | 0.84% | 2.36% | 2.57% | 0.63% | 0.96% | 10.00% N | 0.0% | 9.68% | 0.76% | 2.38% | 2.33% | 1.45% | 1.89% | 3.33% | 2.50% | 2.20% | 2.60% | 2.22% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 - | 6 | 8 | 4 | 49 | 3 | 7 | 2 | 29 | 2 | 4 | 2 | 7 | 2 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 0 |
| | 0.80% | 0.79% | 0.76% | 0.40% | 0.75% | 1.46% | 0.49% | 0.46% | 0.94% | 1.29% | 1.25% | 0.75% | 4.00% | 0.0% | 3.23% | 0.0% | 0.0% | 2.33% | 1.45% | 0.0% | 1.11% | 0.83% | 1.10% | 1.30% | 0.74% | 0.0% |
| 2 - | 0 | 8 | 5 | 43 | 0 | 5 | 4 | 24 | 0 | 6 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.79% A | 0.87% A | 0.35% E | 0.0% | 1.04% E | 0.98% E | 0.38% I | 0.0% | 1.93% I | 1.25% | 0.43% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 1 - | 2 | 4 | 1 | 26 | 0 | 1 | 0 | 21 | 1 | 1 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| | 0.27% | 0.40% | 0.17% | 0.21% E | 0.0% | 0.21% | 0.0% | 0.33% | 0.47% | 0.32% | 0.63% | 0.43% | 2.00% | 0.0% | 0.0% | 0.0% | 0.0% | 1.16% | 1.45% | 0.0% | 0.0% | 0.83% | 0.0% | 1.30% | 0.0% | 0.0% |
| 0 - Worst health plan possible | 5 | 6 | 3 | 44 | 3 | 3 | 2 | 25 | 3 | 3 | 1 | 6 | 3 | 0 | 1 | 0 | 2 | 1 | 0 | 1 | 2 | 2 | 1 | 1 | 2 | 0 |
| | 0.67% | 0.59% | 0.52% | 0.36% | 0.75% | 0.62% | 0.49% | 0.40% | 1.42% | 0.96% | 0.63% | 0.64% | 6.00% | 0.0% | 3.23% | 0.0% | 1.59% | 1.16% | 0.0% | 1.89% | 2.22% | 1.67% | 1.10% | 1.30% | 1.48% | 0.0% |
| 0-7 (NET) | 132 | 187 | 122 | 1645 | 68 | 89 | 76 | 982 | 50 | 75 | 43 | 186 | 50 | 0 | 17 | 19 | 24 | 26 | 17 | 13 | 20 | 25 | 25 | 19 | 31 | 0 |
| | 17.60% | 18.53% | 21.22% | 13.53% | 17.09% | 18.50% | 18.67% | 15.63% | 23.58% H | 24.12% | 26.88% | 19.94% | 100.00% N | 0.0% | 54.84% P | 14.50% | 19.05% | 30.23% | 24.64% | 24.53% | 22.22% | 20.83% | 27.47% | 24.68% | 22.96% | 0.0% |
| Bottom Three Box | 7 | 18 | 9 | 113 | 3 | 9 | 6 | 70 | 4 | 10 | 4 | 14 | 4 | 0 | 1 | 0 | 2 | 2 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 0 |
| | 0.93% | 1.78% | 1.57% | 0.93% | 0.75% | 1.87% | 1.47% | 1.11% | 1.89% | 3.22% | 2.50% | 1.50% | 8.00% N | 0.0% | 3.23% | 0.0% | 1.59% | 2.33% | 1.45% | 1.89% | 2.22% | 2.50% | 1.10% | 2.60% | 1.48% | 0.0% |
| Bottom Two Box | 7 | 10 | 4 | 70 | 3 | 4 | 2 | 46 | 4 | 4 | 2 | 10 | 4 | 0 | 1 | 0 | 2 | 2 | 1 | 1 | 2 | 3 | 1 | 2 | 2 | 0 |
| | 0.93% | 0.99% | 0.70% | 0.58% | 0.75% | 0.83% | 0.49% | 0.73% | 1.89% | 1.29% | 1.25% | 1.07% | 8.00% N | 0.0% | 3.23% | 0.0% | 1.59% | 2.33% | 1.45% | 1.89% | 2.22% | 2.50% | 1.10% | 2.60% | 1.48% | 0.0% |
| Average rating | 8.7333 C | 8.6135 | 8.5287 | 8.9517 E | 8.7714 I | 8.5634 | 8.6216 | 8.8340 I | 8.3915 | 8.2572 | 8.2500 | 8.6184 | 5.2800 | 9.3519 M | 6.9032 | 8.9084 O | 8.5952 | 8.0930 | 8.3333 | 8.5472 | 8.3444 | 8.4750 | 8.2637 | 8.2208 | 8.4889 | 0 |
| Standard deviation | 1.7876 | 1.8771 | 1.8136 | 1.5985 | 1.7336 | 1.9422 | 1.7467 | 1.6786 | 2.0747 | 2.1558 | 1.9812 | 1.8369 | 1.8872 | 0.7894 | 2.3050 | 1.4380 | 1.9156 | 2.2549 | 1.8389 | 2.1063 | 2.2169 | 2.1212 | 2.0101 | 2.2076 | 1.9884 | 0 |
| 3-point composite mean | 2.5693 C | 2.5233 | 2.4696 | 2.6416 | 2.5854 I | 2.4990 | 2.5012 | 2.6008 I | 2.4623 | 2.4051 | 2.4188 | 2.5284 | 1.3600 | 2.8025 M | 1.9032 | 2.6412 O | 2.5397 | 2.3488 | 2.4348 | 2.5283 | 2.4444 | 2.5000 | 2.4066 | 2.3896 | 2.5037 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.0% | 0.22% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 17 | 70 | 127 | 6 | 13 | 54 | 26 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 |
| | 1.16% | 1.64% | 10.75% AB | 1.62% | 1.45% | 2.62% | 11.61% EF | 0.41% | 0.46% | 0.32% | 0.0% | 0.21% | 0.0% | 0.0% | 0.0% | 0.75% | 0.78% | 0.0% | 0.0% | 0.0% | 1.06% | 0.0% | 1.08% | 1.27% | 0.0% | 0.0% |
| BASE = Those who responded | 764 | 1020 | 580 | 7716 | 407 | 484 | 410 | 6362 | 215 | 315 | 162 | 947 | 50 | 162 | 33 | 132 | 127 | 88 | 69 | 53 | 93 | 122 | 92 | 78 | 137 | 0 |
| | 98.84% C | 98.27% C | 89.09% | 98.38% | 98.55% G | 97.38% G | 88.17% | 99.59% | 99.54% | 99.68% | 100.00% | 99.79% | 100.00% | 100.00% | 100.00% | 99.25% | 99.22% | 100.00% | 100.00% | 100.00% | 98.94% | 100.00% | 98.92% | 98.73% | 100.00% | 0.0% |
| Yes | 320 | 466 | 255 | 4003 | 147 | 171 | 158 | 5478 | 153 | 233 | 121 | 691 | 32 | 118 | 28 | 106 | 88 | 65 | 49 | 36 | 68 | 87 | 65 | 61 | 92 | 0 |
| | 41.88% | 45.69% | 43.97% | 51.88% E | 36.12% | 35.33% | 38.54% | 86.10% I | 71.16% E | 73.97% | 74.69% | 72.97% | 64.00% | 72.84% | 84.85% | 80.30% | 69.29% | 73.86% | 71.01% | 67.92% | 73.12% | 71.31% | 70.65% | 78.21% | 67.15% | 0.0% |
| No | 444 | 554 | 325 | 3713 | 260 | 313 | 252 | 884 | 62 | 82 | 41 | 256 | 18 | 44 | 5 | 26 | 39 | 23 | 20 | 17 | 25 | 35 | 27 | 17 | 45 | 0 |
| | 58.12% | 54.31% | 56.03% | 48.12% | 63.88% DI | 64.67% | 61.46% | 13.90% | 28.84% H | 26.03% | 25.31% | 27.03% | 36.00% | 27.16% | 15.15% | 19.70% | 30.71% | 26.14% | 28.99% | 32.08% | 26.88% | 28.69% | 29.35% | 21.79% | 32.85% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 13 | 20 | 72 | 168 | 9 | 13 | 55 | 63 | 1 | 2 | 0 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 |
| | 1.68% | 1.93% | 11.06% AB | 2.14% | 2.18% I | 2.62% | 11.83% EF | 0.99% | 0.46% | 0.63% | 0.0% | 0.42% | 0.0% | 0.0% | 0.0% | 0.75% | 0.78% | 0.0% | 0.0% | 0.0% | 1.06% | 0.0% | 1.08% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 444 | 554 | 325 | 3713 | 260 | 313 | 252 | 884 | 62 | 82 | 41 | 256 | 18 | 44 | 5 | 26 | 39 | 23 | 20 | 17 | 25 | 35 | 27 | 17 | 45 | 0 |
| | 57.44% C | 53.37% | 49.92% | 47.34% | 62.95% DGI | 62.98% G | 54.19% | 13.84% | 28.70% H | 25.95% | 25.31% | 26.98% | 36.00% | 27.16% | 15.15% | 19.55% | 30.47% | 26.14% | 28.99% | 32.08% | 26.60% | 28.69% | 29.03% | 21.52% | 32.85% | 0.0% |
| BASE = Those who responded | 316 | 463 | 254 | 3962 | 144 | 170 | 158 | 5441 | 153 | 231 | 121 | 689 | 32 | 118 | 28 | 106 | 88 | 65 | 49 | 36 | 68 | 87 | 65 | 61 | 92 | 0 |
| | 40.88% | 44.61% C | 39.02% | 50.52% E | 34.87% | 34.21% | 33.98% | 85.18% I | 70.83% E | 73.10% | 74.69% | 72.60% | 64.00% | 72.84% | 84.85% | 79.70% | 68.75% | 73.86% | 71.01% | 67.92% | 72.34% | 71.31% | 69.89% | 77.22% | 67.15% | 0.0% |
| Never | 11 | 9 | 8 | 38 | 4 | 5 | 4 | 57 | 5 | 3 | 3 | 11 | 4 | 1 | 3 | 2 | 2 | 3 | 1 | 1 | 3 | 1 | 4 | 4 | 1 | 0 |
| | 3.48% | 1.94% | 3.15% | 0.96% | 2.78% | 2.94% | 2.53% | 1.05% | 3.27% | 1.30% | 2.48% | 1.60% | 12.50% | 0.85% | 10.71% | 1.89% | 2.27% | 4.62% | 2.04% | 2.78% | 4.41% | 1.15% | 6.15% | 6.56% | 1.09% | 0.0% |
| Sometimes | 40 | 55 | 28 | 248 | 19 | 26 | 16 | 405 | 27 | 27 | 18 | 70 | 12 | 13 | 8 | 15 | 13 | 14 | 8 | 10 | 9 | 16 | 11 | 13 | 14 | 0 |
| | 12.66% | 11.88% | 11.02% | 6.26% | 13.19% D | 15.29% | 10.13% | 7.44% | 17.65% H | 11.69% | 14.88% | 10.16% | 37.50% N | 11.02% | 28.57% | 14.15% | 14.77% | 21.54% | 16.33% | 27.78% | 13.24% | 18.39% | 16.92% | 21.31% | 15.22% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 51 | 64 | 36 | 286 | 23 | 31 | 20 | 462 | 32 | 30 | 21 | 81 | 16 | 14 | 11 | 17 | 15 | 17 | 9 | 11 | 12 | 17 | 15 | 17 | 15 | 0 |
| | 16.14% | 13.82% | 14.17% | 7.22% | 15.97% D | 18.24% | 12.66% | 8.49% | 20.92% HJ | 12.99% | 17.36% | 11.76% | 50.00% N | 11.86% | 39.29% | 16.04% | 17.05% | 26.15% | 18.37% | 30.56% | 17.65% | 19.54% | 23.08% | 27.87% | 16.30% | 0.0% |
| Usually | 58 | 97 | 52 | 682 | 20 | 27 | 32 | 1080 | 37 | 52 | 22 | 156 | 10 | 27 | 8 | 22 | 20 | 17 | 14 | 6 | 17 | 22 | 14 | 19 | 18 | 0 |
| | 18.35% | 20.95% | 20.47% | 17.21% | 13.89% | 15.88% | 20.25% | 19.85% | 24.18% E | 22.51% | 18.18% | 22.64% | 31.25% | 22.88% | 28.57% | 20.75% | 22.73% | 26.15% | 28.57% | 16.67% | 25.00% | 25.29% | 21.54% | 31.15% | 19.57% | 0.0% |
| Always | 207 | 302 | 166 | 2994 | 101 | 112 | 106 | 3899 | 84 | 149 | 78 | 452 | 6 | 77 | 9 | 67 | 53 | 31 | 26 | 19 | 39 | 48 | 36 | 25 | 59 | 0 |
| | 65.51% | 65.23% | 65.35% | 75.57% | 70.14% I | 65.88% | 67.09% | 71.66% I | 54.90% | 64.50% | 64.46% | 65.60% | 18.75% | 65.25% M | 32.14% | 63.21% | 60.23% | 47.69% | 53.06% | 52.78% | 57.35% | 55.17% | 55.38% | 40.98% | 64.13% X | 0.0% |
| CAHPS Rate (%Always + %Usually) | 265 | 399 | 218 | 3676 | 121 | 139 | 138 | 4979 | 121 | 201 | 100 | 608 | 16 | 104 | 17 | 89 | 73 | 48 | 40 | 25 | 56 | 70 | 50 | 44 | 77 | 0 |
| | 83.86% | 86.18% | 85.83% | 92.78% E | 84.03% | 81.76% | 87.34% | 91.51% I | 79.08% | 87.01% I | 82.64% | 88.24% | 50.00% | 88.14% M | 60.71% | 83.96% | 82.95% | 73.85% | 81.63% | 69.44% | 82.35% | 80.46% | 76.92% | 72.13% | 83.70% | 0.0% |
| 3-point composite mean | 2.4937 | 2.5140 | 2.5118 | 2.6835 E | 2.5417 I | 2.4765 | 2.5443 | 2.6317 I | 2.3399 | 2.5152 I | 2.4711 | 2.5385 | 1.6875 | 2.5339 M | 1.9286 | 2.4717 | 2.4318 | 2.2154 | 2.3469 | 2.2222 | 2.3971 | 2.3563 | 2.3231 | 2.1311 | 2.4783 X | 0 |
| 4-point composite mean | 3.4589 | 3.4946 | 3.4803 | 3.6739 E | 3.5139 I | 3.4471 | 3.5190 | 3.6212 I | 3.3072 | 3.5022 I | 3.4463 | 3.5225 | 2.5625 | 3.5254 M | 2.8214 | 3.4528 | 3.4091 | 3.1692 | 3.3265 | 3.1944 | 3.3529 | 3.3448 | 3.2615 | 3.0656 | 3.4674 X | 0 |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 16 | 29 | 77 | 234 | 10 | 15 | 56 | 137 | 3 | 5 | 2 | 16 | 1 | 1 | 0 | 1 | 2 | 1 | 1 | 0 | 2 | 0 | 3 | 1 | 2 | 0 |
| | 2.07% | 2.79% | 11.83% AB | 2.98% | 2.42% | 3.02% | 12.04% EF | 2.14% | 1.39% | 1.58% | 1.23% | 1.69% | 2.00% | 0.62% | 0.0% | 0.75% | 1.56% | 1.14% | 1.45% | 0.0% | 2.13% | 0.0% | 3.23% | 1.27% | 1.46% | 0.0% |
| Appropriately skipped | 444 | 554 | 325 | 3713 | 260 | 313 | 252 | 884 | 62 | 82 | 41 | 256 | 18 | 44 | 5 | 26 | 39 | 23 | 20 | 17 | 25 | 35 | 27 | 17 | 45 | 0 |
| | 57.44% C | 53.37% | 49.92% | 47.34% | 62.95% DGI | 62.98% G | 54.19% | 13.84% | 28.70% H | 25.95% | 25.31% | 26.98% | 36.00% | 27.16% | 15.15% | 19.55% | 30.47% | 26.14% | 28.99% | 32.08% | 26.60% | 28.69% | 29.03% | 21.52% | 32.85% | 0.0% |
| BASE = Those who responded | 313 | 455 | 249 | 3896 | 143 | 169 | 157 | 5367 | 151 | 229 | 119 | 677 | 31 | 117 | 28 | 106 | 87 | 64 | 48 | 36 | 67 | 87 | 63 | 61 | 90 | 0 |
| | 40.49% | 43.83% C | 38.25% | 49.67% E | 34.62% | 34.00% | 33.76% | 84.02% I | 69.91% E | 72.47% | 73.46% | 71.34% | 62.00% | 72.22% | 84.85% | 79.70% | 67.97% | 72.73% | 69.57% | 67.92% | 71.28% | 71.31% | 67.74% | 77.22% | 65.69% | 0.0% |
| Yes | 181 | 272 | 158 | 2191 | 75 | 113 | 100 | 3204 | 90 | 143 | 78 | 427 | 17 | 72 | 16 | 66 | 47 | 43 | 30 | 21 | 39 | 50 | 39 | 33 | 57 | 0 |
| | 57.83% | 59.78% | 63.45% | 56.24% | 52.45% | 66.86% E | 63.69% E | 59.70% | 59.60% | 62.45% | 65.55% | 63.07% | 54.84% | 61.54% | 57.14% | 62.26% | 54.02% | 67.19% | 62.50% | 58.33% | 58.21% | 57.47% | 61.90% | 54.10% | 63.33% | 0.0% |
| No | 132 | 183 | 91 | 1705 | 68 | 56 | 57 | 2163 | 61 | 86 | 41 | 250 | 14 | 45 | 12 | 40 | 40 | 21 | 18 | 15 | 28 | 37 | 24 | 28 | 33 | 0 |
| | 42.17% | 40.22% | 36.55% | 43.76% | 47.55% FG | 33.14% | 36.31% | 40.30% | 40.40% | 37.55% | 34.45% | 36.93% | 45.16% | 38.46% | 42.86% | 37.74% | 45.98% | 32.81% | 37.50% | 41.67% | 41.79% | 42.53% | 38.10% | 45.90% | 36.67% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 6 | 2 | 0 | 0 | 3 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.58% A | 0.31% | 0.0% | 0.0% | 0.60% | 0.22% | 0.0% | 0.0% | 0.63% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 14 | 19 | 69 | 218 | 12 | 12 | 53 | 32 | 0 | 3 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 1.81% | 1.83% | 10.60% AB | 1.75% | 2.91% I | 2.41% | 11.40% EF | 0.50% I | 0.0% | 0.95% | 0.62% | 0.53% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 759 | 1013 | 580 | 12258 | 401 | 482 | 411 | 6356 | 216 | 311 | 160 | 944 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 98.19% C | 97.59% C | 89.09% | 98.25% | 97.09% G | 96.98% G | 88.39% | 99.50% | 100.00% HJE | 98.42% | 98.77% | 99.47% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| 5 - Excellent | 328 | 421 | 252 | 5016 | 192 | 233 | 198 | 1248 | 49 | 54 | 30 | 193 | 7 | 40 | 3 | 32 | 49 | 0 | 19 | 5 | 25 | 25 | 24 | 20 | 29 | 0 |
| | 43.21% | 41.56% | 43.45% | 40.92% | 47.88% DI | 48.34% | 48.18% | 19.63% | 22.69% | 17.36% | 18.75% | 20.44% | 14.00% | 24.69% | 9.09% | 24.06% O | 38.28% R | 0.0% | 27.54% T | 9.43% | 26.60% T | 20.49% | 25.81% | 25.32% | 21.17% | 0.0% |
| 4 - Very good | 240 | 304 | 173 | 4242 | 116 | 146 | 128 | 2338 | 79 | 102 | 55 | 336 | 17 | 62 | 13 | 51 | 79 | 0 | 24 | 24 | 31 | 52 | 27 | 29 | 50 | 0 |
| | 31.62% | 30.01% | 29.83% | 34.61% E | 28.93% | 30.29% | 31.14% | 36.78% | 36.57% | 32.80% | 34.38% | 35.59% | 34.00% | 38.27% | 39.39% | 38.35% | 61.72% R | 0.0% | 34.78% | 45.28% | 32.98% | 42.62% W | 29.03% | 36.71% | 36.50% | 0.0% |
| CAHPS Rate (Top Two Box) | 568 | 725 | 425 | 9258 | 308 | 379 | 326 | 3586 | 128 | 156 | 85 | 529 | 24 | 102 | 16 | 83 | 128 | 0 | 43 | 29 | 56 | 77 | 51 | 49 | 79 | 0 |
| | 74.84% | 71.57% | 73.28% | 75.53% | 76.81% I | 78.63% | 79.32% | 56.42% | 59.26% J | 50.16% | 53.13% | 56.04% | 48.00% | 62.96% | 48.48% | 62.41% | 100.00% R | 0.0% | 62.32% | 54.72% | 59.57% | 63.11% | 54.84% | 62.03% | 57.66% | 0.0% |
| 3 - Good | 144 | 208 | 126 | 2398 | 72 | 79 | 75 | 1980 | 58 | 95 | 52 | 289 | 16 | 41 | 10 | 34 | 0 | 58 | 19 | 18 | 21 | 32 | 25 | 21 | 37 | 0 |
| | 18.97% | 20.53% | 21.72% | 19.56% | 17.96% | 16.39% | 18.25% | 31.15% | 26.85% E | 30.55% | 32.50% | 30.61% | 32.00% | 25.31% | 30.30% | 25.56% | 0.0% | 65.91% Q | 27.54% | 33.96% | 22.34% | 26.23% | 26.88% | 26.58% | 27.01% | 0.0% |
| Top Three Box | 712 | 933 | 551 | 11656 | 380 | 458 | 401 | 5566 | 186 | 251 | 137 | 818 | 40 | 143 | 26 | 117 | 128 | 58 | 62 | 47 | 77 | 109 | 76 | 70 | 116 | 0 |
| | 93.81% | 92.10% | 95.00% B | 95.09% | 94.76% I | 95.02% | 97.57% EF | 87.57% | 86.11% | 80.71% | 85.63% | 86.65% | 80.00% | 88.27% | 78.79% | 87.97% | 100.00% R | 65.91% | 89.86% | 88.68% | 81.91% | 89.34% | 81.72% | 88.61% | 84.67% | 0.0% |
| 2 - Fair | 43 | 71 | 23 | 562 | 21 | 23 | 7 | 716 | 26 | 53 | 18 | 115 | 8 | 17 | 6 | 13 | 0 | 26 | 7 | 4 | 15 | 12 | 14 | 9 | 17 | 0 |
| | 5.67% | 7.01% C | 3.97% | 4.58% | 5.24% G | 4.77% G | 1.70% | 11.26% | 12.04% E | 17.04% | 11.25% | 12.18% | 16.00% | 10.49% | 18.18% | 9.77% | 0.0% | 29.55% Q | 10.14% | 7.55% | 15.96% | 9.84% | 15.05% | 11.39% | 12.41% | 0.0% |
| 1 - Poor | 4 | 9 | 6 | 40 | 0 | 1 | 3 | 74 | 4 | 7 | 5 | 11 | 2 | 2 | 1 | 3 | 0 | 4 | 0 | 2 | 2 | 1 | 3 | 0 | 4 | 0 |
| | 0.53% | 0.89% | 1.03% | 0.33% E | 0.0% | 0.21% | 0.73% | 1.16% | 1.85% E | 2.25% | 3.13% | 1.17% | 4.00% | 1.23% | 3.03% | 2.26% | 0.0% | 4.55% Q | 0.0% | 3.77% | 2.13% | 0.82% | 3.23% | 0.0% | 2.92% X | 0.0% |
| Bottom Two Box | 47 | 80 | 29 | 602 | 21 | 24 | 10 | 790 | 30 | 60 | 23 | 126 | 10 | 19 | 7 | 16 | 0 | 30 | 7 | 6 | 17 | 13 | 17 | 9 | 21 | 0 |
| | 6.19% | 7.90% C | 5.00% | 4.91% | 5.24% G | 4.98% G | 2.43% | 12.43% | 13.89% E | 19.29% | 14.38% | 13.35% | 20.00% | 11.73% | 21.21% | 12.03% | 0.0% | 34.09% Q | 10.14% | 11.32% | 18.09% | 10.66% | 18.28% | 11.39% | 15.33% | 0.0% |
| Average rating | 4.1133 | 4.0434 | 4.1069 | 4.1121 | 4.1945 I | 4.2178 | 4.2433 | 3.6246 | 3.6620 J | 3.4598 | 3.5438 | 3.6197 | 3.3800 | 3.7469 M | 3.3333 | 3.7218 O | 4.3828 R | 2.6136 | 3.7971 | 3.4906 | 3.6596 | 3.7213 | 3.5914 | 3.7595 | 3.6058 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Standard deviation | 0.9397 | 0.9896 | 0.9445 | 0.8972 | 0.9110 | 0.8997 | 0.8596 | 0.9604 | 1.0145 | 1.0352 | 1.0176 | 0.9788 | 1.0371 | 0.9833 | 0.9744 | 1.0064 | 0.4861 | 0.5727 | 0.9567 | 0.9033 | 1.0969 | 0.9256 | 1.1191 | 0.9575 | 1.0419 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 12476<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 1<br>0.20% | 1<br>0.22% | 0<br>0.0% | 0<br>0.0% | 1<br>0.32% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 20<br>2.59% | 23<br>2.22% | 72<br>11.06%<br>AB | 263<br>2.11% | 15<br>3.63%<br>I | 12<br>2.41% | 54<br>11.61%<br>EF | 46<br>0.72%<br>I | 0<br>0.0% | 2<br>0.63% | 2<br>1.23% | 9<br>0.95% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| BASE = Those who responded | 753<br>97.41%<br>C | 1014<br>97.69%<br>C | 578<br>88.79% | 12213<br>97.89% | 398<br>96.37%<br>G | 484<br>97.38%<br>G | 410<br>88.17% | 6342<br>99.28% | 216<br>100.00%<br>HE | 313<br>99.05% | 159<br>98.15% | 940<br>99.05% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| 5 - Excellent | 368<br>48.87% | 473<br>46.65% | 279<br>48.27% | 5886<br>48.19% | 206<br>51.76%<br>I | 254<br>52.48% | 221<br>53.90% | 1354<br>21.35% | 49<br>22.69% | 61<br>19.49% | 34<br>21.38% | 230<br>24.47% | 5<br>10.00% | 43<br>26.54%<br>M | 4<br>12.12% | 41<br>30.83%<br>O | 38<br>29.69%<br>R | 11<br>12.50% | 30<br>43.48%<br>TU | 7<br>13.21% | 12<br>12.77% | 23<br>18.85% | 26<br>27.96% | 13<br>16.46% | 36<br>26.28% | 0<br>0.0% |
| 4 - Very good | 164<br>21.78% | 242<br>23.87% | 126<br>21.80% | 3127<br>25.60% | 92<br>23.12% | 127<br>26.24% | 87<br>21.22% | 1505<br>23.73% | 40<br>18.52% | 73<br>23.32% | 35<br>22.01% | 219<br>23.30% | 9<br>18.00% | 31<br>19.14% | 6<br>18.18% | 25<br>18.80% | 30<br>23.44%<br>R | 10<br>11.36% | 12<br>17.39% | 13<br>24.53% | 15<br>15.96% | 29<br>23.77%<br>W | 10<br>10.75% | 15<br>18.99% | 25<br>18.25% | 0<br>0.0% |
| CAHPS Rate (Top Two Box) | 532<br>70.65% | 715<br>70.51% | 405<br>70.07% | 9013<br>73.80% | 298<br>74.87%<br>I | 381<br>78.72% | 308<br>75.12% | 2859<br>45.08% | 89<br>41.20% | 134<br>42.81% | 69<br>43.40% | 449<br>47.77% | 14<br>28.00% | 74<br>45.68%<br>M | 10<br>30.30% | 66<br>49.62%<br>O | 68<br>53.13%<br>R | 21<br>23.86% | 42<br>60.87%<br>TU | 20<br>37.74% | 27<br>28.72% | 52<br>42.62% | 36<br>38.71% | 28<br>35.44% | 61<br>44.53% | 0<br>0.0% |
| 3 - Good | 152<br>20.19% | 191<br>18.84% | 121<br>20.93% | 2253<br>18.45% | 74<br>18.59% | 74<br>15.29% | 80<br>19.51% | 1879<br>29.63% | 71<br>32.87%<br>E | 92<br>29.39% | 51<br>32.08% | 294<br>31.28% | 25<br>50.00%<br>N | 45<br>27.78% | 13<br>39.39% | 37<br>27.82% | 40<br>31.25% | 31<br>35.23% | 16<br>23.19% | 16<br>30.19% | 39<br>41.49%<br>S | 39<br>31.97% | 32<br>34.41% | 30<br>37.97% | 41<br>29.93% | 0<br>0.0% |
| Top Three Box | 684<br>90.84% | 906<br>89.35% | 526<br>91.00% | 11266<br>92.25% | 372<br>93.47%<br>I | 455<br>94.01% | 388<br>94.63% | 4738<br>74.71% | 160<br>74.07% | 226<br>72.20% | 120<br>75.47% | 743<br>79.04% | 39<br>78.00% | 119<br>73.46% | 23<br>69.70% | 103<br>77.44% | 108<br>84.38%<br>R | 52<br>59.09% | 58<br>84.06%<br>TU | 36<br>67.92% | 66<br>70.21% | 91<br>74.59% | 68<br>73.12% | 58<br>73.42% | 102<br>74.45% | 0<br>0.0% |
| 2 - Fair | 58<br>7.70% | 84<br>8.28% | 43<br>7.44% | 800<br>6.55% | 22<br>5.53% | 26<br>5.37% | 19<br>4.63% | 1331<br>20.99% | 46<br>21.30%<br>E | 66<br>21.09% | 30<br>18.87% | 173<br>18.40% | 9<br>18.00% | 36<br>22.22% | 8<br>24.24% | 24<br>18.05% | 18<br>14.06% | 28<br>31.82%<br>Q | 10<br>14.49% | 13<br>24.53% | 23<br>24.47% | 25<br>20.49% | 21<br>22.58% | 17<br>21.52% | 29<br>21.17% | 0<br>0.0% |
| 1 - Poor | 11<br>1.46% | 24<br>2.37% | 9<br>1.56% | 147<br>1.20% | 4<br>1.01% | 3<br>0.62% | 3<br>0.73% | 273<br>4.30% | 10<br>4.63%<br>E | 21<br>6.71% | 9<br>5.66% | 24<br>2.55% | 2<br>4.00% | 7<br>4.32% | 2<br>6.06% | 6<br>4.51% | 2<br>1.56% | 8<br>9.09%<br>Q | 1<br>1.45% | 4<br>7.55% | 5<br>5.32% | 6<br>4.92% | 4<br>4.30% | 4<br>5.06% | 6<br>4.38% | 0<br>0.0% |
| Bottom Two Box | 69<br>9.16% | 108<br>10.65% | 52<br>9.00% | 947<br>7.75% | 26<br>6.53% | 29<br>5.99% | 22<br>5.37% | 1604<br>25.29% | 56<br>25.93%<br>E | 87<br>27.80% | 39<br>24.53% | 197<br>20.96% | 11<br>22.00% | 43<br>26.54% | 10<br>30.30% | 30<br>22.56% | 20<br>15.63% | 36<br>40.91%<br>Q | 11<br>15.94% | 17<br>32.08%<br>S | 28<br>29.79%<br>S | 31<br>25.41% | 25<br>26.88% | 21<br>26.58% | 35<br>25.55% | 0<br>0.0% |
| Average | 4.0890 | 4.0414 | 4.0779 | 4.1304 | 4.1910<br>I | 4.2459 | 4.2293 | 3.3683 | 3.3333 | 3.2780 | 3.3459 | 3.4872 | 3.1200 | 3.4136 | 3.0606 | 3.5338<br>O | 3.6563<br>R | 2.8636 | 3.8696<br>TU | 3.1132 | 3.0638 | 3.3115 | 3.3548 | 3.2025 | 3.4088 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Standard deviation | 1.0594 | 1.0943 | 1.0600 | 1.0098 | 0.9892 | 0.9423 | 0.9658 | 1.1566 | 1.1746 | 1.1894 | 1.1709 | 1.1227 | 0.9516 | 1.2154 | 1.0714 | 1.2235 | 1.0929 | 1.1300 | 1.1661 | 1.1437 | 1.0600 | 1.1386 | 1.2238 | 1.1067 | 1.2056 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.0% | 0.0% | 0.0% | 0.40% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 23 | 26 | 70 | 159 | 16 | 12 | 54 | 21 | 2 | 2 | 1 | 5 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 2 | 1 | 1 | 0 |
| | 2.98% | 2.50% | 10.75% AB | 2.03% | 3.87% I | 2.41% | 11.61% EF | 0.33% | 0.93% | 0.63% | 0.62% | 0.53% | 0.0% | 0.62% | 3.03% | 0.0% | 0.78% | 1.14% | 0.0% | 0.0% | 2.13% | 0.0% | 2.15% | 1.27% | 0.73% | 0.0% |
| BASE = Those who responded | 750 | 1010 | 581 | 7684 | 397 | 483 | 411 | 6367 | 214 | 314 | 161 | 944 | 50 | 161 | 32 | 133 | 127 | 87 | 69 | 53 | 92 | 122 | 91 | 78 | 136 | 0 |
| | 97.02% C | 97.30% C | 89.25% | 97.97% | 96.13% G | 97.18% G | 88.39% | 99.67% | 99.07% E | 99.37% | 99.38% | 99.47% | 100.00% | 99.38% | 96.97% | 100.00% | 99.22% | 98.86% | 100.00% | 100.00% | 97.87% | 100.00% | 97.85% | 98.73% | 99.27% | 0.0% |
| Yes | 185 | 265 | 159 | 2268 | 68 | 83 | 91 | 5214 | 140 | 212 | 110 | 663 | 32 | 106 | 24 | 96 | 80 | 60 | 37 | 37 | 66 | 81 | 58 | 57 | 83 | 0 |
| | 24.67% | 26.24% | 27.37% | 29.52% E | 17.13% | 17.18% | 22.14% | 81.89% I | 65.42% E | 67.52% | 68.32% | 70.23% | 64.00% | 65.84% | 75.00% | 72.18% | 62.99% | 68.97% | 53.62% | 69.81% | 71.74% S | 66.39% | 63.74% | 73.08% | 61.03% | 0.0% |
| No | 565 | 745 | 422 | 5416 | 329 | 400 | 320 | 1153 | 74 | 102 | 51 | 281 | 18 | 55 | 8 | 37 | 47 | 27 | 32 | 16 | 26 | 41 | 33 | 21 | 53 | 0 |
| | 75.33% | 73.76% | 72.63% | 70.48% | 82.87% DI | 82.82% | 77.86% | 18.11% | 34.58% H | 32.48% | 31.68% | 29.77% | 36.00% | 34.16% | 25.00% | 27.82% | 37.01% | 31.03% | 46.38% U | 30.19% | 28.26% | 33.61% | 36.26% | 26.92% | 38.97% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 1<br>0.15% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 1<br>0.62% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 28<br>3.62% | 32<br>3.08% | 78<br>11.98%<br>AB | 211<br>2.69% | 19<br>4.60%<br>I | 16<br>3.22% | 59<br>12.69%<br>EF | 53<br>0.83% | 3<br>1.39% | 3<br>0.95% | 1<br>0.62% | 11<br>1.16% | 1<br>2.00% | 1<br>0.62% | 2<br>6.06% | 0<br>0.0% | 1<br>0.78% | 2<br>2.27% | 0<br>0.0% | 0<br>0.0% | 3<br>3.19% | 1<br>0.82% | 2<br>2.15% | 2<br>2.53% | 1<br>0.73% | 0<br>0.0% |
| Appropriately skipped | 565<br>73.09%<br>C | 745<br>71.77%<br>C | 422<br>64.82% | 5416<br>69.06% | 329<br>79.66%<br>DGI | 400<br>80.48%<br>G | 320<br>68.82% | 1153<br>18.05% | 74<br>34.26%<br>H | 102<br>32.28% | 51<br>31.48% | 281<br>29.61% | 18<br>36.00% | 55<br>33.95% | 8<br>24.24% | 37<br>27.82% | 47<br>36.72% | 27<br>30.68% | 32<br>46.38%<br>U | 16<br>30.19% | 26<br>27.66% | 41<br>33.61% | 33<br>35.48% | 21<br>26.58% | 53<br>38.69% | 0<br>0.0% |
| BASE = Those who responded | 180<br>23.29% | 261<br>25.14% | 150<br>23.04% | 2216<br>28.25%<br>E | 65<br>15.74% | 81<br>16.30% | 86<br>18.49% | 5182<br>81.12%<br>I | 139<br>64.35%<br>E | 211<br>66.77% | 109<br>67.28% | 657<br>69.23% | 31<br>62.00% | 106<br>65.43% | 23<br>69.70% | 96<br>72.18% | 80<br>62.50% | 59<br>67.05% | 37<br>53.62% | 37<br>69.81% | 65<br>69.15%<br>S | 80<br>65.57% | 58<br>62.37% | 56<br>70.89% | 83<br>60.58% | 0<br>0.0% |
| Yes | 149<br>82.78% | 216<br>82.76% | 115<br>76.67% | 1750<br>78.97% | 53<br>81.54% | 66<br>81.48% | 62<br>72.09% | 5046<br>97.38% | 135<br>97.12%<br>E | 199<br>94.31% | 103<br>94.50% | 634<br>96.50% | 31<br>100.00%<br>N | 102<br>96.23% | 22<br>95.65% | 95<br>98.96% | 78<br>97.50% | 57<br>96.61% | 37<br>100.00% | 35<br>94.59% | 63<br>96.92% | 78<br>97.50% | 56<br>96.55% | 53<br>94.64% | 82<br>98.80% | 0<br>0.0% |
| No | 31<br>17.22% | 45<br>17.24% | 35<br>23.33% | 466<br>21.03% | 12<br>18.46%<br>I | 15<br>18.52% | 24<br>27.91% | 136<br>2.62% | 4<br>2.88% | 12<br>5.69% | 6<br>5.50% | 23<br>3.50% | 0<br>0.0% | 4<br>3.77%<br>M | 1<br>4.35% | 1<br>1.04% | 2<br>2.50% | 2<br>3.39% | 0<br>0.0% | 2<br>5.41% | 2<br>3.08% | 2<br>2.50% | 2<br>3.45% | 3<br>5.36% | 1<br>1.20% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 36 | 81 | 242 | 22 | 18 | 60 | 81 | 7 | 6 | 2 | 17 | 2 | 4 | 3 | 3 | 4 | 3 | 2 | 1 | 4 | 4 | 3 | 2 | 5 | 0 |
| | 4.40% | 3.47% | 12.44% AB | 3.09% | 5.33% D | 3.62% | 12.90% EF | 1.27% | 3.24% | 1.90% | 1.23% | 1.79% | 4.00% | 2.47% | 9.09% | 2.26% | 3.13% | 3.41% | 2.90% | 1.89% | 4.26% | 3.28% | 3.23% | 2.53% | 3.65% | 0.0% |
| Appropriately skipped | 596 | 790 | 457 | 5882 | 341 | 415 | 344 | 1289 | 78 | 114 | 57 | 304 | 18 | 59 | 9 | 38 | 49 | 29 | 32 | 18 | 28 | 43 | 35 | 24 | 54 | 0 |
| | 77.10% C | 76.11% C | 70.20% | 75.00% | 82.57% DGI | 83.50% G | 73.98% | 20.18% | 36.11% H | 36.08% | 35.19% | 32.03% | 36.00% | 36.42% | 27.27% | 28.57% | 38.28% | 32.95% | 46.38% U | 33.96% | 29.79% | 35.25% | 37.63% | 30.38% | 39.42% | 0.0% |
| BASE = Those who responded | 143 | 212 | 113 | 1719 | 50 | 64 | 61 | 5018 | 131 | 196 | 103 | 628 | 30 | 99 | 21 | 92 | 75 | 56 | 35 | 34 | 62 | 75 | 55 | 53 | 78 | 0 |
| | 18.50% | 20.42% | 17.36% | 21.92% E | 12.11% | 12.88% | 13.12% | 78.55% I | 60.65% E | 62.03% | 63.58% | 66.17% | 60.00% | 61.11% | 63.64% | 69.17% | 58.59% | 63.64% | 50.72% | 64.15% | 65.96% | 61.48% | 59.14% | 67.09% | 56.93% | 0.0% |
| Yes | 124 | 190 | 95 | 1514 | 43 | 52 | 47 | 4946 | 124 | 190 | 95 | 609 | 30 | 92 | 20 | 88 | 71 | 53 | 32 | 31 | 61 | 72 | 52 | 49 | 75 | 0 |
| | 86.71% | 89.62% | 84.07% | 88.07% | 86.00% | 81.25% | 77.05% | 98.57% I | 94.66% | 96.94% | 92.23% | 96.97% | 100.00% N | 92.93% | 95.24% | 95.65% | 94.67% | 94.64% | 91.43% | 91.18% | 98.39% | 96.00% | 94.55% | 92.45% | 96.15% | 0.0% |
| No | 19 | 22 | 18 | 205 | 7 | 12 | 14 | 72 | 7 | 6 | 8 | 19 | 0 | 7 | 1 | 4 | 4 | 3 | 3 | 3 | 1 | 3 | 3 | 4 | 3 | 0 |
| | 13.29% | 10.38% | 15.93% | 11.93% | 14.00% | 18.75% | 22.95% | 1.43% | 5.34% H | 3.06% | 7.77% | 3.03% | 0.0% | 7.07% M | 4.76% | 4.35% | 5.33% | 5.36% | 8.57% | 8.82% | 1.61% | 4.00% | 5.45% | 7.55% | 3.85% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 30 | 36 | 78 | 228 | 21 | 17 | 58 | 116 | 2 | 7 | 1 | 20 | 2 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 2 | 0 |
| | 3.88% | 3.47% | 11.98% AB | 2.91% | 5.08% DI | 3.42% | 12.47% EF | 1.82% | 0.93% | 2.22% | 0.62% | 2.11% | 4.00% | 0.0% | 0.0% | 1.50% | 0.78% | 1.14% | 1.45% | 1.89% | 0.0% | 0.82% | 1.08% | 0.0% | 1.46% | 0.0% |
| BASE = Those who responded | 743 | 1002 | 573 | 7615 | 392 | 480 | 407 | 6272 | 214 | 309 | 161 | 929 | 48 | 162 | 33 | 131 | 127 | 87 | 68 | 52 | 94 | 121 | 92 | 79 | 135 | 0 |
| | 96.12% C | 96.53% C | 88.02% | 97.09% E | 94.92% G | 96.58% G | 87.53% | 98.18% | 99.07% E | 97.78% | 99.38% | 97.89% | 96.00% | 100.00% | 100.00% | 98.50% | 99.22% | 98.86% | 98.55% | 98.11% | 100.00% | 99.18% | 98.92% | 100.00% | 98.54% | 0.0% |
| Yes | 152 | 217 | 111 | 1140 | 50 | 64 | 58 | 3398 | 135 | 193 | 98 | 511 | 29 | 103 | 23 | 84 | 73 | 62 | 39 | 30 | 66 | 78 | 56 | 54 | 81 | 0 |
| | 20.46% | 21.66% | 19.37% | 14.97% | 12.76% | 13.33% | 14.25% | 54.18% | 63.08% HE | 62.46% | 60.87% | 55.01% | 60.42% | 63.58% | 69.70% | 64.12% | 57.48% | 71.26% Q | 57.35% | 57.69% | 70.21% | 64.46% | 60.87% | 68.35% | 60.00% | 0.0% |
| No | 591 | 785 | 462 | 6475 | 342 | 416 | 349 | 2874 | 79 | 116 | 63 | 418 | 19 | 59 | 10 | 47 | 54 | 25 | 29 | 22 | 28 | 43 | 36 | 25 | 54 | 0 |
| | 79.54% | 78.34% | 80.63% | 85.03% | 87.24% I | 86.67% | 85.75% | 45.82% I | 36.92% | 37.54% | 39.13% | 44.99% | 39.58% | 36.42% | 30.30% | 35.88% | 42.52% R | 28.74% | 42.65% | 42.31% | 29.79% | 35.54% | 39.13% | 31.65% | 40.00% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 31 | 42 | 79 | 247 | 21 | 18 | 59 | 147 | 3 | 12 | 2 | 23 | 2 | 1 | 0 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 0 |
| | 4.01% | 4.05% | 12.14% AB | 3.15% | 5.08% I | 3.62% | 12.69% EF | 2.30% | 1.39% | 3.80% | 1.23% | 2.42% | 4.00% | 0.62% | 0.0% | 2.26% | 1.56% | 1.14% | 1.45% | 1.89% | 1.06% | 0.82% | 2.15% | 1.27% | 1.46% | 0.0% |
| Appropriately skipped | 591 | 785 | 462 | 6475 | 342 | 416 | 349 | 2874 | 79 | 116 | 63 | 418 | 19 | 59 | 10 | 47 | 54 | 25 | 29 | 22 | 28 | 43 | 36 | 25 | 54 | 0 |
| | 76.46% C | 75.63% C | 70.97% | 82.56% | 82.81% GI | 83.70% G | 75.05% | 44.99% I | 36.57% | 36.71% | 38.89% | 44.05% | 38.00% | 36.42% | 30.30% | 35.34% | 42.19% R | 28.41% | 42.03% | 41.51% | 29.79% | 35.25% | 38.71% | 31.65% | 39.42% | 0.0% |
| BASE = Those who responded | 151 | 211 | 110 | 1121 | 50 | 63 | 57 | 3367 | 134 | 188 | 97 | 508 | 29 | 102 | 23 | 83 | 72 | 62 | 39 | 30 | 65 | 78 | 55 | 53 | 81 | 0 |
| | 19.53% | 20.33% | 16.90% | 14.29% | 12.11% | 12.68% | 12.26% | 52.71% | 62.04% HE | 59.49% | 59.88% | 53.53% | 58.00% | 62.96% | 69.70% | 62.41% | 56.25% | 70.45% Q | 56.52% | 56.60% | 69.15% | 63.93% | 59.14% | 67.09% | 59.12% | 0.0% |
| Yes | 127 | 183 | 92 | 967 | 45 | 50 | 45 | 3191 | 124 | 175 | 90 | 473 | 28 | 93 | 21 | 77 | 65 | 59 | 33 | 29 | 62 | 74 | 49 | 51 | 73 | 0 |
| | 84.11% | 86.73% | 83.64% | 86.26% | 90.00% | 79.37% | 78.95% | 94.77% | 92.54% | 93.09% | 92.78% | 93.11% | 96.55% | 91.18% | 91.30% | 92.77% | 90.28% | 95.16% | 84.62% | 96.67% | 95.38% | 94.87% | 89.09% | 96.23% | 90.12% | 0.0% |
| No | 24 | 28 | 18 | 154 | 5 | 13 | 12 | 176 | 10 | 13 | 7 | 35 | 1 | 9 | 2 | 6 | 7 | 3 | 6 | 1 | 3 | 4 | 6 | 2 | 8 | 0 |
| | 15.89% | 13.27% | 16.36% | 13.74% | 10.00% | 20.63% | 21.05% | 5.23% | 7.46% | 6.91% | 7.22% | 6.89% | 3.45% | 8.82% | 8.70% | 7.23% | 9.72% | 4.84% | 15.38% | 3.33% | 4.62% | 5.13% | 10.91% | 3.77% | 9.88% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan: 0-7 (M) | Overall Rating of Health Plan: 8-10 (N) | Overall Rating of Health Care: 0-7 (O) | Overall Rating of Health Care: 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 32 | 48 | 80 | 262 | 22 | 21 | 60 | 176 | 4 | 16 | 3 | 27 | 3 | 1 | 0 | 4 | 3 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 3 | 0 |
| | 4.14% | 4.62% | 12.29% AB | 3.34% | 5.33% I | 4.23% | 12.90% EF | 2.76% | 1.85% | 5.06% IK | 1.85% | 2.85% | 6.00% | 0.62% | 0.0% | 3.01% O | 2.34% | 1.14% | 1.45% | 3.77% | 1.06% | 1.64% | 2.15% | 1.27% | 2.19% | 0.0% |
| Appropriately skipped | 615 | 813 | 480 | 6629 | 347 | 429 | 361 | 3050 | 89 | 129 | 70 | 453 | 20 | 68 | 12 | 53 | 61 | 28 | 35 | 23 | 31 | 47 | 42 | 27 | 62 | 0 |
| | 79.56% C | 78.32% C | 73.73% | 84.52% | 84.02% GI | 86.32% G | 77.63% | 47.75% | 41.20% | 40.82% | 43.21% | 47.73% | 40.00% | 41.98% | 36.36% | 39.85% | 47.66% R | 31.82% | 50.72% U | 43.40% | 32.98% | 38.52% | 45.16% | 34.18% | 45.26% | 0.0% |
| BASE = Those who responded | 126 | 177 | 91 | 952 | 44 | 47 | 44 | 3162 | 123 | 171 | 89 | 469 | 27 | 93 | 21 | 76 | 64 | 59 | 33 | 28 | 62 | 73 | 49 | 51 | 72 | 0 |
| | 16.30% | 17.05% | 13.98% | 12.14% | 10.65% | 9.46% | 9.46% | 49.50% | 56.94% HE | 54.11% | 54.94% | 49.42% | 54.00% | 57.41% | 63.64% | 57.14% | 50.00% | 67.05% Q | 47.83% | 52.83% | 65.96% S | 59.84% | 52.69% | 64.56% | 52.55% | 0.0% |
| Yes | 121 | 169 | 89 | 896 | 40 | 45 | 44 | 3113 | 121 | 169 | 89 | 458 | 27 | 91 | 21 | 74 | 64 | 57 | 32 | 28 | 61 | 71 | 49 | 50 | 71 | 0 |
| | 96.03% | 95.48% | 97.80% | 94.12% | 90.91% | 95.74% | 100.00% E | 98.45% | 98.37% | 98.83% | 100.00% | 97.65% | 100.00% | 97.85% | 100.00% | 97.37% | 100.00% | 96.61% | 96.97% | 100.00% | 98.39% | 97.26% | 100.00% | 98.04% | 98.61% | 0.0% |
| No | 5 | 8 | 2 | 56 | 4 | 2 | 0 | 49 | 2 | 2 | 0 | 11 | 0 | 2 | 0 | 2 | 0 | 2 | 1 | 0 | 1 | 2 | 0 | 1 | 1 | 0 |
| | 3.97% | 4.52% | 2.20% | 5.88% | 9.09% G | 4.26% | 0.0% | 1.55% | 1.63% | 1.17% | 0.0% | 2.35% | 0.0% | 2.15% | 0.0% | 2.63% | 0.0% | 3.39% | 3.03% | 0.0% | 1.61% | 2.74% | 0.0% | 1.96% | 1.39% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.15% | 0.0% | 0.0% | 0.20% | 0.22% | 0.0% | 0.0% | 0.32% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 27 | 31 | 75 | 229 | 20 | 13 | 56 | 96 | 3 | 4 | 1 | 14 | 0 | 3 | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 0 | 3 | 0 |
| | 3.49% | 2.99% | 11.52% AB | 2.92% | 4.84% I | 2.62% | 12.04% EF | 1.50% | 1.39% | 1.27% | 0.62% | 1.48% | 0.0% | 1.85% | 3.03% | 1.50% | 0.78% | 2.27% | 1.45% | 1.89% | 1.06% | 1.64% | 1.08% | 0.0% | 2.19% | 0.0% |
| BASE = Those who responded | 746 | 1006 | 575 | 7614 | 393 | 483 | 408 | 6292 | 213 | 311 | 160 | 935 | 50 | 159 | 32 | 131 | 127 | 86 | 68 | 52 | 93 | 120 | 92 | 79 | 134 | 0 |
| | 96.51% C | 96.92% C | 88.33% | 97.08% | 95.16% G | 97.18% G | 87.74% | 98.50% | 98.61% E | 98.42% | 98.77% | 98.52% | 100.00% | 98.15% | 96.97% | 98.50% | 99.22% | 97.73% | 98.55% | 98.11% | 98.94% | 98.36% | 98.92% | 100.00% | 97.81% | 0.0% |
| Yes | 123 | 176 | 93 | 942 | 52 | 59 | 49 | 2125 | 85 | 133 | 70 | 337 | 22 | 61 | 16 | 53 | 37 | 48 | 24 | 23 | 38 | 53 | 31 | 32 | 53 | 0 |
| | 16.49% | 17.50% | 16.17% | 12.37% | 13.23% | 12.22% | 12.01% | 33.77% | 39.91% E | 42.77% | 43.75% | 36.04% | 44.00% | 38.36% | 50.00% | 40.46% | 29.13% | 55.81% Q | 35.29% | 44.23% | 40.86% | 44.17% | 33.70% | 40.51% | 39.55% | 0.0% |
| No | 623 | 830 | 482 | 6672 | 341 | 424 | 359 | 4167 | 128 | 178 | 90 | 598 | 28 | 98 | 16 | 78 | 90 | 38 | 44 | 29 | 55 | 67 | 61 | 47 | 81 | 0 |
| | 83.51% | 82.50% | 83.83% | 87.63% | 86.77% I | 87.78% | 87.99% | 66.23% | 60.09% | 57.23% | 56.25% | 63.96% | 56.00% | 61.64% | 50.00% | 59.54% | 70.87% R | 44.19% | 64.71% | 55.77% | 59.14% | 55.83% | 66.30% | 59.49% | 60.45% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 32<br>4.14% | 38<br>3.66% | 77<br>11.83%<br>AB | 263<br>3.35% | 23<br>5.57%<br>I | 16<br>3.22% | 58<br>12.47%<br>EF | 124<br>1.94% | 4<br>1.85% | 9<br>2.85% | 2<br>1.23% | 19<br>2.00% | 0<br>0.0% | 4<br>2.47%<br>M | 2<br>6.06% | 2<br>1.50% | 2<br>1.56% | 2<br>2.27% | 1<br>1.45% | 1<br>1.89% | 2<br>2.13% | 3<br>2.46% | 1<br>1.08% | 1<br>1.27% | 3<br>2.19% | 0<br>0.0% |
| Appropriately skipped | 623<br>80.60%<br>C | 830<br>79.96%<br>C | 482<br>74.04% | 6672<br>85.07% | 341<br>82.57%<br>GI | 424<br>85.31%<br>G | 359<br>77.20% | 4167<br>65.23% | 128<br>59.26% | 178<br>56.33% | 90<br>55.56% | 598<br>63.01% | 28<br>56.00% | 98<br>60.49% | 16<br>48.48% | 78<br>58.65% | 90<br>70.31%<br>R | 38<br>43.18% | 44<br>63.77% | 29<br>54.72% | 55<br>58.51% | 67<br>54.92% | 61<br>65.59% | 47<br>59.49% | 81<br>59.12% | 0<br>0.0% |
| BASE = Those who responded | 118<br>15.27% | 170<br>16.38% | 92<br>14.13% | 908<br>11.58% | 49<br>11.86% | 57<br>11.47% | 48<br>10.32% | 2097<br>32.83% | 84<br>38.89%<br>E | 129<br>40.82% | 70<br>43.21% | 332<br>34.98% | 22<br>44.00% | 60<br>37.04% | 15<br>45.45% | 53<br>39.85% | 36<br>28.13% | 48<br>54.55%<br>Q | 24<br>34.78% | 23<br>43.40% | 37<br>39.36% | 52<br>42.62% | 31<br>33.33% | 31<br>39.24% | 53<br>38.69% | 0<br>0.0% |
| Yes | 84<br>71.19% | 125<br>73.53% | 65<br>70.65% | 623<br>68.61% | 29<br>59.18% | 30<br>52.63% | 31<br>64.58% | 1976<br>94.23% | 81<br>96.43%<br>E | 122<br>94.57% | 64<br>91.43% | 315<br>94.88% | 22<br>100.00% | 57<br>95.00% | 15<br>100.00% | 50<br>94.34% | 36<br>100.00% | 45<br>93.75% | 21<br>87.50% | 23<br>100.00% | 37<br>100.00% | 51<br>98.08% | 29<br>93.55% | 31<br>100.00% | 50<br>94.34% | 0<br>0.0% |
| No | 34<br>28.81% | 45<br>26.47% | 27<br>29.35% | 285<br>31.39% | 20<br>40.82%<br>I | 27<br>47.37% | 17<br>35.42% | 121<br>5.77% | 3<br>3.57% | 7<br>5.43% | 6<br>8.57% | 17<br>5.12% | 0<br>0.0% | 3<br>5.00% | 0<br>0.0% | 3<br>5.66% | 0<br>0.0% | 3<br>6.25% | 3<br>12.50% | 0<br>0.0% | 0<br>0.0% | 1<br>1.92% | 2<br>6.45% | 0<br>0.0% | 3<br>5.66% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 33 | 40 | 77 | 270 | 24 | 16 | 58 | 134 | 5 | 11 | 2 | 20 | 1 | 4 | 2 | 3 | 3 | 2 | 1 | 2 | 2 | 4 | 1 | 1 | 4 | 0 |
| | 4.27% | 3.85% | 11.83% AB | 3.44% | 5.81% DI | 3.22% | 12.47% EF | 2.10% | 2.31% | 3.48% | 1.23% | 2.11% | 2.00% | 2.47% | 6.06% | 2.26% | 2.34% | 2.27% | 1.45% | 3.77% | 2.13% | 3.28% | 1.08% | 1.27% | 2.92% | 0.0% |
| Appropriately skipped | 657 | 875 | 509 | 6957 | 361 | 451 | 376 | 4288 | 131 | 185 | 96 | 615 | 28 | 101 | 16 | 81 | 90 | 41 | 47 | 29 | 55 | 68 | 63 | 47 | 84 | 0 |
| | 84.99% C | 84.30% C | 78.19% | 88.70% | 87.41% GI | 90.74% G | 80.86% | 67.13% | 60.65% | 58.54% | 59.26% | 64.81% | 56.00% | 62.35% | 48.48% | 60.90% | 70.31% R | 46.59% | 68.12% | 54.72% | 58.51% | 55.74% | 67.74% | 59.49% | 61.31% | 0.0% |
| BASE = Those who responded | 83 | 123 | 65 | 616 | 28 | 30 | 31 | 1966 | 80 | 120 | 64 | 314 | 21 | 57 | 15 | 49 | 35 | 45 | 21 | 22 | 37 | 50 | 29 | 31 | 49 | 0 |
| | 10.74% | 11.85% | 9.98% | 7.85% | 6.78% | 6.04% | 6.67% | 30.78% | 37.04% E | 37.97% | 39.51% | 33.09% | 42.00% | 35.19% | 45.45% | 36.84% | 27.34% | 51.14% Q | 30.43% | 41.51% | 39.36% | 40.98% | 31.18% | 39.24% | 35.77% | 0.0% |
| Yes | 79 | 119 | 61 | 586 | 26 | 29 | 29 | 1946 | 79 | 119 | 61 | 306 | 21 | 56 | 15 | 48 | 35 | 44 | 21 | 22 | 36 | 49 | 29 | 30 | 49 | 0 |
| | 95.18% | 96.75% | 93.85% | 95.13% | 92.86% | 96.67% | 93.55% | 98.98% | 98.75% | 99.17% | 95.31% | 97.45% | 100.00% | 98.25% | 100.00% | 97.96% | 100.00% | 97.78% | 100.00% | 100.00% | 97.30% | 98.00% | 100.00% | 96.77% | 100.00% | 0.0% |
| No | 4 | 4 | 4 | 30 | 2 | 1 | 2 | 20 | 1 | 1 | 3 | 8 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 4.82% | 3.25% | 6.15% | 4.87% | 7.14% | 3.33% | 6.45% | 1.02% | 1.25% | 0.83% | 4.69% | 2.55% | 0.0% | 1.75% | 0.0% | 2.04% | 0.0% | 2.22% | 0.0% | 0.0% | 2.70% | 2.00% | 0.0% | 3.23% | 0.0% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 25 | 30 | 75 | 202 | 18 | 14 | 57 | 66 | 1 | 3 | 2 | 9 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 |
| | 3.23% | 2.89% | 11.52% AB | 2.58% | 4.36% I | 2.82% | 12.26% EF | 1.03% | 0.46% | 0.95% | 1.23% | 0.95% | 0.0% | 0.0% | 3.03% | 0.0% | 0.0% | 1.14% | 0.0% | 0.0% | 1.06% | 0.0% | 1.08% | 0.0% | 0.73% | 0.0% |
| BASE = Those who responded | 748 | 1007 | 576 | 7641 | 395 | 482 | 408 | 6322 | 215 | 312 | 160 | 940 | 50 | 162 | 32 | 133 | 128 | 87 | 69 | 53 | 93 | 122 | 92 | 79 | 136 | 0 |
| | 96.77% C | 97.01% C | 88.48% | 97.42% | 95.64% G | 96.98% G | 87.74% | 98.97% | 99.54% E | 98.73% | 98.77% | 99.05% | 100.00% | 100.00% | 96.97% | 100.00% | 100.00% | 98.86% | 100.00% | 100.00% | 98.94% | 100.00% | 98.92% | 100.00% | 99.27% | 0.0% |
| Yes | 132 | 177 | 93 | 719 | 47 | 56 | 56 | 1774 | 93 | 132 | 65 | 321 | 15 | 77 | 14 | 59 | 47 | 46 | 36 | 29 | 28 | 54 | 38 | 35 | 58 | 0 |
| | 17.65% | 17.58% | 16.15% | 9.41% | 11.90% | 11.62% | 13.73% | 28.06% | 43.26% HE | 42.31% | 40.63% | 34.15% | 30.00% | 47.53% M | 43.75% | 44.36% | 36.72% | 52.87% Q | 52.17% U | 54.72% U | 30.11% | 44.26% | 41.30% | 44.30% | 42.65% | 0.0% |
| No | 616 | 830 | 483 | 6922 | 348 | 426 | 352 | 4548 | 122 | 180 | 95 | 619 | 35 | 85 | 18 | 74 | 81 | 41 | 33 | 24 | 65 | 68 | 54 | 44 | 78 | 0 |
| | 82.35% | 82.42% | 83.85% | 90.59% | 88.10% I | 88.38% | 86.27% | 71.94% I | 56.74% | 57.69% | 59.38% | 65.85% | 70.00% N | 52.47% | 56.25% | 55.64% | 63.28% R | 47.13% | 47.83% | 45.28% | 69.89% ST | 55.74% | 58.70% | 55.70% | 57.35% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 31<br>4.01% | 38<br>3.66% | 77<br>11.83%<br>AB | 223<br>2.84% | 21<br>5.08%<br>D | 17<br>3.42% | 57<br>12.26%<br>EF | 92<br>1.44% | 5<br>2.31% | 8<br>2.53% | 4<br>2.47% | 15<br>1.58% | 1<br>2.00% | 3<br>1.85% | 1<br>3.03% | 4<br>3.01% | 1<br>0.78% | 4<br>4.55% | 2<br>2.90% | 1<br>1.89% | 2<br>2.13% | 3<br>2.46% | 2<br>2.15% | 0<br>0.0% | 5<br>3.65%<br>X | 0<br>0.0% |
| Appropriately skipped | 616<br>79.69%<br>C | 830<br>79.96%<br>C | 483<br>74.19% | 6922<br>88.26%<br>E | 348<br>84.26%<br>GI | 426<br>85.71%<br>G | 352<br>75.70% | 4548<br>71.20%<br>I | 122<br>56.48% | 180<br>56.96% | 95<br>58.64% | 619<br>65.23% | 35<br>70.00%<br>N | 85<br>52.47% | 18<br>54.55% | 74<br>55.64% | 81<br>63.28%<br>R | 41<br>46.59% | 33<br>47.83% | 24<br>45.28% | 65<br>69.15%<br>ST | 68<br>55.74% | 54<br>58.06% | 44<br>55.70% | 78<br>56.93% | 0<br>0.0% |
| BASE = Those who responded | 126<br>16.30% | 170<br>16.38% | 91<br>13.98% | 698<br>8.90% | 44<br>10.65% | 54<br>10.87% | 56<br>12.04% | 1748<br>27.36% | 89<br>41.20%<br>HE | 128<br>40.51% | 63<br>38.89% | 315<br>33.19% | 14<br>28.00% | 74<br>45.68%<br>M | 14<br>42.42% | 55<br>41.35% | 46<br>35.94% | 43<br>48.86% | 34<br>49.28%<br>U | 28<br>52.83%<br>U | 27<br>28.72% | 51<br>41.80% | 37<br>39.78% | 35<br>44.30% | 54<br>39.42% | 0<br>0.0% |
| Yes | 96<br>76.19% | 123<br>72.35% | 64<br>70.33% | 481<br>68.91% | 32<br>72.73% | 33<br>61.11% | 38<br>67.86% | 1553<br>88.84% | 84<br>94.38%<br>HE | 115<br>89.84% | 58<br>92.06% | 280<br>88.89% | 13<br>92.86% | 70<br>94.59% | 14<br>100.00% | 51<br>92.73% | 44<br>95.65% | 40<br>93.02% | 30<br>88.24% | 28<br>100.00% | 26<br>96.30% | 50<br>98.04% | 34<br>91.89% | 33<br>94.29% | 51<br>94.44% | 0<br>0.0% |
| No | 30<br>23.81% | 47<br>27.65% | 27<br>29.67% | 217<br>31.09% | 12<br>27.27%<br>I | 21<br>38.89% | 18<br>32.14% | 195<br>11.16%<br>I | 5<br>5.62% | 13<br>10.16% | 5<br>7.94% | 35<br>11.11% | 1<br>7.14% | 4<br>5.41% | 0<br>0.0% | 4<br>7.27% | 2<br>4.35% | 3<br>6.98% | 4<br>11.76% | 0<br>0.0% | 1<br>3.70% | 1<br>1.96% | 3<br>8.11% | 2<br>5.71% | 3<br>5.56% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 32<br>4.14% | 40<br>3.85% | 77<br>11.83%<br>AB | 236<br>3.01% | 22<br>5.33%<br>DI | 17<br>3.42% | 57<br>12.26%<br>EF | 109<br>1.71% | 5<br>2.31% | 8<br>2.53% | 4<br>2.47% | 21<br>2.21% | 1<br>2.00% | 3<br>1.85% | 1<br>3.03% | 4<br>3.01% | 1<br>0.78% | 4<br>4.55% | 2<br>2.90% | 1<br>1.89% | 2<br>2.13% | 3<br>2.46% | 2<br>2.15% | 0<br>0.0% | 5<br>3.65%<br>X | 0<br>0.0% |
| Appropriately skipped | 646<br>83.57%<br>C | 877<br>84.49%<br>C | 510<br>78.34% | 7139<br>91.02%<br>E | 360<br>87.17%<br>GI | 447<br>89.94%<br>G | 370<br>79.57% | 4743<br>74.25%<br>I | 127<br>58.80% | 193<br>61.08% | 100<br>61.73% | 654<br>68.91% | 36<br>72.00%<br>N | 89<br>54.94% | 18<br>54.55% | 78<br>58.65% | 83<br>64.84%<br>R | 44<br>50.00% | 37<br>53.62% | 24<br>45.28% | 66<br>70.21%<br>ST | 69<br>56.56% | 57<br>61.29% | 46<br>58.23% | 81<br>59.12% | 0<br>0.0% |
| BASE = Those who responded | 95<br>12.29% | 121<br>11.66% | 64<br>9.83% | 468<br>5.97% | 31<br>7.51% | 33<br>6.64% | 38<br>8.17% | 1536<br>24.05% | 84<br>38.89%<br>HE | 115<br>36.39% | 58<br>35.80% | 274<br>28.87% | 13<br>26.00% | 70<br>43.21%<br>M | 14<br>42.42% | 51<br>38.35% | 44<br>34.38% | 40<br>45.45% | 30<br>43.48%<br>U | 28<br>52.83%<br>U | 26<br>27.66% | 50<br>40.98% | 34<br>36.56% | 33<br>41.77% | 51<br>37.23% | 0<br>0.0% |
| Yes | 80<br>84.21% | 112<br>92.56% | 56<br>87.50% | 430<br>91.88% | 24<br>77.42% | 30<br>90.91% | 33<br>86.84% | 1499<br>97.59% | 80<br>95.24%<br>E | 112<br>97.39% | 56<br>96.55% | 267<br>97.45% | 13<br>100.00% | 66<br>94.29% | 13<br>92.86% | 50<br>98.04% | 43<br>97.73% | 37<br>92.50% | 29<br>96.67% | 26<br>92.86% | 25<br>96.15% | 49<br>98.00% | 31<br>91.18% | 32<br>96.97% | 48<br>94.12% | 0<br>0.0% |
| No | 15<br>15.79% | 9<br>7.44% | 8<br>12.50% | 38<br>8.12% | 7<br>22.58%<br>I | 3<br>9.09% | 5<br>13.16% | 37<br>2.41% | 4<br>4.76% | 3<br>2.61% | 2<br>3.45% | 7<br>2.55% | 0<br>0.0% | 4<br>5.71% | 1<br>7.14% | 1<br>1.96% | 1<br>2.27% | 3<br>7.50% | 1<br>3.33% | 2<br>7.14% | 1<br>3.85% | 1<br>2.00% | 3<br>8.82% | 1<br>3.03% | 3<br>5.88% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 27 | 80 | 232 | 23 | 13 | 61 | 80 | 4 | 1 | 2 | 15 | 0 | 4 | 0 | 3 | 2 | 2 | 0 | 3 | 1 | 4 | 0 | 2 | 2 | 0 |
| | 4.40% B | 2.60% | 12.29% AB | 2.96% | 5.57% DFI | 2.62% | 13.12% EF | 1.25% | 1.85% | 0.32% | 1.23% | 1.58% | 0.0% | 2.47% M | 0.0% | 2.26% | 1.56% | 2.27% | 0.0% | 5.66% | 1.06% | 3.28% W | 0.0% | 2.53% | 1.46% | 0.0% |
| BASE = Those who responded | 739 | 1011 | 571 | 7611 | 390 | 484 | 404 | 6308 | 212 | 315 | 160 | 934 | 50 | 158 | 33 | 130 | 126 | 86 | 69 | 50 | 93 | 118 | 93 | 77 | 135 | 0 |
| | 95.60% C | 97.40% AC | 87.71% | 97.04% E | 94.43% G | 97.38% EG | 86.88% | 98.75% | 98.15% E | 99.68% | 98.77% | 98.42% | 100.00% N | 97.53% | 100.00% | 97.74% | 98.44% | 97.73% | 100.00% | 94.34% | 98.94% | 96.72% | 100.00% V | 97.47% | 98.54% | 0.0% |
| Yes | 131 | 205 | 106 | 1111 | 40 | 56 | 52 | 3360 | 119 | 183 | 102 | 450 | 32 | 83 | 20 | 66 | 67 | 52 | 26 | 31 | 62 | 66 | 53 | 48 | 71 | 0 |
| | 17.73% | 20.28% | 18.56% | 14.60% E | 10.26% | 11.57% | 12.87% | 53.27% | 56.13% E | 58.10% | 63.75% | 48.18% | 64.00% | 52.53% | 60.61% | 50.77% | 53.17% | 60.47% | 37.68% | 62.00% S | 66.67% S | 55.93% | 56.99% | 62.34% | 52.59% | 0.0% |
| No | 608 | 806 | 465 | 6500 | 350 | 428 | 352 | 2948 | 93 | 132 | 58 | 484 | 18 | 75 | 13 | 64 | 59 | 34 | 43 | 19 | 31 | 52 | 40 | 29 | 64 | 0 |
| | 82.27% | 79.72% | 81.44% | 85.40% | 89.74% DI | 88.43% | 87.13% | 46.73% | 43.87% | 41.90% | 36.25% | 51.82% | 36.00% | 47.47% | 39.39% | 49.23% | 46.83% | 39.53% | 62.32% TU | 38.00% | 33.33% | 44.07% | 43.01% | 37.66% | 47.41% | 0.0% |
| Sigma | 773 | 1038 | 651 | 7843 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| Multiple mark | 0<br>0.0% | 1<br>0.10% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% | 0<br>0.0% |
| No response | 37<br>4.79% | 35<br>3.37% | 83<br>12.75%<br>AB | 286<br>3.65% | 24<br>5.81%<br>FI | 15<br>3.02% | 63<br>13.55%<br>EF | 167<br>2.61% | 4<br>1.85% | 1<br>0.32% | 4<br>2.47% | 20<br>2.11% | 0<br>0.0% | 4<br>2.47%<br>M | 0<br>0.0% | 3<br>2.26% | 2<br>1.56% | 2<br>2.27% | 0<br>0.0% | 3<br>5.66% | 1<br>1.06% | 4<br>3.28%<br>W | 0<br>0.0% | 2<br>2.53% | 2<br>1.46% | 0<br>0.0% |
| Appropriately skipped | 608<br>78.65%<br>C | 806<br>77.65%<br>C | 465<br>71.43% | 6500<br>82.88% | 350<br>84.75%<br>GI | 428<br>86.12%<br>G | 352<br>75.70% | 2948<br>46.15% | 93<br>43.06% | 132<br>41.77% | 58<br>35.80% | 484<br>51.00% | 18<br>36.00% | 75<br>46.30% | 13<br>39.39% | 64<br>48.12% | 59<br>46.09% | 34<br>38.64% | 43<br>62.32%<br>TU | 19<br>35.85% | 31<br>32.98% | 52<br>42.62% | 40<br>43.01% | 29<br>36.71% | 64<br>46.72% | 0<br>0.0% |
| BASE = Those who responded | 128<br>16.56% | 196<br>18.88% | 103<br>15.82% | 1057<br>13.48%<br>E | 39<br>9.44% | 54<br>10.87% | 50<br>10.75% | 3273<br>51.24% | 119<br>55.09%<br>E | 183<br>57.91% | 100<br>61.73% | 445<br>46.89% | 32<br>64.00% | 83<br>51.23% | 20<br>60.61% | 66<br>49.62% | 67<br>52.34% | 52<br>59.09% | 26<br>37.68% | 31<br>58.49%<br>S | 62<br>65.96%<br>S | 66<br>54.10% | 53<br>56.99% | 48<br>60.76% | 71<br>51.82% | 0<br>0.0% |
| Yes | 115<br>89.84% | 181<br>92.35% | 98<br>95.15% | 957<br>90.54% | 36<br>92.31% | 50<br>92.59% | 48<br>96.00% | 3190<br>97.46% | 115<br>96.64% | 181<br>98.91% | 98<br>98.00% | 431<br>96.85% | 32<br>100.00%<br>N | 79<br>95.18% | 19<br>95.00% | 64<br>96.97% | 66<br>98.51% | 49<br>94.23% | 25<br>96.15% | 30<br>96.77% | 60<br>96.77% | 65<br>98.48% | 50<br>94.34% | 47<br>97.92% | 68<br>95.77% | 0<br>0.0% |
| No | 13<br>10.16% | 15<br>7.65% | 5<br>4.85% | 100<br>9.46% | 3<br>7.69% | 4<br>7.41% | 2<br>4.00% | 83<br>2.54% | 4<br>3.36% | 2<br>1.09% | 2<br>2.00% | 14<br>3.15% | 0<br>0.0% | 4<br>4.82%<br>M | 1<br>5.00% | 2<br>3.03% | 1<br>1.49% | 3<br>5.77% | 1<br>3.85% | 1<br>3.23% | 2<br>3.23% | 1<br>1.52% | 3<br>5.66% | 1<br>2.08% | 3<br>4.23% | 0<br>0.0% |
| Sigma | 773<br>100.00% | 1038<br>100.00% | 651<br>100.00% | 7843<br>100.00% | 413<br>100.00% | 497<br>100.00% | 465<br>100.00% | 6388<br>100.00% | 216<br>100.00% | 316<br>100.00% | 162<br>100.00% | 949<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

74. What is your child's age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 28 | 46 | 93 | 550 | 20 | 21 | 70 | 165 | 0 | 5 | 4 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 3.62% | 4.43% | 14.29% AB | 4.41% | 4.84% I | 4.23% | 15.05% EF | 2.58% I | 0.0% | 1.58% I | 2.47% I | 1.37% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 745 | 992 | 558 | 11926 | 393 | 476 | 395 | 6223 | 216 | 311 | 158 | 936 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 96.38% C | 95.57% C | 85.71% | 95.59% | 95.16% G | 95.77% G | 84.95% | 97.42% | 100.00% HJKE | 98.42% | 97.53% | 98.63% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Less than 1 year old | 33 | 44 | 30 | 239 | 9 | 17 | 16 | 39 | 8 | 7 | 3 | 13 | 2 | 6 | 2 | 4 | 3 | 5 | 8 | 0 | 0 | 4 | 4 | 1 | 7 | 0 |
| | 4.43% | 4.44% | 5.38% | 2.00% | 2.29% | 3.57% | 4.05% | 0.63% | 3.70% H | 2.25% | 1.90% | 1.39% | 4.00% | 3.70% | 6.06% | 3.01% | 2.34% | 5.68% | 11.59% TU | 0.0% | 0.0% | 3.28% | 4.30% | 1.27% | 5.11% | 0.0% |
| 1 year or more (NET) | 712 | 948 | 528 | 11687 | 384 | 459 | 379 | 6184 | 208 | 304 | 155 | 923 | 48 | 156 | 31 | 129 | 125 | 83 | 61 | 53 | 94 | 118 | 89 | 78 | 130 | 0 |
| | 95.57% | 95.56% | 94.62% | 98.00% | 97.71% | 96.43% | 95.95% | 99.37% I | 96.30% | 97.75% | 98.10% | 98.61% | 96.00% | 96.30% | 93.94% | 96.99% | 97.66% | 94.32% | 88.41% | 100.00% S | 100.00% S | 96.72% | 95.70% | 98.73% | 94.89% | 0.0% |
| 1 - 5 years old | 306 | 350 | 175 | 3632 | 178 | 169 | 138 | 985 | 61 | 63 | 34 | 195 | 15 | 46 | 9 | 45 | 40 | 21 | 61 | 0 | 0 | 35 | 25 | 18 | 43 | 0 |
| | 41.07% BC | 35.28% | 31.36% | 30.45% | 45.29% DFGI | 35.50% | 34.94% | 15.83% | 28.24% HJ | 20.26% | 21.52% | 20.83% | 30.00% | 28.40% | 27.27% | 33.83% | 31.25% | 23.86% | 88.41% TU | 0.0% | 0.0% | 28.69% | 26.88% | 22.78% | 31.39% | 0.0% |
| 6 - 10 years old | 142 | 218 | 125 | 3230 | 72 | 120 | 91 | 1952 | 53 | 89 | 42 | 265 | 13 | 40 | 10 | 29 | 29 | 24 | 0 | 53 | 0 | 31 | 22 | 19 | 34 | 0 |
| | 19.06% | 21.98% | 22.40% | 27.08% E | 18.32% | 25.21% E | 23.04% | 31.37% I | 24.54% | 28.62% | 26.58% | 28.31% | 26.00% | 24.69% | 30.30% | 21.80% | 22.66% | 27.27% | 0.0% | 100.00% SU | 0.0% | 25.41% | 23.66% | 24.05% | 24.82% | 0.0% |
| 11 - 15 years old | 189 | 245 | 152 | 3231 | 97 | 113 | 109 | 2183 | 68 | 102 | 49 | 311 | 13 | 52 | 8 | 40 | 41 | 27 | 0 | 0 | 68 | 37 | 31 | 31 | 37 | 0 |
| | 25.37% | 24.70% | 27.24% | 27.09% | 24.68% | 23.74% | 27.59% | 35.08% | 31.48% | 32.80% | 31.01% | 33.23% | 26.00% | 32.10% | 24.24% | 30.08% | 32.03% | 30.68% | 0.0% | 0.0% | 72.34% ST | 30.33% | 33.33% | 39.24% | 27.01% | 0.0% |
| Over 15 years old | 75 | 135 | 76 | 1594 | 37 | 57 | 41 | 1064 | 26 | 50 | 30 | 152 | 7 | 18 | 4 | 15 | 15 | 11 | 0 | 0 | 26 | 15 | 11 | 10 | 16 | 0 |
| | 10.07% | 13.61% A | 13.62% | 13.37% E | 9.41% | 11.97% | 10.38% | 17.10% I | 12.04% | 16.08% | 18.99% | 16.24% | 14.00% | 11.11% | 12.12% | 11.28% | 11.72% | 12.50% | 0.0% | 0.0% | 27.66% ST | 12.30% | 11.83% | 12.66% | 11.68% | 0.0% |
| 2 years or more (NET) | 629 | 808 | 471 | 11056 | 339 | 397 | 335 | 6064 | 202 | 291 | 148 | 903 | 47 | 151 | 30 | 124 | 121 | 81 | 55 | 53 | 94 | 114 | 87 | 77 | 125 | 0 |
| | 84.43% | 81.45% | 84.41% | 92.71% E | 86.26% | 83.40% | 84.81% | 97.44% I | 93.52% E | 93.57% | 93.67% | 96.47% | 94.00% | 93.21% | 90.91% | 93.23% | 94.53% | 92.05% | 79.71% | 100.00% S | 100.00% S | 93.44% | 93.55% | 97.47% Y | 91.24% | 0.0% |
| Average age | 7.5664 | 8.1089 A | 8.4821 A | 8.8139 E | 7.4402 | 8.0735 | 8.0759 | 10.4986 I | 9.0185 E | 9.9228 I | 10.0823 | 10.0288 | 8.9200 | 8.9136 | 8.6061 | 8.6391 | 8.9219 | 9.1591 | 2.7536 | 8.0943 S | 14.1383 ST | 8.9098 | 9.2366 | 9.9747 Y | 8.4672 | 0 |
| Standard deviation | 5.5772 | 5.7435 | 5.6240 | 5.1656 | 5.4434 | 5.5285 | 5.4433 | 4.5570 | 5.1952 | 5.1280 | 5.2156 | 4.8721 | 5.3248 | 5.1429 | 5.2045 | 5.2806 | 5.1427 | 5.2676 | 1.5826 | 1.3496 | 1.9108 | 5.1247 | 5.2577 | 4.7520 | 5.3574 | 0 |

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I


Continued

74. What is your child's age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

75. Is your child male or female?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 27 | 27 | 73 | 379 | 21 | 15 | 57 | 110 | 1 | 2 | 1 | 8 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | 3.49% | 2.60% | 11.21% AB | 3.04% | 5.08% I | 3.02% | 12.26% EF | 1.72% I | 0.46% | 0.63% | 0.62% | 0.84% | 0.0% | 0.62% | 0.0% | 0.75% | 0.0% | 1.14% | 1.45% | 0.0% | 0.0% | 0.0% | 0.0% | 1.27% | 0.0% | 0.0% |
| BASE = Those who responded | 746 | 1009 | 578 | 12097 | 392 | 481 | 408 | 6278 | 215 | 313 | 161 | 941 | 50 | 161 | 33 | 132 | 128 | 87 | 68 | 53 | 94 | 122 | 93 | 78 | 137 | 0 |
| | 96.51% C | 97.21% C | 88.79% | 96.96% | 94.92% G | 96.78% G | 87.74% | 98.28% | 99.54% HE | 99.05% | 99.38% | 99.16% | 100.00% | 99.38% | 100.00% | 99.25% | 100.00% | 98.86% | 98.55% | 100.00% | 100.00% | 100.00% | 100.00% | 98.73% | 100.00% | 0.0% |
| Male | 419 | 534 | 305 | 6299 | 221 | 228 | 198 | 3750 | 122 | 176 | 100 | 548 | 25 | 95 | 18 | 72 | 77 | 45 | 39 | 31 | 52 | 122 | 0 | 45 | 77 | 0 |
| | 56.17% | 52.92% | 52.77% | 52.07% | 56.38% FG | 47.40% | 48.53% | 59.73% | 56.74% | 56.23% | 62.11% | 58.24% | 50.00% | 59.01% | 54.55% | 54.55% | 60.16% | 51.72% | 57.35% | 58.49% | 55.32% | 100.00% W | 0.0% | 57.69% | 56.20% | 0.0% |
| Female | 327 | 475 | 273 | 5798 | 171 | 253 | 210 | 2528 | 93 | 137 | 61 | 393 | 25 | 66 | 15 | 60 | 51 | 42 | 29 | 22 | 42 | 0 | 93 | 33 | 60 | 0 |
| | 43.83% | 47.08% | 47.23% | 47.93% | 43.62% | 52.60% E | 51.47% E | 40.27% | 43.26% | 43.77% | 37.89% | 41.76% | 50.00% | 40.99% | 45.45% | 45.45% | 39.84% | 48.28% | 42.65% | 41.51% | 44.68% | 0.0% | 100.00% V | 42.31% | 43.80% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.10% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 29 | 39 | 84 | 542 | 20 | 18 | 62 | 170 | 2 | 7 | 5 | 14 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 2 | 0 | 1 | 1 | 0 |
| | 3.75% | 3.76% | 12.90% AB | 4.34% | 4.84% I | 3.62% | 13.33% EF | 2.66% I | 0.93% | 2.22% | 3.09% | 1.48% | 0.0% | 1.23% | 0.0% | 1.50% | 1.56% | 0.0% | 0.0% | 1.89% | 1.06% | 1.64% | 0.0% | 1.27% | 0.73% | 0.0% |
| BASE = Those who responded | 744 | 998 | 567 | 11934 | 393 | 479 | 403 | 6218 | 214 | 309 | 157 | 935 | 50 | 160 | 33 | 131 | 126 | 88 | 69 | 52 | 93 | 120 | 93 | 78 | 136 | 0 |
| | 96.25% C | 96.15% C | 87.10% | 95.66% | 95.16% G | 96.38% G | 86.67% | 97.34% | 99.07% HE | 97.78% | 96.91% | 98.52% | 100.00% | 98.77% | 100.00% | 98.50% | 98.44% | 100.00% | 100.00% | 98.11% | 98.94% | 98.36% | 100.00% | 98.73% | 99.27% | 0.0% |
| Yes, Hispanic or Latino | 487 | 625 | 352 | 3978 | 259 | 300 | 258 | 1132 | 121 | 174 | 88 | 408 | 26 | 95 | 12 | 74 | 66 | 55 | 37 | 32 | 52 | 70 | 51 | 38 | 83 | 0 |
| | 65.46% | 62.63% | 62.08% | 33.33% | 65.90% DI | 62.63% | 64.02% | 18.21% | 56.54% H | 56.31% | 56.05% | 43.64% | 52.00% | 59.38% | 36.36% | 56.49% O | 52.38% | 62.50% | 53.62% | 61.54% | 55.91% | 58.33% | 54.84% | 48.72% | 61.03% | 0.0% |
| No, not Hispanic or Latino | 257 | 373 | 215 | 7956 | 134 | 179 | 145 | 5086 | 93 | 135 | 69 | 527 | 24 | 65 | 21 | 57 | 60 | 33 | 32 | 20 | 41 | 50 | 42 | 40 | 53 | 0 |
| | 34.54% | 37.37% | 37.92% | 66.67% E | 34.10% | 37.37% | 35.98% | 81.79% I | 43.46% E | 43.69% | 43.95% | 56.36% | 48.00% | 40.63% | 63.64% P | 43.51% | 47.62% | 37.50% | 46.38% | 38.46% | 44.09% | 41.67% | 45.16% | 51.28% | 38.97% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

77. What is your child's race?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 95 | 111 | 139 | 1100 | 62 | 50 | 100 | 260 | 12 | 28 | 12 | 75 | 2 | 9 | 3 | 6 | 6 | 6 | 2 | 4 | 6 | 7 | 5 | 2 | 10 | 0 |
| | 12.29% | 10.69% | 21.35% AB | 8.82% | 15.01% DFI | 10.06% | 21.51% EF | 4.07% | 5.56% | 8.86% | 7.41% | 7.90% | 4.00% | 5.56% | 9.09% | 4.51% | 4.69% | 6.82% | 2.90% | 7.55% | 6.38% | 5.74% | 5.38% | 2.53% | 7.30% | 0.0% |
| BASE = Those who responded | 678 | 927 | 512 | 11376 | 351 | 447 | 365 | 6128 | 204 | 288 | 150 | 874 | 48 | 153 | 30 | 127 | 122 | 82 | 67 | 49 | 88 | 115 | 88 | 77 | 127 | 0 |
| | 87.71% C | 89.31% C | 78.65% | 91.18% E | 84.99% G | 89.94% EG | 78.49% | 95.93% | 94.44% E | 91.14% | 92.59% | 92.10% | 96.00% | 94.44% | 90.91% | 95.49% | 95.31% | 93.18% | 97.10% | 92.45% | 93.62% | 94.26% | 94.62% | 97.47% | 92.70% | 0.0% |
| White | 445 | 597 | 332 | 7319 | 233 | 284 | 247 | 4246 | 138 | 196 | 101 | 601 | 34 | 101 | 22 | 88 | 86 | 52 | 46 | 31 | 61 | 76 | 61 | 55 | 83 | 0 |
| | 65.63% | 64.40% | 64.84% | 64.34% | 66.38% | 63.53% | 67.67% | 69.29% | 67.65% | 68.06% | 67.33% | 68.76% | 70.83% | 66.01% | 73.33% | 69.29% | 70.49% | 63.41% | 68.66% | 63.27% | 69.32% | 66.09% | 69.32% | 71.43% | 65.35% | 0.0% |
| Black or African-American | 43 | 65 | 23 | 2464 | 19 | 31 | 14 | 1664 | 15 | 21 | 10 | 123 | 3 | 12 | 0 | 12 | 8 | 7 | 3 | 4 | 8 | 8 | 7 | 8 | 7 | 0 |
| | 6.34% | 7.01% C | 4.49% | 21.66% E | 5.41% | 6.94% G | 3.84% | 27.15% I | 7.35% | 7.29% | 6.67% | 14.07% | 6.25% | 7.84% | 0.0% | 9.45% O | 6.56% | 8.54% | 4.48% | 8.16% | 9.09% | 6.96% | 7.95% | 10.39% | 5.51% | 0.0% |
| Asian | 22 | 31 | 19 | 854 | 7 | 17 | 14 | 174 | 7 | 10 | 2 | 67 | 1 | 6 | 0 | 5 | 4 | 3 | 2 | 2 | 3 | 6 | 1 | 3 | 4 | 0 |
| | 3.24% | 3.34% | 3.71% | 7.51% E | 1.99% | 3.80% | 3.84% | 2.84% | 3.43% | 3.47% | 1.33% | 7.67% | 2.08% | 3.92% | 0.0% | 3.94% O | 3.28% | 3.66% | 2.99% | 4.08% | 3.41% | 5.22% | 1.14% | 3.90% | 3.15% | 0.0% |
| Native Hawaiian or other Pacific Islander | 14 | 19 | 12 | 286 | 7 | 11 | 8 | 73 | 5 | 9 | 2 | 36 | 2 | 3 | 0 | 2 | 1 | 4 | 3 | 0 | 2 | 5 | 0 | 1 | 4 | 0 |
| | 2.06% | 2.05% | 2.34% | 2.51% | 1.99% | 2.46% | 2.19% | 1.19% | 2.45% | 3.13% | 1.33% | 4.12% | 4.17% | 1.96% | 0.0% | 1.57% | 0.82% | 4.88% | 4.48% | 0.0% | 2.27% | 4.35% W | 0.0% | 1.30% | 3.15% | 0.0% |
| American Indian or Alaska Native | 113 | 129 | 95 | 440 | 55 | 60 | 56 | 282 | 36 | 40 | 31 | 64 | 7 | 29 | 7 | 20 | 20 | 16 | 15 | 7 | 14 | 24 | 12 | 13 | 23 | 0 |
| | 16.67% | 13.92% | 18.55% B | 3.87% | 15.67% D | 13.42% | 15.34% | 4.60% | 17.65% H | 13.89% | 20.67% | 7.32% | 14.58% | 18.95% | 23.33% | 15.75% | 16.39% | 19.51% | 22.39% | 14.29% | 15.91% | 20.87% | 13.64% | 16.88% | 18.11% | 0.0% |
| Other | 188 | 268 | 128 | 2031 | 92 | 127 | 96 | 684 | 49 | 73 | 34 | 193 | 9 | 39 | 5 | 30 | 28 | 21 | 14 | 15 | 20 | 30 | 19 | 11 | 38 | 0 |
| | 27.73% | 28.91% | 25.00% | 17.85% | 26.21% D | 28.41% | 26.30% | 11.16% | 24.02% H | 25.35% | 22.67% | 22.08% | 18.75% | 25.49% | 16.67% | 23.62% | 22.95% | 25.61% | 20.90% | 30.61% | 22.73% | 26.09% | 21.59% | 14.29% | 29.92% X | 0.0% |
| Sigma | 920 | 1220 | 748 | 14494 | 475 | 580 | 535 | 7383 | 262 | 377 | 192 | 1159 | 58 | 199 | 37 | 163 | 153 | 109 | 85 | 63 | 114 | 156 | 105 | 93 | 169 | 0 |
| | 119.02% | 117.53% | 114.90% | 116.18% | 115.01% | 116.70% | 115.05% | 115.58% | 121.30% | 119.30% | 118.52% | 122.13% | 116.00% | 122.84% | 112.12% | 122.56% | 119.53% | 123.86% | 123.19% | 118.87% | 121.28% | 127.87% | 112.90% | 117.72% | 123.36% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

78. What is your age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 5 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.77% AB | 0.0% | 0.0% | 0.0% | 0.86% EF | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 34 | 37 | 82 | 454 | 26 | 18 | 65 | 132 | 5 | 8 | 3 | 20 | 1 | 4 | 1 | 3 | 5 | 0 | 2 | 2 | 1 | 1 | 4 | 0 | 5 | 0 |
| | 4.40% | 3.56% | 12.60% AB | 3.64% | 6.30% DI | 3.62% | 13.98% EF | 2.07% | 2.31% | 2.53% | 1.85% | 2.11% | 2.00% | 2.47% | 3.03% | 2.26% | 3.91% R | 0.0% | 2.90% | 3.77% | 1.06% | 0.82% | 4.30% | 0.0% | 3.65% X | 0.0% |
| BASE = Those who responded | 739 | 1001 | 564 | 12022 | 387 | 479 | 396 | 6256 | 211 | 308 | 158 | 929 | 49 | 158 | 32 | 130 | 123 | 88 | 67 | 51 | 93 | 121 | 89 | 79 | 132 | 0 |
| | 95.60% C | 96.44% C | 86.64% | 96.36% E | 93.70% G | 96.38% G | 85.16% | 97.93% | 97.69% E | 97.47% | 97.53% | 97.89% | 98.00% | 97.53% | 96.97% | 97.74% | 96.09% | 100.00% Q | 97.10% | 96.23% | 98.94% | 99.18% | 95.70% | 100.00% Y | 96.35% | 0.0% |
| Under 18 (v 16) | 22 | 44 | 32 | 702 | 12 | 12 | 23 | 473 | 8 | 21 | 6 | 38 | 2 | 5 | 2 | 6 | 5 | 3 | 3 | 1 | 4 | 3 | 4 | 8 | 0 | 0 |
| | 2.98% | 4.40% | 5.67% A | 5.84% E | 3.10% | 2.51% | 5.81% F | 7.56% I | 3.79% | 6.82% | 3.80% | 4.09% | 4.08% | 3.16% | 6.25% | 4.62% | 4.07% | 3.41% | 4.48% | 1.96% | 4.30% | 2.48% | 4.49% | 10.13% Y | 0.0% | 0.0% |
| 18 to 24 (v 21) | 87 | 123 | 67 | 738 | 49 | 60 | 49 | 158 | 13 | 15 | 9 | 30 | 4 | 9 | 1 | 10 | 10 | 3 | 11 | 0 | 2 | 7 | 6 | 2 | 11 | 0 |
| | 11.77% | 12.29% | 11.88% | 6.14% | 12.66% DI | 12.53% | 12.37% | 2.53% | 6.16% H | 4.87% | 5.70% | 3.23% | 8.16% | 5.70% | 3.13% | 7.69% | 8.13% | 3.41% | 16.42% TU | 0.0% | 2.15% | 5.79% | 6.74% | 2.53% | 8.33% | 0.0% |
| 25 to 34 (v 29.5) | 251 | 346 | 156 | 3676 | 134 | 180 | 118 | 1477 | 65 | 84 | 30 | 241 | 16 | 49 | 7 | 39 | 35 | 30 | 28 | 26 | 11 | 41 | 24 | 18 | 47 | 0 |
| | 33.96% C | 34.57% C | 27.66% | 30.58% | 34.63% | 37.58% G | 29.80% | 23.61% | 30.81% HK | 27.27% K | 18.99% | 25.94% | 32.65% | 31.01% | 21.88% | 30.00% | 28.46% | 34.09% | 41.79% U | 50.98% U | 11.83% | 33.88% | 26.97% | 22.78% | 35.61% X | 0.0% |
| 35 to 44 (v 39.5) | 193 | 252 | 151 | 3939 | 102 | 131 | 100 | 2021 | 59 | 84 | 53 | 307 | 14 | 45 | 12 | 36 | 36 | 23 | 17 | 13 | 29 | 34 | 25 | 18 | 41 | 0 |
| | 26.12% | 25.17% | 26.77% | 32.76% E | 26.36% | 27.35% | 25.25% | 32.30% | 27.96% | 27.27% | 33.54% | 33.05% | 28.57% | 28.48% | 37.50% | 27.69% | 29.27% | 26.14% | 25.37% | 25.49% | 31.18% | 28.10% | 28.09% | 22.78% | 31.06% | 0.0% |
| 45 to 54 (v 49.5) | 111 | 123 | 100 | 1944 | 62 | 51 | 73 | 1217 | 35 | 51 | 36 | 206 | 4 | 29 | 2 | 23 | 21 | 14 | 1 | 4 | 30 | 20 | 15 | 13 | 22 | 0 |
| | 15.02% | 12.29% | 17.73% B | 16.17% | 16.02% F | 10.65% | 18.43% F | 19.45% | 16.59% | 16.56% | 22.78% | 22.17% | 8.16% | 18.35% M | 6.25% | 17.69% O | 17.07% | 15.91% | 1.49% | 7.84% | 32.26% ST | 16.53% | 16.85% | 16.46% | 16.67% | 0.0% |
| 55 to 64 (v 59.5) | 50 | 81 | 41 | 702 | 21 | 34 | 24 | 596 | 20 | 37 | 19 | 69 | 5 | 15 | 5 | 9 | 12 | 8 | 5 | 3 | 12 | 11 | 9 | 13 | 7 | 0 |
| | 6.77% | 8.09% | 7.27% | 5.84% | 5.43% | 7.10% | 6.06% | 9.53% | 9.48% | 12.01% | 12.03% | 7.43% | 10.20% | 9.49% | 15.63% | 6.92% | 9.76% | 9.09% | 7.46% | 5.88% | 12.90% | 9.09% | 10.11% | 16.46% Y | 5.30% | 0.0% |
| 65 to 74 (v 69.5) | 22 | 24 | 13 | 266 | 6 | 9 | 7 | 266 | 9 | 13 | 5 | 25 | 2 | 6 | 3 | 5 | 4 | 5 | 2 | 3 | 4 | 4 | 5 | 5 | 4 | 0 |
| | 2.98% | 2.40% | 2.30% | 2.21% | 1.55% | 1.88% | 1.77% | 4.25% | 4.27% | 4.22% | 3.16% | 2.69% | 4.08% | 3.80% | 9.38% | 3.85% | 3.25% | 5.68% | 2.99% | 5.88% | 4.30% | 3.31% | 5.62% | 6.33% | 3.03% | 0.0% |
| 75 or older (v 79.5) | 3 | 8 | 4 | 55 | 1 | 2 | 2 | 48 | 2 | 3 | 0 | 13 | 2 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 0 |
| | 0.41% | 0.80% | 0.71% | 0.46% | 0.26% | 0.42% | 0.51% | 0.77% | 0.95% | 0.97% | 0.0% | 1.40% | 4.08% | 0.0% | 0.0% | 1.54% | 0.0% | 2.27% | 0.0% | 1.96% | 1.08% | 0.83% | 1.12% | 2.53% | 0.0% | 0.0% |
| Average age | 37.1367 | 36.6234 | 37.4051 | 37.5660 E | 36.2222 | 36.0511 | 36.6540 | 40.3282 | 39.6019 E | 39.9838 | 41.2880 | 40.4171 | 39.4796 | 39.4747 | 41.8281 | 38.9154 | 38.8293 | 40.6818 | 33.7687 | 38.4510 S | 44.4355 ST | 39.2521 | 40.3427 | 42.2215 Y | 38.0341 | 0 |
| Standard deviation | 12.6682 | 13.1012 | 13.1971 | 12.1184 | 11.8386 | 12.0424 | 12.7589 | 13.4694 | 13.4491 | 14.1259 | 12.4749 | 12.5394 | 15.3020 | 12.5893 | 14.6557 | 13.6414 | 12.7924 | 14.2464 | 12.1684 | 13.2814 | 12.5844 | 12.7743 | 14.1419 | 16.1156 | 11.2752 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

78. What is your age?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

79. Are you male or female?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.15% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 31 | 32 | 77 | 401 | 22 | 16 | 61 | 129 | 5 | 5 | 1 | 19 | 2 | 3 | 0 | 3 | 4 | 1 | 1 | 2 | 2 | 2 | 3 | 2 | 3 | 0 |
| | 4.01% | 3.08% | 11.83% AB | 3.21% | 5.33% I | 3.22% | 13.12% EF | 2.02% | 2.31% | 1.58% | 0.62% | 2.00% | 4.00% | 1.85% | 0.0% | 2.26% | 3.13% | 1.14% | 1.45% | 3.77% | 2.13% | 1.64% | 3.23% | 2.53% | 2.19% | 0.0% |
| BASE = Those who responded | 742 | 1006 | 573 | 12075 | 391 | 481 | 404 | 6259 | 211 | 311 | 160 | 930 | 48 | 159 | 33 | 130 | 124 | 87 | 68 | 51 | 92 | 120 | 90 | 77 | 134 | 0 |
| | 95.99% C | 96.92% C | 88.02% | 96.79% | 94.67% G | 96.78% G | 86.88% | 97.98% | 97.69% E | 98.42% | 98.77% | 98.00% | 96.00% | 98.15% | 100.00% | 97.74% | 96.88% | 98.86% | 98.55% | 96.23% | 97.87% | 98.36% | 96.77% | 97.47% | 97.81% | 0.0% |
| Male | 89 | 122 | 81 | 1567 | 47 | 52 | 60 | 667 | 28 | 39 | 22 | 120 | 6 | 22 | 3 | 18 | 21 | 7 | 7 | 7 | 14 | 16 | 12 | 4 | 24 | 0 |
| | 11.99% | 12.13% | 14.14% | 12.98% | 12.02% | 10.81% | 14.85% | 10.66% | 13.27% | 12.54% | 13.75% | 12.90% | 12.50% | 13.84% | 9.09% | 13.85% | 16.94% R | 8.05% | 10.29% | 13.73% | 15.22% | 13.33% | 13.33% | 5.19% | 17.91% X | 0.0% |
| Female | 653 | 884 | 492 | 10508 | 344 | 429 | 344 | 5592 | 183 | 272 | 138 | 810 | 42 | 137 | 30 | 112 | 103 | 80 | 61 | 44 | 78 | 104 | 78 | 73 | 110 | 0 |
| | 88.01% | 87.87% | 85.86% | 87.02% | 87.98% | 89.19% | 85.15% | 89.34% | 86.73% | 87.46% | 86.25% | 87.10% | 87.50% | 86.16% | 90.91% | 86.15% | 83.06% | 91.95% Q | 89.71% | 86.27% | 84.78% | 86.67% | 86.67% | 94.81% Y | 82.09% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 49 | 51 | 82 | 621 | 35 | 25 | 64 | 190 | 7 | 10 | 3 | 31 | 3 | 4 | 0 | 5 | 6 | 1 | 4 | 1 | 2 | 2 | 5 | 0 | 7 | 0 |
| | 6.34% | 4.91% | 12.60% AB | 4.98% | 8.47% DFI | 5.03% | 13.76% EF | 2.97% | 3.24% | 3.16% | 1.85% | 3.27% | 6.00% | 2.47% | 0.0% | 3.76% O | 4.69% | 1.14% | 5.80% | 1.89% | 2.13% | 1.64% | 5.38% | 0.0% | 5.11% X | 0.0% |
| BASE = Those who responded | 724 | 987 | 569 | 11855 | 378 | 472 | 401 | 6198 | 209 | 306 | 159 | 918 | 47 | 158 | 33 | 128 | 122 | 87 | 65 | 52 | 92 | 120 | 88 | 79 | 130 | 0 |
| | 93.66% C | 95.09% C | 87.40% | 95.02% E | 91.53% G | 94.97% EG | 86.24% | 97.03% | 96.76% E | 96.84% | 98.15% | 96.73% | 94.00% | 97.53% | 100.00% P | 96.24% | 95.31% | 98.86% | 94.20% | 98.11% | 97.87% | 98.36% | 94.62% | 100.00% Y | 94.89% | 0.0% |
| High school or less (NET) | 351 | 434 | 275 | 5947 | 182 | 219 | 192 | 2752 | 93 | 125 | 70 | 401 | 18 | 74 | 13 | 55 | 47 | 46 | 28 | 25 | 40 | 51 | 42 | 22 | 71 | 0 |
| | 48.48% | 43.97% | 48.33% | 50.16% | 48.15% | 46.40% | 47.88% | 44.40% | 44.50% | 40.85% | 44.03% | 43.68% | 38.30% | 46.84% | 39.39% | 42.97% | 38.52% | 52.87% Q | 43.08% | 48.08% | 43.48% | 42.50% | 47.73% | 27.85% | 54.62% X | 0.0% |
| 8th grade or less | 33 | 47 | 24 | 885 | 16 | 21 | 18 | 251 | 11 | 10 | 5 | 51 | 1 | 10 | 0 | 5 | 3 | 8 | 1 | 3 | 7 | 7 | 4 | 2 | 9 | 0 |
| | 4.56% | 4.76% | 4.22% | 7.47% E | 4.23% | 4.45% | 4.49% | 4.05% | 5.26% | 3.27% | 3.14% | 5.56% | 2.13% | 6.33% | 0.0% | 3.91% O | 2.46% | 9.20% Q | 1.54% | 5.77% | 7.61% | 5.83% | 4.55% | 2.53% | 6.92% | 0.0% |
| Some high school, but did not graduate | 97 | 109 | 66 | 1290 | 54 | 56 | 48 | 614 | 19 | 31 | 22 | 91 | 4 | 15 | 5 | 10 | 12 | 7 | 7 | 3 | 9 | 11 | 8 | 3 | 16 | 0 |
| | 13.40% | 11.04% | 11.60% | 10.88% | 14.29% | 11.86% | 11.97% | 9.91% | 9.09% | 10.13% | 13.84% | 9.91% | 8.51% | 9.49% | 15.15% | 7.81% | 9.84% | 8.05% | 10.77% | 5.77% | 9.78% | 9.17% | 9.09% | 3.80% | 12.31% X | 0.0% |
| High school graduate or GED | 221 | 278 | 185 | 3772 | 112 | 142 | 126 | 1887 | 63 | 84 | 43 | 259 | 13 | 49 | 8 | 40 | 32 | 31 | 20 | 19 | 24 | 33 | 30 | 17 | 46 | 0 |
| | 30.52% | 28.17% | 32.51% | 31.82% | 29.63% | 30.08% | 31.42% | 30.45% | 30.14% | 27.45% | 27.04% | 28.21% | 27.66% | 31.01% | 24.24% | 31.25% | 26.23% | 35.63% | 30.77% | 36.54% | 26.09% | 27.50% | 34.09% | 21.52% | 35.38% X | 0.0% |
| Some college or more (NET) | 373 | 553 | 294 | 5908 | 196 | 253 | 209 | 3446 | 116 | 181 | 89 | 517 | 29 | 84 | 20 | 73 | 75 | 41 | 37 | 27 | 52 | 69 | 46 | 57 | 59 | 0 |
| | 51.52% | 56.03% | 51.67% | 49.84% | 51.85% | 53.60% | 52.12% | 55.60% | 55.50% | 59.15% | 55.97% | 56.32% | 61.70% | 53.16% | 60.61% | 57.03% | 61.48% R | 47.13% | 56.92% | 51.92% | 56.52% | 57.50% | 52.27% | 72.15% Y | 45.38% | 0.0% |
| Some college or 2-year degree | 244 | 374 | 202 | 3924 | 135 | 170 | 146 | 2452 | 75 | 127 | 63 | 368 | 17 | 57 | 9 | 51 | 48 | 27 | 18 | 21 | 36 | 42 | 32 | 37 | 38 | 0 |
| | 33.70% | 37.89% | 35.50% | 33.10% | 35.71% | 36.02% | 36.41% | 39.56% | 35.89% | 41.50% | 39.62% | 40.09% | 36.17% | 36.08% | 27.27% | 39.84% | 39.34% | 31.03% | 27.69% | 40.38% | 39.13% | 35.00% | 36.36% | 46.84% Y | 29.23% | 0.0% |
| 4-year college graduate | 76 | 99 | 43 | 1252 | 39 | 46 | 33 | 590 | 22 | 30 | 9 | 79 | 6 | 16 | 7 | 13 | 18 | 4 | 10 | 4 | 8 | 16 | 6 | 9 | 13 | 0 |
| | 10.50% | 10.03% | 7.56% | 10.56% | 10.32% | 9.75% | 8.23% | 9.52% | 10.53% | 9.80% | 5.66% | 8.61% | 12.77% | 10.13% | 21.21% | 10.16% | 14.75% R | 4.60% | 15.38% | 7.69% | 8.70% | 13.33% | 6.82% | 11.39% | 10.00% | 0.0% |
| More than 4-year college degree | 53 | 80 | 49 | 732 | 22 | 37 | 30 | 404 | 19 | 24 | 17 | 70 | 6 | 11 | 4 | 9 | 9 | 10 | 9 | 2 | 8 | 11 | 8 | 11 | 8 | 0 |
| | 7.32% | 8.11% | 8.61% | 6.17% | 5.82% | 7.84% | 7.48% | 6.52% | 9.09% | 7.84% | 10.69% | 7.63% | 12.77% | 6.96% | 12.12% | 7.03% | 7.38% | 11.49% | 13.85% T | 3.85% | 8.70% | 9.17% | 9.09% | 13.92% | 6.15% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

81. How are you related to the child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 14 | 7 | 0 | 0 | 8 | 3 | 0 | 0 | 11 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 1.35% A | 1.08% A | 0.0% | 0.0% | 1.61% E | 0.65% | 0.0% | 0.0% | 3.48% I | 3.70% I | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 45 | 37 | 80 | 603 | 28 | 20 | 63 | 321 | 10 | 7 | 3 | 35 | 4 | 4 | 3 | 6 | 5 | 5 | 1 | 4 | 5 | 2 | 8 | 6 | 4 | 0 |
| | 5.82% B | 3.56% | 12.29% AB | 4.83% | 6.78% | 4.02% | 13.55% EF | 5.03% | 4.63% | 2.22% | 1.85% | 3.69% | 8.00% | 2.47% | 9.09% | 4.51% | 3.91% | 5.68% | 1.45% | 7.55% | 5.32% | 1.64% | 8.60% V | 7.59% | 2.92% | 0.0% |
| BASE = Those who responded | 728 | 987 | 564 | 11873 | 385 | 469 | 399 | 6067 | 206 | 298 | 153 | 914 | 46 | 158 | 30 | 127 | 123 | 83 | 68 | 49 | 89 | 120 | 85 | 73 | 133 | 0 |
| | 94.18% C | 95.09% C | 86.64% | 95.17% | 93.22% G | 94.37% G | 85.81% | 94.97% | 95.37% | 94.30% | 94.44% | 96.31% | 92.00% | 97.53% | 90.91% | 95.49% | 96.09% | 94.32% | 98.55% | 92.45% | 94.68% | 98.36% W | 91.40% | 92.41% | 97.08% | 0.0% |
| Mother or father | 642 | 886 | 501 | 10972 | 344 | 434 | 355 | 5250 | 173 | 251 | 133 | 832 | 37 | 134 | 20 | 113 | 106 | 67 | 55 | 40 | 78 | 101 | 71 | 60 | 113 | 0 |
| | 88.19% | 89.77% | 88.83% | 92.41% | 89.35% | 92.54% | 88.97% | 86.53% | 83.98% | 84.23% | 86.93% | 91.03% | 80.43% | 84.81% | 66.67% | 88.98% O | 86.18% | 80.72% | 80.88% | 81.63% | 87.64% | 84.17% | 83.53% | 82.19% | 84.96% | 0.0% |
| Grandparent | 54 | 61 | 40 | 619 | 28 | 26 | 27 | 572 | 17 | 27 | 9 | 49 | 3 | 14 | 4 | 8 | 10 | 7 | 5 | 5 | 7 | 10 | 7 | 8 | 9 | 0 |
| | 7.42% | 6.18% | 7.09% | 5.21% | 7.27% | 5.54% | 6.77% | 9.43% | 8.25% | 9.06% | 5.88% | 5.36% | 6.52% | 8.86% | 13.33% | 6.30% | 8.13% | 8.43% | 7.35% | 10.20% | 7.87% | 8.33% | 8.24% | 10.96% | 6.77% | 0.0% |
| Other (NET) | 32 | 40 | 23 | 282 | 13 | 9 | 17 | 245 | 16 | 20 | 11 | 33 | 6 | 10 | 6 | 6 | 7 | 9 | 8 | 4 | 4 | 9 | 7 | 5 | 11 | 0 |
| | 4.40% | 4.05% | 4.08% | 2.38% | 3.38% | 1.92% | 4.26% | 4.04% | 7.77% HE | 6.71% | 7.19% | 3.61% | 13.04% | 6.33% | 20.00% P | 4.72% | 5.69% | 10.84% | 11.76% | 8.16% | 4.49% | 7.50% | 8.24% | 6.85% | 8.27% | 0.0% |
| Aunt or uncle | 8 | 6 | 5 | 82 | 6 | 2 | 2 | 64 | 3 | 1 | 2 | 11 | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 1 | 0 | 3 | 0 | 0 | 3 | 0 |
| | 1.10% | 0.61% | 0.89% | 0.69% | 1.56% | 0.43% | 0.50% | 1.05% | 1.46% | 0.34% | 1.31% | 1.20% | 2.17% | 1.27% | 3.33% | 0.79% | 0.81% | 2.41% | 2.94% | 2.04% | 0.0% | 2.50% | 0.0% | 0.0% | 2.26% | 0.0% |
| Older brother or sister | 1 | 3 | 1 | 25 | 1 | 3 | 1 | 10 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.14% | 0.30% | 0.18% | 0.21% | 0.26% | 0.64% | 0.25% | 0.16% I | 0.0% | 0.0% | 0.0% | 0.44% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other relative | 3 | 2 | 0 | 20 | 0 | 0 | 0 | 9 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| | 0.41% | 0.20% | 0.0% | 0.17% E | 0.0% | 0.0% | 0.0% | 0.15% | 0.49% | 0.0% | 0.0% | 0.11% | 0.0% | 0.63% | 0.0% | 0.79% | 0.81% | 0.0% | 1.47% | 0.0% | 0.0% | 0.0% | 1.18% | 0.0% | 0.75% | 0.0% |
| Legal guardian | 14 | 19 | 11 | 129 | 6 | 3 | 9 | 138 | 7 | 12 | 5 | 11 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 3 | 3 | 4 | 0 |
| | 1.92% | 1.93% | 1.95% | 1.09% | 1.56% | 0.64% | 2.26% | 2.27% | 3.40% | 4.03% | 3.27% | 1.20% | 8.70% | 1.90% | 10.00% | 1.57% | 3.25% | 3.61% | 4.41% | 2.04% | 3.37% | 3.33% | 3.53% | 4.11% | 3.01% | 0.0% |
| Someone else | 6 | 10 | 6 | 26 | 0 | 1 | 5 | 24 | 5 | 7 | 4 | 6 | 1 | 4 | 2 | 2 | 1 | 4 | 2 | 2 | 1 | 2 | 3 | 2 | 3 | 0 |
| | 0.82% | 1.01% | 1.06% | 0.22% E | 0.0% | 0.21% | 1.25% E | 0.40% | 2.43% E | 2.35% | 2.61% | 0.66% | 2.17% | 2.53% | 6.67% | 1.57% | 0.81% | 4.82% | 2.94% | 4.08% | 1.12% | 1.67% | 3.53% | 2.74% | 2.26% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

82. Did someone help you complete this survey?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 9 | 11 | 6 | 144 | 7 | 4 | 3 | 65 | 1 | 2 | 0 | 6 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 1.16% | 1.06% | 0.92% | 1.15% | 1.69% | 0.80% | 0.65% | 1.02% | 0.46% | 0.63% | 0.0% | 0.63% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 1.14% | 0.0% | 0.0% | 1.06% | 0.82% | 0.0% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 517 | 608 | 397 | 5749 | 287 | 302 | 293 | 2501 | 137 | 175 | 79 | 458 | 31 | 104 | 18 | 87 | 79 | 58 | 50 | 34 | 53 | 77 | 60 | 0 | 137 | 0 |
| | 66.88% | 58.57% | 60.98% | 46.08% | 69.49% | 60.76% | 63.01% | 39.15% | 63.43% | 55.38% | 48.77% | 48.26% | 62.00% | 64.20% | 54.55% | 65.41% | 61.72% | 65.91% | 72.46% | 64.15% | 56.38% | 63.11% | 64.52% | 0.0% | 100.00% | 0.0% |
| | BC | | | | DFG | | | | HK | | | | | | | | | | U | | | | | | X | |
| BASE = Those who responded | 247 | 419 | 248 | 6583 | 119 | 191 | 169 | 3822 | 78 | 139 | 83 | 485 | 19 | 57 | 15 | 46 | 49 | 29 | 19 | 19 | 40 | 44 | 33 | 78 | 0 | 0 |
| | 31.95% | 40.37% | 38.10% | 52.77% | 28.81% | 38.43% | 36.34% | 59.83% | 36.11% | 43.99% | 51.23% | 51.11% | 38.00% | 35.19% | 45.45% | 34.59% | 38.28% | 32.95% | 27.54% | 35.85% | 42.55% | 36.07% | 35.48% | 98.73% | 0.0% | 0.0% |
| | | A | A | E | | E | E | I | | | I | | | | | | | | | | S | | | Y | | |
| Yes | 10 | 20 | 12 | 324 | 4 | 11 | 11 | 127 | 5 | 5 | 5 | 19 | 1 | 4 | 0 | 5 | 3 | 2 | 2 | 1 | 2 | 5 | 0 | 5 | 0 | 0 |
| | 4.05% | 4.77% | 4.84% | 4.92% | 3.36% | 5.76% | 6.51% | 3.32% | 6.41% | 3.60% | 6.02% | 3.92% | 5.26% | 7.02% | 0.0% | 10.87% | 6.12% | 6.90% | 10.53% | 5.26% | 5.00% | 11.36% | 0.0% | 6.41% | 0.0% | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | W | | | | |
| No | 237 | 399 | 236 | 6259 | 115 | 180 | 158 | 3695 | 73 | 134 | 78 | 466 | 18 | 53 | 15 | 41 | 46 | 27 | 17 | 18 | 38 | 39 | 33 | 73 | 0 | 0 |
| | 95.95% | 95.23% | 95.16% | 95.08% | 96.64% | 94.24% | 93.49% | 96.68% | 93.59% | 96.40% | 93.98% | 96.08% | 94.74% | 92.98% | 100.00% | 89.13% | 93.88% | 93.10% | 89.47% | 94.74% | 95.00% | 88.64% | 100.00% | 93.59% | 0.0% | 0.0% |
| | | | | | | | | | | | | | | | | | | | | | | | V | | | |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

83. How did that person help you?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 9 | 11 | 8 | 150 | 7 | 4 | 5 | 69 | 1 | 2 | 1 | 7 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| | 1.16% | 1.06% | 1.23% | 1.20% | 1.69% | 0.80% | 1.08% | 1.08% | 0.46% | 0.63% | 0.62% | 0.74% | 0.0% | 0.62% | 0.0% | 0.0% | 0.0% | 1.14% | 0.0% | 0.0% | 1.06% | 0.82% | 0.0% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 754 | 1007 | 633 | 12008 | 402 | 482 | 451 | 6196 | 210 | 309 | 157 | 924 | 49 | 157 | 33 | 128 | 125 | 85 | 67 | 52 | 91 | 116 | 93 | 73 | 137 | 0 |
| | 97.54% | 97.01% | 97.24% | 96.25% | 97.34% | 96.98% | 96.99% | 96.99% | 97.22% | 97.78% | 96.91% | 97.37% | 98.00% | 96.91% | 100.00% P | 96.24% | 97.66% | 96.59% | 97.10% | 98.11% | 96.81% | 95.08% | 100.00% V | 92.41% | 100.00% X | 0.0% |
| BASE = Those who responded | 10 | 20 | 10 | 318 | 4 | 11 | 9 | 123 | 5 | 5 | 4 | 18 | 1 | 4 | 0 | 5 | 3 | 2 | 2 | 1 | 2 | 5 | 0 | 5 | 0 | 0 |
| | 1.29% | 1.93% | 1.54% | 2.55% E | 0.97% | 2.21% | 1.94% | 1.93% | 2.31% | 1.58% | 2.47% | 1.90% | 2.00% | 2.47% | 0.0% | 3.76% O | 2.34% | 2.27% | 2.90% | 1.89% | 2.13% | 4.10% W | 0.0% | 6.33% Y | 0.0% | 0.0% |
| Read the questions to me | 5 | 9 | 6 | 160 | 2 | 6 | 5 | 67 | 3 | 2 | 2 | 10 | 0 | 3 | 0 | 3 | 2 | 1 | 1 | 1 | 1 | 3 | 0 | 3 | 0 | 0 |
| | 50.00% | 45.00% | 60.00% | 50.31% | 50.00% | 54.55% | 55.56% | 54.47% | 60.00% | 40.00% | 50.00% | 55.56% | 0.0% | 75.00% | 0.0% | 60.00% | 66.67% | 50.00% | 50.00% | 100.00% | 50.00% | 60.00% | 0.0% | 60.00% | 0.0% | 0.0% |
| Wrote down the answers I gave | 2 | 5 | 1 | 83 | 0 | 2 | 1 | 39 | 2 | 2 | 0 | 9 | 1 | 1 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 2 | 0 | 0 |
| | 20.00% | 25.00% | 10.00% | 26.10% | 0.0% | 18.18% | 11.11% | 31.71% | 40.00% | 40.00% | 0.0% | 50.00% | 100.00% | 25.00% | 0.0% | 40.00% | 33.33% | 50.00% | 50.00% | 100.00% | 0.0% | 40.00% | 0.0% | 40.00% | 0.0% | 0.0% |
| Answered the questions for me | 0 | 4 | 1 | 43 | 0 | 3 | 1 | 26 | 0 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 20.00% | 10.00% | 13.52% | 0.0% | 27.27% | 11.11% | 21.14% | 0.0% | 20.00% | 25.00% | 16.67% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Translated the questions into my language | 5 | 10 | 2 | 147 | 1 | 7 | 2 | 34 | 2 | 0 | 1 | 5 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 2 | 0 | 2 | 0 | 0 |
| | 50.00% | 50.00% | 20.00% | 46.23% | 25.00% | 63.64% | 22.22% | 27.64% | 40.00% | 0.0% | 25.00% | 27.78% | 0.0% | 50.00% | 0.0% | 40.00% | 66.67% | 0.0% | 0.0% | 100.00% | 50.00% | 40.00% | 0.0% | 40.00% | 0.0% | 0.0% |
| Helped in some other way | 1 | 1 | 2 | 32 | 1 | 1 | 2 | 16 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 10.00% | 5.00% | 20.00% | 10.06% | 25.00% | 9.09% | 22.22% | 13.01% | 0.0% | 20.00% | 0.0% | 16.67% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Sigma | 776 | 1047 | 653 | 12623 | 413 | 505 | 467 | 6447 | 218 | 317 | 162 | 961 | 50 | 164 | 33 | 135 | 130 | 88 | 69 | 55 | 94 | 124 | 93 | 81 | 137 | 0 |
| | 100.39% | 100.87% | 100.31% | 101.18% | 100.00% | 101.61% | 100.43% | 100.92% | 100.93% | 100.32% | 100.00% | 101.26% | 100.00% | 101.23% | 100.00% | 101.50% | 101.56% | 100.00% | 100.00% | 103.77% | 100.00% | 101.64% | 100.00% | 102.53% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 8 | 3 | 0 | 0 | 2 | 2 | 0 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.77% A | 0.46% | 0.0% | 0.0% | 0.40% | 0.43% | 0.0% | 0.0% | 1.58% I | 0.62% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 259 | 346 | 259 | 4459 | 129 | 163 | 182 | 2418 | 70 | 110 | 59 | 361 | 10 | 58 | 8 | 51 | 39 | 31 | 27 | 17 | 26 | 38 | 31 | 21 | 49 | 0 |
| | 33.51% | 33.33% | 39.78% AB | 35.74% | 31.23% | 32.80% | 39.14% EF | 37.85% | 32.41% | 34.81% | 36.42% | 38.04% | 20.00% | 35.80% M | 24.24% | 38.35% | 30.47% | 35.23% | 39.13% | 32.08% | 27.66% | 31.15% | 33.33% | 26.58% | 35.77% | 0.0% |
| I did not try to get any care, tests, or treatment for my child in the last 6 months | 279 | 360 | 218 | 4765 | 168 | 191 | 161 | 1735 | 54 | 76 | 30 | 228 | 9 | 45 | 5 | 30 | 40 | 14 | 16 | 11 | 27 | 32 | 22 | 26 | 28 | 0 |
| | 36.09% | 34.68% | 33.49% | 38.19% | 40.68% I | 38.43% | 34.62% | 27.16% | 25.00% | 24.05% | 18.52% | 24.03% | 18.00% | 27.78% | 15.15% | 22.56% | 31.25% R | 15.91% | 23.19% | 20.75% | 28.72% | 26.23% | 23.66% | 32.91% Y | 20.44% | 0.0% |
| BASE = Those who responded | 235 | 324 | 171 | 3252 | 116 | 141 | 120 | 2235 | 92 | 125 | 72 | 360 | 31 | 59 | 20 | 52 | 49 | 43 | 26 | 25 | 41 | 52 | 40 | 32 | 60 | 0 |
| | 30.40% | 31.21% C | 26.27% | 26.07% | 28.09% | 28.37% | 25.81% | 34.99% | 42.59% HE | 39.56% | 44.44% | 37.93% | 62.00% N | 36.42% | 60.61% P | 39.10% | 38.28% | 48.86% | 37.68% | 47.17% | 43.62% | 42.62% | 43.01% | 40.51% | 43.80% | 0.0% |
| I had to wait too long for the health plan to give the OK | 26 | 49 | 22 | 414 | 11 | 21 | 13 | 322 | 10 | 24 | 12 | 51 | 2 | 7 | 1 | 7 | 3 | 7 | 3 | 4 | 3 | 7 | 3 | 4 | 6 | 0 |
| | 11.06% | 15.12% | 12.87% | 12.73% | 9.48% | 14.89% | 10.83% | 14.41% | 10.87% | 19.20% | 16.67% | 14.17% | 6.45% | 11.86% | 5.00% | 13.46% | 6.12% | 16.28% | 11.54% | 16.00% | 7.32% | 13.46% | 7.50% | 12.50% | 10.00% | 0.0% |
| I did not know where to go to get a physician for care/lab work done (NET) | 19 | 20 | 18 | 191 | 10 | 6 | 14 | 120 | 6 | 8 | 8 | 24 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 4 | 2 | 4 | 1 | 5 | 0 |
| | 8.09% | 6.17% | 10.53% | 5.87% | 8.62% | 4.26% | 11.67% F | 5.37% | 6.52% | 6.40% | 11.11% | 6.67% | 9.68% | 5.08% | 5.00% | 3.85% | 8.16% | 4.65% | 3.85% | 4.00% | 9.76% | 3.85% | 10.00% | 3.13% | 8.33% | 0.0% |
| I did not know where to go to get a physician for care | 19 | 17 | 0 | 158 | 10 | 6 | 0 | 110 | 6 | 8 | 0 | 21 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 4 | 2 | 4 | 1 | 5 | 0 |
| | 8.09% C | 5.25% C | 0.0% | 4.86% | 8.62% G | 4.26% G | 0.0% | 4.92% | 6.52% K | 6.40% K | 0.0% | 5.83% | 9.68% | 5.08% | 5.00% | 3.85% | 8.16% | 4.65% | 3.85% | 4.00% | 9.76% | 3.85% | 10.00% | 3.13% | 8.33% | 0.0% |
| I did not know where to go to get lab work done | 0 | 3 | 0 | 33 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.93% | 0.0% | 1.01% E | 0.0% | 0.0% | 0.0% | 0.45% I | 0.0% | 0.0% | 0.0% | 0.83% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I could not find a doctor, lab, or x-ray facility in my network | 12 | 16 | 11 | 145 | 8 | 8 | 6 | 141 | 9 | 6 | 6 | 34 | 6 | 3 | 4 | 1 | 3 | 6 | 3 | 2 | 4 | 7 | 2 | 4 | 5 | 0 |
| | 5.11% | 4.94% | 6.43% | 4.46% | 6.90% | 5.67% | 5.00% | 6.31% | 9.78% | 4.80% | 8.33% | 9.44% | 19.35% | 5.08% | 20.00% | 1.92% | 6.12% | 13.95% | 11.54% | 8.00% | 9.76% | 13.46% | 5.00% | 12.50% | 8.33% | 0.0% |
| I could not find a doctor who was easy to get to | 15 | 13 | 9 | 163 | 9 | 7 | 5 | 116 | 7 | 9 | 6 | 16 | 1 | 6 | 0 | 6 | 5 | 2 | 3 | 0 | 4 | 5 | 2 | 4 | 3 | 0 |
| | 6.38% | 4.01% | 5.26% | 5.01% | 7.76% | 4.96% | 4.17% | 5.19% | 7.61% | 7.20% | 8.33% | 4.44% | 3.23% | 10.17% | 0.0% | 11.54% | 10.20% | 4.65% | 11.54% | 0.0% | 9.76% | 9.62% | 5.00% | 12.50% | 5.00% | 0.0% |
| I could not find a lab or x-ray facility that was easy to get to | 0 | 3 | 0 | 41 | 0 | 2 | 0 | 34 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.93% | 0.0% | 1.26% E | 0.0% | 1.42% | 0.0% | 1.52% I | 0.0% | 0.80% | 0.0% | 0.83% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| I had to wait too long to get an appointment | 59 | 87 | 45 | 802 | 26 | 33 | 36 | 513 | 22 | 40 | 18 | 92 | 9 | 13 | 5 | 15 | 13 | 9 | 7 | 5 | 10 | 11 | 11 | 8 | 14 | 0 |
| | 25.11% | 26.85% | 26.32% | 24.66% | 22.41% | 23.40% | 30.00% | 22.95% | 23.91% | 32.00% | 25.00% | 25.56% | 29.03% | 22.03% | 25.00% | 28.85% | 26.53% | 20.93% | 26.92% | 20.00% | 24.39% | 21.15% | 27.50% | 25.00% | 23.33% | 0.0% |
| I could not find someone who spoke my language | 9 | 10 | 4 | 178 | 5 | 7 | 2 | 92 | 2 | 4 | 1 | 9 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 0 |
| | 3.83% | 3.09% | 2.34% | 5.47% | 4.31% | 4.96% | 1.67% | 4.12% | 2.17% | 3.20% | 1.39% | 2.50% | 3.23% | 1.69% | 0.0% | 1.92% | 2.04% | 2.33% | 3.85% | 4.00% | 0.0% | 3.85% | 0.0% | 0.0% | 3.33% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Other, personal reason | 95 | 126 | 62 | 1318 | 47 | 57 | 44 | 897 | 36 | 33 | 21 | 131 | 9 | 26 | 9 | 20 | 20 | 16 | 8 | 12 | 16 | 18 | 18 | 11 | 25 | 0 |
| | 40.43% | 38.89% | 36.26% | 40.53% | 40.52% | 40.43% | 36.67% | 40.13% | 39.13% J | 26.40% | 29.17% | 36.39% | 29.03% | 44.07% | 45.00% | 38.46% | 40.82% | 37.21% | 30.77% | 48.00% | 39.02% | 34.62% | 45.00% | 34.38% | 41.67% | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

85. In the last 6 months, did you call a doctor’s office or clinic after hours to get help for your child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12186 | 413 | 497 | 465 | 6075 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 46 | 49 | 85 | 663 | 32 | 23 | 66 | 200 | 5 | 8 | 4 | 55 | 1 | 4 | 0 | 4 | 5 | 0 | 2 | 1 | 2 | 0 | 5 | 1 | 4 | 0 |
| | 5.95% | 4.72% | 13.06% AB | 5.44% | 7.75% I | 4.63% | 14.19% EF | 3.29% | 2.31% | 2.53% | 2.47% | 5.80% | 2.00% | 2.47% | 0.0% | 3.01% O | 3.91% R | 0.0% | 2.90% | 1.89% | 2.13% | 0.0% | 5.38% V | 1.27% | 2.92% | 0.0% |
| BASE = Those who responded | 727 | 989 | 566 | 11523 | 381 | 474 | 399 | 5875 | 211 | 308 | 158 | 894 | 49 | 158 | 33 | 129 | 123 | 88 | 67 | 52 | 92 | 122 | 88 | 78 | 133 | 0 |
| | 94.05% C | 95.28% C | 86.94% | 94.56% | 92.25% G | 95.37% G | 85.81% | 96.71% | 97.69% E | 97.47% | 97.53% | 94.20% | 98.00% | 97.53% | 100.00% P | 96.99% | 96.09% | 100.00% Q | 97.10% | 98.11% | 97.87% | 100.00% W | 94.62% | 98.73% | 97.08% | 0.0% |
| Yes | 74 | 125 | 86 | 1357 | 26 | 48 | 52 | 834 | 36 | 53 | 32 | 127 | 9 | 26 | 7 | 25 | 17 | 19 | 14 | 10 | 12 | 20 | 16 | 19 | 17 | 0 |
| | 10.18% | 12.64% | 15.19% A | 11.78% E | 6.82% | 10.13% | 13.03% E | 14.20% | 17.06% E | 17.21% | 20.25% | 14.21% | 18.37% | 16.46% | 21.21% | 19.38% | 13.82% | 21.59% | 20.90% | 19.23% | 13.04% | 16.39% | 18.18% | 24.36% Y | 12.78% | 0.0% |
| No | 653 | 864 | 480 | 10166 | 355 | 426 | 347 | 5041 | 175 | 255 | 126 | 767 | 40 | 132 | 26 | 104 | 106 | 69 | 53 | 42 | 80 | 102 | 72 | 59 | 116 | 0 |
| | 89.82% C | 87.36% | 84.81% | 88.22% | 93.18% DGI | 89.87% | 86.97% | 85.80% | 82.94% | 82.79% | 79.75% | 85.79% | 81.63% | 83.54% | 78.79% | 80.62% | 86.18% | 78.41% | 79.10% | 80.77% | 86.96% | 83.61% | 81.82% | 75.64% | 87.22% X | 0.0% |
| Sigma | 773 | 1038 | 651 | 12186 | 413 | 497 | 465 | 6075 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 46 | 51 | 86 | 695 | 32 | 24 | 67 | 220 | 5 | 9 | 4 | 56 | 1 | 4 | 0 | 4 | 5 | 0 | 2 | 1 | 2 | 0 | 5 | 1 | 4 | 0 |
| | 5.95% | 4.91% | 13.21% AB | 5.57% | 7.75% I | 4.83% | 14.41% EF | 3.44% | 2.31% | 2.85% | 2.47% | 5.90% | 2.00% | 2.47% | 0.0% | 3.01% O | 3.91% R | 0.0% | 2.90% | 1.89% | 2.13% | 0.0% | 5.38% V | 1.27% | 2.92% | 0.0% |
| I did not call after hours in the last 6 months | 2 | 3 | 5 | 195 | 0 | 2 | 5 | 182 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 |
| | 0.26% | 0.29% | 0.77% | 1.56% E | 0.0% | 0.40% | 1.08% E | 2.85% I | 0.46% | 0.0% | 0.62% | 0.11% | 0.0% | 0.62% | 0.0% | 0.75% | 0.78% | 0.0% | 0.0% | 0.0% | 1.06% | 0.0% | 1.08% | 1.27% | 0.0% | 0.0% |
| Appropriately skipped | 653 | 864 | 480 | 10166 | 355 | 426 | 347 | 5041 | 175 | 255 | 126 | 767 | 40 | 132 | 26 | 104 | 106 | 69 | 53 | 42 | 80 | 102 | 72 | 59 | 116 | 0 |
| | 84.48% C | 83.24% C | 73.73% | 81.48% | 85.96% DG | 85.71% G | 74.62% | 78.91% | 81.02% | 80.70% | 77.78% | 80.82% | 80.00% | 81.48% | 78.79% | 78.20% | 82.81% | 78.41% | 76.81% | 79.25% | 85.11% | 83.61% | 77.42% | 74.68% | 84.67% | 0.0% |
| BASE = Those who responded | 72 | 120 | 80 | 1420 | 26 | 45 | 46 | 945 | 35 | 52 | 31 | 125 | 9 | 25 | 7 | 24 | 16 | 19 | 14 | 10 | 11 | 20 | 15 | 18 | 17 | 0 |
| | 9.31% | 11.56% | 12.29% | 11.38% E | 6.30% | 9.05% | 9.89% E | 14.79% | 16.20% E | 16.46% | 19.14% | 13.17% | 18.00% | 15.43% | 21.21% | 18.05% | 12.50% | 21.59% | 20.29% | 18.87% | 11.70% | 16.39% | 16.13% | 22.78% | 12.41% | 0.0% |
| Never | 7 | 8 | 9 | 99 | 0 | 3 | 4 | 68 | 3 | 4 | 2 | 12 | 0 | 3 | 1 | 2 | 2 | 1 | 0 | 2 | 1 | 2 | 1 | 2 | 1 | 0 |
| | 9.72% | 6.67% | 11.25% | 6.97% | 0.0% | 6.67% | 8.70% | 7.20% | 8.57% | 7.69% | 6.45% | 9.60% | 0.0% | 12.00% | 14.29% | 8.33% | 12.50% | 5.26% | 0.0% | 20.00% | 9.09% | 10.00% | 6.67% | 11.11% | 5.88% | 0.0% |
| Sometimes | 13 | 17 | 18 | 215 | 7 | 8 | 11 | 142 | 7 | 9 | 10 | 18 | 2 | 5 | 1 | 5 | 3 | 4 | 2 | 1 | 4 | 4 | 3 | 3 | 4 | 0 |
| | 18.06% | 14.17% | 22.50% | 15.14% | 26.92% | 17.78% | 23.91% | 15.03% | 20.00% | 17.31% | 32.26% | 14.40% | 22.22% | 20.00% | 14.29% | 20.83% | 18.75% | 21.05% | 14.29% | 10.00% | 36.36% | 20.00% | 20.00% | 16.67% | 23.53% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 20 | 25 | 27 | 314 | 7 | 11 | 15 | 210 | 10 | 13 | 12 | 30 | 2 | 8 | 2 | 7 | 5 | 5 | 2 | 3 | 5 | 6 | 4 | 5 | 5 | 0 |
| | 27.78% | 20.83% | 33.75% B | 22.11% | 26.92% | 24.44% | 32.61% | 22.22% | 28.57% | 25.00% | 38.71% | 24.00% | 22.22% | 32.00% | 28.57% | 29.17% | 31.25% | 26.32% | 14.29% | 30.00% | 45.45% | 30.00% | 26.67% | 27.78% | 29.41% | 0.0% |
| Usually | 10 | 30 | 11 | 259 | 3 | 9 | 4 | 175 | 5 | 15 | 5 | 28 | 2 | 3 | 1 | 4 | 1 | 4 | 2 | 1 | 2 | 4 | 1 | 3 | 2 | 0 |
| | 13.89% | 25.00% C | 13.75% | 18.24% | 11.54% | 20.00% | 8.70% | 18.52% | 14.29% | 28.85% | 16.13% | 22.40% | 22.22% | 12.00% | 14.29% | 16.67% | 6.25% | 21.05% | 14.29% | 10.00% | 18.18% | 20.00% | 6.67% | 16.67% | 11.76% | 0.0% |
| Always | 42 | 65 | 42 | 847 | 16 | 25 | 27 | 560 | 20 | 24 | 14 | 67 | 5 | 14 | 4 | 13 | 10 | 10 | 10 | 6 | 4 | 10 | 10 | 10 | 10 | 0 |
| | 58.33% | 54.17% | 52.50% | 59.65% | 61.54% | 55.56% | 58.70% | 59.26% | 57.14% | 46.15% | 45.16% | 53.60% | 55.56% | 56.00% | 57.14% | 54.17% | 62.50% | 52.63% | 71.43% | 60.00% | 36.36% | 50.00% | 66.67% | 55.56% | 58.82% | 0.0% |
| Top Two Box (%Always + %Usually) | 52 | 95 | 53 | 1106 | 19 | 34 | 31 | 735 | 25 | 39 | 19 | 95 | 7 | 17 | 5 | 17 | 11 | 14 | 12 | 7 | 6 | 14 | 11 | 13 | 12 | 0 |
| | 72.22% | 79.17% C | 66.25% | 77.89% | 73.08% | 75.56% | 67.39% | 77.78% | 71.43% | 75.00% | 61.29% | 76.00% | 77.78% | 68.00% | 71.43% | 70.83% | 68.75% | 73.68% | 85.71% | 70.00% | 54.55% | 70.00% | 73.33% | 72.22% | 70.59% | 0.0% |
| 4-point composite mean | 3.2083 | 3.2667 | 3.0750 | 3.3056 | 3.3462 | 3.2444 | 3.1739 | 3.2984 | 3.2000 | 3.1346 | 3.0000 | 3.2000 | 3.3333 | 3.1200 | 3.1429 | 3.1667 | 3.1875 | 3.2105 | 3.5714 | 3.1000 | 2.8182 | 3.1000 | 3.3333 | 3.1667 | 3.2353 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.31% | 0.0% | 0.0% | 0.0% | 0.43% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 52 | 59 | 91 | 837 | 36 | 29 | 72 | 244 | 7 | 11 | 5 | 67 | 3 | 4 | 2 | 3 | 5 | 2 | 4 | 2 | 1 | 2 | 5 | 1 | 6 | 0 |
| | 6.73% | 5.68% | 13.98% AB | 6.71% | 8.72% I | 5.84% | 15.48% EF | 3.82% | 3.24% | 3.48% | 3.09% | 7.06% | 6.00% | 2.47% | 6.06% | 2.26% | 3.91% | 2.27% | 5.80% | 3.77% | 1.06% | 1.64% | 5.38% | 1.27% | 4.38% | 0.0% |
| BASE = Those who responded | 721 | 977 | 558 | 11639 | 377 | 468 | 391 | 6144 | 209 | 304 | 157 | 882 | 47 | 158 | 31 | 130 | 123 | 86 | 65 | 51 | 93 | 120 | 88 | 78 | 131 | 0 |
| | 93.27% C | 94.12% C | 85.71% | 93.29% | 91.28% G | 94.16% G | 84.09% | 96.18% | 96.76% E | 96.20% | 96.91% | 92.94% | 94.00% | 97.53% | 93.94% | 97.74% | 96.09% | 97.73% | 94.20% | 96.23% | 98.94% | 98.36% | 94.62% | 98.73% | 95.62% | 0.0% |
| Never | 607 | 830 | 459 | 9560 | 310 | 404 | 326 | 5272 | 168 | 256 | 129 | 675 | 40 | 125 | 26 | 106 | 101 | 67 | 55 | 42 | 71 | 98 | 69 | 63 | 105 | 0 |
| | 84.19% | 84.95% | 82.26% | 82.14% | 82.23% | 86.32% | 83.38% | 85.81% | 80.38% | 84.21% | 82.17% | 76.53% | 85.11% | 79.11% | 83.87% | 81.54% | 82.11% | 77.91% | 84.62% | 82.35% | 76.34% | 81.67% | 78.41% | 80.77% | 80.15% | 0.0% |
| Sometimes | 39 | 49 | 29 | 767 | 21 | 23 | 17 | 275 | 12 | 14 | 10 | 77 | 2 | 10 | 1 | 5 | 3 | 9 | 2 | 4 | 6 | 9 | 3 | 4 | 8 | 0 |
| | 5.41% | 5.02% | 5.20% | 6.59% | 5.57% | 4.91% | 4.35% | 4.48% | 5.74% | 4.61% | 6.37% | 8.73% | 4.26% | 6.33% | 3.23% | 3.85% | 2.44% | 10.47% Q | 3.08% | 7.84% | 6.45% | 7.50% | 3.41% | 5.13% | 6.11% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 646 | 879 | 488 | 10327 | 331 | 427 | 343 | 5547 | 180 | 270 | 139 | 752 | 42 | 135 | 27 | 111 | 104 | 76 | 57 | 46 | 77 | 107 | 72 | 67 | 113 | 0 |
| | 89.60% | 89.97% | 87.46% | 88.73% | 87.80% | 91.24% | 87.72% | 90.28% | 86.12% | 88.82% | 88.54% | 85.26% | 89.36% | 85.44% | 87.10% | 85.38% | 84.55% | 88.37% | 87.69% | 90.20% | 82.80% | 89.17% | 81.82% | 85.90% | 86.26% | 0.0% |
| Usually | 23 | 19 | 22 | 367 | 17 | 11 | 14 | 118 | 7 | 5 | 5 | 37 | 2 | 4 | 3 | 2 | 5 | 2 | 1 | 0 | 6 | 3 | 4 | 4 | 3 | 0 |
| | 3.19% | 1.94% | 3.94% B | 3.15% | 4.51% | 2.35% | 3.58% | 1.92% | 3.35% | 1.64% | 3.18% | 4.20% | 4.26% | 2.53% | 9.68% | 1.54% | 4.07% | 2.33% | 1.54% | 0.0% | 6.45% T | 2.50% | 4.55% | 5.13% | 2.29% | 0.0% |
| Always | 52 | 79 | 48 | 945 | 29 | 30 | 34 | 479 | 22 | 29 | 13 | 93 | 3 | 19 | 1 | 17 | 14 | 8 | 7 | 5 | 10 | 10 | 12 | 7 | 15 | 0 |
| | 7.21% | 8.09% | 8.60% | 8.12% | 7.69% | 6.41% | 8.70% | 7.80% | 10.53% | 9.54% | 8.28% | 10.54% | 6.38% | 12.03% | 3.23% | 13.08% O | 11.38% | 9.30% | 10.77% | 9.80% | 10.75% | 8.33% | 13.64% | 8.97% | 11.45% | 0.0% |
| Top Two Box (%Always + %Usually) | 75 | 98 | 70 | 1312 | 46 | 41 | 48 | 597 | 29 | 34 | 18 | 130 | 5 | 23 | 4 | 19 | 19 | 10 | 8 | 5 | 16 | 13 | 16 | 11 | 18 | 0 |
| | 10.40% | 10.03% | 12.54% | 11.27% | 12.20% | 8.76% | 12.28% | 9.72% | 13.88% | 11.18% | 11.46% | 14.74% | 10.64% | 14.56% | 12.90% | 14.62% | 15.45% | 11.63% | 12.31% | 9.80% | 17.20% | 10.83% | 18.18% | 14.10% | 13.74% | 0.0% |
| 4-point composite mean | 1.3343 | 1.3316 | 1.3889 | 1.3725 | 1.3767 | 1.2885 | 1.3760 | 1.3171 | 1.4402 | 1.3651 | 1.3758 | 1.4875 | 1.3191 | 1.4747 | 1.3226 | 1.4615 | 1.4472 | 1.4302 | 1.3846 | 1.3725 | 1.5161 | 1.3750 | 1.5341 | 1.4231 | 1.4504 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 40 | 58 | 95 | 829 | 29 | 30 | 73 | 258 | 5 | 13 | 7 | 74 | 1 | 4 | 0 | 3 | 4 | 1 | 2 | 1 | 2 | 1 | 4 | 1 | 4 | 0 |
| | 5.17% | 5.59% | 14.59% AB | 6.64% | 7.02% I | 6.04% | 15.70% EF | 4.04% | 2.31% | 4.11% | 4.32% | 7.80% | 2.00% | 2.47% | 0.0% | 2.26% | 3.13% | 1.14% | 2.90% | 1.89% | 2.13% | 0.82% | 4.30% | 1.27% | 2.92% | 0.0% |
| BASE = Those who responded | 733 | 980 | 556 | 11647 | 384 | 467 | 392 | 6130 | 211 | 303 | 155 | 875 | 49 | 158 | 33 | 130 | 124 | 87 | 67 | 52 | 92 | 121 | 89 | 78 | 133 | 0 |
| | 94.83% C | 94.41% C | 85.41% | 93.36% | 92.98% G | 93.96% G | 84.30% | 95.96% | 97.69% E | 95.89% | 95.68% | 92.20% | 98.00% | 97.53% | 100.00% | 97.74% | 96.88% | 98.86% | 97.10% | 98.11% | 97.87% | 99.18% | 95.70% | 98.73% | 97.08% | 0.0% |
| Never | 594 | 814 | 439 | 9526 | 303 | 400 | 314 | 5247 | 173 | 247 | 125 | 670 | 40 | 130 | 25 | 109 | 107 | 66 | 59 | 41 | 73 | 103 | 69 | 67 | 106 | 0 |
| | 81.04% | 83.06% | 78.96% | 81.79% | 78.91% | 85.65% EG | 80.10% | 85.60% | 81.99% | 81.52% | 80.65% | 76.57% | 81.63% | 82.28% | 75.76% | 83.85% | 86.29% | 75.86% | 88.06% | 78.85% | 79.35% | 85.12% | 77.53% | 85.90% | 79.70% | 0.0% |
| Sometimes | 53 | 61 | 47 | 806 | 28 | 30 | 27 | 282 | 16 | 14 | 14 | 83 | 5 | 10 | 4 | 8 | 5 | 11 | 4 | 3 | 9 | 6 | 10 | 3 | 13 | 0 |
| | 7.23% | 6.22% | 8.45% | 6.92% | 7.29% | 6.42% | 6.89% | 4.60% | 7.58% | 4.62% | 9.03% | 9.49% | 10.20% | 6.33% | 12.12% | 6.15% | 4.03% | 12.64% Q | 5.97% | 5.77% | 9.78% | 4.96% | 11.24% | 3.85% | 9.77% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 647 | 875 | 486 | 10332 | 331 | 430 | 341 | 5529 | 189 | 261 | 139 | 753 | 45 | 140 | 29 | 117 | 112 | 77 | 63 | 44 | 82 | 109 | 79 | 70 | 119 | 0 |
| | 88.27% | 89.29% | 87.41% | 88.71% | 86.20% | 92.08% EG | 86.99% | 90.20% | 89.57% | 86.14% | 89.68% | 86.06% | 91.84% | 88.61% | 87.88% | 90.00% | 90.32% | 88.51% | 94.03% | 84.62% | 89.13% | 90.08% | 88.76% | 89.74% | 89.47% | 0.0% |
| Usually | 28 | 43 | 23 | 408 | 20 | 16 | 17 | 150 | 7 | 19 | 6 | 44 | 2 | 5 | 0 | 3 | 5 | 2 | 1 | 2 | 4 | 5 | 2 | 2 | 5 | 0 |
| | 3.82% | 4.39% | 4.14% | 3.50% | 5.21% | 3.43% | 4.34% | 2.45% | 3.32% | 6.27% | 3.87% | 5.03% | 4.08% | 3.16% | 0.0% | 2.31% | 4.03% | 2.30% | 1.49% | 3.85% | 4.35% | 4.13% | 2.25% | 2.56% | 3.76% | 0.0% |
| Always | 58 | 62 | 47 | 907 | 33 | 21 | 34 | 451 | 15 | 23 | 10 | 78 | 2 | 13 | 4 | 10 | 7 | 8 | 3 | 6 | 6 | 7 | 8 | 6 | 9 | 0 |
| | 7.91% | 6.33% | 8.45% | 7.79% | 8.59% F | 4.50% | 8.67% F | 7.36% | 7.11% | 7.59% | 6.45% | 8.91% | 4.08% | 8.23% | 12.12% | 7.69% | 5.65% | 9.20% | 4.48% | 11.54% | 6.52% | 5.79% | 8.99% | 7.69% | 6.77% | 0.0% |
| Top Two Box (%Always + %Usually) | 86 | 105 | 70 | 1315 | 53 | 37 | 51 | 601 | 22 | 42 | 16 | 122 | 4 | 18 | 4 | 13 | 12 | 10 | 4 | 8 | 10 | 12 | 10 | 8 | 14 | 0 |
| | 11.73% | 10.71% | 12.59% | 11.29% | 13.80% F | 7.92% | 13.01% F | 9.80% | 10.43% | 13.86% | 10.32% | 13.94% | 8.16% | 11.39% | 12.12% | 10.00% | 9.68% | 11.49% | 5.97% | 15.38% | 10.87% | 9.92% | 11.24% | 10.26% | 10.53% | 0.0% |
| 4-point composite mean | 1.3861 | 1.3398 | 1.4209 | 1.3729 | 1.4349 F | 1.2677 | 1.4158 F | 1.3157 | 1.3555 | 1.3993 | 1.3613 | 1.4629 | 1.3061 | 1.3734 | 1.4848 | 1.3385 | 1.2903 | 1.4483 | 1.2239 | 1.4808 | 1.3804 | 1.3058 | 1.4270 | 1.3205 | 1.3759 | 0 |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

89. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 593 | 1038 | 651 | 11477 | 321 | 497 | 465 | 5641 | 165 | 316 | 162 | 515 | 37 | 126 | 24 | 104 | 95 | 70 | 58 | 41 | 66 | 93 | 71 | 28 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 242 | 170 | 95 | 850 | 132 | 82 | 73 | 281 | 59 | 40 | 6 | 76 | 11 | 47 | 8 | 34 | 40 | 19 | 19 | 15 | 25 | 39 | 20 | 0 | 59 | 0 |
| | 40.81% | 16.38% | 14.59% | 7.41% | 41.12% | 16.50% | 15.70% | 4.98% | 35.76% | 12.66% | 3.70% | 14.76% | 29.73% | 37.30% | 33.33% | 32.69% | 42.11% | 27.14% | 32.76% | 36.59% | 37.88% | 41.94% | 28.17% | 0.0% | 43.07% | 0.0% |
| | BC | | | | DFG | | | | HJK | K | | | | | | | R | | | | | | | | | |
| I did not use the site | 0 | 450 | 0 | 532 | 0 | 210 | 0 | 18 | 0 | 139 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 43.35% | 0.0% | 4.64% | 0.0% | 42.25% | 0.0% | 0.32% | 0.0% | 43.99% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | | AC | | E | | EG | | I | | IK | | | | | | | | | | | | | | | | |
| Appropriately skipped | 0 | 0 | 491 | 8946 | 0 | 0 | 341 | 4811 | 0 | 0 | 126 | 295 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 75.42% | 77.95% | 0.0% | 0.0% | 73.33% | 85.29% | 0.0% | 0.0% | 77.78% | 57.28% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | | | AB | E | | | EF | I | | | IJ | | | | | | | | | | | | | | | |
| BASE = Those who responded | 351 | 418 | 65 | 1149 | 189 | 205 | 51 | 531 | 106 | 137 | 30 | 144 | 26 | 79 | 16 | 70 | 55 | 51 | 39 | 26 | 41 | 54 | 51 | 28 | 78 | 0 |
| | 59.19% | 40.27% | 9.98% | 10.01% | 58.88% | 41.25% | 10.97% | 9.41% | 64.24% | 43.35% | 18.52% | 27.96% | 70.27% | 62.70% | 66.67% | 67.31% | 57.89% | 72.86% | 67.24% | 63.41% | 62.12% | 58.06% | 71.83% | 100.00% | 56.93% | 0.0% |
| | BC | C | | | DFG | G | | | HJK | K | | | | | | | | Q | | | | | | | | |
| The print was too small | 30 | 28 | 1 | 61 | 12 | 13 | 1 | 34 | 10 | 9 | 0 | 14 | 3 | 7 | 2 | 8 | 5 | 5 | 2 | 3 | 5 | 4 | 6 | 1 | 9 | 0 |
| | 8.55% | 6.70% | 1.54% | 5.31% | 6.35% | 6.34% | 1.96% | 6.40% | 9.43% | 6.57% | 0.0% | 9.72% | 11.54% | 8.86% | 12.50% | 11.43% | 9.09% | 9.80% | 5.13% | 11.54% | 12.20% | 7.41% | 11.76% | 3.57% | 11.54% | 0.0% |
| | C | C | | | | | | | K | K | | | | | | | | | | | | | | | | |
| The information was hard to understand | 35 | 41 | 3 | 103 | 22 | 20 | 2 | 58 | 12 | 13 | 1 | 18 | 1 | 11 | 1 | 5 | 4 | 8 | 5 | 5 | 2 | 4 | 8 | 0 | 12 | 0 |
| | 9.97% | 9.81% | 4.62% | 8.96% | 11.64% | 9.76% | 3.92% | 10.92% | 11.32% | 9.49% | 3.33% | 12.50% | 3.85% | 13.92% | 6.25% | 7.14% | 7.27% | 15.69% | 12.82% | 19.23% | 4.88% | 7.41% | 15.69% | 0.0% | 15.38% | 0.0% |
| | | | | | G | | | | | | | | | | | | | | | | | | | | | |
| It was hard to find the information I was looking for | 56 | 78 | 13 | 246 | 28 | 36 | 9 | 137 | 25 | 37 | 5 | 37 | 7 | 18 | 4 | 15 | 11 | 14 | 8 | 11 | 6 | 13 | 12 | 6 | 19 | 0 |
| | 15.95% | 18.66% | 20.00% | 21.41% | 14.81% | 17.56% | 17.65% | 25.80% | 23.58% | 27.01% | 16.67% | 25.69% | 26.92% | 22.78% | 25.00% | 21.43% | 20.00% | 27.45% | 20.51% | 42.31% | 14.63% | 24.07% | 23.53% | 21.43% | 24.36% | 0.0% |
| | | | | E | | | | | | | | | | | | | | | | | | | | | | |
| The information was wrong | 20 | 27 | 1 | 108 | 9 | 12 | 1 | 74 | 5 | 11 | 1 | 10 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 2 | 0 | 2 | 3 | 0 | 5 | 0 |
| | 5.70% | 6.46% | 1.54% | 9.40% | 4.76% | 5.85% | 1.96% | 13.94% | 4.72% | 8.03% | 3.33% | 6.94% | 7.69% | 3.80% | 12.50% | 2.86% | 3.64% | 5.88% | 7.69% | 7.69% | 0.0% | 3.70% | 5.88% | 0.0% | 6.41% | 0.0% |
| | C | C | | E | | | | I | | | | | | | | | | | | | | | | | | |
| It was not in my language | 41 | 37 | 0 | 122 | 25 | 22 | 0 | 38 | 9 | 8 | 0 | 11 | 2 | 7 | 1 | 5 | 3 | 6 | 2 | 3 | 4 | 6 | 3 | 1 | 8 | 0 |
| | 11.68% | 8.85% | 0.0% | 10.62% | 13.23% | 10.73% | 0.0% | 7.16% | 8.49% | 5.84% | 0.0% | 7.64% | 7.69% | 8.86% | 6.25% | 7.14% | 5.45% | 11.76% | 5.13% | 11.54% | 9.76% | 11.11% | 5.88% | 3.57% | 10.26% | 0.0% |
| | C | C | | | G | G | | | K | K | | | | | | | | | | | | | | | | |
| I did not have a problem | 222 | 276 | 47 | 671 | 121 | 140 | 38 | 290 | 63 | 82 | 23 | 81 | 15 | 47 | 10 | 43 | 35 | 28 | 23 | 12 | 28 | 32 | 30 | 21 | 42 | 0 |
| | 63.25% | 66.03% | 72.31% | 58.40% | 64.02% | 68.29% | 74.51% | 54.61% | 59.43% | 59.85% | 76.67% | 56.25% | 57.69% | 59.49% | 62.50% | 61.43% | 63.64% | 54.90% | 58.97% | 46.15% | 68.29% | 59.26% | 58.82% | 75.00% | 53.85% | 0.0% |
| Sigma | 646 | 1107 | 651 | 11639 | 349 | 535 | 465 | 5741 | 183 | 339 | 162 | 542 | 41 | 140 | 28 | 112 | 100 | 83 | 62 | 51 | 70 | 100 | 82 | 29 | 154 | 0 |
| | 108.94% | 106.65% | 100.00% | 101.41% | 108.72% | 107.65% | 100.00% | 101.77% | 110.91% | 107.28% | 100.00% | 105.24% | 110.81% | 111.11% | 116.67% | 107.69% | 105.26% | 118.57% | 106.90% | 124.39% | 106.06% | 107.53% | 115.49% | 103.57% | 112.41% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

90. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 7268 | 413 | 497 | 0 | 3912 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple Mark | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.19% | 0.0% | 0.0% | 0.0% | 0.40% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 57 | 78 | 0 | 509 | 36 | 33 | 0 | 184 | 10 | 13 | 0 | 10 | 1 | 8 | 3 | 5 | 6 | 4 | 3 | 3 | 4 | 3 | 7 | 2 | 8 | 0 |
| | 7.37% | 7.51% | 0.0% | 7.00% | 8.72% I | 6.64% | 0.0% | 4.70% | 4.63% | 4.11% | 0.0% | 4.63% | 2.00% | 4.94% | 9.09% | 3.76% | 4.69% | 4.55% | 4.35% | 5.66% | 4.26% | 2.46% | 7.53% | 2.53% | 5.84% | 0.0% |
| I did not call customer service for my child's mental health services in the last 6 months | 397 | 574 | 0 | 4366 | 208 | 284 | 0 | 2452 | 98 | 180 | 0 | 98 | 22 | 74 | 15 | 63 | 63 | 35 | 33 | 20 | 45 | 58 | 39 | 55 | 43 | 0 |
| | 51.36% | 55.30% | 0.0% | 60.07% E | 50.36% | 57.14% E | 0.0% | 62.68% I | 45.37% | 56.96% I | 0.0% | 45.37% | 44.00% | 45.68% | 45.45% | 47.37% | 49.22% | 39.77% | 47.83% | 37.74% | 47.87% | 47.54% | 41.94% | 69.62% Y | 31.39% | 0.0% |
| BASE = Those who responded | 319 | 384 | 0 | 2393 | 169 | 178 | 0 | 1276 | 108 | 123 | 0 | 108 | 27 | 80 | 15 | 65 | 59 | 49 | 33 | 30 | 45 | 61 | 47 | 22 | 86 | 0 |
| | 41.27% | 36.99% | 0.0% | 32.93% | 40.92% D | 35.81% | 0.0% | 32.62% | 50.00% HJE | 38.92% | 0.0% | 50.00% | 54.00% | 49.38% | 45.45% | 48.87% | 46.09% | 55.68% | 47.83% | 56.60% | 47.87% | 50.00% | 50.54% | 27.85% | 62.77% X | 0.0% |
| Never | 106 | 128 | 0 | 1129 | 64 | 70 | 0 | 408 | 24 | 27 | 0 | 24 | 10 | 14 | 3 | 10 | 14 | 10 | 4 | 7 | 13 | 16 | 8 | 7 | 17 | 0 |
| | 33.23% | 33.33% | 0.0% | 47.18% E | 37.87% I | 39.33% | 0.0% | 31.97% I | 22.22% | 21.95% | 0.0% | 22.22% | 37.04% | 17.50% | 20.00% | 15.38% | 23.73% | 20.41% | 12.12% | 23.33% | 28.89% | 26.23% | 17.02% | 31.82% | 19.77% | 0.0% |
| Sometimes | 30 | 33 | 0 | 193 | 15 | 15 | 0 | 131 | 15 | 12 | 0 | 15 | 6 | 8 | 4 | 7 | 8 | 7 | 4 | 5 | 6 | 8 | 7 | 4 | 11 | 0 |
| | 9.40% | 8.59% | 0.0% | 8.07% | 8.88% | 8.43% | 0.0% | 10.27% | 13.89% | 9.76% | 0.0% | 13.89% | 22.22% | 10.00% | 26.67% | 10.77% | 13.56% | 14.29% | 12.12% | 16.67% | 13.33% | 13.11% | 14.89% | 18.18% | 12.79% | 0.0% |
| Bottom Two Box (%Never + %Sometimes) | 136 | 161 | 0 | 1322 | 79 | 85 | 0 | 539 | 39 | 39 | 0 | 39 | 16 | 22 | 7 | 17 | 22 | 17 | 8 | 12 | 19 | 24 | 15 | 11 | 28 | 0 |
| | 42.63% | 41.93% | 0.0% | 55.24% E | 46.75% | 47.75% | 0.0% | 42.24% | 36.11% | 31.71% | 0.0% | 36.11% | 59.26% | 27.50% | 46.67% | 26.15% | 37.29% | 34.69% | 24.24% | 40.00% | 42.22% | 39.34% | 31.91% | 50.00% | 32.56% | 0.0% |
| Usually | 49 | 62 | 0 | 261 | 27 | 28 | 0 | 175 | 18 | 30 | 0 | 18 | 6 | 12 | 4 | 8 | 7 | 11 | 5 | 5 | 8 | 9 | 9 | 2 | 16 | 0 |
| | 15.36% | 16.15% | 0.0% | 10.91% | 15.98% | 15.73% | 0.0% | 13.71% | 16.67% | 24.39% | 0.0% | 16.67% | 22.22% | 15.00% | 26.67% | 12.31% | 11.86% | 22.45% | 15.15% | 16.67% | 17.78% | 14.75% | 19.15% | 9.09% | 18.60% | 0.0% |
| Always | 134 | 161 | 0 | 810 | 63 | 65 | 0 | 562 | 51 | 54 | 0 | 51 | 5 | 46 | 4 | 40 | 30 | 21 | 20 | 13 | 18 | 28 | 23 | 9 | 42 | 0 |
| | 42.01% | 41.93% | 0.0% | 33.85% | 37.28% | 36.52% | 0.0% | 44.04% | 47.22% | 43.90% | 0.0% | 47.22% | 18.52% | 57.50% | 26.67% | 61.54% | 50.85% | 42.86% | 60.61% | 43.33% | 40.00% | 45.90% | 48.94% | 40.91% | 48.84% | 0.0% |
| Top Two Box (%Always + %Usually) | 183 | 223 | 0 | 1071 | 90 | 93 | 0 | 737 | 69 | 84 | 0 | 69 | 11 | 58 | 8 | 48 | 37 | 32 | 25 | 18 | 26 | 37 | 32 | 11 | 58 | 0 |
| | 57.37% | 58.07% | 0.0% | 44.76% | 53.25% D | 52.25% | 0.0% | 57.76% | 63.89% | 68.29% | 0.0% | 63.89% | 40.74% | 72.50% | 53.33% | 73.85% | 62.71% | 65.31% | 75.76% | 60.00% | 57.78% | 60.66% | 68.09% | 50.00% | 67.44% | 0.0% |
| 4-point composite mean | 2.6614 | 2.6667 | 0 | 2.3142 | 2.5266 D | 2.4944 | 0 | 2.6983 | 2.8889 E | 2.9024 | 0 | 2.8889 | 2.2222 | 3.1250 | 2.6000 | 3.2000 | 2.8983 | 2.8776 | 3.2424 U | 2.8000 | 2.6889 | 2.8033 | 3.0000 | 2.5909 | 2.9651 | 0 |
| Sigma | 773 | 1038 | 0 | 7268 | 413 | 497 | 0 | 3912 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 7268 | 413 | 497 | 0 | 3912 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 4 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.39% A | 0.0% | 0.0% | 0.0% | 0.40% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 71 | 101 | 0 | 693 | 41 | 48 | 0 | 255 | 15 | 24 | 0 | 15 | 4 | 11 | 3 | 9 | 6 | 9 | 4 | 5 | 6 | 9 | 6 | 4 | 11 | 0 |
| | 9.18% | 9.73% | 0.0% | 9.53% | 9.93% | 9.66% | 0.0% | 6.52% | 6.94% | 7.59% | 0.0% | 6.94% | 8.00% | 6.79% | 9.09% | 6.77% | 4.69% | 10.23% | 5.80% | 9.43% | 6.38% | 7.38% | 6.45% | 5.06% | 8.03% | 0.0% |
| My child did not receive mental health services in the last 6 months | 347 | 485 | 0 | 4219 | 197 | 251 | 0 | 1525 | 64 | 110 | 0 | 64 | 14 | 49 | 10 | 42 | 43 | 21 | 29 | 13 | 22 | 40 | 24 | 31 | 33 | 0 |
| | 44.89% | 46.72% | 0.0% | 58.05% E | 47.70% I | 50.50% | 0.0% | 38.98% I | 29.63% | 34.81% | 0.0% | 29.63% | 28.00% | 30.25% | 30.30% | 31.58% | 33.59% | 23.86% | 42.03% TU | 24.53% | 23.40% | 32.79% | 25.81% | 39.24% Y | 24.09% | 0.0% |
| BASE = Those who responded | 355 | 448 | 0 | 2356 | 175 | 196 | 0 | 2132 | 137 | 182 | 0 | 137 | 32 | 102 | 20 | 82 | 79 | 58 | 36 | 35 | 66 | 73 | 63 | 44 | 93 | 0 |
| | 45.92% | 43.16% | 0.0% | 32.42% | 42.37% D | 39.44% | 0.0% | 54.50% | 63.43% HE | 57.59% | 0.0% | 63.43% | 64.00% | 62.96% | 60.61% | 61.65% | 61.72% | 65.91% | 52.17% | 66.04% | 70.21% S | 59.84% | 67.74% | 55.70% | 67.88% | 0.0% |
| 10 - Best mental health services possible | 185 | 215 | 0 | 1251 | 99 | 104 | 0 | 910 | 59 | 71 | 0 | 59 | 6 | 52 | 4 | 42 | 34 | 25 | 18 | 14 | 27 | 36 | 22 | 10 | 49 | 0 |
| | 52.11% | 47.99% | 0.0% | 53.10% | 56.57% I | 53.06% | 0.0% | 42.68% | 43.07% | 39.01% | 0.0% | 43.07% | 18.75% | 50.98% M | 20.00% | 51.22% | 43.04% | 43.10% | 50.00% | 40.00% | 40.91% | 49.32% | 34.92% | 22.73% | 52.69% X | 0.0% |
| 9 - | 39 | 57 | 0 | 292 | 23 | 24 | 0 | 292 | 14 | 19 | 0 | 14 | 2 | 12 | 1 | 12 | 8 | 6 | 4 | 5 | 5 | 6 | 8 | 6 | 8 | 0 |
| | 10.99% | 12.72% | 0.0% | 12.39% | 13.14% | 12.24% | 0.0% | 13.70% | 10.22% | 10.44% | 0.0% | 10.22% | 6.25% | 11.76% | 5.00% | 14.63% | 10.13% | 10.34% | 11.11% | 14.29% | 7.58% | 8.22% | 12.70% | 13.64% | 8.60% | 0.0% |
| Top Two Box | 224 | 272 | 0 | 1543 | 122 | 128 | 0 | 1202 | 73 | 90 | 0 | 73 | 8 | 64 | 5 | 54 | 42 | 31 | 22 | 19 | 32 | 42 | 30 | 16 | 57 | 0 |
| | 63.10% | 60.71% | 0.0% | 65.49% | 69.71% I | 65.31% | 0.0% | 56.38% | 53.28% | 49.45% | 0.0% | 53.28% | 25.00% | 62.75% M | 25.00% | 65.85% | 53.16% | 53.45% | 61.11% | 54.29% | 48.48% | 57.53% | 47.62% | 36.36% | 61.29% X | 0.0% |
| 8 - | 57 | 66 | 0 | 315 | 26 | 20 | 0 | 347 | 26 | 35 | 0 | 26 | 5 | 21 | 4 | 15 | 18 | 8 | 8 | 5 | 13 | 12 | 14 | 8 | 18 | 0 |
| | 16.06% | 14.73% | 0.0% | 13.37% | 14.86% | 10.20% | 0.0% | 16.28% | 18.98% | 19.23% | 0.0% | 18.98% | 15.63% | 20.59% | 20.00% | 18.29% | 22.78% | 13.79% | 22.22% | 14.29% | 19.70% | 16.44% | 22.22% | 18.18% | 19.35% | 0.0% |
| Top Three Box | 281 | 338 | 0 | 1858 | 148 | 148 | 0 | 1549 | 99 | 125 | 0 | 99 | 13 | 85 | 9 | 69 | 60 | 39 | 30 | 24 | 45 | 54 | 44 | 24 | 75 | 0 |
| | 79.15% | 75.45% | 0.0% | 78.86% | 84.57% DFI | 75.51% | 0.0% | 72.65% | 72.26% | 68.68% | 0.0% | 72.26% | 40.63% | 83.33% M | 45.00% | 84.15% | 75.95% | 67.24% | 83.33% | 68.57% | 68.18% | 73.97% | 69.84% | 54.55% | 80.65% X | 0.0% |
| 7 - | 22 | 30 | 0 | 161 | 10 | 14 | 0 | 184 | 9 | 16 | 0 | 9 | 6 | 3 | 2 | 4 | 3 | 6 | 2 | 2 | 5 | 4 | 5 | 2 | 7 | 0 |
| | 6.20% | 6.70% | 0.0% | 6.83% | 5.71% | 7.14% | 0.0% | 8.63% | 6.57% | 8.79% | 0.0% | 6.57% | 18.75% N | 2.94% | 10.00% | 4.88% | 3.80% | 10.34% | 5.56% | 5.71% | 7.58% | 5.48% | 7.94% | 4.55% | 7.53% | 0.0% |
| 6 - | 12 | 16 | 0 | 67 | 3 | 8 | 0 | 105 | 9 | 8 | 0 | 9 | 5 | 4 | 1 | 2 | 5 | 4 | 0 | 3 | 6 | 5 | 4 | 7 | 2 | 0 |
| | 3.38% | 3.57% | 0.0% | 2.84% | 1.71% | 4.08% | 0.0% | 4.92% | 6.57% E | 4.40% | 0.0% | 6.57% | 15.63% | 3.92% | 5.00% | 2.44% | 6.33% | 6.90% | 0.0% | 8.57% | 9.09% S | 6.85% | 6.35% | 15.91% Y | 2.15% | 0.0% |
| 5 - | 19 | 27 | 0 | 107 | 7 | 13 | 0 | 125 | 8 | 13 | 0 | 8 | 4 | 4 | 2 | 1 | 5 | 3 | 1 | 4 | 3 | 4 | 4 | 3 | 5 | 0 |
| | 5.35% | 6.03% | 0.0% | 4.54% | 4.00% | 6.63% | 0.0% | 5.86% | 5.84% | 7.14% | 0.0% | 5.84% | 12.50% | 3.92% | 10.00% | 1.22% | 6.33% | 5.17% | 2.78% | 11.43% | 4.55% | 5.48% | 6.35% | 6.82% | 5.38% | 0.0% |
| 4 - | 3 | 9 | 0 | 30 | 2 | 3 | 0 | 52 | 2 | 5 | 0 | 2 | 0 | 2 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 2 | 0 |
| | 0.85% | 2.01% | 0.0% | 1.27% | 1.14% | 1.53% | 0.0% | 2.44% | 1.46% | 2.75% | 0.0% | 1.46% | 0.0% | 1.96% | 5.00% | 1.22% | 1.27% | 1.72% | 5.56% | 0.0% | 0.0% | 1.37% | 1.59% | 0.0% | 2.15% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 - | 2 | 3 | 0 | 17 | 0 | 2 | 0 | 24 | 2 | 2 | 0 | 2 | 2 | 0 | 2 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 0 |
| | 0.56% | 0.67% | 0.0% | 0.72% E | 0.0% | 1.02% | 0.0% | 1.13% | 1.46% | 1.10% | 0.0% | 1.46% | 6.25% | 0.0% | 10.00% | 0.0% | 1.27% | 1.72% | 0.0% | 2.86% | 1.52% | 1.37% | 1.59% | 4.55% | 0.0% | 0.0% |
| 2 - | 3 | 2 | 0 | 22 | 1 | 1 | 0 | 24 | 2 | 0 | 0 | 2 | 0 | 1 | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 2 | 0 | 0 |
| | 0.85% | 0.45% | 0.0% | 0.93% | 0.57% | 0.51% | 0.0% | 1.13% | 1.46% | 0.0% | 0.0% | 1.46% | 0.0% | 0.98% | 5.00% | 1.22% | 0.0% | 3.45% | 0.0% | 0.0% | 3.03% | 2.74% | 0.0% | 4.55% | 0.0% | 0.0% |
| 1 - | 2 | 6 | 0 | 20 | 1 | 1 | 0 | 16 | 2 | 4 | 0 | 2 | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 2 | 1 | 1 | 2 | 0 | 0 |
| | 0.56% | 1.34% | 0.0% | 0.85% | 0.57% | 0.51% | 0.0% | 0.75% | 1.46% | 2.20% | 0.0% | 1.46% | 3.13% | 0.98% | 0.0% | 2.44% | 2.53% | 0.0% | 0.0% | 0.0% | 3.03% | 1.37% | 1.59% | 4.55% | 0.0% | 0.0% |
| 0 - Worst mental health services possible | 11 | 17 | 0 | 74 | 3 | 6 | 0 | 53 | 4 | 9 | 0 | 4 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 3 | 2 | 2 | 0 |
| | 3.10% | 3.79% | 0.0% | 3.14% | 1.71% | 3.06% | 0.0% | 2.49% | 2.92% | 4.95% | 0.0% | 2.92% | 3.13% | 1.96% | 10.00% | 2.44% | 2.53% | 3.45% | 2.78% | 2.86% | 3.03% | 1.37% | 4.76% | 4.55% | 2.15% | 0.0% |
| 0-7 (NET) | 74 | 110 | 0 | 498 | 27 | 48 | 0 | 583 | 38 | 57 | 0 | 38 | 19 | 17 | 11 | 13 | 19 | 19 | 6 | 11 | 21 | 19 | 19 | 20 | 18 | 0 |
| | 20.85% | 24.55% | 0.0% | 21.14% E | 15.43% | 24.49% E | 0.0% | 27.35% | 27.74% E | 31.32% | 0.0% | 27.74% | 59.38% N | 16.67% | 55.00% | 15.85% | 24.05% | 32.76% | 16.67% | 31.43% | 31.82% | 26.03% | 30.16% | 45.45% Y | 19.35% | 0.0% |
| Bottom Three Box | 16 | 25 | 0 | 116 | 5 | 8 | 0 | 93 | 8 | 13 | 0 | 8 | 2 | 4 | 3 | 5 | 4 | 4 | 1 | 1 | 6 | 4 | 4 | 6 | 2 | 0 |
| | 4.51% | 5.58% | 0.0% | 4.92% | 2.86% | 4.08% | 0.0% | 4.36% | 5.84% | 7.14% | 0.0% | 5.84% | 6.25% | 3.92% | 15.00% | 6.10% | 5.06% | 6.90% | 2.78% | 2.86% | 9.09% | 5.48% | 6.35% | 13.64% Y | 2.15% | 0.0% |
| Bottom Two Box | 13 | 23 | 0 | 94 | 4 | 7 | 0 | 69 | 6 | 13 | 0 | 6 | 2 | 3 | 2 | 4 | 4 | 2 | 1 | 1 | 4 | 2 | 4 | 4 | 2 | 0 |
| | 3.66% | 5.13% | 0.0% | 3.99% | 2.29% | 3.57% | 0.0% | 3.24% | 4.38% | 7.14% | 0.0% | 4.38% | 6.25% | 2.94% | 10.00% | 4.88% | 5.06% | 3.45% | 2.78% | 2.86% | 6.06% | 2.74% | 6.35% | 9.09% | 2.15% | 0.0% |
| Average rating | 8.4620 | 8.2299 | 0 | 8.4707 | 8.7943 DI | 8.4082 | 0 | 8.1571 | 8.0365 | 7.7802 | 0 | 8.0365 | 6.7813 | 8.5490 M | 6.1500 | 8.5488 | 8.1139 | 7.9310 | 8.5278 | 8.0000 | 7.7879 | 8.2192 | 7.7937 | 6.8409 | 8.6022 X | 0 |
| Standard deviation | 2.3450 | 2.5457 | 0 | 2.4007 | 2.0037 | 2.4089 | 0 | 2.3804 | 2.5270 | 2.7348 | 0 | 2.5270 | 2.5216 | 2.1901 | 3.1824 | 2.3538 | 2.4597 | 2.6121 | 2.1920 | 2.3905 | 2.7220 | 2.4340 | 2.6196 | 2.9844 | 2.0485 | 0 |
| Sigma | 773 | 1038 | 0 | 7268 | 413 | 497 | 0 | 3912 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

92. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1491<br>100.00% | 413<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1270<br>100.00% | 216<br>100.00% | 0<br>0.0% | 0<br>0.0% | 216<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |
| No response | 68<br>8.80% | 0<br>0.0% | 0<br>0.0% | 154<br>10.33% | 42<br>10.17% | 0<br>0.0% | 0<br>0.0% | 26<br>2.05% | 13<br>6.02%<br>H | 0<br>0.0% | 0<br>0.0% | 13<br>6.02% | 5<br>10.00% | 8<br>4.94% | 4<br>12.12% | 7<br>5.26% | 7<br>5.47% | 6<br>6.82% | 3<br>4.35% | 5<br>9.43% | 5<br>5.32% | 6<br>4.92% | 7<br>7.53% | 4<br>5.06% | 9<br>6.57% | 0<br>0.0% |
| My child did not see a mental health specialist in the last 6 months | 382<br>49.42% | 0<br>0.0% | 0<br>0.0% | 394<br>26.43% | 211<br>51.09%<br>DI | 0<br>0.0% | 0<br>0.0% | 98<br>7.72% | 73<br>33.80%<br>H | 0<br>0.0% | 0<br>0.0% | 73<br>33.80% | 14<br>28.00% | 58<br>35.80% | 10<br>30.30% | 51<br>38.35% | 50<br>39.06%<br>R | 23<br>26.14% | 31<br>44.93%<br>U | 15<br>28.30% | 27<br>28.72% | 46<br>37.70% | 26<br>27.96% | 37<br>46.84%<br>Y | 36<br>26.28% | 0<br>0.0% |
| BASE = Those who responded | 323<br>41.79% | 0<br>0.0% | 0<br>0.0% | 943<br>63.25%<br>E | 160<br>38.74% | 0<br>0.0% | 0<br>0.0% | 1146<br>90.24%<br>I | 130<br>60.19%<br>E | 0<br>0.0% | 0<br>0.0% | 130<br>60.19% | 31<br>62.00% | 96<br>59.26% | 19<br>57.58% | 75<br>56.39% | 71<br>55.47% | 59<br>67.05% | 35<br>50.72% | 33<br>62.26% | 62<br>65.96% | 70<br>57.38% | 60<br>64.52% | 38<br>48.10% | 92<br>67.15%<br>X | 0<br>0.0% |
| Never | 98<br>30.34% | 0<br>0.0% | 0<br>0.0% | 213<br>22.59% | 51<br>31.88%<br>DI | 0<br>0.0% | 0<br>0.0% | 83<br>7.24% | 22<br>16.92%<br>H | 0<br>0.0% | 0<br>0.0% | 22<br>16.92% | 7<br>22.58% | 13<br>13.54% | 4<br>21.05% | 15<br>20.00% | 10<br>14.08% | 12<br>20.34% | 8<br>22.86% | 4<br>12.12% | 10<br>16.13% | 13<br>18.57% | 9<br>15.00% | 7<br>18.42% | 15<br>16.30% | 0<br>0.0% |
| Sometimes | 42<br>13.00% | 0<br>0.0% | 0<br>0.0% | 129<br>13.68% | 23<br>14.38% | 0<br>0.0% | 0<br>0.0% | 157<br>13.70% | 20<br>15.38% | 0<br>0.0% | 0<br>0.0% | 20<br>15.38% | 5<br>16.13% | 15<br>15.63% | 2<br>10.53% | 10<br>13.33% | 8<br>11.27% | 12<br>20.34% | 4<br>11.43% | 10<br>30.30%<br>U | 6<br>9.68% | 11<br>15.71% | 9<br>15.00% | 2<br>5.26% | 18<br>19.57%<br>X | 0<br>0.0% |
| Bottom Two Box (%Never + %Sometimes) | 140<br>43.34% | 0<br>0.0% | 0<br>0.0% | 342<br>36.27% | 74<br>46.25%<br>DI | 0<br>0.0% | 0<br>0.0% | 240<br>20.94% | 42<br>32.31%<br>H | 0<br>0.0% | 0<br>0.0% | 42<br>32.31% | 12<br>38.71% | 28<br>29.17% | 6<br>31.58% | 25<br>33.33% | 18<br>25.35% | 24<br>40.68% | 12<br>34.29% | 14<br>42.42% | 16<br>25.81% | 24<br>34.29% | 18<br>30.00% | 9<br>23.68% | 33<br>35.87% | 0<br>0.0% |
| Usually | 46<br>14.24% | 0<br>0.0% | 0<br>0.0% | 174<br>18.45%<br>E | 18<br>11.25% | 0<br>0.0% | 0<br>0.0% | 270<br>23.56% | 22<br>16.92% | 0<br>0.0% | 0<br>0.0% | 22<br>16.92% | 9<br>29.03% | 13<br>13.54% | 4<br>21.05% | 11<br>14.67% | 10<br>14.08% | 12<br>20.34% | 7<br>20.00% | 2<br>6.06% | 13<br>20.97%<br>T | 14<br>20.00% | 8<br>13.33% | 8<br>21.05% | 14<br>15.22% | 0<br>0.0% |
| Always | 137<br>42.41% | 0<br>0.0% | 0<br>0.0% | 427<br>45.28% | 68<br>42.50% | 0<br>0.0% | 0<br>0.0% | 636<br>55.50% | 66<br>50.77% | 0<br>0.0% | 0<br>0.0% | 66<br>50.77% | 10<br>32.26% | 55<br>57.29%<br>M | 9<br>47.37% | 39<br>52.00% | 43<br>60.56%<br>R | 23<br>38.98% | 16<br>45.71% | 17<br>51.52% | 33<br>53.23% | 32<br>45.71% | 34<br>56.67% | 21<br>55.26% | 45<br>48.91% | 0<br>0.0% |
| Top Two Box (%Always + %Usually) | 183<br>56.66% | 0<br>0.0% | 0<br>0.0% | 601<br>63.73%<br>E | 86<br>53.75% | 0<br>0.0% | 0<br>0.0% | 906<br>79.06%<br>I | 88<br>67.69%<br>E | 0<br>0.0% | 0<br>0.0% | 88<br>67.69% | 19<br>61.29% | 68<br>70.83% | 13<br>68.42% | 50<br>66.67% | 53<br>74.65% | 35<br>59.32% | 23<br>65.71% | 19<br>57.58% | 46<br>74.19% | 46<br>65.71% | 42<br>70.00% | 29<br>76.32% | 59<br>64.13% | 0<br>0.0% |
| 4-point composite mean | 2.6873 | 0 | 0 | 2.8643<br>E | 2.6438 | 0 | 0 | 3.2731<br>I | 3.0154<br>E | 0 | 0 | 3.0154 | 2.7097 | 3.1458 | 2.9474 | 2.9867 | 3.2113<br>R | 2.7797 | 2.8857 | 2.9697 | 3.1129 | 2.9286 | 3.1167 | 3.1316 | 2.9674 | 0 |
| Sigma | 773<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1491<br>100.00% | 413<br>100.00% | 0<br>0.0% | 0<br>0.0% | 1270<br>100.00% | 216<br>100.00% | 0<br>0.0% | 0<br>0.0% | 216<br>100.00% | 50<br>100.00% | 162<br>100.00% | 33<br>100.00% | 133<br>100.00% | 128<br>100.00% | 88<br>100.00% | 69<br>100.00% | 53<br>100.00% | 94<br>100.00% | 122<br>100.00% | 93<br>100.00% | 79<br>100.00% | 137<br>100.00% | 0<br>0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

93. 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?

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.39% A | 0.0% | 0.0% | 0.0% | 0.20% | 0.0% | 0.0% | 0.0% | 0.32% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 98 | 110 | 0 | 0 | 60 | 58 | 0 | 0 | 18 | 20 | 0 | 0 | 2 | 15 | 3 | 12 | 13 | 5 | 7 | 5 | 6 | 13 | 5 | 3 | 15 | 0 |
| | 12.68% | 10.60% | 0.0% | 0.0% | 14.53% I | 11.67% | 0.0% | 0.0% | 8.33% | 6.33% | 0.0% | 0.0% | 4.00% | 9.26% | 9.09% | 9.02% | 10.16% | 5.68% | 10.14% | 9.43% | 6.38% | 10.66% | 5.38% | 3.80% | 10.95% X | 0.0% |
| BASE = Those who responded | 675 | 924 | 0 | 0 | 353 | 438 | 0 | 0 | 198 | 295 | 0 | 0 | 48 | 147 | 30 | 121 | 115 | 83 | 62 | 48 | 88 | 109 | 88 | 76 | 122 | 0 |
| | 87.32% | 89.02% | 0.0% | 0.0% | 85.47% | 88.13% | 0.0% | 0.0% | 91.67% E | 93.35% | 0.0% | 0.0% | 96.00% | 90.74% | 90.91% | 90.98% | 89.84% | 94.32% | 89.86% | 90.57% | 93.62% | 89.34% | 94.62% | 96.20% Y | 89.05% | 0.0% |
| Yes | 226 | 342 | 0 | 0 | 109 | 141 | 0 | 0 | 88 | 150 | 0 | 0 | 23 | 64 | 12 | 61 | 42 | 46 | 31 | 19 | 38 | 45 | 43 | 29 | 59 | 0 |
| | 33.48% | 37.01% | 0.0% | 0.0% | 30.88% | 32.19% | 0.0% | 0.0% | 44.44% E | 50.85% | 0.0% | 0.0% | 47.92% | 43.54% | 40.00% | 50.41% | 36.52% | 55.42% Q | 50.00% | 39.58% | 43.18% | 41.28% | 48.86% | 38.16% | 48.36% | 0.0% |
| No | 449 | 582 | 0 | 0 | 244 | 297 | 0 | 0 | 110 | 145 | 0 | 0 | 25 | 83 | 18 | 60 | 73 | 37 | 31 | 29 | 50 | 64 | 45 | 47 | 63 | 0 |
| | 66.52% | 62.99% | 0.0% | 0.0% | 69.12% I | 67.81% | 0.0% | 0.0% | 55.56% | 49.15% | 0.0% | 0.0% | 52.08% | 56.46% | 60.00% | 49.59% | 63.48% R | 44.58% | 50.00% | 60.42% | 56.82% | 58.72% | 51.14% | 61.84% | 51.64% | 0.0% |
| Sigma | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 804 | 413 | 497 | 0 | 646 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 23 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 2.22% A | 0.0% | 0.0% | 0.0% | 2.01% E | 0.0% | 0.0% | 0.0% | 3.80% I | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 107 | 106 | 0 | 92 | 69 | 56 | 0 | 55 | 21 | 19 | 0 | 21 | 4 | 15 | 3 | 11 | 11 | 10 | 7 | 5 | 9 | 12 | 9 | 7 | 14 | 0 |
| | 13.84% B | 10.21% | 0.0% | 11.44% | 16.71% DFI | 11.27% | 0.0% | 8.51% | 9.72% | 6.01% | 0.0% | 9.72% | 8.00% | 9.26% | 9.09% | 8.27% | 8.59% | 11.36% | 10.14% | 9.43% | 9.57% | 9.84% | 9.68% | 8.86% | 10.22% | 0.0% |
| Not applicable | 0 | 0 | 0 | 29 | 0 | 0 | 0 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 3.61% E | 0.0% | 0.0% | 0.0% | 2.79% I | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 666 | 909 | 0 | 683 | 344 | 431 | 0 | 573 | 195 | 285 | 0 | 195 | 46 | 147 | 30 | 122 | 117 | 78 | 62 | 48 | 85 | 110 | 84 | 72 | 123 | 0 |
| | 86.16% | 87.57% | 0.0% | 84.95% | 83.29% | 86.72% | 0.0% | 88.70% | 90.28% E | 90.19% | 0.0% | 90.28% | 92.00% | 90.74% | 90.91% | 91.73% | 91.41% | 88.64% | 89.86% | 90.57% | 90.43% | 90.16% | 90.32% | 91.14% | 89.78% | 0.0% |
| Someone from your child's health plan | 37 | 54 | 0 | 25 | 17 | 21 | 0 | 28 | 15 | 29 | 0 | 15 | 3 | 12 | 1 | 10 | 8 | 7 | 2 | 9 | 4 | 10 | 5 | 6 | 9 | 0 |
| | 5.56% | 5.94% | 0.0% | 3.66% | 4.94% | 4.87% | 0.0% | 4.89% | 7.69% | 10.18% | 0.0% | 7.69% | 6.52% | 8.16% | 3.33% | 8.20% | 6.84% | 8.97% | 3.23% | 18.75% SU | 4.71% | 9.09% | 5.95% | 8.33% | 7.32% | 0.0% |
| Someone from your child's doctor's office or clinic | 162 | 255 | 0 | 155 | 74 | 123 | 0 | 135 | 45 | 99 | 0 | 45 | 14 | 30 | 4 | 34 | 23 | 22 | 18 | 8 | 19 | 20 | 25 | 14 | 31 | 0 |
| | 24.32% | 28.05% | 0.0% | 22.69% | 21.51% | 28.54% E | 0.0% | 23.56% | 23.08% | 34.74% I | 0.0% | 23.08% | 30.43% | 20.41% | 13.33% | 27.87% | 19.66% | 28.21% | 29.03% | 16.67% | 22.35% | 18.18% | 29.76% | 19.44% | 25.20% | 0.0% |
| Someone from another organization | 14 | 29 | 0 | 13 | 6 | 7 | 0 | 24 | 10 | 17 | 0 | 10 | 3 | 7 | 4 | 5 | 7 | 3 | 6 | 1 | 3 | 6 | 4 | 4 | 6 | 0 |
| | 2.10% | 3.19% | 0.0% | 1.90% | 1.74% | 1.62% | 0.0% | 4.19% | 5.13% | 5.96% | 0.0% | 5.13% | 6.52% | 4.76% | 13.33% | 4.10% | 5.98% | 3.85% | 9.68% | 2.08% | 3.53% | 5.45% | 4.76% | 5.56% | 4.88% | 0.0% |
| A friend or family member | 31 | 48 | 0 | 42 | 22 | 25 | 0 | 26 | 10 | 9 | 0 | 10 | 3 | 7 | 1 | 4 | 7 | 3 | 3 | 4 | 3 | 6 | 4 | 3 | 7 | 0 |
| | 4.65% | 5.28% | 0.0% | 6.15% | 6.40% | 5.80% | 0.0% | 4.54% | 5.13% | 3.16% | 0.0% | 5.13% | 6.52% | 4.76% | 3.33% | 3.28% | 5.98% | 3.85% | 4.84% | 8.33% | 3.53% | 5.45% | 4.76% | 4.17% | 5.69% | 0.0% |
| You | 422 | 523 | 0 | 448 | 225 | 255 | 0 | 360 | 115 | 131 | 0 | 115 | 23 | 91 | 20 | 69 | 72 | 43 | 33 | 26 | 56 | 68 | 46 | 45 | 70 | 0 |
| | 63.36% B | 57.54% | 0.0% | 65.59% | 65.41% | 59.16% | 0.0% | 62.83% | 58.97% J | 45.96% | 0.0% | 58.97% | 50.00% | 61.90% | 66.67% | 56.56% | 61.54% | 55.13% | 53.23% | 54.17% | 65.88% | 61.82% | 54.76% | 62.50% | 56.91% | 0.0% |
| Sigma | 773 | 1038 | 0 | 804 | 413 | 497 | 0 | 646 | 216 | 316 | 0 | 216 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status: Excel/ Very Good (Q) | Health Status: Good/ Fair/ Poor (R) | Age: <5 (S) | Age: 6-10 (T) | Age: 11+ (U) | Gender: Male (V) | Gender: Female (W) | Survey Type: Mail (X) | Survey Type: Phone (Y) | Survey Type: Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| Multiple mark | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| No response | 88 | 100 | 0 | 0 | 59 | 50 | 0 | 0 | 16 | 19 | 0 | 0 | 4 | 11 | 1 | 10 | 10 | 6 | 5 | 4 | 7 | 11 | 5 | 5 | 11 | 0 |
| | 11.38% | 9.63% | 0.0% | 0.0% | 14.29% I | 10.06% | 0.0% | 0.0% | 7.41% | 6.01% | 0.0% | 0.0% | 8.00% | 6.79% | 3.03% | 7.52% | 7.81% | 6.82% | 7.25% | 7.55% | 7.45% | 9.02% | 5.38% | 6.33% | 8.03% | 0.0% |
| BASE = Those who responded | 685 | 938 | 0 | 0 | 354 | 447 | 0 | 0 | 200 | 297 | 0 | 0 | 46 | 151 | 32 | 123 | 118 | 82 | 64 | 49 | 87 | 111 | 88 | 74 | 126 | 0 |
| | 88.62% | 90.37% | 0.0% | 0.0% | 85.71% | 89.94% | 0.0% | 0.0% | 92.59% E | 93.99% | 0.0% | 0.0% | 92.00% | 93.21% | 96.97% | 92.48% | 92.19% | 93.18% | 92.75% | 92.45% | 92.55% | 90.98% | 94.62% | 93.67% | 91.97% | 0.0% |
| 5 - Very satisfied | 247 | 352 | 0 | 0 | 129 | 171 | 0 | 0 | 69 | 109 | 0 | 0 | 7 | 62 | 5 | 53 | 45 | 24 | 17 | 18 | 34 | 41 | 28 | 27 | 42 | 0 |
| | 36.06% | 37.53% | 0.0% | 0.0% | 36.44% | 38.26% | 0.0% | 0.0% | 34.50% | 36.70% | 0.0% | 0.0% | 15.22% | 41.06% M | 15.63% | 43.09% O | 38.14% | 29.27% | 26.56% | 36.73% | 39.08% | 36.94% | 31.82% | 36.49% | 33.33% | 0.0% |
| 4 - Satisfied | 317 | 413 | 0 | 0 | 162 | 203 | 0 | 0 | 93 | 120 | 0 | 0 | 22 | 70 | 12 | 55 | 53 | 40 | 35 | 24 | 34 | 49 | 43 | 22 | 71 | 0 |
| | 46.28% | 44.03% | 0.0% | 0.0% | 45.76% | 45.41% | 0.0% | 0.0% | 46.50% | 40.40% | 0.0% | 0.0% | 47.83% | 46.36% | 37.50% | 44.72% | 44.92% | 48.78% | 54.69% | 48.98% | 39.08% | 44.14% | 48.86% | 29.73% | 56.35% X | 0.0% |
| Top Two Box | 564 | 765 | 0 | 0 | 291 | 374 | 0 | 0 | 162 | 229 | 0 | 0 | 29 | 132 | 17 | 108 | 98 | 64 | 52 | 42 | 68 | 90 | 71 | 49 | 113 | 0 |
| | 82.34% | 81.56% | 0.0% | 0.0% | 82.20% | 83.67% | 0.0% | 0.0% | 81.00% | 77.10% | 0.0% | 0.0% | 63.04% | 87.42% M | 53.13% | 87.80% O | 83.05% | 78.05% | 81.25% | 85.71% | 78.16% | 81.08% | 80.68% | 66.22% | 89.68% X | 0.0% |
| 3 - Neither dissatisfied nor satisfied | 91 | 136 | 0 | 0 | 49 | 61 | 0 | 0 | 23 | 49 | 0 | 0 | 7 | 15 | 7 | 12 | 12 | 11 | 9 | 6 | 8 | 13 | 10 | 12 | 11 | 0 |
| | 13.28% | 14.50% | 0.0% | 0.0% | 13.84% | 13.65% | 0.0% | 0.0% | 11.50% | 16.50% | 0.0% | 0.0% | 15.22% | 9.93% | 21.88% | 9.76% | 10.17% | 13.41% | 14.06% | 12.24% | 9.20% | 11.71% | 11.36% | 16.22% | 8.73% | 0.0% |
| Top Three Box | 655 | 901 | 0 | 0 | 340 | 435 | 0 | 0 | 185 | 278 | 0 | 0 | 36 | 147 | 24 | 120 | 110 | 75 | 61 | 48 | 76 | 103 | 81 | 61 | 124 | 0 |
| | 95.62% | 96.06% | 0.0% | 0.0% | 96.05% | 97.32% | 0.0% | 0.0% | 92.50% | 93.60% | 0.0% | 0.0% | 78.26% | 97.35% M | 75.00% | 97.56% O | 93.22% | 91.46% | 95.31% | 97.96% U | 87.36% | 92.79% | 92.05% | 82.43% | 98.41% X | 0.0% |
| 2 - Dissatisfied | 14 | 18 | 0 | 0 | 6 | 6 | 0 | 0 | 8 | 12 | 0 | 0 | 6 | 1 | 5 | 1 | 5 | 3 | 1 | 1 | 6 | 4 | 4 | 7 | 1 | 0 |
| | 2.04% | 1.92% | 0.0% | 0.0% | 1.69% | 1.34% | 0.0% | 0.0% | 4.00% | 4.04% | 0.0% | 0.0% | 13.04% N | 0.66% | 15.63% P | 0.81% | 4.24% | 3.66% | 1.56% | 2.04% | 6.90% | 3.60% | 4.55% | 9.46% Y | 0.79% | 0.0% |
| 1 - Very dissatisfied | 16 | 19 | 0 | 0 | 8 | 6 | 0 | 0 | 7 | 7 | 0 | 0 | 4 | 3 | 3 | 2 | 3 | 4 | 2 | 0 | 5 | 4 | 3 | 6 | 1 | 0 |
| | 2.34% | 2.03% | 0.0% | 0.0% | 2.26% | 1.34% | 0.0% | 0.0% | 3.50% | 2.36% | 0.0% | 0.0% | 8.70% | 1.99% | 9.38% | 1.63% | 2.54% | 4.88% | 3.13% | 0.0% | 5.75% T | 3.60% | 3.41% | 8.11% Y | 0.79% | 0.0% |
| Average | 4.1168 | 4.1311 | 0 | 0 | 4.1243 | 4.1790 | 0 | 0 | 4.0450 | 4.0505 | 0 | 0 | 3.4783 | 4.2384 M | 3.3438 | 4.2683 O | 4.1186 | 3.9390 | 4.0000 | 4.2041 | 3.9885 | 4.0721 | 4.0114 | 3.7703 | 4.2063 X | 0 |
| Standard deviation | 0.8785 | 0.8730 | 0 | 0 | 0.8710 | 0.8133 | 0 | 0 | 0.9659 | 0.9504 | 0 | 0 | 1.1561 | 0.8114 | 1.1887 | 0.7971 | 0.9313 | 1.0042 | 0.8660 | 0.7279 | 1.1295 | 0.9746 | 0.9593 | 1.2579 | 0.6937 | 0 |
| Sigma | 773 | 1038 | 0 | 0 | 413 | 497 | 0 | 0 | 216 | 316 | 0 | 0 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 0.0% | 0.0% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Survey Language

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | | | | | | | | | | | | | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Total | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| No response | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| BASE = Those who responded | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |
| English | 681 | 968 | 601 | 10690 | 354 | 466 | 428 | 5995 | 201 | 296 | 154 | 798 | 48 | 149 | 33 | 123 | 124 | 77 | 66 | 47 | 88 | 115 | 85 | 79 | 122 | 0 |
| | 88.10% | 93.26% A | 92.32% A | 85.68% | 85.71% | 93.76% E | 92.04% E | 93.85% | 93.06% E | 93.67% | 95.06% | 84.09% | 96.00% | 91.98% | 100.00% P | 92.48% | 96.88% R | 87.50% | 95.65% | 88.68% | 93.62% | 94.26% | 91.40% | 100.00% Y | 89.05% | 0.0% |
| Spanish | 92 | 70 | 50 | 1786 | 59 | 31 | 37 | 393 | 15 | 20 | 8 | 151 | 2 | 13 | 0 | 10 | 4 | 11 | 3 | 6 | 6 | 7 | 8 | 0 | 15 | 0 |
| | 11.90% BC | 6.74% | 7.68% | 14.32% | 14.29% FGI | 6.24% | 7.96% | 6.15% | 6.94% | 6.33% | 4.94% | 15.91% | 4.00% | 8.02% | 0.0% | 7.52% O | 3.13% | 12.50% Q | 4.35% | 11.32% | 6.38% | 5.74% | 8.60% | 0.0% | 10.95% X | 0.0% |
| Sigma | 773 | 1038 | 651 | 12476 | 413 | 497 | 465 | 6388 | 216 | 316 | 162 | 949 | 50 | 162 | 33 | 133 | 128 | 88 | 69 | 53 | 94 | 122 | 93 | 79 | 137 | 0 |
| | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Customer Service Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Customer Service Composite Score (BASE) | 219 | 322 | 210 | 3555 | 103 | 134 | 142 | 1877 | 79 HE | 125 | 79 I | 283 | 16 | 63 | 13 | 51 | 39 | 40 Q | 21 | 24 | 34 | 47 | 32 | 29 | 50 | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.69% | 11.72% | 13.83% | 12.27% | 12.79% | 9.44% | 12.32% | 11.77% | 13.40% | 14.84% | 15.82% | 15.09% | 37.50% | 7.21% | 26.92% | 10.92% | 5.13% | 21.60% Q | 4.76% | 14.86% | 17.65% | 15.08% | 10.94% | 15.52% | 12.12% | 0.0% |
| USUALLY COMPOSITE | 17.08% | 17.66% | 20.99% | 19.58% | 19.25% | 18.91% | 20.42% | 19.25% | 14.68% | 19.65% | 23.42% | 21.29% | 15.63% | 14.45% | 23.08% | 10.94% | 15.38% | 13.97% | 16.67% | 15.13% | 13.24% | 18.34% | 9.38% | 17.24% | 13.20% | 0.0% |
| ALWAYS COMPOSITE | 70.23% | 70.63% | 65.18% | 68.15% | 67.95% | 71.65% | 67.25% | 68.98% | 71.92% | 65.51% | 60.76% | 63.62% | 46.88% | 78.34% | 50.00% | 78.14% | 79.49% | 64.42% | 78.57% | 70.02% | 69.12% | 66.58% | 79.69% | 67.24% | 74.67% | 0.0% |
| CAHPS RATE | 87.31% | 88.28% | 86.17% | 87.73% | 87.21% | 90.56% | 87.68% | 88.23% | 86.60% | 85.16% | 84.18% | 84.91% | 62.50% | 92.79% | 73.08% | 89.08% | 94.87% R | 78.40% | 95.24% | 85.14% | 82.35% | 84.92% | 89.06% | 84.48% | 87.88% | 0.0% |
| AVERAGE | 2.5755 | 2.5891 | 2.5136 | 2.5589 | 2.5516 | 2.6221 | 2.5493 | 2.5721 | 2.5853 | 2.5067 | 2.4494 | 2.4852 | 2.0938 | 2.7113 | 2.2308 | 2.6722 | 2.7436 | 2.4282 | 2.7381 | 2.5516 | 2.5147 | 2.5150 | 2.6875 | 2.5172 | 2.6255 | 0 |
| Standard deviation | 0.6845 | 0.6668 | 0.6957 | 0.6724 | 0.6813 | 0.6289 | 0.6728 | 0.6678 | 0.7034 | 0.7123 | 0.7234 | 0.7201 | 0.8863 | 0.5837 | 0.8320 | 0.6483 | 0.5386 | 0.8018 | 0.5014 | 0.7339 | 0.7608 | 0.7347 | 0.6370 | 0.7175 | 0.6862 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Getting Needed Care Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Getting Needed Care Composite Score (BASE) | 560 | 775 C | 445 | 9414 E | 291 | 343 | 302 | 5670 I | 177 E | 277 | 140 | 815 | 39 | 134 | 33 | 133 | 103 | 74 | 64 TU | 40 | 73 | 97 | 79 | 65 | 112 | 0 |
| NEVER/SOMETIMES COMPOSITE | 16.44% | 17.78% | 17.27% | 14.55% | 17.76% | 18.63% | 17.70% | 12.03% | 19.67% H | 19.93% | 16.10% | 19.27% | 47.30% N | 11.87% | 44.70% P | 14.35% | 13.89% | 26.76% Q | 18.93% | 31.68% | 14.93% | 16.51% | 23.82% | 23.51% | 17.31% | 0.0% |
| USUALLY COMPOSITE | 20.73% | 26.05% A | 26.85% A | 22.55% E | 16.71% | 21.51% | 25.96% E | 23.93% | 23.24% | 28.78% | 30.02% | 27.22% | 19.77% | 24.10% | 27.46% | 21.81% | 18.61% | 29.63% | 26.43% | 23.81% | 19.43% | 23.17% | 23.88% | 24.41% | 22.54% | 0.0% |
| ALWAYS COMPOSITE | 62.82% BC | 56.17% | 55.88% | 62.89% | 65.53% G | 59.86% | 56.35% | 64.03% | 57.09% | 51.29% | 53.88% | 53.50% | 32.92% | 64.02% M | 27.84% | 63.83% O | 67.50% R | 43.60% | 54.64% | 44.51% | 65.64% T | 60.32% | 52.30% | 52.09% | 60.15% | 0.0% |
| CAHPS RATE | 83.56% | 82.22% | 82.73% | 85.45% | 82.24% | 81.37% | 82.30% | 87.97% I | 80.33% | 80.07% | 83.90% | 80.73% | 52.70% | 88.13% M | 55.30% | 85.65% O | 86.11% R | 73.24% | 81.07% | 68.32% | 85.07% | 83.49% | 76.18% | 76.49% | 82.69% | 0.0% |
| AVERAGE | 2.4638 | 2.3839 | 2.3861 | 2.4834 | 2.4777 | 2.4123 | 2.3865 | 2.5200 | 2.3742 | 2.3136 | 2.3778 | 2.3423 | 1.8562 | 2.5215 | 1.8314 | 2.4948 | 2.5361 | 2.1684 | 2.3571 | 2.1282 | 2.5071 | 2.4382 | 2.2847 | 2.2858 | 2.4283 | 0 |
| Standard deviation | 0.7575 | 0.7614 | 0.7563 | 0.7268 | 0.7770 | 0.7753 | 0.7650 | 0.6940 | 0.7900 | 0.7834 | 0.7450 | 0.7711 | 0.8826 | 0.6926 | 0.8278 | 0.7270 | 0.7219 | 0.8207 | 0.7775 | 0.8505 | 0.7403 | 0.7522 | 0.8241 | 0.8032 | 0.7685 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Getting Care Quickly Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Getting Care Quickly Composite Score (BASE) | 544 | 770 C | 442 | 9446 E | 270 | 343 | 301 | 5456 I | 172 E | 268 | 136 | 786 | 36 | 132 | 28 | 125 | 98 | 74 | 59 | 39 | 74 | 96 | 75 | 64 | 108 | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.16% | 12.19% | 12.06% | 10.00% | 13.20% | 12.39% | 12.78% | 6.61% | 10.11% | 11.07% | 11.34% | 10.80% | 17.88% | 7.46% | 21.89% | 7.76% | 7.11% | 13.52% | 4.27% | 17.69% S | 11.74% | 9.00% | 11.74% | 8.30% | 11.02% | 0.0% |
| USUALLY COMPOSITE | 16.62% | 17.20% | 16.89% | 14.96% | 15.34% | 16.15% | 16.01% | 15.82% | 22.37% H | 20.04% | 20.24% | 19.84% | 42.80% N | 16.07% | 41.44% | 16.62% | 16.94% | 28.96% | 19.34% | 18.21% | 26.56% | 20.56% | 25.24% | 28.22% | 18.91% | 0.0% |
| ALWAYS COMPOSITE | 71.23% | 70.61% | 71.05% | 75.04% | 71.46% | 71.46% | 71.21% | 77.56% I | 67.52% | 68.89% | 68.42% | 69.36% | 39.32% | 76.47% M | 36.67% | 75.62% | 75.96% R | 57.51% | 76.39% | 64.10% | 61.70% | 70.44% | 63.02% | 63.48% | 70.07% | 0.0% |
| CAHPS RATE | 87.84% | 87.81% | 87.94% | 90.00% | 86.80% | 87.61% | 87.22% | 93.39% | 89.89% | 88.93% | 88.66% | 89.20% | 82.12% | 92.54% | 78.11% | 92.24% | 92.89% | 86.48% | 95.73% T | 82.31% | 88.26% | 91.00% | 88.26% | 91.70% | 88.98% | 0.0% |
| AVERAGE | 2.5907 | 2.5843 | 2.5898 | 2.6504 | 2.5826 | 2.5907 | 2.5843 | 2.7095 | 2.5742 | 2.5782 | 2.5709 | 2.5856 | 2.2144 | 2.6901 | 2.1478 | 2.6786 | 2.6885 | 2.4399 | 2.7212 | 2.4641 | 2.4996 | 2.6144 | 2.5128 | 2.5517 | 2.5904 | 0 |
| Standard deviation | 0.6932 | 0.6934 | 0.6883 | 0.6498 | 0.7106 | 0.6911 | 0.7006 | 0.5780 | 0.6671 | 0.6742 | 0.6681 | 0.6755 | 0.7170 | 0.6025 | 0.7443 | 0.6107 | 0.5970 | 0.7150 | 0.5330 | 0.7757 | 0.6812 | 0.6449 | 0.6833 | 0.6358 | 0.6794 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| How Well Doctors Communicate Composite Score (BASE) | 475 | 659 C | 381 | 8362 E | 238 | 291 | 257 | 5057 | 161 E | 231 | 120 | 704 | 36 | 122 | 31 | 117 | 91 | 70 | 58 U | 41 | 62 | 87 | 73 | 61 | 100 | 0 |
| NEVER/SOMETIMES COMPOSITE | 6.81% | 7.46% | 7.43% | 6.31% | 6.84% | 7.76% | 6.80% | 5.33% | 6.37% | 7.37% | 7.55% | 7.12% | 9.03% | 5.12% | 14.52% | 4.91% | 3.30% | 10.36% | 3.88% | 10.37% | 6.05% | 6.90% | 5.82% | 3.28% | 8.25% | 0.0% |
| USUALLY COMPOSITE | 15.31% | 14.89% | 17.82% | 13.95% | 14.21% | 13.45% | 18.03% | 13.32% | 16.30% | 16.15% | 17.18% | 15.94% | 28.47% | 12.91% | 38.71% P | 11.97% | 15.38% | 17.56% | 18.10% | 17.68% | 13.71% | 14.37% | 18.49% | 20.49% | 13.75% | 0.0% |
| ALWAYS COMPOSITE | 77.89% | 77.65% | 74.75% | 79.74% | 78.94% | 78.79% | 75.17% | 81.35% | 77.33% | 76.48% | 75.28% | 76.94% | 62.50% | 81.97% M | 46.77% | 83.12% O | 81.32% | 72.14% | 78.02% | 71.95% | 80.24% | 78.74% | 75.68% | 76.23% | 78.00% | 0.0% |
| CAHPS RATE | 93.19% | 92.54% | 92.57% | 93.69% | 93.16% | 92.24% | 93.20% | 94.67% | 93.63% | 92.63% | 92.45% | 92.88% | 90.97% | 94.88% | 85.48% | 95.09% | 96.70% | 89.64% | 96.12% | 89.63% | 93.95% | 93.10% | 94.18% | 96.72% | 91.75% | 0.0% |
| AVERAGE | 2.7108 | 2.7019 | 2.6733 | 2.7344 | 2.7210 | 2.7103 | 2.6837 | 2.7602 | 2.7096 | 2.6911 | 2.6773 | 2.6982 | 2.5347 | 2.7684 | 2.3226 | 2.7821 | 2.7802 | 2.6179 | 2.7414 | 2.6159 | 2.7419 | 2.7184 | 2.6986 | 2.7295 | 2.6975 | 0 |
| Standard deviation | 0.5748 | 0.5847 | 0.5951 | 0.5534 | 0.5696 | 0.5834 | 0.5833 | 0.5285 | 0.5719 | 0.5947 | 0.5993 | 0.5863 | 0.6465 | 0.5249 | 0.7008 | 0.5140 | 0.4785 | 0.6614 | 0.5015 | 0.6584 | 0.5551 | 0.5768 | 0.5673 | 0.5082 | 0.6069 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Shared Decision Making Composite Score

| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 2017 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan 0-7 (M) | Overall Rating of Health Plan 8-10 (N) | Overall Rating of Health Care 0-7 (O) | Overall Rating of Health Care 8-10 (P) | Health Status Excel/ Very Good (Q) | Health Status Good/ Fair/ Poor (R) | Age <5 (S) | Age 6-10 (T) | Age 11+ (U) | Gender Male (V) | Gender Female (W) | Survey Type Mail (X) | Survey Type Phone (Y) | Survey Type Internet (Z) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Shared Decision Making Composite Score (BASE) | 156 | 245 | 147 | 2689 E | 72 | 95 | 95 | 2580 I | 72 E | 122 | 66 | 348 | 18 | 53 | 17 | 55 | 42 | 30 | 26 | 20 | 26 | 37 | 34 | 29 | 43 | 0 |
| YES COMPOSITE | 80.06% | 83.85% | 80.89% | 79.38% | 76.39% | 84.21% | 77.08% | 85.11% | 85.57% | 85.75% | 82.19% | 83.03% | 85.19% | 86.70% | 84.31% | 85.97% | 88.10% | 81.95% | 89.74% | 83.16% | 83.33% | 88.16% | 83.33% | 80.46% | 89.07% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Access to Prescription Medicine Composite Score (Base) | 316 | 463 | 254 | 3962 | 144 | 170 | 158 | 5441 | 153 | 231 | 121 | 689 | 32 | 118 | 28 | 106 | 88 | 65 | 49 | 36 | 68 | 87 | 65 | 61 | 92 | 0 |
| NEVER/SOMETIMES COMPOSITE | 16.14% | 13.82% | 14.17% | 7.22% | 15.97% D | 18.24% | 12.66% | 8.49% | 20.92% HJ | 12.99% | 17.36% | 11.76% | 50.00% N | 11.86% | 39.29% | 16.04% | 17.05% | 26.15% | 18.37% | 30.56% | 17.65% | 19.54% | 23.08% | 27.87% | 16.30% | 0.0% |
| USUALLY COMPOSITE | 18.35% | 20.95% | 20.47% | 17.21% | 13.89% | 15.88% | 20.25% | 19.85% | 24.18% E | 22.51% | 18.18% | 22.64% | 31.25% | 22.88% | 28.57% | 20.75% | 22.73% | 26.15% | 28.57% | 16.67% | 25.00% | 25.29% | 21.54% | 31.15% | 19.57% | 0.0% |
| ALWAYS COMPOSITE | 65.51% | 65.23% | 65.35% | 75.57% | 70.14% I | 65.88% | 67.09% | 71.66% I | 54.90% | 64.50% | 64.46% | 65.60% | 18.75% | 65.25% M | 32.14% | 63.21% | 60.23% | 47.69% | 53.06% | 52.78% | 57.35% | 55.17% | 55.38% | 40.98% | 64.13% X | 0.0% |
| CAHPS RATE | 83.86% | 86.18% | 85.83% | 92.78% E | 84.03% | 81.76% | 87.34% | 91.51% I | 79.08% | 87.01% I | 82.64% | 88.24% | 50.00% | 88.14% M | 60.71% | 83.96% | 82.95% | 73.85% | 81.63% | 69.44% | 82.35% | 80.46% | 76.92% | 72.13% | 83.70% | 0.0% |
| AVERAGE | 2.4937 | 2.5140 | 2.5118 | 2.6835 E | 2.5417 I | 2.4765 | 2.5443 | 2.6317 I | 2.3399 | 2.5152 I | 2.4711 | 2.5385 | 1.6875 | 2.5339 M | 1.9286 | 2.4717 | 2.4318 | 2.2154 | 2.3469 | 2.2222 | 2.3971 | 2.3563 | 2.3231 | 2.1311 | 2.4783 X | 0 |
| Standard deviation | 0.7568 | 0.7254 | 0.7303 | 0.6006 | 0.7535 | 0.7837 | 0.7080 | 0.6344 | 0.8017 | 0.7138 | 0.7722 | 0.6954 | 0.7680 | 0.6972 | 0.8421 | 0.7550 | 0.7657 | 0.8319 | 0.7707 | 0.8854 | 0.7696 | 0.7875 | 0.8248 | 0.8193 | 0.7587 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Access to Specialized Services Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Access to Specialized Services Composite Score (BASE) | 224 | 331 C | 164 | 1536 | 92 D | 99 | 93 | 3353 | 129 HE | 209 | 105 | 473 | 29 | 97 | 21 | 77 | 73 | 56 | 40 | 34 | 55 | 69 | 59 | 48 | 81 | 0 |
| NEVER/SOMETIMES COMPOSITE | 28.12% | 24.42% | 26.52% | 22.38% | 28.91% | 29.64% | 26.14% | 22.79% | 31.10% H | 24.88% | 29.02% | 30.04% | 49.21% | 24.51% | 39.90% | 30.39% | 20.77% | 41.16% Q | 30.04% | 34.52% | 29.54% | 32.78% | 27.55% | 29.34% | 32.47% | 0.0% |
| USUALLY COMPOSITE | 20.75% | 20.14% | 21.10% | 20.74% | 18.14% | 15.79% | 20.95% | 20.83% | 21.76% | 19.93% | 22.91% | 23.02% | 14.88% | 24.23% | 20.39% | 20.30% | 20.23% | 23.39% | 18.72% | 19.52% | 25.88% | 18.84% | 26.50% | 27.79% | 17.39% | 0.0% |
| ALWAYS COMPOSITE | 51.13% | 55.44% | 52.38% | 56.88% | 52.95% | 54.57% | 52.91% | 56.38% I | 47.13% | 55.19% | 48.07% | 46.94% | 35.91% | 51.26% | 39.71% | 49.31% | 59.00% R | 35.45% | 51.24% | 45.95% | 44.58% | 48.38% | 45.94% | 42.87% | 50.14% | 0.0% |
| CAHPS RATE | 71.88% | 75.58% | 73.48% | 77.62% | 71.09% | 70.36% | 73.86% | 77.21% I | 68.90% | 75.12% | 70.98% | 69.96% | 50.79% | 75.49% | 60.10% | 69.61% | 79.23% R | 58.84% | 69.96% | 65.48% | 70.46% | 67.22% | 72.45% | 70.66% | 67.53% | 0.0% |
| AVERAGE | 2.2301 | 2.3102 | 2.2586 | 2.3450 | 2.2404 | 2.2494 | 2.2677 | 2.3359 | 2.1603 | 2.3030 | 2.1905 | 2.1690 | 1.8671 | 2.2676 | 1.9981 | 2.1892 | 2.3823 | 1.9429 | 2.2121 | 2.1143 | 2.1503 | 2.1560 | 2.1839 | 2.1353 | 2.1767 | 0 |
| Standard deviation | 0.8594 | 0.8302 | 0.8451 | 0.8201 | 0.8645 | 0.8778 | 0.8458 | 0.8236 | 0.8674 | 0.8342 | 0.8379 | 0.8589 | 0.9109 | 0.8249 | 0.8780 | 0.8674 | 0.8041 | 0.8585 | 0.8444 | 0.8849 | 0.8449 | 0.8853 | 0.8351 | 0.8325 | 0.8889 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE) | 498 | 688 C | 396 | 8517 E | 244 | 298 | 262 | 5603 | 179 E | 259 | 138 | 796 | 38 | 137 | 31 | 123 | 104 | 75 | 61 | 44 | 74 | 99 | 79 | 69 | 110 | 0 |
| YES COMPOSITE | 84.95% | 88.76% | 87.18% | 90.00% | 88.58% | 87.62% | 85.57% | 90.62% I | 83.27% | 90.08% I | 85.64% | 87.82% | 69.52% | 88.63% M | 67.33% | 88.03% O | 85.74% | 80.27% | 87.16% | 74.64% | 85.49% | 85.67% | 79.93% | 75.84% | 88.72% X | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Family Centered Care: Getting Needed Information Composite Score(Base) | 550 | 758 | 437 | 5681 | 285 | 338 | 301 | 5398 | 169 | 266 | 135 | 772 | 37 | 128 | 33 | 133 | 99 | 70 | 61 | 39 | 69 | 93 | 75 | 63 | 106 | 0 |
| NEVER/SOMETIMES COMPOSITE | 12.55% | 10.29% | 11.21% | 11.05% | 13.68% | 12.72% | 10.63% | 8.47% | 10.65% | 9.77% | 10.37% | 9.46% | 24.32% N | 6.25% | 27.27% P | 6.02% | 5.05% | 18.57% Q | 8.20% | 15.38% | 10.14% | 10.75% | 10.67% | 7.94% | 12.26% | 0.0% |
| USUALLY COMPOSITE | 16.73% | 19.26% | 16.70% | 16.74% | 15.09% | 16.27% | 16.61% | 17.02% | 18.34% | 18.42% | 19.26% | 20.60% | 21.62% | 17.19% | 39.39% P | 12.78% | 13.13% | 25.71% Q | 16.39% | 23.08% | 17.39% | 15.05% | 22.67% | 25.40% | 14.15% | 0.0% |
| ALWAYS COMPOSITE | 70.73% | 70.45% | 72.08% | 72.21% | 71.23% | 71.01% | 72.76% | 74.51% | 71.01% | 71.80% | 70.37% | 69.95% | 54.05% | 76.56% M | 33.33% | 81.20% O | 81.82% R | 55.71% | 75.41% | 61.54% | 72.46% | 74.19% | 66.67% | 66.67% | 73.58% | 0.0% |
| CAHPS RATE | 87.45% | 89.71% | 88.79% | 88.95% | 86.32% | 87.28% | 89.37% | 91.53% | 89.35% | 90.23% | 89.63% | 90.54% | 75.68% | 93.75% M | 72.73% | 93.98% O | 94.95% R | 81.43% | 91.80% | 84.62% | 89.86% | 89.25% | 89.33% | 92.06% | 87.74% | 0.0% |
| AVERAGE | 2.5818 | 2.6016 | 2.6087 | 2.6115 | 2.5754 | 2.5828 | 2.6213 | 2.6604 | 2.6036 | 2.6203 | 2.6000 | 2.6049 | 2.2973 | 2.7031 M | 2.0606 | 2.7519 O | 2.7677 R | 2.3714 | 2.6721 | 2.4615 | 2.6232 | 2.6344 | 2.5600 | 2.5873 | 2.6132 | 0 |
| Standard deviation | 0.7030 | 0.6674 | 0.6800 | 0.6772 | 0.7197 | 0.7054 | 0.6693 | 0.6274 | 0.6725 | 0.6565 | 0.6689 | 0.6543 | 0.8339 | 0.5777 | 0.7761 | 0.5539 | 0.5285 | 0.7778 | 0.6199 | 0.7458 | 0.6616 | 0.6686 | 0.6780 | 0.6333 | 0.6946 | 0 |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22625)
Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

| | | | | | | | | | | | | | 2017 CCC Population Results - Qualified Respondents | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | Overall Rating of Health Plan | | Overall Rating of Health Care | | Health Status | | Age | | | Gender | | Survey Type | | |
| | 2017 Plan Total (A) | 2016 Plan Total (B) | 2015 Plan Total (C) | 2017 Gen. Pop. UHC Avg. (D) | 2017 Gen. Pop. Total (E) | 2016 Gen. Pop. Total (F) | 2015 Gen. Pop. Total (G) | 2017 CCC Pop. Qual. UHC Avg. (H) | 2017 CCC Pop. Qual. Total (I) | 2016 CCC Pop. Qual. Total (J) | 2015 CCC Pop. Qual. Total (K) | 2017 CCC Pop. Qual. UHC Avg. West (L) | 0-7 (M) | 8-10 (N) | 0-7 (O) | 8-10 (P) | Excel/ Very Good (Q) | Good/ Fair/ Poor (R) | <5 (S) | 6-10 (T) | 11+ (U) | Male (V) | Female (W) | Mail (X) | Phone (Y) | Internet (Z) |
| Coordination of Care for Children for Chronic Conditions Composite Score (BASE) | 187 | 295 A | 182 | 1911 | 85 D | 113 | 113 | 3163 | 99 E | 168 | 99 I | 428 | 26 | 72 | 20 | 70 | 51 | 48 Q | 35 | 21 | 43 | 55 | 44 | 31 | 68 | 0 |
| YES COMPOSITE | 81.48% B | 72.53% | 73.88% | 74.99% | 79.45% | 69.86% | 69.53% | 78.43% | 83.89% J | 72.91% | 80.30% | 81.13% | 78.85% | 86.51% | 73.68% | 86.51% | 83.70% | 84.09% | 80.65% | 77.78% | 89.02% | 81.00% | 87.50% | 82.14% | 84.68% | 0.0% |

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I