2018 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

14070 - UnitedHealthcare Community Plan (NM)

June 2018

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 2018 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 2018 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)
- Health Promotion and Education (HPE)
- Coordination of Care (CoC)

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

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

Executive summary

On the health plan rating, 14070 - UnitedHealthcare Community Plan (NM) performed similar to the 2017 plan result among the General Population and performed similarly among the 2018 CCC Population.

- About eight in 10 (83.68%) of the General population gave their health plan a rating of 8, 9 or 10 on a 0 to 10 scale, which is similar to last year and significantly lower than the 2018 Gen. Pop. UHC Average.
- About eight in 10 (81.68%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and similar to the 2018 CCC Pop. UHC Average.
- The overall ratings and composite scores are summarized in the table below:

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	82.91%	83.68%	87.24%	◆	76.42%	81.68%	86.04%	
Rating of Health Care (% 8, 9 or 10) (Q14)	79.86%	84.07%	87.69%		80.12%	80.65%	87.12%	◆
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.46%	88.55%	90.22%		86.17%	89.38%	90.09%	
Rating of Specialist (% 8, 9 or 10) (Q48)	85.96%	77.97%	87.29%		85.33%	82.00%	86.17%	
Customer Service (% Always or Usually)	87.21%	87.24%	89.28%		86.60%	89.47%	90.15%	
Getting Needed Care (% Always or Usually)	82.24%	78.30%	85.75%	◆	80.33%	78.90%	88.98%	◆
Getting Care Quickly (% Always or Usually)	86.80%	87.82%	90.61%		89.89%	89.51%	93.87%	◆
How Well Doctors Communicate (% Always or Usually)	93.16%	93.79%	93.76%		93.63%	93.36%	94.79%	
Shared Decision Making (% Yes)	76.39%	78.82%	79.14%		85.57%	86.32%	85.42%	
Health Promotion and Education (Q8) (% Yes)	70.63%	72.80%	71.66%		77.71%	80.56%	76.95%	▲
Coordination of Care (Q40) (% Always or Usually)	83.33%	83.08%	82.56%		79.55%	80.00%	84.64%	
Access to Prescription Medicine (% Always or Usually)	84.03%	88.65%	93.35%	◆	79.08%	87.82%	92.51%	↑ ◆
Access to Specialized Services (% Always or Usually)	71.09%	80.55%	78.98%		68.90%	74.66%	78.07%	
FCC: Personal Doctor who Knows Child (% Yes)	88.58%	90.44%	90.74%		83.27%	90.76%	91.50%	↑
FCC: Getting Needed Information (% Always or Usually)	86.32%	90.49%	88.46%		89.35%	91.24%	91.62%	
FCC: Coordination of Care (% Yes)	79.45%	72.81%	75.36%		83.89%	78.01%	77.62%	

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
▲ Indicates a significant difference between the 2018 Gen. Pop. result and the 2018 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2018 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

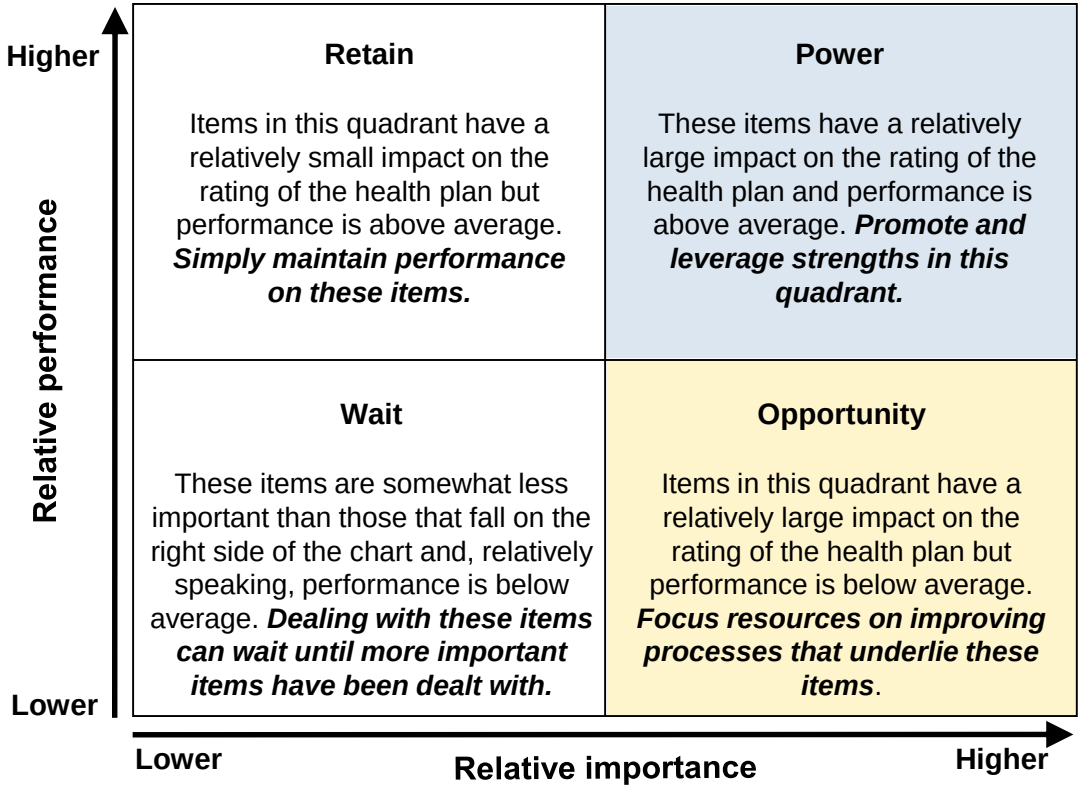
Voice of the Member

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

Key drivers of the rating of the health plan

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan 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

Items throughout the report are marked with the following symbol for a key driver…

in the "**Power**" quadrant,

or

in the "**Opportunity**" quadrant.

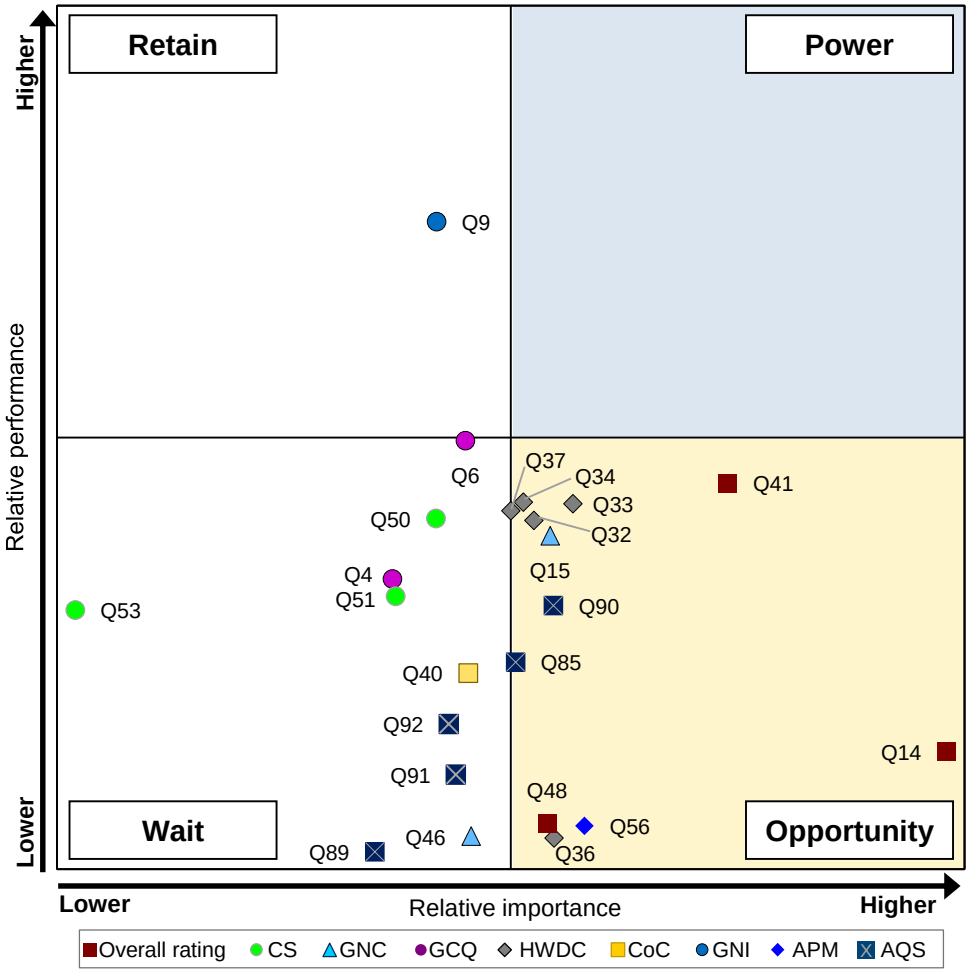
Executive summary

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				
	None			
Opportunity				
Q14	Health care overall*	84.45%	33rd	3
Q41	Personal doctor overall*	89.15%	50th	3
Q56	Got prescriptions	88.97%	33rd	3
Q33	Dr. listened carefully	95.45%	50th	3
Q36	Dr. explained things for child	90.12%	---	---
Q90	Mental health services overall*	71.75%	---	---
Q15	Got care/tests/treatment	90.00%	50th	3
Q48	Specialist overall*	80.75%	5th	1
Q32	Dr. explained things	93.98%	50th	3
Q34	Dr. showed respect	96.27%	50th	3
Q85	Got after-hours care	70.26%	---	---
Q37	Dr. spent enough time	88.62%	33rd	3
Wait				
Q46	Got specialist appt.	70.62%	<5th	1
Q40	Dr. informed about care	79.79%	10th	2
Q6	Got routine care	88.62%	50th	3
Q91	Got mental health appt.	60.83%	---	---
Q92	Mental health provider was helpful	64.61%	---	---
Q50	CS provided info./help	83.15%	50th	3
Q51	CS courtesy/respect	93.63%	50th	3
Q4	Got urgent care	90.65%	33rd	3
Q89	CS helpful with mental health services	55.27%	---	---
Q53	Easy to fill out forms	94.08%	10th	2
Retain				
Q9	Dr. answered questions	89.96%	25th	2

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

Executive summary

Estimated accreditation score

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] 2018 Standards
Overall mean ratings				
Rating of Health Plan[4]	2.5711	50.55%	50th	2.2100
Rating of Health Care	2.5962	90.15%	90th	1.6250
Rating of Personal Doctor	2.6387	65.58%	50th	1.1050
Rating of Specialist	2.5763	44.29%	25th	NA
Composite mean scores				
Customer Service	2.5575	63.75%	50th	1.1050
Getting Needed Care	2.3079	22.35%	<25th	0.3250
Getting Care Quickly	2.5772	38.29%	25th	0.6500
Coordination of Care	2.4231	50.97%	50th	1.1050
Total points				**8.1250**

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

Percentile Threshold	Percentile	Points[3]
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] Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.6000, 2.2880, 1.7680, 1.0400 and 0.5200, respectively.

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

Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2018 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.

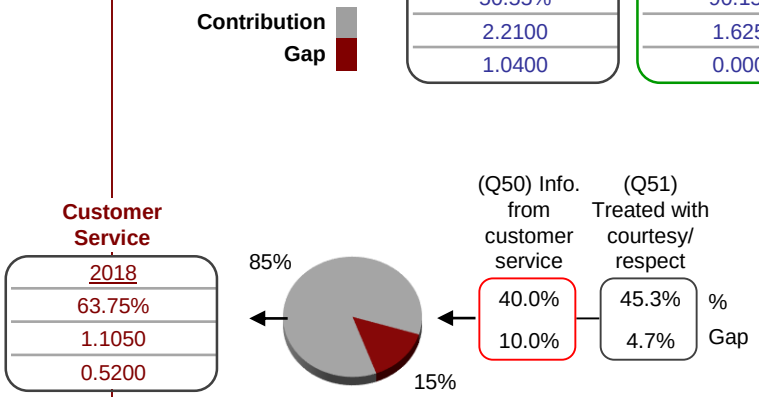
Accreditation Score

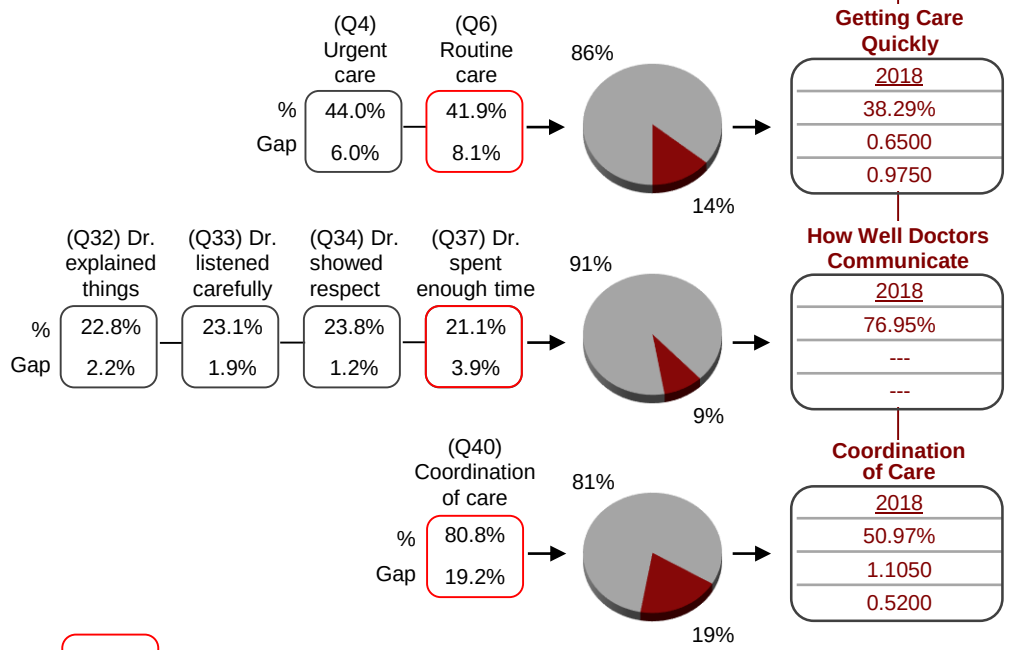
2018 Standards	
13.0000	Max possible score
8.1250	Estimated 2018 total points
4.8750	Potential to improve

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
	2018	2018		2018	2018
Percentile	50.55%	90.15%		65.58%	44.29%
Points	2.2100	1.6250		1.1050	NA
Points left	1.0400	0.0000		0.5200	NA

Contribution / Gap





Strength (at or above the 90th percentile)

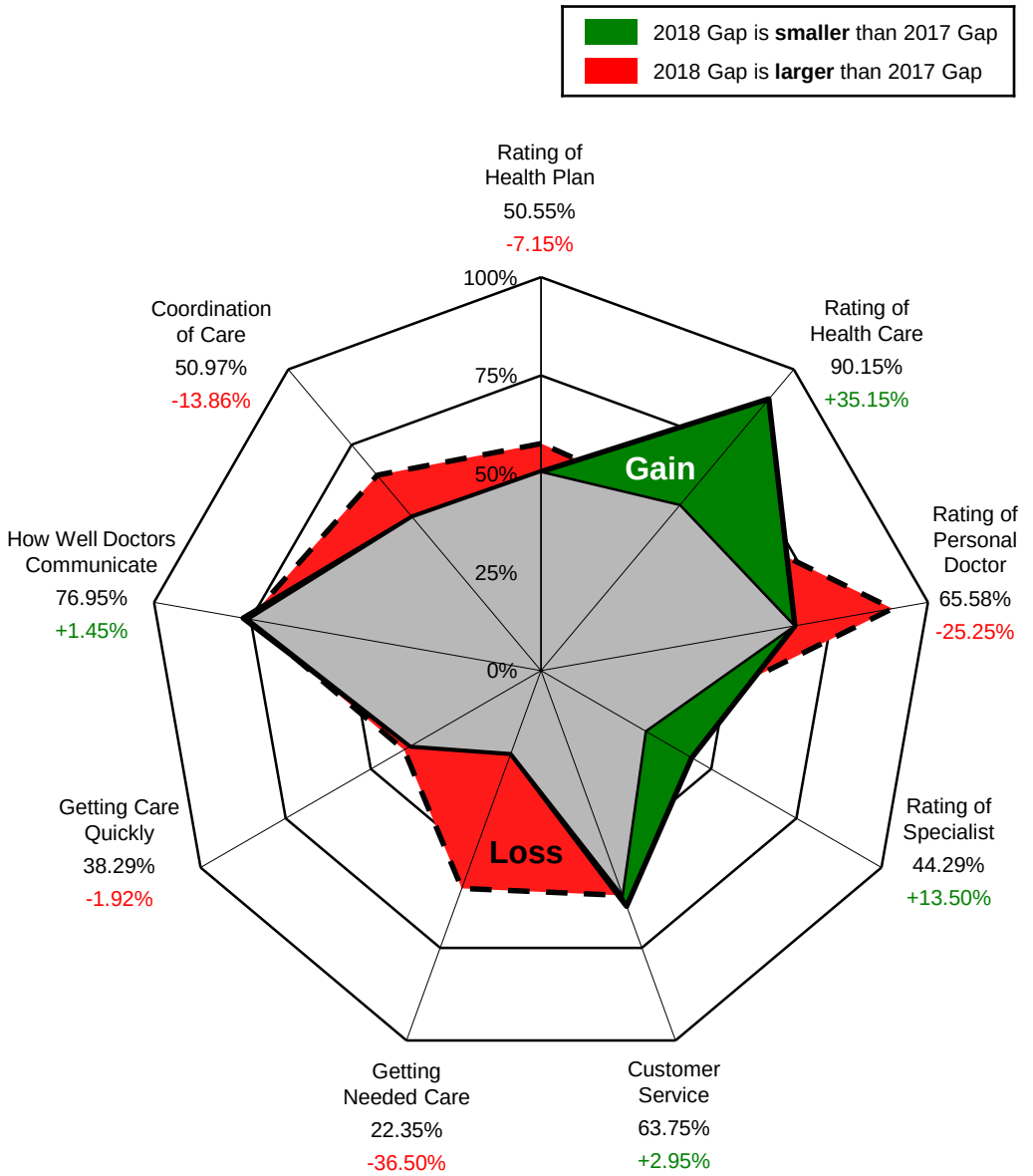
Potential to improve (component with largest gap)

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:
  - Rating of Health Care
  - Rating of Specialist
  - Customer Service
  - How Well Doctors Communicate
- However, the percentile gap increased on these measures:
  - Getting Needed Care
  - Rating of Personal Doctor
  - Coordination of Care
  - Rating of Health Plan
  - Getting Care Quickly



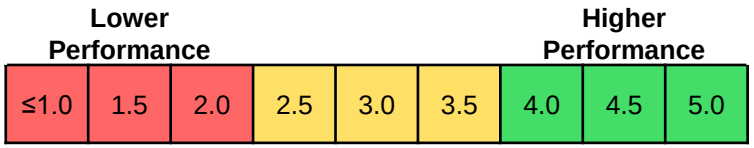
Executive summary

NCQA Health Insurance Plan Ratings

- 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 2017 Quality Compass® National All Lines of Business (LOB) data since the 2018 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			**2.5**
Getting Care			2.5
Getting care easily	78.30%	10th	2.0
Getting care quickly	87.82%	33rd	3.0
Satisfaction with Plan Physicians			2.5
Rating of primary-care doctor	70.99%	10th	2.0
Rating of specialists	66.10%	<10th	NA
Rating of care	67.03%	10th	2.0
Coordination of care	83.08%	33rd	3.0
Health promotion and education	72.80%	33rd	3.0
Satisfaction with Plan Services			2.5
Rating of health plan	66.53%	10th	2.0
Customer service	87.24%	33rd	3.0

Percentile		Rating
<10th	=	1
10th	=	2
33rd	=	3
67th	=	4
90th	=	5



- * Scores are top-two-box 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.

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

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® 2018 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/30/2018
First reminder postcard	4 - 10 days	2/6/2018
Second questionnaire mailing	35 days	3/6/2018
Second reminder postcard	39 - 45 days	3/13/2018
Initiate telephone interviewing	56 days	3/27/2018
Complete telephone interviewing	70 days	4/10/2018
Last day to accept completed surveys	Minimum of 81 days	5/11/2018
Data submission to NCQA		5/30/2018

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 933 members was obtained with an overall sampling error of +/- 3.2% 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
	2016	2017	2018	2018
Total mailed	2,386	2,310	2,310	4,198
Undeliverable	487	553	667	1174
Total ineligible	77	18	17	29
Total completed surveys	497	413	496	933
Mail completes	195	126	147	295
Wave 1	119	73	93	189
Wave 2	76	53	54	106
Phone completes	302	287	349	638
Adjusted response rate*	21.52%	18.02%	21.63%	22.38%
Overall sampling error	+/- 4.4%	+/- 4.8%	+/- 4.4%	+/- 3.2%

Number of CCC qualified respondents:
Total: 266
Mail: 100
Phone: 166

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

Comparison averages. Most measures are compared to the 2018 UHC Child Medicaid without CCC Average (2018 Gen. Pop. Avg.) and the 2018 UHC Child Medicaid with CCC Average (2018 CCC Pop. Avg.). Both are displayed as red lines throughout the report, with 2018 Gen. Pop. Avg. on the left side of the chart set, and 2018 CCC Pop. Avg. on the right side.

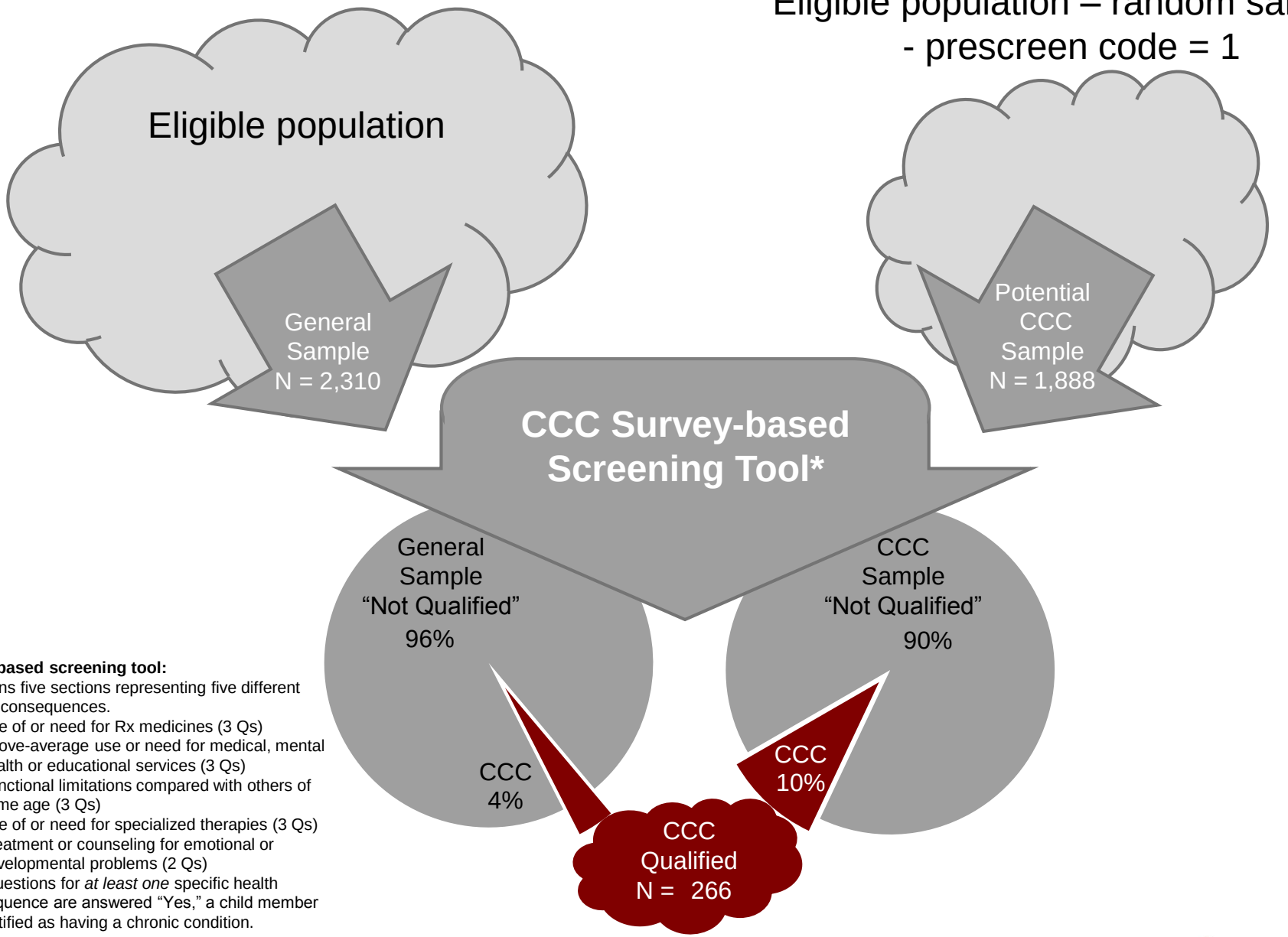
Spanish surveys. Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were 108 surveys completed in Spanish.

* Adjusted response rate is calculated using the following formula: $\frac{\text{Total completed surveys}}{\text{Total mailed} - \text{Total ineligible}} \times 100$

Percentages lower than 5% are not labeled in charts where space does not permit.

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

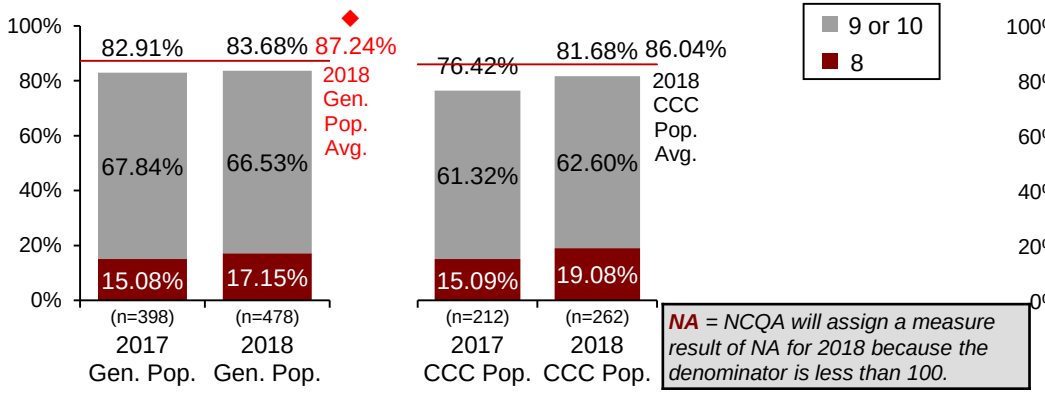
Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- Health plan is significantly lower.

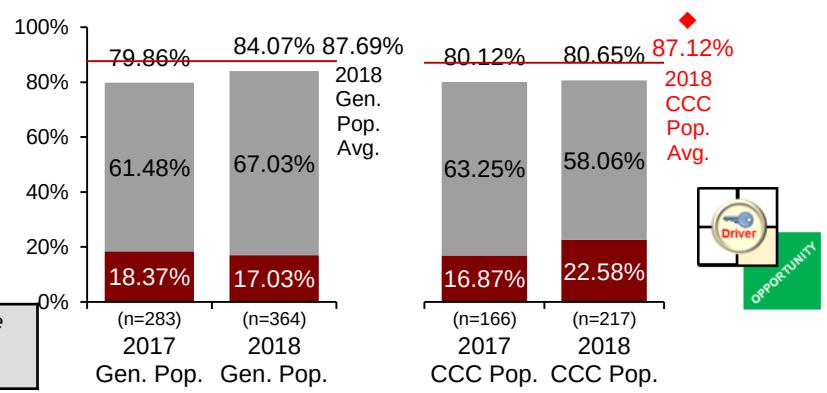
2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- Health care is significantly lower.

Q54. Rating of Health Plan

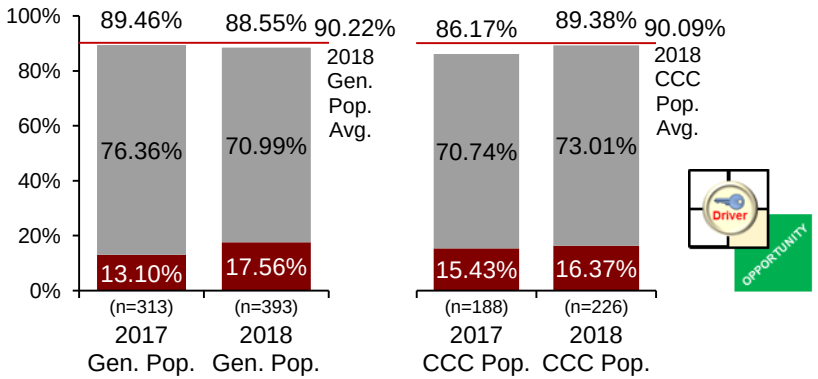


NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

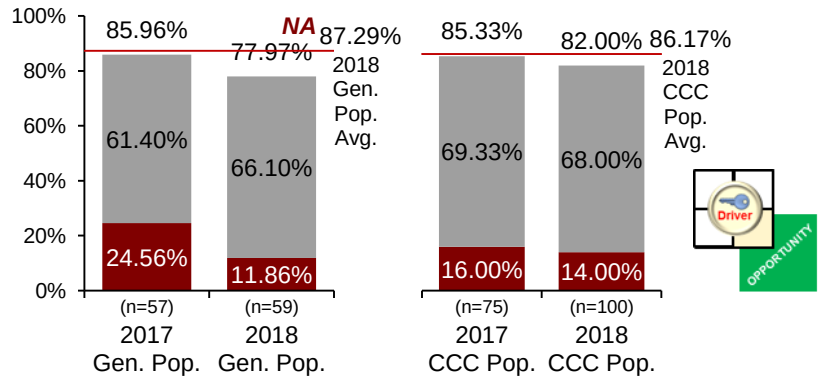
Q14. Rating of Health Care



Q41. Rating of Personal Doctor



Q48. Rating of Specialist



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▲ Indicates a significant difference between the 2018 Gen. Pop. result and the 2018 CCC Pop. result.

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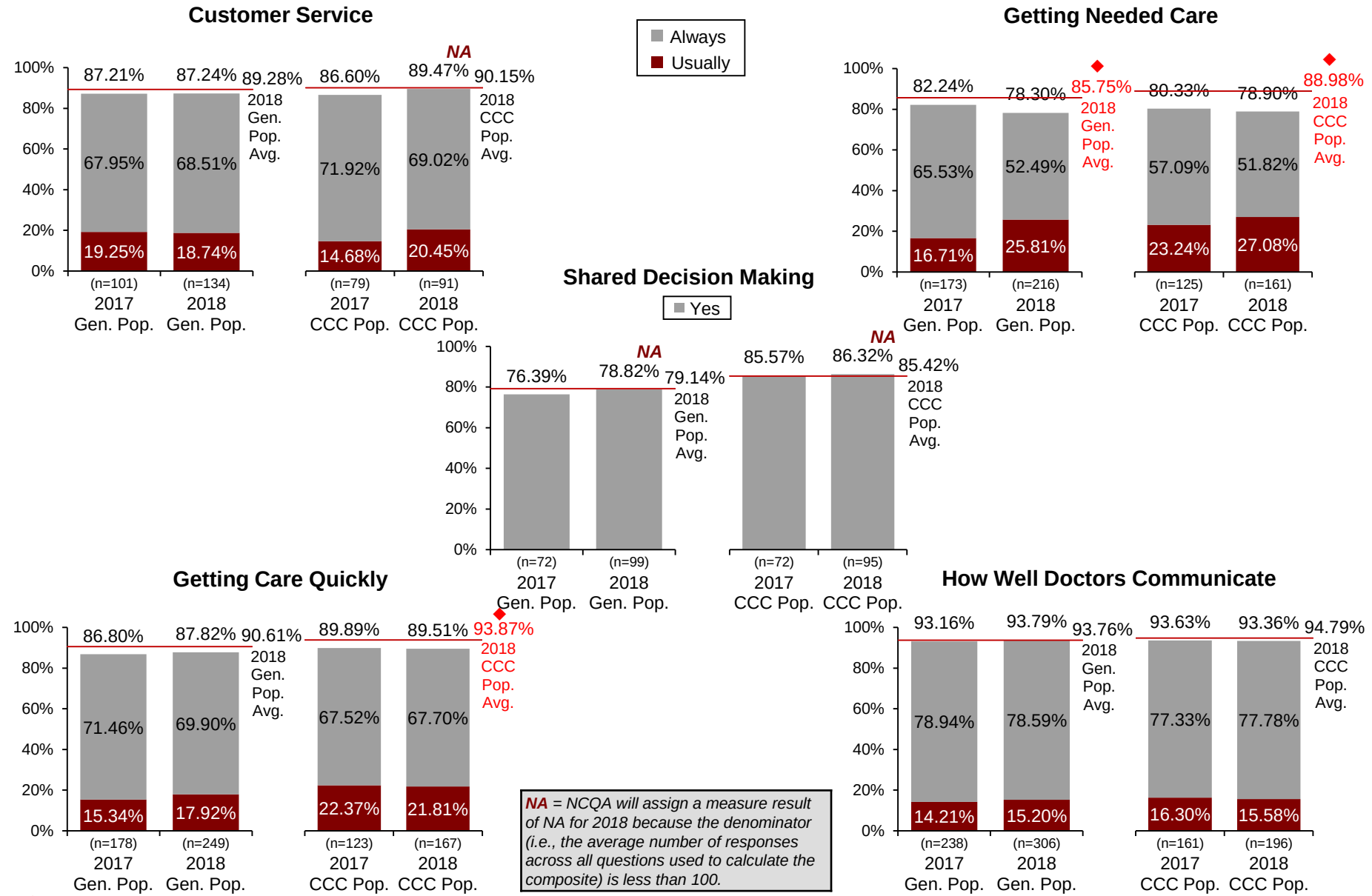
Composite global proportions



***NA** = NCQA will assign a measure result of NA for 2018 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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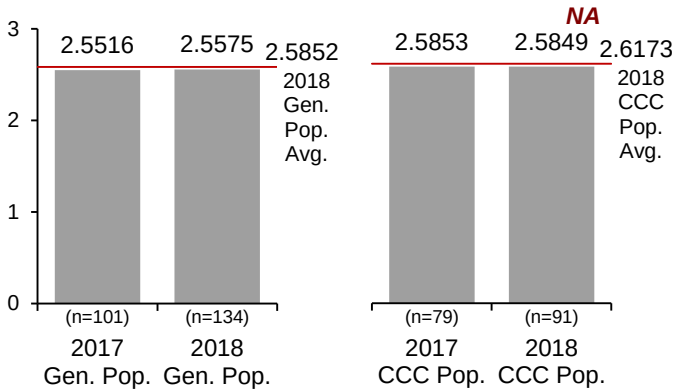
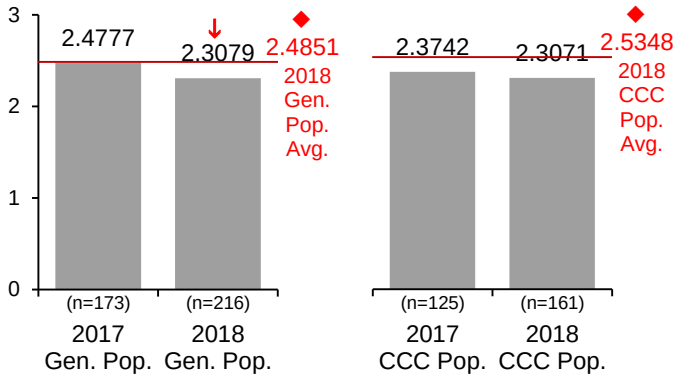
Composite mean scores

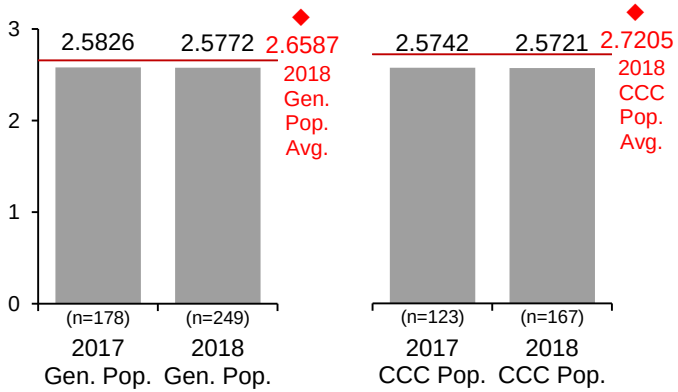
Customer Service



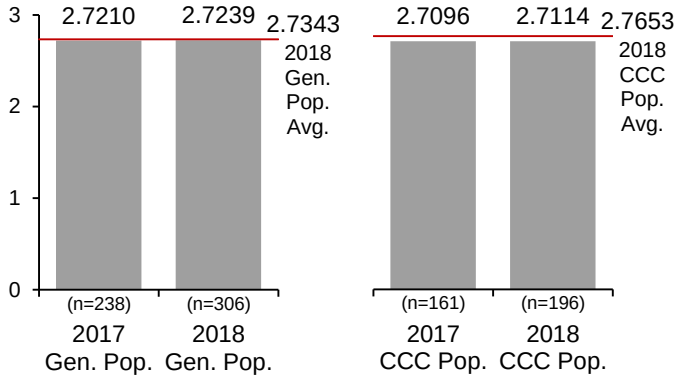
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



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Customer Service

Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

Q49. Tried to get information or help from customer service

Gen. Pop.

(% "Yes")

2017	2018 Gen. Pop. Avg.
25.31%	30.72%

CCC Pop.

(% "Yes")

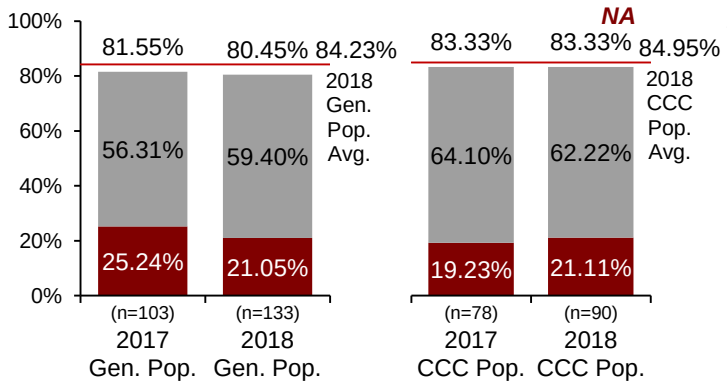
2017	2018 CCC Pop. Avg.
36.92%	32.60%

Customer Service Composite

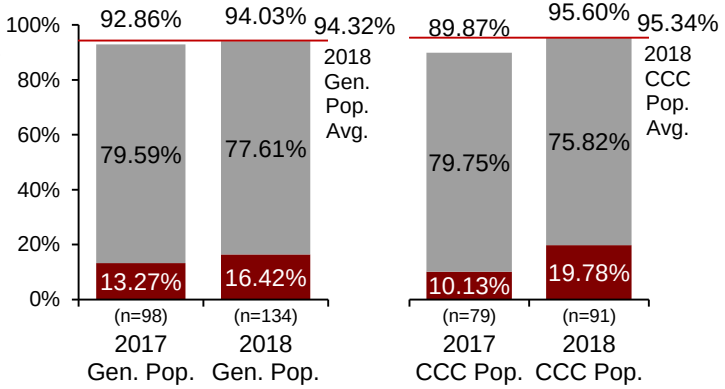
	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	87.21%	87.24%	89.28%		86.60%	89.47%	90.15%	
Mean score	2.5516	2.5575	2.5852		2.5853	2.5849	2.6173	

NCQA will assign a measure result of NA for the composite for 2018 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q50. Customer service provided needed information or help



Q51. Customer service treated member with courtesy and respect



***NA** = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.*

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.

▲ Indicates a significant difference between the 2018 Gen. Pop. result and the 2018 CCC Pop. result.

◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Customer Service

Compared to the 2017 plan result:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- Ease of filling out forms is significantly lower.

Q52. Health plan gave member forms to fill out

Gen. Pop.

(% "Yes")

2017	2018 Gen. Pop. Avg.
21.34%	29.16% ◆

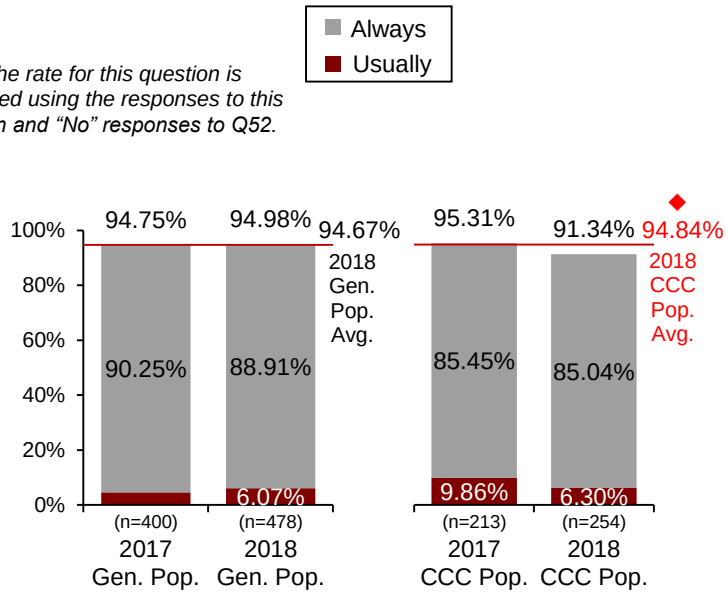
CCC Pop.

(% "Yes")

2017	2018 CCC Pop. Avg.
25.82%	30.96% ◆

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.



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
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◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Getting Needed Care

Compared to the 2017 plan result:
- Got care, tests or treatment is significantly higher for the general population.

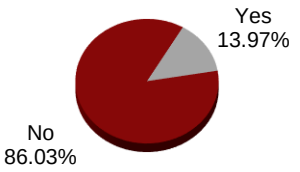
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- Got appointment with specialist is significantly lower.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- Got appointment with specialist and got care, tests or treatment are significantly lower.

Q45. Made appointment to see a specialist

Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
14.84%	25.06% ◆

CCC Pop.

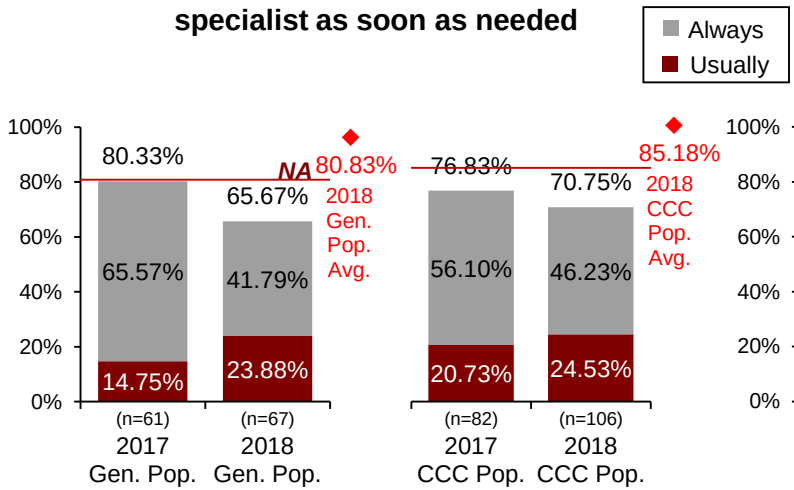
(% "Yes")

2017	2018 CCC Pop. Avg.
38.43%	45.95%

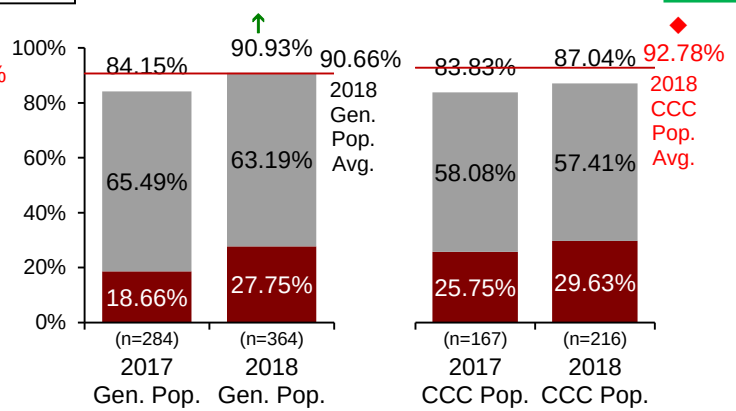
Getting Needed Care Composite

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	82.24%	78.30%	85.75%	◆	80.33%	78.90%	88.98%	◆
Mean score	2.4777	2.3079	2.4851	↓ ◆	2.3742	2.3071	2.5348	◆

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 2018 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.

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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Getting Care Quickly

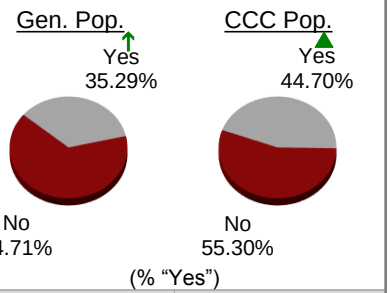
Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- Got routine appointment is significantly lower.

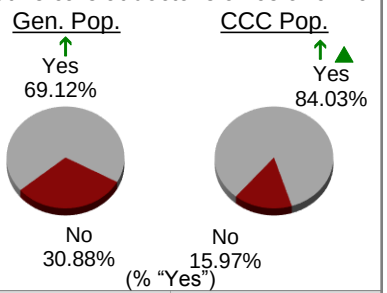
Q3. Had illness, injury or condition that needed care right away



(% "Yes")

2017	2018 Gen. Pop. Avg.	2017	2018 CCC Pop. Avg.
27.01%	36.25%	42.06%	46.85%

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



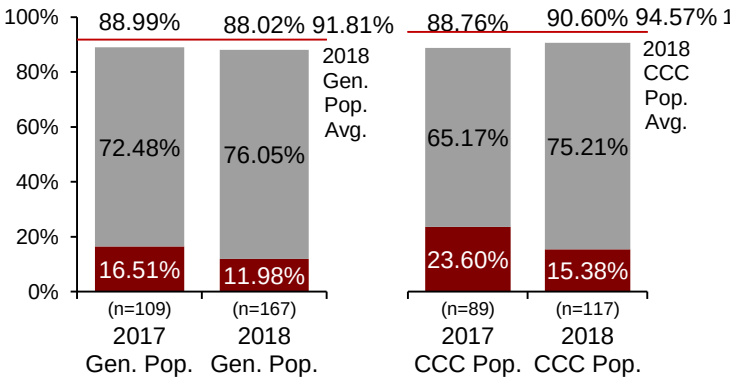
(% "Yes")

2017	2018 Gen. Pop. Avg.	2017	2018 CCC Pop. Avg.
62.16%	72.63%	74.30%	82.48%

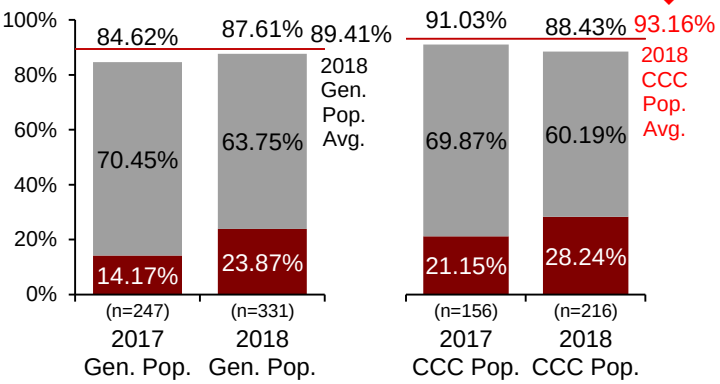
Getting Care Quickly Composite

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	86.80%	87.82%	90.61%		89.89%	89.51%	93.87%	◆
Mean score	2.5826	2.5772	2.6587	◆	2.5742	2.5721	2.7205	◆

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 2018 plan result and the corresponding average.

Doctor or specialist visits

Compared to the 2017 plan result:
- Average number of office visits and average number of personal doctor visits are significantly higher for the general population.

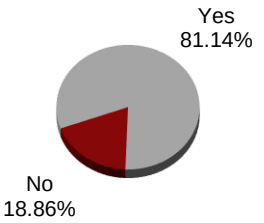
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- Average number of office visits, average number of personal doctor visits and average number of specialists seen are significantly lower.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- Average number of specialists seen is significantly lower.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

Q30. Have a personal doctor

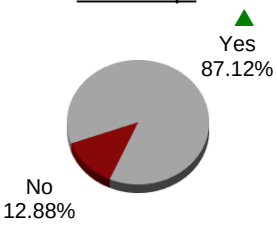
Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
77.86%	87.28% ◆

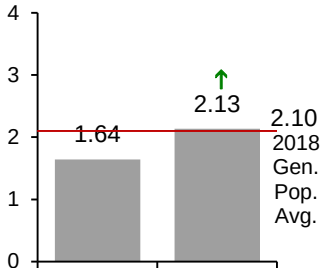
CCC Pop.

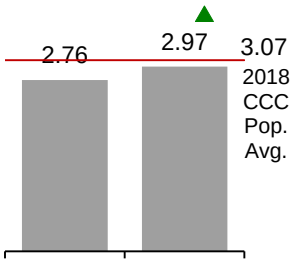


(% "Yes")

2017	2018 CCC Pop. Avg.
89.62%	92.79% ◆

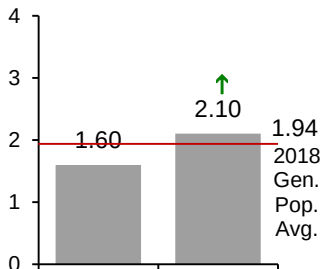
Q7. Average number of visits to doctor's office or clinic

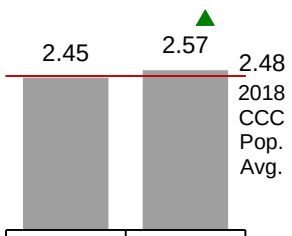




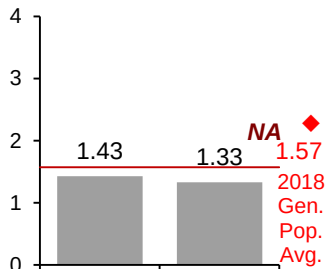
NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

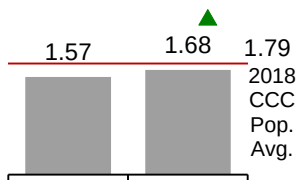
Q31. Average number of visits to personal doctor





Q47. Average number of specialists seen





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◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

How Well Doctors Communicate

Compared to the 2017 plan result:
- None of the differences are significant.

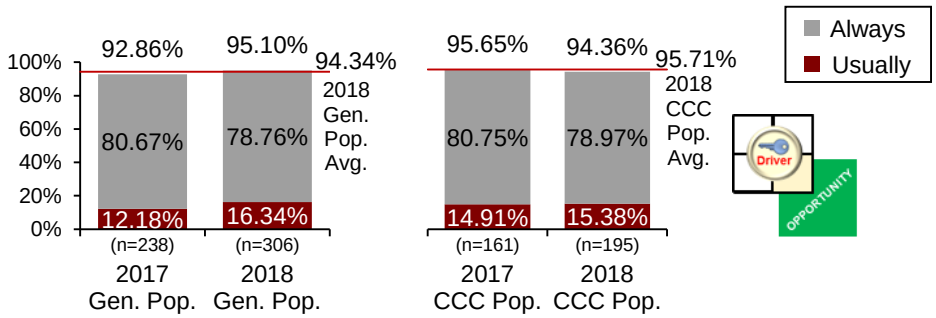
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

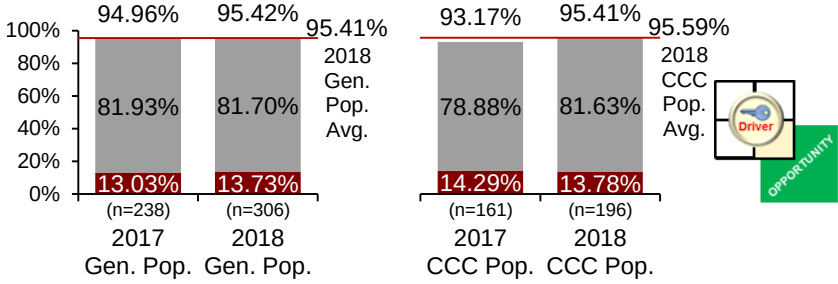
2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

How Well Doctors Communicate Composite								
	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	93.16%	93.79%	93.76%		93.63%	93.36%	94.79%	
Mean score	2.7210	2.7239	2.7343		2.7096	2.7114	2.7653	

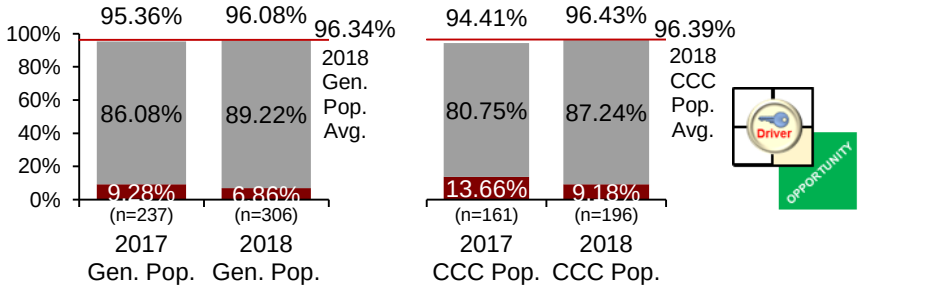
Q32. Personal doctor explained things



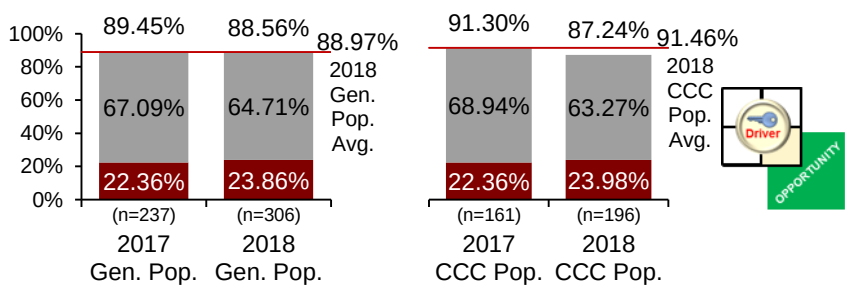
Q33. Personal doctor listened carefully



Q34. Personal doctor showed respect



Q37. Personal doctor spent enough time



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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

How Well Doctors Communicate

Compared to the 2017 plan result:
- The difference is not significant.

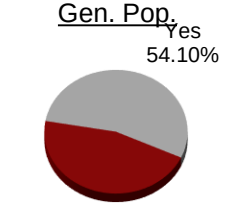
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

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

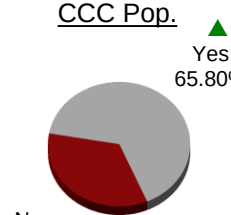
Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
53.59%	66.22% ◆

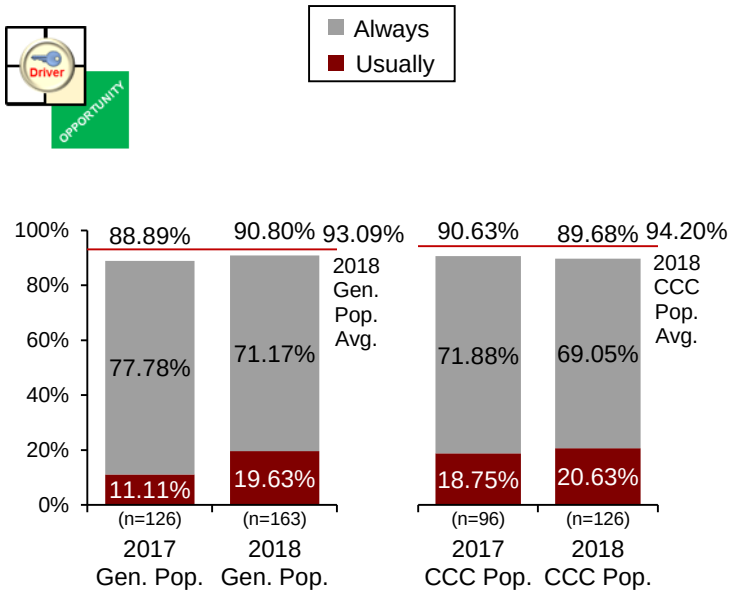
CCC Pop.



(% "Yes")

2017	2018 CCC Pop. Avg.
60.63%	72.82% ◆

Q36. Doctors explained things in a way child could understand



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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Shared Decision Making

Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- Doctor discussed reasons not to take medicine is significantly lower.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

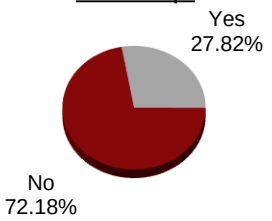
Shared Decision Making Composite*

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	76.39%	78.82%	79.14%		85.57%	86.32%	85.42%	

NCQA will assign a measure result of NA for the composite for 2018 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")

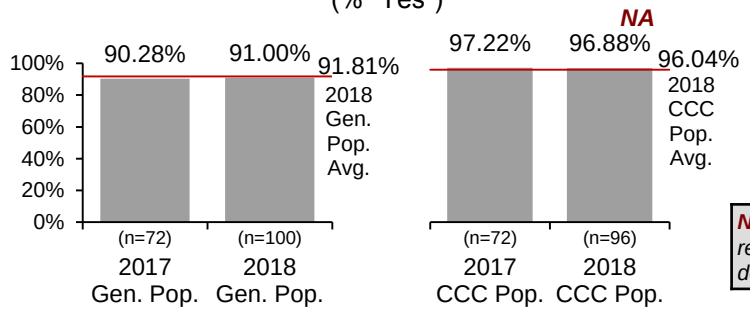
2017	2018 Gen. Pop. Avg.
25.44%	31.32%

CCC Pop.

(% "Yes")

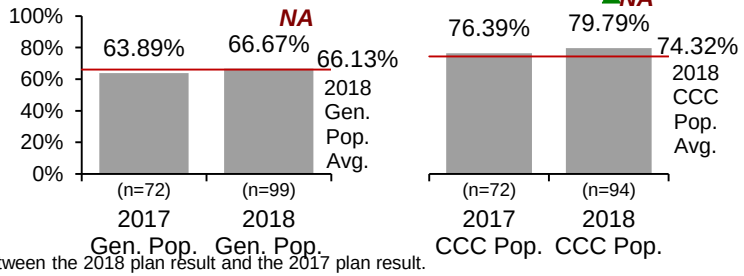
2017	2018 CCC Pop. Avg.
43.71%	48.25%

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

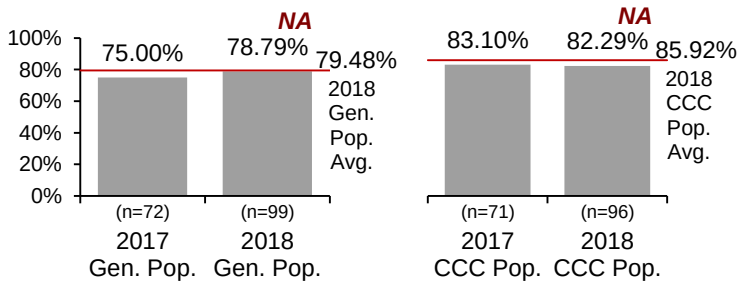


NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

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



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



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▲ Indicates a significant difference between the 2018 Gen. Pop. result and the 2018 CCC Pop. result.

◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

*Composite mean scores are not calculated for Yes/No composites.

Health Promotion and Education

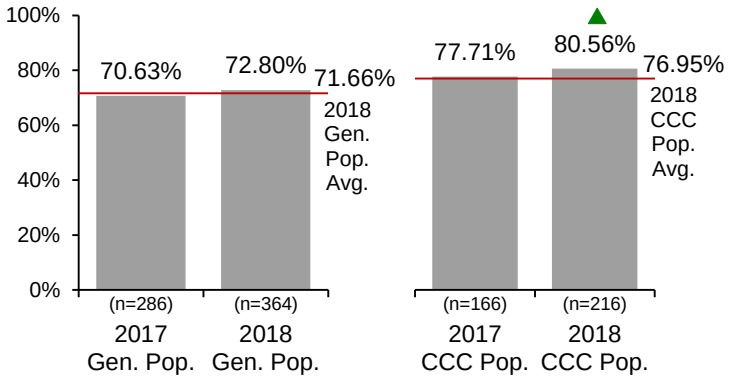
Compared to the 2017 plan result:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- Doctor discussed ways to prevent illness is significantly lower.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

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



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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Coordination of Care

Compared to the 2017 plan result:
- The difference is not significant.

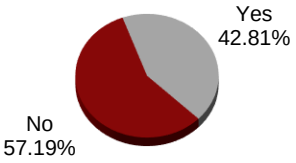
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

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

Gen. Pop.



(% "Yes")

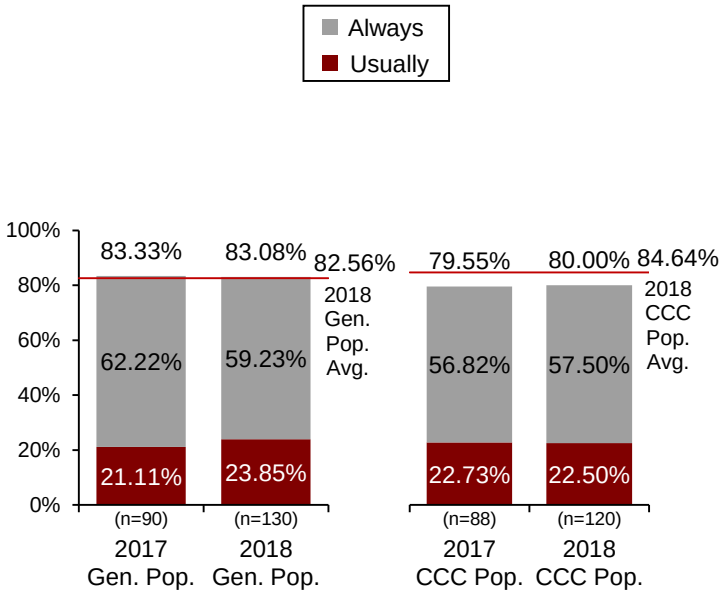
2017	2018 Gen. Pop. Avg.
40.08%	45.12%

CCC Pop.

(% "Yes")

2017	2018 CCC Pop. Avg.
56.88%	60.94%

Q40. Personal doctor seemed informed about care from other providers



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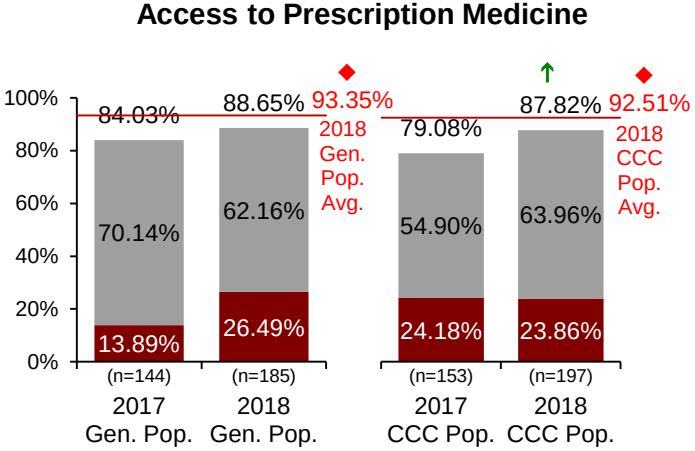
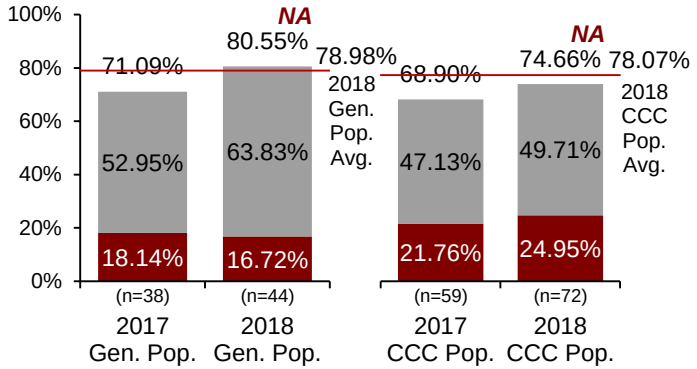
Children with Chronic Conditions

CCC composite global proportions

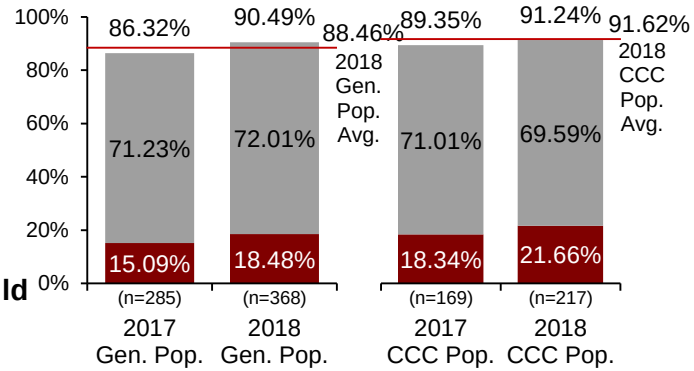
Access to Prescription Medicine



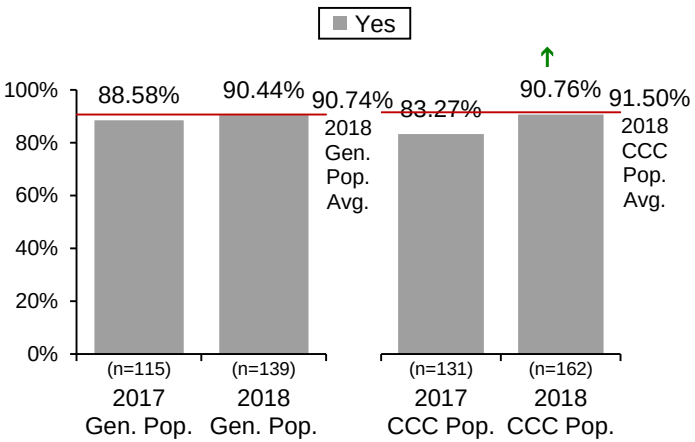
Access to Specialized Services



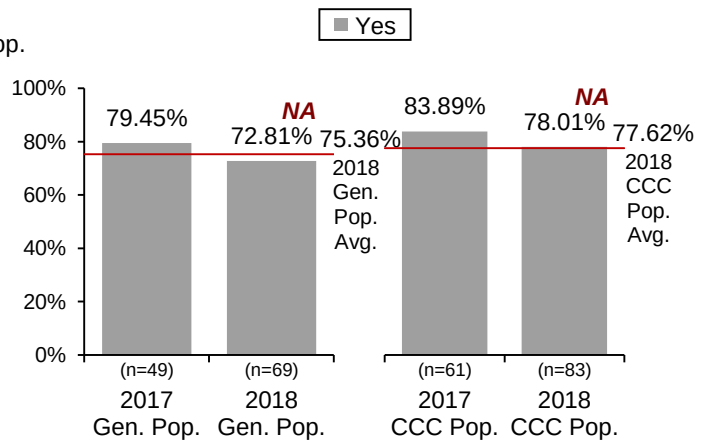
FCC: Getting Needed Information



FCC: Personal Doctor who Knows Child



FCC: Coordination of Care



***NA** = NCQA will assign a measure result of NA for 2018 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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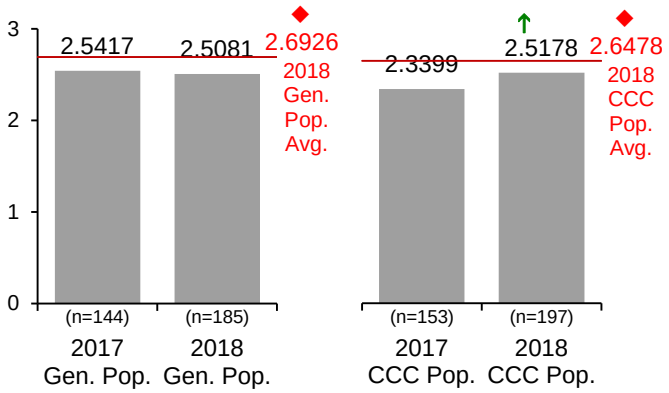
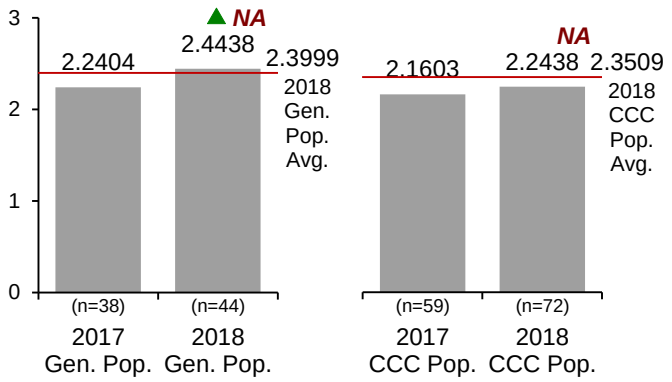
◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

CCC composite mean scores

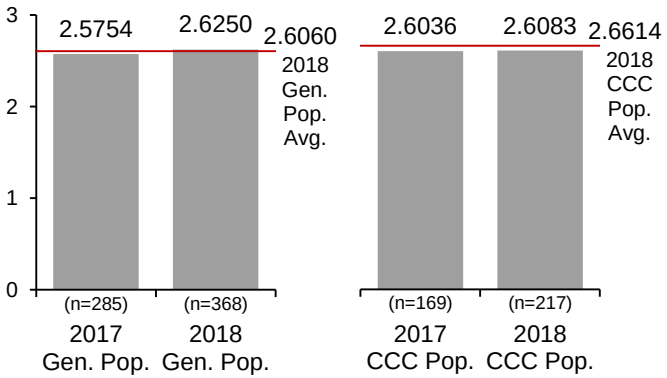
Access to Prescription Medicine



Access to Specialized Services



FCC: Getting Needed Information



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Access to Prescription Medicine

Compared to the 2017 plan result:
- Easy to get prescription medicine is significantly higher for the CCC population.

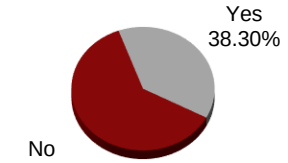
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- Easy to get prescription medicine is significantly lower.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- Easy to get prescription medicine is significantly lower.

Q55. Got/refilled prescription

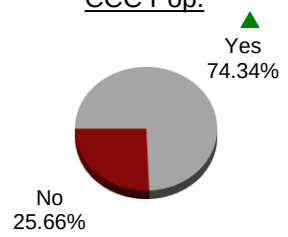
Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
36.12%	53.06% ◆

CCC Pop.



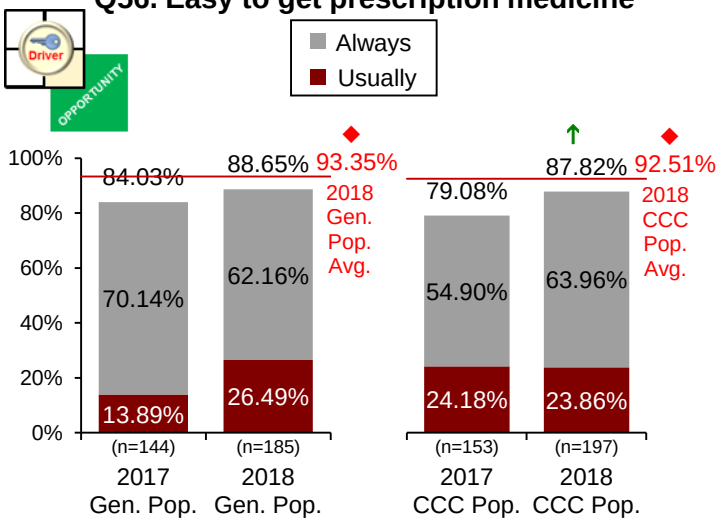
(% "Yes")

2017	2018 CCC Pop. Avg.
71.16%	84.51% ◆

Access to Prescription Medicine Composite

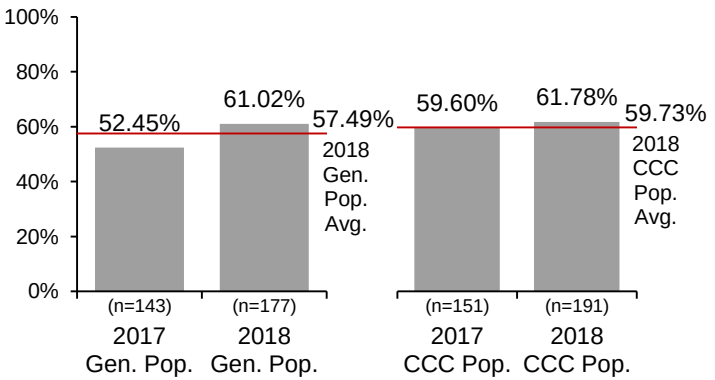
	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	84.03%	88.65%	93.35%	◆	79.08%	87.82%	92.51%	↑ ◆
Mean score	2.5417	2.5081	2.6926	◆	2.3399	2.5178	2.6478	↑ ◆

Q56. Easy to get prescription medicine



Q57. Got help getting prescription medicines

(% "Yes")



↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
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◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Access to Prescription Medicine

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Q60. Child currently needs or uses prescription medication (% "Yes")	17.13%	18.56%	32.94%	◆	65.42%	66.42%	81.00%	▲ ◆
Q61. Needs medication because of a medical, behavioral or other condition (% "Yes")	81.54%	76.40%	80.07%		97.12%	98.29%	96.72%	▲
Q62. Condition has lasted or is expected to last at least 12 months (% "Yes")	86.00%	80.30%	90.46%	◆	94.66%	97.65%	98.79%	▲

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Access to Specialized Services

Compared to the 2017 plan result:
- None of the differences are significant.

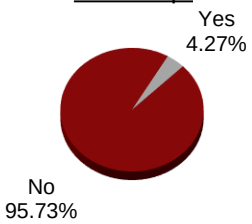
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

Q19. Got special medical equipment/devices

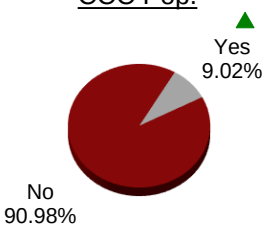
Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
6.33%	5.66%

CCC Pop. ▲



(% "Yes")

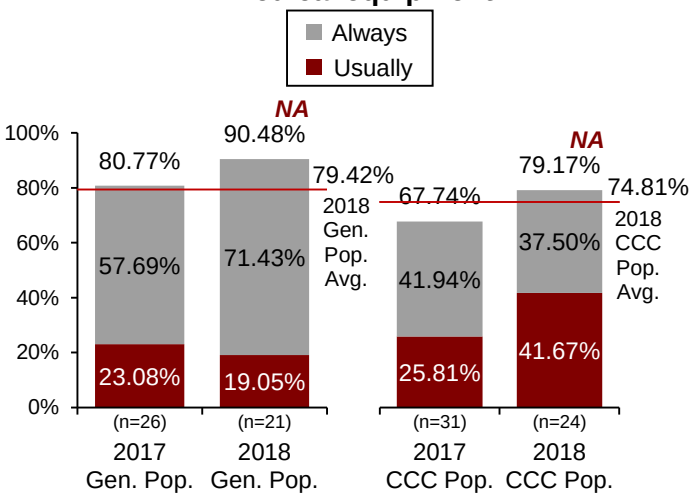
2017	2018 CCC Pop. Avg.
14.55%	11.54%

Access to Specialized Services Composite

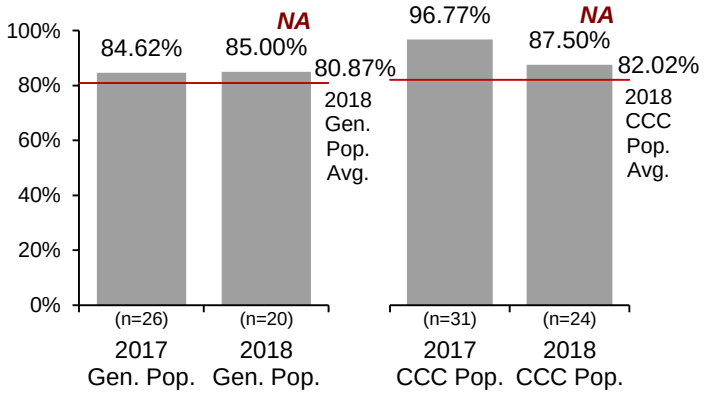
	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	71.09%	80.55%	78.98%		68.90%	74.66%	78.07%	
Mean score	2.2404	2.4438	2.3999	▲	2.1603	2.2438	2.3509	

NCQA will assign a measure result of NA for the composite for 2018 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")



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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Access to Specialized Services

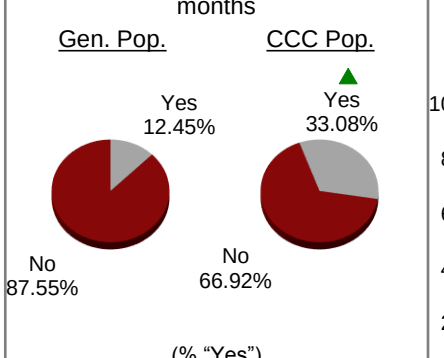
Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

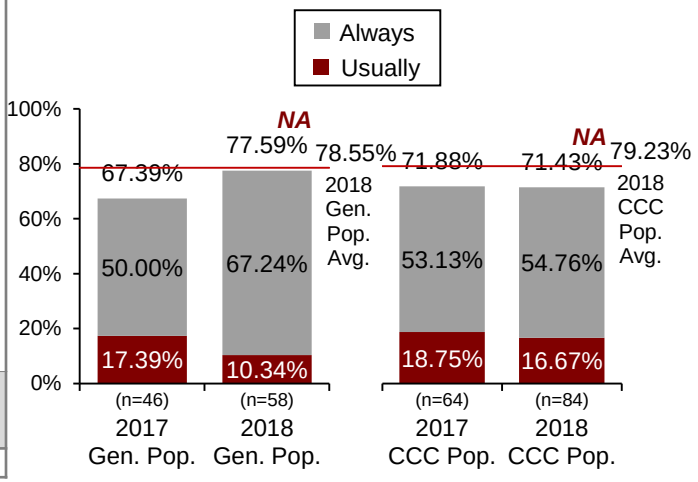
Q22. Got special therapy in last 6 months



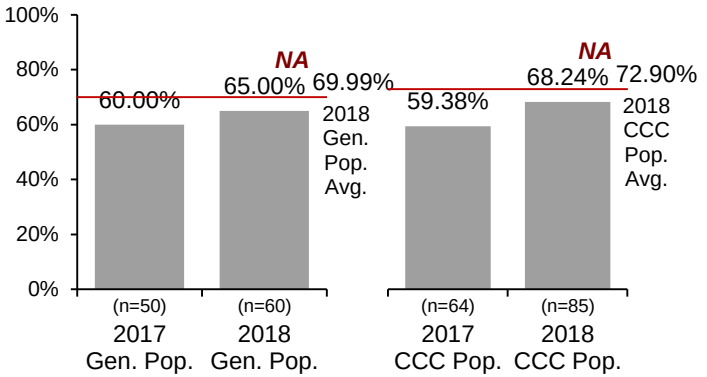
(% "Yes")

2017	2018 Gen.Pop. Avg.	2017	2018 CCC Pop. Avg.
12.17%	11.09%	30.66%	23.60% ◆

Q23. Easy to get special therapy



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



NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Q69. Child needs or gets physical, occupational or speech therapy (% "Yes")	11.90%	12.27%	12.98%		43.26%	40.08%	32.13%	▲ ◆
Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes")	72.73%	50.88%	75.45%	↓ ◆	94.38%	87.38%	91.22%	▲
Q71. Condition has lasted or is expected to last at least 12 months (% "Yes")	77.42%	89.66%	94.33%		95.24%	96.67%	97.55%	

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◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Access to Specialized Services

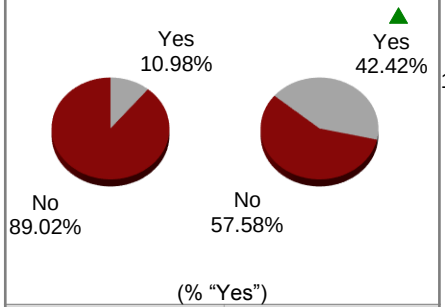
Compared to the 2017 plan result:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- None of the differences are significant.

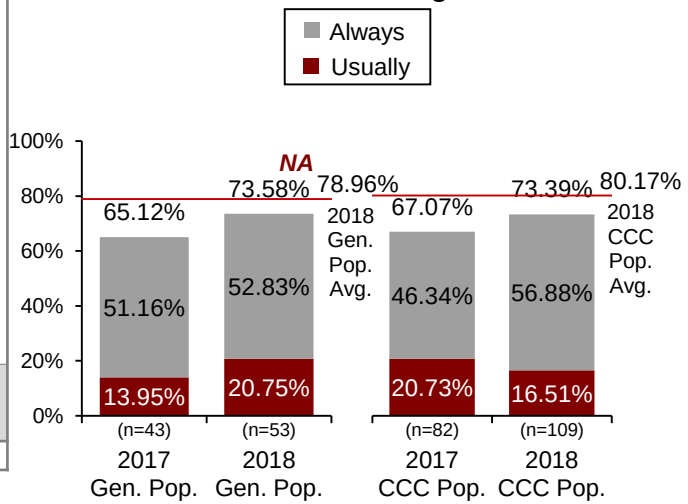
Q25. Got treatment/counseling



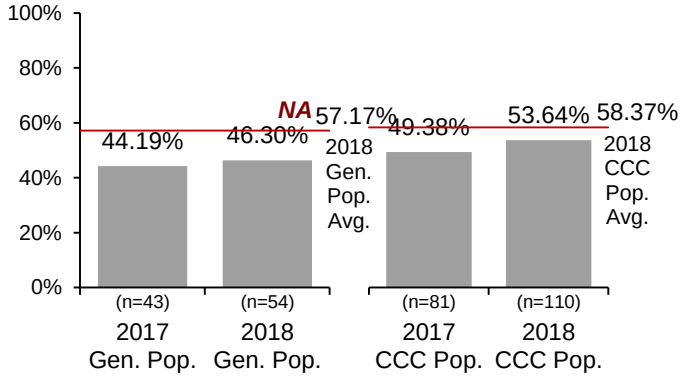
(% "Yes")

2017	2018 Gen. Pop. Avg.		2017	2018 CCC Pop. Avg.
10.49%	15.06%	◆	38.50%	42.29%

Q26. Easy to get treatment or counseling



Q27. Got help getting treatment or counseling
(% "Yes")



***NA** = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.*

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% "Yes")	10.26%	10.63%	17.98%	◆	56.13%	58.40%	56.52%	▲
Q73. Problem has lasted or is expected to last at least 12 months (% "Yes")	92.31%	85.42%	91.37%		96.64%	96.71%	97.23%	▲

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FCC: Personal Doctor/Nurse who Knows Child

Compared to the 2017 plan result:

- Doctor understands the effect of a chronic condition on the child and understands the effect of a chronic condition on the family are significantly higher for the CCC population.

2018 Gen. Pop. compared to the 2018 CCC Pop.:

- None of the differences are significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:

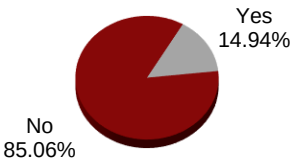
- None of the differences are significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:

- None of the differences are significant.

Q42. Child has a chronic condition

Gen. Pop.



(% "Yes")

2017	2018 Gen. Pop. Avg.
17.46%	27.49% ◆

CCC Pop.

(% "Yes")

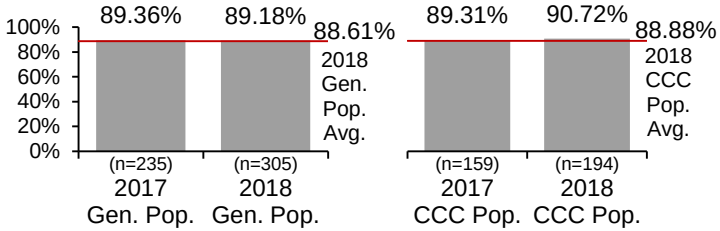
2017	2018 CCC Pop. Avg.
62.43%	73.27% ◆

FCC: Personal Doctor/Nurse who Knows Child Composite*

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	88.58%	90.44%	90.74%		83.27%	90.76%	91.50%	↑

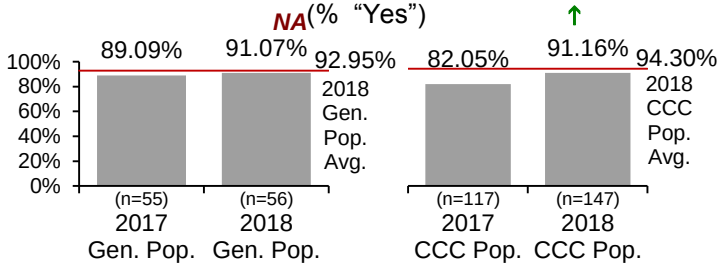
Q38. Doctor spoke with you about how child is feeling/growing/behaving

(% "Yes")



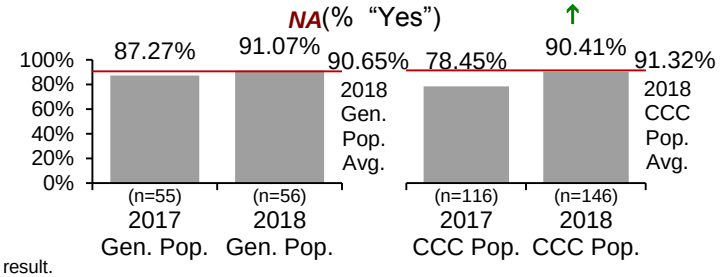
Q43. Doctor understands effect of chronic condition on child

NA(% "Yes") ↑



Q44. Doctor understands effect of chronic condition on family

NA(% "Yes") ↑



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*Composite mean scores are not calculated for Yes/No composites.

FCC: Getting Needed Information

Compared to the 2017 plan result:
- The difference is not significant.

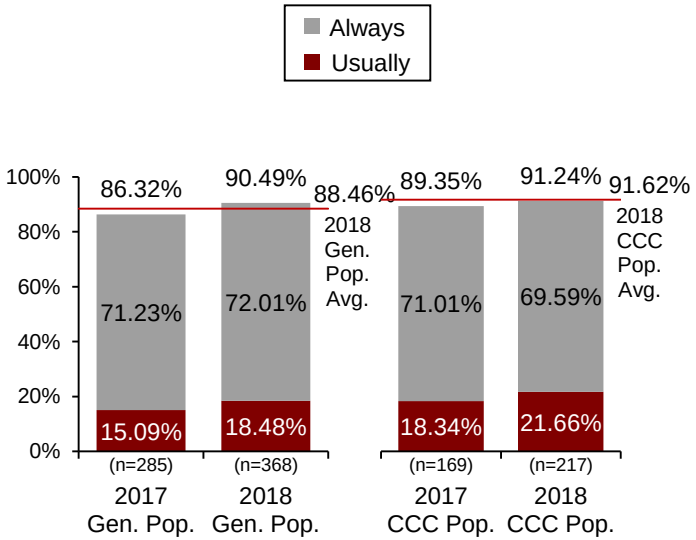
2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

FCC: Getting Needed Information Composite								
	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	86.32%	90.49%	88.46%		89.35%	91.24%	91.62%	
Mean score	2.5754	2.6250	2.6060		2.6036	2.6083	2.6614	

Q9. Had questions answered by doctor in last 6 months



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FCC: Coordination of Care

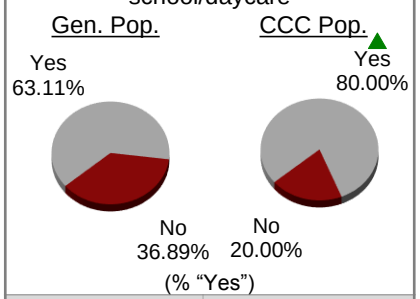
Compared to the 2017 plan result:
- Got help from doctor in contacting school or daycare is significantly lower for the CCC population.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

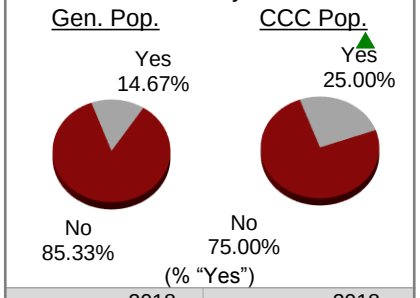
Q16. Child currently enrolled in school/daycare



(% "Yes")

2017	2018 Gen. Pop. Avg.	2017	2018 CCC Pop. Avg.
59.80%	73.56%◆	72.51%	86.39%◆

Q17. Needed doctor to contact school/daycare



(% "Yes")

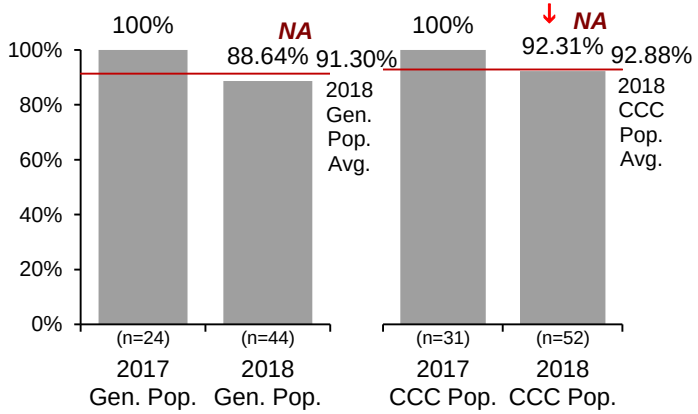
2017	2018 Gen. Pop. Avg.	2017	2018 CCC Pop. Avg.
10.13%	11.14%	20.53%	19.42%

FCC: Coordination of Care Composite*

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Global proportion	79.45%	72.81%	75.36%		83.89%	78.01%	77.62%	

NCQA will assign a measure result of NA for the composite for 2018 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")



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◆◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

*Composite mean scores are not calculated for Yes/No composites.

FCC: Coordination of Care

Compared to the 2017 plan result:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 CCC Pop.:
- The difference is not significant.

2018 Gen. Pop. compared to the 2018 Gen. Pop. UHC Average:
- The difference is not significant.

2018 CCC Pop. compared to the 2018 CCC Pop. UHC Average:
- The difference is not significant.

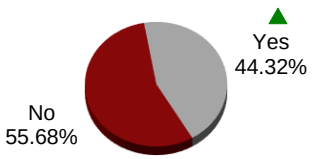
Q28. Child received care from multiple providers or services

Gen. Pop.

(% "Yes")

2017	2018 Gen. Pop. Avg.
18.18%	23.55% ◆

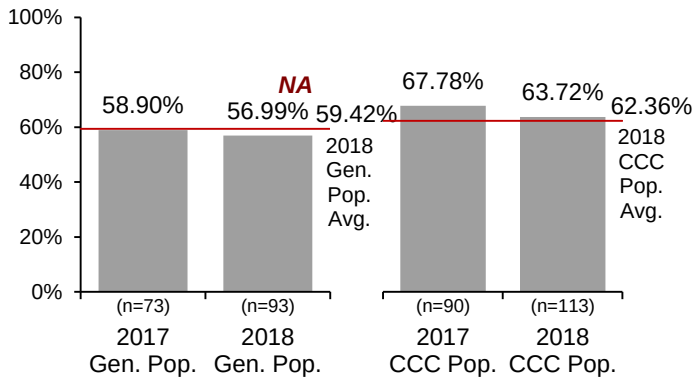
CCC Pop.



(% "Yes")

2017	2018 CCC Pop. Avg.
43.66%	46.02%

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



***NA** = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.*

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Special health care needs

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Q63. Child uses more services than usual (% "Yes")	12.76%	10.17%	18.59%	◆	63.08%	57.47%	56.72%	▲
Q64. Uses more because of medical, behavioral or other conditions (% "Yes")	90.00%	70.83%	88.01%	↓ ◆	92.54%	95.21%	95.36%	▲
Q65. Condition has lasted/is expected to last at least 12 months (% "Yes")	90.91%	93.75%	95.99%		98.37%	98.55%	99.10%	
Q66. Child limited in ability (% "Yes")	13.23%	10.67%	14.96%	◆	39.91%	37.02%	38.41%	▲
Q67. Limited because of medical, behavioral or other condition (% "Yes")	59.18%	42.00%	76.49%	◆	96.43%	90.72%	93.96%	▲
Q68. Condition has lasted or is expected to last at least 12 months (% "Yes")	92.86%	95.24%	97.29%		98.75%	97.73%	98.96%	

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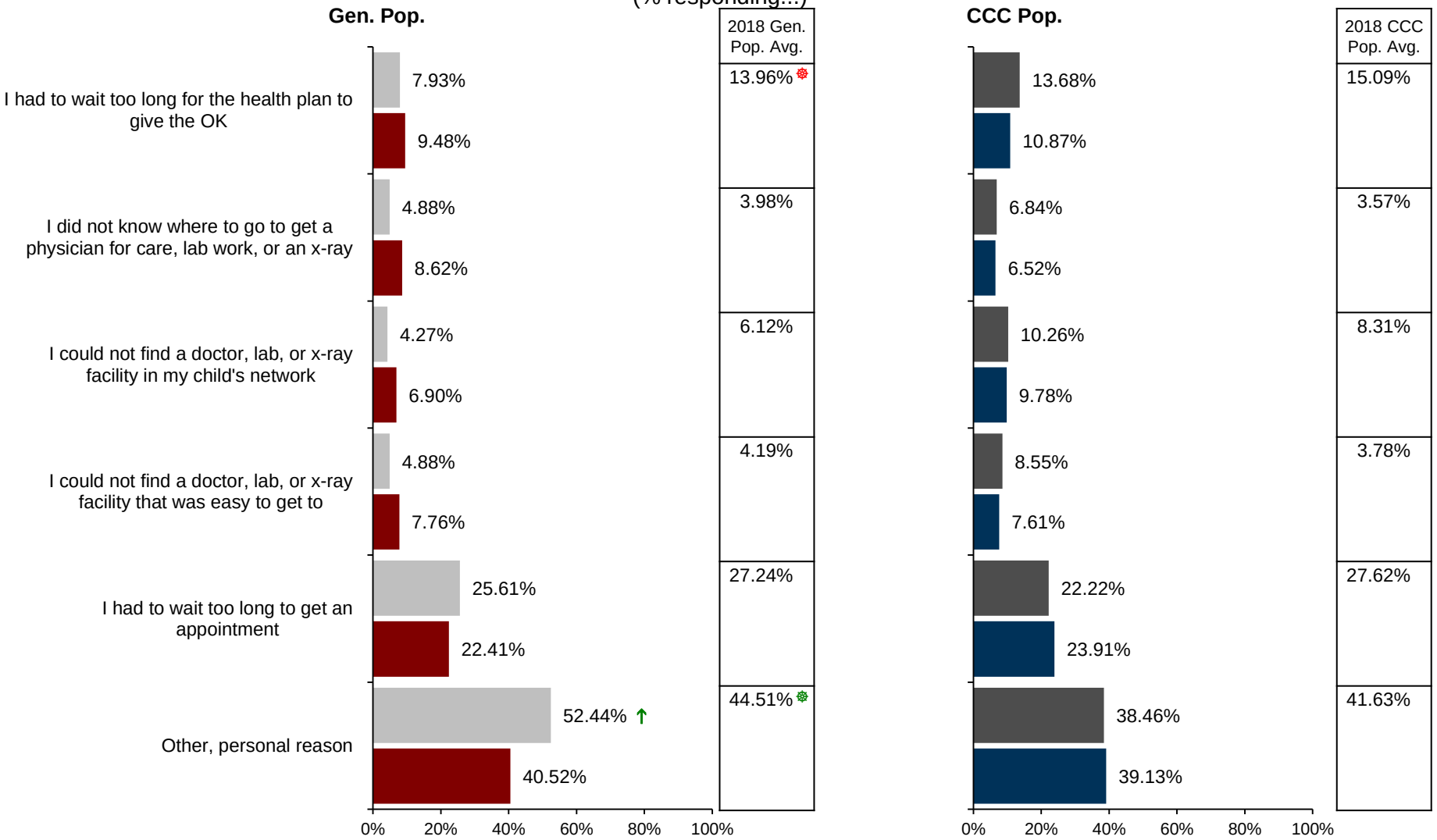
Additional questions

Additional questions

Getting needed care

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

(% responding...)



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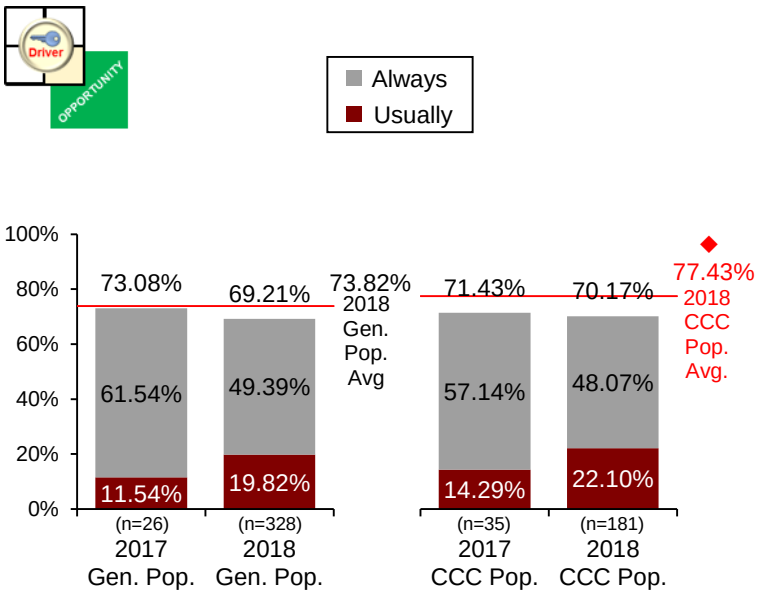
Additional questions

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

Q85. Got help you wanted



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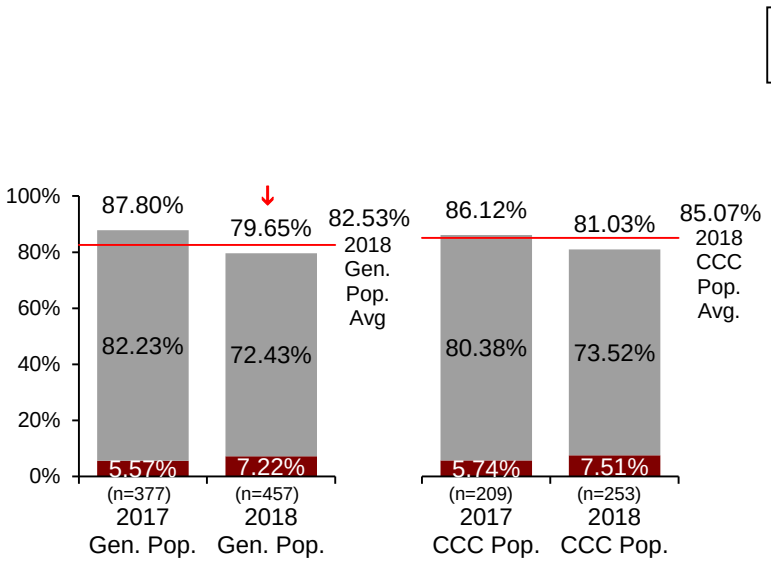
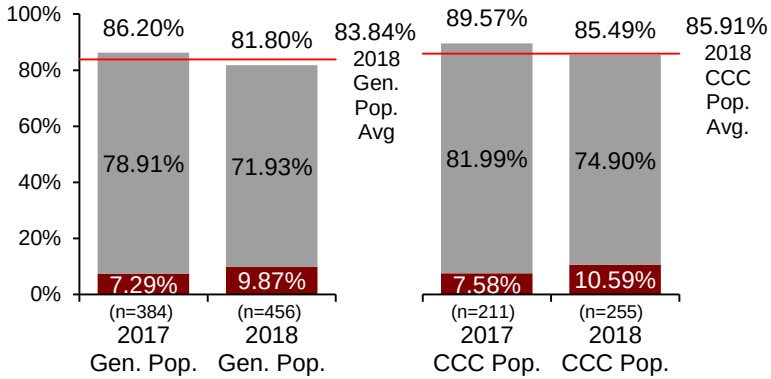
Additional questions

Language or cultural barriers

Q86. Hard to find a doctor who speaks your language



Q87. Hard to find a doctor who understands your culture



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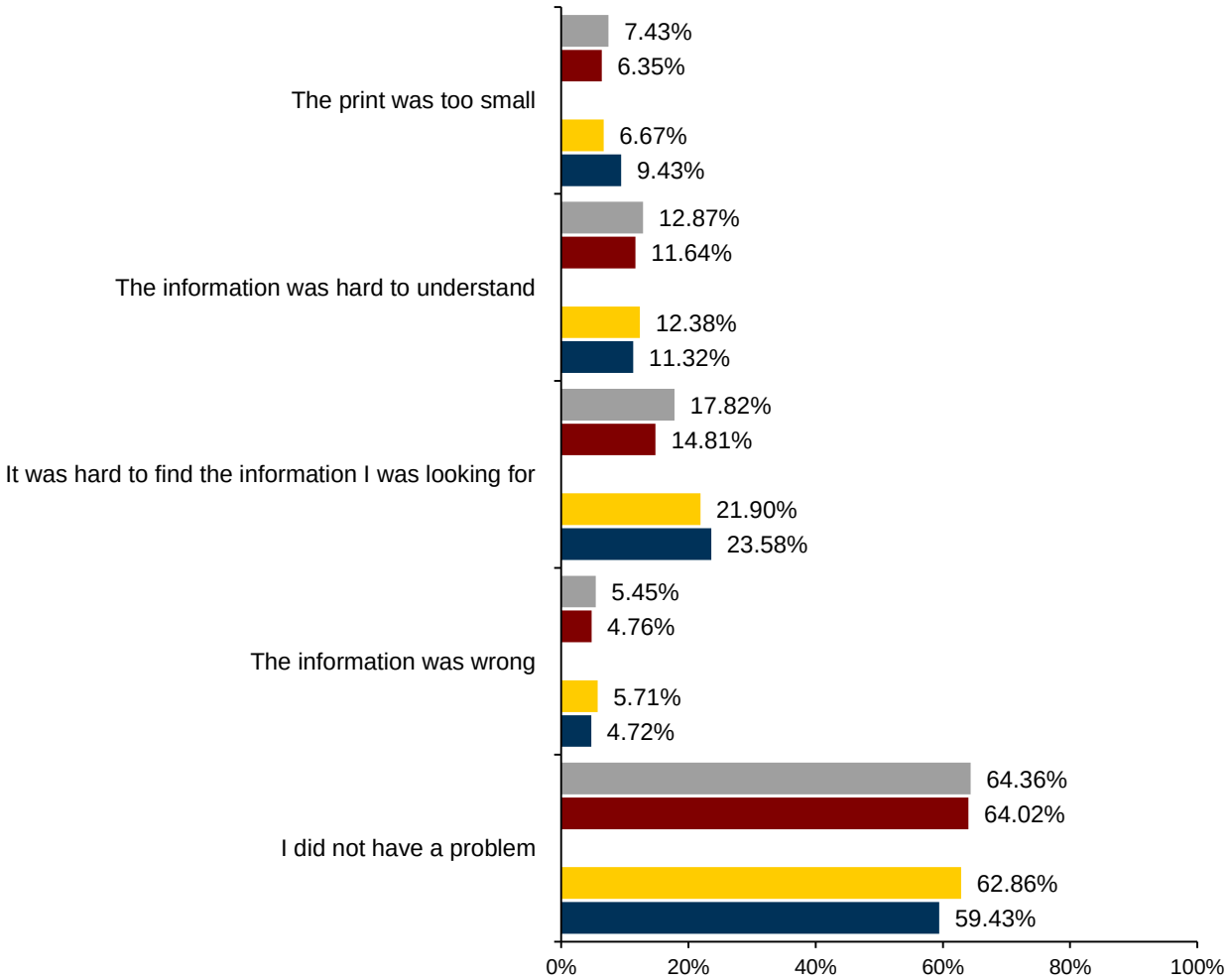
Additional questions

Website

34.68% of Gen. Pop. and 45.86% of CCC Pop. Members did not use the website.

Q88. Problems encountered when website was not useful in finding a doctor or hospital
(% responding…)



	2018 Avg.
Gen. Pop.	6.17%
CCC Pop.	5.53%
Gen. Pop.	10.30%
CCC Pop.	7.19%
Gen. Pop.	16.49%
CCC Pop.	15.70%
Gen. Pop.	6.50%
CCC Pop.	6.60%
Gen. Pop.	70.53%
CCC Pop.	71.78%

- 2018 Gen. Pop. (n=202)
- 2017 Gen. Pop. (n=189)
- 2018 CCC Pop. (n=105)
- 2017 CCC Pop. (n=106)

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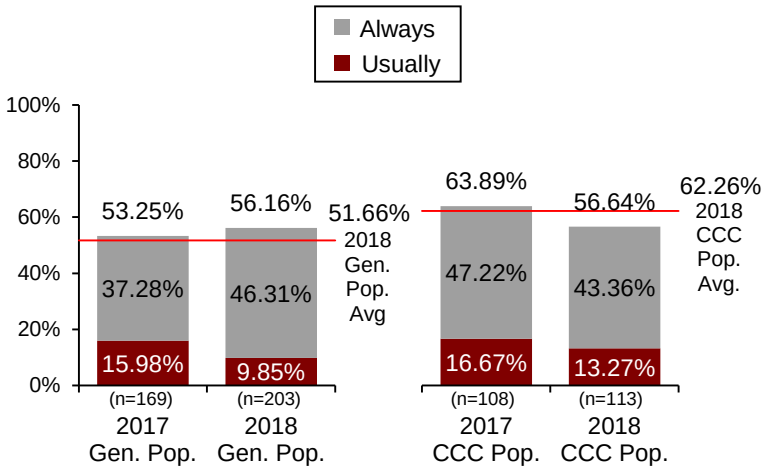
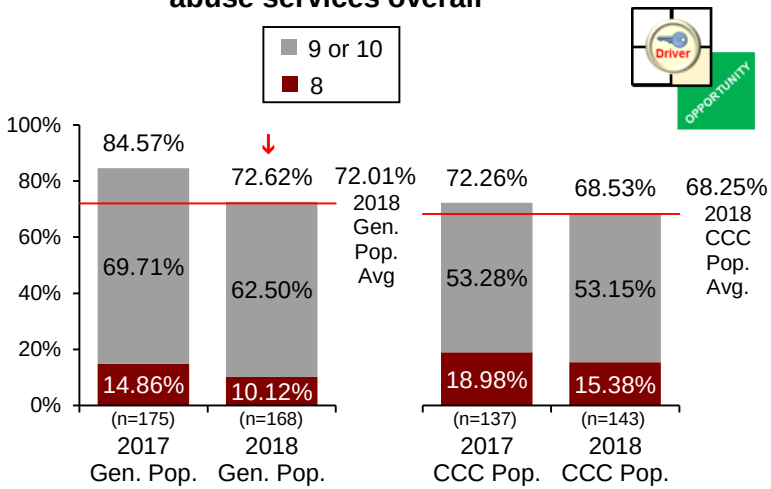
Additional questions

Mental health or substance abuse services

Q89. Customer service staff was helpful and provided help needed



Q90. Mental health or substance abuse services overall



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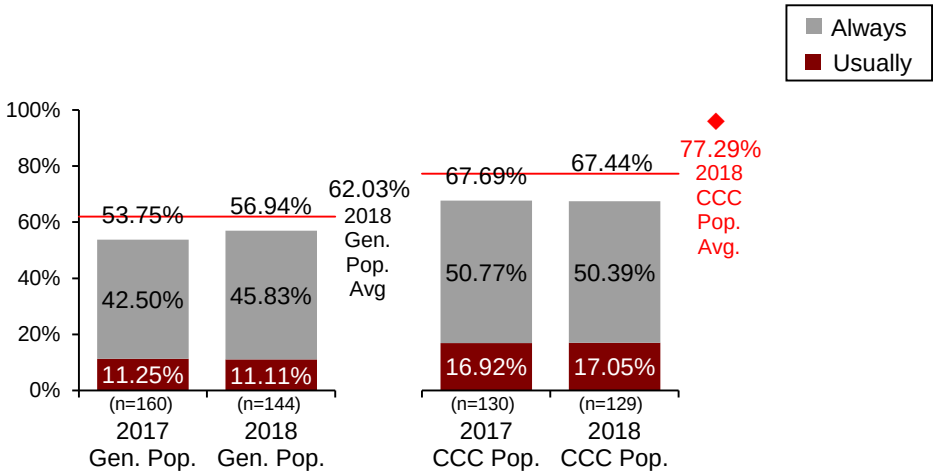
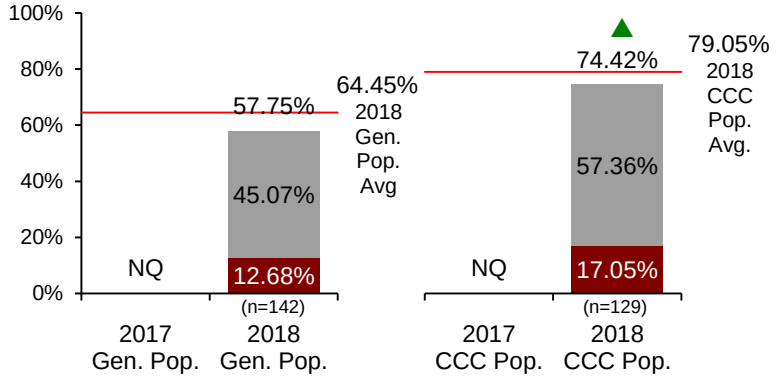
Additional questions

Mental health or substance abuse specialist

Q91. Easy to get appointment



Q92. Specialist was helpful



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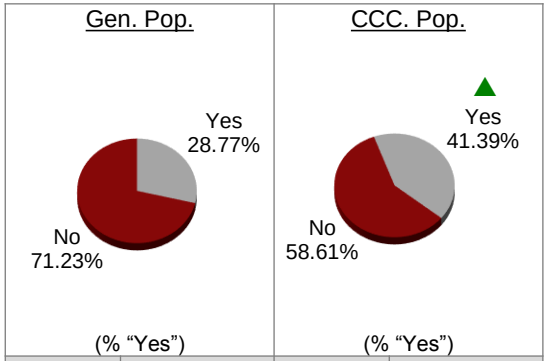
NQ = New question in 2018.

Additional questions

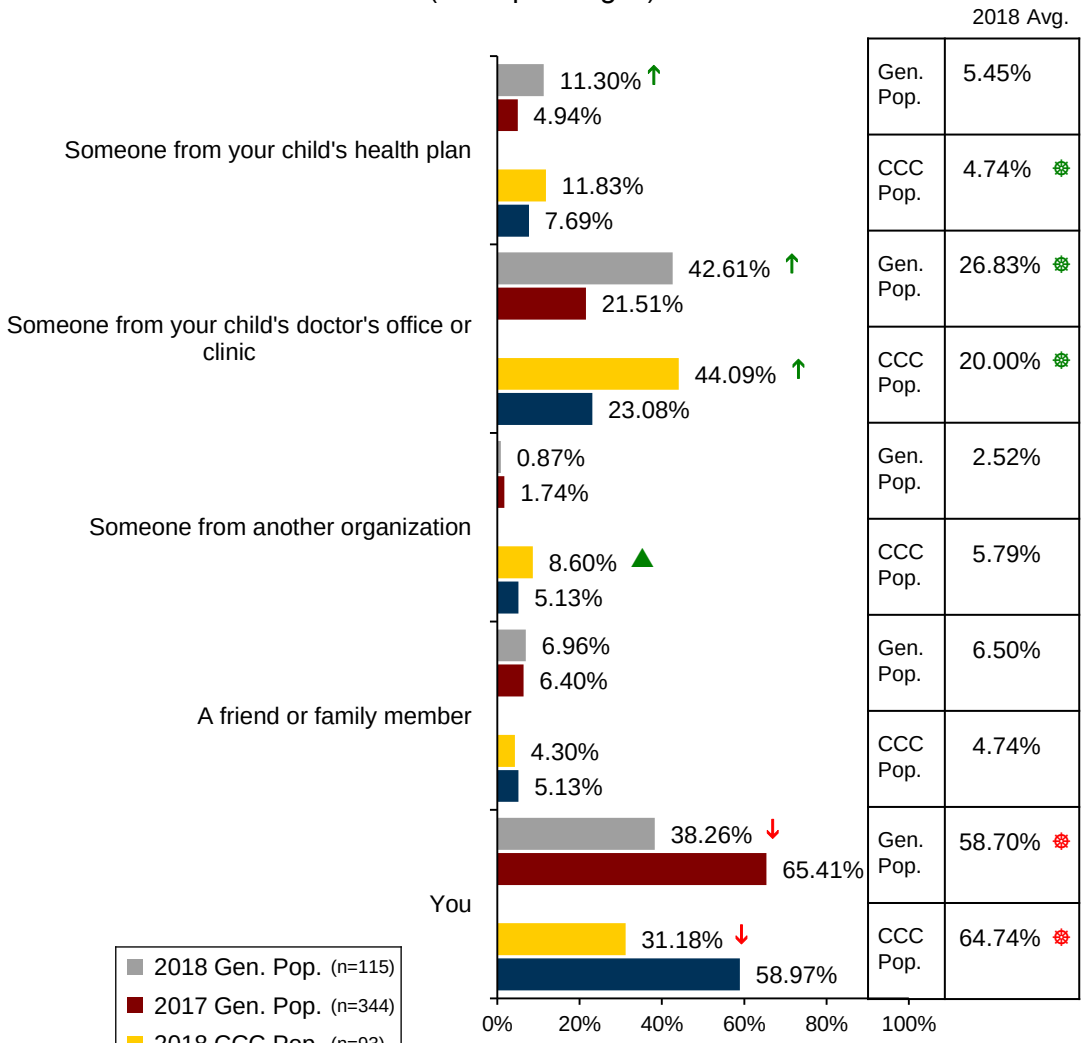
Coordination of care

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

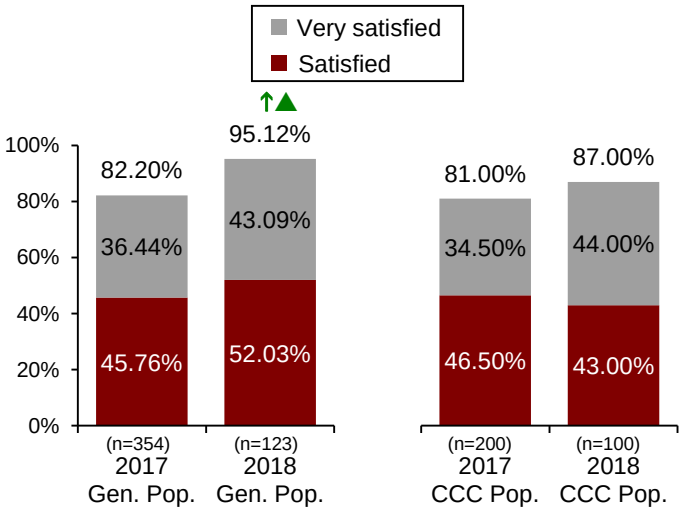


2017	2018 Gen. Pop. Avg.	2017	2018 CCC Pop. Avg.
30.88%	---	44.44%	---

Q94. Had help from...
(% responding…)



Q95. Satisfaction with help received



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Appendix A
Member profile

Member profile

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop Sig.
Child's profile								
Overall health (Q58)								
Excellent/very good	76.81%	75.46%	73.62%	▲	59.26%	53.01%	54.85%	
Good	17.96%	19.59%	20.46%		26.85%	31.20%	32.04%	▲
Fair/poor	5.24%	4.95%	5.91%		13.89%	15.79%	13.11%	▲
Overall mental health (Q59)								
Excellent/very good	74.87%	73.20%	71.88%	▲	41.20%	37.50%	41.21%	
Good	18.59%	20.21%	18.79%		32.87%	33.71%	31.60%	▲
Fair/poor	6.53%	6.60%	9.33%	◆	25.93%	28.79%	27.19%	▲
Age (Q74)								
Less than 1	2.29%	5.04%	2.46%	↑ ▲ ◆	3.70%	1.53%	0.83%	
1-5	45.29%	41.60%	27.84%	▲ ◆	28.24%	25.57%	15.74%	◆
6-10	18.32%	19.96%	28.18%	◆	24.54%	25.57%	29.92%	
11-15	24.68%	23.11%	28.62%	◆	31.48%	30.92%	37.14%	▲ ◆
16 or older	9.41%	10.29%	12.90%		12.04%	16.41%	16.37%	▲
Gender (Q75)								
Male	56.38%	51.46%	52.75%		56.74%	54.75%	60.10%	
Female	43.62%	48.54%	47.25%		43.26%	45.25%	39.90%	
Race/ethnicity (Q76/Q77)								
White	66.38%	60.45%	64.09%		67.65%	64.26%	69.99%	
Black or African-American	5.41%	8.41%	20.84%	◆	7.35%	11.24%	25.88%	◆
Hispanic or Latino	65.90%	62.13%	34.63%	◆	56.54%	55.47%	21.28%	◆
Asian	1.99%	2.50%	6.91%	◆	3.43%	2.41%	2.44%	
Native Hawaiian or other Pacific Islander	1.99%	4.77%	1.99%	↑ ◆	2.45%	3.61%	1.03%	◆
American Indian or Alaska Native	15.67%	22.50%	3.92%	↑ ◆	17.65%	21.69%	4.15%	◆
Parent's/Respondent's profile								
Average age (Q78)	36.22	36.86	37.81		39.60	40.34	40.30	▲
Gender (Q79)								
Male	12.02%	11.69%	13.36%		13.27%	11.45%	10.01%	
Female	87.98%	88.31%	86.64%		86.73%	88.55%	89.99%	
Education (Q80)								
High school or less	48.15%	49.47%	51.43%		44.50%	43.92%	45.35%	
Some college or more	51.85%	50.53%	48.57%		55.50%	56.08%	54.65%	
Relationship to child (Q81)								
Mother or Father	89.35%	88.28%	91.75%	◆	83.98%	84.52%	85.67%	
Grandparent	7.27%	6.90%	5.46%		8.25%	9.52%	9.15%	
Other	3.38%	4.81%	2.79%	◆	7.77%	5.95%	5.19%	

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Appendix B
Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	82.91%	83.68%	87.24%	◆	76.42%	81.68%	86.04%	
Rating of Health Care (% 8, 9 or 10) (Q14)	79.86%	84.07%	87.69%		80.12%	80.65%	87.12%	◆
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.46%	88.55%	90.22%		86.17%	89.38%	90.09%	
Rating of Specialist (% 8, 9 or 10) (Q48)	85.96%	77.97%	87.29%		85.33%	82.00%	86.17%	
Customer Service (% Always or Usually)	87.21%	87.24%	89.28%		86.60%	89.47%	90.15%	
Q50. CS provided needed information or help	81.55%	80.45%	84.23%		83.33%	83.33%	84.95%	
Q51. CS treated member with courtesy and respect	92.86%	94.03%	94.32%		89.87%	95.60%	95.34%	
Getting Needed Care (% Always or Usually)	82.24%	78.30%	85.75%	◆	80.33%	78.90%	88.98%	◆
Q46. Got appointment with specialist as soon as needed	80.33%	65.67%	80.83%	◆	76.83%	70.75%	85.18%	◆
Q15. Ease of getting needed care, tests or treatment	84.15%	90.93%	90.66%	↑	83.83%	87.04%	92.78%	◆
Getting Care Quickly (% Always or Usually)	86.80%	87.82%	90.61%		89.89%	89.51%	93.87%	◆
Q4. Got urgent care as soon as needed	88.99%	88.02%	91.81%		88.76%	90.60%	94.57%	
Q6. Got check-up or routine appointment as soon as needed	84.62%	87.61%	89.41%		91.03%	88.43%	93.16%	◆
How Well Doctors Communicate (% Always or Usually)	93.16%	93.79%	93.76%		93.63%	93.36%	94.79%	
Q32. Personal doctor explained things	92.86%	95.10%	94.34%		95.65%	94.36%	95.71%	
Q33. Personal doctor listened carefully	94.96%	95.42%	95.41%		93.17%	95.41%	95.59%	
Q34. Personal doctor showed respect	95.36%	96.08%	96.34%		94.41%	96.43%	96.39%	
Q37. Personal doctor spent enough time	89.45%	88.56%	88.97%		91.30%	87.24%	91.46%	
Shared Decision Making (% Yes)	76.39%	78.82%	79.14%		85.57%	86.32%	85.42%	
Q11. Doctor discussed reasons to take a medicine	90.28%	91.00%	91.81%		97.22%	96.88%	96.04%	
Q12. Doctor discussed reasons not to take a medicine	63.89%	66.67%	66.13%		76.39%	79.79%	74.32%	▲
Q13. Doctor asked what you thought was best	75.00%	78.79%	79.48%		83.10%	82.29%	85.92%	
Health Promotion and Education (Q8) (% Yes)	70.63%	72.80%	71.66%		77.71%	80.56%	76.95%	▲
Coordination of Care (Q40) (% Always or Usually)	83.33%	83.08%	82.56%		79.55%	80.00%	84.64%	
Access to Prescription Medicine (% Always or Usually)	84.03%	88.65%	93.35%	◆	79.08%	87.82%	92.51%	↑ ◆
Access to Specialized Services (% Always or Usually)	71.09%	80.55%	78.98%		68.90%	74.66%	78.07%	
FCC: Personal Doctor who Knows Child (% Yes)	88.58%	90.44%	90.74%		83.27%	90.76%	91.50%	↑
FCC: Getting Needed Information (% Always or Usually)	86.32%	90.49%	88.46%		89.35%	91.24%	91.62%	
FCC: Coordination of Care (% Yes)	79.45%	72.81%	75.36%		83.89%	78.01%	77.62%	

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Overall ratings and composites – global proportions and summary rates

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Overall ratings								
Rating of Health Plan (Q54) (% 8, 9 or 10)	82.91%	83.68%	87.24%	◆	76.42%	81.68%	86.04%	
Rating of Health Care (Q14) (% 8, 9 or 10)	79.86%	84.07%	87.69%		80.12%	80.65%	87.12%	◆
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	89.46%	88.55%	90.22%		86.17%	89.38%	90.09%	
Rating of Specialist (Q48) (% 8, 9 or 10)	85.96%	77.97%	87.29%		85.33%	82.00%	86.17%	
Overall ratings and composite scores								
Rating of Health Plan (Q54) (% 9 or 10)	67.84%	66.53%	73.28%	◆	61.32%	62.60%	70.66%	◆
Rating of Health Care (Q14) (% 9 or 10)	61.48%	67.03%	71.24%	▲	63.25%	58.06%	68.95%	◆
Rating of Personal Doctor (Q41) (% 9 or 10)	76.36%	70.99%	77.49%	◆	70.74%	73.01%	78.07%	
Rating of Specialist (Q48) (% 9 or 10)	61.40%	66.10%	73.96%		69.33%	68.00%	73.66%	
Customer Service (% Always or Usually)	87.21%	87.24%	89.28%		86.60%	89.47%	90.15%	
Getting Needed Care (% Always or Usually)	82.24%	78.30%	85.75%	◆	80.33%	78.90%	88.98%	◆
Getting Care Quickly (% Always or Usually)	86.80%	87.82%	90.61%		89.89%	89.51%	93.87%	◆
How Well Doctors Communicate (% Always or Usually)	93.16%	93.79%	93.76%		93.63%	93.36%	94.79%	
Shared Decision Making (% Yes)	76.39%	78.82%	79.14%		85.57%	86.32%	85.42%	
Health Promotion and Education (Q8) (% Yes)	70.63%	72.80%	71.66%		77.71%	80.56%	76.95%	▲
Coordination of Care (Q40) (% Always or Usually)	83.33%	83.08%	82.56%		79.55%	80.00%	84.64%	
Access to Prescription Medicine (% Always or Usually)	84.03%	88.65%	93.35%	◆	79.08%	87.82%	92.51%	↑ ◆
Access to Specialized Services (% Always or Usually)	71.09%	80.55%	78.98%		68.90%	74.66%	78.07%	
FCC: Personal Doctor who Knows Child (% Yes)	88.58%	90.44%	90.74%		83.27%	90.76%	91.50%	↑
FCC: Getting Needed Information (% Always or Usually)	86.32%	90.49%	88.46%		89.35%	91.24%	91.62%	
FCC: Coordination of Care (% Yes)	79.45%	72.81%	75.36%		83.89%	78.01%	77.62%	

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Overall ratings and composites – mean scores

	2017 Gen. Pop.	2018 Gen. Pop.	2018 Gen. Pop. Avg.	Gen. Pop. Sig.	2017 CCC Pop.	2018 CCC Pop.	2018 CCC Pop. Avg.	CCC Pop. Sig.
Overall mean ratings: 0 - 10 scale								
Rating of Health Plan (Q54)	8.7714	8.8201	9.0117	▲ ◆	8.3915	8.4924	8.9130	◆
Rating of Health Care (Q14)	8.6537	8.8516	8.9744		8.5723	8.6175	8.9328	◆
Rating of Personal Doctor (Q41)	9.1406	8.9847	9.1554	◆	8.8564	9.0398	9.1587	
Rating of Specialist (Q48)	8.7368	8.9153	8.9948		8.8933	8.7200	8.9671	
Overall ratings and composite scores: Three-point mean scores								
Rating of Health Plan (Q54)	2.5854	2.5711	2.6644	◆	2.4623	2.4809	2.6279	◆
Rating of Health Care (Q14)	2.5300	2.5962	2.6490		2.5361	2.4931	2.6242	◆
Rating of Personal Doctor (Q41)	2.7157	2.6387	2.7243	◆	2.6117	2.6814	2.7245	
Rating of Specialist (Q48)	2.5439	2.5763	2.6654		2.6133	2.5600	2.6556	
Customer Service	2.5516	2.5575	2.5852		2.5853	2.5849	2.6173	
Getting Needed Care	2.4777	2.3079	2.4851	↓ ◆	2.3742	2.3071	2.5348	◆
Getting Care Quickly	2.5826	2.5772	2.6587	◆	2.5742	2.5721	2.7205	◆
How Well Doctors Communicate	2.7210	2.7239	2.7343		2.7096	2.7114	2.7653	
Coordination of Care (Q40)	2.4556	2.4231	2.4070		2.3636	2.3750	2.4521	
Access to Prescription Medicine	2.5417	2.5081	2.6926	◆	2.3399	2.5178	2.6478	↑ ◆
Access to Specialized Services	2.2404	2.4438	2.3999	▲	2.1603	2.2438	2.3509	
FCC: Getting Needed Information	2.5754	2.6250	2.6060		2.6036	2.6083	2.6614	

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
▲ Indicates a significant difference between the 2018 Gen. Pop. result and the 2018 CCC Pop. result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the corresponding average.

Overall ratings and composites – percentiles

General Population	2018 Plan		National Percentiles from 2017 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)	**83.68%**	**10th**	**79.03**	**81.47**	**83.83**	**84.62**	**86.04**	**88.09**	**88.86**	**90.34**	**91.20**
Rating of Health Care (Q14) (% 8, 9 or 10)	**84.07%**	**10th**	**81.14**	**82.61**	**85.14**	**85.90**	**87.14**	**88.19**	**88.68**	**90.05**	**91.13**
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**88.55%**	**33rd**	**85.27**	**86.42**	**87.87**	**88.45**	**89.46**	**90.38**	**90.69**	**91.86**	**92.55**
Rating of Specialist (Q48) (% 8, 9 or 10)	**77.97%**	**<5th**	**81.56**	**82.84**	**84.88**	**85.71**	**87.16**	**89.11**	**89.71**	**91.37**	**92.98**
Customer Service (% Always or Usually)	**87.24%**	**33rd**	**83.63**	**84.50**	**86.36**	**87.06**	**88.05**	**89.23**	**89.68**	**91.22**	**91.94**
Q50. CS provided needed information or help	80.45%	25th	76.30	77.64	80.40	81.39	82.32	84.30	85.00	87.41	88.30
Q51. CS treated member with courtesy and respect	94.03%	50th	89.42	90.76	92.04	92.82	93.91	94.78	95.29	96.23	96.82
Getting Needed Care (% Always or Usually)	**78.30%**	**10th**	**75.87**	**77.86**	**80.80**	**82.22**	**85.14**	**87.60**	**88.66**	**90.62**	**91.43**
Q46. Got appointment with specialist as soon as needed	65.67%	<5th	69.51	71.43	76.03	77.97	80.95	83.49	85.12	88.12	89.34
Q15. Ease of getting needed care, tests or treatment	90.93%	50th	82.07	83.53	86.52	87.84	89.80	91.30	92.42	93.75	94.48
Getting Care Quickly (% Always or Usually)	**87.82%**	**33rd**	**79.48**	**82.56**	**86.14**	**87.20**	**89.46**	**91.10**	**92.12**	**93.74**	**94.69**
Q4. Got urgent care as soon as needed	88.02%	10th	82.30	85.37	88.29	89.08	91.67	93.06	93.82	95.50	96.98
Q6. Got check-up or routine appointment as soon as needed	87.61%	33rd	78.07	80.63	84.52	85.67	87.65	89.31	90.82	92.88	94.12
How Well Doctors Communicate (% Always or Usually)	**93.79%**	**33rd**	**89.85**	**90.53**	**92.29**	**92.86**	**93.81**	**94.44**	**94.97**	**95.84**	**96.45**
Q32. Personal doctor explained things	95.10%	50th	89.32	90.55	92.73	93.20	94.38	95.24	95.54	96.56	97.11
Q33. Personal doctor listened carefully	95.42%	50th	91.89	92.61	94.00	94.44	95.12	95.87	96.31	97.04	97.47
Q34. Personal doctor showed respect	96.08%	33rd	92.86	94.23	95.55	95.93	96.30	96.86	97.04	97.92	98.13
Q37. Personal doctor spent enough time	88.56%	33rd	81.97	83.96	86.41	87.29	89.24	90.67	91.62	93.50	94.18
Shared Decision Making (% Yes)	**78.82%**	**33rd**	**71.18**	**74.21**	**77.15**	**78.15**	**79.31**	**80.49**	**81.13**	**82.50**	**83.21**
Q11. Doctor discussed reasons to take a medicine	91.00%	33rd	83.65	87.14	89.87	90.98	92.59	94.22	94.62	96.14	96.72
Q12. Doctor discussed reasons not to take a medicine	66.67%	50th	55.30	57.39	61.54	63.04	65.44	67.31	68.70	71.15	72.12
Q13. Doctor asked what you thought was best	78.79%	33rd	72.73	75.00	76.64	77.67	79.87	81.25	81.90	83.17	84.62
Health Promotion and Education (Q8) (% Yes)	**72.80%**	**50th**	**65.38**	**66.36**	**68.62**	**70.04**	**71.86**	**73.39**	**74.74**	**76.76**	**78.25**
Coordination of Care (Q40) (% Always or Usually)	**83.08%**	**33rd**	**74.82**	**78.17**	**80.18**	**81.15**	**83.18**	**84.91**	**85.84**	**88.27**	**89.62**
Other reported measure (% Always or Usually)											
Q53. Health plan forms were easy to fill out	**94.98%**	**50th**	91.62	92.41	93.68	94.21	94.89	95.70	96.01	97.17	97.46

Shading indicates that the plan has achieved the percentile level in the column header.

Overall ratings and composites – percentiles

CCC Population	2018 Plan		National Percentiles from 2017 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)	**81.68%**	**25th**	**76.42**	**77.67**	**81.33**	**82.13**	**84.15**	**85.21**	**86.36**	**89.16**	**89.54**
Rating of Health Care (Q14) (% 8, 9 or 10)	**80.65%**	**10th**	**79.94**	**80.20**	**83.66**	**84.73**	**85.71**	**86.93**	**87.46**	**88.84**	**89.76**
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**89.38%**	**50th**	**84.09**	**85.33**	**87.27**	**87.84**	**88.84**	**89.52**	**90.04**	**91.79**	**92.50**
Rating of Specialist (Q48) (% 8, 9 or 10)	**82.00%**	**10th**	**80.20**	**80.81**	**85.09**	**85.42**	**86.36**	**87.41**	**87.89**	**89.84**	**90.08**
Customer Service (% Always or Usually)	**89.47%**	**33rd**	**84.77**	**85.77**	**88.79**	**89.25**	**90.41**	**90.98**	**91.53**	**93.75**	**93.91**
Q50. CS provided needed information or help	83.33%	25th	77.36	78.65	83.18	84.56	85.37	87.18	88.05	89.66	91.67
Q51. CS treated member with courtesy and respect	95.60%	50th	90.63	92.05	93.43	94.12	95.00	95.73	96.26	97.94	98.26
Getting Needed Care (% Always or Usually)	**78.90%**	**<5th**	**79.48**	**79.73**	**82.01**	**84.03**	**86.61**	**88.56**	**89.79**	**90.94**	**91.75**
Q46. Got appointment with specialist as soon as needed	70.75%	<5th	73.95	75.59	79.47	80.65	82.41	85.47	87.07	89.47	89.80
Q15. Ease of getting needed care, tests or treatment	87.04%	10th	84.15	85.13	88.33	88.67	91.48	92.89	93.88	94.64	94.93
Getting Care Quickly (% Always or Usually)	**89.51%**	**10th**	**86.16**	**87.60**	**89.89**	**90.52**	**92.07**	**93.69**	**94.12**	**94.81**	**95.25**
Q4. Got urgent care as soon as needed	90.60%	10th	87.93	89.93	92.08	92.52	93.50	94.55	95.05	96.47	96.99
Q6. Got check-up or routine appointment as soon as needed	88.43%	25th	84.54	86.07	88.38	89.13	91.01	93.12	93.68	94.56	95.48
How Well Doctors Communicate (% Always or Usually)	**93.36%**	**25th**	**91.06**	**91.67**	**93.35**	**93.68**	**94.46**	**95.00**	**95.47**	**96.33**	**96.46**
Q32. Personal doctor explained things	94.36%	25th	91.95	93.16	94.07	94.67	95.32	96.25	96.51	97.24	97.66
Q33. Personal doctor listened carefully	95.41%	50th	91.95	92.59	93.75	94.03	95.14	96.00	96.47	97.27	97.54
Q34. Personal doctor showed respect	96.43%	50th	93.78	94.46	95.42	95.68	96.27	96.76	96.95	97.51	97.85
Q37. Personal doctor spent enough time	87.24%	10th	84.71	86.09	89.39	90.14	91.16	92.49	92.91	93.84	94.49
Shared Decision Making (% Yes)	**86.32%**	**75th**	**82.09**	**82.39**	**83.76**	**83.97**	**84.60**	**85.79**	**86.02**	**88.00**	**88.63**
Q11. Doctor discussed reasons to take a medicine	96.88%	50th	93.23	94.00	94.85	95.78	96.20	97.14	97.39	98.15	99.07
Q12. Doctor discussed reasons not to take a medicine	79.79%	90th	65.96	68.85	71.68	72.44	73.76	76.00	77.42	79.67	80.53
Q13. Doctor asked what you thought was best	82.29%	25th	78.76	79.70	81.54	83.08	84.35	85.71	86.92	87.76	87.88
Health Promotion and Education (Q8) (% Yes)	**80.56%**	**75th**	**74.93**	**75.16**	**76.73**	**77.04**	**77.89**	**79.18**	**80.08**	**81.94**	**83.08**
Coordination of Care (Q40) (% Always or Usually)	**80.00%**	**10th**	**77.83**	**78.79**	**81.03**	**81.42**	**82.93**	**84.62**	**85.75**	**86.52**	**87.42**
Access to Prescription Medicine (% Always or Usually)	**87.82%**	**10th**	**85.77**	**87.06**	**88.56**	**89.18**	**91.10**	**92.61**	**92.97**	**94.16**	**94.45**
Q57. Got help with getting prescription medicines (% Yes)	**61.78%**	**50th**	55.09	55.59	58.06	58.54	59.94	64.09	65.46	67.22	70.34
Access to Specialized Services (% Always or Usually)	**74.66%**	**25th**	**65.54**	**69.67**	**73.54**	**74.79**	**77.47**	**78.95**	**79.51**	**81.91**	**82.46**
Q23. Easy to get special therapy	**71.43%**	**10th**	65.38	70.80	75.92	76.85	79.04	82.03	82.67	85.12	86.24
Q26. Easy to get treatment or counseling	**73.39%**	**10th**	67.59	68.91	75.00	77.87	79.75	81.48	82.12	84.19	85.71
Q24. Got help with getting special therapy (% Yes)	**68.24%**	**75th**	40.43	55.74	57.64	58.82	62.37	64.36	67.55	74.36	80.56
Q27. Got help getting treatment/counseling (% Yes)	**53.64%**	**10th**	49.53	50.81	54.61	56.03	61.02	62.81	64.90	68.45	71.30
FCC: Personal Doctor who Knows Child (% Yes)	**90.76%**	**50th**	**84.56**	**86.68**	**88.56**	**89.74**	**90.57**	**91.25**	**91.72**	**92.42**	**92.81**
Q38. Doctor talks about how child is feeling, growing or behaving	**90.72%**	**67th**	84.00	85.64	87.43	88.26	89.06	89.77	90.75	91.48	92.14
Q43. Doctor understands how conditions affect child's life	**91.16%**	**10th**	87.45	88.82	91.25	91.72	92.87	93.60	94.17	95.03	95.38
Q44. Doctor understands how conditions affect family's life	**90.41%**	**50th**	82.61	84.75	87.68	88.55	89.49	91.06	91.40	92.24	93.09
FCC: Getting Needed Information (% Always or Usually)	**91.24%**	**33rd**	**87.95**	**88.30**	**90.02**	**90.23**	**91.67**	**92.21**	**92.42**	**93.58**	**93.93**
FCC: Coordination of Care (% Yes)	**78.01%**	**33rd**	**73.63**	**73.88**	**75.49**	**76.02**	**78.31**	**79.64**	**80.57**	**81.05**	**82.52**
Q29. Got help coordinating care among providers or services	**63.72%**	**50th**	52.99	54.87	58.09	59.55	61.92	65.09	66.14	68.12	68.26
Other reported measure (% Always or Usually)											
Q53. Health plan forms were easy to fill out	**91.34%**	**10th**	89.80	90.45	93.27	93.78	94.70	95.76	95.98	96.60	96.91

Shading indicates that the plan has achieved the percentile level in the column header.

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 6 (C)	6 – 10 (D)	11+ (E)	Male (F)	Female (G)	Mail (H)	Phone (I)
Total respondents	*366*	*119*	*222*	*95*	*159*	*247*	*233*	*147*	*349*
Rating of Health Plan (Q54) (% 8, 9 or 10)	**86.94% B**	**73.28%**	**88.13% E**	**83.70%**	**78.71%**	**84.65%**	**83.33%**	**84.78%**	**83.24%**
Rating of Health Care (Q14) (% 8, 9 or 10)	**84.91%**	**82.61%**	**84.83%**	**89.09%**	**80.17%**	**87.21%**	**81.11%**	**89.52% I**	**81.85%**
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**90.17%**	**82.61%**	**91.05%**	**85.92%**	**85.71%**	**89.74%**	**86.77%**	**83.48%**	**90.65%**
Rating of Specialist (Q48) (% 8, 9 or 10)	**81.25%**	**72.00%**	**71.43%**	**61.54%**	**91.30%**	**74.19%**	**80.77%**	**78.95%**	**77.50%**
Customer Service (% Always or Usually)	**87.41%**	**85.19%**	**88.51%**	**88.46%**	**80.36%**	**85.25%**	**88.24%**	**93.18%**	**86.07%**
Q50. CS provided needed information or help	81.55%	74.07%	82.43%	80.77%	71.43%	77.05%	82.35%	86.36%	79.28%
Q51. CS treated member with courtesy and respect	93.27%	96.30%	94.59%	96.15%	89.29%	93.44%	94.12%	100%	92.86%
Getting Needed Care (% Always or Usually)	**77.09%**	**79.33%**	**72.40%**	**75.06%**	**86.35% C**	**78.36%**	**78.34%**	**85.19% I**	**74.83%**
Q46. Got appointment with specialist as soon as needed	62.16%	71.43%	53.85%	57.14%	84.00%	66.67%	65.52%	81.82%	57.78%
Q15. Ease of getting care, tests or treatment	92.02%	87.23%	90.96%	92.98%	88.70%	90.06%	91.16%	88.57%	91.89%
Getting Care Quickly (% Always or Usually)	**88.25%**	**87.08%**	**88.22%**	**89.93%**	**86.04%**	**87.46%**	**88.77%**	**95.52% I**	**83.89%**
Q4. Got urgent care as soon as needed	88.89%	86.36%	86.90%	91.18%	89.47%	86.75%	90.79%	98.33% I	82.24%
Q6. Got check-up or routine appointment as soon as needed	87.60%	87.80%	89.53%	88.68%	82.61%	88.17%	86.75%	92.71% I	85.53%
How Well Doctors Communicate (% Always or Usually)	**94.32%**	**92.06%**	**94.70%**	**91.60%**	**93.64%**	**93.93%**	**93.45%**	**95.90%**	**92.97%**
Q32. Personal doctor explained things	95.54%	93.42%	95.03%	96.08%	93.90%	95.30%	94.59%	97.65%	94.12%
Q33. Personal doctor listened carefully	96.44%	92.00%	95.63%	94.12%	96.34%	96.62%	93.96%	96.47%	95.02%
Q34. Personal doctor showed respect	96.89%	93.33%	97.50%	90.20%	97.56%	96.62%	95.30%	95.29%	96.38%
Q37. Personal doctor spent enough time	88.39%	89.47%	90.63%	86.00%	86.75%	87.16%	89.93%	94.19% I	86.36%
Shared Decision Making (% Yes)	**77.76%**	**80.88%**	**74.68%**	**82.46%**	**81.25%**	**78.61%**	**78.43%**	**85.90%**	**76.31%**
Q11. Doctor discussed reasons to take a medicine	91.53%	91.89%	90.70%	100%	87.50%	95.35%	88.24%	100%	87.84%
Q12. Doctor discussed reasons not to take a medicine	63.79%	72.97%	61.90%	63.16%	75.00%	61.90%	70.59%	76.92%	63.01%
Q13. Doctor asked what you thought was best	77.97%	77.78%	71.43%	84.21%	81.25%	78.57%	76.47%	80.77%	78.08%
Health Promotion and Education (Q8) (% Yes)	**71.10%**	**77.66%**	**76.70% E**	**71.93%**	**64.66%**	**75.58%**	**68.89%**	**75.00%**	**71.88%**
Coordination of Care (Q40) (% Always or Usually)	**80.00%**	**88.10%**	**87.14%**	**78.95%**	**75.00%**	**85.94%**	**79.37%**	**82.05%**	**83.52%**
Access to Prescription Medicine (% Always or Usually)	**93.22% B**	**80.00%**	**87.84%**	**89.74%**	**88.06%**	**85.86%**	**91.57%**	**95.38% I**	**85.00%**
Access to Specialized Services (% Always or Usually)	**83.70%**	**74.86%**	**82.32%**	**79.66%**	**76.09%**	**85.48%**	**78.28%**	**85.56%**	**78.73%**
FCC: Personal Doctor who Knows Child (% Yes)	**90.09%**	**90.55%**	**97.29% DE**	**80.55%**	**90.12%**	**88.78%**	**92.26%**	**88.28%**	**92.07%**
FCC: Getting Needed Information (% Always or Usually)	**90.26%**	**91.49%**	**93.85% E**	**92.98%**	**83.76%**	**92.53%**	**88.46%**	**92.59%**	**89.62%**
FCC: Coordination of Care (% Yes)	**71.12%**	**75.69%**	**78.75%**	**65.45%**	**70.85%**	**77.37%**	**70.93%**	**75.00%**	**73.42%**

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 6 (C)	6 – 10 (D)	11+ (E)	Male (F)	Female (G)	Mail (H)	Phone (I)
Total respondents	*141*	*125*	*71*	*67*	*124*	*144*	*119*	*100*	*166*
Rating of Health Plan (Q54) (% 8, 9 or 10)	**88.41% B**	**74.19%**	**80.00%**	**88.06%**	**80.17%**	**82.52%**	**81.03%**	**82.65%**	**81.10%**
Rating of Health Care (Q14) (% 8, 9 or 10)	**84.82%**	**76.19%**	**79.66%**	**80.00%**	**81.00%**	**82.14%**	**78.43%**	**82.50%**	**79.56%**
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**89.34%**	**89.42%**	**90.48%**	**88.14%**	**90.10%**	**91.34%**	**86.60%**	**87.80%**	**90.28%**
Rating of Specialist (Q48) (% 8, 9 or 10)	**82.61%**	**81.48%**	**83.87%**	**72.22%**	**84.31%**	**84.21%**	**79.07%**	**76.74%**	**85.96%**
Customer Service (% Always or Usually)	**91.11%**	**87.78%**	**86.21%**	**94.00%**	**88.57%**	**88.78%**	**90.00%**	**90.74%**	**88.93%**
Q50. CS provided needed information or help	82.22%	84.44%	79.31%	92.00%	80.00%	81.63%	85.00%	85.19%	82.54%
Q51. CS treated member with courtesy and respect	100% B	91.11%	93.10%	96.00%	97.14%	95.92%	95.00%	96.30%	95.31%
Getting Needed Care (% Always or Usually)	**83.58%**	**74.68%**	**73.22%**	**75.22%**	**83.82%**	**79.23%**	**78.30%**	**78.86%**	**78.80%**
Q46. Got appointment with specialist as soon as needed	76.09%	66.67%	60.00%	63.16%	80.77% C	70.97%	70.45%	72.73%	69.35%
Q15. Ease of getting care, tests or treatment	91.07%	82.69%	86.44%	87.27%	86.87%	87.50%	86.14%	85.00%	88.24%
Getting Care Quickly (% Always or Usually)	**88.92%**	**90.07%**	**79.54%**	**89.69%**	**95.39% C**	**87.60%**	**91.46%**	**95.77% I**	**85.40%**
Q4. Got urgent care as soon as needed	87.93%	93.22%	78.13%	90.91%	98.00% C	88.52%	92.59%	97.96% I	85.29%
Q6. Got check-up or routine appointment as soon as needed	89.91%	86.92%	80.95%	88.46%	92.78% C	86.67%	90.32%	93.59% I	85.51%
How Well Doctors Communicate (% Always or Usually)	**94.30%**	**92.37%**	**92.41%**	**95.59%**	**93.31%**	**93.22%**	**93.38%**	**94.84%**	**92.48%**
Q32. Personal doctor explained things	96.00%	92.63%	94.64%	96.08%	93.02%	93.46%	95.35%	94.44%	94.31%
Q33. Personal doctor listened carefully	97.03%	93.68%	98.21%	96.08%	94.19%	96.26%	94.25%	95.89%	95.12%
Q34. Personal doctor showed respect	98.02%	94.74%	96.43%	98.04%	96.51%	96.26%	96.55%	97.26%	95.93%
Q37. Personal doctor spent enough time	86.14%	88.42%	80.36%	92.16%	89.53%	86.92%	87.36%	91.78%	84.55%
Shared Decision Making (% Yes)	**87.69%**	**85.03%**	**84.30%**	**86.63%**	**86.51%**	**87.69%**	**84.06%**	**87.27%**	**85.79%**
Q11. Doctor discussed reasons to take a medicine	95.74%	97.96%	96.43%	95.65%	97.62%	97.87%	95.65%	100%	95.08%
Q12. Doctor discussed reasons not to take a medicine	82.22%	77.55%	81.48%	77.27%	78.57%	82.22%	76.09%	81.82%	78.69%
Q13. Doctor asked what you thought was best	85.11%	79.59%	75.00%	86.96%	83.33%	82.98%	80.43%	80.00%	83.61%
Health Promotion and Education (Q8) (% Yes)	**72.07%**	**89.52% A**	**79.66%**	**83.64%**	**78.79%**	**83.93%**	**76.24%**	**81.25%**	**80.15%**
Coordination of Care (Q40) (% Always or Usually)	**80.00%**	**80.00%**	**84.21%**	**78.79%**	**77.55%**	**81.54%**	**78.18%**	**79.55%**	**80.26%**
Access to Prescription Medicine (% Always or Usually)	**94.00% B**	**81.44%**	**85.71%**	**87.23%**	**88.46%**	**85.71%**	**89.89%**	**93.51% I**	**84.17%**
Access to Specialized Services (% Always or Usually)	**78.80%**	**69.57%**	**69.76%**	**77.02%**	**75.62%**	**77.19%**	**71.34%**	**80.68%**	**71.29%**
FCC: Personal Doctor who Knows Child (% Yes)	**93.78%**	**87.80%**	**96.72% E**	**89.17%**	**88.21%**	**90.22%**	**91.26%**	**88.70%**	**92.05%**
FCC: Getting Needed Information (% Always or Usually)	**89.29%**	**93.33%**	**94.92%**	**94.55%**	**87.00%**	**95.54% G**	**86.27%**	**96.25% I**	**88.32%**
FCC: Coordination of Care (% Yes)	**71.37%**	**83.12%**	**93.55% E**	**67.58%**	**74.62%**	**78.66%**	**76.51%**	**75.93%**	**79.28%**

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 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. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the 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 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.

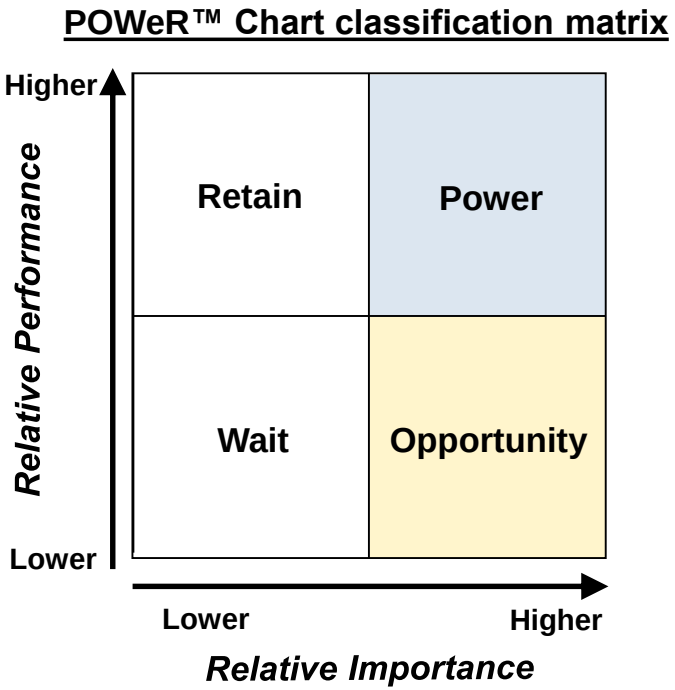
Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those 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 UHC Child Medicaid Average 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 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 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 health plan rating.
- *Wait.* Though these items still impact the 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 rating of the health plan but your performance is above average. Simply maintain performance on these items.



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 – Rating of 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 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	
Q85	Got after-hours care	
Q89	CS helpful with mental health services	
Q90	Mental health services overall	0 through 10, All other = missing
Q91	Got mental health appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q92	Mental health provider was helpful	

Results

Factor analysis. Factor analysis reduced the 23 highly-correlated model variables to 9 orthogonal (uncorrelated) factors that explain 69.6% 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	9
Q33	Dr. listened carefully	0.854								
Q34	Dr. showed respect	0.775								
Q36	Dr. explained things for child	0.774				0.323				
Q32	Dr. explained things	0.734		0.268						
Q37	Dr. spent enough time	0.720								
Q40	Dr. informed about care	0.528						0.280		
Q91	Got mental health appt.		0.884							
Q92	Mental health provider was helpful		0.866							
Q90	Mental health services overall		0.627				0.403			
Q6	Got routine care			0.751				0.280		
Q4	Got urgent care			0.631		0.265				
Q15	Got care/tests/treatment	0.263		0.589			0.285		0.360	
Q9	Dr. answered questions	0.417		0.577						
Q50	CS provided info./help				0.811					
Q51	CS courtesy/respect				0.759					
Q48	Specialist overall					0.834				
Q46	Got specialist appt.			0.259		0.692				
Q14	Health care overall						0.814			
Q41	Personal doctor overall	0.536					0.569			
Q85	Got after-hours care							0.770		
Q89	CS helpful with mental health services		0.465		0.372			0.473		
Q56	Got prescriptions								0.907	
Q53	Easy to fill out forms									0.925

Results

Regression analysis. The 9 factors identified in the previous step were used as predictors in a regression model with Q54, rating of health plan, 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 37.3% of the variation in the dependent variable ($R^2 = 0.373$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.9758	0.0000	0.0000
Factor 1 -- Q33, Q34, Q36, Q32, Q37, Q40	0.2439	0.1798	0.0000
Factor 2 -- Q91, Q92, Q90	0.1501	0.1141	0.0000
Factor 3 -- Q6, Q4, Q15, Q9	0.1872	0.1417	0.0000
Factor 4 -- Q50, Q51	0.1602	0.1225	0.0000
Factor 5 -- Q48, Q46	0.2047	0.1580	0.0000
Factor 6 -- Q14, Q41	0.6481	0.4621	0.0000
Factor 7 -- Q85, Q89	0.1930	0.1474	0.0000
Factor 8 -- Q56	0.2146	0.1617	0.0000
Factor 9 -- Q53	-0.0101	-0.0077	0.7765

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 UHC Child Medicaid Average 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	14
Q41	Personal doctor overall	74	45
Q56	Got prescriptions	58	5
Q33	Dr. listened carefully	57	42
Q36	Dr. explained things for child	55	4
Q90	Mental health services overall	55	31
Q15	Got care/tests/treatment	54	39
Q48	Specialist overall	54	5
Q32	Dr. explained things	53	40
Q34	Dr. showed respect	51	43
Q85	Got after-hours care	51	24
Q37	Dr. spent enough time	50	42
Q46	Got specialist appt.	46	4
Q40	Dr. informed about care	45	23
Q6	Got routine care	45	50
Q91	Got mental health appt.	44	11
Q92	Mental health provider was helpful	43	17
Q9	Dr. answered questions	42	75
Q50	CS provided info./help	42	41
Q51	CS courtesy/respect	37	32
Q4	Got urgent care	37	34
Q89	CS helpful with mental health services	35	0
Q53	Easy to fill out forms	0	30

Appendix D
Gap analysis

Gap analysis

The flowchart on page 8 shows how the items used in the calculation of the plan's 2018 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
(DSS National Sample)

Voice of the Member (DSS National Sample)

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 (DSS National Sample)

Q10/Q11. Doctor discussed reasons to take a medicine 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. I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me. 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. The parent needs to be comfortable with the treatment, since they most often are the administrator of it. It is very important that the doctor partners with me in choosing my child's medications. I think it is very important for doctors to partner with me in deciding what medications my child will take. 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. 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. 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 (DSS National Sample)

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. 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. These medical providers are really on top of their game and provide earnest and thorough care for my family. 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. 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. I am unsatisfied with the miscommunications from plan representatives. My plan's representatives have always been polite and helpful, even when I was angry with them. I have contacted them about issues I have had, but I just feel like nobody there listens. My plan's representatives are very responsive and good with any issues I have ever had. My health plan is a very consistent company, and I love the very friendly and helpful staff.

Voice of the Member (DSS National Sample)

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. 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. Everything that has been done, such as immunizations and appointments, has been covered by her insurance. 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. 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., There should be more than one provider for dental coverage. 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. No problems or copays for my children, so I am totally satisfied. 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. I would like an updated list of doctors accepting my insurance; it would be helpful. 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 (DSS National Sample)

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. Online chat would be a fantastic option for us. 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. 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. 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. 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. 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. 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. 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 (DSS National Sample)

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. 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. I liked that I did not have to wait long for my doctor to get me a referral when I needed it. 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. 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. 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. My children's pediatrician is very thorough and does not miss a beat. My pediatrician is wonderful and she answers your questions fully and in detail. 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 (DSS National Sample)

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. 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. 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. 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. 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. 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. 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. 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. 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 (DSS National Sample)

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. 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. One indicator that a doctor is not listening is if they are not making eye contact. 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. 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. 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. 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. 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. The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying. 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. 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 (DSS National Sample)

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. 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. 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. 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. 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. If a doctor takes their time to hear all of your concerns, that shows respect. A lack of respect can be displayed by not taking your concerns seriously. 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. 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. 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. Speak to me in a polite voice and not be sarcastic when talking to me. 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 (DSS National Sample)

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. 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. 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. 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. 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. 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. 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 (DSS National Sample)

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. 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. 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. 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. 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. 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. 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. 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 (DSS National Sample)

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. 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. 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. 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. 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. 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. The doctor herself is nice, experienced and gives you time to answer your questions.

Voice of the Member (DSS National Sample)

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. 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. My kids have the best doctor. They are always gentle with my kids. 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. 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. My child's specialist is very kid friendly. He always has a smile on his face and listens closely to myself and my child. 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. 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. 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. 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 (DSS National Sample)

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. 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. 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. 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. 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. 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. 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. 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. 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. 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 (DSS National Sample)

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! 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. 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. 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. 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. 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. It was a very simple form, so the paperwork was very easy. The very easy processes are what I enjoy about Medicaid. 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. 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. The online forms are very simple and usually take me less than five minutes to complete.

Voice of the Member (DSS National Sample)

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. 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! 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. 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. 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. 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. 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. If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance. I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered.

Voice of the Member (DSS National Sample)

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. USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that. Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy. 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! 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. 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. I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled. 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. 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 (DSS National Sample)

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. 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. 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 not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ 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 not 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 <u>your child's</u> 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 <u>your</u> 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 child's 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, lab work, or an x-ray
- ☐ I could not find a doctor, lab, or x-ray facility in my child's network
- ☐ I could not find a doctor, lab, or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ 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, 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

86. 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

87. 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

88. 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
- ☐ I did not have a problem
- ☐ I did not use the site

89. In the last 6 months, if you called customer service regarding mental health or substance abuse 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 or substance abuse services in the last 6 months

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

- ☐ 0 Worst mental health or substance abuse services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health or substance abuse services possible
- ☐ My child did not receive mental health or substance abuse services in the last 6 months
  ➔ ***Go to Question 93***

91. In the last 6 months, if your child needed to see a mental health or substance abuse 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 or substance abuse specialist in the last 6 months

92. In the last 6 months, if your child needed to see a mental health or substance abuse specialist, how often were these providers helpful to your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ My child did not see a mental health or substance abuse 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 ➔ ***Thank you. Please return the completed survey in the postage-paid envelope.***

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.

	2018 Plan Total (A)	===== GENDER[1] ===== Male (B)	Female (C)
	---	---	---
Total	159[2] 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139[3] 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually)[4]	126 90.6%	32 74.4%	92 97.9% B[5]

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	9	5	10	126	3	2	2	60	2	2	2	10	0	3	0	1	2	1	0	1	2	1	2	1	2	0
	0.96%	0.65%	0.96%	1.00%	0.60%	0.48%	0.40%	0.87%	0.75%	0.93%	0.63%	0.97%	0.0%	0.75%	0.0%	0.33%	0.55%	0.84%	0.0%	1.05%	1.26%	0.40%	0.86%	0.68%	0.57%	0.0%
BASE = Those who responded	924	768	1027	12530	493	411	495	6832	264	214	314	1016	78	397	58	305	364	118	222	94	157	246	231	146	347	0
	99.04%	99.35%	98.94%	99.00%	99.40%	99.52%	99.60%	99.13%	99.25%	99.07%	99.37%	99.03%	100.00%	99.25%	100.00%	99.67%	99.45%	99.16%	100.00%	98.95%	98.74%	99.60%	99.14%	99.32%	99.43%	0.0%
Yes	334	246	372	4542	174	111	153	3201	118	90	146	463	21	145	21	127	122	46	87	34	42	87	79	65	109	0
	36.15%	32.03%	36.22%	36.25%	35.29% F	27.01%	30.91%	46.85%	44.70% E	42.06%	46.50%	45.57%	26.92%	36.52%	36.21%	41.64%	33.52%	38.98%	39.19% U	36.17%	26.75%	35.37%	34.20%	44.52% Y	31.41%	0.0%
No	590	522	655	7988	319	300	342	3631	146	124	168	553	57	252	37	178	242	72	135	60	115	159	152	81	238	0
	63.85%	67.97%	63.78%	63.75%	64.71% I	72.99% E	69.09%	53.15%	55.30%	57.94%	53.50%	54.43%	73.08%	63.48%	63.79%	58.36%	66.48%	61.02%	60.81%	63.83%	73.25% S	64.63%	65.80%	55.48%	68.59% X	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	22 2.36%	12 1.55%	24 2.31%	298 2.35%	10 2.02%	4 0.97%	6 1.21%	183 2.66% I	3 1.13%	3 1.39%	7 2.22%	19 1.85%	1 1.28%	8 2.00%	0 0.0%	4 1.31% O	7 1.91%	3 2.52%	3 1.35%	1 1.05%	6 3.77%	5 2.02%	5 2.15%	6 4.08%	4 1.15%	0 0.0%
Appropriately skipped	590 63.24%	522 67.53% C	655 63.10%	7988 63.12%	319 64.31% I	300 72.64% E	342 68.81%	3631 52.68%	146 54.89%	124 57.41%	168 53.16%	553 53.90%	57 73.08%	252 63.00%	37 63.79%	178 58.17%	242 66.12%	72 60.50%	135 60.81%	60 63.16%	115 72.33% S	159 64.37%	152 65.24%	81 55.10%	238 68.19% X	0 0.0%
BASE = Those who responded	321 34.41%	239 30.92%	358 34.49%	4370 34.53%	167 33.67% F	109 26.39%	149 29.98%	3078 44.66%	117 43.98% E	89 41.20%	140 44.30%	454 44.25%	20 25.64%	140 35.00%	21 36.21%	124 40.52%	117 31.97%	44 36.97%	84 37.84% U	34 35.79% U	38 23.90%	83 33.60%	76 32.62%	60 40.82% Y	107 30.66%	0 0.0%
Never	6 1.87%	1 0.42%	4 1.12%	37 0.85%	3 1.80%	1 0.92%	0 0.0%	17 0.55%	1 0.85%	0 0.0%	2 1.43%	3 0.66%	1 5.00%	2 1.43%	0 0.0%	2 1.61%	2 1.71%	1 2.27%	1 1.19%	1 2.94%	0 0.0%	1 1.20%	1 1.32%	0 0.0%	3 2.80%	0 0.0%
Sometimes	24 7.48%	22 9.21%	34 9.50%	321 7.35%	17 10.18%	11 10.09%	14 9.40%	150 4.87%	10 8.55%	10 11.24%	9 6.43%	31 6.83%	4 20.00%	12 8.57%	5 23.81%	11 8.87%	11 9.40%	5 11.36%	10 11.90%	2 5.88%	4 10.53%	10 12.05%	6 7.89%	1 1.67%	16 14.95% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	30 9.35%	23 9.62%	38 10.61%	358 8.19%	20 11.98%	12 11.01%	14 9.40%	167 5.43%	11 9.40%	10 11.24%	11 7.86%	34 7.49%	5 25.00%	14 10.00%	5 23.81%	13 10.48%	13 11.11%	6 13.64%	11 13.10%	3 8.82%	4 10.53%	11 13.25%	7 9.21%	1 1.67%	19 17.76% X	0 0.0%
Usually	42 13.08%	40 16.74%	48 13.41%	485 11.10%	20 11.98%	18 16.51%	19 12.75%	339 11.01%	18 15.38%	21 23.60%	25 17.86%	70 15.42%	3 15.00%	17 12.14%	3 14.29%	16 12.90%	11 9.40%	8 18.18%	7 8.33%	4 11.76%	6 15.79%	7 8.43%	11 14.47%	11 18.33%	9 8.41%	0 0.0%
Always	249 77.57%	176 73.64%	272 75.98%	3527 80.71%	127 76.05%	79 72.48%	116 77.85%	2572 83.56% I	88 75.21%	58 65.17%	104 74.29%	350 77.09%	12 60.00%	109 77.86%	13 61.90%	95 76.61%	93 79.49%	30 68.18%	66 78.57%	27 79.41%	28 73.68%	65 78.31%	58 76.32%	48 80.00%	79 73.83%	0 0.0%
CAHPS Rate (%Always + %Usually)	291 90.65%	216 90.38%	320 89.39%	4012 91.81%	147 88.02%	97 88.99%	135 90.60%	2911 94.57%	106 90.60%	79 88.76%	129 92.14%	420 92.51%	15 75.00%	126 90.00%	16 76.19%	111 89.52%	104 88.89%	38 86.36%	73 86.90%	31 91.18%	34 89.47%	72 86.75%	69 90.79%	59 98.33% Y	88 82.24%	0 0.0%
3-point composite mean	2.6822	2.6402	2.6536	2.7252	2.6407	2.6147	2.6846	2.7814 I	2.6581	2.5393	2.6643	2.6960	2.3500	2.6786	2.3810	2.6613	2.6838	2.5455	2.6548	2.7059	2.6316	2.6506	2.6711	2.7833 Y	2.5607	0
4-point composite mean	3.6636	3.6360	3.6425	3.7167	3.6228	3.6055	3.6846	3.7758 I	3.6496	3.5393	3.6500	3.6894	3.3000	3.6643	3.3810	3.6452	3.6667	3.5227	3.6429	3.6765	3.6316	3.6386	3.6579	3.7833 Y	3.5327	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	8	189	7	6	4	76	3	2	1	10	2	3	2	4	2	4	0	1	5	2	4	1	6	0
	0.96%	1.16%	0.77%	1.49%	1.41%	1.45%	0.80%	1.10%	1.13%	0.93%	0.32%	0.97%	2.56%	0.75%	3.45%	1.31%	0.55%	3.36%	0.0%	1.05%	3.14% S	0.81%	1.72%	0.68%	1.72%	0.0%
BASE = Those who responded	924	764	1030	12467	489	407	493	6816	263	214	315	1016	76	397	56	302	364	115	222	94	154	245	229	146	343	0
	99.04%	98.84%	99.23%	98.51%	98.59%	98.55%	99.20%	98.90%	98.87%	99.07%	99.68%	99.03%	97.44%	99.25%	96.55%	98.69%	99.45%	96.64%	100.00% U	98.95%	96.86%	99.19%	98.28%	99.32%	98.28%	0.0%
Yes	670	510	726	9055	338	253	322	5622	221	159	259	826	48	279	44	254	245	86	173	53	98	170	157	103	235	0
	72.51% B	66.75%	70.49%	72.63%	69.12% F	62.16%	65.31%	82.48%	84.03% JE	74.30%	82.22% J	81.30%	63.16%	70.28%	78.57%	84.11%	67.31%	74.78%	77.93% TU	56.38%	63.64%	69.39%	68.56%	70.55%	68.51%	0.0%
No	254	254	304	3412	151	154	171	1194	42	55	56	190	28	118	12	48	119	29	49	41	56	75	72	43	108	0
	27.49%	33.25% A	29.51%	27.37%	30.88% I	37.84% E	34.69%	17.52%	15.97%	25.70% IK	17.78%	18.70%	36.84%	29.72%	21.43%	15.89%	32.69%	25.22%	22.07%	43.62% S	36.36% S	30.61%	31.44%	29.45%	31.49%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	29 3.11%	22 2.85%	29 2.79%	502 3.97%	14 2.82%	12 2.91%	14 2.82%	276 4.00%	8 3.01%	5 2.31%	8 2.53%	33 3.22%	3 3.85%	8 2.00%	3 5.17%	8 2.61%	5 1.37%	8 6.72% Q	1 0.45%	1 1.05%	11 6.92% ST	3 1.21%	10 4.29% V	8 5.44%	6 1.72%	0 0.0%
Appropriately skipped	254 27.22%	254 32.86% A	304 29.29%	3412 26.96%	151 30.44% I	154 37.29% E	171 34.41%	1194 17.32%	42 15.79%	55 25.46% IK	56 17.72%	190 18.52%	28 35.90%	118 29.50%	12 20.69%	48 15.69%	119 32.51%	29 24.37%	49 22.07%	41 43.16% S	56 35.22% S	75 30.36%	72 30.90%	43 29.25%	108 30.95%	0 0.0%
BASE = Those who responded	650 69.67% B	497 64.29%	705 67.92%	8742 69.07%	331 66.73% F	247 59.81%	312 62.78%	5422 78.67%	216 81.20% JE	156 72.22%	252 79.75% J	803 78.27%	47 60.26%	274 68.50%	43 74.14%	250 81.70%	242 66.12%	82 68.91%	172 77.48% TU	53 55.79%	92 57.86%	169 68.42%	151 64.81%	96 65.31%	235 67.34%	0 0.0%
Never	6 0.92%	9 1.81%	5 0.71%	69 0.79%	2 0.60%	7 2.83%	2 0.64%	24 0.44% I	0 0.0%	1 0.64%	4 1.59% I	1 0.12%	1 2.13%	1 0.36%	2 4.65%	0 0.0%	2 0.83%	0 0.0%	2 1.16%	0 0.0%	0 0.0%	1 0.59%	1 0.66%	1 1.04%	1 0.43%	0 0.0%
Sometimes	68 10.46%	64 12.88%	92 13.05%	857 9.80%	39 11.78%	31 12.55%	46 14.74%	347 6.40%	25 11.57% H	13 8.33%	32 12.70%	72 8.97%	9 19.15%	29 10.58%	7 16.28%	27 10.80%	28 11.57%	10 12.20%	16 9.30%	6 11.32%	16 17.39%	19 11.24%	19 12.58%	6 6.25%	33 14.04% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	74 11.38%	73 14.69%	97 13.76%	926 10.59%	41 12.39%	38 15.38%	48 15.38%	371 6.84%	25 11.57% H	14 8.97%	36 14.29%	73 9.09%	10 21.28%	30 10.95%	9 20.93%	27 10.80%	30 12.40%	10 12.20%	18 10.47%	6 11.32%	16 17.39%	20 11.83%	20 13.25%	7 7.29%	34 14.47% X	0 0.0%
Usually	155 23.85% B	82 16.50%	148 20.99% B	1712 19.58%	79 23.87% F	35 14.17%	61 19.55%	1103 20.34%	61 28.24% H	33 21.15%	56 22.22%	234 29.14%	13 27.66%	62 22.63%	11 25.58%	63 25.20%	50 20.66%	26 31.71%	32 18.60%	16 30.19%	23 25.00%	37 21.89%	35 23.18%	22 22.92%	57 24.26%	0 0.0%
Always	421 64.77%	342 68.81%	460 65.25%	6104 69.82% E	211 63.75%	174 70.45%	203 65.06%	3948 72.81% I	130 60.19%	109 69.87%	160 63.49%	496 61.77%	24 51.06%	182 66.42%	23 53.49%	160 64.00%	162 66.94%	46 56.10%	122 70.93% U	31 58.49%	53 57.61%	112 66.27%	96 63.58%	67 69.79%	144 61.28%	0 0.0%
CAHPS Rate (%Always + %Usually)	576 88.62%	424 85.31%	608 86.24%	7816 89.41%	290 87.61%	209 84.62%	264 84.62%	5051 93.16% I	191 88.43%	142 91.03%	216 85.71%	730 90.91%	37 78.72%	244 89.05%	34 79.07%	223 89.20%	212 87.60%	72 87.80%	154 89.53% U	47 88.68%	76 82.61%	149 88.17%	131 86.75%	89 92.71% Y	201 85.53%	0 0.0%
3-point composite mean	2.5338	2.5412	2.5149	2.5923 E	2.5136	2.5506	2.4968	2.6597 I	2.4861	2.6090	2.4921	2.5268	2.2979	2.5547 M	2.3256	2.5320	2.5455	2.4390	2.6047 U	2.4717	2.4022	2.5444	2.5033	2.6250 Y	2.4681	0
4-point composite mean	3.5246	3.5231	3.5078	3.5844 E	3.5076	3.5223	3.4904	3.6553 I	3.4861	3.6026	3.4762	3.5255	3.2766	3.5511 M	3.2791	3.5320	3.5372	3.4390	3.5930 U	3.4717	3.4022	3.5385	3.4967	3.6146	3.4638	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.29%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 3.32% C	22 2.85%	18 1.73%	458 3.62%	12 2.42%	6 1.45%	7 1.41%	220 3.19%	12 4.51%	9 4.17%	8 2.53%	31 3.02%	4 5.13%	8 2.00%	0 0.0%	0 0.0%	10 2.73%	2 1.68%	4 1.80%	1 1.05%	6 3.77%	6 2.43%	6 2.58%	5 3.40%	7 2.01%	0 0.0%
BASE = Those who responded	902 96.68%	751 97.15%	1017 97.98%	12198 96.38%	484 97.58%	407 98.55%	490 98.59%	6672 96.81%	254 95.49%	207 95.83%	307 97.15%	995 96.98%	74 94.87%	392 98.00%	58 100.00%	306 100.00%	356 97.27%	117 98.32%	218 98.20%	94 98.95%	153 96.23%	241 97.57%	227 97.42%	142 96.60%	342 97.99%	0 0.0%
None	193 21.40%	198 26.36% A	255 25.07%	2844 23.32%	115 23.76% I	120 29.48%	150 30.61% E	795 11.92%	37 14.57%	38 18.36%	41 13.36%	139 13.97%	23 31.08%	85 21.68%	0 0.0%	0 0.0%	89 25.00%	22 18.80%	38 17.43%	37 39.36% SU	36 23.53%	66 27.39%	45 19.82%	33 23.24%	82 23.98%	0 0.0%
1 time	212 23.50%	198 26.36% C	225 22.12%	3107 25.47%	119 24.59%	120 29.48% G	114 23.27%	1258 18.85%	48 18.90%	44 21.26%	48 15.64%	223 22.41%	12 16.22%	107 27.30% M	14 24.14%	104 33.99%	92 25.84%	26 22.22%	54 24.77%	19 20.21%	44 28.76%	60 24.90%	57 25.11%	35 24.65%	84 24.56%	0 0.0%
2	195 21.62%	148 19.71%	221 21.73%	2743 22.49%	103 21.28%	78 19.16%	110 22.45%	1653 24.78%	62 24.41%	41 19.81%	71 23.13%	232 23.32%	12 16.22%	87 22.19%	18 31.03%	84 27.45%	82 23.03%	19 16.24%	54 24.77%	15 15.96%	29 18.95%	43 17.84%	56 24.67%	28 19.72%	75 21.93%	0 0.0%
3	139 15.41%	100 13.32%	130 12.78%	1558 12.77%	76 15.70%	46 11.30%	56 11.43%	1114 16.70%	35 13.78%	33 15.94%	48 15.64%	151 15.18%	12 16.22%	60 15.31%	12 20.69%	64 20.92%	50 14.04%	23 19.66%	37 16.97%	13 13.83%	22 14.38%	36 14.94%	37 16.30%	26 18.31%	50 14.62%	0 0.0%
4	64 7.10%	39 5.19%	78 7.67% B	853 6.99% E	24 4.96%	21 5.16%	26 5.31%	667 10.00%	29 11.42% JE	13 6.28%	38 12.38% J	91 9.15%	2 2.70%	20 5.10%	3 5.17%	20 6.54%	17 4.78%	6 5.13%	12 5.50%	2 2.13%	7 4.58%	10 4.15%	12 5.29%	7 4.93%	17 4.97%	0 0.0%
5 to 9	78 8.65%	60 7.99%	83 8.16%	862 7.07%	37 7.64%	19 4.67%	27 5.51%	886 13.28%	32 12.60% E	33 15.94%	43 14.01%	115 11.56%	8 10.81%	28 7.14%	10 17.24%	25 8.17%	24 6.74%	13 11.11%	20 9.17%	7 7.45%	10 6.54%	22 9.13%	15 6.61%	9 6.34%	28 8.19%	0 0.0%
10 or more times	21 2.33% B	8 1.07%	25 2.46% B	231 1.89%	10 2.07%	3 0.74%	7 1.43%	299 4.48%	11 4.33%	5 2.42%	18 5.86% J	44 4.42%	5 6.76%	5 1.28%	1 1.72%	9 2.94%	2 0.56%	8 6.84% Q	3 1.38%	1 1.06%	5 3.27%	4 1.66%	5 2.20%	4 2.82%	6 1.75%	0 0.0%
Average number of times	2.3099 B	1.9574	2.2247 B	2.0987	2.1343 FG	1.6425	1.8010	3.0746	2.9705 E	2.7560	3.2964 J	2.8734	2.6824	2.0395	3.1121	2.7173	1.8736	2.9744 Q	2.2867 T	1.6755	2.1471	2.0664	2.1828	2.1831	2.1140	0
Standard deviation	2.4822	2.1975	2.5217	2.3323	2.3922	1.9093	2.1672	2.8875	2.8894	2.7266	3.1028	2.8814	3.3708	2.1651	2.3727	2.3624	1.9694	3.2776	2.2502	2.2202	2.6021	2.4015	2.3378	2.4926	2.3490	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	38	28	26	592	17	7	8	274	13	12	10	41	5	11	1	3	14	3	8	1	7	9	8	6	11	0
	4.07%	3.62%	2.50%	4.68%	3.43%	1.69%	1.61%	3.98%	4.89%	5.56%	3.16%	4.00%	6.41%	2.75%	1.72%	0.98%	3.83%	2.52%	3.60%	1.05%	4.40%	3.64%	3.43%	4.08%	3.15%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	23	85	0	0	89	22	38	37	36	66	45	33	82	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	29.49%	21.25%	0.0%	0.0%	24.32%	18.49%	17.12%	38.95% SU	22.64%	26.72%	19.31%	22.45%	23.50%	0.0%
BASE = Those who responded	702	547	757	9220	364	286	339	5823	216	166	265	846	50	304	57	303	263	94	176	57	116	172	180	108	256	0
	75.24% B	70.76%	72.93%	72.85%	73.39%	69.25%	68.21%	84.49%	81.20% E	76.85%	83.86% J	82.46%	64.10%	76.00% M	98.28%	99.02%	71.86%	78.99%	79.28% T	60.00%	72.96% T	69.64%	77.25%	73.47%	73.35%	0.0%
Yes	523	388	557	6607	265	202	249	4481	174	129	205	675	37	219	38	224	187	73	135	41	75	130	124	81	184	0
	74.50%	70.93%	73.58%	71.66%	72.80%	70.63%	73.45%	76.95%	80.56% E	77.71%	77.36%	79.79%	74.00%	72.04%	66.67%	73.93%	71.10%	77.66%	76.70% U	71.93%	64.66%	75.58%	68.89%	75.00%	71.88%	0.0%
No	179	159	200	2613	99	84	90	1342	42	37	60	171	13	85	19	79	76	21	41	16	41	42	56	27	72	0
	25.50%	29.07%	26.42%	28.34%	27.20% I	29.37%	26.55%	23.05%	19.44%	22.29%	22.64%	20.21%	26.00%	27.96%	33.33%	26.07%	28.90%	22.34%	23.30%	28.07%	35.34% S	24.42%	31.11%	25.00%	28.13%	0.0%
3-point composite mean	2.4900	2.4186	2.4716	2.4332	2.4560	2.4126	2.4690	2.5391	2.6111 E	2.5542	2.5472	2.5957	2.4800	2.4408	2.3333	2.4785	2.4221	2.5532	2.5341 U	2.4386	2.2931	2.5116	2.3778	2.5000	2.4375	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	25	25	294	13	8	9	264	12	9	9	35	4	8	0	0	10	3	5	1	6	7	6	6	7	0
	3.54%	3.23%	2.41%	3.84%	2.62%	1.94%	1.81%	3.83%	4.51%	4.17%	2.85%	3.41%	5.13%	2.00%	0.0%	0.0%	2.73%	2.52%	2.25%	1.05%	3.77%	2.83%	2.58%	4.08%	2.01%	0.0%
Appropriately skipped	193	198	255	1750	115	120	150	795	37	38	41	139	23	85	0	0	89	22	38	37	36	66	45	33	82	0
	20.69%	25.61% A	24.57% A	22.87%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	29.49%	21.25%	0.0%	0.0%	24.32%	18.49%	17.12%	38.95% SU	22.64%	26.72%	19.31%	22.45%	23.50%	0.0%
BASE = Those who responded	707	550	758	5607	368	285	338	5833	217	169	266	852	51	307	58	306	267	94	179	57	117	174	182	108	260	0
	75.78% B	71.15%	73.03%	73.28%	74.19% G	69.01%	68.01%	84.63%	81.58% E	78.24%	84.18%	83.04%	65.38%	76.75%	100.00%	100.00%	72.95%	78.99%	80.63% T	60.00%	73.58% T	70.45%	78.11%	73.47%	74.50%	0.0%
Never	14	14	16	149	6	10	9	93	1	1	7	14	1	5	1	5	4	2	2	1	3	2	4	2	4	0
	1.98%	2.55%	2.11%	2.66%	1.63%	3.51%	2.66%	1.59% I	0.46%	0.59%	2.63% I	1.64%	1.96%	1.63%	1.72%	1.63%	1.50%	2.13%	1.12%	1.75%	2.56%	1.15%	2.20%	1.85%	1.54%	0.0%
Sometimes	57	55	62	498	29	29	34	396	18	17	19	62	8	19	15	13	22	6	9	3	16	11	17	6	23	0
	8.06%	10.00%	8.18%	8.88%	7.88%	10.18%	10.06%	6.79%	8.29%	10.06%	7.14%	7.28%	15.69%	6.19%	25.86% P	4.25%	8.24%	6.38%	5.03%	5.26%	13.68% S	6.32%	9.34%	5.56%	8.85%	0.0%
Bottom Two Box (%Never + %Sometimes)	71	69	78	647	35	39	43	489	19	18	26	76	9	24	16	18	26	8	11	4	19	13	21	8	27	0
	10.04%	12.55%	10.29%	11.54%	9.51%	13.68%	12.72%	8.38%	8.76%	10.65%	9.77%	8.92%	17.65%	7.82%	27.59% P	5.88%	9.74%	8.51%	6.15%	7.02%	16.24% S	7.47%	11.54%	7.41%	10.38%	0.0%
Usually	128	92	146	915	68	43	55	997	47	31	49	196	12	56	13	54	41	27	30	13	23	32	35	29	39	0
	18.10%	16.73%	19.26%	16.32%	18.48%	15.09%	16.27%	17.09%	21.66%	18.34%	18.42%	23.00%	23.53%	18.24%	22.41%	17.65%	15.36%	28.72% Q	16.76%	22.81%	19.66%	18.39%	19.23%	26.85% Y	15.00%	0.0%
Always	508	389	534	4045	265	203	240	4347	151	120	191	580	30	227	29	234	200	59	138	40	75	129	126	71	194	0
	71.85%	70.73%	70.45%	72.14%	72.01%	71.23%	71.01%	74.52%	69.59%	71.01%	71.80%	68.08%	58.82%	73.94% M	50.00%	76.47% O	74.91% R	62.77%	77.09% U	70.18%	64.10%	74.14%	69.23%	65.74%	74.62%	0.0%
CAHPS Rate (%Always + %Usually)	636	481	680	4960	333	246	295	5344	198	151	240	776	42	283	42	288	241	86	168	53	98	161	161	100	233	0
	89.96%	87.45%	89.71%	88.46%	90.49%	86.32%	87.28%	91.62%	91.24%	89.35%	90.23%	91.08%	82.35%	92.18%	72.41%	94.12% O	90.26%	91.49%	93.85% U	92.98%	83.76%	92.53%	88.46%	92.59%	89.62%	0.0%
3-point composite mean	2.6181	2.5818	2.6016	2.6060	2.6250	2.5754	2.5828	2.6614	2.6083	2.6036	2.6203	2.5915	2.4118	2.6612 M	2.2241	2.7059 O	2.6517	2.5426	2.7095 U	2.6316	2.4786	2.6667	2.5769	2.5833	2.6423	0
4-point composite mean	3.5983	3.5564	3.5805	3.5795	3.6087	3.5404	3.5562	3.6455	3.6037	3.5976	3.5940	3.5751	3.3922	3.6450 M	3.2069	3.6895 O	3.6367	3.5213	3.6983 U	3.6140	3.4530	3.6552	3.5549	3.5648	3.6269	0
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	41	30	25	616	18	10	8	286	12	11	10	37	4	12	0	3	13	5	7	1	9	9	9	10	8	0
	4.39% C	3.88%	2.41%	4.87%	3.63% G	2.42%	1.61%	4.15%	4.51%	5.09%	3.16%	3.61%	5.13%	3.00%	0.0%	0.98%	3.55%	4.20%	3.15%	1.05%	5.66% T	3.64%	3.86%	6.80% Y	2.29%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	23	85	0	0	89	22	38	37	36	66	45	33	82	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	29.49%	21.25%	0.0%	0.0%	24.32%	18.49%	17.12%	38.95% SU	22.64%	26.72%	19.31%	22.45%	23.50%	0.0%
BASE = Those who responded	699	545	758	9196	363	283	339	5811	217	167	265	850	51	303	58	303	264	92	177	57	114	172	179	104	259	0
	74.92% B	70.50%	73.03%	72.66%	73.19%	68.52%	68.21%	84.32%	81.58% E	77.31%	83.86%	82.85%	65.38%	75.75%	100.00%	99.02%	72.13%	77.31%	79.73% T	60.00%	71.70%	69.64%	76.82%	70.75%	74.21%	0.0%
Yes	213	157	247	2880	101	72	97	2804	97	73	124	413	15	81	14	85	59	38	43	19	33	43	52	27	74	0
	30.47%	28.81%	32.59%	31.32%	27.82%	25.44%	28.61%	48.25%	44.70% E	43.71%	46.79%	48.59%	29.41%	26.73%	24.14%	28.05%	22.35%	41.30% Q	24.29%	33.33%	28.95%	25.00%	29.05%	25.96%	28.57%	0.0%
No	486	388	511	6316	262	211	242	3007	120	94	141	437	36	222	44	218	205	54	134	38	81	129	127	77	185	0
	69.53%	71.19%	67.41%	68.68%	72.18% I	74.56%	71.39%	51.75%	55.30%	56.29%	53.21%	51.41%	70.59%	73.27%	75.86%	71.95%	77.65% R	58.70%	75.71%	66.67%	71.05%	75.00%	70.95%	74.04%	71.43%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	43	32	27	651	19	10	10	314	13	12	12	44	5	12	1	3	13	6	7	1	10	9	10	11	8	0
	4.61% C	4.14%	2.60%	5.14%	3.83%	2.42%	2.01%	4.56%	4.89%	5.56%	3.80%	4.29%	6.41%	3.00%	1.72%	0.98%	3.55%	5.04%	3.15%	1.05%	6.29% T	3.64%	4.29%	7.48% Y	2.29%	0.0%
Appropriately skipped	679	586	766	9160	377	331	392	3802	157	132	182	576	59	307	44	218	294	76	172	75	117	195	172	110	267	0
	72.78%	75.81%	73.80%	72.38%	76.01% I	80.15%	78.87%	55.17%	59.02%	61.11%	57.59%	56.14%	75.64%	76.75%	75.86%	71.24%	80.33% R	63.87%	77.48%	78.95%	73.58%	78.95%	73.82%	74.83%	76.50%	0.0%
BASE = Those who responded	211	155	245	2845	100	72	95	2776	96	72	122	406	14	81	13	85	59	37	43	19	32	43	51	26	74	0
	22.62%	20.05%	23.60%	22.48%	20.16%	17.43%	19.11%	40.28%	36.09% E	33.33%	38.61%	39.57%	17.95%	20.25%	22.41%	27.78%	16.12%	31.09% Q	19.37%	20.00%	20.13%	17.41%	21.89%	17.69%	21.20%	0.0%
Yes	197	144	231	2612	91	65	88	2666	93	70	119	391	13	73	13	76	54	34	39	19	28	41	45	26	65	0
	93.36%	92.90%	94.29%	91.81%	91.00%	90.28%	92.63%	96.04%	96.88%	97.22%	97.54%	96.31%	92.86%	90.12%	100.00%	89.41%	91.53%	91.89%	90.70%	100.00%	87.50%	95.35%	88.24%	100.00%	87.84%	0.0%
No	14	11	14	233	9	7	7	110	3	2	3	15	1	8	0	9	5	3	4	0	4	2	6	0	9	0
	6.64%	7.10%	5.71%	8.19%	9.00%	9.72%	7.37%	3.96%	3.13%	2.78%	2.46%	3.69%	7.14%	9.88%	0.0%	10.59%	8.47%	8.11%	9.30%	0.0%	12.50%	4.65%	11.76%	0.0%	12.16%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	31	29	662	20	10	10	329	15	12	12	49	5	13	1	4	14	6	8	1	10	10	10	11	9	0
	4.93% C	4.01%	2.79%	5.23%	4.03%	2.42%	2.01%	4.77%	5.64%	5.56%	3.80%	4.78%	6.41%	3.25%	1.72%	1.31%	3.83%	5.04%	3.60%	1.05%	6.29% T	4.05%	4.29%	7.48% Y	2.58%	0.0%
Appropriately skipped	679	586	766	9160	377	331	392	3802	157	132	182	576	59	307	44	218	294	76	172	75	117	195	172	110	267	0
	72.78%	75.81%	73.80%	72.38%	76.01% I	80.15%	78.87%	55.17%	59.02%	61.11%	57.59%	56.14%	75.64%	76.75%	75.86%	71.24%	80.33% R	63.87%	77.48%	78.95%	73.58%	78.95%	73.82%	74.83%	76.50%	0.0%
BASE = Those who responded	208	156	243	2834	99	72	95	2761	94	72	122	401	14	80	13	84	58	37	42	19	32	42	51	26	73	0
	22.29%	20.18%	23.41%	22.39%	19.96%	17.43%	19.11%	40.06%	35.34% E	33.33%	38.61%	39.08%	17.95%	20.00%	22.41%	27.45%	15.85%	31.09% Q	18.92%	20.00%	20.13%	17.00%	21.89%	17.69%	20.92%	0.0%
Yes	143	109	177	1874	66	46	68	2052	75	55	91	311	11	51	8	56	37	27	26	12	24	26	36	20	46	0
	68.75%	69.87%	72.84%	66.13%	66.67%	63.89%	71.58%	74.32%	79.79% E	76.39%	74.59%	77.56%	78.57%	63.75%	61.54%	66.67%	63.79%	72.97%	61.90%	63.16%	75.00%	61.90%	70.59%	76.92%	63.01%	0.0%
No	65	47	66	960	33	26	27	709	19	17	31	90	3	29	5	28	21	10	16	7	8	16	15	6	27	0
	31.25%	30.13%	27.16%	33.87%	33.33% I	36.11%	28.42%	25.68%	20.21%	23.61%	25.41%	22.44%	21.43%	36.25%	38.46%	33.33%	36.21%	27.03%	38.10%	36.84%	25.00%	38.10%	29.41%	23.08%	36.99%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	44	32	28	669	20	10	10	335	13	13	13	48	5	13	1	4	13	7	8	1	10	10	10	11	9	0
	4.72% C	4.14%	2.70%	5.29%	4.03%	2.42%	2.01%	4.86%	4.89%	6.02%	4.11%	4.68%	6.41%	3.25%	1.72%	1.31%	3.55%	5.88%	3.60%	1.05%	6.29% T	4.05%	4.29%	7.48% Y	2.58%	0.0%
Appropriately skipped	679	586	766	9160	377	331	392	3802	157	132	182	576	59	307	44	218	294	76	172	75	117	195	172	110	267	0
	72.78%	75.81%	73.80%	72.38%	76.01% I	80.15%	78.87%	55.17%	59.02%	61.11%	57.59%	56.14%	75.64%	76.75%	75.86%	71.24%	80.33% R	63.87%	77.48%	78.95%	73.58%	78.95%	73.82%	74.83%	76.50%	0.0%
BASE = Those who responded	210	155	244	2827	99	72	95	2755	96	71	121	402	14	80	13	84	59	36	42	19	32	42	51	26	73	0
	22.51%	20.05%	23.51%	22.34%	19.96%	17.43%	19.11%	39.97%	36.09% E	32.87%	38.29%	39.18%	17.95%	20.00%	22.41%	27.45%	16.12%	30.25% Q	18.92%	20.00%	20.13%	17.00%	21.89%	17.69%	20.92%	0.0%
Yes	172	120	206	2247	78	54	84	2367	79	59	103	342	9	64	8	68	46	28	30	16	26	33	39	21	57	0
	81.90%	77.42%	84.43%	79.48%	78.79%	75.00%	88.42% F	85.92%	82.29%	83.10%	85.12%	85.07%	64.29%	80.00%	61.54%	80.95%	77.97%	77.78%	71.43%	84.21%	81.25%	78.57%	76.47%	80.77%	78.08%	0.0%
No	38	35	38	580	21	18	11	388	17	12	18	60	5	16	5	16	13	8	12	3	6	9	12	5	16	0
	18.10%	22.58%	15.57%	20.52%	21.21%	25.00% G	11.58%	14.08%	17.71%	16.90%	14.88%	14.93%	35.71%	20.00%	38.46%	19.05%	22.03%	22.22%	28.57%	15.79%	18.75%	21.43%	23.53%	19.23%	21.92%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	39 4.18% C	31 4.01%	26 2.50%	570 4.50%	17 3.43%	10 2.42%	9 1.81%	275 3.99%	12 4.51%	12 5.56%	10 3.16%	37 3.61%	4 5.13%	11 2.75%	0 0.0%	0 0.0%	12 3.28%	5 4.20%	6 2.70%	3 3.16%	7 4.40%	9 3.64%	8 3.43%	9 6.12%	8 2.29%	0 0.0%
Appropriately skipped	193 20.69%	198 25.61% A	255 24.57% A	2844 22.47%	115 23.19% I	120 29.06% E	150 30.18% E	795 11.54%	37 13.91%	38 17.59%	41 12.97%	139 13.55%	23 29.49%	85 21.25%	0 0.0%	0 0.0%	89 24.32%	22 18.49%	38 17.12%	37 38.95% SU	36 22.64%	66 26.72%	45 19.31%	33 22.45%	82 23.50%	0 0.0%
BASE = Those who responded	701 75.13% B	544 70.38%	756 72.83%	9242 73.02%	364 73.39%	283 68.52%	338 68.01%	5822 84.47%	217 81.58% E	166 76.85%	264 83.54%	850 82.85%	51 65.38%	304 76.00%	58 100.00%	306 100.00%	265 72.40%	92 77.31%	178 80.18% T	55 57.89%	116 72.96% T	172 69.64%	180 77.25%	105 71.43%	259 74.21%	0 0.0%
10 - Best health care possible	342 48.79%	245 45.04%	349 46.16%	4877 52.77%	182 50.00%	127 44.88%	161 47.63%	3008 51.67% I	95 43.78%	72 43.37%	110 41.67%	365 42.94%	8 15.69%	169 55.59% M	0 0.0%	182 59.48% O	138 52.08%	40 43.48%	93 52.25%	21 38.18%	61 52.59%	86 50.00%	90 50.00%	52 49.52%	130 50.19%	0 0.0%
9 -	120 17.12%	98 18.01%	129 17.06%	1707 18.47%	62 17.03%	47 16.61%	55 16.27%	1006 17.28%	31 14.29%	33 19.88%	46 17.42%	158 18.59%	3 5.88%	58 19.08% M	0 0.0%	62 20.26% O	48 18.11%	14 15.22%	34 19.10%	10 18.18%	13 11.21%	28 16.28%	31 17.22%	22 20.95%	40 15.44%	0 0.0%
Top Two Box	462 65.91%	343 63.05%	478 63.23%	6584 71.24%	244 67.03% I	174 61.48%	216 63.91%	4014 68.95% I	126 58.06%	105 63.25%	156 59.09%	523 61.53%	11 21.57%	227 74.67% M	0 0.0%	244 79.74% O	186 70.19%	54 58.70%	127 71.35% T	31 56.36%	74 63.79%	114 66.28%	121 67.22%	74 70.48%	170 65.64%	0 0.0%
8 -	130 18.54%	98 18.01%	156 20.63%	1520 16.45%	62 17.03%	52 18.37%	64 18.93%	1058 18.17%	49 22.58%	28 16.87%	51 19.32%	181 21.29%	11 21.57%	50 16.45%	0 0.0%	62 20.26% O	39 14.72%	22 23.91%	24 13.48%	18 32.73% SU	19 16.38%	36 20.93%	25 13.89%	20 19.05%	42 16.22%	0 0.0%
CAHPS Rate (Top Three Box)	592 84.45%	441 81.07%	634 83.86%	8104 87.69%	306 84.07%	226 79.86%	280 82.84%	5072 87.12% I	175 80.65%	133 80.12%	207 78.41%	704 82.82%	22 43.14%	277 91.12% M	0 0.0%	306 100.00% O	225 84.91%	76 82.61%	151 84.83%	49 89.09%	93 80.17%	150 87.21%	146 81.11%	94 89.52% Y	212 81.85%	0 0.0%
7 -	56 7.99%	56 10.29% C	46 6.08%	552 5.97%	31 8.52%	33 11.66%	24 7.10%	370 6.36%	23 10.60% H	17 10.24%	26 9.85%	84 9.88%	18 35.29% N	12 3.95%	31 53.45% P	0 0.0%	21 7.92%	9 9.78%	13 7.30%	4 7.27%	13 11.21%	12 6.98%	18 10.00%	7 6.67%	24 9.27%	0 0.0%
6 -	23 3.28%	14 2.57%	24 3.17%	228 2.47%	11 3.02%	8 2.83%	9 2.66%	143 2.46%	8 3.69%	3 1.81%	10 3.79%	25 2.94%	4 7.84%	6 1.97%	11 18.97% P	0 0.0%	7 2.64%	3 3.26%	5 2.81%	2 3.64%	3 2.59%	5 2.91%	5 2.78%	2 1.90%	9 3.47%	0 0.0%
5 -	17 2.43%	16 2.94%	34 4.50% A	216 2.34%	11 3.02%	10 3.53%	17 5.03%	140 2.40%	6 2.76%	4 2.41%	14 5.30%	25 2.94%	6 11.76% N	5 1.64%	11 18.97% P	0 0.0%	9 3.40%	2 2.17%	7 3.93% T	0 0.0%	4 3.45% T	5 2.91%	6 3.33%	2 1.90%	9 3.47%	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

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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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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 -	5	3	9	46	1	1	3	34	1	3	4	3	1	0	1	0	1	0	0	0	1	0	1	0	1	0
	0.71%	0.55%	1.19%	0.50%	0.27%	0.35%	0.89%	0.58%	0.46%	1.81%	1.52%	0.35%	1.96%	0.0%	1.72%	0.0%	0.38%	0.0%	0.0%	0.0%	0.86%	0.0%	0.56%	0.0%	0.39%	0.0%
3 -	1	6	1	28	1	1	1	28	0	4	0	3	0	1	1	0	1	0	0	0	1	0	1	0	1	0
	0.14%	1.10% AC	0.13%	0.30%	0.27%	0.35%	0.30%	0.48% I	0.0%	2.41% IK	0.0%	0.35%	0.0%	0.33%	1.72%	0.0%	0.38%	0.0%	0.0%	0.0%	0.86%	0.0%	0.56%	0.0%	0.39%	0.0%
2 -	4	3	1	22	1	2	0	16	3	0	0	4	0	1	1	0	0	1	0	0	1	0	1	0	1	0
	0.57%	0.55%	0.13%	0.24%	0.27%	0.71%	0.0%	0.27%	1.38%	0.0%	0.0%	0.47%	0.0%	0.33%	1.72%	0.0%	0.0%	1.09%	0.0%	0.0%	0.86%	0.0%	0.56%	0.0%	0.39%	0.0%
1 -	1	2	3	24	1	0	2	9	0	1	2	0	0	1	1	0	0	1	1	0	0	0	1	0	1	0
	0.14%	0.37%	0.40%	0.26%	0.27%	0.0%	0.59%	0.15% I	0.0%	0.60%	0.76%	0.0%	0.0%	0.33%	1.72%	0.0%	0.0%	1.09%	0.56%	0.0%	0.0%	0.0%	0.56%	0.0%	0.39%	0.0%
0 - Worst health care possible	2	3	4	22	1	2	2	10	1	1	1	2	0	1	1	0	1	0	1	0	0	0	1	0	1	0
	0.29%	0.55%	0.53%	0.24%	0.27%	0.71%	0.59%	0.17%	0.46%	0.60%	0.38%	0.24%	0.0%	0.33%	1.72%	0.0%	0.38%	0.0%	0.56%	0.0%	0.0%	0.0%	0.56%	0.0%	0.39%	0.0%
Bottom Three Box	7	8	8	68	3	4	4	35	4	2	3	6	0	3	3	0	1	2	2	0	1	0	3	0	3	0
	1.00%	1.47%	1.06%	0.74%	0.82%	1.41%	1.18%	0.60%	1.84%	1.20%	1.14%	0.71%	0.0%	0.99%	5.17%	0.0%	0.38%	2.17%	1.12%	0.0%	0.86%	0.0%	1.67%	0.0%	1.16%	0.0%
Bottom Two Box	3	5	7	46	2	2	4	19	1	2	3	2	0	2	2	0	1	1	2	0	0	0	2	0	2	0
	0.43%	0.92%	0.93%	0.50%	0.55%	0.71%	1.18%	0.33%	0.46%	1.20%	1.14%	0.24%	0.0%	0.66%	3.45%	0.0%	0.38%	1.09%	1.12%	0.0%	0.0%	0.0%	1.11%	0.0%	0.77%	0.0%
Average rating	8.8260	8.6581	8.7024	8.9744	8.8516	8.6537	8.7012	8.9328 I	8.6175	8.5723	8.5303	8.7200	7.4314	9.0888 M	6.0000	9.3922 O	8.9245	8.6522	8.9045	8.8000	8.7672	8.9477	8.7500	9.0381	8.7761	0
Standard deviation	1.5740	1.7649	1.7090	1.4952	1.5637	1.7126	1.7582	1.4986	1.6975	1.8895	1.7729	1.5268	1.5499	1.4380	1.5086	0.8022	1.5153	1.6774	1.6239	1.1346	1.6782	1.3086	1.7822	1.1946	1.6846	0
3-point composite mean	2.5835	2.5441	2.5317	2.6490	2.5962	2.5300	2.5385	2.6242 I	2.4931	2.5361	2.4735	2.5424	2.0000	2.6974 M	1.5345	2.7974 O	2.6302	2.5109	2.6348	2.5273	2.5517	2.6047	2.5833	2.6667	2.5676	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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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Children With Chronic Conditions

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	30	30	580	17	9	9	279	13	11	11	39	4	12	0	2	14	3	7	1	8	10	7	9	8	0
	4.29%	3.88%	2.89%	4.58%	3.43%	2.18%	1.81%	4.05%	4.89%	5.09%	3.48%	3.80%	5.13%	3.00%	0.0%	0.65%	3.83%	2.52%	3.15%	1.05%	5.03%	4.05%	3.00%	6.12%	2.29%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	23	85	0	0	89	22	38	37	36	66	45	33	82	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	29.49%	21.25%	0.0%	0.0%	24.32%	18.49%	17.12%	38.95% SU	22.64%	26.72%	19.31%	22.45%	23.50%	0.0%
BASE = Those who responded	700	545	753	9232	364	284	338	5818	216	167	264	848	51	303	58	304	263	94	177	57	115	171	181	105	259	0
	75.03% B	70.50%	72.54%	72.95%	73.39%	68.77%	68.01%	84.42%	81.20% E	77.31%	83.54%	82.65%	65.38%	75.75%	100.00%	99.35%	71.86%	78.99%	79.73% T	60.00%	72.33% T	69.23%	77.68% V	71.43%	74.21%	0.0%
Never	13	12	8	161	7	8	4	43	5	3	3	11	1	6	2	5	6	1	5	1	1	2	5	2	5	0
	1.86%	2.20%	1.06%	1.74%	1.92%	2.82%	1.18%	0.74%	2.31%	1.80%	1.14%	1.30%	1.96%	1.98%	3.45%	1.64%	2.28%	1.06%	2.82%	1.75%	0.87%	1.17%	2.76%	1.90%	1.93%	0.0%
Sometimes	57	62	92	701	26	37	41	377	23	24	48	72	7	19	11	15	15	11	11	3	12	15	11	10	16	0
	8.14%	11.38%	12.22% A	7.59%	7.14%	13.03% E	12.13% E	6.48%	10.65% H	14.37%	18.18% I	8.49%	13.73%	6.27%	18.97% P	4.93%	5.70%	11.70%	6.21%	5.26%	10.43%	8.77%	6.08%	9.52%	6.18%	0.0%
Bottom Two Box (%Never + %Sometimes)	70	74	100	862	33	45	45	420	28	27	51	83	8	25	13	20	21	12	16	4	13	17	16	12	21	0
	10.00%	13.58%	13.28%	9.34%	9.07%	15.85% E	13.31%	7.22%	12.96% H	16.17%	19.32%	9.79%	15.69%	8.25%	22.41% P	6.58%	7.98%	12.77%	9.04%	7.02%	11.30%	9.94%	8.84%	11.43%	8.11%	0.0%
Usually	189	117	187	2048	101	53	74	1400	64	43	76	280	29	70	25	76	68	32	43	16	36	45	52	23	78	0
	27.00% B	21.47%	24.83%	22.18%	27.75% DF	18.66%	21.89%	24.06%	29.63%	25.75%	28.79%	33.02%	56.86% N	23.10%	43.10% P	25.00%	25.86%	34.04%	24.29%	28.07%	31.30%	26.32%	28.73%	21.90%	30.12%	0.0%
Always	441	354	466	6322	230	186	219	3998	124	97	137	485	14	208	20	208	174	50	118	37	66	109	113	70	160	0
	63.00%	64.95%	61.89%	68.48% E	63.19%	65.49%	64.79%	68.72% I	57.41%	58.08%	51.89%	57.19%	27.45%	68.65% M	34.48%	68.42% O	66.16% R	53.19%	66.67%	64.91%	57.39%	63.74%	62.43%	66.67%	61.78%	0.0%
CAHPS Rate (%Always + %Usually)	630	471	653	8370	331	239	293	5398	188	140	213	765	43	278	45	284	242	82	161	53	102	154	165	93	238	0
	90.00%	86.42%	86.72%	90.66%	90.93% F	84.15%	86.69%	92.78% I	87.04%	83.83%	80.68%	90.21%	84.31%	91.75%	77.59%	93.42% O	92.02%	87.23%	90.96%	92.98%	88.70%	90.06%	91.16%	88.57%	91.89%	0.0%
3-point composite mean	2.5300	2.5138	2.4861	2.5914	2.5412	2.4965	2.5148	2.6150 I	2.4444	2.4192	2.3258	2.4741	2.1176	2.6040 M	2.1207	2.6184 O	2.5817 R	2.4043	2.5763	2.5789	2.4609	2.5380	2.5359	2.5524	2.5367	0
4-point composite mean	3.5114	3.4917	3.4754	3.5740	3.5220	3.4683	3.5030	3.6076 I	3.4213	3.4012	3.3144	3.4611	3.0980	3.5842 M	3.0862	3.6020 O	3.5589	3.3936	3.5480	3.5614	3.4522	3.5263	3.5083	3.5333	3.5174	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	13	11	4	120	8	5	0	83	1	5	1	6	2	6	0	5	3	4	3	1	3	4	4	3	5	0
	1.39% C	1.42% C	0.39%	1.57%	1.61% G	1.21% G	0.0%	1.20% I	0.38%	2.31%	0.32%	0.58%	2.56%	1.50%	0.0%	1.63% O	0.82%	3.36%	1.35%	1.05%	1.89%	1.62%	1.72%	2.04%	1.43%	0.0%
BASE = Those who responded	920	762	1033	7531	488	408	497	6809	265	211	315	1020	76	394	58	301	363	115	219	94	156	243	229	144	344	0
	98.61%	98.58%	99.52% AB	98.43%	98.39%	98.79%	100.00% EF	98.80%	99.62% H	97.69%	99.68%	99.42%	97.44%	98.50%	100.00% P	98.37%	99.18%	96.64%	98.65%	98.95%	98.11%	98.38%	98.28%	97.96%	98.57%	0.0%
Yes	581	453	634	5540	308	244	307	5882	212	153	246	811	54	241	33	183	216	85	81	89	126	160	137	94	214	0
	63.15%	59.45%	61.37%	73.56% E	63.11%	59.80%	61.77%	86.39% I	80.00% E	72.51%	78.10%	79.51%	71.05%	61.17%	56.90%	60.80%	59.50%	73.91% Q	36.99%	94.68% SU	80.77% S	65.84%	59.83%	65.28%	62.21%	0.0%
No	339	309	399	1991	180	164	190	927	53	58	69	209	22	153	25	118	147	30	138	5	30	83	92	50	130	0
	36.85%	40.55%	38.63%	26.44%	36.89% DI	40.20%	38.23%	13.61%	20.00% H	27.49%	21.90%	20.49%	28.95%	38.83%	43.10%	39.20%	40.50% R	26.09%	63.01% TU	5.32%	19.23% T	34.16%	40.17%	34.72%	37.79%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	26	22	14	321	16	12	3	261	5	7	4	27	4	11	1	9	8	7	6	2	7	8	8	10	6	0
	2.79% C	2.85% C	1.35%	4.20%	3.23% G	2.91% G	0.60%	3.79% I	1.88%	3.24%	1.27%	2.63%	5.13%	2.75%	1.72%	2.94%	2.19%	5.88%	2.70%	2.11%	4.40%	3.24%	3.43%	6.80% Y	1.72%	0.0%
Appropriately skipped	339	309	399	1991	180	164	190	927	53	58	69	209	22	153	25	118	147	30	138	5	30	83	92	50	130	0
	36.33%	39.97%	38.44%	26.02%	36.29% DI	39.71%	38.23%	13.45%	19.92% H	26.85%	21.84%	20.37%	28.21%	38.25%	43.10%	38.56%	40.16% R	25.21%	62.16% TU	5.26%	18.87% T	33.60%	39.48%	34.01%	37.25%	0.0%
BASE = Those who responded	568	442	624	5339	300	237	304	5704	208	151	242	790	52	236	32	179	211	82	78	88	122	156	133	87	213	0
	60.88%	57.18%	60.12%	69.78% E	60.48%	57.38%	61.17%	82.76%	78.20% JE	69.91%	76.58%	77.00%	66.67%	59.00%	55.17%	58.50%	57.65%	68.91% Q	35.14%	92.63% SU	76.73% S	63.16%	57.08%	59.18%	61.03%	0.0%
Yes	88	54	86	595	44	24	30	1108	52	31	61	170	13	30	9	30	25	18	10	11	21	19	23	6	38	0
	15.49%	12.22%	13.78%	11.14%	14.67%	10.13%	9.87%	19.42%	25.00% E	20.53%	25.21%	21.52%	25.00%	12.71%	28.13%	16.76%	11.85%	21.95% Q	12.82%	12.50%	17.21%	12.18%	17.29%	6.90%	17.84% X	0.0%
No	480	388	538	4744	256	213	274	4596	156	120	181	620	39	206	23	149	186	64	68	77	101	137	110	81	175	0
	84.51%	87.78%	86.22%	88.86%	85.33% I	89.87%	90.13%	80.58%	75.00%	79.47%	74.79%	78.48%	75.00%	87.29%	71.88%	83.24%	88.15% R	78.05%	87.18%	87.50%	82.79%	87.82%	82.71%	93.10% Y	82.16%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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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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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.89%	22 2.85%	17 1.64%	330 4.31%	16 3.23% G	12 2.91% G	3 0.60%	274 3.98% I	5 1.88%	7 3.24%	7 2.22%	29 2.83%	4 5.13%	11 2.75%	1 1.72%	9 2.94%	8 2.19%	7 5.88%	6 2.70%	2 2.11%	7 4.40%	8 3.24%	8 3.43%	10 6.80% Y	6 1.72%	0 0.0%
Appropriately skipped	819 87.78%	697 90.17%	937 90.27%	6735 88.03%	436 87.90% I	377 91.28%	464 93.36% E	5523 80.14%	209 78.57%	178 82.41%	250 79.11%	829 80.80%	61 78.21%	359 89.75% M	48 82.76%	267 87.25%	333 90.98% R	94 78.99%	206 92.79% U	82 86.32%	131 82.39%	220 89.07%	202 86.70%	131 89.12%	305 87.39%	0 0.0%
BASE = Those who responded	87 9.32%	54 6.99%	84 8.09%	586 7.66%	44 8.87%	24 5.81%	30 6.04%	1095 15.89%	52 19.55% E	31 14.35%	59 18.67%	168 16.37%	13 16.67% N	30 7.50%	9 15.52%	30 9.80%	25 6.83%	18 15.13% Q	10 4.50%	11 11.58% S	21 13.21% S	19 7.69%	23 9.87%	6 4.08%	38 10.89% X	0 0.0%
Yes	76 87.36%	54 100.00% AC	72 85.71%	535 91.30%	39 88.64%	24 100.00%	25 83.33%	1017 92.88%	48 92.31%	31 100.00% IK	49 83.05%	156 92.86%	11 84.62%	27 90.00%	7 77.78%	28 93.33%	22 88.00%	16 88.89%	9 90.00%	10 90.91%	19 90.48%	18 94.74%	20 86.96%	6 100.00%	33 86.84%	0 0.0%
No	11 12.64% B	0 0.0%	12 14.29% B	51 8.70%	5 11.36%	0 0.0%	5 16.67%	78 7.12%	4 7.69% J	0 0.0%	10 16.95% J	12 7.14%	2 15.38%	3 10.00%	2 22.22%	2 6.67%	3 12.00%	2 11.11%	1 10.00%	1 9.09%	2 9.52%	1 5.26%	3 13.04%	0 0.0%	5 13.16%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	6	10	105	4	2	3	82	0	3	4	8	1	3	0	2	4	0	2	1	1	2	2	3	1	0
	0.75%	0.78%	0.96%	1.37%	0.81% I	0.48%	0.60%	1.19% I	0.0%	1.39%	1.27% I	0.78%	1.28%	0.75%	0.0%	0.65%	1.09% R	0.0%	0.90%	1.05%	0.63%	0.81%	0.86%	2.04%	0.29%	0.0%
BASE = Those who responded	926	767	1028	7546	492	411	494	6810	266	213	312	1018	77	397	58	304	362	119	220	94	158	245	231	144	348	0
	99.25%	99.22%	99.04%	98.63%	99.19%	99.52%	99.40%	98.81%	100.00% HKE	98.61%	98.73%	99.22%	98.72%	99.25%	100.00%	99.35%	98.91%	100.00% Q	99.10%	98.95%	99.37%	99.19%	99.14%	97.96%	99.71%	0.0%
Yes	53	57	80	427	21	26	29	786	24	31	42	118	2	18	3	18	9	11	13	2	4	12	7	5	16	0
	5.72%	7.43%	7.78%	5.66%	4.27%	6.33%	5.87%	11.54%	9.02% E	14.55%	13.46%	11.59%	2.60%	4.53%	5.17%	5.92%	2.49%	9.24% Q	5.91%	2.13%	2.53%	4.90%	3.03%	3.47%	4.60%	0.0%
No	873	710	948	7119	471	385	465	6024	242	182	270	900	75	379	55	286	353	108	207	92	154	233	224	139	332	0
	94.28%	92.57%	92.22%	94.34%	95.73% I	93.67%	94.13%	88.46%	90.98%	85.45%	86.54%	88.41%	97.40%	95.47%	94.83%	94.08%	97.51% R	90.76%	94.09%	97.87%	97.47%	95.10%	96.97%	96.53%	95.40%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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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20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	6	10	119	4	2	3	98	0	3	4	8	1	3	0	2	4	0	2	1	1	2	2	3	1	0
	0.75%	0.78%	0.96%	1.56%	0.81% I	0.48%	0.60%	1.42% I	0.0%	1.39%	1.27% I	0.78%	1.28%	0.75%	0.0%	0.65%	1.09% R	0.0%	0.90%	1.05%	0.63%	0.81%	0.86%	2.04%	0.29%	0.0%
Appropriately skipped	873	710	948	7119	471	385	465	6024	242	182	270	900	75	379	55	286	353	108	207	92	154	233	224	139	332	0
	93.57%	91.85%	91.33%	93.05%	94.96% I	93.22%	93.56%	87.41%	90.98% HJK	84.26%	85.44%	87.72%	96.15%	94.75%	94.83%	93.46%	96.45% R	90.76%	93.24%	96.84%	96.86%	94.33%	96.14%	94.56%	95.13%	0.0%
BASE = Those who responded	53	57	80	413	21	26	29	770	24	31	42	118	2	18	3	18	9	11	13	2	4	12	7	5	16	0
	5.68%	7.37%	7.71%	5.40%	4.23%	6.30%	5.84%	11.17%	9.02% E	14.35%	13.29%	11.50%	2.56%	4.50%	5.17%	5.88%	2.46%	9.24% Q	5.86%	2.11%	2.52%	4.86%	3.00%	3.40%	4.58%	0.0%
Never	3	5	9	35	0	2	5	77	2	3	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.66%	8.77%	11.25%	8.47%	0.0%	7.69%	17.24%	10.00%	8.33%	9.68%	11.90%	6.78%	0.0%	0.0%	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	4	11	16	50	2	3	5	117	3	7	8	16	1	1	1	1	1	1	0	0	1	0	1	0	2	0
	7.55%	19.30%	20.00% A	12.11%	9.52%	11.54%	17.24%	15.19%	12.50%	22.58%	19.05%	13.56%	50.00%	5.56%	33.33%	5.56%	11.11%	9.09%	0.0%	0.0%	25.00%	0.0%	14.29%	0.0%	12.50%	0.0%
Bottom Two Box (%Never + %Sometimes)	7	16	25	85	2	5	10	194	5	10	13	24	1	1	1	1	1	1	0	0	1	0	1	0	2	0
	13.21%	28.07%	31.25% A	20.58%	9.52%	19.23%	34.48%	25.19%	20.83%	32.26%	30.95%	20.34%	50.00%	5.56%	33.33%	5.56%	11.11%	9.09%	0.0%	0.0%	25.00%	0.0%	14.29%	0.0%	12.50%	0.0%
Usually	16	14	14	67	4	6	4	177	10	8	8	31	1	3	1	3	1	3	4	0	0	2	2	1	3	0
	30.19%	24.56%	17.50%	16.22%	19.05%	23.08%	13.79%	22.99%	41.67%	25.81%	19.05%	26.27%	50.00%	16.67%	33.33%	16.67%	11.11%	27.27%	30.77%	0.0%	0.0%	16.67%	28.57%	20.00%	18.75%	0.0%
Always	30	27	41	261	15	15	15	399	9	13	21	63	0	14	1	14	7	7	9	2	3	10	4	4	11	0
	56.60%	47.37%	51.25%	63.20%	71.43%	57.69%	51.72%	51.82%	37.50%	41.94%	50.00%	53.39%	0.0%	77.78%	33.33%	77.78%	77.78%	63.64%	69.23%	100.00%	75.00%	83.33%	57.14%	80.00%	68.75%	0.0%
CAHPS Rate (%Always + %Usually)	46	41	55	328	19	21	19	576	19	21	29	94	1	17	2	17	8	10	13	2	3	12	6	5	14	0
	86.79% C	71.93%	68.75%	79.42%	90.48%	80.77%	65.52%	74.81%	79.17%	67.74%	69.05%	79.66%	50.00%	94.44%	66.67%	94.44%	88.89%	90.91%	100.00%	100.00%	75.00%	100.00%	85.71%	100.00%	87.50%	0.0%
3-point composite mean	2.4340	2.1930	2.2000	2.4262	2.6190	2.3846	2.1724	2.2662	2.1667	2.0968	2.1905	2.3305	1.5000	2.7222	2.0000	2.7222	2.6667	2.5455	2.6923	3.0000	2.5000	2.8333	2.4286	2.8000	2.5625	0
4-point composite mean	3.3774	3.1053	3.0875	3.3414	3.6190	3.3077	3.0000	3.1662	3.0833	3.0000	3.0714	3.2627	2.5000	3.7222	3.0000	3.7222	3.6667	3.5455	3.6923	4.0000	3.5000	3.8333	3.4286	3.8000	3.5625	0
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	8	6	10	119	5	2	3	95	0	3	4	8	1	4	0	3	4	1	3	1	1	3	2	3	2	0
	0.86%	0.78%	0.96%	1.56%	1.01% I	0.48%	0.60%	1.38% I	0.0%	1.39%	1.27% I	0.78%	1.28%	1.00%	0.0%	0.98%	1.09%	0.84%	1.35%	1.05%	0.63%	1.21%	0.86%	2.04%	0.57%	0.0%
Appropriately skipped	873	710	948	7119	471	385	465	6024	242	182	270	900	75	379	55	286	353	108	207	92	154	233	224	139	332	0
	93.57%	91.85%	91.33%	93.05%	94.96% I	93.22%	93.56%	87.41%	90.98% HJK	84.26%	85.44%	87.72%	96.15%	94.75%	94.83%	93.46%	96.45% R	90.76%	93.24%	96.84%	96.86%	94.33%	96.14%	94.56%	95.13%	0.0%
BASE = Those who responded	52	57	80	413	20	26	29	773	24	31	42	118	2	17	3	17	9	10	12	2	4	11	7	5	15	0
	5.57%	7.37%	7.71%	5.40%	4.03%	6.30%	5.84%	11.22%	9.02% E	14.35%	13.29%	11.50%	2.56%	4.25%	5.17%	5.56%	2.46%	8.40% Q	5.41%	2.11%	2.52%	4.45%	3.00%	3.40%	4.30%	0.0%
Yes	45	49	66	334	17	22	22	634	21	30	35	99	1	15	3	14	7	9	10	2	4	10	6	4	13	0
	86.54%	85.96%	82.50%	80.87%	85.00%	84.62%	75.86%	82.02%	87.50%	96.77% K	83.33%	83.90%	50.00%	88.24%	100.00%	82.35%	77.78%	90.00%	83.33%	100.00%	100.00%	90.91%	85.71%	80.00%	86.67%	0.0%
No	7	8	14	79	3	4	7	139	3	1	7	19	1	2	0	3	2	1	2	0	0	1	1	1	2	0
	13.46%	14.04%	17.50%	19.13%	15.00%	15.38%	24.14%	17.98%	12.50%	3.23%	16.67% J	16.10%	50.00%	11.76%	0.0%	17.65%	22.22%	10.00%	16.67%	0.0%	0.0%	9.09%	14.29%	20.00%	13.33%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	7	7	122	6	2	3	104	6	4	4	13	2	4	0	4	4	1	2	2	2	4	2	3	3	0
	1.39%	0.91%	0.67%	1.59%	1.21%	0.48%	0.60%	1.51%	2.26%	1.85%	1.27%	1.27%	2.56%	1.00%	0.0%	1.31% O	1.09%	0.84%	0.90%	2.11%	1.26%	1.62%	0.86%	2.04%	0.86%	0.0%
BASE = Those who responded	920	766	1031	7529	490	411	494	6788	260	212	312	1013	76	396	58	302	362	118	220	93	157	243	231	144	346	0
	98.61%	99.09%	99.33%	98.41%	98.79%	99.52%	99.40%	98.49%	97.74%	98.15%	98.73%	98.73%	97.44%	99.00%	100.00% P	98.69%	98.91%	99.16%	99.10%	97.89%	98.74%	98.38%	99.14%	97.96%	99.14%	0.0%
Yes	143	116	166	835	61	50	46	1602	86	65	111	272	10	49	7	42	41	19	36	8	14	35	24	20	41	0
	15.54%	15.14%	16.10%	11.09%	12.45%	12.17%	9.31%	23.60%	33.08% HE	30.66%	35.58%	26.85%	13.16%	12.37%	12.07%	13.91%	11.33%	16.10%	16.36% TU	8.60%	8.92%	14.40%	10.39%	13.89%	11.85%	0.0%
No	777	650	865	6694	429	361	448	5186	174	147	201	741	66	347	51	260	321	99	184	85	143	208	207	124	305	0
	84.46%	84.86%	83.90%	88.91%	87.55% I	87.83%	90.69%	76.40% I	66.92%	69.34%	64.42%	73.15%	86.84%	87.63%	87.93%	86.09%	88.67%	83.90%	83.64%	91.40% S	91.08% S	85.60%	89.61%	86.11%	88.15%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	17 1.82% C	11 1.42%	7 0.67%	146 1.91%	9 1.81%	6 1.45%	3 0.60%	141 2.05%	8 3.01%	5 2.31%	4 1.27%	18 1.75%	3 3.85%	5 1.25%	0 0.0%	5 1.63% O	7 1.91%	1 0.84%	2 0.90%	2 2.11%	4 2.52%	4 1.62%	5 2.15%	5 3.40%	4 1.15%	0 0.0%
Appropriately skipped	777 83.28%	650 84.09%	865 83.33%	6694 87.49%	429 86.49% I	361 87.41%	448 90.14%	5186 75.25% I	174 65.41%	147 68.06%	201 63.61%	741 72.22%	66 84.62%	347 86.75%	51 87.93%	260 84.97%	321 87.70%	99 83.19%	184 82.88%	85 89.47%	143 89.94% S	208 84.21%	207 88.84%	124 84.35%	305 87.39%	0 0.0%
BASE = Those who responded	139 14.90%	112 14.49%	165 15.90%	811 10.60%	58 11.69%	46 11.14%	46 9.26%	1565 22.71%	84 31.58% HE	64 29.63%	110 34.81%	267 26.02%	9 11.54%	48 12.00%	7 12.07%	41 13.40%	38 10.38%	19 15.97%	36 16.22% TU	8 8.42%	12 7.55%	35 14.17%	21 9.01%	18 12.24%	40 11.46%	0 0.0%
Never	15 10.79%	14 12.50%	11 6.67%	65 8.01%	6 10.34%	8 17.39% G	1 2.17%	121 7.73%	11 13.10%	9 14.06%	9 8.18%	29 10.86%	3 33.33%	3 6.25%	2 28.57%	4 9.76%	4 10.53%	2 10.53%	3 8.33%	2 25.00%	1 8.33%	4 11.43%	2 9.52%	1 5.56%	5 12.50%	0 0.0%
Sometimes	19 13.67%	16 14.29%	29 17.58%	109 13.44%	7 12.07%	7 15.22%	13 28.26% E	204 13.04%	13 15.48%	9 14.06%	19 17.27%	37 13.86%	1 11.11%	5 10.42%	1 14.29%	4 9.76%	3 7.89%	3 15.79%	3 8.33%	1 12.50%	2 16.67%	4 11.43%	2 9.52%	2 11.11%	5 12.50%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	34 24.46%	30 26.79%	40 24.24%	174 21.45%	13 22.41%	15 32.61%	14 30.43%	325 20.77%	24 28.57%	18 28.13%	28 25.45%	66 24.72%	4 44.44%	8 16.67%	3 42.86%	8 19.51%	7 18.42%	5 26.32%	6 16.67%	3 37.50%	3 25.00%	8 22.86%	4 19.05%	3 16.67%	10 25.00%	0 0.0%
Usually	21 15.11%	22 19.64%	39 23.64%	142 17.51%	6 10.34%	8 17.39%	9 19.57%	306 19.55%	14 16.67%	12 18.75%	24 21.82%	56 20.97%	1 11.11%	5 10.42%	2 28.57%	4 9.76%	3 7.89%	3 15.79%	4 11.11%	0 0.0%	2 16.67%	4 11.43%	2 9.52%	3 16.67%	3 7.50%	0 0.0%
Always	84 60.43%	60 53.57%	86 52.12%	495 61.04%	39 67.24%	23 50.00%	23 50.00%	934 59.68%	46 54.76%	34 53.13%	58 52.73%	145 54.31%	4 44.44%	35 72.92%	2 28.57%	29 70.73%	28 73.68%	11 57.89%	26 72.22%	5 62.50%	7 58.33%	23 65.71%	15 71.43%	12 66.67%	27 67.50%	0 0.0%
CAHPS Rate (%Always + %Usually)	105 75.54%	82 73.21%	125 75.76%	637 78.55%	45 77.59%	31 67.39%	32 69.57%	1240 79.23%	60 71.43%	46 71.88%	82 74.55%	201 75.28%	5 55.56%	40 83.33%	4 57.14%	33 80.49%	31 81.58%	14 73.68%	30 83.33%	5 62.50%	9 75.00%	27 77.14%	17 80.95%	15 83.33%	30 75.00%	0 0.0%
3-point composite mean	2.3597	2.2679	2.2788	2.3958	2.4483	2.1739	2.1957	2.3891	2.2619	2.2500	2.2727	2.2959	2.0000	2.5625	1.8571	2.5122	2.5526	2.3158	2.5556	2.2500	2.3333	2.4286	2.5238	2.5000	2.4250	0
4-point composite mean	3.2518	3.1429	3.2121	3.3157	3.3448	3.0000	3.1739	3.3118	3.1310	3.1094	3.1909	3.1873	2.6667	3.5000	2.5714	3.4146	3.4474	3.2105	3.4722	3.0000	3.2500	3.3143	3.4286	3.4444	3.3000	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	14 1.50%	9 1.16%	9 0.87%	134 1.75%	7 1.41%	2 0.48%	3 0.60%	134 1.94%	7 2.63%	5 2.31%	5 1.58%	15 1.46%	2 2.56%	4 1.00%	0 0.0%	5 1.63% O	5 1.37%	1 0.84%	2 0.90%	2 2.11%	3 1.89%	4 1.62%	3 1.29%	4 2.72%	3 0.86%	0 0.0%
Appropriately skipped	777 83.28%	650 84.09%	865 83.33%	6694 87.49%	429 86.49% I	361 87.41%	448 90.14%	5186 75.25% I	174 65.41%	147 68.06%	201 63.61%	741 72.22%	66 84.62%	347 86.75%	51 87.93%	260 84.97%	321 87.70%	99 83.19%	184 82.88%	85 89.47%	143 89.94% S	208 84.21%	207 88.84%	124 84.35%	305 87.39%	0 0.0%
BASE = Those who responded	142 15.22%	114 14.75%	164 15.80%	823 10.76%	60 12.10%	50 12.11%	46 9.26%	1572 22.81%	85 31.95% HE	64 29.63%	110 34.81%	270 26.32%	10 12.82%	49 12.25%	7 12.07%	41 13.40%	40 10.93%	19 15.97%	36 16.22% TU	8 8.42%	13 8.18%	35 14.17%	23 9.87%	19 12.93%	41 11.75%	0 0.0%
Yes	95 66.90%	72 63.16%	107 65.24%	576 69.99%	39 65.00%	30 60.00%	33 71.74%	1146 72.90%	58 68.24%	38 59.38%	75 68.18%	192 71.11%	6 60.00%	32 65.31%	6 85.71%	27 65.85%	23 57.50%	15 78.95%	23 63.89%	3 37.50%	12 92.31%	23 65.71%	15 65.22%	12 63.16%	27 65.85%	0 0.0%
No	47 33.10%	42 36.84%	57 34.76%	247 30.01%	21 35.00%	20 40.00%	13 28.26%	426 27.10%	27 31.76%	26 40.63%	35 31.82%	78 28.89%	4 40.00%	17 34.69%	1 14.29%	14 34.15%	17 42.50%	4 21.05%	13 36.11%	5 62.50%	1 7.69%	12 34.29%	8 34.78%	7 36.84%	14 34.15%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	5	121	4	3	3	105	2	3	1	13	1	3	1	0	3	1	1	0	2	2	2	3	1	0
	0.75%	0.91%	0.48%	1.58%	0.81%	0.73%	0.60%	1.52%	0.75%	1.39%	0.32%	1.27%	1.28%	0.75%	1.72%	0.0%	0.82%	0.84%	0.45%	0.0%	1.26%	0.81%	0.86%	2.04%	0.29%	0.0%
BASE = Those who responded	926	766	1033	7530	492	410	494	6787	264	213	315	1013	77	397	57	306	363	118	221	95	157	245	231	144	348	0
	99.25%	99.09%	99.52%	98.42%	99.19%	99.27%	99.40%	98.48%	99.25%	98.61%	99.68%	98.73%	98.72%	99.25%	98.28%	100.00%	99.18%	99.16%	99.55%	100.00%	98.74%	99.19%	99.14%	97.96%	99.71%	0.0%
Yes	149	123	200	1134	54	43	50	2870	112	82	148	361	10	42	7	37	31	21	11	17	24	29	23	15	39	0
	16.09%	16.06%	19.36%	15.06% E	10.98%	10.49%	10.12%	42.29%	42.42% E	38.50%	46.98%	35.64%	12.99%	10.58%	12.28%	12.09%	8.54%	17.80% Q	4.98%	17.89% S	15.29% S	11.84%	9.96%	10.42%	11.21%	0.0%
No	777	643	833	6396	438	367	444	3917	152	131	167	652	67	355	50	269	332	97	210	78	133	216	208	129	309	0
	83.91%	83.94%	80.64%	84.94%	89.02% DI	89.51%	89.88%	57.71%	57.58%	61.50%	53.02%	64.36%	87.01%	89.42%	87.72%	87.91%	91.46% R	82.20%	95.02% TU	82.11%	84.71%	88.16%	90.04%	89.58%	88.79%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	10 1.07%	8 1.03%	8 0.77%	138 1.80%	5 1.01%	3 0.73%	3 0.60%	161 2.34%	5 1.88%	3 1.39%	1 0.32%	19 1.85%	2 2.56%	3 0.75%	1 1.72%	1 0.33%	3 0.82%	2 1.68%	1 0.45%	0 0.0%	3 1.89%	2 0.81%	3 1.29%	3 2.04%	2 0.57%	0 0.0%
Appropriately skipped	777 83.28%	643 83.18%	833 80.25%	6396 83.60%	438 88.31% DI	367 88.86%	444 89.34%	3917 56.83%	152 57.14%	131 60.65%	167 52.85%	652 63.55%	67 85.90%	355 88.75%	50 86.21%	269 87.91%	332 90.71% R	97 81.51%	210 94.59% TU	78 82.11%	133 83.65%	216 87.45%	208 89.27%	129 87.76%	309 88.54%	0 0.0%
BASE = Those who responded	146 15.65%	122 15.78%	197 18.98%	1117 14.60% E	53 10.69%	43 10.41%	50 10.06%	2814 40.83%	109 40.98% E	82 37.96%	148 46.84% J	355 34.60%	9 11.54%	42 10.50%	7 12.07%	36 11.76%	31 8.47%	20 16.81% Q	11 4.95%	17 17.89% S	23 14.47% S	29 11.74%	22 9.44%	15 10.20%	38 10.89%	0 0.0%
Never	12 8.22%	7 5.74%	13 6.60%	91 8.15%	5 9.43%	3 6.98%	5 10.00%	195 6.93%	11 10.09%	7 8.54%	11 7.43%	45 12.68%	1 11.11%	4 9.52%	1 14.29%	3 8.33%	2 6.45%	3 15.00%	1 9.09%	3 17.65%	1 4.35%	3 10.34%	2 9.09%	2 13.33%	3 7.89%	0 0.0%
Sometimes	23 15.75%	29 23.77% C	22 11.17%	144 12.89%	9 16.98%	12 27.91%	7 14.00%	363 12.90%	18 16.51%	20 24.39% K	16 10.81%	59 16.62%	4 44.44%	5 11.90%	1 14.29%	7 19.44%	4 12.90%	5 25.00%	3 27.27%	1 5.88%	4 17.39%	3 10.34%	5 22.73%	2 13.33%	7 18.42%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	35 23.97%	36 29.51% C	35 17.77%	235 21.04%	14 26.42%	15 34.88%	12 24.00%	558 19.83%	29 26.61%	27 32.93% K	27 18.24%	104 29.30%	5 55.56%	9 21.43%	2 28.57%	10 27.78%	6 19.35%	8 40.00%	4 36.36%	4 23.53%	5 21.74%	6 20.69%	7 31.82%	4 26.67%	10 26.32%	0 0.0%
Usually	28 19.18%	22 18.03%	38 19.29%	225 20.14%	11 20.75%	6 13.95%	7 14.00%	580 20.61%	18 16.51%	17 20.73%	28 18.92%	88 24.79%	2 22.22%	8 19.05%	2 28.57%	8 22.22%	6 19.35%	4 20.00%	3 27.27%	0 0.0%	7 30.43%	7 24.14%	3 13.64%	1 6.67%	10 26.32%	0 0.0%
Always	83 56.85%	64 52.46%	124 62.94%	657 58.82%	28 52.83%	22 51.16%	31 62.00%	1676 59.56%	62 56.88%	38 46.34%	93 62.84% J	163 45.92%	2 22.22%	25 59.52%	3 42.86%	18 50.00%	19 61.29%	8 40.00%	4 36.36%	13 76.47%	11 47.83%	16 55.17%	12 54.55%	10 66.67%	18 47.37%	0 0.0%
CAHPS Rate (%Always + %Usually)	111 76.03%	86 70.49%	162 82.23% B	882 78.96%	39 73.58%	28 65.12%	38 76.00%	2256 80.17%	80 73.39%	55 67.07%	121 81.76% J	251 70.70%	4 44.44%	33 78.57%	5 71.43%	26 72.22%	25 80.65%	12 60.00%	7 63.64%	13 76.47%	18 78.26%	23 79.31%	15 68.18%	11 73.33%	28 73.68%	0 0.0%
3-point composite mean	2.3288	2.2295	2.4518 B	2.3778	2.2642	2.1628	2.3800	2.3973	2.3028	2.1341	2.4459 J	2.1662	1.6667	2.3810	2.1429	2.2222	2.4194	2.0000	2.0000	2.5294	2.2609	2.3448	2.2273	2.4000	2.2105	0
4-point composite mean	3.2466	3.1721	3.3858	3.2963	3.1698	3.0930	3.2800	3.3280	3.2018	3.0488	3.3716 J	3.0394	2.5556	3.2857	3.0000	3.1389	3.3548	2.8500	2.9091	3.3529	3.2174	3.2414	3.1364	3.2667	3.1316	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	10	146	4	3	4	148	4	4	3	19	1	3	1	0	3	1	1	0	2	2	2	3	1	0
	0.96%	1.16%	0.96%	1.91% E	0.81%	0.73%	0.80%	2.15%	1.50%	1.85%	0.95%	1.85%	1.28%	0.75%	1.72%	0.0%	0.82%	0.84%	0.45%	0.0%	1.26%	0.81%	0.86%	2.04%	0.29%	0.0%
Appropriately skipped	777	643	833	6396	438	367	444	3917	152	131	167	652	67	355	50	269	332	97	210	78	133	216	208	129	309	0
	83.28%	83.18%	80.25%	83.60%	88.31% DI	88.86%	89.34%	56.83%	57.14%	60.65%	52.85%	63.55%	85.90%	88.75%	86.21%	87.91%	90.71% R	81.51%	94.59% TU	82.11%	83.65%	87.45%	89.27%	87.76%	88.54%	0.0%
BASE = Those who responded	147	121	195	1109	54	43	49	2827	110	81	146	355	10	42	7	37	31	21	11	17	24	29	23	15	39	0
	15.76%	15.65%	18.79%	14.49% E	10.89%	10.41%	9.86%	41.02%	41.35% E	37.50%	46.20% J	34.60%	12.82%	10.50%	12.07%	12.09%	8.47%	17.65% Q	4.95%	17.89% S	15.09% S	11.74%	9.87%	10.20%	11.17%	0.0%
Yes	76	58	108	634	25	19	27	1650	59	40	83	208	4	19	4	20	10	14	6	2	15	13	10	7	18	0
	51.70%	47.93%	55.38%	57.17%	46.30%	44.19%	55.10%	58.37%	53.64%	49.38%	56.85%	58.59%	40.00%	45.24%	57.14%	54.05%	32.26%	66.67%	54.55%	11.76%	62.50%	44.83%	43.48%	46.67%	46.15%	0.0%
No	71	63	87	475	29	24	22	1177	51	41	63	147	6	23	3	17	21	7	5	15	9	16	13	8	21	0
	48.30%	52.07%	44.62%	42.83%	53.70%	55.81%	44.90%	41.63%	46.36%	50.62%	43.15%	41.41%	60.00%	54.76%	42.86%	45.95%	67.74%	33.33%	45.45%	88.24%	37.50%	55.17%	56.52%	53.33%	53.85%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 1.39%	12 1.55%	14 1.35%	138 1.80%	6 1.21%	6 1.45%	6 1.21%	134 1.94% I	2 0.75%	3 1.39%	4 1.27%	19 1.85%	1 1.28%	5 1.25%	0 0.0%	3 0.98%	4 1.09%	2 1.68%	2 0.90%	1 1.05%	3 1.89%	4 1.62%	2 0.86%	4 2.72%	2 0.57%	0 0.0%
BASE = Those who responded	920 98.61%	761 98.45%	1024 98.65%	7513 98.20%	490 98.79%	407 98.55%	491 98.79%	6758 98.06%	264 99.25% H	213 98.61%	312 98.73%	1007 98.15%	77 98.72%	395 98.75%	58 100.00%	303 99.02%	362 98.91%	117 98.32%	220 99.10%	94 98.95%	156 98.11%	243 98.38%	231 99.14%	143 97.28%	347 99.43%	0 0.0%
Yes	213 23.15%	167 21.94%	255 24.90%	1769 23.55% E	95 19.39%	74 18.18%	96 19.55%	3110 46.02%	117 44.32% E	93 43.66%	141 45.19%	441 43.79%	18 23.38%	74 18.73%	18 31.03%	72 23.76%	60 16.57%	33 28.21% Q	40 18.18%	10 10.64%	43 27.56% ST	41 16.87%	52 22.51%	29 20.28%	66 19.02%	0 0.0%
No	707 76.85%	594 78.06%	769 75.10%	5744 76.45%	395 80.61% DI	333 81.82%	395 80.45%	3648 53.98%	147 55.68%	120 56.34%	171 54.81%	566 56.21%	59 76.62%	321 81.27%	40 68.97%	231 76.24%	302 83.43% R	84 71.79%	180 81.82% U	84 89.36% U	113 72.44%	202 83.13%	179 77.49%	114 79.72%	281 80.98%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	17	23	187	8	7	8	202	6	6	8	34	1	7	0	5	5	3	2	1	5	5	3	5	3	0
	1.93%	2.20%	2.22%	2.44%	1.61%	1.69%	1.61%	2.93%	2.26%	2.78%	2.53%	3.31%	1.28%	1.75%	0.0%	1.63% O	1.37%	2.52%	0.90%	1.05%	3.14%	2.02%	1.29%	3.40%	0.86%	0.0%
Appropriately skipped	707	594	769	5744	395	333	395	3648	147	120	171	566	59	321	40	231	302	84	180	84	113	202	179	114	281	0
	75.78%	76.84%	74.08%	75.08%	79.64% DI	80.63%	79.48%	52.93%	55.26%	55.56%	54.11%	55.17%	75.64%	80.25%	68.97%	75.49%	82.51% R	70.59%	81.08% U	88.42% U	71.07%	81.78%	76.82%	77.55%	80.52%	0.0%
BASE = Those who responded	208	162	246	1720	93	73	94	3042	113	90	137	426	18	72	18	70	59	32	40	10	41	40	51	28	65	0
	22.29%	20.96%	23.70%	22.48% E	18.75%	17.68%	18.91%	44.14%	42.48% E	41.67%	43.35%	41.52%	23.08%	18.00%	31.03%	22.88%	16.12%	26.89% Q	18.02%	10.53%	25.79% T	16.19%	21.89%	19.05%	18.62%	0.0%
Yes	125	102	146	1022	53	43	53	1897	72	61	86	281	12	39	12	39	32	20	27	4	21	24	28	14	39	0
	60.10%	62.96%	59.35%	59.42%	56.99%	58.90%	56.38%	62.36%	63.72%	67.78%	62.77%	65.96%	66.67%	54.17%	66.67%	55.71%	54.24%	62.50%	67.50%	40.00%	51.22%	60.00%	54.90%	50.00%	60.00%	0.0%
No	83	60	100	698	40	30	41	1145	41	29	51	145	6	33	6	31	27	12	13	6	20	16	23	14	26	0
	39.90%	37.04%	40.65%	40.58%	43.01%	41.10%	43.62%	37.64%	36.28%	32.22%	37.23%	34.04%	33.33%	45.83%	33.33%	44.29%	45.76%	37.50%	32.50%	60.00%	48.78%	40.00%	45.10%	50.00%	40.00%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	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%	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%
No response	9	6	6	154	3	2	3	59	2	4	2	9	0	3	1	0	2	1	1	0	2	2	1	2	1	0
	0.96%	0.78%	0.58%	1.22%	0.60%	0.48%	0.60%	0.86%	0.75%	1.85%	0.63%	0.88%	0.0%	0.75%	1.72%	0.0%	0.55%	0.84%	0.45%	0.0%	1.26%	0.81%	0.43%	1.36%	0.29%	0.0%
BASE = Those who responded	924	767	1030	12502	493	411	493	6833	264	212	313	1017	78	397	57	306	364	118	221	95	157	245	232	145	348	0
	99.04%	99.22%	99.23%	98.78%	99.40%	99.52%	99.20%	99.14%	99.25%	98.15%	99.05%	99.12%	100.00%	99.25%	98.28%	100.00%	99.45%	99.16%	99.55%	100.00%	98.74%	99.19%	99.57%	98.64%	99.71%	0.0%
Yes	769	622	842	10912	400	320	387	6340	230	190	277	926	59	329	48	261	298	96	191	73	123	199	192	119	281	0
	83.23%	81.10%	81.75%	87.28% E	81.14%	77.86%	78.50%	92.79% I	87.12% E	89.62%	88.50%	91.05%	75.64%	82.87%	84.21%	85.29%	81.87%	81.36%	86.43% U	76.84%	78.34%	81.22%	82.76%	82.07%	80.75%	0.0%
No	155	145	188	1590	93	91	106	493	34	22	36	91	19	68	9	45	66	22	30	22	34	46	40	26	67	0
	16.77%	18.90%	18.25%	12.72%	18.86% DI	22.14%	21.50%	7.21%	12.88% H	10.38%	11.50%	8.95%	24.36%	17.13%	15.79%	14.71%	18.13%	18.64%	13.57%	23.16%	21.66% S	18.78%	17.24%	17.93%	19.25%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	5 0.48% AB	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	30 3.22%	18 2.33%	21 2.02%	512 4.05%	15 3.02%	7 1.69%	12 2.41%	200 2.90%	7 2.63%	7 3.24%	6 1.90%	27 2.63%	2 2.56%	13 3.25%	3 5.17%	5 1.63%	9 2.46%	6 5.04%	5 2.25%	2 2.11%	8 5.03%	7 2.83%	8 3.43%	7 4.76%	8 2.29%	0 0.0%
Appropriately skipped	155 16.61%	145 18.76%	188 18.11%	1590 12.56%	93 18.75% DI	91 22.03%	106 21.33%	493 7.15%	34 12.78% H	22 10.19%	36 11.39%	91 8.87%	19 24.36%	68 17.00%	9 15.52%	45 14.71%	66 18.03%	22 18.49%	30 13.51%	22 23.16% S	34 21.38% S	46 18.62%	40 17.17%	26 17.69%	67 19.20%	0 0.0%
BASE = Those who responded	748 80.17%	610 78.91%	824 79.38%	10554 83.39% E	388 78.23%	315 76.27%	378 76.06%	6199 89.94% I	225 84.59% E	187 86.57%	273 86.39%	908 88.50%	57 73.08%	319 79.75%	46 79.31%	256 83.66%	291 79.51%	91 76.47%	187 84.23% U	71 74.74%	117 73.58%	194 78.54%	185 79.40%	114 77.55%	274 78.51%	0 0.0%
None	130 17.38%	135 22.13% A	165 20.02%	2019 19.13%	80 20.62% I	77 24.44%	87 23.02%	741 11.95%	29 12.89%	26 13.90%	42 15.38%	127 13.99%	13 22.81%	65 20.38%	3 6.52%	20 7.81%	66 22.68%	14 15.38%	26 13.90%	20 28.17% S	34 29.06% S	45 23.20%	35 18.92%	28 24.56%	52 18.98%	0 0.0%
1 time	220 29.41%	188 30.82%	228 27.67%	3440 32.59%	114 29.38%	102 32.38%	116 30.69%	1673 26.99%	59 26.22%	51 27.27%	62 22.71%	275 30.29%	12 21.05%	101 31.66%	10 21.74%	88 34.38%	92 31.62%	22 24.18%	55 29.41%	25 35.21%	31 26.50%	54 27.84%	59 31.89%	33 28.95%	81 29.56%	0 0.0%
2	175 23.40%	127 20.82%	200 24.27%	2459 23.30%	84 21.65%	63 20.00%	87 23.02%	1609 25.96%	56 24.89%	50 26.74%	72 26.37%	242 26.65%	16 28.07%	66 20.69%	13 28.26%	64 25.00%	58 19.93%	23 25.27%	42 22.46%	10 14.08%	28 23.93%	45 23.20%	35 18.92%	25 21.93%	59 21.53%	0 0.0%
3	101 13.50%	79 12.95%	106 12.86%	1283 12.16%	53 13.66%	41 13.02%	39 10.32%	942 15.20%	34 15.11%	23 12.30%	38 13.92%	119 13.11%	7 12.28%	44 13.79%	13 28.26%	39 15.23%	42 14.43%	10 10.99%	34 18.18% U	8 11.27%	10 8.55%	24 12.37%	28 15.14%	13 11.40%	40 14.60%	0 0.0%
4	49 6.55%	41 6.72%	53 6.43%	638 6.05%	21 5.41%	24 7.62%	26 6.88%	544 8.78%	19 8.44%	16 8.56%	23 8.42%	66 7.27%	5 8.77%	14 4.39%	4 8.70%	16 6.25%	10 3.44%	10 10.99% Q	11 5.88% T	1 1.41%	6 5.13%	11 5.67%	8 4.32%	6 5.26%	15 5.47%	0 0.0%
5 to 9	58 7.75%	34 5.57%	54 6.55%	588 5.57%	29 7.47% F	8 2.54%	20 5.29%	572 9.23%	22 9.78%	16 8.56%	23 8.42%	66 7.27%	3 5.26%	23 7.21%	3 6.52%	22 8.59%	21 7.22%	7 7.69%	14 7.49%	6 8.45%	7 5.98%	14 7.22%	14 7.57%	8 7.02%	21 7.66%	0 0.0%
10 or more times	15 2.01%	6 0.98%	18 2.18%	127 1.20%	7 1.80% F	0 0.0%	3 0.79%	118 1.90%	6 2.67%	5 2.67%	13 4.76%	13 1.43%	1 1.75%	6 1.88%	0 0.0%	7 2.73% O	2 0.69%	5 5.49% Q	5 2.67%	1 1.41%	1 0.85%	1 0.52%	6 3.24%	1 0.88%	6 2.19%	0 0.0%
Average	2.2226 B	1.8951	2.1371 B	1.9388	2.1018 F	1.5968	1.8214	2.4798	2.5689 E	2.4519	2.6941	2.2076	2.0789	2.0596	2.4348	2.4941	1.8763	2.7418 Q	2.3824 U	1.7958	1.7308	1.9098	2.2595	1.8816	2.1934	0
Standard deviation	2.3423	2.0146	2.3434	2.0421	2.3063	1.4862	1.9421	2.3294	2.5154	2.4853	2.8624	2.1533	2.2001	2.3060	1.5969	2.4449	2.0129	2.9727	2.4374	2.2960	2.0208	1.9801	2.6077	2.0746	2.3901	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

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

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	19	27	560	17	7	13	223	8	7	7	32	4	13	3	6	10	7	5	2	9	7	10	8	9	0
	3.54%	2.46%	2.60%	4.42%	3.43%	1.69%	2.62%	3.24%	3.01%	3.24%	2.22%	3.12%	5.13%	3.25%	5.17%	1.96%	2.73%	5.88%	2.25%	2.11%	5.66%	2.83%	4.29%	5.44%	2.58%	0.0%
Appropriately skipped	285	280	353	3609	173	168	193	1234	63	48	78	218	32	133	12	65	132	36	56	42	68	91	75	54	119	0
	30.55%	36.22% A	34.01%	28.52%	34.88% DI	40.68%	38.83%	17.90%	23.68% H	22.22%	24.68%	21.25%	41.03%	33.25%	20.69%	21.24%	36.07%	30.25%	25.23%	44.21% S	42.77% S	36.84%	32.19%	36.73%	34.10%	0.0%
BASE = Those who responded	615	474	658	8487	306	238	291	5435	195	161	231	776	42	254	43	235	224	76	161	51	82	149	148	85	221	0
	65.92% B	61.32%	63.39%	67.06% E	61.69%	57.63%	58.55%	78.86% I	73.31% E	74.54%	73.10%	75.63%	53.85%	63.50%	74.14%	76.80%	61.20%	63.87%	72.52% TU	53.68%	51.57%	60.32%	63.52%	57.82%	63.32%	0.0%
Never	5	7	5	110	2	5	2	41	1	0	4	11	0	1	0	2	1	1	0	0	2	1	1	0	2	0
	0.81%	1.48%	0.76%	1.30%	0.65%	2.10%	0.69%	0.75%	0.51%	0.0%	1.73% J	1.42%	0.0%	0.39%	0.0%	0.85%	0.45%	1.32%	0.0%	0.0%	2.44%	0.67%	0.68%	0.0%	0.90%	0.0%
Sometimes	32	21	35	370	13	12	18	192	10	7	8	36	4	9	2	10	9	4	8	2	3	6	7	2	11	0
	5.20%	4.43%	5.32%	4.36%	4.25%	5.04%	6.19%	3.53%	5.13%	4.35%	3.46%	4.64%	9.52%	3.54%	4.65%	4.26%	4.02%	5.26%	4.97%	3.92%	3.66%	4.03%	4.73%	2.35%	4.98%	0.0%
Bottom Two Box (%Never + %Sometimes)	37	28	40	480	15	17	20	233	11	7	12	47	4	10	2	12	10	5	8	2	5	7	8	2	13	0
	6.02%	5.91%	6.08%	5.66%	4.90%	7.14%	6.87%	4.29%	5.64%	4.35%	5.19%	6.06%	9.52%	3.94%	4.65%	5.11%	4.46%	6.58%	4.97%	3.92%	6.10%	4.70%	5.41%	2.35%	5.88%	0.0%
Usually	90	69	96	1161	50	29	34	702	30	24	39	132	13	37	12	35	28	21	16	13	19	22	27	16	34	0
	14.63%	14.56%	14.59%	13.68%	16.34%	12.18%	11.68%	12.92%	15.38%	14.91%	16.88%	17.01%	30.95% N	14.57%	27.91%	14.89%	12.50%	27.63% Q	9.94%	25.49% S	23.17% S	14.77%	18.24%	18.82%	15.38%	0.0%
Always	488	377	522	6846	241	192	237	4500	154	130	180	597	25	207	29	188	186	50	137	36	58	120	113	67	174	0
	79.35%	79.54%	79.33%	80.66%	78.76%	80.67%	81.44%	82.80%	78.97%	80.75%	77.92%	76.93%	59.52%	81.50% M	67.44%	80.00%	83.04% R	65.79%	85.09% TU	70.59%	70.73%	80.54%	76.35%	78.82%	78.73%	0.0%
CAHPS Rate (%Always + %Usually)	578	446	618	8007	291	221	271	5202	184	154	219	729	38	244	41	223	214	71	153	49	77	142	140	83	208	0
	93.98%	94.09%	93.92%	94.34%	95.10%	92.86%	93.13%	95.71%	94.36%	95.65%	94.81%	93.94%	90.48%	96.06%	95.35%	94.89%	95.54%	93.42%	95.03%	96.08%	93.90%	95.30%	94.59%	97.65%	94.12%	0.0%
3-point composite mean	2.7333	2.7363	2.7325	2.7501	2.7386	2.7353	2.7457	2.7851	2.7333	2.7640	2.7273	2.7088	2.5000	2.7756 M	2.6279	2.7489	2.7857 R	2.5921	2.8012 U	2.6667	2.6463	2.7584	2.7095	2.7647	2.7285	0
4-point composite mean	3.7252	3.7215	3.7249	3.7371	3.7320	3.7143	3.7388	3.7776	3.7282	3.7640	3.7100	3.6946	3.5000	3.7717 M	3.6279	3.7404	3.7813 R	3.5789	3.8012 U	3.6667	3.6220	3.7517	3.7027	3.7647	3.7195	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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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33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	18	27	558	17	7	14	220	7	7	7	28	2	13	3	6	9	8	6	2	9	8	9	8	9	0
	3.43%	2.33%	2.60%	4.41%	3.43%	1.69%	2.82%	3.19%	2.63%	3.24%	2.22%	2.73%	2.56%	3.25%	5.17%	1.96%	2.46%	6.72%	2.70%	2.11%	5.66%	3.24%	3.86%	5.44%	2.58%	0.0%
Appropriately skipped	285	280	353	3609	173	168	193	1234	63	48	78	218	32	133	12	65	132	36	56	42	68	91	75	54	119	0
	30.55%	36.22% A	34.01%	28.52%	34.88% DI	40.68%	38.83%	17.90%	23.68% H	22.22%	24.68%	21.25%	41.03%	33.25%	20.69%	21.24%	36.07%	30.25%	25.23%	44.21% S	42.77% S	36.84%	32.19%	36.73%	34.10%	0.0%
BASE = Those who responded	616	475	658	8489	306	238	290	5438	196	161	231	780	44	254	43	235	225	75	160	51	82	148	149	85	221	0
	66.02%	61.45%	63.39%	67.07% E	61.69%	57.63%	58.35%	78.90%	73.68% E	74.54%	73.10%	76.02%	56.41%	63.50%	74.14%	76.80%	61.48%	63.03%	72.07% TU	53.68%	51.57%	59.92%	63.95%	57.82%	63.32%	0.0%
Never	9	4	4	71	5	2	3	31	2	0	3	10	2	3	1	3	3	2	1	1	2	1	4	1	4	0
	1.46%	0.84%	0.61%	0.84%	1.63%	0.84%	1.03%	0.57%	1.02%	0.0%	1.30%	1.28%	4.55%	1.18%	2.33%	1.28%	1.33%	2.67%	0.63%	1.96%	2.44%	0.68%	2.68%	1.18%	1.81%	0.0%
Sometimes	19	25	35	319	9	10	15	209	7	11	13	32	3	5	2	6	5	4	6	2	1	4	5	2	7	0
	3.08%	5.26%	5.32% A	3.76%	2.94%	4.20%	5.17%	3.84%	3.57%	6.83%	5.63%	4.10%	6.82%	1.97%	4.65%	2.55%	2.22%	5.33%	3.75%	3.92%	1.22%	2.70%	3.36%	2.35%	3.17%	0.0%
Bottom Two Box (%Never + %Sometimes)	28	29	39	390	14	12	18	240	9	11	16	42	5	8	3	9	8	6	7	3	3	5	9	3	11	0
	4.55%	6.11%	5.93%	4.59%	4.58%	5.04%	6.21%	4.41%	4.59%	6.83%	6.93%	5.38%	11.36%	3.15%	6.98%	3.83%	3.56%	8.00%	4.38%	5.88%	3.66%	3.38%	6.04%	3.53%	4.98%	0.0%
Usually	85	63	90	1051	42	31	36	641	27	23	33	128	11	30	11	28	25	15	17	11	11	18	22	12	30	0
	13.80%	13.26%	13.68%	12.38%	13.73%	13.03%	12.41%	11.79%	13.78%	14.29%	14.29%	16.41%	25.00%	11.81%	25.58%	11.91%	11.11%	20.00%	10.63%	21.57%	13.41%	12.16%	14.77%	14.12%	13.57%	0.0%
Always	503	383	529	7048	250	195	236	4557	160	127	182	610	28	216	29	198	192	54	136	37	68	125	118	70	180	0
	81.66%	80.63%	80.40%	83.03%	81.70%	81.93%	81.38%	83.80%	81.63%	78.88%	78.79%	78.21%	63.64%	85.04% M	67.44%	84.26% O	85.33% R	72.00%	85.00%	72.55%	82.93%	84.46%	79.19%	82.35%	81.45%	0.0%
CAHPS Rate (%Always + %Usually)	588	446	619	8099	292	226	272	5198	187	150	215	738	39	246	40	226	217	69	153	48	79	143	140	82	210	0
	95.45%	93.89%	94.07%	95.41%	95.42%	94.96%	93.79%	95.59%	95.41%	93.17%	93.07%	94.62%	88.64%	96.85%	93.02%	96.17%	96.44%	92.00%	95.63%	94.12%	96.34%	96.62%	93.96%	96.47%	95.02%	0.0%
3-point composite mean	2.7711	2.7453	2.7447	2.7843	2.7712	2.7689	2.7517	2.7939	2.7704	2.7205	2.7186	2.7282	2.5227	2.8189 M	2.6047	2.8043 O	2.8178 R	2.6400	2.8063	2.6667	2.7927	2.8108	2.7315	2.7882	2.7647	0
4-point composite mean	3.7565	3.7368	3.7386	3.7759	3.7549	3.7605	3.7414	3.7882	3.7602	3.7205	3.7056	3.7154	3.4773	3.8071 M	3.5814	3.7915	3.8044 R	3.6133	3.8000	3.6471	3.7683	3.8041	3.7047	3.7765	3.7466	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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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34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	20	26	561	17	8	13	224	7	7	7	29	3	13	3	6	9	8	6	2	9	8	9	8	9	0
	3.43%	2.59%	2.50%	4.43%	3.43%	1.94%	2.62%	3.25%	2.63%	3.24%	2.22%	2.83%	3.85%	3.25%	5.17%	1.96%	2.46%	6.72%	2.70%	2.11%	5.66%	3.24%	3.86%	5.44%	2.58%	0.0%
Appropriately skipped	285	280	353	3609	173	168	193	1234	63	48	78	218	32	133	12	65	132	36	56	42	68	91	75	54	119	0
	30.55%	36.22% A	34.01%	28.52%	34.88% DI	40.68%	38.83%	17.90%	23.68% H	22.22%	24.68%	21.25%	41.03%	33.25%	20.69%	21.24%	36.07%	30.25%	25.23%	44.21% S	42.77% S	36.84%	32.19%	36.73%	34.10%	0.0%
BASE = Those who responded	616	473	659	8486	306	237	291	5434	196	161	231	779	43	254	43	235	225	75	160	51	82	148	149	85	221	0
	66.02% B	61.19%	63.49%	67.05% E	61.69%	57.38%	58.55%	78.85%	73.68% E	74.54%	73.10%	75.93%	55.13%	63.50%	74.14%	76.80%	61.48%	63.03%	72.07% TU	53.68%	51.57%	59.92%	63.95%	57.82%	63.32%	0.0%
Never	5	5	4	53	2	2	1	33	2	2	4	8	2	0	0	0	1	1	1	0	0	1	1	1	1	0
	0.81%	1.06%	0.61%	0.62%	0.65%	0.84%	0.34%	0.61%	1.02%	1.24%	1.73%	1.03%	4.65%	0.0%	0.0%	0.0%	0.44%	1.33%	0.63%	0.0%	0.0%	0.68%	0.67%	1.18%	0.45%	0.0%
Sometimes	18	17	30	258	10	9	12	163	5	7	11	30	3	6	4	5	6	4	3	5	2	4	6	3	7	0
	2.92%	3.59%	4.55%	3.04%	3.27%	3.80%	4.12%	3.00%	2.55%	4.35%	4.76%	3.85%	6.98%	2.36%	9.30%	2.13%	2.67%	5.33%	1.88%	9.80%	2.44%	2.70%	4.03%	3.53%	3.17%	0.0%
Bottom Two Box (%Never + %Sometimes)	23	22	34	311	12	11	13	196	7	9	15	38	5	6	4	5	7	5	4	5	2	5	7	4	8	0
	3.73%	4.65%	5.16%	3.66%	3.92%	4.64%	4.47%	3.61%	3.57%	5.59%	6.49%	4.88%	11.63%	2.36%	9.30%	2.13%	3.11%	6.67%	2.50%	9.80%	2.44%	3.38%	4.70%	4.71%	3.62%	0.0%
Usually	49	53	61	847	21	22	25	500	18	22	29	88	5	16	5	14	12	9	8	1	10	9	11	7	14	0
	7.95%	11.21%	9.26%	9.98% E	6.86%	9.28%	8.59%	9.20%	9.18%	13.66%	12.55%	11.30%	11.63%	6.30%	11.63%	5.96%	5.33%	12.00%	5.00%	1.96%	12.20% T	6.08%	7.38%	8.24%	6.33%	0.0%
Always	544	398	564	7328	273	204	253	4738	171	130	187	653	33	232	34	216	206	61	148	45	70	134	131	74	199	0
	88.31% B	84.14%	85.58%	86.35%	89.22%	86.08%	86.94%	87.19%	87.24%	80.75%	80.95%	83.83%	76.74%	91.34% M	79.07%	91.91% O	91.56% R	81.33%	92.50%	88.24%	85.37%	90.54%	87.92%	87.06%	90.05%	0.0%
CAHPS Rate (%Always + %Usually)	593	451	625	8175	294	226	278	5238	189	152	216	741	38	248	39	230	218	70	156	46	80	143	142	81	213	0
	96.27%	95.35%	94.84%	96.34%	96.08%	95.36%	95.53%	96.39%	96.43%	94.41%	93.51%	95.12%	88.37%	97.64%	90.70%	97.87%	96.89%	93.33%	97.50%	90.20%	97.56%	96.62%	95.30%	95.29%	96.38%	0.0%
3-point composite mean	2.8458	2.7949	2.8042	2.8269	2.8529	2.8143	2.8247	2.8358	2.8367	2.7516	2.7446	2.7895	2.6512	2.8898 M	2.6977	2.8979 O	2.8844	2.7467	2.9000	2.7843	2.8293	2.8716	2.8322	2.8235	2.8643	0
4-point composite mean	3.8377	3.7844	3.7982	3.8206	3.8464	3.8059	3.8213	3.8298	3.8265	3.7391	3.7273	3.7792	3.6047	3.8898 M	3.6977	3.8979 O	3.8800	3.7333	3.8938	3.7843	3.8293	3.8649	3.8255	3.8118	3.8597	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	39	21	30	604	18	8	14	250	10	8	9	33	3	13	3	6	11	7	7	2	8	9	9	10	8	0
	4.18%	2.72%	2.89%	4.77%	3.63%	1.94%	2.82%	3.63%	3.76%	3.70%	2.85%	3.22%	3.85%	3.25%	5.17%	1.96%	3.01%	5.88%	3.15%	2.11%	5.03%	3.64%	3.86%	6.80% Y	2.29%	0.0%
Appropriately skipped	285	280	353	3609	173	168	193	1234	63	48	78	218	32	133	12	65	132	36	56	42	68	91	75	54	119	0
	30.55%	36.22% A	34.01%	28.52%	34.88% DI	40.68%	38.83%	17.90%	23.68% H	22.22%	24.68%	21.25%	41.03%	33.25%	20.69%	21.24%	36.07%	30.25%	25.23%	44.21% S	42.77% S	36.84%	32.19%	36.73%	34.10%	0.0%
BASE = Those who responded	609	472	655	8443	305	237	290	5408	193	160	229	775	43	254	43	235	223	76	159	51	83	147	149	83	222	0
	65.27%	61.06%	63.10%	66.71% E	61.49%	57.38%	58.35%	78.47% I	72.56% E	74.07%	72.47%	75.54%	55.13%	63.50%	74.14%	76.80%	60.93%	63.87%	71.62% TU	53.68%	52.20%	59.51%	63.95%	56.46%	63.61%	0.0%
Yes	337	251	329	5591	165	127	157	3938	127	97	143	523	23	137	25	122	114	49	37	44	77	74	86	44	121	0
	55.34%	53.18%	50.23%	66.22% E	54.10%	53.59%	54.14%	72.82% I	65.80% E	60.63%	62.45%	67.48%	53.49%	53.94%	58.14%	51.91%	51.12%	64.47% Q	23.27%	86.27% S	92.77% S	50.34%	57.72%	53.01%	54.50%	0.0%
No	272	221	326	2852	140	110	133	1470	66	63	86	252	20	117	18	113	109	27	122	7	6	73	63	39	101	0
	44.66%	46.82%	49.77%	33.78%	45.90% DI	46.41%	45.86%	27.18%	34.20% H	39.38%	37.55%	32.52%	46.51%	46.06%	41.86%	48.09%	48.88% R	35.53%	76.73% TU	13.73%	7.23%	49.66%	42.28%	46.99%	45.50%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	42	23	32	669	20	9	16	293	11	9	11	39	4	14	4	7	13	7	7	3	9	11	9	11	9	0
	4.50%	2.98%	3.08%	5.29%	4.03%	2.18%	3.22%	4.25%	4.14%	4.17%	3.48%	3.80%	5.13%	3.50%	6.90%	2.29%	3.55%	5.88%	3.15%	3.16%	5.66%	4.45%	3.86%	7.48% Y	2.58%	0.0%
Appropriately skipped	557	501	679	6461	313	278	326	2704	129	111	164	470	52	250	30	178	241	63	178	49	74	164	138	93	220	0
	59.70%	64.81% A	65.41% A	51.05%	63.10% DI	67.31%	65.59%	39.23%	48.50% H	51.39%	51.90%	45.81%	66.67%	62.50%	51.72%	58.17%	65.85% R	52.94%	80.18% TU	51.58%	46.54%	66.40%	59.23%	63.27%	63.04%	0.0%
BASE = Those who responded	334	249	327	5526	163	126	155	3895	126	96	141	517	22	136	24	121	112	49	37	43	76	72	86	43	120	0
	35.80% C	32.21%	31.50%	43.66% E	32.86%	30.51%	31.19%	56.51% I	47.37% E	44.44%	44.62%	50.39%	28.21%	34.00%	41.38%	39.54%	30.60%	41.18% Q	16.67%	45.26% S	47.80% S	29.15%	36.91%	29.25%	34.38%	0.0%
Never	9	7	4	54	4	3	2	29	2	2	2	5	2	2	2	2	2	2	1	1	2	0	4	0	4	0
	2.69%	2.81%	1.22%	0.98%	2.45%	2.38%	1.29%	0.74%	1.59%	2.08%	1.42%	0.97%	9.09%	1.47%	8.33%	1.65%	1.79%	4.08%	2.70%	2.33%	2.63%	0.0%	4.65% V	0.0%	3.33% X	0.0%
Sometimes	24	20	21	328	11	11	10	197	11	7	9	37	1	9	2	7	7	4	3	5	3	6	5	3	8	0
	7.19%	8.03%	6.42%	5.94%	6.75%	8.73%	6.45%	5.06%	8.73%	7.29%	6.38%	7.16%	4.55%	6.62%	8.33%	5.79%	6.25%	8.16%	8.11%	11.63%	3.95%	8.33%	5.81%	6.98%	6.67%	0.0%
Bottom Two Box (%Never + %Sometimes)	33	27	25	382	15	14	12	226	13	9	11	42	3	11	4	9	9	6	4	6	5	6	9	3	12	0
	9.88%	10.84%	7.65%	6.91%	9.20%	11.11%	7.74%	5.80%	10.32%	9.38%	7.80%	8.12%	13.64%	8.09%	16.67%	7.44%	8.04%	12.24%	10.81%	13.95%	6.58%	8.33%	10.47%	6.98%	10.00%	0.0%
Usually	59	35	63	992	32	14	33	691	26	18	24	121	5	26	5	23	19	13	5	8	17	13	18	6	26	0
	17.66%	14.06%	19.27%	17.95%	19.63% F	11.11%	21.29% F	17.74%	20.63%	18.75%	17.02%	23.40%	22.73%	19.12%	20.83%	19.01%	16.96%	26.53%	13.51%	18.60%	22.37%	18.06%	20.93%	13.95%	21.67%	0.0%
Always	242	187	239	4152	116	98	110	2978	87	69	106	354	14	99	15	89	84	30	28	29	54	53	59	34	82	0
	72.46%	75.10%	73.09%	75.14%	71.17%	77.78%	70.97%	76.46%	69.05%	71.88%	75.18%	68.47%	63.64%	72.79%	62.50%	73.55%	75.00%	61.22%	75.68%	67.44%	71.05%	73.61%	68.60%	79.07%	68.33%	0.0%
CAHPS Rate (%Always + %Usually)	301	222	302	5144	148	112	143	3669	113	87	130	475	19	125	20	112	103	43	33	37	71	66	77	40	108	0
	90.12%	89.16%	92.35%	93.09%	90.80%	88.89%	92.26%	94.20%	89.68%	90.63%	92.20%	91.88%	86.36%	91.91%	83.33%	92.56%	91.96%	87.76%	89.19%	86.05%	93.42%	91.67%	89.53%	93.02%	90.00%	0.0%
3-point composite mean	2.6257	2.6426	2.6544	2.6822	2.6196	2.6667	2.6323	2.7065 I	2.5873	2.6250	2.6738	2.6035	2.5000	2.6471	2.4583	2.6612	2.6696	2.4898	2.6486	2.5349	2.6447	2.6528	2.5814	2.7209	2.5833	0
4-point composite mean	3.5988	3.6145	3.6422	3.6725	3.5951	3.6429	3.6194	3.6991 I	3.5714	3.6042	3.6596	3.5938	3.4091	3.6324	3.3750	3.6446	3.6518	3.4490	3.6216	3.5116	3.6184	3.6528	3.5349	3.7209	3.5500	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.54%	20 2.59%	31 2.99%	597 4.72%	17 3.43%	8 1.94%	15 3.02%	246 3.57%	7 2.63%	7 3.24%	8 2.53%	33 3.22%	2 2.56%	14 3.50%	3 5.17%	6 1.96%	10 2.73%	7 5.88%	6 2.70%	3 3.16%	8 5.03%	8 3.24%	9 3.86%	7 4.76%	10 2.87%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	32 41.03%	133 33.25%	12 20.69%	65 21.24%	132 36.07%	36 30.25%	56 25.23%	42 44.21% S	68 42.77% S	91 36.84%	75 32.19%	54 36.73%	119 34.10%	0 0.0%
BASE = Those who responded	615 65.92% B	473 61.19%	654 63.01%	8450 66.77% E	306 61.69%	237 57.38%	289 58.15%	5412 78.53%	196 73.68% E	161 74.54%	230 72.78%	775 75.54%	44 56.41%	253 63.25%	43 74.14%	235 76.80%	224 61.20%	76 63.87%	160 72.07% TU	50 52.63%	83 52.20%	148 59.92%	149 63.95%	86 58.50%	220 63.04%	0 0.0%
Never	20 3.25%	10 2.11%	16 2.45%	178 2.11%	13 4.25%	4 1.69%	9 3.11%	82 1.52%	6 3.06%	2 1.24%	5 2.17%	19 2.45%	5 11.36%	8 3.16%	4 9.30%	7 2.98%	10 4.46%	3 3.95%	5 3.13%	1 2.00%	6 7.23%	6 4.05%	7 4.70%	2 2.33%	11 5.00%	0 0.0%
Sometimes	50 8.13%	40 8.46%	67 10.24%	754 8.92%	22 7.19%	21 8.86%	30 10.38%	380 7.02%	19 9.69%	12 7.45%	20 8.70%	66 8.52%	5 11.36%	17 6.72%	3 6.98%	16 6.81%	16 7.14%	5 6.58%	10 6.25%	6 12.00%	5 6.02%	13 8.78%	8 5.37%	3 3.49%	19 8.64%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	70 11.38%	50 10.57%	83 12.69%	932 11.03%	35 11.44%	25 10.55%	39 13.49%	462 8.54%	25 12.76%	14 8.70%	25 10.87%	85 10.97%	10 22.73%	25 9.88%	7 16.28%	23 9.79%	26 11.61%	8 10.53%	15 9.38%	7 14.00%	11 13.25%	19 12.84%	15 10.07%	5 5.81%	30 13.64% X	0 0.0%
Usually	143 23.25%	105 22.20%	144 22.02%	1721 20.37%	73 23.86%	53 22.36%	61 21.11%	989 18.27%	47 23.98%	36 22.36%	48 20.87%	181 23.35%	20 45.45% N	53 20.95%	17 39.53% P	48 20.43%	48 21.43%	25 32.89%	39 24.38%	12 24.00%	19 22.89%	30 20.27%	41 27.52%	20 23.26%	53 24.09%	0 0.0%
Always	402 65.37%	318 67.23%	427 65.29%	5797 68.60%	198 64.71%	159 67.09%	189 65.40%	3961 73.19% I	124 63.27%	111 68.94%	157 68.26%	509 65.68%	14 31.82%	175 69.17% M	19 44.19%	164 69.79% O	150 66.96%	43 56.58%	106 66.25%	31 62.00%	53 63.86%	99 66.89%	93 62.42%	61 70.93%	137 62.27%	0 0.0%
CAHPS Rate (%Always + %Usually)	545 88.62%	423 89.43%	571 87.31%	7518 88.97%	271 88.56%	212 89.45%	250 86.51%	4950 91.46%	171 87.24%	147 91.30%	205 89.13%	690 89.03%	34 77.27%	228 90.12%	36 83.72%	212 90.21%	198 88.39%	68 89.47%	145 90.63%	43 86.00%	72 86.75%	129 87.16%	134 89.93%	81 94.19% Y	190 86.36%	0 0.0%
3-point composite mean	2.5398	2.5666	2.5260	2.5757	2.5327	2.5654	2.5190	2.6465 I	2.5051	2.6025	2.5739	2.5471	2.0909	2.5929 M	2.2791	2.6000 O	2.5536	2.4605	2.5688	2.4800	2.5060	2.5405	2.5235	2.6512 Y	2.4864	0
4-point composite mean	3.5073	3.5455	3.5015	3.5547	3.4902	3.5485	3.4879	3.6314 I	3.4745	3.5901	3.5522	3.5226	2.9773	3.5613 M	3.1860	3.5702 O	3.5089	3.4211	3.5375	3.4600	3.4337	3.5000	3.4765	3.6279 Y	3.4364	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	37 3.97%	23 2.98%	33 3.18%	590 4.66%	18 3.63%	10 2.42%	17 3.42%	252 3.66%	9 3.38%	9 4.17%	12 3.80%	34 3.31%	3 3.85%	15 3.75%	3 5.17%	7 2.29%	12 3.28%	6 5.04%	6 2.70%	3 3.16%	8 5.03%	8 3.24%	10 4.29%	8 5.44%	10 2.87%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	32 41.03%	133 33.25%	12 20.69%	65 21.24%	132 36.07%	36 30.25%	56 25.23%	42 44.21% S	68 42.77% S	91 36.84%	75 32.19%	54 36.73%	119 34.10%	0 0.0%
BASE = Those who responded	611 65.49% B	470 60.80%	651 62.72%	8457 66.82% E	305 61.49%	235 56.90%	287 57.75%	5406 78.44% I	194 72.93% E	159 73.61%	226 71.52%	774 75.44%	43 55.13%	252 63.00%	43 74.14%	234 76.47%	222 60.66%	77 64.71%	160 72.07% TU	50 52.63%	83 52.20%	148 59.92%	148 63.52%	85 57.82%	220 63.04%	0 0.0%
Yes	549 89.85%	418 88.94%	576 88.48%	7494 88.61%	272 89.18%	210 89.36%	254 88.50%	4805 88.88%	176 90.72%	142 89.31%	200 88.50%	685 88.50%	36 83.72%	227 90.08%	38 88.37%	208 88.89%	199 89.64%	68 88.31%	147 91.88% T	39 78.00%	75 90.36%	139 93.92% W	125 84.46%	74 87.06%	198 90.00%	0 0.0%
No	62 10.15%	52 11.06%	75 11.52%	963 11.39%	33 10.82%	25 10.64%	33 11.50%	601 11.12%	18 9.28%	17 10.69%	26 11.50%	89 11.50%	7 16.28%	25 9.92%	5 11.63%	26 11.11%	23 10.36%	9 11.69%	13 8.13%	11 22.00% S	8 9.64%	9 6.08%	23 15.54% V	11 12.94%	22 10.00%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	35 3.75%	20 2.59%	26 2.50%	617 4.88%	17 3.43%	8 1.94%	13 2.62%	251 3.64%	9 3.38%	8 3.70%	7 2.22%	34 3.31%	2 2.56%	14 3.50%	3 5.17%	7 2.29%	10 2.73%	7 5.88%	6 2.70%	2 2.11%	9 5.66%	8 3.24%	9 3.86%	7 4.76%	10 2.87%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	32 41.03%	133 33.25%	12 20.69%	65 21.24%	132 36.07%	36 30.25%	56 25.23%	42 44.21% S	68 42.77% S	91 36.84%	75 32.19%	54 36.73%	119 34.10%	0 0.0%
BASE = Those who responded	613 65.70%	473 61.19%	659 63.49%	8430 66.61% E	306 61.69%	237 57.38%	291 58.55%	5407 78.45% I	194 72.93% E	160 74.07%	231 73.10%	774 75.44%	44 56.41%	253 63.25%	43 74.14%	234 76.47%	224 61.20%	76 63.87%	160 72.07% TU	51 53.68%	82 51.57%	148 59.92%	149 63.95%	86 58.50%	220 63.04%	0 0.0%
Yes	293 47.80% B	193 40.80%	311 47.19% B	3804 45.12%	131 42.81%	95 40.08%	116 39.86%	3295 60.94%	122 62.89% E	91 56.88%	140 60.61%	478 61.76%	26 59.09% N	99 39.13%	25 58.14% P	93 39.74%	86 38.39%	42 55.26% Q	71 44.38%	19 37.25%	36 43.90%	64 43.24%	64 42.95%	39 45.35%	92 41.82%	0 0.0%
No	320 52.20%	280 59.20% AC	348 52.81%	4626 54.88%	175 57.19% I	142 59.92%	175 60.14%	2112 39.06%	72 37.11%	69 43.13%	91 39.39%	296 38.24%	18 40.91%	154 60.87% M	18 41.86%	141 60.26% O	138 61.61% R	34 44.74%	89 55.63%	32 62.75%	46 56.10%	84 56.76%	85 57.05%	47 54.65%	128 58.18%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	41	28	30	689	18	13	13	310	11	11	9	42	3	14	4	7	11	7	7	2	9	8	10	7	11	0
	4.39%	3.62%	2.89%	5.44% E	3.63%	3.15%	2.62%	4.50%	4.14%	5.09%	2.85%	4.09%	3.85%	3.50%	6.90%	2.29%	3.01%	5.88%	3.15%	2.11%	5.66%	3.24%	4.29%	4.76%	3.15%	0.0%
Appropriately skipped	605	560	701	8235	348	310	368	3346	135	117	169	514	50	287	30	206	270	70	145	74	114	175	160	101	247	0
	64.84%	72.45% AC	67.53%	65.07%	70.16% DI	75.06%	74.04%	48.55%	50.75%	54.17%	53.48%	50.10%	64.10%	71.75%	51.72%	67.32% O	73.77% R	58.82%	65.32%	77.89% S	71.70%	70.85%	68.67%	68.71%	70.77%	0.0%
BASE = Those who responded	287	185	307	3732	130	90	116	3236	120	88	138	470	25	99	24	93	85	42	70	19	36	64	63	39	91	0
	30.76% B	23.93%	29.58% B	29.49%	26.21%	21.79%	23.34%	46.95%	45.11% E	40.74%	43.67%	45.81%	32.05%	24.75%	41.38%	30.39%	23.22%	35.29% Q	31.53% T	20.00%	22.64%	25.91%	27.04%	26.53%	26.07%	0.0%
Never	20	13	27	205	7	5	10	167	7	9	12	31	2	5	3	3	7	0	3	0	4	3	4	3	4	0
	6.97%	7.03%	8.79%	5.49%	5.38%	5.56%	8.62%	5.16%	5.83%	10.23%	8.70%	6.60%	8.00%	5.05%	12.50%	3.23%	8.24% R	0.0%	4.29%	0.0%	11.11%	4.69%	6.35%	7.69%	4.40%	0.0%
Sometimes	38	23	41	446	15	10	15	330	17	9	16	62	7	8	3	10	10	5	6	4	5	6	9	4	11	0
	13.24%	12.43%	13.36%	11.95%	11.54%	11.11%	12.93%	10.20%	14.17%	10.23%	11.59%	13.19%	28.00%	8.08%	12.50%	10.75%	11.76%	11.90%	8.57%	21.05%	13.89%	9.38%	14.29%	10.26%	12.09%	0.0%
Bottom Two Box (%Never + %Sometimes)	58	36	68	651	22	15	25	497	24	18	28	93	9	13	6	13	17	5	9	4	9	9	13	7	15	0
	20.21%	19.46%	22.15%	17.44%	16.92%	16.67%	21.55%	15.36%	20.00%	20.45%	20.29%	19.79%	36.00%	13.13%	25.00%	13.98%	20.00%	11.90%	12.86%	21.05%	25.00%	14.06%	20.63%	17.95%	16.48%	0.0%
Usually	67	42	75	911	31	19	30	779	27	20	39	123	6	24	8	19	18	13	12	6	10	15	15	7	24	0
	23.34%	22.70%	24.43%	24.41%	23.85%	21.11%	25.86%	24.07%	22.50%	22.73%	28.26%	26.17%	24.00%	24.24%	33.33%	20.43%	21.18%	30.95%	17.14%	31.58%	27.78%	23.44%	23.81%	17.95%	26.37%	0.0%
Always	162	107	164	2170	77	56	61	1960	69	50	71	254	10	62	10	61	50	24	49	9	17	40	35	25	52	0
	56.45%	57.84%	53.42%	58.15%	59.23%	62.22%	52.59%	60.57%	57.50%	56.82%	51.45%	54.04%	40.00%	62.63%	41.67%	65.59%	58.82%	57.14%	70.00% U	47.37%	47.22%	62.50%	55.56%	64.10%	57.14%	0.0%
CAHPS Rate (%Always + %Usually)	229	149	239	3081	108	75	91	2739	96	70	110	377	16	86	18	80	68	37	61	15	27	55	50	32	76	0
	79.79%	80.54%	77.85%	82.56%	83.08%	83.33%	78.45%	84.64%	80.00%	79.55%	79.71%	80.21%	64.00%	86.87%	75.00%	86.02%	80.00%	88.10%	87.14%	78.95%	75.00%	85.94%	79.37%	82.05%	83.52%	0.0%
3-point composite mean	2.3624	2.3838	2.3127	2.4070	2.4231	2.4556	2.3103	2.4521	2.3750	2.3636	2.3116	2.3426	2.0400	2.4949	2.1667	2.5161	2.3882	2.4524	2.5714 U	2.2632	2.2222	2.4844	2.3492	2.4615	2.4066	0
4-point composite mean	3.2927	3.3135	3.2248	3.3521	3.3692	3.4000	3.2241	3.4005	3.3167	3.2614	3.2246	3.2766	2.9600	3.4444	3.0417	3.4839	3.3059	3.4524	3.5286 U	3.2632	3.1111	3.4375	3.2857	3.3846	3.3626	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.36%	15 1.94%	20 1.93%	412 3.26%	10 2.02%	9 2.18%	13 2.62%	162 2.35%	6 2.26%	6 2.78%	6 1.90%	27 2.63%	1 1.28%	7 1.75%	2 3.45%	3 0.98%	5 1.37%	5 4.20%	2 0.90%	2 2.11%	6 3.77%	6 2.43%	4 1.72%	6 4.08%	4 1.15%	0 0.0%
Appropriately skipped	155 16.61%	145 18.76%	188 18.11%	1590 12.56%	93 18.75% DI	91 22.03%	106 21.33%	493 7.15%	34 12.78% H	22 10.19%	36 11.39%	91 8.87%	19 24.36%	68 17.00%	9 15.52%	45 14.71%	66 18.03%	22 18.49%	30 13.51%	22 23.16% S	34 21.38% S	46 18.62%	40 17.17%	26 17.69%	67 19.20%	0 0.0%
BASE = Those who responded	756 81.03%	613 79.30%	830 79.96%	10654 84.18% E	393 79.23%	313 75.79%	378 76.06%	6237 90.50% I	226 84.96% E	188 87.04%	274 86.71%	908 88.50%	58 74.36%	325 81.25%	47 81.03%	258 84.31%	295 80.60%	92 77.31%	190 85.59% TU	71 74.74%	119 74.84%	195 78.95%	189 81.12%	115 78.23%	278 79.66%	0 0.0%
10 - Best personal doctor possible	425 56.22%	346 56.44%	452 54.46%	6397 60.04%	217 55.22%	186 59.42%	203 53.70%	3874 62.11% I	122 53.98%	101 53.72%	148 54.01%	488 53.74%	14 24.14%	196 60.31% M	8 17.02%	165 63.95% O	172 58.31% R	41 44.57%	113 59.47%	34 47.89%	64 53.78%	112 57.44%	101 53.44%	58 50.43%	159 57.19%	0 0.0%
9 -	124 16.40%	101 16.48%	151 18.19%	1859 17.45%	62 15.78%	53 16.93%	76 20.11%	995 15.95%	43 19.03%	32 17.02%	47 17.15%	182 20.04%	9 15.52%	52 16.00%	11 23.40%	41 15.89%	46 15.59%	16 17.39%	32 16.84%	14 19.72%	13 10.92%	27 13.85%	32 16.93%	19 16.52%	43 15.47%	0 0.0%
Top Two Box	549 72.62%	447 72.92%	603 72.65%	8256 77.49% E	279 70.99%	239 76.36%	279 73.81%	4869 78.07%	165 73.01%	133 70.74%	195 71.17%	670 73.79%	23 39.66%	248 76.31% M	19 40.43%	206 79.84% O	218 73.90% R	57 61.96%	145 76.32% U	48 67.61%	77 64.71%	139 71.28%	133 70.37%	77 66.96%	202 72.66%	0 0.0%
8 -	125 16.53%	94 15.33%	113 13.61%	1356 12.73%	69 17.56% D	41 13.10%	49 12.96%	750 12.03%	37 16.37%	29 15.43%	40 14.60%	138 15.20%	17 29.31% N	51 15.69%	14 29.79% P	37 14.34%	48 16.27%	19 20.65%	28 14.74%	13 18.31%	25 21.01%	36 18.46%	31 16.40%	19 16.52%	50 17.99%	0 0.0%
CAHPS Rate (Top Three Box)	674 89.15%	541 88.25%	716 86.27%	9612 90.22%	348 88.55%	280 89.46%	328 86.77%	5619 90.09%	202 89.38%	162 86.17%	235 85.77%	808 88.99%	40 68.97%	299 92.00% M	33 70.21%	243 94.19% O	266 90.17%	76 82.61%	173 91.05%	61 85.92%	102 85.71%	175 89.74%	164 86.77%	96 83.48%	252 90.65%	0 0.0%
7 -	36 4.76%	32 5.22%	57 6.87%	503 4.72%	17 4.33%	18 5.75%	25 6.61%	268 4.30%	13 5.75%	8 4.26%	21 7.66%	45 4.96%	8 13.79% N	9 2.77%	6 12.77% P	5 1.94%	9 3.05%	8 8.70%	4 2.11%	6 8.45%	7 5.88%	5 2.56%	12 6.35%	7 6.09%	10 3.60%	0 0.0%
6 -	19 2.51%	13 2.12%	20 2.41%	172 1.61%	10 2.54%	7 2.24%	7 1.85%	94 1.51%	4 1.77%	6 3.19%	7 2.55%	13 1.43%	3 5.17%	7 2.15%	2 4.26%	4 1.55%	8 2.71%	2 2.17%	4 2.11%	1 1.41%	5 4.20%	7 3.59%	3 1.59%	5 4.35%	5 1.80%	0 0.0%
5 -	15 1.98%	13 2.12%	21 2.53%	212 1.99%	11 2.80%	4 1.28%	12 3.17%	138 2.21%	3 1.33%	6 3.19%	4 1.46%	23 2.53%	6 10.34% N	4 1.23%	5 10.64% P	2 0.78%	7 2.37%	4 4.35%	7 3.68%	2 2.82%	2 1.68%	6 3.08%	5 2.65%	5 4.35%	6 2.16%	0 0.0%
4 -	4 0.53%	6 0.98%	5 0.60%	50 0.47%	2 0.51%	2 0.64%	1 0.26%	35 0.56%	1 0.44%	3 1.60%	2 0.73%	5 0.55%	0 0.0%	2 0.62%	1 2.13%	1 0.39%	2 0.68%	0 0.0%	0 0.0%	0 0.0%	2 1.68%	0 0.0%	2 1.06%	0 0.0%	2 0.72%	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

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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3 -	3 0.40%	0 0.0%	3 0.36%	36 0.34%	2 0.51%	0 0.0%	1 0.26%	29 0.46%	1 0.44%	0 0.0%	1 0.36%	5 0.55%	0 0.0%	2 0.62%	0 0.0%	2 0.78%	2 0.68%	0 0.0%	1 0.53%	0 0.0%	1 0.84%	0 0.0%	2 1.06%	0 0.0%	2 0.72%	0 0.0%
2 -	2 0.26%	2 0.33%	5 0.60%	27 0.25% E	0 0.0%	0 0.0%	2 0.53%	29 0.46%	1 0.44%	0 0.0%	3 1.09%	5 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	3 0.40%	2 0.33%	2 0.24%	18 0.17%	3 0.76%	0 0.0%	1 0.26%	13 0.21%	1 0.44%	1 0.53%	0 0.0%	2 0.22%	1 1.72%	2 0.62%	0 0.0%	1 0.39%	1 0.34%	2 2.17%	1 0.53%	1 1.41%	0 0.0%	2 1.03%	1 0.53%	2 1.74%	1 0.36%	0 0.0%
0 - Worst personal doctor possible	0 0.0%	4 0.65% A	1 0.12%	24 0.23% E	0 0.0%	2 0.64%	1 0.26%	12 0.19% I	0 0.0%	2 1.06%	1 0.36%	2 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 0.0%	0 0.0%
Bottom Three Box	5 0.66%	8 1.31%	8 0.96%	69 0.65%	3 0.76%	2 0.64%	4 1.06%	54 0.87%	2 0.88%	3 1.60%	4 1.46%	9 0.99%	1 1.72%	2 0.62%	0 0.0%	1 0.39%	1 0.34%	2 2.17%	1 0.53%	1 1.41%	0 0.0%	2 1.03%	1 0.53%	2 1.74%	1 0.36%	0 0.0%
Bottom Two Box	3 0.40%	6 0.98%	3 0.36%	42 0.39%	3 0.76%	2 0.64%	2 0.53%	25 0.40%	1 0.44%	3 1.60%	1 0.36%	4 0.44%	1 1.72%	2 0.62%	0 0.0%	1 0.39%	1 0.34%	2 2.17%	1 0.53%	1 1.41%	0 0.0%	2 1.03%	1 0.53%	2 1.74%	1 0.36%	0 0.0%
Average rating	9.0463	9.0016	8.9735	9.1554 E	8.9847	9.1406	8.9815	9.1587	9.0398	8.8564	8.9380	9.0055	7.9655	9.1600 M	7.9574	9.2829 O	9.0814 R	8.6522	9.1211	8.8592	8.8824	9.0256	8.9312	8.7739	9.0719	0
Standard deviation	1.4554	1.6120	1.5505	1.4177	1.5415	1.4208	1.5523	1.4841	1.4400	1.8000	1.6119	1.5320	1.8001	1.4160	1.5839	1.2915	1.4544	1.7781	1.4550	1.5681	1.5294	1.5273	1.5805	1.7498	1.4376	0
3-point composite mean	2.6653	2.6639	2.6578	2.7243 E	2.6387	2.7157	2.6720	2.7245	2.6814	2.6117	2.6460	2.6773	2.2241	2.7108 M	2.2340	2.7597 O	2.6712	2.5326	2.6947	2.6197	2.5630	2.6359	2.6349	2.5652	2.6691	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	21 2.25%	13 1.68%	21 2.02%	218 2.85% E	8 1.61%	7 1.69%	11 2.21%	189 2.74%	6 2.26%	5 2.31%	5 1.58%	29 2.83%	3 3.85%	5 1.25%	2 3.45%	4 1.31%	4 1.09%	4 3.36%	2 0.90%	0 0.0%	6 3.77% T	4 1.62%	4 1.72%	6 4.08% Y	2 0.57%	0 0.0%
Appropriately skipped	155 16.61%	145 18.76%	188 18.11%	1077 14.08%	93 18.75% DI	91 22.03%	106 21.33%	493 7.15%	34 12.78% H	22 10.19%	36 11.39%	91 8.87%	19 24.36%	68 17.00%	9 15.52%	45 14.71%	66 18.03%	22 18.49%	30 13.51%	22 23.16% S	34 21.38% S	46 18.62%	40 17.17%	26 17.69%	67 19.20%	0 0.0%
BASE = Those who responded	757 81.14%	615 79.56%	828 79.77%	6356 83.07%	395 79.64%	315 76.27%	380 76.46%	6210 90.10% I	226 84.96%	189 87.50%	274 86.71%	906 88.30%	56 71.79%	327 81.75%	47 81.03%	257 83.99%	296 80.87%	93 78.15%	190 85.59% U	73 76.84%	119 74.84%	197 79.76%	189 81.12%	115 78.23%	280 80.23%	0 0.0%
Yes	194 25.63%	158 25.69%	239 28.86%	1747 27.49% E	59 14.94%	55 17.46%	71 18.68%	4550 73.27% I	151 66.81% E	118 62.43%	205 74.82% J	623 68.76%	15 26.79% N	42 12.84%	10 21.28%	37 14.40%	33 11.15%	25 26.88% Q	14 7.37%	12 16.44%	31 26.05% S	30 15.23%	28 14.81%	29 25.22% Y	30 10.71%	0 0.0%
No	563 74.37%	457 74.31%	589 71.14%	4609 72.51%	336 85.06% DI	260 82.54%	309 81.32%	1660 26.73%	75 33.19% H	71 37.57% K	69 25.18%	283 31.24%	41 73.21%	285 87.16% M	37 78.72%	220 85.60%	263 88.85% R	68 73.12%	176 92.63% U	61 83.56%	88 73.95%	167 84.77%	161 85.19%	86 74.78%	250 89.29% X	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	27	15	28	249	11	7	12	269	10	6	9	40	4	7	2	5	6	5	2	1	7	5	6	8	3	0
	2.89%	1.94%	2.70%	3.25%	2.22%	1.69%	2.41%	3.90%	3.76%	2.78%	2.85%	3.90%	5.13%	1.75%	3.45%	1.63%	1.64%	4.20%	0.90%	1.05%	4.40% S	2.02%	2.58%	5.44% Y	0.86%	0.0%
Appropriately skipped	718	602	777	5686	429	351	415	2153	109	93	105	374	60	353	46	265	329	90	206	83	122	213	201	112	317	0
	76.96%	77.88%	74.86%	74.32%	86.49% DI	84.99%	83.50%	31.24%	40.98% H	43.06% K	33.23%	36.45%	76.92%	88.25% M	79.31%	86.60%	89.89% R	75.63%	92.79% U	87.37% U	76.73%	86.23%	86.27%	76.19%	90.83% X	0.0%
BASE = Those who responded	188	156	232	1716	56	55	69	4470	147	117	202	612	14	40	10	36	31	24	14	11	30	29	26	27	29	0
	20.15%	20.18%	22.35%	22.43% E	11.29%	13.32%	13.88%	64.86% I	55.26% E	54.17%	63.92% IJ	59.65%	17.95%	10.00%	17.24%	11.76%	8.47%	20.17% Q	6.31%	11.58%	18.87% S	11.74%	11.16%	18.37% Y	8.31%	0.0%
Yes	171	131	211	1595	51	49	62	4215	134	96	187	566	13	36	10	32	28	22	14	9	27	25	25	24	27	0
	90.96%	83.97%	90.95% B	92.95%	91.07%	89.09%	89.86%	94.30%	91.16% J	82.05%	92.57% J	92.48%	92.86%	90.00%	100.00%	88.89%	90.32%	91.67%	100.00%	81.82%	90.00%	86.21%	96.15%	88.89%	93.10%	0.0%
No	17	25	21	121	5	6	7	255	13	21	15	46	1	4	0	4	3	2	0	2	3	4	1	3	2	0
	9.04%	16.03% C	9.05%	7.05%	8.93%	10.91%	10.14%	5.70%	8.84%	17.95% IK	7.43%	7.52%	7.14%	10.00%	0.0%	11.11%	9.68%	8.33%	0.0%	18.18%	10.00%	13.79%	3.85%	11.11%	6.90%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.00%	16 2.07%	25 2.41%	254 3.32%	11 2.22%	7 1.69%	11 2.21%	283 4.11%	11 4.14%	7 3.24%	8 2.53%	43 4.19%	4 5.13%	7 1.75%	2 3.45%	5 1.63%	6 1.64%	5 4.20%	2 0.90%	1 1.05%	7 4.40% S	5 2.02%	6 2.58%	8 5.44% Y	3 0.86%	0 0.0%
Appropriately skipped	718 76.96%	602 77.88%	777 74.86%	5686 74.32%	429 86.49% DI	351 84.99%	415 83.50%	2153 31.24%	109 40.98% H	93 43.06% K	105 33.23%	374 36.45%	60 76.92%	353 88.25% M	46 79.31%	265 86.60%	329 89.89% R	90 75.63%	206 92.79% U	83 87.37% U	122 76.73%	213 86.23%	201 86.27%	112 76.19%	317 90.83% X	0 0.0%
BASE = Those who responded	187 20.04%	155 20.05%	236 22.74%	1711 22.36% E	56 11.29%	55 13.32%	71 14.29%	4456 64.65% I	146 54.89% E	116 53.70%	203 64.24% IJ	609 59.36%	14 17.95%	40 10.00%	10 17.24%	36 11.76%	31 8.47%	24 20.17% Q	14 6.31%	11 11.58%	30 18.87% S	29 11.74%	26 11.16%	27 18.37% Y	29 8.31%	0 0.0%
Yes	167 89.30%	127 81.94%	205 86.86%	1551 90.65%	51 91.07%	48 87.27%	60 84.51%	4069 91.32%	132 90.41% J	91 78.45%	181 89.16% J	543 89.16%	13 92.86%	36 90.00%	10 100.00%	32 88.89%	28 90.32%	22 91.67%	14 100.00%	9 81.82%	27 90.00%	25 86.21%	25 96.15%	24 88.89%	27 93.10%	0 0.0%
No	20 10.70%	28 18.06%	31 13.14%	160 9.35%	5 8.93%	7 12.73%	11 15.49%	387 8.68%	14 9.59%	25 21.55% IK	22 10.84%	66 10.84%	1 7.14%	4 10.00%	0 0.0%	4 11.11%	3 9.68%	2 8.33%	0 0.0%	2 18.18%	3 10.00%	4 13.79%	1 3.85%	3 11.11%	2 6.90%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	4	2	3	123	2	2	2	61	1	0	0	9	2	0	0	1	1	1	1	0	0	1	1	2	0	0
	0.43%	0.26%	0.29%	0.97%	0.40%	0.48%	0.40%	0.89%	0.38%	0.0%	0.0%	0.88%	2.56%	0.0%	0.0%	0.33%	0.27%	0.84%	0.45%	0.0%	0.0%	0.40%	0.43%	1.36%	0.0%	0.0%
BASE = Those who responded	929	771	1035	12533	494	411	495	6831	265	216	316	1017	76	400	58	305	365	118	221	95	159	246	232	145	349	0
	99.57%	99.74%	99.71%	99.03%	99.60%	99.52%	99.60%	99.11%	99.62%	100.00%	100.00%	99.12%	97.44%	100.00%	100.00%	99.67%	99.73%	99.16%	99.55%	100.00%	100.00%	99.60%	99.57%	98.64%	100.00%	0.0%
Yes	181	146	224	3141	69	61	74	3139	107	83	148	497	13	53	13	48	37	30	27	14	26	37	30	23	46	0
	19.48%	18.94%	21.64%	25.06% E	13.97%	14.84%	14.95%	45.95%	40.38% E	38.43%	46.84%	48.87%	17.11%	13.25%	22.41%	15.74%	10.14%	25.42% Q	12.22%	14.74%	16.35%	15.04%	12.93%	15.86%	13.18%	0.0%
No	748	625	811	9392	425	350	421	3692	158	133	168	520	63	347	45	257	328	88	194	81	133	209	202	122	303	0
	80.52%	81.06%	78.36%	74.94%	86.03% DI	85.16%	85.05%	54.05%	59.62%	61.57%	53.16%	51.13%	82.89%	86.75%	77.59%	84.26%	89.86% R	74.58%	87.78%	85.26%	83.65%	84.96%	87.07%	84.14%	86.82%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 0.86%	3 0.39%	6 0.58%	170 1.34%	4 0.81%	2 0.48%	4 0.80%	90 1.31%	2 0.75%	1 0.46%	2 0.63%	13 1.27%	2 2.56%	2 0.50%	1 1.72%	2 0.65%	1 0.27%	3 2.52%	2 0.90%	0 0.0%	1 0.63%	2 0.81%	2 0.86%	3 2.04%	1 0.29%	0 0.0%
Appropriately skipped	748 80.17%	625 80.85%	811 78.13%	9392 74.21%	425 85.69% DI	350 84.75%	421 84.71%	3692 53.57%	158 59.40%	133 61.57%	168 53.16%	520 50.68%	63 80.77%	347 86.75%	45 77.59%	257 83.99%	328 89.62% R	88 73.95%	194 87.39%	81 85.26%	133 83.65%	209 84.62%	202 86.70%	122 82.99%	303 86.82%	0 0.0%
BASE = Those who responded	177 18.97%	145 18.76%	220 21.19%	3094 24.45% E	67 13.51%	61 14.77%	71 14.29%	3110 45.12%	106 39.85% E	82 37.96%	146 46.20%	493 48.05%	13 16.67%	51 12.75%	12 20.69%	47 15.36%	37 10.11%	28 23.53% Q	26 11.71%	14 14.74%	25 15.72%	36 14.57%	29 12.45%	22 14.97%	45 12.89%	0 0.0%
Never	10 5.65%	10 6.90%	11 5.00%	119 3.85%	5 7.46%	4 6.56%	3 4.23%	98 3.15%	4 3.77%	7 8.54%	6 4.11%	24 4.87%	1 7.69%	4 7.84%	1 8.33%	4 8.51%	5 13.51%	0 0.0%	4 15.38%	0 0.0%	1 4.00%	3 8.33%	2 6.90%	1 4.55%	4 8.89%	0 0.0%
Sometimes	42 23.73% B	18 12.41%	38 17.27%	474 15.32%	18 26.87% DF	8 13.11%	14 19.72%	363 11.67%	27 25.47% H	12 14.63%	24 16.44%	85 17.24%	4 30.77%	13 25.49%	4 33.33%	11 23.40%	9 24.32%	8 28.57%	8 30.77%	6 42.86%	3 12.00%	9 25.00%	8 27.59%	3 13.64%	15 33.33%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	52 29.38% B	28 19.31%	49 22.27%	593 19.17%	23 34.33% D	12 19.67%	17 23.94%	461 14.82%	31 29.25% H	19 23.17%	30 20.55%	109 22.11%	5 38.46%	17 33.33%	5 41.67%	15 31.91%	14 37.84%	8 28.57%	12 46.15%	6 42.86%	4 16.00%	12 33.33%	10 34.48%	4 18.18%	19 42.22%	0 0.0%
Usually	43 24.29%	29 20.00%	60 27.27%	736 23.79%	16 23.88%	9 14.75%	15 21.13%	774 24.89%	26 24.53%	17 20.73%	42 28.77%	151 30.63%	3 23.08%	12 23.53%	3 25.00%	11 23.40%	6 16.22%	10 35.71%	6 23.08%	3 21.43%	7 28.00%	9 25.00%	7 24.14%	7 31.82%	9 20.00%	0 0.0%
Always	82 46.33%	88 60.69% A	111 50.45%	1765 57.05% E	28 41.79%	40 65.57% E	39 54.93%	1875 60.29% I	49 46.23%	46 56.10%	74 50.68%	233 47.26%	5 38.46%	22 43.14%	4 33.33%	21 44.68%	17 45.95%	10 35.71%	8 30.77%	5 35.71%	14 56.00%	15 41.67%	12 41.38%	11 50.00%	17 37.78%	0 0.0%
CAHPS Rate (%Always + %Usually)	125 70.62%	117 80.69% A	171 77.73%	2501 80.83% E	44 65.67%	49 80.33%	54 76.06%	2649 85.18% I	75 70.75%	63 76.83%	116 79.45%	384 77.89%	8 61.54%	34 66.67%	7 58.33%	32 68.09%	23 62.16%	20 71.43%	14 53.85%	8 57.14%	21 84.00%	24 66.67%	19 65.52%	18 81.82%	26 57.78%	0 0.0%
3-point composite mean	2.1695	2.4138 A	2.2818	2.3788 E	2.0746	2.4590 E	2.3099	2.4547 I	2.1698	2.3293	2.3014	2.2515	2.0000	2.0980	1.9167	2.1277	2.0811	2.0714	1.8462	1.9286	2.4000	2.0833	2.0690	2.3182	1.9556	0
4-point composite mean	3.1130	3.3448 A	3.2318	3.3403 E	3.0000	3.3934 E	3.2676	3.4232 I	3.1321	3.2439	3.2603	3.2028	2.9231	3.0196	2.8333	3.0426	2.9459	3.0714	2.6923	2.9286	3.3600	3.0000	3.0000	3.2727	2.8667	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 0.75%	3 0.39%	5 0.48%	174 1.37%	4 0.81%	2 0.48%	4 0.80%	105 1.52% I	1 0.38%	1 0.46%	1 0.32%	13 1.27%	3 3.85%	1 0.25%	0 0.0%	2 0.65%	1 0.27%	3 2.52%	2 0.90%	0 0.0%	1 0.63%	2 0.81%	2 0.86%	3 2.04%	1 0.29%	0 0.0%
Appropriately skipped	748 80.17%	625 80.85%	811 78.13%	9392 74.21%	425 85.69% DI	350 84.75%	421 84.71%	3692 53.57%	158 59.40%	133 61.57%	168 53.16%	520 50.68%	63 80.77%	347 86.75%	45 77.59%	257 83.99%	328 89.62% R	88 73.95%	194 87.39%	81 85.26%	133 83.65%	209 84.62%	202 86.70%	122 82.99%	303 86.82%	0 0.0%
BASE = Those who responded	178 19.08%	145 18.76%	222 21.39%	3090 24.42% E	67 13.51%	61 14.77%	72 14.49%	3095 44.91%	107 40.23% E	82 37.96%	147 46.52% J	493 48.05%	12 15.38%	52 13.00%	13 22.41%	47 15.36%	37 10.11%	28 23.53% Q	26 11.71%	14 14.74%	25 15.72%	36 14.57%	29 12.45%	22 14.97%	45 12.89%	0 0.0%
None (v 0)	13 7.30%	10 6.90%	14 6.31%	175 5.66%	6 8.96%	4 6.56%	6 8.33%	115 3.72%	5 4.67%	7 8.54%	8 5.44%	21 4.26%	2 16.67%	4 7.69%	2 15.38%	3 6.38%	4 10.81%	2 7.14%	5 19.23%	0 0.0%	1 4.00%	4 11.11%	2 6.90%	2 9.09%	4 8.89%	0 0.0%
Saw a specialist (NET)	165 92.70%	135 93.10%	208 93.69%	2915 94.34%	61 91.04%	57 93.44%	66 91.67%	2980 96.28%	102 95.33%	75 91.46%	139 94.56%	472 95.74%	10 83.33%	48 92.31%	11 84.62%	44 93.62%	33 89.19%	26 92.86%	21 80.77%	14 100.00%	24 96.00%	32 88.89%	27 93.10%	20 90.91%	41 91.11%	0 0.0%
1 specialist (v 1)	109 61.24%	89 61.38%	122 54.95%	1835 59.39%	43 64.18%	38 62.30%	44 61.11%	1590 51.37%	59 55.14% K	46 56.10% K	62 42.18%	268 54.36%	6 50.00%	36 69.23%	6 46.15%	33 70.21%	26 70.27%	16 57.14%	18 69.23%	11 78.57%	13 52.00%	23 63.89%	19 65.52%	14 63.64%	29 64.44%	0 0.0%
2 (v 2)	36 20.22%	30 20.69%	46 20.72%	654 21.17%	12 17.91%	12 19.67%	11 15.28%	796 25.72%	26 24.30%	18 21.95%	39 26.53%	119 24.14%	1 8.33%	9 17.31%	3 23.08%	7 14.89%	6 16.22%	5 17.86%	1 3.85%	2 14.29%	8 32.00%	5 13.89%	6 20.69%	5 22.73%	7 15.56%	0 0.0%
3 (v 3)	11 6.18%	9 6.21%	24 10.81%	226 7.31%	4 5.97%	5 8.20%	7 9.72%	321 10.37%	9 8.41%	5 6.10%	22 14.97% J	46 9.33%	1 8.33%	3 5.77%	1 7.69%	3 6.38%	1 2.70%	3 10.71%	2 7.69%	1 7.14%	1 4.00%	3 8.33%	1 3.45%	0 0.0%	4 8.89%	0 0.0%
4 (v 4)	4 2.25%	3 2.07%	5 2.25%	82 2.65%	1 1.49%	1 1.64%	1 1.39%	125 4.04%	3 2.80%	2 2.44%	5 3.40%	15 3.04%	1 8.33%	0 0.0%	1 7.69%	0 0.0%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	1 3.45%	1 4.55%	0 0.0%	0 0.0%
5 or more specialists (v 6)	5 2.81%	4 2.76%	11 4.95%	118 3.82%	1 1.49%	1 1.64%	3 4.17%	148 4.78%	5 4.67%	4 4.88%	11 7.48%	24 4.87%	1 8.33%	0 0.0%	0 0.0%	1 2.13%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	1 4.00%	1 2.78%	0 0.0%	0 0.0%	1 2.22%	0 0.0%
Average	1.4607	1.4621	1.6757	1.5718 E	1.3284	1.4262	1.5139	1.7877	1.6822 E	1.5732	1.9864 J	1.7201	1.7500	1.2115	1.4615	1.3191	1.1081	1.6071	1.0000	1.2857	1.6800	1.3333	1.3103	1.2727	1.3556	0
Standard deviation	1.1022	1.0893	1.2991	1.1947	0.9524	0.9828	1.2360	1.2836	1.2575	1.2881	1.4568	1.2765	1.6894	0.6603	1.0824	0.9477	0.6056	1.2346	0.7338	0.5890	1.1906	1.0801	0.7924	0.8080	1.0145	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	11	3	7	217	6	2	4	135	3	1	1	18	3	3	0	2	2	4	2	1	2	3	3	4	2	0
	1.18%	0.39%	0.67%	1.71%	1.21%	0.48%	0.80%	1.96%	1.13%	0.46%	0.32%	1.75%	3.85%	0.75%	0.0%	0.65%	0.55%	3.36%	0.90%	1.05%	1.26%	1.21%	1.29%	2.72%	0.57%	0.0%
Appropriately skipped	761	635	825	9567	431	354	427	3807	163	140	176	541	65	351	47	260	332	90	199	81	134	213	204	124	307	0
	81.56%	82.15%	79.48%	75.59%	86.90% DI	85.71%	85.92%	55.24%	61.28% H	64.81% K	55.70%	52.73%	83.33%	87.75%	81.03%	84.97%	90.71% R	75.63%	89.64%	85.26%	84.28%	86.23%	87.55%	84.35%	87.97%	0.0%
BASE = Those who responded	161	135	206	2872	59	57	66	2950	100	75	139	467	10	46	11	44	32	25	21	13	23	31	26	19	40	0
	17.26%	17.46%	19.85%	22.69% E	11.90%	13.80%	13.28%	42.80%	37.59% E	34.72%	43.99% J	45.52%	12.82%	11.50%	18.97%	14.38%	8.74%	21.01% Q	9.46%	13.68%	14.47%	12.55%	11.16%	12.93%	11.46%	0.0%
10 - Best specialist possible	86	79	95	1632	34	29	28	1670	52	46	63	234	2	30	2	29	21	12	11	6	16	17	16	11	23	0
	53.42%	58.52% C	46.12%	56.82%	57.63%	50.88%	42.42%	56.61%	52.00%	61.33% K	45.32%	50.11%	20.00%	65.22%	18.18%	65.91%	65.63%	48.00%	52.38%	46.15%	69.57%	54.84%	61.54%	57.89%	57.50%	0.0%
9 -	23	12	35	492	5	6	10	503	16	6	25	98	2	3	2	3	3	2	0	0	5	4	1	4	1	0
	14.29%	8.89%	16.99% B	17.13% E	8.47%	10.53%	15.15%	17.05%	16.00%	8.00%	17.99% J	20.99%	20.00%	6.52%	18.18%	6.82%	9.38%	8.00%	0.0%	0.0%	21.74%	12.90%	3.85%	21.05%	2.50%	0.0%
Top Two Box	109	91	130	2124	39	35	38	2173	68	52	88	332	4	33	4	32	24	14	11	6	21	21	17	15	24	0
	67.70%	67.41%	63.11%	73.96%	66.10%	61.40%	57.58%	73.66%	68.00%	69.33%	63.31%	71.09%	40.00%	71.74%	36.36%	72.73%	75.00%	56.00%	52.38%	46.15%	91.30%	67.74%	65.38%	78.95%	60.00%	0.0%
8 -	21	25	37	383	7	14	13	369	14	12	23	68	0	6	0	7	2	4	4	2	0	2	4	0	7	0
	13.04%	18.52%	17.96%	13.34%	11.86%	24.56%	19.70%	12.51%	14.00%	16.00%	16.55%	14.56%	0.0%	13.04%	0.0%	15.91%	6.25%	16.00%	19.05%	15.38%	0.0%	6.45%	15.38%	0.0%	17.50%	0.0%
CAHPS Rate (Top Three Box)	130	116	167	2507	46	49	51	2542	82	64	111	400	4	39	4	39	26	18	15	8	21	23	21	15	31	0
	80.75%	85.93%	81.07%	87.29%	77.97%	85.96%	77.27%	86.17%	82.00%	85.33%	79.86%	85.65%	40.00%	84.78%	36.36%	88.64%	81.25%	72.00%	71.43%	61.54%	91.30%	74.19%	80.77%	78.95%	77.50%	0.0%
7 -	12	9	15	152	8	4	7	169	6	5	10	31	2	6	4	4	4	4	3	4	1	5	3	3	5	0
	7.45%	6.67%	7.28%	5.29%	13.56%	7.02%	10.61%	5.73%	6.00%	6.67%	7.19%	6.64%	20.00%	13.04%	36.36%	9.09%	12.50%	16.00%	14.29%	30.77%	4.35%	16.13%	11.54%	15.79%	12.50%	0.0%
6 -	9	2	5	69	4	0	3	86	4	1	4	12	3	1	2	1	2	2	3	1	0	3	1	0	4	0
	5.59%	1.48%	2.43%	2.40%	6.78% F	0.0%	4.55%	2.92%	4.00%	1.33%	2.88%	2.57%	30.00%	2.17%	18.18%	2.27%	6.25%	8.00%	14.29%	7.69%	0.0%	9.68%	3.85%	0.0%	10.00%	0.0%
5 -	6	4	6	78	1	2	1	78	5	3	4	14	1	0	1	0	0	1	0	0	1	0	1	1	0	0
	3.73%	2.96%	2.91%	2.72%	1.69%	3.51%	1.52%	2.64%	5.00%	4.00%	2.88%	3.00%	10.00%	0.0%	9.09%	0.0%	0.0%	4.00%	0.0%	0.0%	4.35%	0.0%	3.85%	5.26%	0.0%	0.0%
4 -	0	1	2	22	0	0	0	23	0	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.74%	0.97%	0.77% E	0.0%	0.0%	0.0%	0.78% I	0.0%	0.0%	1.44%	0.64%	0.0%	0.0%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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 0.62%	1 0.74%	5 2.43%	9 0.31% E	0 0.0%	1 1.75%	2 3.03%	19 0.64%	1 1.00%	0 0.0%	4 2.88% J	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	1 0.62%	0 0.0%	1 0.49%	14 0.49% E	0 0.0%	0 0.0%	0 0.0%	13 0.44%	1 1.00%	0 0.0%	1 0.72%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 -	1 0.62%	1 0.74%	2 0.97%	10 0.35% E	0 0.0%	1 1.75%	1 1.52%	10 0.34% I	0 0.0%	1 1.33%	1 0.72%	1 0.21%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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 specialist possible	1 0.62%	1 0.74%	3 1.46%	11 0.38% E	0 0.0%	0 0.0%	1 1.52%	10 0.34%	1 1.00%	1 1.33%	2 1.44%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	3 1.86%	2 1.48%	6 2.91%	35 1.22% E	0 0.0%	1 1.75%	2 3.03%	33 1.12%	2 2.00%	2 2.67%	4 2.88%	4 0.86%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	2 1.24%	2 1.48%	5 2.43%	21 0.73% E	0 0.0%	1 1.75%	2 3.03%	20 0.68%	1 1.00%	2 2.67%	3 2.16%	3 0.64%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	8.7516	8.8963	8.5097	8.9948	8.9153	8.7368	8.3788	8.9671	8.7200	8.8933	8.4604	8.8844	7.5000	9.1957	7.5455	9.2500	9.1563	8.6000	8.6190	8.4615	9.4348	8.8710	8.9615	9.0526	8.8500	0
Standard deviation	1.8517	1.7775	2.1287	1.6249	1.4531	1.8115	2.1445	1.6550	1.9083	1.9292	2.1700	1.6095	1.7464	1.2090	1.6160	1.1506	1.3255	1.5748	1.5577	1.4995	1.1731	1.4534	1.4801	1.4317	1.4586	0
3-point composite mean	2.5590	2.6000	2.5146	2.6654	2.5763	2.5439	2.4545	2.6556	2.5600	2.6133	2.5036	2.6338	2.0000	2.6957	2.0909	2.7045	2.6875	2.4400	2.3810	2.3846	2.8696	2.5806	2.5769	2.7368	2.5000	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	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%	0.39% AB	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%
No response	18	8	18	258	12	6	10	107	2	2	4	12	2	5	1	7	3	4	2	1	5	3	5	3	9	0
	1.93%	1.03%	1.73%	2.04%	2.42%	1.45%	2.01%	1.55%	0.75%	0.93%	1.27%	1.17%	2.56%	1.25%	1.72%	2.29%	0.82%	3.36%	0.90%	1.05%	3.14%	1.21%	2.15%	2.04%	2.58%	0.0%
BASE = Those who responded	915	765	1016	12398	484	407	486	6785	264	214	312	1014	76	395	57	299	363	115	220	94	154	244	228	144	340	0
	98.07%	98.97%	97.88%	97.96%	97.58%	98.55%	97.79%	98.45%	99.25%	99.07%	98.73%	98.83%	97.44%	98.75%	98.28%	97.71%	99.18%	96.64%	99.10%	98.95%	96.86%	98.79%	97.85%	97.96%	97.42%	0.0%
Yes	270	219	322	3809	135	103	134	2212	91	79	125	335	13	120	19	93	105	27	74	26	29	61	69	23	112	0
	29.51%	28.63%	31.69%	30.72%	27.89%	25.31%	27.57%	32.60%	34.47%	36.92%	40.06%	33.04%	17.11%	30.38% M	33.33%	31.10%	28.93%	23.48%	33.64% U	27.66%	18.83%	25.00%	30.26%	15.97%	32.94% X	0.0%
No	645	546	694	8589	349	304	352	4573	173	135	187	679	63	275	38	206	258	88	146	68	125	183	159	121	228	0
	70.49%	71.37%	68.31%	69.28%	72.11%	74.69%	72.43%	67.40%	65.53%	63.08%	59.94%	66.96%	82.89% N	69.62%	66.67%	68.90%	71.07%	76.52%	66.36%	72.34%	81.17% S	75.00%	69.74%	84.03% Y	67.06%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
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?

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.25%	9 1.16%	24 2.31%	350 2.77%	14 2.82%	6 1.45%	13 2.62%	146 2.12%	3 1.13%	3 1.39%	4 1.27%	15 1.46%	3 3.85%	6 1.50%	1 1.72%	9 2.94%	5 1.37%	4 3.36%	2 0.90%	1 1.05%	6 3.77%	3 1.21%	6 2.58%	4 2.72%	10 2.87%	0 0.0%
Appropriately skipped	645 69.13%	546 70.63%	694 66.86%	8589 67.87%	349 70.36%	304 73.61%	352 70.82%	4573 66.35%	173 65.04%	135 62.50%	187 59.18%	679 66.18%	63 80.77% N	275 68.75%	38 65.52%	206 67.32%	258 70.49%	88 73.95%	146 65.77%	68 71.58%	125 78.62% S	183 74.09%	159 68.24%	121 82.31% Y	228 65.33%	0 0.0%
BASE = Those who responded	267 28.62%	218 28.20%	320 30.83%	3717 29.37%	133 26.81%	103 24.94%	132 26.56%	2173 31.53%	90 33.83% E	78 36.11%	125 39.56%	332 32.36%	12 15.38%	119 29.75% M	19 32.76%	91 29.74%	103 28.14%	27 22.69%	74 33.33% U	26 27.37%	28 17.61%	61 24.70%	68 29.18%	22 14.97%	111 31.81% X	0 0.0%
Never	8 3.00%	6 2.75%	11 3.44%	76 2.04%	5 3.76%	4 3.88%	3 2.27%	55 2.53%	3 3.33%	3 3.85%	6 4.80%	11 3.31%	1 8.33%	4 3.36%	1 5.26%	2 2.20%	5 4.85%	0 0.0%	3 4.05%	1 3.85%	1 3.57%	3 4.92%	2 2.94%	0 0.0%	5 4.50%	0 0.0%
Sometimes	37 13.86%	32 14.68%	41 12.81%	510 13.72%	21 15.79%	15 14.56%	13 9.85%	272 12.52%	12 13.33%	10 12.82%	20 16.00%	40 12.05%	7 58.33%	14 11.76%	6 31.58%	10 10.99%	14 13.59%	7 25.93%	10 13.51%	4 15.38%	7 25.00%	11 18.03%	10 14.71%	3 13.64%	18 16.22%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	45 16.85%	38 17.43%	52 16.25%	586 15.77%	26 19.55%	19 18.45%	16 12.12%	327 15.05%	15 16.67%	13 16.67%	26 20.80%	51 15.36%	8 66.67%	18 15.13%	7 36.84%	12 13.19%	19 18.45%	7 25.93%	13 17.57%	5 19.23%	8 28.57%	14 22.95%	12 17.65%	3 13.64%	23 20.72%	0 0.0%
Usually	63 23.60%	49 22.48%	77 24.06%	948 25.50%	28 21.05%	26 25.24%	38 28.79%	510 23.47%	19 21.11%	15 19.23%	32 25.60%	79 23.80%	3 25.00%	25 21.01%	2 10.53%	21 23.08%	22 21.36%	6 22.22%	16 21.62%	7 26.92%	3 10.71%	12 19.67%	15 22.06%	4 18.18%	24 21.62%	0 0.0%
Always	159 59.55%	131 60.09%	191 59.69%	2183 58.73%	79 59.40%	58 56.31%	78 59.09%	1336 61.48%	56 62.22%	50 64.10%	67 53.60%	202 60.84%	1 8.33%	76 63.87%	10 52.63%	58 63.74%	62 60.19%	14 51.85%	45 60.81%	14 53.85%	17 60.71%	35 57.38%	41 60.29%	15 68.18%	64 57.66%	0 0.0%
CAHPS Rate (%Always + %Usually)	222 83.15%	180 82.57%	268 83.75%	3131 84.23%	107 80.45%	84 81.55%	116 87.88%	1846 84.95%	75 83.33%	65 83.33%	99 79.20%	281 84.64%	4 33.33%	101 84.87%	12 63.16%	79 86.81%	84 81.55%	20 74.07%	61 82.43%	21 80.77%	20 71.43%	47 77.05%	56 82.35%	19 86.36%	88 79.28%	0 0.0%
3-point composite mean	2.4270	2.4266	2.4344	2.4296	2.3985	2.3786	2.4697	2.4643	2.4556	2.4744	2.3280	2.4548	1.4167	2.4874	2.1579	2.5055	2.4175	2.2593	2.4324	2.3462	2.3214	2.3443	2.4265	2.5455	2.3694	0
4-point composite mean	3.3970	3.3991	3.4000	3.4092	3.3609	3.3398	3.4470	3.4390	3.4222	3.4359	3.2800	3.4217	2.3333	3.4538	3.1053	3.4835	3.3689	3.2593	3.3919	3.3077	3.2857	3.2951	3.3971	3.5455	3.3243	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.25%	13 1.68%	24 2.31%	351 2.77%	13 2.62% I	11 2.66%	12 2.41%	151 2.19% I	2 0.75%	2 0.93%	5 1.58%	14 1.36%	2 2.56%	6 1.50%	1 1.72%	8 2.61%	4 1.09%	4 3.36%	2 0.90%	1 1.05%	6 3.77%	3 1.21%	6 2.58%	4 2.72%	9 2.58%	0 0.0%
Appropriately skipped	645 69.13%	546 70.63%	694 66.86%	8589 67.87%	349 70.36%	304 73.61%	352 70.82%	4573 66.35%	173 65.04%	135 62.50%	187 59.18%	679 66.18%	63 80.77% N	275 68.75%	38 65.52%	206 67.32%	258 70.49%	88 73.95%	146 65.77%	68 71.58%	125 78.62% S	183 74.09%	159 68.24%	121 82.31% Y	228 65.33%	0 0.0%
BASE = Those who responded	267 28.62%	214 27.68%	320 30.83%	3716 29.36%	134 27.02%	98 23.73%	133 26.76%	2168 31.46%	91 34.21% E	79 36.57%	124 39.24%	333 32.46%	13 16.67%	119 29.75% M	19 32.76%	92 30.07%	104 28.42%	27 22.69%	74 33.33% U	26 27.37%	28 17.61%	61 24.70%	68 29.18%	22 14.97%	112 32.09% X	0 0.0%
Never	2 0.75%	3 1.40%	6 1.88%	51 1.37%	2 1.49%	2 2.04%	3 2.26%	21 0.97% I	0 0.0%	2 2.53%	2 1.61%	2 0.60%	1 7.69%	1 0.84%	1 5.26%	0 0.0%	2 1.92%	0 0.0%	2 2.70%	0 0.0%	0 0.0%	1 1.64%	1 1.47%	0 0.0%	2 1.79%	0 0.0%
Sometimes	15 5.62%	14 6.54%	17 5.31%	160 4.31%	6 4.48%	5 5.10%	6 4.51%	80 3.69%	4 4.40%	6 7.59%	9 7.26%	15 4.50%	3 23.08%	3 2.52%	1 5.26%	3 3.26%	5 4.81%	1 3.70%	2 2.70%	1 3.85%	3 10.71%	3 4.92%	3 4.41%	0 0.0%	6 5.36%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	17 6.37%	17 7.94%	23 7.19%	211 5.68%	8 5.97%	7 7.14%	9 6.77%	101 4.66%	4 4.40%	8 10.13%	11 8.87%	17 5.11%	4 30.77%	4 3.36%	2 10.53%	3 3.26%	7 6.73%	1 3.70%	4 5.41%	1 3.85%	3 10.71%	4 6.56%	4 5.88%	0 0.0%	8 7.14%	0 0.0%
Usually	48 17.98% C	25 11.68%	36 11.25%	541 14.56%	22 16.42%	13 13.27%	12 9.02%	296 13.65%	18 19.78%	8 10.13%	17 13.71%	63 18.92%	4 30.77%	18 15.13%	5 26.32%	13 14.13%	13 12.50%	9 33.33%	8 10.81%	8 30.77%	5 17.86%	9 14.75%	12 17.65%	4 18.18%	18 16.07%	0 0.0%
Always	202 75.66%	172 80.37%	261 81.56%	2964 79.76%	104 77.61%	78 79.59%	112 84.21%	1771 81.69%	69 75.82%	63 79.75%	96 77.42%	253 75.98%	5 38.46%	97 81.51%	12 63.16%	76 82.61%	84 80.77%	17 62.96%	62 83.78%	17 65.38%	20 71.43%	48 78.69%	52 76.47%	18 81.82%	86 76.79%	0 0.0%
CAHPS Rate (%Always + %Usually)	250 93.63%	197 92.06%	297 92.81%	3505 94.32%	126 94.03%	91 92.86%	124 93.23%	2067 95.34%	87 95.60%	71 89.87%	113 91.13%	316 94.89%	9 69.23%	115 96.64%	17 89.47%	89 96.74%	97 93.27%	26 96.30%	70 94.59%	25 96.15%	25 89.29%	57 93.44%	64 94.12%	22 100.00%	104 92.86%	0 0.0%
3-point composite mean	2.6929	2.7243	2.7438	2.7409	2.7164	2.7245	2.7744	2.7703	2.7143	2.6962	2.6855	2.7087	2.0769	2.7815	2.5263	2.7935	2.7404	2.5926	2.7838	2.6154	2.6071	2.7213	2.7059	2.8182	2.6964	0
4-point composite mean	3.6854	3.7103	3.7250	3.7271	3.7015	3.7041	3.7519	3.7606	3.7143	3.6709	3.6694	3.7027	3.0000	3.7731	3.4737	3.7935	3.7212	3.5926	3.7568	3.6154	3.6071	3.7049	3.6912	3.8182	3.6786	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	21	35	419	14	10	18	196	10	3	7	28	1	7	3	6	5	3	3	1	4	3	6	3	11	0
	3.43%	2.72%	3.37%	3.31%	2.82%	2.42%	3.62%	2.84%	3.76%	1.39%	2.22%	2.73%	1.28%	1.75%	5.17%	1.96%	1.37%	2.52%	1.35%	1.05%	2.52%	1.21%	2.58%	2.04%	3.15%	0.0%
BASE = Those who responded	901	752	1003	12237	482	403	479	6696	256	213	309	998	77	393	55	300	361	116	219	94	155	244	227	144	338	0
	96.57%	97.28%	96.63%	96.69%	97.18%	97.58%	96.38%	97.16%	96.24%	98.61%	97.78%	97.27%	98.72%	98.25%	94.83%	98.04%	98.63%	97.48%	98.65%	98.95%	97.48%	98.79%	97.42%	97.96%	96.85%	0.0%
Yes	206	167	238	3568	105	86	104	2073	65	55	80	309	7	97	10	80	80	23	54	24	22	50	51	24	81	0
	22.86%	22.21%	23.73%	29.16% E	21.78%	21.34%	21.71%	30.96% I	25.39%	25.82%	25.89%	30.96%	9.09%	24.68% M	18.18%	26.67%	22.16%	19.83%	24.66% U	25.53% U	14.19%	20.49%	22.47%	16.67%	23.96%	0.0%
No	695	585	765	8669	377	317	375	4623	191	158	229	689	70	296	45	220	281	93	165	70	133	194	176	120	257	0
	77.14%	77.79%	76.27%	70.84%	78.22% D	78.66%	78.29%	69.04%	74.61% H	74.18%	74.11%	69.04%	90.91% N	75.32%	81.82%	73.33%	77.84%	80.17%	75.34%	74.47%	85.81% ST	79.51%	77.53%	83.33%	76.04%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	38 4.07%	27 3.49%	40 3.85%	531 4.20%	18 3.63%	13 3.15%	19 3.82%	243 3.53%	12 4.51% J	3 1.39%	9 2.85%	36 3.51%	4 5.13%	8 2.00%	4 6.90%	8 2.61%	6 1.64%	6 5.04%	4 1.80%	2 2.11%	5 3.14%	5 2.02%	7 3.00%	5 3.40%	13 3.72%	0 0.0%
BASE = Those who responded	895 95.93%	746 96.51%	998 96.15%	12125 95.80%	478 96.37%	400 96.85%	478 96.18%	6649 96.47%	254 95.49%	213 98.61% I	307 97.15%	990 96.49%	74 94.87%	392 98.00%	54 93.10%	298 97.39%	360 98.36%	113 94.96%	218 98.20%	93 97.89%	154 96.86%	242 97.98%	226 97.00%	142 96.60%	336 96.28%	0 0.0%
Never	13 1.45%	7 0.94%	7 0.70%	123 1.01%	6 1.26%	2 0.50%	1 0.21%	72 1.08%	6 2.36%	1 0.47%	3 0.98%	11 1.11%	2 2.70%	4 1.02%	2 3.70%	3 1.01%	3 0.83%	3 2.65%	2 0.92%	2 2.15%	2 1.30%	3 1.24%	3 1.33%	0 0.0%	6 1.79% X	0 0.0%
Sometimes	40 4.47%	33 4.42%	30 3.01%	523 4.31%	18 3.77%	19 4.75%	13 2.72%	271 4.08%	16 6.30%	9 4.23%	10 3.26%	47 4.75%	1 1.35%	16 4.08%	3 5.56%	12 4.03%	12 3.33%	5 4.42%	7 3.21%	3 3.23%	7 4.55%	10 4.13%	7 3.10%	3 2.11%	15 4.46%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	53 5.92% C	40 5.36%	37 3.71%	646 5.33%	24 5.02%	21 5.25%	14 2.93%	343 5.16%	22 8.66% HK	10 4.69%	13 4.23%	58 5.86%	3 4.05%	20 5.10%	5 9.26%	15 5.03%	15 4.17%	8 7.08%	9 4.13%	5 5.38%	9 5.84%	13 5.37%	10 4.42%	3 2.11%	21 6.25% X	0 0.0%
Usually	49 5.47%	45 6.03%	64 6.41%	1010 8.33% E	29 6.07%	18 4.50%	27 5.65%	601 9.04%	16 6.30%	21 9.86%	22 7.17%	92 9.29%	0 0.0%	29 7.40% M	1 1.85%	23 7.72% O	19 5.28%	9 7.96%	14 6.42%	9 9.68% U	4 2.60%	9 3.72%	18 7.96%	5 3.52%	24 7.14%	0 0.0%
Always	98 10.95%	76 10.19%	132 13.23% B	1800 14.85% E	48 10.04%	44 11.00%	62 12.97%	1082 16.27% I	25 9.84%	24 11.27%	43 14.01%	151 15.25%	1 1.35%	47 11.99% M	3 5.56%	40 13.42% O	45 12.50% R	3 2.65%	30 13.76% U	9 9.68%	8 5.19%	26 10.74%	22 9.73%	14 9.86%	34 10.12%	0 0.0%
Always - q52 = "No"	695 77.65%	585 78.42%	765 76.65%	8669 71.50%	377 78.87% D	317 79.25%	375 78.45%	4623 69.53%	191 75.20% H	158 74.18%	229 74.59%	689 69.60%	70 94.59% N	296 75.51%	45 83.33%	220 73.83%	281 78.06%	93 82.30%	165 75.69%	70 75.27%	133 86.36% ST	194 80.17%	176 77.88%	120 84.51% Y	257 76.49%	0 0.0%
Always (Net)	793 88.60%	661 88.61%	897 89.88%	10469 86.34%	425 88.91%	361 90.25%	437 91.42%	5705 85.80%	216 85.04%	182 85.45%	272 88.60%	840 84.85%	71 95.95% N	343 87.50%	48 88.89%	260 87.25%	326 90.56%	96 84.96%	195 89.45%	79 84.95%	141 91.56%	220 90.91%	198 87.61%	134 94.37% Y	291 86.61%	0 0.0%
CAHPS Rate (%Always+%Usually)	842 94.08%	706 94.64%	961 96.29% A	11479 94.67%	454 94.98%	379 94.75%	464 97.07%	6306 94.84% I	232 91.34%	203 95.31%	294 95.77% I	932 94.14%	71 95.95%	372 94.90%	49 90.74%	283 94.97%	345 95.83%	105 92.92%	209 95.87%	88 94.62%	145 94.16%	229 94.63%	216 95.58%	139 97.89% Y	315 93.75%	0 0.0%
3-point composite mean	2.8268	2.8324	2.8617	2.8101	2.8389	2.8500	2.8849	2.8064	2.7638	2.8075	2.8436	2.7899	2.9189	2.8240	2.7963	2.8221	2.8639	2.7788	2.8532	2.7957	2.8571	2.8554	2.8319	2.9225 Y	2.8036	0
4-point composite mean	3.8123	3.8231	3.8547	3.8000	3.8264	3.8450	3.8828	3.7956	3.7402	3.8028	3.8339	3.7788	3.8919	3.8138	3.7593	3.8121	3.8556	3.7522	3.8440	3.7742	3.8442	3.8430	3.8186	3.9225 Y	3.7857	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	26 2.79%	23 2.98%	28 2.70%	311 2.46%	18 3.63%	15 3.63%	15 3.02%	122 1.77%	4 1.50%	4 1.85%	4 1.27%	15 1.46%	0 0.0%	0 0.0%	2 3.45%	7 2.29%	6 1.64%	3 2.52%	3 1.35%	3 3.16%	4 2.52%	6 2.43%	5 2.15%	9 6.12%	9 2.58%	0 0.0%
BASE = Those who responded	907 97.21%	750 97.02%	1009 97.21%	12345 97.54%	478 96.37%	398 96.37%	481 96.78%	6770 98.23%	262 98.50%	212 98.15%	311 98.42%	1011 98.54%	78 100.00%	400 100.00%	56 96.55%	299 97.71%	360 98.36%	116 97.48%	219 98.65%	92 96.84%	155 97.48%	241 97.57%	228 97.85%	138 93.88%	340 97.42%	0 0.0%
10 - Best health plan possible	454 50.06%	370 49.33%	465 46.09%	6906 55.94% E	244 51.05%	197 49.50%	222 46.15%	3606 53.26% I	116 44.27%	89 41.98%	122 39.23%	479 47.38%	0 0.0%	244 61.00% M	12 21.43%	175 58.53% O	199 55.28% R	44 37.93%	131 59.82% TU	39 42.39%	71 45.81%	133 55.19%	109 47.81%	69 50.00%	175 51.47%	0 0.0%
9 -	155 17.09%	135 18.00%	177 17.54%	2141 17.34%	74 15.48%	73 18.34%	77 16.01%	1178 17.40%	48 18.32%	41 19.34%	57 18.33%	173 17.11%	0 0.0%	74 18.50% M	4 7.14%	51 17.06% O	53 14.72%	21 18.10%	25 11.42%	19 20.65%	27 17.42%	32 13.28%	40 17.54%	22 15.94%	52 15.29%	0 0.0%
Top Two Box	609 67.14%	505 67.33%	642 63.63%	9047 73.28% E	318 66.53%	270 67.84%	299 62.16%	4784 70.66% I	164 62.60%	130 61.32%	179 57.56%	652 64.49%	0 0.0%	318 79.50% M	16 28.57%	226 75.59% O	252 70.00% R	65 56.03%	156 71.23%	58 63.04%	98 63.23%	165 68.46%	149 65.35%	91 65.94%	227 66.76%	0 0.0%
8 -	152 16.76%	113 15.07%	180 17.84%	1723 13.96%	82 17.15%	60 15.08%	93 19.33%	1041 15.38%	50 19.08%	32 15.09%	57 18.33%	195 19.29%	0 0.0%	82 20.50% M	11 19.64%	51 17.06%	61 16.94%	20 17.24%	37 16.89%	19 20.65%	24 15.48%	39 16.18%	41 17.98%	26 18.84%	56 16.47%	0 0.0%
CAHPS Rate (Top Three Box)	761 83.90%	618 82.40%	822 81.47%	10770 87.24% E	400 83.68%	330 82.91%	392 81.50%	5825 86.04%	214 81.68%	162 76.42%	236 75.88%	847 83.78%	0 0.0%	400 100.00% M	27 48.21%	277 92.64% O	313 86.94% R	85 73.28%	193 88.13% U	77 83.70%	122 78.71%	204 84.65%	190 83.33%	117 84.78%	283 83.24%	0 0.0%
7 -	60 6.62%	54 7.20%	73 7.23%	730 5.91%	33 6.90%	31 7.79%	30 6.24%	412 6.09%	10 3.82%	18 8.49% I	22 7.07%	70 6.92%	33 42.31% N	0 0.0%	14 25.00% P	8 2.68%	21 5.83%	12 10.34%	15 6.85%	4 4.35%	14 9.03%	15 6.22%	18 7.89%	8 5.80%	25 7.35%	0 0.0%
6 -	22 2.43%	17 2.27%	28 2.78%	296 2.40%	11 2.30%	8 2.01%	12 2.49%	176 2.60%	7 2.67%	6 2.83%	13 4.18%	24 2.37%	11 14.10% N	0 0.0%	5 8.93% P	2 0.67%	7 1.94%	4 3.45%	2 0.91%	4 4.35%	4 2.58%	3 1.24%	7 3.07%	3 2.17%	8 2.35%	0 0.0%
5 -	44 4.85%	39 5.20%	45 4.46%	357 2.89%	29 6.07% D	18 4.52%	24 4.99%	204 3.01%	17 6.49% H	15 7.08%	18 5.79%	46 4.55%	29 37.18% N	0 0.0%	9 16.07% P	10 3.34%	18 5.00%	11 9.48%	6 2.74%	7 7.61%	13 8.39% S	16 6.64%	11 4.82%	8 5.80%	21 6.18%	0 0.0%
4 -	6 0.66%	9 1.20%	15 1.49%	68 0.55%	1 0.21%	5 1.26%	7 1.46% E	56 0.83%	4 1.53%	5 2.36%	8 2.57%	11 1.09%	1 1.28%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.86%	0 0.0%	0 0.0%	1 0.65%	1 0.41%	0 0.0%	1 0.72%	0 0.0%	0 0.0%
3 -	5 0.55%	6 0.80%	8 0.79%	42 0.34%	2 0.42%	3 0.75%	7 1.46%	29 0.43%	4 1.53%	2 0.94%	4 1.29%	4 0.40%	2 2.56%	0 0.0%	0 0.0%	1 0.33%	0 0.0%	2 1.72%	2 0.91%	0 0.0%	0 0.0%	1 0.41%	1 0.44%	0 0.0%	2 0.59%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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 -	4 0.44% B	0 0.0%	8 0.79% B	26 0.21%	1 0.21%	0 0.0%	5 1.04% F	34 0.50%	4 1.53% J	0 0.0%	6 1.93% J	6 0.59%	1 1.28%	0 0.0%	0 0.0%	1 0.33%	0 0.0%	1 0.86%	0 0.0%	0 0.0%	1 0.65%	1 0.41%	0 0.0%	0 0.0%	1 0.29%	0 0.0%
1 -	0 0.0%	2 0.27%	4 0.40% A	16 0.13% E	0 0.0%	0 0.0%	1 0.21%	12 0.18% I	0 0.0%	1 0.47%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst health plan possible	5 0.55%	5 0.67%	6 0.59%	40 0.32%	1 0.21%	3 0.75%	3 0.62%	22 0.32%	2 0.76%	3 1.42%	3 0.96%	3 0.30%	1 1.28%	0 0.0%	1 1.79%	0 0.0%	1 0.28%	0 0.0%	1 0.46%	0 0.0%	0 0.0%	0 0.0%	1 0.44%	1 0.72%	0 0.0%	0 0.0%
0-7 (NET)	146 16.10%	132 17.60%	187 18.53%	1575 12.76%	78 16.32% D	68 17.09%	89 18.50%	945 13.96%	48 18.32%	50 23.58%	75 24.12%	164 16.22%	78 100.00% N	0 0.0%	29 51.79% P	22 7.36%	47 13.06%	31 26.72% Q	26 11.87%	15 16.30%	33 21.29% S	37 15.35%	38 16.67%	21 15.22%	57 16.76%	0 0.0%
Bottom Three Box	9 0.99%	7 0.93%	18 1.78%	82 0.66%	2 0.42%	3 0.75%	9 1.87% E	68 1.00%	6 2.29%	4 1.89%	10 3.22%	9 0.89%	2 2.56%	0 0.0%	1 1.79%	1 0.33%	1 0.28%	1 0.86%	1 0.46%	0 0.0%	1 0.65%	1 0.41%	1 0.44%	1 0.72%	1 0.29%	0 0.0%
Bottom Two Box	5 0.55%	7 0.93%	10 0.99%	56 0.45%	1 0.21%	3 0.75%	4 0.83%	34 0.50%	2 0.76%	4 1.89%	4 1.29%	3 0.30%	1 1.28%	0 0.0%	1 1.79%	0 0.0%	1 0.28%	0 0.0%	1 0.46%	0 0.0%	0 0.0%	0 0.0%	1 0.44%	1 0.72%	0 0.0%	0 0.0%
Average rating	8.7872 C	8.7333	8.6135	9.0117 E	8.8201 GI	8.7714	8.5634	8.9130 I	8.4924	8.3915	8.2572	8.7428	5.8205	9.4050 M	7.4464	9.1639 O	8.9833 R	8.3103	9.0594 U	8.6957	8.6323	8.8880	8.7895	8.7971	8.8294	0
Standard deviation	1.7054	1.7876	1.8771	1.5240	1.6058	1.7336	1.9422	1.6193	2.0261	2.0747	2.1558	1.6627	1.3082	0.8068	1.9541	1.3098	1.4681	1.8911	1.5022	1.5233	1.7002	1.6065	1.5782	1.6645	1.5812	0
3-point composite mean	2.5766	2.5693	2.5233	2.6644 E	2.5711	2.5854	2.4990	2.6279 I	2.4809	2.4623	2.4051	2.5519	1.4231	2.7950 M	2.0179	2.7090 O	2.6278 R	2.3966	2.6621 U	2.5109	2.5097	2.5934	2.5658	2.5652	2.5735	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	18 1.93%	9 1.16%	17 1.64%	128 1.67%	13 2.62% I	6 1.45%	13 2.62%	31 0.45%	1 0.38%	1 0.46%	1 0.32%	4 0.39%	0 0.0%	3 0.75%	2 3.45%	5 1.63%	4 1.09%	1 0.84%	3 1.35%	1 1.05%	2 1.26%	1 0.40%	5 2.15%	3 2.04%	10 2.87%	0 0.0%
BASE = Those who responded	915 98.07%	764 98.84%	1020 98.27%	7523 98.33%	483 97.38%	407 98.55%	484 97.38%	6861 99.55%	265 99.62% E	215 99.54%	315 99.68%	1022 99.61%	78 100.00%	397 99.25%	56 96.55%	301 98.37%	362 98.91%	118 99.16%	219 98.65%	94 98.95%	157 98.74%	246 99.60%	228 97.85%	144 97.96%	339 97.13%	0 0.0%
Yes	409 44.70%	320 41.88%	466 45.69%	3992 53.06% E	185 38.30%	147 36.12%	171 35.33%	5798 84.51% I	197 74.34% E	153 71.16%	233 73.97%	785 76.81%	29 37.18%	152 38.29%	22 39.29%	141 46.84%	118 32.60%	65 55.08% Q	74 33.79%	39 41.49%	67 42.68%	99 40.24%	83 36.40%	65 45.14% Y	120 35.40%	0 0.0%
No	506 55.30%	444 58.12%	554 54.31%	3531 46.94%	298 61.70% DI	260 63.88%	313 64.67%	1063 15.49%	68 25.66% H	62 28.84%	82 26.03%	237 23.19%	49 62.82%	245 61.71%	34 60.71%	160 53.16%	244 67.40% R	53 44.92%	145 66.21%	55 58.51%	90 57.32%	147 59.76%	145 63.60%	79 54.86%	219 64.60% X	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	19 2.04%	13 1.68%	20 1.93%	167 2.18%	13 2.62% I	9 2.18%	13 2.62%	71 1.03%	1 0.38%	1 0.46%	2 0.63%	9 0.88%	0 0.0%	3 0.75%	2 3.45%	5 1.63%	4 1.09%	1 0.84%	3 1.35%	1 1.05%	2 1.26%	1 0.40%	5 2.15%	3 2.04%	10 2.87%	0 0.0%
Appropriately skipped	506 54.23%	444 57.44%	554 53.37%	3531 46.15%	298 60.08% DI	260 62.95%	313 62.98%	1063 15.42%	68 25.56% H	62 28.70%	82 25.95%	237 23.10%	49 62.82%	245 61.25%	34 58.62%	160 52.29%	244 66.67% R	53 44.54%	145 65.32%	55 57.89%	90 56.60%	147 59.51%	145 62.23%	79 53.74%	219 62.75%	0 0.0%
BASE = Those who responded	408 43.73%	316 40.88%	463 44.61%	3953 51.67% E	185 37.30%	144 34.87%	170 34.21%	5758 83.55% I	197 74.06% E	153 70.83%	231 73.10%	780 76.02%	29 37.18%	152 38.00%	22 37.93%	141 46.08%	118 32.24%	65 54.62% Q	74 33.33%	39 41.05%	67 42.14%	99 40.08%	83 35.62%	65 44.22% Y	120 34.38%	0 0.0%
Never	8 1.96%	11 3.48%	9 1.94%	44 1.11%	4 2.16%	4 2.78%	5 2.94%	47 0.82%	4 2.03%	5 3.27%	3 1.30%	8 1.03%	0 0.0%	4 2.63%	0 0.0%	3 2.13%	3 2.54%	1 1.54%	2 2.70%	0 0.0%	2 2.99%	4 4.04% W	0 0.0%	3 4.62%	1 0.83%	0 0.0%
Sometimes	37 9.07%	40 12.66%	55 11.88%	219 5.54%	17 9.19%	19 13.19%	26 15.29%	384 6.67%	20 10.15%	27 17.65% I	27 11.69%	63 8.08%	8 27.59%	9 5.92%	3 13.64%	13 9.22%	5 4.24%	12 18.46% Q	7 9.46%	4 10.26%	6 8.96%	10 10.10%	7 8.43%	0 0.0%	17 14.17% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	45 11.03%	51 16.14% A	64 13.82%	263 6.65%	21 11.35% D	23 15.97%	31 18.24%	431 7.49%	24 12.18% H	32 20.92% IK	30 12.99%	71 9.10%	8 27.59%	13 8.55%	3 13.64%	16 11.35%	8 6.78%	13 20.00% Q	9 12.16%	4 10.26%	8 11.94%	14 14.14%	7 8.43%	3 4.62%	18 15.00% X	0 0.0%
Usually	98 24.02%	58 18.35%	97 20.95%	689 17.43%	49 26.49% DFG	20 13.89%	27 15.88%	1166 20.25%	47 23.86%	37 24.18%	52 22.51%	191 24.49%	10 34.48%	37 24.34%	7 31.82%	40 28.37%	27 22.88%	22 33.85%	18 24.32%	11 28.21%	19 28.36%	26 26.26%	23 27.71%	17 26.15%	32 26.67%	0 0.0%
Always	265 64.95%	207 65.51%	302 65.23%	3001 75.92% E	115 62.16%	101 70.14%	112 65.88%	4161 72.26% I	126 63.96%	84 54.90%	149 64.50%	518 66.41%	11 37.93%	102 67.11%	12 54.55%	85 60.28%	83 70.34% R	30 46.15%	47 63.51%	24 61.54%	40 59.70%	59 59.60%	53 63.86%	45 69.23%	70 58.33%	0 0.0%
CAHPS Rate (%Always + %Usually)	363 88.97% B	265 83.86%	399 86.18%	3690 93.35% E	164 88.65%	121 84.03%	139 81.76%	5327 92.51% I	173 87.82% J	121 79.08%	201 87.01% J	709 90.90%	21 72.41%	139 91.45%	19 86.36%	125 88.65%	110 93.22% R	52 80.00%	65 87.84%	35 89.74%	59 88.06%	85 85.86%	76 91.57%	62 95.38% Y	102 85.00%	0 0.0%
3-point composite mean	2.5392	2.4937	2.5140	2.6926 E	2.5081	2.5417	2.4765	2.6478 I	2.5178 J	2.3399	2.5152 J	2.5731	2.1034	2.5855	2.4091	2.4894	2.6356 R	2.2615	2.5135	2.5128	2.4776	2.4545	2.5542	2.6462 Y	2.4333	0
4-point composite mean	3.5196	3.4589	3.4946	3.6815 E	3.4865	3.5139	3.4471	3.6396 I	3.4975 J	3.3072	3.5022 J	3.5628	3.1034	3.5592	3.4091	3.4681	3.6102 R	3.2462	3.4865	3.5128	3.4478	3.4141	3.5542	3.6000	3.4250	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	29	16	29	236	21	10	15	152	7	3	5	23	1	10	3	11	8	4	3	3	7	3	10	4	17	0
	3.11%	2.07%	2.79%	3.08%	4.23%	2.42%	3.02%	2.21%	2.63%	1.39%	1.58%	2.24%	1.28%	2.50%	5.17%	3.59%	2.19%	3.36%	1.35%	3.16%	4.40%	1.21%	4.29% V	2.72%	4.87%	0.0%
Appropriately skipped	506	444	554	3531	298	260	313	1063	68	62	82	237	49	245	34	160	244	53	145	55	90	147	145	79	219	0
	54.23%	57.44%	53.37%	46.15%	60.08% DI	62.95%	62.98%	15.42%	25.56% H	28.70%	25.95%	23.10%	62.82%	61.25%	58.62%	52.29%	66.67% R	44.54%	65.32%	57.89%	56.60%	59.51%	62.23%	53.74%	62.75%	0.0%
BASE = Those who responded	398	313	455	3884	177	143	169	5677	191	151	229	766	28	145	21	135	114	62	74	37	62	97	78	64	113	0
	42.66%	40.49%	43.83%	50.76% E	35.69%	34.62%	34.00%	82.37% I	71.80% E	69.91%	72.47%	74.66%	35.90%	36.25%	36.21%	44.12%	31.15%	52.10% Q	33.33%	38.95%	38.99%	39.27%	33.48%	43.54% Y	32.38%	0.0%
Yes	242	181	272	2233	108	75	113	3391	118	90	143	490	18	87	16	82	65	42	46	20	41	64	43	39	69	0
	60.80%	57.83%	59.78%	57.49%	61.02%	52.45%	66.86% F	59.73%	61.78%	59.60%	62.45%	63.97%	64.29%	60.00%	76.19%	60.74%	57.02%	67.74%	62.16%	54.05%	66.13%	65.98%	55.13%	60.94%	61.06%	0.0%
No	156	132	183	1651	69	68	56	2286	73	61	86	276	10	58	5	53	49	20	28	17	21	33	35	25	44	0
	39.20%	42.17%	40.22%	42.51%	38.98%	47.55% G	33.14%	40.27%	38.22%	40.40%	37.55%	36.03%	35.71%	40.00%	23.81%	39.26%	42.98%	32.26%	37.84%	45.95%	33.87%	34.02%	44.87%	39.06%	38.94%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	6	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.58% AB	0.0%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.63%	0.0%	0.0%	0.0%	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	14	19	209	11	12	12	50	0	0	3	3	0	2	2	5	0	0	2	0	1	2	1	2	9	0
	1.61%	1.81%	1.83%	1.65%	2.22% I	2.91%	2.41%	0.73% I	0.0%	0.0%	0.95%	0.29%	0.0%	0.50%	3.45%	1.63%	0.0%	0.0%	0.90%	0.0%	0.63%	0.81%	0.43%	1.36%	2.58%	0.0%
BASE = Those who responded	918	759	1013	12447	485	401	482	6842	266	216	311	1023	78	398	56	301	366	119	220	95	158	245	232	145	340	0
	98.39%	98.19%	97.59%	98.35%	97.78%	97.09%	96.98%	99.27%	100.00% HKE	100.00% K	98.42%	99.71%	100.00%	99.50%	96.55%	98.37%	100.00%	100.00%	99.10%	100.00%	99.37%	99.19%	99.57%	98.64%	97.42%	0.0%
5 - Excellent	362	328	421	4878	226	192	233	1328	48	49	54	193	27	195	19	146	226	0	121	39	60	114	107	59	167	0
	39.43%	43.21%	41.56%	39.19%	46.60% DI	47.88%	48.34%	19.41%	18.05%	22.69%	17.36%	18.87%	34.62%	48.99% M	33.93%	48.50% O	61.75% R	0.0%	55.00% TU	41.05%	37.97%	46.53%	46.12%	40.69%	49.12%	0.0%
4 - Very good	285	240	304	4286	140	116	146	2425	93	79	102	350	20	118	21	79	140	0	59	27	51	71	68	54	86	0
	31.05%	31.62%	30.01%	34.43% E	28.87%	28.93%	30.29%	35.44%	34.96%	36.57%	32.80%	34.21%	25.64%	29.65%	37.50%	26.25%	38.25% R	0.0%	26.82%	28.42%	32.28%	28.98%	29.31%	37.24% Y	25.29%	0.0%
CAHPS Rate (Top Two Box)	647	568	725	9164	366	308	379	3753	141	128	156	543	47	313	40	225	366	0	180	66	111	185	175	113	253	0
	70.48%	74.84% A	71.57%	73.62%	75.46% I	76.81%	78.63%	54.85%	53.01%	59.26% K	50.16%	53.08%	60.26%	78.64% M	71.43%	74.75%	100.00% R	0.0%	81.82% TU	69.47%	70.25%	75.51%	75.43%	77.93%	74.41%	0.0%
3 - Good	211	144	208	2547	95	72	79	2192	83	58	95	338	22	71	12	60	0	95	35	22	36	48	46	24	71	0
	22.98% B	18.97%	20.53%	20.46%	19.59%	17.96%	16.39%	32.04%	31.20% E	26.85%	30.55%	33.04%	28.21%	17.84%	21.43%	19.93%	0.0%	79.83% Q	15.91%	23.16%	22.78%	19.59%	19.83%	16.55%	20.88%	0.0%
Top Three Box	858	712	933	11711	461	380	458	5945	224	186	251	881	69	384	52	285	366	95	215	88	147	233	221	137	324	0
	93.46%	93.81%	92.10%	94.09%	95.05% I	94.76%	95.02%	86.89%	84.21%	86.11%	80.71%	86.12%	88.46%	96.48% M	92.86%	94.68%	100.00% R	79.83%	97.73% U	92.63%	93.04%	95.10%	95.26%	94.48%	95.29%	0.0%
2 - Fair	55	43	71	664	23	21	23	808	38	26	53	126	8	14	4	15	0	23	5	7	11	12	11	8	15	0
	5.99%	5.67%	7.01%	5.33%	4.74%	5.24%	4.77%	11.81%	14.29% E	12.04%	17.04%	12.32%	10.26%	3.52%	7.14%	4.98%	0.0%	19.33% Q	2.27%	7.37%	6.96% S	4.90%	4.74%	5.52%	4.41%	0.0%
1 - Poor	5	4	9	72	1	0	1	89	4	4	7	16	1	0	0	1	0	1	0	0	0	0	0	0	1	0
	0.54%	0.53%	0.89%	0.58%	0.21%	0.0%	0.21%	1.30%	1.50%	1.85%	2.25%	1.56%	1.28%	0.0%	0.0%	0.33%	0.0%	0.84%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.29%	0.0%
Bottom Two Box	60	47	80	736	24	21	24	897	42	30	60	142	9	14	4	16	0	24	5	7	11	12	11	8	16	0
	6.54%	6.19%	7.90%	5.91%	4.95%	5.24%	4.98%	13.11%	15.79% E	13.89%	19.29%	13.88%	11.54% N	3.52%	7.14%	5.32%	0.0%	20.17% Q	2.27%	7.37%	6.96% S	4.90%	4.74%	5.52%	4.71%	0.0%
Average rating	4.0283	4.1133	4.0434	4.0632	4.1691 DI	4.1945	4.2178	3.5985	3.5376	3.6620 K	3.4598	3.5650	3.8205	4.2412 M	3.9821	4.1761	4.6175 R	2.7899	4.3455 TU	4.0316	4.0127	4.1714	4.1681	4.1310	4.1853	0
Standard deviation	0.9550	0.9397	0.9896	0.9263	0.9173	0.9110	0.8997	0.9709	0.9927	1.0145	1.0352	0.9815	1.0591	0.8665	0.9160	0.9395	0.4860	0.4275	0.8250	0.9674	0.9412	0.9098	0.9060	0.8809	0.9320	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?

	2018 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	17	20	23	261	11	15	12	63	2	0	2	9	1	1	2	4	2	0	1	0	1	1	2	3	8	0
	1.82%	2.59%	2.22%	2.06%	2.22%	3.63%	2.41%	0.91%	0.75%	0.0%	0.63%	0.88%	1.28%	0.25%	3.45%	1.31%	0.55%	0.0%	0.45%	0.0%	0.63%	0.40%	0.86%	2.04%	2.29%	0.0%
BASE = Those who responded	916	753	1014	12395	485	398	484	6829	264	216	313	1017	77	399	56	302	364	119	221	95	158	246	231	144	341	0
	98.18%	97.41%	97.69%	97.94%	97.78%	96.37%	97.38%	99.09%	99.25%	100.00%	99.05%	99.12%	98.72%	99.75%	96.55%	98.69%	99.45%	100.00%	99.55%	100.00%	99.37%	99.60%	99.14%	97.96%	97.71%	0.0%
5 - Excellent	397	368	473	5628	250	206	254	1276	49	49	61	219	29	217	19	164	223	26	147	39	57	131	114	75	175	0
	43.34%	48.87% A	46.65%	45.41%	51.55% DI	51.76%	52.48%	18.69%	18.56%	22.69%	19.49%	21.53%	37.66%	54.39% M	33.93%	54.30% O	61.26% R	21.85%	66.52% TU	41.05%	36.08%	53.25%	49.35%	52.08%	51.32%	0.0%
4 - Very good	225	164	242	3282	105	92	127	1538	50	40	73	225	13	89	20	56	86	19	40	20	43	53	51	34	71	0
	24.56%	21.78%	23.87%	26.48% E	21.65%	23.12%	26.24%	22.52%	18.94%	18.52%	23.32%	22.12%	16.88%	22.31%	35.71% P	18.54%	23.63%	15.97%	18.10%	21.05%	27.22% S	21.54%	22.08%	23.61%	20.82%	0.0%
CAHPS Rate (Top Two Box)	622	532	715	8910	355	298	381	2814	99	89	134	444	42	306	39	220	309	45	187	59	100	184	165	109	246	0
	67.90%	70.65%	70.51%	71.88%	73.20% I	74.87%	78.72% E	41.21%	37.50%	41.20%	42.81%	43.66%	54.55%	76.69% M	69.64%	72.85%	84.89% R	37.82%	84.62% TU	62.11%	63.29%	74.80%	71.43%	75.69%	72.14%	0.0%
3 - Good	200	152	191	2329	98	74	74	2158	89	71	92	313	21	75	9	61	48	49	30	30	38	48	50	25	73	0
	21.83%	20.19%	18.84%	18.79%	20.21% G	18.59%	15.29%	31.60%	33.71% E	32.87%	29.39%	30.78%	27.27%	18.80%	16.07%	20.20%	13.19%	41.18% Q	13.57%	31.58% S	24.05% S	19.51%	21.65%	17.36%	21.41%	0.0%
Top Three Box	822	684	906	11239	453	372	455	4972	188	160	226	757	63	381	48	281	357	94	217	89	138	232	215	134	319	0
	89.74%	90.84%	89.35%	90.67%	93.40% DI	93.47%	94.01%	72.81%	71.21%	74.07%	72.20%	74.43%	81.82%	95.49% M	85.71%	93.05%	98.08% R	78.99%	98.19% U	93.68%	87.34%	94.31%	93.07%	93.06%	93.55%	0.0%
2 - Fair	71	58	84	947	27	22	26	1473	55	46	66	202	11	16	7	17	7	20	4	5	17	12	14	7	20	0
	7.75%	7.70%	8.28%	7.64%	5.57%	5.53%	5.37%	21.57%	20.83% E	21.30%	21.09%	19.86%	14.29% N	4.01%	12.50%	5.63%	1.92%	16.81% Q	1.81%	5.26%	10.76% S	4.88%	6.06%	4.86%	5.87%	0.0%
1 - Poor	23	11	24	209	5	4	3	384	21	10	21	58	3	2	1	4	0	5	0	1	3	2	2	3	2	0
	2.51%	1.46%	2.37%	1.69%	1.03%	1.01%	0.62%	5.62%	7.95% E	4.63%	6.71%	5.70%	3.90%	0.50%	1.79%	1.32%	0.0%	4.20% Q	0.0%	1.05%	1.90%	0.81%	0.87%	2.08%	0.59%	0.0%
Bottom Two Box	94	69	108	1156	32	26	29	1857	76	56	87	260	14	18	8	21	7	25	4	6	20	14	16	10	22	0
	10.26%	9.16%	10.65%	9.33% E	6.60%	6.53%	5.99%	27.19%	28.79% E	25.93%	27.80%	25.57%	18.18% N	4.51%	14.29%	6.95%	1.92%	21.01% Q	1.81%	6.32%	12.66% S	5.69%	6.93%	6.94%	6.45%	0.0%
Average	3.9847	4.0890 A	4.0414	4.0628	4.1711 DI	4.1910	4.2459	3.2708	3.1932	3.3333	3.2780	3.3392	3.7013	4.2607 M	3.8750	4.1887 O	4.4423 R	3.3445	4.4932 TU	3.9579	3.8481	4.2154	4.1299	4.1875	4.1642	0
Standard deviation	1.0897	1.0594	1.0943	1.0466	1.0018	0.9892	0.9423	1.1576	1.1921	1.1746	1.1894	1.1808	1.2175	0.9324	1.0701	1.0265	0.7911	1.1185	0.7938	1.0148	1.0860	0.9744	1.0067	1.0204	0.9938	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

	2018 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)?

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 1.71%	23 2.98%	26 2.50%	162 2.12%	11 2.22% I	16 3.87%	12 2.41%	40 0.58%	1 0.38%	2 0.93%	2 0.63%	5 0.49%	0 0.0%	2 0.50%	2 3.45%	6 1.96%	1 0.27%	1 0.84%	1 0.45%	0 0.0%	2 1.26%	0 0.0%	3 1.29%	1 0.68%	10 2.87%	0 0.0%
BASE = Those who responded	917 98.29%	750 97.02%	1010 97.30%	7489 97.88%	485 97.78%	397 96.13%	483 97.18%	6852 99.42%	265 99.62% E	214 99.07%	314 99.37%	1021 99.51%	78 100.00%	398 99.50%	56 96.55%	300 98.04%	365 99.73%	118 99.16%	221 99.55%	95 100.00%	157 98.74%	247 100.00%	230 98.71%	146 99.32%	339 97.13%	0 0.0%
Yes	242 26.39%	185 24.67%	265 26.24%	2467 32.94% E	90 18.56%	68 17.13%	83 17.18%	5550 81.00% I	176 66.42% E	140 65.42%	212 67.52%	740 72.48%	19 24.36%	70 17.59%	15 26.79%	65 21.67%	45 12.33%	45 38.14% Q	31 14.03%	17 17.89%	39 24.84% S	50 20.24%	38 16.52%	31 21.23%	59 17.40%	0 0.0%
No	675 73.61%	565 75.33%	745 73.76%	5022 67.06%	395 81.44% DI	329 82.87%	400 82.82%	1302 19.00%	89 33.58% H	74 34.58%	102 32.48%	281 27.52%	59 75.64%	328 82.41%	41 73.21%	235 78.33%	320 87.67% R	73 61.86%	190 85.97% U	78 82.11%	118 75.16%	197 79.76%	192 83.48%	115 78.77%	280 82.60%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.14%	28 3.62%	32 3.08%	210 2.74%	12 2.42%	19 4.60%	16 3.22%	69 1.00%	2 0.75%	3 1.39%	3 0.95%	10 0.97%	1 1.28%	2 0.50%	2 3.45%	6 1.96%	2 0.55%	1 0.84%	1 0.45%	0 0.0%	2 1.26%	0 0.0%	4 1.72% V	2 1.36%	10 2.87%	0 0.0%
Appropriately skipped	675 72.35%	565 73.09%	745 71.77%	5022 65.64%	395 79.64% DI	329 79.66%	400 80.48%	1302 18.89%	89 33.46% H	74 34.26%	102 32.28%	281 27.39%	59 75.64%	328 82.00%	41 70.69%	235 76.80%	320 87.43% R	73 61.34%	190 85.59% U	78 82.11%	118 74.21%	197 79.76%	192 82.40%	115 78.23%	280 80.23%	0 0.0%
BASE = Those who responded	238 25.51%	180 23.29%	261 25.14%	2419 31.62% E	89 17.94%	65 15.74%	81 16.30%	5521 80.11% I	175 65.79% E	139 64.35%	211 66.77%	735 71.64%	18 23.08%	70 17.50%	15 25.86%	65 21.24%	44 12.02%	45 37.82% Q	31 13.96%	17 17.89%	39 24.53% S	50 20.24%	37 15.88%	30 20.41%	59 16.91%	0 0.0%
Yes	195 81.93%	149 82.78%	216 82.76%	1937 80.07%	68 76.40%	53 81.54%	66 81.48%	5340 96.72%	172 98.29% KE	135 97.12%	199 94.31%	709 96.46%	14 77.78%	53 75.71%	13 86.67%	50 76.92%	33 75.00%	35 77.78%	21 67.74%	13 76.47%	33 84.62%	37 74.00%	30 81.08%	24 80.00%	44 74.58%	0 0.0%
No	43 18.07%	31 17.22%	45 17.24%	482 19.93%	21 23.60% I	12 18.46%	15 18.52%	181 3.28%	3 1.71%	4 2.88%	12 5.69% I	26 3.54%	4 22.22%	17 24.29%	2 13.33%	15 23.08%	11 25.00%	10 22.22%	10 32.26%	4 23.53%	6 15.38%	13 26.00%	7 18.92%	6 20.00%	15 25.42%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 2.47%	34 4.40% A	36 3.47%	250 3.27%	14 2.82%	22 5.33%	18 3.62%	107 1.55%	4 1.50%	7 3.24%	6 1.90%	15 1.46%	3 3.85%	2 0.50%	3 5.17%	7 2.29%	2 0.55%	3 2.52%	1 0.45%	0 0.0%	4 2.52% T	1 0.40%	5 2.15%	2 1.36%	12 3.44%	0 0.0%
Appropriately skipped	718 76.96%	596 77.10%	790 76.11%	5504 71.94%	416 83.87% DI	341 82.57%	415 83.50%	1483 21.52%	92 34.59% H	78 36.11%	114 36.08%	307 29.92%	63 80.77%	345 86.25%	43 74.14%	250 81.70%	331 90.44% R	83 69.75%	200 90.09% U	82 86.32%	124 77.99%	210 85.02%	199 85.41%	121 82.31%	295 84.53%	0 0.0%
BASE = Those who responded	192 20.58%	143 18.50%	212 20.42%	1897 24.79% E	66 13.31%	50 12.11%	64 12.88%	5302 76.93% I	170 63.91% E	131 60.65%	196 62.03%	704 68.62%	12 15.38%	53 13.25%	12 20.69%	49 16.01%	33 9.02%	33 27.73% Q	21 9.46%	13 13.68%	31 19.50% S	36 14.57%	29 12.45%	24 16.33%	42 12.03%	0 0.0%
Yes	166 86.46%	124 86.71%	190 89.62%	1716 90.46% E	53 80.30%	43 86.00%	52 81.25%	5238 98.79%	166 97.65% E	124 94.66%	190 96.94%	694 98.58%	10 83.33%	42 79.25%	10 83.33%	39 79.59%	26 78.79%	27 81.82%	12 57.14%	12 92.31%	28 90.32%	29 80.56%	23 79.31%	20 83.33%	33 78.57%	0 0.0%
No	26 13.54%	19 13.29%	22 10.38%	181 9.54%	13 19.70% DI	7 14.00%	12 18.75%	64 1.21%	4 2.35%	7 5.34%	6 3.06%	10 1.42%	2 16.67%	11 20.75%	2 16.67%	10 20.41%	7 21.21%	6 18.18%	9 42.86%	1 7.69%	3 9.68%	7 19.44%	6 20.69%	4 16.67%	9 21.43%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	30	36	222	14	21	17	148	5	2	7	17	1	5	3	6	2	4	2	1	2	3	2	2	12	0
	3.00%	3.88%	3.47%	2.90%	2.82%	5.08%	3.42%	2.15%	1.88%	0.93%	2.22%	1.66%	1.28%	1.25%	5.17%	1.96%	0.55%	3.36%	0.90%	1.05%	1.26%	1.21%	0.86%	1.36%	3.44%	0.0%
BASE = Those who responded	905	743	1002	7429	482	392	480	6744	261	214	309	1009	77	395	55	300	364	115	220	94	157	244	231	145	337	0
	97.00%	96.12%	96.53%	97.10%	97.18%	94.92%	96.58%	97.85%	98.12%	99.07%	97.78%	98.34%	98.72%	98.75%	94.83%	98.04%	99.45%	96.64%	99.10%	98.95%	98.74%	98.79%	99.14%	98.64%	96.56%	0.0%
Yes	179	152	217	1381	49	50	64	3825	150	135	193	550	14	34	8	30	27	22	16	11	19	29	18	17	32	0
	19.78%	20.46%	21.66%	18.59% E	10.17%	12.76%	13.33%	56.72%	57.47% E	63.08%	62.46%	54.51%	18.18% N	8.61%	14.55%	10.00%	7.42%	19.13% Q	7.27%	11.70%	12.10%	11.89%	7.79%	11.72%	9.50%	0.0%
No	726	591	785	6048	433	342	416	2919	111	79	116	459	63	361	47	270	337	93	204	83	138	215	213	128	305	0
	80.22%	79.54%	78.34%	81.41%	89.83% DI	87.24%	86.67%	43.28%	42.53%	36.92%	37.54%	45.49%	81.82%	91.39% M	85.45%	90.00%	92.58% R	80.87%	92.73%	88.30%	87.90%	88.11%	92.21%	88.28%	90.50%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	31	42	252	15	21	18	199	9	3	12	23	1	6	3	7	3	4	2	1	3	3	3	2	13	0
	3.64%	4.01%	4.05%	3.29%	3.02%	5.08%	3.62%	2.89%	3.38%	1.39%	3.80%	2.24%	1.28%	1.50%	5.17%	2.29%	0.82%	3.36%	0.90%	1.05%	1.89%	1.21%	1.29%	1.36%	3.72%	0.0%
Appropriately skipped	726	591	785	6048	433	342	416	2919	111	79	116	459	63	361	47	270	337	93	204	83	138	215	213	128	305	0
	77.81%	76.46%	75.63%	79.05%	87.30% DI	82.81%	83.70%	42.35%	41.73%	36.57%	36.71%	44.74%	80.77%	90.25% M	81.03%	88.24%	92.08% R	78.15%	91.89%	87.37%	86.79%	87.04%	91.42%	87.07%	87.39%	0.0%
BASE = Those who responded	173	151	211	1351	48	50	63	3774	146	134	188	544	14	33	8	29	26	22	16	11	18	29	17	17	31	0
	18.54%	19.53%	20.33%	17.66% E	9.68%	12.11%	12.68%	54.76%	54.89% E	62.04%	59.49%	53.02%	17.95% N	8.25%	13.79%	9.48%	7.10%	18.49% Q	7.21%	11.58%	11.32%	11.74%	7.30%	11.56%	8.88%	0.0%
Yes	146	127	183	1189	34	45	50	3599	139	124	175	521	10	23	6	22	16	18	8	9	15	20	13	15	19	0
	84.39%	84.11%	86.73%	88.01% E	70.83%	90.00% E	79.37%	95.36%	95.21% E	92.54%	93.09%	95.77%	71.43%	69.70%	75.00%	75.86%	61.54%	81.82%	50.00%	81.82%	83.33%	68.97%	76.47%	88.24%	61.29%	0.0%
No	27	24	28	162	14	5	13	175	7	10	13	23	4	10	2	7	10	4	8	2	3	9	4	2	12	0
	15.61%	15.89%	13.27%	11.99%	29.17% DFI	10.00%	20.63%	4.64%	4.79%	7.46%	6.91%	4.23%	28.57%	30.30%	25.00%	24.14%	38.46%	18.18%	50.00%	18.18%	16.67%	31.03%	23.53%	11.76%	38.71%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	38 4.07%	32 4.14%	48 4.62%	270 3.53%	17 3.43%	22 5.33%	21 4.23%	229 3.32%	10 3.76%	4 1.85%	16 5.06% J	26 2.53%	2 2.56%	7 1.75%	3 5.17%	8 2.61%	4 1.09%	5 4.20%	2 0.90%	2 2.11%	3 1.89%	3 1.21%	5 2.15%	3 2.04%	14 4.01%	0 0.0%
Appropriately skipped	753 80.71%	615 79.56%	813 78.32%	6210 81.17%	447 90.12% DFI	347 84.02%	429 86.32%	3094 44.89%	118 44.36%	89 41.20%	129 40.82%	482 46.98%	67 85.90%	371 92.75%	49 84.48%	277 90.52%	347 94.81% R	97 81.51%	212 95.50% U	85 89.47%	141 88.68%	224 90.69%	217 93.13%	130 88.44%	317 90.83%	0 0.0%
BASE = Those who responded	142 15.22%	126 16.30%	177 17.05%	1171 15.31% E	32 6.45%	44 10.65% E	47 9.46%	3569 51.78%	138 51.88% E	123 56.94%	171 54.11%	518 50.49%	9 11.54%	22 5.50%	6 10.34%	21 6.86%	15 4.10%	17 14.29% Q	8 3.60%	8 8.42%	15 9.43% S	20 8.10%	11 4.72%	14 9.52%	18 5.16%	0 0.0%
Yes	136 95.77%	121 96.03%	169 95.48%	1124 95.99%	30 93.75%	40 90.91%	45 95.74%	3537 99.10%	136 98.55%	121 98.37%	169 98.83%	512 98.84%	8 88.89%	21 95.45%	5 83.33%	20 95.24%	14 93.33%	16 94.12%	7 87.50%	8 100.00%	14 93.33%	20 100.00%	9 81.82%	14 100.00%	16 88.89%	0 0.0%
No	6 4.23%	5 3.97%	8 4.52%	47 4.01%	2 6.25%	4 9.09%	2 4.26%	32 0.90%	2 1.45%	2 1.63%	2 1.17%	6 1.16%	1 11.11%	1 4.55%	1 16.67%	1 4.76%	1 6.67%	1 5.88%	1 12.50%	0 0.0%	1 6.67%	0 0.0%	2 18.18%	0 0.0%	2 11.11%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	28	27	31	218	18	20	13	107	4	3	4	5	3	8	3	11	6	4	4	1	2	4	3	3	15	0
	3.00%	3.49%	2.99%	2.85%	3.63%	4.84%	2.62%	1.55%	1.50%	1.39%	1.27%	0.49%	3.85%	2.00%	5.17%	3.59%	1.64%	3.36%	1.80%	1.05%	1.26%	1.62%	1.29%	2.04%	4.30%	0.0%
BASE = Those who responded	905	746	1006	7433	478	393	483	6785	262	213	311	1021	75	392	55	295	360	115	218	94	157	243	230	144	334	0
	97.00%	96.51%	96.92%	97.15%	96.37%	95.16%	97.18%	98.45%	98.50%	98.61%	98.42%	99.51%	96.15%	98.00%	94.83%	96.41%	98.36%	96.64%	98.20%	98.95%	98.74%	98.38%	98.71%	97.96%	95.70%	0.0%
Yes	148	123	176	1112	51	52	59	2606	97	85	133	386	7	44	10	35	33	18	20	10	19	19	30	9	42	0
	16.35%	16.49%	17.50%	14.96% E	10.67%	13.23%	12.22%	38.41%	37.02% E	39.91%	42.77%	37.81%	9.33%	11.22%	18.18%	11.86%	9.17%	15.65%	9.17%	10.64%	12.10%	7.82%	13.04%	6.25%	12.57% X	0.0%
No	757	623	830	6321	427	341	424	4179	165	128	178	635	68	348	45	260	327	97	198	84	138	224	200	135	292	0
	83.65%	83.51%	82.50%	85.04%	89.33% DI	86.77%	87.78%	61.59%	62.98%	60.09%	57.23%	62.19%	90.67%	88.78%	81.82%	88.14%	90.83%	84.35%	90.83%	89.36%	87.90%	92.18%	86.96%	93.75% Y	87.43%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.22%	32 4.14%	38 3.66%	258 3.37%	19 3.83% I	23 5.57%	16 3.22%	145 2.10%	4 1.50%	4 1.85%	9 2.85%	8 0.78%	3 3.85%	9 2.25%	3 5.17%	12 3.92%	7 1.91%	4 3.36%	4 1.80%	1 1.05%	2 1.26%	4 1.62%	3 1.29%	3 2.04%	16 4.58%	0 0.0%
Appropriately skipped	757 81.14%	623 80.60%	830 79.96%	6321 82.62%	427 86.09% DI	341 82.57%	424 85.31%	4179 60.64%	165 62.03%	128 59.26%	178 56.33%	635 61.89%	68 87.18%	348 87.00%	45 77.59%	260 84.97%	327 89.34% R	97 81.51%	198 89.19%	84 88.42%	138 86.79%	224 90.69%	200 85.84%	135 91.84% Y	292 83.67%	0 0.0%
BASE = Those who responded	146 15.65%	118 15.27%	170 16.38%	1072 14.01% E	50 10.08%	49 11.86%	57 11.47%	2568 37.26%	97 36.47% E	84 38.89%	129 40.82%	383 37.33%	7 8.97%	43 10.75%	10 17.24%	34 11.11%	32 8.74%	18 15.13%	20 9.01%	10 10.53%	19 11.95%	19 7.69%	30 12.88%	9 6.12%	41 11.75% X	0 0.0%
Yes	93 63.70%	84 71.19%	125 73.53%	820 76.49% E	21 42.00%	29 59.18%	30 52.63%	2413 93.96%	88 90.72% E	81 96.43%	122 94.57%	357 93.21%	4 57.14%	17 39.53%	7 70.00%	13 38.24%	11 34.38%	10 55.56%	5 25.00%	3 30.00%	13 68.42%	9 47.37%	12 40.00%	6 66.67%	15 36.59%	0 0.0%
No	53 36.30%	34 28.81%	45 26.47%	252 23.51%	29 58.00% DI	20 40.82%	27 47.37%	155 6.04%	9 9.28%	3 3.57%	7 5.43%	26 6.79%	3 42.86%	26 60.47%	3 30.00%	21 61.76%	21 65.63%	8 44.44%	15 75.00%	7 70.00%	6 31.58%	10 52.63%	18 60.00%	3 33.33%	26 63.41%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.32%	33 4.27%	40 3.85%	267 3.49%	19 3.83% I	24 5.81%	16 3.22%	165 2.39%	4 1.50%	5 2.31%	11 3.48%	12 1.17%	3 3.85%	9 2.25%	3 5.17%	12 3.92%	7 1.91%	4 3.36%	4 1.80%	1 1.05%	2 1.26%	4 1.62%	3 1.29%	3 2.04%	16 4.58%	0 0.0%
Appropriately skipped	810 86.82%	657 84.99%	875 84.30%	6573 85.91%	456 91.94% DFI	361 87.41%	451 90.74%	4334 62.88%	174 65.41%	131 60.65%	185 58.54%	661 64.42%	71 91.03%	374 93.50%	48 82.76%	281 91.83%	348 95.08% R	105 88.24%	213 95.95% U	91 95.79%	144 90.57%	234 94.74%	218 93.56%	138 93.88%	318 91.12%	0 0.0%
BASE = Those who responded	92 9.86%	83 10.74%	123 11.85%	811 10.60% E	21 4.23%	28 6.78%	30 6.04%	2393 34.72%	88 33.08% E	80 37.04%	120 37.97%	353 34.41%	4 5.13%	17 4.25%	7 12.07%	13 4.25%	11 3.01%	10 8.40% Q	5 2.25%	3 3.16%	13 8.18% S	9 3.64%	12 5.15%	6 4.08%	15 4.30%	0 0.0%
Yes	86 93.48%	79 95.18%	119 96.75%	789 97.29%	20 95.24%	26 92.86%	29 96.67%	2368 98.96%	86 97.73%	79 98.75%	119 99.17%	346 98.02%	3 75.00%	17 100.00%	6 85.71%	13 100.00%	10 90.91%	10 100.00%	5 100.00%	3 100.00%	12 92.31%	9 100.00%	11 91.67%	6 100.00%	14 93.33%	0 0.0%
No	6 6.52%	4 4.82%	4 3.25%	22 2.71%	1 4.76%	2 7.14%	1 3.33%	25 1.04%	2 2.27%	1 1.25%	1 0.83%	7 1.98%	1 25.00%	0 0.0%	1 14.29%	0 0.0%	1 9.09%	0 0.0%	0 0.0%	0 0.0%	1 7.69%	0 0.0%	1 8.33%	0 0.0%	1 6.67%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	27	25	30	195	15	18	14	72	4	1	3	10	2	6	2	10	5	2	1	0	0	1	0	2	13	0
	2.89%	3.23%	2.89%	2.55%	3.02%	4.36%	2.82%	1.04%	1.50%	0.46%	0.95%	0.97%	2.56%	1.50%	3.45%	3.27%	1.37%	1.68%	0.45%	0.0%	0.0%	0.40%	0.0%	1.36%	3.72%	0.0%
BASE = Those who responded	906	748	1007	7456	481	395	482	6820	262	215	312	1016	76	394	56	296	361	117	221	95	159	246	233	145	336	0
	97.11%	96.77%	97.01%	97.45%	96.98%	95.64%	96.98%	98.96%	98.50%	99.54%	98.73%	99.03%	97.44%	98.50%	96.55%	96.73%	98.63%	98.32%	99.55%	100.00%	100.00%	99.60%	100.00%	98.64%	96.28%	0.0%
Yes	148	132	177	968	59	47	56	2191	105	93	132	367	12	47	8	40	35	24	35	10	13	35	24	15	44	0
	16.34%	17.65%	17.58%	12.98%	12.27%	11.90%	11.62%	32.13%	40.08% HE	43.26%	42.31%	36.12%	15.79%	11.93%	14.29%	13.51%	9.70%	20.51% Q	15.84% U	10.53%	8.18%	14.23%	10.30%	10.34%	13.10%	0.0%
No	758	616	830	6488	422	348	426	4629	157	122	180	649	64	347	48	256	326	93	186	85	146	211	209	130	292	0
	83.66%	82.35%	82.42%	87.02%	87.73% I	88.10%	88.38%	67.87% I	59.92%	56.74%	57.69%	63.88%	84.21%	88.07%	85.71%	86.49%	90.30% R	79.49%	84.16%	89.47%	91.82% S	85.77%	89.70%	89.66%	86.90%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.32%	31 4.01%	38 3.66%	214 2.80%	17 3.43%	21 5.08%	17 3.42%	100 1.45%	6 2.26%	5 2.31%	8 2.53%	15 1.46%	3 3.85%	7 1.75%	3 5.17%	11 3.59%	7 1.91%	2 1.68%	2 0.90%	1 1.05%	0 0.0%	2 0.81%	1 0.43%	2 1.36%	15 4.30% X	0 0.0%
Appropriately skipped	758 81.24%	616 79.69%	830 79.96%	6488 84.80%	422 85.08% I	348 84.26%	426 85.71%	4629 67.16% I	157 59.02%	122 56.48%	180 56.96%	649 63.26%	64 82.05%	347 86.75%	48 82.76%	256 83.66%	326 89.07% R	93 78.15%	186 83.78%	85 89.47%	146 91.82% S	211 85.43%	209 89.70%	130 88.44%	292 83.67%	0 0.0%
BASE = Those who responded	144 15.43%	126 16.30%	170 16.38%	949 12.40%	57 11.49%	44 10.65%	54 10.87%	2163 31.38%	103 38.72% HE	89 41.20%	128 40.51%	362 35.28%	11 14.10%	46 11.50%	7 12.07%	39 12.75%	33 9.02%	24 20.17% Q	34 15.32% U	9 9.47%	13 8.18%	34 13.77%	23 9.87%	15 10.20%	42 12.03%	0 0.0%
Yes	95 65.97%	96 76.19%	123 72.35%	716 75.45% E	29 50.88%	32 72.73% E	33 61.11%	1973 91.22%	90 87.38% E	84 94.38%	115 89.84%	326 90.06%	8 72.73%	21 45.65%	5 71.43%	21 53.85%	14 42.42%	15 62.50%	10 29.41%	7 77.78%	11 84.62%	12 35.29%	17 73.91%	7 46.67%	22 52.38%	0 0.0%
No	49 34.03%	30 23.81%	47 27.65%	233 24.55%	28 49.12% DFI	12 27.27%	21 38.89%	190 8.78%	13 12.62%	5 5.62%	13 10.16%	36 9.94%	3 27.27%	25 54.35%	2 28.57%	18 46.15%	19 57.58%	9 37.50%	24 70.59%	2 22.22%	2 15.38%	22 64.71%	6 26.09%	8 53.33%	20 47.62%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.54%	32 4.14%	40 3.85%	224 2.93%	17 3.43%	22 5.33%	17 3.42%	114 1.65%	6 2.26%	5 2.31%	8 2.53%	18 1.75%	3 3.85%	7 1.75%	3 5.17%	11 3.59%	7 1.91%	2 1.68%	2 0.90%	1 1.05%	0 0.0%	2 0.81%	1 0.43%	2 1.36%	15 4.30% X	0 0.0%
Appropriately skipped	807 86.50%	646 83.57%	877 84.49%	6721 87.84%	450 90.73% DI	360 87.17%	447 89.94%	4819 69.92% I	170 63.91%	127 58.80%	193 61.08%	685 66.76%	67 85.90%	372 93.00%	50 86.21%	274 89.54%	345 94.26% R	102 85.71%	210 94.59%	87 91.58%	148 93.08%	233 94.33%	215 92.27%	138 93.88%	312 89.40%	0 0.0%
BASE = Those who responded	93 9.97%	95 12.29%	121 11.66%	706 9.23% E	29 5.85%	31 7.51%	33 6.64%	1959 28.42%	90 33.83% E	84 38.89%	115 36.39%	323 31.48%	8 10.26%	21 5.25%	5 8.62%	21 6.86%	14 3.83%	15 12.61% Q	10 4.50%	7 7.37%	11 6.92%	12 4.86%	17 7.30%	7 4.76%	22 6.30%	0 0.0%
Yes	87 93.55% B	80 84.21%	112 92.56%	666 94.33%	26 89.66%	24 77.42%	30 90.91%	1911 97.55%	87 96.67%	80 95.24%	112 97.39%	312 96.59%	7 87.50%	19 90.48%	4 80.00%	19 90.48%	13 92.86%	13 86.67%	9 90.00%	7 100.00%	9 81.82%	12 100.00%	14 82.35%	7 100.00%	19 86.36%	0 0.0%
No	6 6.45%	15 15.79% A	9 7.44%	40 5.67%	3 10.34%	7 22.58%	3 9.09%	48 2.45%	3 3.33%	4 4.76%	3 2.61%	11 3.41%	1 12.50%	2 9.52%	1 20.00%	2 9.52%	1 7.14%	2 13.33%	1 10.00%	0 0.0%	2 18.18%	0 0.0%	3 17.65%	0 0.0%	3 13.64%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	29 3.11%	34 4.40% C	27 2.60%	236 3.08%	16 3.23%	23 5.57% G	13 2.62%	105 1.52%	4 1.50%	4 1.85%	1 0.32%	15 1.46%	2 2.56%	7 1.75%	3 5.17%	10 3.27%	4 1.09%	4 3.36%	0 0.0%	1 1.05%	1 0.63%	0 0.0%	2 0.86%	1 0.68%	15 4.30% X	0 0.0%
BASE = Those who responded	904 96.89%	739 95.60%	1011 97.40% B	7415 96.92%	480 96.77%	390 94.43%	484 97.38% F	6787 98.48%	262 98.50%	212 98.15%	315 99.68%	1011 98.54%	76 97.44%	393 98.25%	55 94.83%	296 96.73%	362 98.91%	115 96.64%	222 100.00%	94 98.95%	158 99.37%	247 100.00%	231 99.14%	146 99.32% Y	334 95.70%	0 0.0%
Yes	166 18.36%	131 17.73%	205 20.28%	1333 17.98% E	51 10.63%	40 10.26%	56 11.57%	3836 56.52%	153 58.40% E	119 56.13%	183 58.10%	501 49.55%	10 13.16%	40 10.18%	8 14.55%	30 10.14%	31 8.56%	20 17.39% Q	12 5.41%	16 17.02% S	22 13.92% S	30 12.15%	21 9.09%	18 12.33%	33 9.88%	0 0.0%
No	738 81.64%	608 82.27%	806 79.72%	6082 82.02%	429 89.38% DI	350 89.74%	428 88.43%	2951 43.48%	109 41.60%	93 43.87%	132 41.90%	510 50.45%	66 86.84%	353 89.82%	47 85.45%	266 89.86%	331 91.44% R	95 82.61%	210 94.59% TU	78 82.98%	136 86.08%	217 87.85%	210 90.91%	128 87.67%	301 90.12%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	33	37	35	295	19	24	15	187	5	4	1	24	2	10	3	13	6	5	0	2	3	2	3	3	16	0
	3.54%	4.79%	3.37%	3.86%	3.83%	5.81% G	3.02%	2.71%	1.88%	1.85%	0.32%	2.34%	2.56%	2.50%	5.17%	4.25%	1.64%	4.20%	0.0%	2.11%	1.89%	0.81%	1.29%	2.04%	4.58%	0.0%
Appropriately skipped	738	608	806	6082	429	350	428	2951	109	93	132	510	66	353	47	266	331	95	210	78	136	217	210	128	301	0
	79.10%	78.65%	77.65%	79.49%	86.49% DI	84.75%	86.12%	42.82%	40.98%	43.06%	41.77%	49.71%	84.62%	88.25%	81.03%	86.93%	90.44% R	79.83%	94.59% TU	82.11%	85.53%	87.85%	90.13%	87.07%	86.25%	0.0%
BASE = Those who responded	162	128	196	1274	48	39	54	3754	152	119	183	492	10	37	8	27	29	19	12	15	20	28	20	16	32	0
	17.36%	16.56%	18.88%	16.65% E	9.68%	9.44%	10.87%	54.47%	57.14% E	55.09%	57.91%	47.95%	12.82%	9.25%	13.79%	8.82%	7.92%	15.97% Q	5.41%	15.79% S	12.58% S	11.34%	8.58%	10.88%	9.17%	0.0%
Yes	147	115	181	1164	41	36	50	3650	147	115	181	479	8	32	6	24	26	15	11	11	18	24	17	13	28	0
	90.74%	89.84%	92.35%	91.37%	85.42%	92.31%	92.59%	97.23%	96.71% E	96.64%	98.91%	97.36%	80.00%	86.49%	75.00%	88.89%	89.66%	78.95%	91.67%	73.33%	90.00%	85.71%	85.00%	81.25%	87.50%	0.0%
No	15	13	15	110	7	3	4	104	5	4	2	13	2	5	2	3	3	4	1	4	2	4	3	3	4	0
	9.26%	10.16%	7.65%	8.63%	14.58% I	7.69%	7.41%	2.77%	3.29%	3.36%	1.09%	2.64%	20.00%	13.51%	25.00%	11.11%	10.34%	21.05%	8.33%	26.67%	10.00%	14.29%	15.00%	18.75%	12.50%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	46	474	20	20	21	118	4	0	5	14	4	8	2	13	9	3	0	0	0	1	3	5	15	0
	3.43%	3.62%	4.43%	3.75%	4.03% I	4.84%	4.23%	1.71%	1.50% J	0.0%	1.58% J	1.36%	5.13%	2.00%	3.45%	4.25%	2.46%	2.52%	0.0%	0.0%	0.0%	0.40%	1.29%	3.40%	4.30%	0.0%
BASE = Those who responded	901	745	992	12182	476	393	476	6774	262	216	311	1012	74	392	56	293	357	116	222	95	159	246	230	142	334	0
	96.57%	96.38%	95.57%	96.25%	95.97%	95.16%	95.77%	98.29%	98.50% E	100.00% IK	98.42%	98.64%	94.87%	98.00%	96.55%	95.75%	97.54%	97.48%	100.00%	100.00%	100.00%	99.60%	98.71%	96.60%	95.70%	0.0%
Less than 1 year old	47	33	44	300	24	9	17	56	4	8	7	12	5	19	5	18	21	3	24	0	0	15	9	7	17	0
	5.22%	4.43%	4.44%	2.46%	5.04% DFI	2.29%	3.57%	0.83%	1.53%	3.70%	2.25%	1.19%	6.76%	4.85%	8.93%	6.14%	5.88%	2.59%	10.81% TU	0.0%	0.0%	6.10%	3.91%	4.93%	5.09%	0.0%
1 year or more (NET)	854	712	948	11882	452	384	459	6718	258	208	304	1000	69	373	51	275	336	113	198	95	159	231	221	135	317	0
	94.78%	95.57%	95.56%	97.54% E	94.96%	97.71% E	96.43%	99.17%	98.47% E	96.30%	97.75%	98.81%	93.24%	95.15%	91.07%	93.86%	94.12%	97.41%	89.19%	100.00% S	100.00% S	93.90%	96.09%	95.07%	94.91%	0.0%
1 - 5 years old	367	306	350	3391	198	178	169	1066	67	61	63	209	21	174	22	133	159	37	198	0	0	104	94	51	147	0
	40.73% C	41.07% C	35.28%	27.84%	41.60% DI	45.29% G	35.50%	15.74%	25.57% H	28.24% K	20.26%	20.65%	28.38%	44.39% M	39.29%	45.39%	44.54% R	31.90%	89.19% TU	0.0%	0.0%	42.28%	40.87%	35.92%	44.01%	0.0%
6 - 10 years old	183	142	218	3433	95	72	120	2027	67	53	89	258	15	77	6	49	66	29	0	95	0	45	50	26	69	0
	20.31%	19.06%	21.98%	28.18% E	19.96%	18.32%	25.21% F	29.92%	25.57%	24.54%	28.62%	25.49%	20.27%	19.64%	10.71%	16.72%	18.49%	25.00%	0.0%	100.00% SU	0.0%	18.29%	21.74%	18.31%	20.66%	0.0%
11 - 15 years old	195	189	245	3487	110	97	113	2516	81	68	102	352	21	87	20	64	78	31	0	0	110	56	54	33	77	0
	21.64%	25.37%	24.70%	28.62% E	23.11%	24.68%	23.74%	37.14% I	30.92% E	31.48%	32.80%	34.78%	28.38%	22.19%	35.71% P	21.84%	21.85%	26.72%	0.0%	0.0%	69.18% ST	22.76%	23.48%	23.24%	23.05%	0.0%
Over 15 years old	109	75	135	1571	49	37	57	1109	43	26	50	181	12	35	3	29	33	16	0	0	49	26	23	25	24	0
	12.10%	10.07%	13.61% B	12.90%	10.29%	9.41%	11.97%	16.37%	16.41% E	12.04%	16.08%	17.89%	16.22%	8.93%	5.36%	9.90%	9.24%	13.79%	0.0%	0.0%	30.82% ST	10.57%	10.00%	17.61% Y	7.19%	0.0%
2 years or more (NET)	767	629	808	11296	409	339	397	6620	248	202	291	980	66	334	49	241	299	107	155	95	159	207	202	119	290	0
	85.13% C	84.43%	81.45%	92.73% E	85.92%	86.26%	83.40%	97.73% I	94.66% E	93.52%	93.57%	96.84%	89.19%	85.20%	87.50%	82.25%	83.75%	92.24% Q	69.82%	100.00% S	100.00% S	84.15%	87.83%	83.80%	86.83%	0.0%
Average age	7.5527	7.5664	8.1089 AB	8.9895 E	7.4475	7.4402	8.0735	10.5493 I	9.5267 E	9.0185	9.9228 J	10.2579	9.2432 N	7.0587	7.7143	6.9625	6.9860	8.9052 Q	2.3739	8.0737 S	14.1572 ST	7.3049	7.6000	8.4789 Y	7.0090	0
Standard deviation	5.5914	5.5772	5.7435	5.0988	5.4875	5.4434	5.5285	4.5183	5.1664	5.1952	5.1280	4.9124	5.6564	5.3742	5.5604	5.5517	5.4421	5.3803	1.4704	1.5372	2.1266	5.5422	5.4243	5.8739	5.2537	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

74. What is your child's age?

													2018 General Population Results												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	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%	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%
No response	26	27	27	327	16	21	15	85	3	1	2	15	3	6	2	10	6	2	0	0	0	0	0	1	15	0
	2.79%	3.49%	2.60%	2.58%	3.23% I	5.08%	3.02%	1.23%	1.13%	0.46%	0.63%	1.46%	3.85%	1.50%	3.45%	3.27%	1.64%	1.68%	0.0%	0.0%	0.0%	0.0%	0.0%	0.68%	4.30% X	0.0%
BASE = Those who responded	907	746	1009	12329	480	392	481	6807	263	215	313	1011	75	394	56	296	360	117	222	95	159	247	233	146	334	0
	97.21%	96.51%	97.21%	97.42%	96.77%	94.92%	96.78%	98.77%	98.87% E	99.54%	99.05%	98.54%	96.15%	98.50%	96.55%	96.73%	98.36%	98.32%	100.00%	100.00%	100.00%	100.00%	100.00%	99.32% Y	95.70%	0.0%
Male	477	419	534	6504	247	221	228	4091	144	122	176	558	37	204	22	150	185	60	119	45	82	247	0	84	163	0
	52.59%	56.17%	52.92%	52.75%	51.46%	56.38% G	47.40%	60.10%	54.75%	56.74%	56.23%	55.19%	49.33%	51.78%	39.29%	50.68%	51.39%	51.28%	53.60%	47.37%	51.57%	100.00% W	0.0%	57.53%	48.80%	0.0%
Female	430	327	475	5825	233	171	253	2716	119	93	137	453	38	190	34	146	175	57	103	50	77	0	233	62	171	0
	47.41%	43.83%	47.08%	47.25%	48.54%	43.62%	52.60% F	39.90%	45.25%	43.26%	43.77%	44.81%	50.67%	48.22%	60.71%	49.32%	48.61%	48.72%	46.40%	52.63%	48.43%	0.0%	100.00% V	42.47%	51.20%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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%	0.10%	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%
No response	46	29	39	522	26	20	18	171	10	2	7	25	6	13	6	13	14	4	3	2	5	5	5	3	23	0
	4.93%	3.75%	3.76%	4.12%	5.24%	4.84%	3.62%	2.48%	3.76% J	0.93%	2.22%	2.44%	7.69%	3.25%	10.34%	4.25%	3.83%	3.36%	1.35%	2.11%	3.14%	2.02%	2.15%	2.04%	6.59% X	0.0%
BASE = Those who responded	887	744	998	12134	470	393	479	6721	256	214	309	1001	72	387	52	293	352	115	219	93	154	242	228	144	326	0
	95.07%	96.25%	96.15%	95.88%	94.76%	95.16%	96.38%	97.52%	96.24%	99.07% I	97.78%	97.56%	92.31%	96.75%	89.66%	95.75%	96.17%	96.64%	98.65%	97.89%	96.86%	97.98%	97.85%	97.96% Y	93.41%	0.0%
Yes, Hispanic or Latino	569	487	625	4202	292	259	300	1430	142	121	174	428	43	244	30	191	219	71	142	50	97	154	138	93	199	0
	64.15%	65.46%	62.63%	34.63%	62.13% D	65.90%	62.63%	21.28%	55.47% H	56.54%	56.31%	42.76%	59.72%	63.05%	57.69%	65.19%	62.22%	61.74%	64.84%	53.76%	62.99%	63.64%	60.53%	64.58%	61.04%	0.0%
No, not Hispanic or Latino	318	257	373	7932	178	134	179	5291	114	93	135	573	29	143	22	102	133	44	77	43	57	88	90	51	127	0
	35.85%	34.54%	37.37%	65.37% E	37.87%	34.10%	37.37%	78.72% I	44.53%	43.46%	43.69%	57.24%	40.28%	36.95%	42.31%	34.81%	37.78%	38.26%	35.16%	46.24%	37.01%	36.36%	39.47%	35.42%	38.96%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	101	95	111	1065	56	62	50	285	17	12	28	78	6	43	5	36	33	15	23	9	8	17	23	8	48	0
	10.83%	12.29%	10.69%	8.41%	11.29% DI	15.01% G	10.06%	4.14%	6.39%	5.56%	8.86%	7.60%	7.69%	10.75%	8.62%	11.76%	9.02%	12.61%	10.36% U	9.47%	5.03%	6.88%	9.87%	5.44%	13.75% X	0.0%
BASE = Those who responded	832	678	927	11591	440	351	447	6607	249	204	288	948	72	357	53	270	333	104	199	86	151	230	210	139	301	0
	89.17%	87.71%	89.31%	91.59% E	88.71%	84.99%	89.94% F	95.86%	93.61% E	94.44%	91.14%	92.40%	92.31%	89.25%	91.38%	88.24%	90.98%	87.39%	89.64%	90.53%	94.97% S	93.12%	90.13%	94.56% Y	86.25%	0.0%
White	514	445	597	7429	266	233	284	4624	160	138	196	670	33	223	28	166	207	56	127	51	85	145	121	101	165	0
	61.78%	65.63%	64.40%	64.09%	60.45%	66.38%	63.53%	69.99%	64.26%	67.65%	68.06%	70.68%	45.83%	62.46% M	52.83%	61.48%	62.16%	53.85%	63.82%	59.30%	56.29%	63.04%	57.62%	72.66% Y	54.82%	0.0%
Black or African-American	64	43	65	2416	37	19	31	1710	28	15	21	129	8	29	8	17	28	9	18	8	10	20	17	11	26	0
	7.69%	6.34%	7.01%	20.84% E	8.41%	5.41%	6.94%	25.88% I	11.24%	7.35%	7.29%	13.61%	11.11%	8.12%	15.09%	6.30%	8.41%	8.65%	9.05%	9.30%	6.62%	8.70%	8.10%	7.91%	8.64%	0.0%
Asian	18	22	31	801	11	7	17	161	6	7	10	58	1	10	1	7	8	3	7	0	4	8	3	4	7	0
	2.16%	3.24%	3.34%	6.91% E	2.50%	1.99%	3.80%	2.44%	2.41%	3.43%	3.47%	6.12%	1.39%	2.80%	1.89%	2.59%	2.40%	2.88%	3.52% T	0.0%	2.65% T	3.48%	1.43%	2.88%	2.33%	0.0%
Native Hawaiian or other Pacific Islander	33	14	19	231	21	7	11	68	9	5	9	35	6	15	1	17	11	10	10	5	6	8	13	2	19	0
	3.97% BC	2.06%	2.05%	1.99%	4.77% DF	1.99%	2.46%	1.03%	3.61% H	2.45%	3.13%	3.69%	8.33%	4.20%	1.89%	6.30%	3.30%	9.62% Q	5.03%	5.81%	3.97%	3.48%	6.19%	1.44%	6.31% X	0.0%
American Indian or Alaska Native	181	113	129	454	99	55	60	274	54	36	40	86	30	68	19	52	72	27	40	22	37	46	53	13	86	0
	21.75% BC	16.67%	13.92%	3.92%	22.50% DFG	15.67%	13.42%	4.15%	21.69% HK	17.65%	13.89%	9.07%	41.67% N	19.05%	35.85% P	19.26%	21.62%	25.96%	20.10%	25.58%	24.50%	20.00%	25.24%	9.35%	28.57% X	0.0%
Other	207	188	268	1970	117	92	127	684	54	49	73	187	16	100	14	77	89	28	49	24	42	68	49	24	93	0
	24.88%	27.73%	28.91%	17.00%	26.59% D	26.21%	28.41%	10.35%	21.69% H	24.02%	25.35%	19.73%	22.22%	28.01%	26.42%	28.52%	26.73%	26.92%	24.62%	27.91%	27.81%	29.57%	23.33%	17.27%	30.90% X	0.0%
Sigma	1118	920	1220	14366	607	475	580	7806	328	262	377	1243	100	488	76	372	448	148	274	119	192	312	279	163	444	0
	119.83%	119.02%	117.53%	113.51%	122.38%	115.01%	116.70%	113.26%	123.31%	121.30%	119.30%	121.15%	128.21%	122.00%	131.03%	121.57%	122.40%	124.37%	123.42%	125.26%	120.75%	126.32%	119.74%	110.88%	127.22%	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

78. What is your age?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	34	37	408	19	26	18	124	4	5	8	17	3	8	3	12	8	3	0	1	2	1	2	1	18	0
	3.43%	4.40%	3.56%	3.22%	3.83% I	6.30%	3.62%	1.80%	1.50%	2.31%	2.53%	1.66%	3.85%	2.00%	5.17%	3.92%	2.19%	2.52%	0.0%	1.05%	1.26%	0.40%	0.86%	0.68%	5.16% X	0.0%
BASE = Those who responded	901	739	1001	12248	477	387	479	6768	262	211	308	1009	75	392	55	294	358	116	222	94	157	246	231	146	331	0
	96.57%	95.60%	96.44%	96.78%	96.17%	93.70%	96.38%	98.20%	98.50% E	97.69%	97.47%	98.34%	96.15%	98.00%	94.83%	96.08%	97.81%	97.48%	100.00%	98.95%	98.74%	99.60%	99.14%	99.32% Y	94.84%	0.0%
Under 18 (v 16)	32	22	44	862	15	12	12	578	12	8	21	56	4	11	0	11	9	6	3	3	9	9	6	14	1	0
	3.55%	2.98%	4.40%	7.04% E	3.14%	3.10%	2.51%	8.54% I	4.58%	3.79%	6.82%	5.55%	5.33%	2.81%	0.0%	3.74% O	2.51%	5.17%	1.35%	3.19%	5.73% S	3.66%	2.60%	9.59% Y	0.30%	0.0%
18 to 24 (v 21)	90	87	123	633	50	49	60	173	15	13	15	31	5	45	6	36	37	13	45	4	1	27	23	11	39	0
	9.99%	11.77%	12.29%	5.17%	10.48% DI	12.66%	12.53%	2.56%	5.73% H	6.16%	4.87%	3.07%	6.67%	11.48%	10.91%	12.24%	10.34%	11.21%	20.27% TU	4.26%	0.64%	10.98%	9.96%	7.53%	11.78%	0.0%
25 to 34 (v 29.5)	328	251	346	3545	180	134	180	1522	67	65	84	213	20	157	15	119	148	30	124	37	17	91	89	41	139	0
	36.40%	33.96%	34.57%	28.94%	37.74% DI	34.63%	37.58%	22.49%	25.57%	30.81%	27.27%	21.11%	26.67%	40.05% M	27.27%	40.48% O	41.34% R	25.86%	55.86% TU	39.36% U	10.83%	36.99%	38.53%	28.08%	41.99% X	0.0%
35 to 44 (v 39.5)	237	193	252	4084	122	102	131	2186	80	59	84	363	22	96	15	69	85	37	36	32	54	66	56	33	89	0
	26.30%	26.12%	25.17%	33.34% E	25.58%	26.36%	27.35%	32.30%	30.53%	27.96%	27.27%	35.98%	29.33%	24.49%	27.27%	23.47%	23.74%	31.90%	16.22%	34.04% S	34.39% S	26.83%	24.24%	22.60%	26.89%	0.0%
45 to 54 (v 49.5)	121	111	123	2023	60	62	51	1298	48	35	51	213	11	47	8	35	46	14	8	11	39	33	27	28	32	0
	13.43%	15.02%	12.29%	16.52% E	12.58%	16.02% G	10.65%	19.18%	18.32% E	16.59%	16.56%	21.11%	14.67%	11.99%	14.55%	11.90%	12.85%	12.07%	3.60%	11.70% S	24.84% ST	13.41%	11.69%	19.18% Y	9.67%	0.0%
55 to 64 (v 59.5)	63	50	81	723	30	21	34	657	26	20	37	89	6	24	3	18	24	6	3	6	21	11	19	10	20	0
	6.99%	6.77%	8.09%	5.90%	6.29%	5.43%	7.10%	9.71%	9.92%	9.48%	12.01%	8.82%	8.00%	6.12%	5.45%	6.12%	6.70%	5.17%	1.35%	6.38%	13.38% S	4.47%	8.23%	6.85%	6.04%	0.0%
65 to 74 (v 69.5)	25	22	24	311	18	6	9	285	11	9	13	33	7	10	8	5	8	9	3	1	14	8	10	8	10	0
	2.77%	2.98%	2.40%	2.54%	3.77% F	1.55%	1.88%	4.21%	4.20%	4.27%	4.22%	3.27%	9.33%	2.55%	14.55% P	1.70%	2.23%	7.76% Q	1.35%	1.06%	8.92% ST	3.25%	4.33%	5.48%	3.02%	0.0%
75 or older (v 79.5)	5	3	8	67	2	1	2	69	3	2	3	11	0	2	0	1	1	1	0	0	2	1	1	1	1	0
	0.55%	0.41%	0.80%	0.55%	0.42%	0.26%	0.42%	1.02%	1.15%	0.95%	0.97%	1.09%	0.0%	0.51%	0.0%	0.34%	0.28%	0.86%	0.0%	0.0%	1.27%	0.41%	0.43%	0.68%	0.30%	0.0%
Average age	36.9728	37.1367	36.6234	37.8085	36.8637	36.2222	36.0511	40.3018	40.3416 E	39.6019	39.9838	40.8087	40.2133 N	36.1046	41.6636 P	35.3690	36.2709	38.5388	30.8829	36.7926 S	45.2962 ST	36.2846	37.4805	38.2500	36.2523	0
Standard deviation	12.6122	12.6682	13.1012	12.4246	12.7450	11.8386	12.0424	13.7832	13.5600	13.4491	14.1259	12.7997	14.4601	12.2845	15.0732	11.9635	12.0173	14.4304	8.9225	10.5370	13.7859	12.3083	13.1661	14.5640	11.8026	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?

	2018 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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 3.22%	31 4.01%	32 3.08%	392 3.10%	17 3.43%	22 5.33%	16 3.22%	116 1.68%	4 1.50%	5 2.31%	5 1.58%	19 1.85%	3 3.85%	7 1.75%	2 3.45%	11 3.59%	7 1.91%	2 1.68%	0 0.0%	0 0.0%	1 0.63%	1 0.40%	0 0.0%	2 1.36%	15 4.30% X	0 0.0%
BASE = Those who responded	903 96.78%	742 95.99%	1006 96.92%	12264 96.90%	479 96.57%	391 94.67%	481 96.78%	6776 98.32%	262 98.50%	211 97.69%	311 98.42%	1007 98.15%	75 96.15%	393 98.25%	56 96.55%	295 96.41%	359 98.09%	117 98.32%	222 100.00%	95 100.00%	158 99.37%	246 99.60%	233 100.00%	145 98.64% Y	334 95.70%	0 0.0%
Male	99 10.96%	89 11.99%	122 12.13%	1638 13.36%	56 11.69%	47 12.02%	52 10.81%	678 10.01%	30 11.45%	28 13.27%	39 12.54%	123 12.21%	10 13.33%	43 10.94%	10 17.86%	32 10.85%	47 13.09% R	8 6.84%	20 9.01%	10 10.53%	26 16.46% S	30 12.20%	26 11.16%	15 10.34%	41 12.28%	0 0.0%
Female	804 89.04%	653 88.01%	884 87.87%	10626 86.64%	423 88.31%	344 87.98%	429 89.19%	6098 89.99%	232 88.55%	183 86.73%	272 87.46%	884 87.79%	65 86.67%	350 89.06%	46 82.14%	263 89.15%	312 86.91%	109 93.16% Q	202 90.99% U	85 89.47%	132 83.54%	216 87.80%	207 88.84%	130 89.66%	293 87.72%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	47	49	51	605	23	35	25	173	11	7	10	32	5	11	2	14	10	5	1	1	5	4	3	2	21	0
	5.04%	6.34%	4.91%	4.78%	4.64%	8.47% EG	5.03%	2.51%	4.14%	3.24%	3.16%	3.12%	6.41%	2.75%	3.45%	4.58%	2.73%	4.20%	0.45%	1.05%	3.14%	1.62%	1.29%	1.36%	6.02% X	0.0%
BASE = Those who responded	886	724	987	12051	473	378	472	6719	255	209	306	994	73	389	56	292	356	114	221	94	154	243	230	145	328	0
	94.96%	93.66%	95.09%	95.22%	95.36% F	91.53%	94.97% F	97.49%	95.86%	96.76%	96.84%	96.88%	93.59%	97.25%	96.55%	95.42%	97.27%	95.80%	99.55%	98.95%	96.86%	98.38%	98.71%	98.64% Y	93.98%	0.0%
High school or less (NET)	429	351	434	6198	234	182	219	3047	112	93	125	454	39	190	25	145	157	75	93	44	96	112	122	58	176	0
	48.42%	48.48%	43.97%	51.43%	49.47%	48.15%	46.40%	45.35%	43.92%	44.50%	40.85%	45.67%	53.42%	48.84%	44.64%	49.66%	44.10%	65.79% Q	42.08%	46.81%	62.34% ST	46.09%	53.04%	40.00%	53.66% X	0.0%
8th grade or less	45	33	47	880	26	16	21	319	7	11	10	52	4	21	3	15	13	13	5	4	17	11	15	6	20	0
	5.08%	4.56%	4.76%	7.30%	5.50%	4.23%	4.45%	4.75%	2.75%	5.26%	3.27%	5.23%	5.48%	5.40%	5.36%	5.14%	3.65%	11.40% Q	2.26%	4.26%	11.04% ST	4.53%	6.52%	4.14%	6.10%	0.0%
Some high school, but did not graduate	116	97	109	1356	59	54	56	677	29	19	31	109	10	49	3	38	40	19	25	10	24	32	27	15	44	0
	13.09%	13.40%	11.04%	11.25%	12.47%	14.29%	11.86%	10.08%	11.37%	9.09%	10.13%	10.97%	13.70%	12.60%	5.36%	13.01% O	11.24%	16.67%	11.31%	10.64%	15.58%	13.17%	11.74%	10.34%	13.41%	0.0%
High school graduate or GED	268	221	278	3962	149	112	142	2051	76	63	84	293	25	120	19	92	104	43	63	30	55	69	80	37	112	0
	30.25%	30.52%	28.17%	32.88%	31.50%	29.63%	30.08%	30.53%	29.80%	30.14%	27.45%	29.48%	34.25%	30.85%	33.93%	31.51%	29.21%	37.72%	28.51%	31.91%	35.71%	28.40%	34.78%	25.52%	34.15%	0.0%
Some college or more (NET)	457	373	553	5853	239	196	253	3672	143	116	181	540	34	199	31	147	199	39	128	50	58	131	108	87	152	0
	51.58%	51.52%	56.03%	48.57%	50.53%	51.85%	53.60%	54.65%	56.08%	55.50%	59.15%	54.33%	46.58%	51.16%	55.36%	50.34%	55.90% R	34.21%	57.92% U	53.19% U	37.66%	53.91%	46.96%	60.00% Y	46.34%	0.0%
Some college or 2-year degree	337	244	374	3863	171	135	170	2559	105	75	127	351	21	148	21	106	145	25	96	36	36	90	81	53	118	0
	38.04%	33.70%	37.89%	32.06%	36.15%	35.71%	36.02%	38.09%	41.18%	35.89%	41.50%	35.31%	28.77%	38.05%	37.50%	36.30%	40.73% R	21.93%	43.44% U	38.30% U	23.38%	37.04%	35.22%	36.55%	35.98%	0.0%
4-year college graduate	70	76	99	1260	41	39	46	675	23	22	30	123	7	32	4	27	37	4	20	7	14	25	16	20	21	0
	7.90%	10.50%	10.03%	10.46%	8.67%	10.32%	9.75%	10.05%	9.02%	10.53%	9.80%	12.37%	9.59%	8.23%	7.14%	9.25%	10.39% R	3.51%	9.05%	7.45%	9.09%	10.29%	6.96%	13.79% Y	6.40%	0.0%
More than 4-year college degree	50	53	80	730	27	22	37	438	15	19	24	66	6	19	6	14	17	10	12	7	8	16	11	14	13	0
	5.64%	7.32%	8.11% A	6.06%	5.71%	5.82%	7.84%	6.52%	5.88%	9.09%	7.84%	6.64%	8.22%	4.88%	10.71%	4.79%	4.78%	8.77%	5.43%	7.45%	5.19%	6.58%	4.78%	9.66% Y	3.96%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

81. How are you related to the child?

	2018 General Population Results																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	14 1.35% AB	0 0.0%	0 0.0%	0 0.0%	8 1.61% EF	0 0.0%	0 0.0%	0 0.0%	11 3.48% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	41 4.39%	45 5.82% C	37 3.56%	596 4.71%	18 3.63%	28 6.78% E	20 4.02%	354 5.14%	14 5.26%	10 4.63%	7 2.22%	49 4.78%	3 3.85%	8 2.00%	2 3.45%	12 3.92%	8 2.19%	2 1.68%	0 0.0%	2 2.11%	1 0.63%	2 0.81%	1 0.43%	2 1.36%	16 4.58% X	0 0.0%
BASE = Those who responded	892 95.61%	728 94.18%	987 95.09%	12060 95.29%	478 96.37% F	385 93.22%	469 94.37%	6538 94.86%	252 94.74%	206 95.37%	298 94.30%	977 95.22%	75 96.15%	392 98.00%	56 96.55%	294 96.08%	358 97.81%	117 98.32%	222 100.00%	93 97.89%	158 99.37%	245 99.19%	232 99.57%	145 98.64% Y	333 95.42%	0 0.0%
Mother or father	787 88.23%	642 88.19%	886 89.77%	11065 91.75% E	422 88.28%	344 89.35%	434 92.54% E	5601 85.67%	213 84.52%	173 83.98%	251 84.23%	877 89.76%	61 81.33%	351 89.54%	45 80.36%	265 90.14%	324 90.50% R	95 81.20%	209 94.14% U	82 88.17%	126 79.75%	221 90.20%	200 86.21%	125 86.21%	297 89.19%	0 0.0%
Grandparent	65 7.29%	54 7.42%	61 6.18%	659 5.46%	33 6.90%	28 7.27%	26 5.54%	598 9.15%	24 9.52%	17 8.25%	27 9.06%	65 6.65%	9 12.00%	24 6.12%	8 14.29%	15 5.10%	20 5.59%	13 11.11%	5 2.25%	5 5.38%	23 14.56% ST	11 4.49%	22 9.48% V	14 9.66%	19 5.71%	0 0.0%
Other (NET)	40 4.48%	32 4.40%	40 4.05%	336 2.79%	23 4.81% DG	13 3.38%	9 1.92%	339 5.19%	15 5.95%	16 7.77%	20 6.71%	35 3.58%	5 6.67%	17 4.34%	3 5.36%	14 4.76%	14 3.91%	9 7.69%	8 3.60%	6 6.45%	9 5.70%	13 5.31%	10 4.31%	6 4.14%	17 5.11%	0 0.0%
Aunt or uncle	12 1.35%	8 1.10%	6 0.61%	94 0.78%	6 1.26%	6 1.56%	2 0.43%	78 1.19%	4 1.59%	3 1.46%	1 0.34%	8 0.82%	1 1.33%	5 1.28%	0 0.0%	3 1.02%	4 1.12%	2 1.71%	2 0.90%	2 2.15%	2 1.27%	3 1.22%	3 1.29%	2 1.38%	4 1.20%	0 0.0%
Older brother or sister	3 0.34%	1 0.14%	3 0.30%	28 0.23%	2 0.42%	1 0.26%	3 0.64%	12 0.18% I	0 0.0%	0 0.0%	0 0.0%	2 0.20%	2 2.67%	0 0.0%	0 0.0%	1 0.34%	1 0.28%	1 0.85%	0 0.0%	1 1.08%	1 0.63%	0 0.0%	2 0.86%	0 0.0%	2 0.60%	0 0.0%
Other relative	2 0.22%	3 0.41%	2 0.20%	15 0.12%	2 0.42%	0 0.0%	0 0.0%	13 0.20%	1 0.40%	1 0.49%	0 0.0%	2 0.20%	0 0.0%	2 0.51%	0 0.0%	2 0.68%	0 0.0%	2 1.71%	0 0.0%	0 0.0%	2 1.27%	1 0.41%	1 0.43%	0 0.0%	2 0.60%	0 0.0%
Legal guardian	18 2.02%	14 1.92%	19 1.93%	155 1.29%	11 2.30% G	6 1.56%	3 0.64%	185 2.83%	7 2.78%	7 3.40%	12 4.03%	20 2.05%	2 2.67%	9 2.30%	3 5.36%	7 2.38%	7 1.96%	4 3.42%	6 2.70%	2 2.15%	3 1.90%	7 2.86%	4 1.72%	3 2.07%	8 2.40%	0 0.0%
Someone else	5 0.56%	6 0.82%	10 1.01%	44 0.36%	2 0.42%	0 0.0%	1 0.21%	51 0.78%	3 1.19%	5 2.43%	7 2.35%	3 0.31%	0 0.0%	1 0.26%	0 0.0%	1 0.34%	2 0.56%	0 0.0%	0 0.0%	1 1.08%	1 0.63%	2 0.82%	0 0.0%	1 0.69%	1 0.30%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

82. Did someone help you complete this survey?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	9	11	169	1	7	4	62	1	1	2	10	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	0.21%	1.16% A	1.06% A	1.34% E	0.20%	1.69% E	0.80%	0.90%	0.38%	0.46%	0.63%	0.97%	0.0%	0.25%	0.0%	0.33%	0.27%	0.0%	0.0%	0.0%	0.63%	0.40%	0.0%	0.68%	0.0%	0.0%
Appropriately skipped	638	517	608	5331	349	287	302	2553	166	137	175	438	57	283	47	212	253	87	164	69	101	163	171	0	349	0
	68.38% C	66.88% C	58.57%	42.12%	70.36% DGI	69.49% G	60.76%	37.04%	62.41% H	63.43%	55.38%	42.69%	73.08%	70.75%	81.03% P	69.28%	69.13%	73.11%	73.87% U	72.63%	63.52%	65.99%	73.39%	0.0%	100.00% X	0.0%
BASE = Those who responded	293	247	419	7156	146	119	191	4277	99	78	139	578	21	116	11	93	112	32	58	26	57	83	62	146	0	0
	31.40%	31.95%	40.37% AB	56.54% E	29.44%	28.81%	38.43% EF	62.06% I	37.22% E	36.11%	43.99%	56.34%	26.92%	29.00%	18.97%	30.39% O	30.60%	26.89%	26.13%	27.37%	35.85% S	33.60%	26.61%	99.32% Y	0.0%	0.0%
Yes	8	10	20	338	8	4	11	161	0	5	5	18	1	7	1	6	6	2	4	0	4	3	5	8	0	0
	2.73%	4.05%	4.77%	4.72%	5.48% I	3.36%	5.76%	3.76% I	0.0%	6.41% I	3.60% I	3.11%	4.76%	6.03%	9.09%	6.45%	5.36%	6.25%	6.90%	0.0%	7.02%	3.61%	8.06%	5.48%	0.0%	0.0%
No	285	237	399	6818	138	115	180	4116	99	73	134	560	20	109	10	87	106	30	54	26	53	80	57	138	0	0
	97.27%	95.95%	95.23%	95.28%	94.52%	96.64%	94.24%	96.24%	100.00% HJKE	93.59%	96.40%	96.89%	95.24%	93.97%	90.91%	93.55%	94.64%	93.75%	93.10%	100.00%	92.98%	96.39%	91.94%	94.52%	0.0%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	2	9	11	179	1	7	4	64	1	1	2	11	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	0.21%	1.16% A	1.06% A	1.41% E	0.20%	1.69% E	0.80%	0.93%	0.38%	0.46%	0.63%	1.07%	0.0%	0.25%	0.0%	0.33%	0.27%	0.0%	0.0%	0.0%	0.63%	0.40%	0.0%	0.68%	0.0%	0.0%
Appropriately skipped	923	754	1007	12149	487	402	482	6669	265	210	309	998	77	392	57	299	359	117	218	95	154	243	228	138	349	0
	98.93% BC	97.54%	97.01%	95.99%	98.19% D	97.34%	96.98%	96.76%	99.62% HJKE	97.22%	97.78%	97.27%	98.72%	98.00%	98.28%	97.71%	98.09%	98.32%	98.20%	100.00% SU	96.86%	98.38%	97.85%	93.88%	100.00% X	0.0%
BASE = Those who responded	8	10	20	328	8	4	11	159	0	5	5	17	1	7	1	6	6	2	4	0	4	3	5	8	0	0
	0.86%	1.29%	1.93% A	2.59%	1.61% I	0.97%	2.21%	2.31% I	0.0%	2.31% I	1.58% I	1.66%	1.28%	1.75%	1.72%	1.96%	1.64%	1.68%	1.80% T	0.0%	2.52% T	1.21%	2.15%	5.44% Y	0.0%	0.0%
Read the questions to me	5	5	9	149	5	2	6	74	0	3	2	9	0	5	0	5	4	1	3	0	2	3	2	5	0	0
	62.50%	50.00%	45.00%	45.43%	62.50%	50.00%	54.55%	46.54%	0.0%	60.00%	40.00%	52.94%	0.0%	71.43%	0.0%	83.33%	66.67%	50.00%	75.00%	0.0%	50.00%	100.00%	40.00%	62.50%	0.0%	0.0%
Wrote down the answers I gave	1	2	5	79	1	0	2	52	0	2	2	5	0	1	0	1	0	1	0	0	1	1	0	1	0	0
	12.50%	20.00%	25.00%	24.09%	12.50%	0.0%	18.18%	32.70%	0.0%	40.00%	40.00%	29.41%	0.0%	14.29%	0.0%	16.67%	0.0%	50.00%	0.0%	0.0%	25.00%	33.33%	0.0%	12.50%	0.0%	0.0%
Answered the questions for me	0	0	4	43	0	0	3	34	0	0	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	20.00%	13.11%	0.0%	0.0%	27.27%	21.38%	0.0%	0.0%	20.00%	29.41%	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%
Translated the questions into my language	6	5	10	162	6	1	7	43	0	2	0	2	1	5	1	4	4	2	3	0	3	3	3	6	0	0
	75.00%	50.00%	50.00%	49.39%	75.00%	25.00%	63.64%	27.04%	0.0%	40.00%	0.0%	11.76%	100.00%	71.43%	100.00%	66.67%	66.67%	100.00%	75.00%	0.0%	75.00%	100.00%	60.00%	75.00%	0.0%	0.0%
Helped in some other way	1	1	1	30	1	1	1	23	0	0	1	4	0	1	1	0	1	0	1	0	0	0	1	1	0	0
	12.50%	10.00%	5.00%	9.15%	12.50%	25.00%	9.09%	14.47%	0.0%	0.0%	20.00%	23.53%	0.0%	14.29%	100.00%	0.0%	16.67%	0.0%	25.00%	0.0%	0.0%	0.0%	20.00%	12.50%	0.0%	0.0%
Sigma	938	776	1047	12791	501	413	505	6959	266	218	317	1034	78	405	59	310	369	121	225	95	161	251	234	152	349	0
	100.54%	100.39%	100.87%	101.07%	101.01%	100.00%	101.61%	100.97%	100.00%	100.93%	100.32%	100.78%	100.00%	101.25%	101.72%	101.31%	100.82%	101.68%	101.35%	100.00%	101.26%	101.62%	100.43%	103.40%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	8 0.77% AB	0 0.0%	0 0.0%	0 0.0%	2 0.40%	0 0.0%	0 0.0%	0 0.0%	5 1.58% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	305 32.69%	259 33.51%	346 33.33%	3459 27.45%	160 32.26% D	129 31.23%	163 32.80%	1967 28.76%	88 33.08%	70 32.41%	110 34.81%	268 27.52%	21 26.92%	127 31.75%	17 29.31%	104 33.99%	106 28.96%	45 37.82%	61 27.48%	33 34.74%	50 31.45%	75 30.36%	70 30.04%	29 19.73%	131 37.54% X	0 0.0%
I did not try to get any care, tests, or treatment for my child in the last 6 months	307 32.90%	279 36.09%	360 34.68%	5876 46.63% E	172 34.68% I	168 40.68%	191 38.43%	2574 37.63% I	61 22.93%	54 25.00%	76 24.05%	307 31.52%	23 29.49%	144 36.00%	13 22.41%	104 33.99%	134 36.61%	36 30.25%	84 37.84%	34 35.79%	51 32.08%	87 35.22%	84 36.05%	82 55.78% Y	90 25.79%	0 0.0%
BASE = Those who responded	321 34.41%	235 30.40%	324 31.21%	3267 25.92%	164 33.06% D	116 28.09%	141 28.37%	2299 33.61%	117 43.98% HE	92 42.59%	125 39.56%	399 40.97%	34 43.59%	129 32.25%	28 48.28% P	98 32.03%	126 34.43%	38 31.93%	77 34.68%	28 29.47%	58 36.48%	85 34.41%	79 33.91%	36 24.49%	128 36.68% X	0 0.0%
I had to wait too long for the health plan to give the OK	31 9.66%	26 11.06%	49 15.12% A	456 13.96% E	13 7.93%	11 9.48%	21 14.89%	347 15.09%	16 13.68%	10 10.87%	24 19.20%	51 12.78%	3 8.82%	10 7.75%	3 10.71%	7 7.14%	9 7.14%	4 10.53%	6 7.79%	4 14.29%	3 5.17%	8 9.41%	5 6.33%	4 11.11%	9 7.03%	0 0.0%
I did not know where to go to get a physician for care, lab work, or an x-ray (NET)	16 4.98%	19 8.09%	20 6.17%	130 3.98%	8 4.88%	10 8.62%	6 4.26%	82 3.57%	8 6.84%	6 6.52%	8 6.40%	18 4.51%	1 2.94%	7 5.43%	1 3.57%	4 4.08%	4 3.17%	4 10.53%	4 5.19% U	4 14.29%	0 0.0%	5 5.88%	3 3.80%	2 5.56%	6 4.69%	0 0.0%
I did not know where to go to get a physician for care	0 0.0%	19 8.09% A	17 5.25% A	0 0.0%	0 0.0%	10 8.62% E	6 4.26% E	0 0.0%	0 0.0%	6 6.52% I	8 6.40% 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%	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	0 0.0%	3 0.93%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 child's network	18 5.61%	12 5.11%	16 4.94%	200 6.12%	7 4.27%	8 6.90%	8 5.67%	191 8.31%	12 10.26%	9 9.78%	6 4.80%	30 7.52%	3 8.82%	4 3.10%	2 7.14%	2 2.04%	5 3.97%	2 5.26%	3 3.90%	1 3.57%	3 5.17%	3 3.53%	4 5.06%	3 8.33%	4 3.13%	0 0.0%
I could not find a doctor, lab, or x-ray facility that was easy to get to (NET)	14 4.36%	15 6.38%	16 4.94%	137 4.19%	8 4.88%	9 7.76%	9 6.38%	87 3.78%	10 8.55%	7 7.61%	10 8.00%	18 4.51%	3 8.82%	5 3.88%	2 7.14%	5 5.10%	4 3.17%	4 10.53%	0 0.0%	2 7.14%	6 10.34% S	6 7.06%	2 2.53%	3 8.33%	5 3.91%	0 0.0%
I could not find a doctor who was easy to get to	0 0.0%	15 6.38% A	13 4.01% A	0 0.0%	0 0.0%	9 7.76% E	7 4.96% E	0 0.0%	0 0.0%	7 7.61% I	9 7.20% 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%	0 0.0%	0 0.0%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	0 0.0%	3 0.93%	0 0.0%	0 0.0%	0 0.0%	2 1.42%	0 0.0%	0 0.0%	0 0.0%	1 0.80%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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)
I had to wait too long to get an appointment	77 23.99% BC	59 25.11%	87 26.85%	890 27.24%	42 25.61%	26 22.41%	33 23.40%	635 27.62%	26 22.22%	22 23.91%	40 32.00%	129 32.33%	7 20.59%	34 26.36%	8 28.57%	32 32.65%	35 27.78%	7 18.42%	20 25.97%	6 21.43%	16 27.59%	21 24.71%	21 26.58%	9 25.00%	33 25.78%	0 0.0%
I could not find someone who spoke my language	0 0.0%	9 3.83% A	10 3.09% A	0 0.0%	0 0.0%	5 4.31% E	7 4.96% E	0 0.0%	0 0.0%	2 2.17%	4 3.20% 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%	0 0.0%	0 0.0%	0 0.0%
Other, personal reason	165 51.40% BC	95 40.43%	126 38.89%	1454 44.51%	86 52.44% DFGI	47 40.52%	57 40.43%	957 41.63%	45 38.46% K	36 39.13% K	33 26.40%	153 38.35%	17 50.00%	69 53.49%	12 42.86%	48 48.98%	69 54.76%	17 44.74%	44 57.14%	11 39.29%	30 51.72%	42 49.41%	44 55.70%	15 41.67%	71 55.47%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

85. 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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	58 6.22%	46 5.95%	51 4.91%	691 5.48%	34 6.85%	32 7.75%	24 4.83%	209 3.06%	13 4.89%	5 2.31%	9 2.85%	40 4.11%	8 10.26%	19 4.75%	3 5.17%	21 6.86%	17 4.64%	9 7.56%	6 2.70%	8 8.42%	5 3.14%	12 4.86%	7 3.00%	1 0.68%	33 9.46% X	0 0.0%
I did not call after hours in the last 6 months	253 27.12% BC	2 0.26%	3 0.29%	5495 43.60% E	134 27.02% FG	0 0.0%	2 0.40%	3126 45.70% I	72 27.07% JK	1 0.46%	0 0.0%	401 41.17%	17 21.79%	111 27.75%	8 13.79%	76 24.84% O	108 29.51% R	24 20.17%	53 23.87%	29 30.53%	50 31.45%	73 29.55%	60 25.75%	82 55.78% Y	52 14.90%	0 0.0%
Appropriately skipped	0 0.0%	653 84.48% A	864 83.24% A	0 0.0%	0 0.0%	355 85.96% E	426 85.71% E	0 0.0%	0 0.0%	175 81.02% I	255 80.70% 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	622 66.67% BC	72 9.31%	120 11.56%	6416 50.91%	328 66.13% DFG	26 6.30%	45 9.05%	3505 51.24%	181 68.05% HJK	35 16.20%	52 16.46%	533 54.72%	53 67.95%	270 67.50%	47 81.03% P	209 68.30%	241 65.85%	86 72.27%	163 73.42% T	58 61.05%	104 65.41%	162 65.59%	166 71.24%	64 43.54%	264 75.64% X	0 0.0%
Never	89 14.31% C	7 9.72%	8 6.67%	860 13.40%	50 15.24% G	0 0.0%	3 6.67%	403 11.50%	24 13.26%	3 8.57%	4 7.69%	68 12.76%	12 22.64%	37 13.70%	4 8.51%	25 11.96%	37 15.35%	13 15.12%	20 12.27%	10 17.24%	19 18.27%	24 14.81%	26 15.66%	9 14.06%	41 15.53%	0 0.0%
Sometimes	96 15.43%	13 18.06%	17 14.17%	820 12.78%	51 15.55%	7 26.92%	8 17.78%	388 11.07%	30 16.57%	7 20.00%	9 17.31%	65 12.20%	12 22.64%	38 14.07%	18 38.30% P	29 13.88%	40 16.60%	11 12.79%	24 14.72%	7 12.07%	19 18.27%	25 15.43%	26 15.66%	9 14.06%	42 15.91%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	185 29.74% C	20 27.78%	25 20.83%	1680 26.18%	101 30.79%	7 26.92%	11 24.44%	791 22.57%	54 29.83% H	10 28.57%	13 25.00%	133 24.95%	24 45.28% N	75 27.78%	22 46.81% P	54 25.84%	77 31.95%	24 27.91%	44 26.99%	17 29.31%	38 36.54%	49 30.25%	52 31.33%	18 28.13%	83 31.44%	0 0.0%
Usually	133 21.38%	10 13.89%	30 25.00%	1294 20.17%	65 19.82%	3 11.54%	9 20.00%	750 21.40%	40 22.10%	5 14.29%	15 28.85%	143 26.83%	16 30.19%	48 17.78%	10 21.28%	46 22.01%	42 17.43%	23 26.74%	29 17.79%	16 27.59%	20 19.23%	27 16.67%	38 22.89%	15 23.44%	50 18.94%	0 0.0%
Always	304 48.87%	42 58.33%	65 54.17%	3442 53.65%	162 49.39%	16 61.54%	25 55.56%	1964 56.03% I	87 48.07%	20 57.14%	24 46.15%	257 48.22%	13 24.53%	147 54.44% M	15 31.91%	109 52.15% O	122 50.62%	39 45.35%	90 55.21%	25 43.10%	46 44.23%	86 53.09%	76 45.78%	31 48.44%	131 49.62%	0 0.0%
Top Two Box (%Always + %Usually)	437 70.26%	52 72.22%	95 79.17% A	4736 73.82%	227 69.21%	19 73.08%	34 75.56%	2714 77.43% I	127 70.17%	25 71.43%	39 75.00%	400 75.05%	29 54.72%	195 72.22% M	25 53.19%	155 74.16% O	164 68.05%	62 72.09%	119 73.01%	41 70.69%	66 63.46%	113 69.75%	114 68.67%	46 71.88%	181 68.56%	0 0.0%
4-point composite mean	3.0482	3.2083	3.2667 A	3.1406	3.0335	3.3462	3.2444	3.2197 I	3.0497	3.2000	3.1346	3.1051	2.5660	3.1296 M	2.7660	3.1435 O	3.0332	3.0233	3.1595	2.9655	2.8942	3.0802	2.9880	3.0625	3.0265	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	58 6.22%	52 6.73%	59 5.68%	888 7.05%	39 7.86%	36 8.72%	29 5.84%	275 4.02%	13 4.89%	7 3.24%	11 3.48%	46 4.72%	9 11.54%	20 5.00%	5 8.62%	20 6.54%	21 5.74%	9 7.56%	7 3.15%	5 5.26%	11 6.92%	13 5.26%	11 4.72%	5 3.40%	34 9.74% X	0 0.0%
BASE = Those who responded	875 93.78%	721 93.27%	977 94.12%	11714 92.95%	457 92.14%	377 91.28%	468 94.16%	6565 95.98%	253 95.11%	209 96.76%	304 96.20%	928 95.28%	69 88.46%	380 95.00%	53 91.38%	286 93.46%	345 94.26%	110 92.44%	215 96.85%	90 94.74%	148 93.08%	234 94.74%	222 95.28%	142 96.60% Y	315 90.26%	0 0.0%
Never	625 71.43%	607 84.19% A	830 84.95% A	8836 75.43%	331 72.43%	310 82.23% E	404 86.32% E	5322 81.07% I	186 73.52%	168 80.38%	256 84.21% I	687 74.03%	46 66.67%	279 73.42%	33 62.26%	208 72.73%	261 75.65% R	69 62.73%	154 71.63%	62 68.89%	112 75.68%	173 73.93%	157 70.72%	119 83.80% Y	212 67.30%	0 0.0%
Sometimes	65 7.43% C	39 5.41%	49 5.02%	832 7.10%	33 7.22%	21 5.57%	23 4.91%	263 4.01%	19 7.51% H	12 5.74%	14 4.61%	66 7.11%	6 8.70%	26 6.84%	6 11.32%	19 6.64%	19 5.51%	14 12.73% Q	14 6.51%	10 11.11%	9 6.08%	18 7.69%	15 6.76%	9 6.34%	24 7.62%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	690 78.86%	646 89.60% A	879 89.97% A	9668 82.53%	364 79.65%	331 87.80% E	427 91.24% E	5585 85.07%	205 81.03%	180 86.12%	270 88.82% I	753 81.14%	52 75.36%	305 80.26%	39 73.58%	227 79.37%	280 81.16%	83 75.45%	168 78.14%	72 80.00%	121 81.76%	191 81.62%	172 77.48%	128 90.14% Y	236 74.92%	0 0.0%
Usually	34 3.89% C	23 3.19%	19 1.94%	427 3.65%	16 3.50%	17 4.51%	11 2.35%	181 2.76%	9 3.56%	7 3.35%	5 1.64%	50 5.39%	3 4.35%	13 3.42%	3 5.66%	11 3.85%	12 3.48%	4 3.64%	7 3.26%	4 4.44%	5 3.38%	5 2.14%	11 4.95%	5 3.52%	11 3.49%	0 0.0%
Always	151 17.26% BC	52 7.21%	79 8.09%	1619 13.82%	77 16.85% FG	29 7.69%	30 6.41%	799 12.17%	39 15.42% K	22 10.53%	29 9.54%	125 13.47%	14 20.29%	62 16.32%	11 20.75%	48 16.78%	53 15.36%	23 20.91%	40 18.60%	14 15.56%	22 14.86%	38 16.24%	39 17.57%	9 6.34%	68 21.59% X	0 0.0%
Top Two Box (%Always + %Usually)	185 21.14% BC	75 10.40%	98 10.03%	2046 17.47%	93 20.35% FG	46 12.20%	41 8.76%	980 14.93%	48 18.97% K	29 13.88%	34 11.18%	175 18.86%	17 24.64%	75 19.74%	14 26.42%	59 20.63%	65 18.84%	27 24.55%	47 21.86%	18 20.00%	27 18.24%	43 18.38%	50 22.52%	14 9.86%	79 25.08% X	0 0.0%
4-point composite mean	1.6697 BC	1.3343	1.3316	1.5586	1.6477 FG	1.3767	1.2885	1.4603	1.6087 HK	1.4402	1.3651	1.5830	1.7826	1.6263	1.8491	1.6469	1.5855	1.8273	1.6884	1.6667	1.5743	1.6068	1.6937	1.3239	1.7937 X	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 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	61 6.54%	40 5.17%	58 5.59%	901 7.15%	40 8.06% I	29 7.02%	30 6.04%	289 4.23%	11 4.14%	5 2.31%	13 4.11%	47 4.83%	8 10.26%	22 5.50%	4 6.90%	21 6.86%	22 6.01%	10 8.40%	7 3.15%	8 8.42%	10 6.29%	13 5.26%	12 5.15%	4 2.72%	36 10.32% X	0 0.0%
BASE = Those who responded	872 93.46%	733 94.83%	980 94.41%	11701 92.85%	456 91.94%	384 92.98%	467 93.96%	6551 95.77%	255 95.86% E	211 97.69%	303 95.89%	927 95.17%	70 89.74%	378 94.50%	54 93.10%	285 93.14%	344 93.99%	109 91.60%	215 96.85%	87 91.58%	149 93.71%	234 94.74%	221 94.85%	143 97.28% Y	313 89.68%	0 0.0%
Never	625 71.67%	594 81.04% A	814 83.06% A	8933 76.34% E	328 71.93%	303 78.91% E	400 85.65% EF	5324 81.27% I	191 74.90%	173 81.99%	247 81.52%	690 74.43%	45 64.29%	276 73.02%	32 59.26%	209 73.33%	258 75.00% R	67 61.47%	155 72.09%	59 67.82%	109 73.15%	174 74.36%	153 69.23%	117 81.82% Y	211 67.41%	0 0.0%
Sometimes	80 9.17% C	53 7.23%	61 6.22%	877 7.50%	45 9.87%	28 7.29%	30 6.42%	304 4.64%	27 10.59% HK	16 7.58%	14 4.62%	80 8.63%	8 11.43%	37 9.79%	8 14.81%	29 10.18%	28 8.14%	17 15.60% Q	17 7.91%	12 13.79%	16 10.74%	23 9.83%	22 9.95%	12 8.39%	33 10.54%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	705 80.85%	647 88.27% A	875 89.29% A	9810 83.84%	373 81.80%	331 86.20%	430 92.08% EF	5628 85.91%	218 85.49%	189 89.57%	261 86.14%	770 83.06%	53 75.71%	313 82.80%	40 74.07%	238 83.51%	286 83.14%	84 77.06%	172 80.00%	71 81.61%	125 83.89%	197 84.19%	175 79.19%	129 90.21% Y	244 77.96%	0 0.0%
Usually	45 5.16%	28 3.82%	43 4.39%	532 4.55%	18 3.95%	20 5.21%	16 3.43%	224 3.42%	10 3.92%	7 3.32%	19 6.27%	58 6.26%	4 5.71%	14 3.70%	4 7.41%	9 3.16%	11 3.20%	7 6.42%	10 4.65%	3 3.45%	5 3.36%	5 2.14%	13 5.88% V	7 4.90%	11 3.51%	0 0.0%
Always	122 13.99% BC	58 7.91%	62 6.33%	1359 11.61%	65 14.25% FG	33 8.59% G	21 4.50%	699 10.67%	27 10.59%	15 7.11%	23 7.59%	99 10.68%	13 18.57%	51 13.49%	10 18.52%	38 13.33%	47 13.66%	18 16.51%	33 15.35%	13 14.94%	19 12.75%	32 13.68%	33 14.93%	7 4.90%	58 18.53% X	0 0.0%
Top Two Box (%Always + %Usually)	167 19.15% BC	86 11.73%	105 10.71%	1891 16.16%	83 18.20% G	53 13.80% G	37 7.92%	923 14.09%	37 14.51%	22 10.43%	42 13.86%	157 16.94%	17 24.29%	65 17.20%	14 25.93%	47 16.49%	58 16.86%	25 22.94%	43 20.00%	16 18.39%	24 16.11%	37 15.81%	46 20.81%	14 9.79%	69 22.04% X	0 0.0%
4-point composite mean	1.6147 BC	1.3861	1.3398	1.5143	1.6053 FG	1.4349 G	1.2677	1.4349	1.5020	1.3555	1.3993	1.5318	1.7857	1.5767	1.8519	1.5649	1.5552	1.7798	1.6326	1.6552	1.5570	1.5513	1.6652	1.3287	1.7316 X	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

88. 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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	593	1038	12301	496	321	497	6494	266	165	316	974	78	400	58	306	366	119	222	95	159	247	233	147	349	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	203	242	170	1876	122	132	82	644	39	59	40	97	19	93	13	72	78	36	45	26	35	50	57	8	114	0
	21.76% C	40.81% AC	16.38%	15.25%	24.60% DGI	41.12% EG	16.50%	9.92%	14.66% H	35.76% IK	12.66%	9.96%	24.36%	23.25%	22.41%	23.53%	21.31%	30.25%	20.27%	27.37%	22.01%	20.24%	24.46%	5.44%	32.66% X	0.0%
I did not use the site	355	0	450	6502	172	0	210	3805	122	0	139	545	24	140	16	103	131	39	69	36	65	94	77	111	61	0
	38.05% B	0.0%	43.35% AB	52.86% E	34.68% F	0.0%	42.25% EF	58.59% I	45.86% JE	0.0%	43.99% J	55.95%	30.77%	35.00%	27.59%	33.66%	35.79%	32.77%	31.08%	37.89%	40.88%	38.06%	33.05%	75.51% Y	17.48%	0.0%
Appropriately skipped	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	375	351	418	3923	202	189	205	2045	105	106	137	332	35	167	29	131	157	44	108	33	59	103	99	28	174	0
	40.19%	59.19% AC	40.27%	31.89%	40.73% D	58.88% EG	41.25%	31.49%	39.47% H	64.24% IK	43.35%	34.09%	44.87%	41.75%	50.00%	42.81%	42.90%	36.97%	48.65% TU	34.74%	37.11%	41.70%	42.49%	19.05%	49.86% X	0.0%
The print was too small	39	30	28	242	15	12	13	113	7	10	9	20	0	15	2	12	13	2	7	2	6	9	6	1	14	0
	10.40%	8.55%	6.70%	6.17%	7.43%	6.35%	6.34%	5.53%	6.67%	9.43%	6.57%	6.02%	0.0%	8.98% M	6.90%	9.16%	8.28%	4.55%	6.48%	6.06%	10.17%	8.74%	6.06%	3.57%	8.05%	0.0%
The information was hard to understand	60	35	41	404	26	22	20	147	13	12	13	28	6	20	5	18	18	8	15	2	9	12	14	2	24	0
	16.00% BC	9.97%	9.81%	10.30%	12.87%	11.64%	9.76%	7.19%	12.38%	11.32%	9.49%	8.43%	17.14%	11.98%	17.24%	13.74%	11.46%	18.18%	13.89%	6.06%	15.25%	11.65%	14.14%	7.14%	13.79%	0.0%
It was hard to find the information I was looking for	77	56	78	647	36	28	36	321	23	25	37	65	13	23	6	24	26	10	19	6	11	15	21	5	31	0
	20.53%	15.95%	18.66%	16.49%	17.82%	14.81%	17.56%	15.70%	21.90%	23.58%	27.01%	19.58%	37.14% N	13.77%	20.69%	18.32%	16.56%	22.73%	17.59%	18.18%	18.64%	14.56%	21.21%	17.86%	17.82%	0.0%
The information was wrong	20	20	27	255	11	9	12	135	6	5	11	18	4	7	2	9	8	3	8	2	1	8	3	1	10	0
	5.33%	5.70%	6.46%	6.50%	5.45%	4.76%	5.85%	6.60%	5.71%	4.72%	8.03%	5.42%	11.43%	4.19%	6.90%	6.87%	5.10%	6.82%	7.41%	6.06%	1.69%	7.77%	3.03%	3.57%	5.75%	0.0%
It was not in my language	0	41	37	0	0	25	22	0	0	9	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	11.68% A	8.85% A	0.0%	0.0%	13.23% E	10.73% E	0.0%	0.0%	8.49% I	5.84% 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%
I did not have a problem	232	222	276	2767	130	121	140	1468	66	63	82	223	15	115	16	81	104	25	69	22	37	65	65	21	109	0
	61.87%	63.25%	66.03%	70.53%	64.36%	64.02%	68.29%	71.78%	62.86%	59.43%	59.85%	67.17%	42.86%	68.86% M	55.17%	61.83%	66.24%	56.82%	63.89%	66.67%	62.71%	63.11%	65.66%	75.00%	62.64%	0.0%
Sigma	986	646	1107	12693	512	349	535	6633	276	183	339	996	81	413	60	319	378	123	232	96	164	253	243	149	363	0
	105.68%	108.94%	106.65%	103.19%	103.23%	108.72%	107.65%	102.14%	103.76%	110.91%	107.28%	102.26%	103.85%	103.25%	103.45%	104.25%	103.28%	103.36%	104.50%	101.05%	103.14%	102.43%	104.29%	101.36%	104.01%	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 you called customer service regarding mental health or substance abuse services for your child, how often was the staff helpful and provided the help you needed?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	81 8.68%	57 7.37%	78 7.51%	713 7.48%	52 10.48% DG	36 8.72%	33 6.64%	263 4.97%	23 8.65% HK	10 4.63%	13 4.11%	53 8.47%	10 12.82%	34 8.50%	3 5.17%	29 9.48%	31 8.47%	12 10.08%	14 6.31%	13 13.68% U	9 5.66%	21 8.50%	16 6.87%	6 4.08%	46 13.18% X	0 0.0%
I did not call customer service for my child's mental health or substance abuse services in the last 6 months	463 49.62%	397 51.36%	574 55.30% A	6622 69.50% E	241 48.59%	208 50.36%	284 57.14% EF	3846 72.62% I	130 48.87%	98 45.37%	180 56.96% J	372 59.42%	36 46.15%	196 49.00%	29 50.00%	151 49.35%	188 51.37%	51 42.86%	121 54.50%	47 49.47%	71 44.65%	128 51.82%	113 48.50%	126 85.71% Y	115 32.95%	0 0.0%
BASE = Those who responded	389 41.69% C	319 41.27%	384 36.99%	2193 23.02%	203 40.93% D	169 40.92%	178 35.81%	1187 22.41%	113 42.48% H	108 50.00% K	123 38.92%	201 32.11%	32 41.03%	170 42.50%	26 44.83%	126 41.18%	147 40.16%	56 47.06%	87 39.19%	35 36.84%	79 49.69% ST	98 39.68%	104 44.64%	15 10.20%	188 53.87% X	0 0.0%
Never	145 37.28%	106 33.23%	128 33.33%	862 39.31%	76 37.44%	64 37.87%	70 39.33%	344 28.98%	38 33.63% K	24 22.22%	27 21.95%	63 31.34%	13 40.63%	63 37.06%	9 34.62%	48 38.10%	51 34.69%	25 44.64%	29 33.33%	16 45.71%	30 37.97%	40 40.82%	36 34.62%	7 46.67%	69 36.70%	0 0.0%
Sometimes	29 7.46%	30 9.40%	33 8.59%	198 9.03%	13 6.40%	15 8.88%	15 8.43%	104 8.76%	11 9.73%	15 13.89%	12 9.76%	23 11.44%	3 9.38%	9 5.29%	4 15.38%	6 4.76%	10 6.80%	3 5.36%	6 6.90% T	0 0.0%	7 8.86% T	5 5.10%	8 7.69%	0 0.0%	13 6.91%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	174 44.73%	136 42.63%	161 41.93%	1060 48.34%	89 43.84%	79 46.75%	85 47.75%	448 37.74%	49 43.36%	39 36.11%	39 31.71%	86 42.79%	16 50.00%	72 42.35%	13 50.00%	54 42.86%	61 41.50%	28 50.00%	35 40.23%	16 45.71%	37 46.84%	45 45.92%	44 42.31%	7 46.67%	82 43.62%	0 0.0%
Usually	46 11.83%	49 15.36%	62 16.15%	264 12.04%	20 9.85%	27 15.98%	28 15.73%	170 14.32%	15 13.27%	18 16.67%	30 24.39% I	34 16.92%	6 18.75%	14 8.24%	5 19.23%	13 10.32%	10 6.80%	10 17.86% Q	9 10.34%	5 14.29%	6 7.59%	12 12.24%	8 7.69%	1 6.67%	19 10.11%	0 0.0%
Always	169 43.44%	134 42.01%	161 41.93%	869 39.63%	94 46.31%	63 37.28%	65 36.52%	569 47.94%	49 43.36%	51 47.22%	54 43.90%	81 40.30%	10 31.25%	84 49.41% M	8 30.77%	59 46.83%	76 51.70% R	18 32.14%	43 49.43%	14 40.00%	36 45.57%	41 41.84%	52 50.00%	7 46.67%	87 46.28%	0 0.0%
Top Two Box (%Always + %Usually)	215 55.27%	183 57.37%	223 58.07%	1133 51.66%	114 56.16%	90 53.25%	93 52.25%	739 62.26%	64 56.64%	69 63.89%	84 68.29%	115 57.21%	16 50.00%	98 57.65%	13 50.00%	72 57.14%	86 58.50%	28 50.00%	52 59.77%	19 54.29%	42 53.16%	53 54.08%	60 57.69%	8 53.33%	106 56.38%	0 0.0%
4-point composite mean	2.6144	2.6614	2.6667	2.5198	2.6502	2.5266	2.4944	2.8121	2.6637	2.8889	2.9024	2.6617	2.4063	2.7000	2.4615	2.6587	2.7551	2.3750	2.7586	2.4857	2.6076	2.5510	2.7308	2.5333	2.6596	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	4 0.39% AB	0 0.0%	0 0.0%	0 0.0%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	110 11.79%	71 9.18%	101 9.73%	1007 10.57%	65 13.10%	41 9.93%	48 9.66%	379 7.16%	26 9.77%	15 6.94%	24 7.59%	58 9.27%	10 12.82%	46 11.50%	6 10.34%	38 12.42%	42 11.48%	15 12.61%	23 10.36%	10 10.53%	17 10.69%	25 10.12%	25 10.73%	4 2.72%	61 17.48% X	0 0.0%
My child did not receive mental health or substance abuse services in the last 6 months	462 49.52%	347 44.89%	485 46.72%	6324 66.37% E	263 53.02% I	197 47.70%	251 50.50%	2775 52.40% I	97 36.47%	64 29.63%	110 34.81%	288 46.01%	40 51.28%	215 53.75%	27 46.55%	164 53.59%	204 55.74%	56 47.06%	128 57.66%	49 51.58%	82 51.57%	138 55.87%	124 53.22%	129 87.76% Y	134 38.40%	0 0.0%
BASE = Those who responded	361 38.69%	355 45.92% A	448 43.16% A	2197 23.06%	168 33.87% D	175 42.37% E	196 39.44%	2142 40.45%	143 53.76% HE	137 63.43% I	182 57.59%	280 44.73%	28 35.90%	139 34.75%	25 43.10%	104 33.99%	120 32.79%	48 40.34%	71 31.98%	36 37.89%	60 37.74%	84 34.01%	84 36.05%	14 9.52%	154 44.13% X	0 0.0%
10 - Best mental health or substance abuse services possible	174 48.20%	185 52.11%	215 47.99%	1054 47.97%	82 48.81%	99 56.57%	104 53.06%	862 40.24%	60 41.96%	59 43.07%	71 39.01%	100 35.71%	6 21.43%	76 54.68%	4 16.00%	58 55.77%	66 55.00% R	16 33.33%	35 49.30%	18 50.00%	29 48.33%	42 50.00%	40 47.62%	3 21.43%	79 51.30%	0 0.0%
9 -	43 11.91%	39 10.99%	57 12.72%	273 12.43%	23 13.69%	23 13.14%	24 12.24%	276 12.89%	16 11.19%	14 10.22%	19 10.44%	31 11.07%	3 10.71%	20 14.39%	4 16.00%	16 15.38%	13 10.83%	10 20.83%	10 14.08%	6 16.67%	7 11.67%	11 13.10%	12 14.29%	4 28.57%	19 12.34%	0 0.0%
Top Two Box	217 60.11%	224 63.10%	272 60.71%	1327 60.40%	105 62.50%	122 69.71%	128 65.31%	1138 53.13%	76 53.15%	73 53.28%	90 49.45%	131 46.79%	9 32.14%	96 69.06%	8 32.00%	74 71.15%	79 65.83%	26 54.17%	45 63.38%	24 66.67%	36 60.00%	53 63.10%	52 61.90%	7 50.00%	98 63.64%	0 0.0%
8 -	42 11.63%	57 16.06%	66 14.73%	255 11.61%	17 10.12%	26 14.86%	20 10.20%	324 15.13%	22 15.38%	26 18.98%	35 19.23%	42 15.00%	0 0.0%	16 11.51%	1 4.00%	14 13.46%	12 10.00%	5 10.42%	6 8.45%	4 11.11%	7 11.67%	12 14.29%	5 5.95%	5 35.71%	12 7.79%	0 0.0%
Top Three Box	259 71.75%	281 79.15% A	338 75.45%	1582 72.01%	122 72.62%	148 84.57% EG	148 75.51%	1462 68.25%	98 68.53%	99 72.26%	125 68.68%	173 61.79%	9 32.14%	112 80.58%	9 36.00%	88 84.62%	91 75.83%	31 64.58%	51 71.83%	28 77.78%	43 71.67%	65 77.38%	57 67.86%	12 85.71%	110 71.43%	0 0.0%
7 -	28 7.76%	22 6.20%	30 6.70%	164 7.46%	14 8.33%	10 5.71%	14 7.14%	212 9.90%	15 10.49%	9 6.57%	16 8.79%	36 12.86%	7 25.00%	7 5.04%	5 20.00%	4 3.85%	7 5.83%	7 14.58%	7 9.86%	4 11.11%	3 5.00%	6 7.14%	8 9.52%	1 7.14%	13 8.44%	0 0.0%
6 -	12 3.32%	12 3.38%	16 3.57%	76 3.46%	6 3.57%	3 1.71%	8 4.08%	104 4.86%	4 2.80%	9 6.57%	8 4.40%	16 5.71%	1 3.57%	5 3.60%	3 12.00%	3 2.88%	6 5.00% R	0 0.0%	1 1.41%	0 0.0%	5 8.33% T	2 2.38%	4 4.76%	0 0.0%	6 3.90%	0 0.0%
5 -	19 5.26%	19 5.35%	27 6.03%	115 5.23%	8 4.76%	7 4.00%	13 6.63%	115 5.37%	12 8.39%	8 5.84%	13 7.14%	22 7.86%	5 17.86%	3 2.16%	2 8.00%	4 3.85%	4 3.33%	4 8.33%	2 2.82%	1 2.78%	4 6.67%	2 2.38%	6 7.14%	1 7.14%	7 4.55%	0 0.0%
4 -	1 0.28%	3 0.85%	9 2.01% A	29 1.32% E	0 0.0%	2 1.14%	3 1.53%	51 2.38% I	1 0.70%	2 1.46%	5 2.75%	6 2.14%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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 1.66%	2 0.56%	3 0.67%	25 1.14%	1 0.60%	0 0.0%	2 1.02%	46 2.15%	5 3.50%	2 1.46%	2 1.10%	8 2.86%	1 3.57%	0 0.0%	0 0.0%	1 0.96%	0 0.0%	1 2.08%	0 0.0%	0 0.0%	1 1.67%	1 1.19%	0 0.0%	0 0.0%	1 0.65%	0 0.0%
2 -	3 0.83%	3 0.85%	2 0.45%	17 0.77%	1 0.60%	1 0.57%	1 0.51%	27 1.26%	3 2.10%	2 1.46%	0 0.0%	6 2.14%	0 0.0%	1 0.72%	1 4.00%	0 0.0%	1 0.83%	0 0.0%	0 0.0%	0 0.0%	1 1.67%	0 0.0%	1 1.19%	0 0.0%	1 0.65%	0 0.0%
1 -	4 1.11%	2 0.56%	6 1.34%	15 0.68%	1 0.60%	1 0.57%	1 0.51%	24 1.12%	2 1.40%	2 1.46%	4 2.20%	3 1.07%	0 0.0%	1 0.72%	0 0.0%	0 0.0%	1 0.83%	0 0.0%	1 1.41%	0 0.0%	0 0.0%	0 0.0%	1 1.19%	0 0.0%	1 0.65%	0 0.0%
0 - Worst mental health or substance abuse services possible	29 8.03% BC	11 3.10%	17 3.79%	174 7.92%	15 8.93% FGI	3 1.71%	6 3.06%	101 4.72% I	3 2.10%	4 2.92%	9 4.95%	10 3.57%	5 17.86%	10 7.19%	5 20.00%	4 3.85%	10 8.33%	5 10.42%	9 12.68%	3 8.33%	3 5.00%	8 9.52%	7 8.33%	0 0.0%	15 9.74%	0 0.0%
0-7 (NET)	102 28.25% B	74 20.85%	110 24.55%	615 27.99%	46 27.38% F	27 15.43%	48 24.49% F	680 31.75%	45 31.47%	38 27.74%	57 31.32%	107 38.21%	19 67.86%	27 19.42%	16 64.00%	16 15.38%	29 24.17%	17 35.42%	20 28.17%	8 22.22%	17 28.33%	19 22.62%	27 32.14%	2 14.29%	44 28.57%	0 0.0%
Bottom Three Box	36 9.97% BC	16 4.51%	25 5.58%	206 9.38%	17 10.12% FG	5 2.86%	8 4.08%	152 7.10%	8 5.59%	8 5.84%	13 7.14%	19 6.79%	5 17.86%	12 8.63%	6 24.00%	4 3.85%	12 10.00%	5 10.42%	10 14.08%	3 8.33%	4 6.67%	8 9.52%	9 10.71%	0 0.0%	17 11.04%	0 0.0%
Bottom Two Box	33 9.14% BC	13 3.66%	23 5.13%	189 8.60%	16 9.52% FGI	4 2.29%	7 3.57%	125 5.84%	5 3.50%	6 4.38%	13 7.14%	13 4.64%	5 17.86%	11 7.91%	5 20.00%	4 3.85%	11 9.17%	5 10.42%	10 14.08%	3 8.33%	3 5.00%	8 9.52%	8 9.52%	0 0.0%	16 10.39%	0 0.0%
Average rating	7.9169	8.4620 A	8.2299	7.9454	7.9940	8.7943 E	8.4082	7.8427	7.9441	8.0365	7.7802	7.6286	6.0714	8.3813	5.9600	8.7019	8.1750	7.5417	7.8028	8.3056	8.0833	8.1190	7.8690	8.4286	7.9545	0
Standard deviation	3.0278	2.3450	2.5457	2.9836	3.0188	2.0037	2.4089	2.7255	2.5551	2.5270	2.7348	2.6655	3.4009	2.7910	3.5041	2.2570	2.9795	3.0684	3.3593	2.7871	2.6913	2.9817	3.0503	1.2936	3.1258	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	361 100.00%	773 100.00%	0 0.0%	2710 100.00%	168 100.00%	413 100.00%	0 0.0%	2142 100.00%	143 100.00%	216 100.00%	0 0.0%	280 100.00%	28 100.00%	139 100.00%	25 100.00%	104 100.00%	120 100.00%	48 100.00%	71 100.00%	36 100.00%	60 100.00%	84 100.00%	84 100.00%	14 100.00%	154 100.00%	0 0.0%
No response	7 1.94%	68 8.80% A	0 0.0%	414 15.28% E	3 1.79%	42 10.17% E	0 0.0%	57 2.66%	4 2.80%	13 6.02%	0 0.0%	9 3.21%	0 0.0%	3 2.16%	1 4.00%	2 1.92%	3 2.50%	0 0.0%	2 2.82%	0 0.0%	1 1.67%	1 1.19%	2 2.38%	0 0.0%	3 1.95%	0 0.0%
My child did not see a mental health or substance abuse specialist in the last 6 months	40 11.08%	382 49.42% A	0 0.0%	571 21.07% E	21 12.50%	211 51.09% E	0 0.0%	196 9.15%	10 6.99%	73 33.80% I	0 0.0%	25 8.93%	3 10.71%	18 12.95%	4 16.00%	10 9.62%	17 14.17%	4 8.33%	10 14.08%	6 16.67%	4 6.67%	10 11.90%	11 13.10%	3 21.43%	18 11.69%	0 0.0%
BASE = Those who responded	314 86.98% B	323 41.79%	0 0.0%	1725 63.65%	144 85.71% DF	160 38.74%	0 0.0%	1889 88.19%	129 90.21% J	130 60.19%	0 0.0%	246 87.86%	25 89.29%	118 84.89%	20 80.00%	92 88.46%	100 83.33%	44 91.67%	59 83.10%	30 83.33%	55 91.67%	73 86.90%	71 84.52%	11 78.57%	133 86.36%	0 0.0%
Never	84 26.75%	98 30.34%	0 0.0%	441 25.57%	45 31.25% I	51 31.88%	0 0.0%	205 10.85%	22 17.05%	22 16.92%	0 0.0%	35 14.23%	11 44.00%	34 28.81%	8 40.00%	21 22.83%	29 29.00%	16 36.36%	20 33.90%	11 36.67%	14 25.45%	21 28.77%	24 33.80%	2 18.18%	43 32.33%	0 0.0%
Sometimes	39 12.42%	42 13.00%	0 0.0%	214 12.41%	17 11.81%	23 14.38%	0 0.0%	224 11.86%	20 15.50%	20 15.38%	0 0.0%	36 14.63%	4 16.00%	13 11.02%	3 15.00%	14 15.22%	12 12.00%	5 11.36%	7 11.86%	3 10.00%	7 12.73%	10 13.70%	7 9.86%	0 0.0%	17 12.78%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	123 39.17%	140 43.34%	0 0.0%	655 37.97%	62 43.06%	74 46.25%	0 0.0%	429 22.71%	42 32.56% H	42 32.31%	0 0.0%	71 28.86%	15 60.00%	47 39.83%	11 55.00%	35 38.04%	41 41.00%	21 47.73%	27 45.76%	14 46.67%	21 38.18%	31 42.47%	31 43.66%	2 18.18%	60 45.11%	0 0.0%
Usually	43 13.69%	46 14.24%	0 0.0%	296 17.16% E	16 11.11%	18 11.25%	0 0.0%	429 22.71%	22 17.05%	22 16.92%	0 0.0%	61 24.80%	5 20.00%	11 9.32%	4 20.00%	9 9.78%	10 10.00%	6 13.64%	5 8.47%	2 6.67%	9 16.36%	7 9.59%	9 12.68%	3 27.27%	13 9.77%	0 0.0%
Always	148 47.13%	137 42.41%	0 0.0%	774 44.87%	66 45.83%	68 42.50%	0 0.0%	1031 54.58%	65 50.39%	66 50.77%	0 0.0%	114 46.34%	5 20.00%	60 50.85%	5 25.00%	48 52.17%	49 49.00%	17 38.64%	27 45.76%	14 46.67%	25 45.45%	35 47.95%	31 43.66%	6 54.55%	60 45.11%	0 0.0%
Top Two Box (%Always + %Usually)	191 60.83%	183 56.66%	0 0.0%	1070 62.03%	82 56.94%	86 53.75%	0 0.0%	1460 77.29% I	87 67.44%	88 67.69%	0 0.0%	175 71.14%	10 40.00%	71 60.17%	9 45.00%	57 61.96%	59 59.00%	23 52.27%	32 54.24%	16 53.33%	34 61.82%	42 57.53%	40 56.34%	9 81.82%	73 54.89%	0 0.0%
4-point composite mean	2.8121	2.6873	0	2.8133	2.7153	2.6438	0	3.2102	3.0078	3.0154	0	3.0325	2.1600	2.8220	2.3000	2.9130	2.7900	2.5455	2.6610	2.6333	2.8182	2.7671	2.6620	3.1818	2.6767	0
Sigma	361 100.00%	773 100.00%	0 0.0%	2710 100.00%	168 100.00%	413 100.00%	0 0.0%	2142 100.00%	143 100.00%	216 100.00%	0 0.0%	280 100.00%	28 100.00%	139 100.00%	25 100.00%	104 100.00%	120 100.00%	48 100.00%	71 100.00%	36 100.00%	60 100.00%	84 100.00%	84 100.00%	14 100.00%	154 100.00%	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

92. In the last 6 months, if your child needed to see a mental health or substance abuse specialist, how often were these providers helpful to your child?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	361 100.00%	0 0.0%	0 0.0%	2345 100.00%	168 100.00%	0 0.0%	0 0.0%	2142 100.00%	143 100.00%	0 0.0%	0 0.0%	280 100.00%	28 100.00%	139 100.00%	25 100.00%	104 100.00%	120 100.00%	48 100.00%	71 100.00%	36 100.00%	60 100.00%	84 100.00%	84 100.00%	14 100.00%	154 100.00%	0 0.0%
No response	10 2.77%	0 0.0%	0 0.0%	393 16.76% E	5 2.98%	0 0.0%	0 0.0%	66 3.08%	6 4.20%	0 0.0%	0 0.0%	11 3.93%	1 3.57%	4 2.88%	2 8.00%	2 1.92%	5 4.17% R	0 0.0%	2 2.82%	0 0.0%	2 3.33%	2 2.38%	3 3.57%	2 14.29%	3 1.95%	0 0.0%
My child did not see a mental health or substance abuse specialist in the last 6 months	43 11.91%	0 0.0%	0 0.0%	326 13.90%	21 12.50% I	0 0.0%	0 0.0%	195 9.10%	8 5.59%	0 0.0%	0 0.0%	21 7.50%	2 7.14%	19 13.67%	3 12.00%	8 7.69%	16 13.33%	5 10.42%	12 16.90% U	6 16.67%	3 5.00%	10 11.90%	11 13.10%	1 7.14%	20 12.99%	0 0.0%
BASE = Those who responded	308 85.32%	0 0.0%	0 0.0%	1626 69.34%	142 84.52% D	0 0.0%	0 0.0%	1881 87.82%	129 90.21%	0 0.0%	0 0.0%	248 88.57%	25 89.29%	116 83.45%	20 80.00%	94 90.38%	99 82.50%	43 89.58%	57 80.28%	30 83.33%	55 91.67%	72 85.71%	70 83.33%	11 78.57%	131 85.06%	0 0.0%
Never	71 23.05%	0 0.0%	0 0.0%	375 23.06%	43 30.28% I	0 0.0%	0 0.0%	151 8.03%	14 10.85%	0 0.0%	0 0.0%	23 9.27%	11 44.00%	32 27.59%	7 35.00%	21 22.34%	28 28.28%	15 34.88%	19 33.33%	10 33.33%	14 25.45%	21 29.17%	22 31.43%	2 18.18%	41 31.30%	0 0.0%
Sometimes	38 12.34%	0 0.0%	0 0.0%	203 12.48%	17 11.97%	0 0.0%	0 0.0%	243 12.92%	19 14.73%	0 0.0%	0 0.0%	43 17.34%	6 24.00%	11 9.48%	5 25.00%	11 11.70%	7 7.07%	10 23.26% Q	3 5.26%	2 6.67%	12 21.82% ST	10 13.89%	7 10.00%	0 0.0%	17 12.98%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	109 35.39%	0 0.0%	0 0.0%	578 35.55%	60 42.25% I	0 0.0%	0 0.0%	394 20.95%	33 25.58%	0 0.0%	0 0.0%	66 26.61%	17 68.00%	43 37.07%	12 60.00%	32 34.04%	35 35.35%	25 58.14% Q	22 38.60%	12 40.00%	26 47.27%	31 43.06%	29 41.43%	2 18.18%	58 44.27%	0 0.0%
Usually	44 14.29%	0 0.0%	0 0.0%	272 16.73%	18 12.68%	0 0.0%	0 0.0%	379 20.15%	22 17.05%	0 0.0%	0 0.0%	50 20.16%	3 12.00%	14 12.07%	4 20.00%	12 12.77%	15 15.15%	3 6.98%	9 15.79%	2 6.67%	7 12.73%	8 11.11%	10 14.29%	3 27.27%	15 11.45%	0 0.0%
Always	155 50.32%	0 0.0%	0 0.0%	776 47.72%	64 45.07%	0 0.0%	0 0.0%	1108 58.90%	74 57.36% E	0 0.0%	0 0.0%	132 53.23%	5 20.00%	59 50.86%	4 20.00%	50 53.19%	49 49.49%	15 34.88%	26 45.61%	16 53.33%	22 40.00%	33 45.83%	31 44.29%	6 54.55%	58 44.27%	0 0.0%
Top Two Box (%Always + %Usually)	199 64.61%	0 0.0%	0 0.0%	1048 64.45%	82 57.75%	0 0.0%	0 0.0%	1487 79.05%	96 74.42% E	0 0.0%	0 0.0%	182 73.39%	8 32.00%	73 62.93%	8 40.00%	62 65.96%	64 64.65% R	18 41.86%	35 61.40%	18 60.00%	29 52.73%	41 56.94%	41 58.57%	9 81.82%	73 55.73%	0 0.0%
4-point composite mean	2.9188	0	0	2.8911	2.7254	0	0	3.2993	3.2093 E	0	0	3.1734	2.0800	2.8621	2.2500	2.9681	2.8586	2.4186	2.7368	2.8000	2.6727	2.7361	2.7143	3.1818	2.6870	0
Sigma	361 100.00%	0 0.0%	0 0.0%	2345 100.00%	168 100.00%	0 0.0%	0 0.0%	2142 100.00%	143 100.00%	0 0.0%	0 0.0%	280 100.00%	28 100.00%	139 100.00%	25 100.00%	104 100.00%	120 100.00%	48 100.00%	71 100.00%	36 100.00%	60 100.00%	84 100.00%	84 100.00%	14 100.00%	154 100.00%	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

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?

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	0 0.0%	496 100.00%	413 100.00%	497 100.00%	0 0.0%	266 100.00%	216 100.00%	316 100.00%	0 0.0%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	0 0.0%
No response	100 10.72%	98 12.68%	110 10.60%	0 0.0%	65 13.10% I	60 14.53%	58 11.67%	0 0.0%	22 8.27%	18 8.33%	20 6.33%	0 0.0%	11 14.10%	46 11.50%	7 12.07%	35 11.44%	39 10.66%	17 14.29%	20 9.01%	12 12.63%	18 11.32%	25 10.12%	25 10.73%	4 2.72%	61 17.48% X	0 0.0%
BASE = Those who responded	833 89.28%	675 87.32%	924 89.02%	0 0.0%	431 86.90%	353 85.47%	438 88.13%	0 0.0%	244 91.73% E	198 91.67%	295 93.35%	0 0.0%	67 85.90%	354 88.50%	51 87.93%	271 88.56%	327 89.34%	102 85.71%	202 90.99%	83 87.37%	141 88.68%	222 89.88%	208 89.27%	143 97.28% Y	288 82.52%	0 0.0%
Yes	273 32.77%	226 33.48%	342 37.01%	0 0.0%	124 28.77%	109 30.88%	141 32.19%	0 0.0%	101 41.39% E	88 44.44%	150 50.85% I	0 0.0%	19 28.36%	103 29.10%	18 35.29%	88 32.47%	84 25.69%	40 39.22% Q	61 30.20%	19 22.89%	43 30.50%	55 24.77%	69 33.17%	23 16.08%	101 35.07% X	0 0.0%
No	560 67.23%	449 66.52%	582 62.99%	0 0.0%	307 71.23% I	244 69.12%	297 67.81%	0 0.0%	143 58.61% K	110 55.56%	145 49.15%	0 0.0%	48 71.64%	251 70.90%	33 64.71%	183 67.53%	243 74.31% R	62 60.78%	141 69.80%	64 77.11%	98 69.50%	167 75.23%	139 66.83%	120 83.92% Y	187 64.93%	0 0.0%
Sigma	933 100.00% C	773 100.00% C	1034 99.61%	0 0.0%	496 100.00%	413 100.00%	496 99.80%	0 0.0%	266 100.00%	216 100.00%	315 99.68%	0 0.0%	78 100.00%	400 100.00%	58 100.00%	306 100.00%	366 100.00%	119 100.00%	222 100.00%	95 100.00%	159 100.00%	247 100.00%	233 100.00%	147 100.00%	349 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	273	773	1038	554	124	413	497	447	101	216	316	101	19	103	18	88	84	40	61	19	43	55	69	23	101	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	18	107	106	45	9	69	56	35	8	21	19	8	1	7	2	6	7	2	6	1	2	5	4	5	4	0
	6.59%	13.84% AC	10.21% A	8.12%	7.26%	16.71% EG	11.27%	7.83%	7.92%	9.72%	6.01%	7.92%	5.26%	6.80%	11.11%	6.82%	8.33%	5.00%	9.84%	5.26%	4.65%	9.09%	5.80%	21.74%	3.96%	0.0%
Not applicable	0	0	0	32	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%	5.78% E	0.0%	0.0%	0.0%	7.16% 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	255	666	909	477	115	344	431	380	93	195	285	93	18	96	16	82	77	38	55	18	41	50	65	18	97	0
	93.41% BC	86.16%	87.57%	86.10%	92.74% DFG	83.29%	86.72%	85.01%	92.08% H	90.28%	90.19%	92.08%	94.74%	93.20%	88.89%	93.18%	91.67%	95.00%	90.16%	94.74%	95.35%	90.91%	94.20%	78.26%	96.04%	0.0%
Someone from your child's health plan	24	37	54	26	13	17	21	18	11	15	29	11	2	11	2	9	9	4	6	2	5	6	7	7	6	0
	9.41%	5.56%	5.94%	5.45%	11.30% FG	4.94%	4.87%	4.74%	11.83% H	7.69%	10.18%	11.83%	11.11%	11.46%	12.50%	10.98%	11.69%	10.53%	10.91%	11.11%	12.20%	12.00%	10.77%	38.89%	6.19%	0.0%
Someone from your child's doctor's office or clinic	110	162	255	128	49	74	123	76	41	45	99	41	10	38	8	33	30	19	26	10	12	21	28	8	41	0
	43.14% BC	24.32%	28.05%	26.83%	42.61% DFG	21.51%	28.54% F	20.00%	44.09% HJ	23.08%	34.74% J	44.09%	55.56%	39.58%	50.00%	40.24%	38.96%	50.00%	47.27%	55.56%	29.27%	42.00%	43.08%	44.44%	42.27%	0.0%
Someone from another organization	10	14	29	12	1	6	7	22	8	10	17	8	0	1	0	1	1	0	1	0	0	0	1	0	1	0
	3.92%	2.10%	3.19%	2.52%	0.87%	1.74%	1.62%	5.79%	8.60% E	5.13%	5.96%	8.60%	0.0%	1.04%	0.0%	1.22%	1.30%	0.0%	1.82%	0.0%	0.0%	0.0%	1.54%	0.0%	1.03%	0.0%
A friend or family member	15	31	48	31	8	22	25	18	4	10	9	4	1	7	0	7	5	3	4	0	4	5	3	0	8	0
	5.88%	4.65%	5.28%	6.50%	6.96%	6.40%	5.80%	4.74%	4.30%	5.13%	3.16%	4.30%	5.56%	7.29%	0.0%	8.54%	6.49%	7.89%	7.27%	0.0%	9.76%	10.00%	4.62%	0.0%	8.25%	0.0%
You	96	422	523	280	44	225	255	246	29	115	131	29	5	39	6	32	32	12	18	6	20	18	26	3	41	0
	37.65%	63.36% AC	57.54% A	58.70% E	38.26%	65.41% E	59.16% E	64.74% I	31.18%	58.97% IK	45.96% I	31.18%	27.78%	40.63%	37.50%	39.02%	41.56%	31.58%	32.73%	33.33%	48.78%	36.00%	40.00%	16.67%	42.27%	0.0%
Sigma	273	773	1015	554	124	413	487	447	101	216	304	101	19	103	18	88	84	40	61	19	43	55	69	23	101	0
	100.00% C	100.00% C	97.78%	100.00%	100.00% G	100.00% G	97.99%	100.00%	100.00% K	100.00% K	96.20%	100.00%	100.00%	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 received to coordinate your child's care in the last 6 months?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	273	773	1038	0	124	413	497	0	101	216	316	0	19	103	18	88	84	40	61	19	43	55	69	23	101	0
	100.00%	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%	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	4	88	100	0	1	59	50	0	1	16	19	0	0	1	0	1	1	0	1	0	0	0	1	1	0	0
	1.47%	11.38% A	9.63% A	0.0%	0.81%	14.29% E	10.06% E	0.0%	0.99%	7.41% I	6.01% I	0.0%	0.0%	0.97%	0.0%	1.14%	1.19%	0.0%	1.64%	0.0%	0.0%	0.0%	1.45%	4.35%	0.0%	0.0%
Not applicable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	269	685	938	0	123	354	447	0	100	200	297	0	19	102	18	87	83	40	60	19	43	55	68	22	101	0
	98.53% BC	88.62%	90.37%	0.0%	99.19% FG	85.71%	89.94%	0.0%	99.01% JK	92.59%	93.99%	0.0%	100.00%	99.03%	100.00%	98.86%	98.81%	100.00%	98.36%	100.00%	100.00%	100.00%	98.55%	95.65%	100.00%	0.0%
5 - Very satisfied	119	247	352	0	53	129	171	0	44	69	109	0	3	49	5	41	45	8	30	5	17	20	33	10	43	0
	44.24% BC	36.06%	37.53%	0.0%	43.09%	36.44%	38.26%	0.0%	44.00%	34.50%	36.70%	0.0%	15.79%	48.04%	27.78%	47.13%	54.22% R	20.00%	50.00%	26.32%	39.53%	36.36%	48.53%	45.45%	42.57%	0.0%
4 - Satisfied	131	317	413	0	64	162	203	0	43	93	120	0	13	50	11	43	35	29	27	14	23	31	33	8	56	0
	48.70%	46.28%	44.03%	0.0%	52.03%	45.76%	45.41%	0.0%	43.00%	46.50%	40.40%	0.0%	68.42%	49.02%	61.11%	49.43%	42.17%	72.50% Q	45.00%	73.68%	53.49%	56.36%	48.53%	36.36%	55.45%	0.0%
Top Two Box	250	564	765	0	117	291	374	0	87	162	229	0	16	99	16	84	80	37	57	19	40	51	66	18	99	0
	92.94% BC	82.34%	81.56%	0.0%	95.12% FGI	82.20%	83.67%	0.0%	87.00% K	81.00%	77.10%	0.0%	84.21%	97.06%	88.89%	96.55%	96.39%	92.50%	95.00%	100.00%	93.02%	92.73%	97.06%	81.82%	98.02%	0.0%
3 - Neither dissatisfied nor satisfied	10	91	136	0	2	49	61	0	5	23	49	0	1	1	0	2	1	1	2	0	0	2	0	2	0	0
	3.72%	13.28% A	14.50% A	0.0%	1.63%	13.84% E	13.65% E	0.0%	5.00%	11.50% I	16.50% I	0.0%	5.26%	0.98%	0.0%	2.30%	1.20%	2.50%	3.33%	0.0%	0.0%	3.64%	0.0%	9.09%	0.0%	0.0%
Top Three Box	260	655	901	0	119	340	435	0	92	185	278	0	17	100	16	86	81	38	59	19	40	53	66	20	99	0
	96.65%	95.62%	96.06%	0.0%	96.75%	96.05%	97.32%	0.0%	92.00%	92.50%	93.60%	0.0%	89.47%	98.04%	88.89%	98.85%	97.59%	95.00%	98.33%	100.00%	93.02%	96.36%	97.06%	90.91%	98.02%	0.0%
2 - Dissatisfied	7	14	18	0	2	6	6	0	6	8	12	0	2	0	2	0	1	1	0	0	2	0	2	1	1	0
	2.60%	2.04%	1.92%	0.0%	1.63%	1.69%	1.34%	0.0%	6.00%	4.00%	4.04%	0.0%	10.53%	0.0%	11.11%	0.0%	1.20%	2.50%	0.0%	0.0%	4.65%	0.0%	2.94%	4.55%	0.99%	0.0%
1 - Very dissatisfied	2	16	19	0	2	8	6	0	2	7	7	0	0	2	0	1	1	1	1	0	1	2	0	1	1	0
	0.74%	2.34% A	2.03% A	0.0%	1.63%	2.26%	1.34%	0.0%	2.00%	3.50%	2.36%	0.0%	0.0%	1.96%	0.0%	1.15%	1.20%	2.50%	1.67%	0.0%	2.33%	3.64%	0.0%	4.55%	0.99%	0.0%
Average	4.3309 BC	4.1168	4.1311	0	4.3333 F	4.1243	4.1790	0	4.2100	4.0450	4.0505	0	3.8947	4.4118	4.0556	4.4138	4.4699 R	4.0500	4.4167	4.2632	4.2326	4.2182	4.4265	4.1364	4.3762	0
Standard deviation	0.7356	0.8785	0.8730	0	0.7399	0.8710	0.8133	0	0.9305	0.9659	0.9504	0	0.7877	0.7051	0.8480	0.6531	0.7000	0.7399	0.7139	0.4403	0.8583	0.8244	0.6489	1.0572	0.6426	0
Sigma	273	773	1038	0	124	413	497	0	101	216	316	0	19	103	18	88	84	40	61	19	43	55	69	23	101	0
	100.00%	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%	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Survey Language

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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	825	681	968	10756	442	354	466	6384	246	201	296	866	76	349	55	270	335	96	208	81	133	223	203	147	295	0
	88.42%	88.10%	93.26% AB	84.99%	89.11% D	85.71%	93.76% EF	92.63%	92.48%	93.06%	93.67%	84.41%	97.44% N	87.25%	94.83%	88.24%	91.53% R	80.67%	93.69% TU	85.26%	83.65%	90.28%	87.12%	100.00% Y	84.53%	0.0%
Spanish	108	92	70	1900	54	59	31	508	20	15	20	160	2	51	3	36	31	23	14	14	26	24	30	0	54	0
	11.58% C	11.90% C	6.74%	15.01% E	10.89% G	14.29% G	6.24%	7.37%	7.52%	6.94%	6.33%	15.59%	2.56%	12.75% M	5.17%	11.76%	8.47%	19.33% Q	6.31%	14.74% S	16.35% S	9.72%	12.88%	0.0%	15.47% X	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	78	400	58	306	366	119	222	95	159	247	233	147	349	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Customer Service Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Customer Service Composite Score (BASE)	268	219	322	3751	134	103	134	2185	91 E	79	125	334	13	119 M	19	92	104	27	74 U	26	28	61	68	22	112 X	0
NEVER/SOMETIMES COMPOSITE	11.61%	12.69%	11.72%	10.72%	12.76%	12.79%	9.44%	9.85%	10.53%	13.40%	14.84%	10.23%	48.72%	9.24%	23.68%	8.22%	12.59%	14.81%	11.49%	11.54%	19.64%	14.75%	11.76%	6.82%	13.93%	0.0%
USUALLY COMPOSITE	20.79%	17.08%	17.66%	20.03%	18.74%	19.25%	18.91%	18.56%	20.45%	14.68%	19.65%	21.36%	27.88%	18.07%	18.42%	18.60%	16.93%	27.78%	16.22%	28.85%	14.29%	17.21%	19.85%	18.18%	18.85%	0.0%
ALWAYS COMPOSITE	67.60%	70.23%	70.63%	69.25%	68.51%	67.95%	71.65%	71.59%	69.02%	71.92%	65.51%	68.41%	23.40%	72.69%	57.89%	73.17%	70.48%	57.41%	72.30%	59.62%	66.07%	68.03%	68.38%	75.00%	67.22%	0.0%
CAHPS RATE	88.39%	87.31%	88.28%	89.28%	87.24%	87.21%	90.56%	90.15%	89.47%	86.60%	85.16%	89.77%	51.28%	90.76%	76.32%	91.78%	87.41%	85.19%	88.51%	88.46%	80.36%	85.25%	88.24%	93.18%	86.07%	0.0%
AVERAGE	2.5599	2.5755	2.5891	2.5852	2.5575	2.5516	2.6221	2.6173	2.5849	2.5853	2.5067	2.5818	1.7468	2.6345	2.3421	2.6495	2.5789	2.4259	2.6081	2.4808	2.4643	2.5328	2.5662	2.6818	2.5329	0
Standard deviation	0.6730	0.6845	0.6668	0.6507	0.6810	0.6813	0.6289	0.6306	0.6514	0.7034	0.7123	0.6503	0.7343	0.6155	0.8054	0.5977	0.6770	0.7023	0.6497	0.6708	0.7807	0.7019	0.6717	0.5536	0.6999	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Getting Needed Care Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Needed Care Composite Score (BASE)	720 B	560	775	9627	371 G	291	343	6118	228 E	177	277	896	54	307	58	304	267	97 Q	179 T	59	118 T	175	184 V	108	263	0
NEVER/SOMETIMES COMPOSITE	19.69%	16.44%	17.78%	14.25%	21.70% D	17.76%	18.63%	11.02%	21.10% H	19.67%	19.93%	15.95%	27.07%	20.79%	32.04%	19.25%	22.91%	20.67%	27.60% U	24.94%	13.65%	21.64%	21.66%	14.81%	25.17% X	0.0%
USUALLY COMPOSITE	25.65% B	20.73%	26.05% B	22.99%	25.81% F	16.71%	21.51%	24.48%	27.08%	23.24%	28.78%	31.82%	39.97% N	23.32%	34.05%	24.20%	21.04%	34.88% Q	23.69%	24.75%	29.65%	25.66%	26.43%	26.86%	25.06%	0.0%
ALWAYS COMPOSITE	54.66%	62.82% AC	56.17%	62.76% E	52.49%	65.53% E	59.86% E	64.50% I	51.82%	57.09%	51.29%	52.23%	32.96%	55.89% M	33.91%	56.55% O	56.05% R	44.45%	48.72%	50.31%	56.70%	52.70%	51.91%	58.33%	49.78%	0.0%
CAHPS RATE	80.31%	83.56%	82.22%	85.75% E	78.30%	82.24%	81.37%	88.98% I	78.90%	80.33%	80.07%	84.05%	72.93%	79.21%	67.96%	80.75%	77.09%	79.33%	72.40%	75.06%	86.35% S	78.36%	78.34%	85.19% Y	74.83%	0.0%
AVERAGE	2.3497	2.4638	2.3839	2.4851	2.3079	2.4777	2.4123	2.5348	2.3071	2.3742	2.3136	2.3628	2.0588	2.3510	2.0187	2.3730	2.3314	2.2378	2.2112	2.2538	2.4304	2.3107	2.3024	2.4353	2.2461	0
Standard deviation	0.7618	0.7575	0.7614	0.7205	0.7624	0.7770	0.7753	0.6776	0.7817	0.7900	0.7834	0.7306	0.7616	0.7524	0.8033	0.7360	0.7733	0.7515	0.7577	0.7516	0.7186	0.7654	0.7603	0.7259	0.7671	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Getting Care Quickly Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Care Quickly Composite Score (BASE)	711 B	544	770	9612	363 F	270	343	5911	233 JE	172	268	878	51	301	48	270	266	88	181 TU	62	103	182	168	108	255	0
NEVER/SOMETIMES COMPOSITE	10.37%	12.16%	12.19%	9.39%	12.18%	13.20%	12.39%	6.13%	10.49% H	10.11%	11.07%	8.29%	23.14% N	10.47%	22.37%	10.64%	11.75%	12.92%	11.78%	10.07%	13.96%	12.54%	11.23%	4.48%	16.11% X	0.0%
USUALLY COMPOSITE	18.47%	16.62%	17.20%	15.34%	17.92%	15.34%	16.15%	15.68%	21.81% H	22.37%	20.04%	22.28%	21.33%	17.39%	19.93%	19.05%	15.03%	24.94%	13.47%	20.98%	20.39%	15.16%	18.83%	20.63%	16.33%	0.0%
ALWAYS COMPOSITE	71.17%	71.23%	70.61%	75.27% E	69.90%	71.46%	71.46%	78.19% I	67.70%	67.52%	68.89%	69.43%	55.53%	72.14% M	57.70%	70.31%	73.21%	62.14%	74.75%	68.95%	65.65%	72.29%	69.95%	74.90%	67.55%	0.0%
CAHPS RATE	89.63%	87.84%	87.81%	90.61%	87.82%	86.80%	87.61%	93.87% I	89.51%	89.89%	88.93%	91.71%	76.86%	89.53% M	77.63%	89.36%	88.25%	87.08%	88.22%	89.93%	86.04%	87.46%	88.77%	95.52% Y	83.89%	0.0%
AVERAGE	2.6080	2.5907	2.5843	2.6587	2.5772	2.5826	2.5907	2.7205	2.5721	2.5742	2.5782	2.6114	2.3239	2.6167	2.3533	2.5966	2.6146	2.4922	2.6297	2.5888	2.5169	2.5975	2.5872	2.7042	2.5144	0
Standard deviation	0.6629	0.6932	0.6934	0.6380	0.6954	0.7106	0.6911	0.5648	0.6682	0.6671	0.6742	0.6289	0.8248	0.6646	0.8213	0.6702	0.6832	0.7109	0.6841	0.6547	0.7164	0.6990	0.6770	0.5336	0.7546	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
How Well Doctors Communicate Composite Score (BASE)	618 B	475	659	8520 E	308	238	291	5446	196 E	161	231	780	44	254	43	236	225	77	161 TU	51	83	149	150	86	222	0
NEVER/SOMETIMES COMPOSITE	6.42%	6.81%	7.46%	6.24%	6.21%	6.84%	7.76%	5.21%	6.64%	6.37%	7.37%	6.82%	13.81%	4.83%	9.30%	5.21%	5.68%	7.94%	5.30%	8.40%	6.36%	6.07%	6.55%	4.10%	7.03%	0.0%
USUALLY COMPOSITE	14.91%	15.31%	14.89%	14.10%	15.20%	14.21%	13.45%	13.04%	15.58%	16.30%	16.15%	17.02%	28.26% N	13.41%	26.16%	13.30%	12.59%	23.13% Q	12.48%	18.25%	17.92%	13.32%	16.98%	16.11%	14.85%	0.0%
ALWAYS COMPOSITE	78.67%	77.89%	77.65%	79.66%	78.59%	78.94%	78.79%	81.74%	77.78%	77.33%	76.48%	76.16%	57.93%	81.76% M	64.53%	81.49% O	81.72% R	68.93%	82.21%	73.34%	75.72%	80.61%	76.47%	79.79%	78.12%	0.0%
CAHPS RATE	93.58%	93.19%	92.54%	93.76%	93.79%	93.16%	92.24%	94.79%	93.36%	93.63%	92.63%	93.18%	86.19%	95.17%	90.70%	94.79%	94.32%	92.06%	94.70%	91.60%	93.64%	93.93%	93.45%	95.90%	92.97%	0.0%
AVERAGE	2.7225	2.7108	2.7019	2.7343	2.7239	2.7210	2.7103	2.7653	2.7114	2.7096	2.6911	2.6934	2.4412	2.7693	2.5523	2.7628	2.7604	2.6098	2.7691	2.6494	2.6936	2.7453	2.6992	2.7569	2.7110	0
Standard deviation	0.5555	0.5748	0.5847	0.5516	0.5500	0.5696	0.5834	0.5239	0.5601	0.5719	0.5947	0.5806	0.6913	0.5016	0.6357	0.5122	0.5186	0.6202	0.5086	0.6158	0.5583	0.5327	0.5696	0.5098	0.5622	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

Shared Decision Making Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score (BASE)	211	156	245	2859	100	72	95	2784	96 E	72	122	407	14	81	13	85	59	37 Q	43	19	32	43	51	26	74	0
YES COMPOSITE	81.34%	80.06%	83.85%	79.14%	78.82%	76.39%	84.21%	85.42%	86.32%	85.57%	85.75%	86.31%	78.57%	77.96%	74.36%	79.01%	77.76%	80.88%	74.68%	82.46%	81.25%	78.61%	78.43%	85.90%	76.31%	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Prescription Medicine Composite Score (Base)	408	316	463	3953	185	144	170	5758	197	153	231	780	29	152	22	141	118	65	74	39	67	99	83	65	120	0
NEVER/SOMETIMES COMPOSITE	11.03%	16.14% A	13.82%	6.65%	11.35% D	15.97%	18.24%	7.49%	12.18% H	20.92% IK	12.99%	9.10%	27.59%	8.55%	13.64%	11.35%	6.78%	20.00% Q	12.16%	10.26%	11.94%	14.14%	8.43%	4.62%	15.00% X	0.0%
USUALLY COMPOSITE	24.02%	18.35%	20.95%	17.43%	26.49% DFG	13.89%	15.88%	20.25%	23.86%	24.18%	22.51%	24.49%	34.48%	24.34%	31.82%	28.37%	22.88%	33.85%	24.32%	28.21%	28.36%	26.26%	27.71%	26.15%	26.67%	0.0%
ALWAYS COMPOSITE	64.95%	65.51%	65.23%	75.92% E	62.16%	70.14%	65.88%	72.26% I	63.96%	54.90%	64.50%	66.41%	37.93%	67.11%	54.55%	60.28%	70.34% R	46.15%	63.51%	61.54%	59.70%	59.60%	63.86%	69.23%	58.33%	0.0%
CAHPS RATE	88.97% B	83.86%	86.18%	93.35% E	88.65%	84.03%	81.76%	92.51% I	87.82% J	79.08%	87.01% J	90.90%	72.41%	91.45%	86.36%	88.65%	93.22% R	80.00%	87.84%	89.74%	88.06%	85.86%	91.57%	95.38% Y	85.00%	0.0%
AVERAGE	2.5392	2.4937	2.5140	2.6926 E	2.5081	2.5417	2.4765	2.6478 I	2.5178 J	2.3399	2.5152 J	2.5731	2.1034	2.5855	2.4091	2.4894	2.6356 R	2.2615	2.5135	2.5128	2.4776	2.4545	2.5542	2.6462 Y	2.4333	0
Standard deviation	0.6849	0.7568	0.7254	0.5882	0.6906	0.7535	0.7837	0.6147	0.7024	0.8017	0.7138	0.6532	0.8028	0.6432	0.7173	0.6905	0.6060	0.7702	0.7022	0.6745	0.6988	0.7285	0.6448	0.5665	0.7386	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 Specialized Services Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Specialized Services Composite Score (BASE)	265	224	331	1835	107 D	92	99	3892	162 E	129	209	556	15	89	13	74	67	37 Q	46	21	36	63 W	40	31	76	0
NEVER/SOMETIMES COMPOSITE	20.55%	28.12%	24.42%	21.02%	19.45%	28.91%	29.64%	21.93%	25.34%	31.10%	24.88%	24.78%	50.00%	14.55%	34.92%	17.62%	16.30%	25.14%	17.68%	20.34%	23.91%	14.52%	21.72%	14.44%	21.27%	0.0%
USUALLY COMPOSITE	21.49%	20.75%	20.14%	17.96%	16.72%	18.14%	15.79%	21.05%	24.95%	21.76%	19.93%	24.01%	27.78%	15.38%	30.16%	16.21%	12.79%	21.02%	23.05%	0.0%	15.70%	17.41%	17.24%	14.44%	17.52%	0.0%
ALWAYS COMPOSITE	57.96%	51.13%	55.44%	61.02%	63.83% I	52.95%	54.57%	57.02%	49.71%	47.13%	55.19%	51.20%	22.22%	70.07%	34.92%	66.17%	70.92%	53.84%	59.27%	79.66%	60.39%	68.07%	61.04%	71.11%	61.21%	0.0%
CAHPS RATE	79.45%	71.88%	75.58%	78.98%	80.55%	71.09%	70.36%	78.07%	74.66%	68.90%	75.12%	75.22%	50.00%	85.45%	65.08%	82.38%	83.70%	74.86%	82.32%	79.66%	76.09%	85.48%	78.28%	85.56%	78.73%	0.0%
AVERAGE	2.3741	2.2301	2.3102	2.3999	2.4438	2.2404	2.2494	2.3509	2.2438	2.1603	2.3030	2.2642	1.7222	2.5552	2.0000	2.4855	2.5462	2.2871	2.4160	2.5931	2.3647	2.5356	2.3932	2.5667	2.3993	0
Standard deviation	0.7997	0.8594	0.8302	0.8124	0.7790	0.8645	0.8778	0.8139	0.8273	0.8674	0.8342	0.8273	0.7531	0.7115	0.8275	0.7373	0.7485	0.8039	0.6920	0.6055	0.8360	0.6701	0.8078	0.6811	0.7998	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

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	643	498	688	8707 E	316	244	298	5998 I	215 E	179	259	857	45	261	44	239	230	80	162 TU	52	90	154	153	91	225	0
YES COMPOSITE	90.04% B	84.95%	88.76%	90.74%	90.44%	88.58%	87.62%	91.50%	90.76% J	83.27%	90.08% J	90.05%	89.81%	90.03%	96.12% P	88.89%	90.09%	90.55%	97.29% TU	80.55%	90.12%	88.78%	92.26%	88.28%	92.07%	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

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Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2018 General Population Results											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	707	550	758	5607	368	285	338	5833	217	169	266	852	51	307	58	306	267	94	179	57	117	174	182	108	260	0
NEVER/SOMETIMES COMPOSITE	10.04%	12.55%	10.29%	11.54%	9.51%	13.68%	12.72%	8.38%	8.76%	10.65%	9.77%	8.92%	17.65%	7.82%	27.59% P	5.88%	9.74%	8.51%	6.15%	7.02%	16.24% S	7.47%	11.54%	7.41%	10.38%	0.0%
USUALLY COMPOSITE	18.10%	16.73%	19.26%	16.32%	18.48%	15.09%	16.27%	17.09%	21.66%	18.34%	18.42%	23.00%	23.53%	18.24%	22.41%	17.65%	15.36%	28.72% Q	16.76%	22.81%	19.66%	18.39%	19.23%	26.85% Y	15.00%	0.0%
ALWAYS COMPOSITE	71.85%	70.73%	70.45%	72.14%	72.01%	71.23%	71.01%	74.52%	69.59%	71.01%	71.80%	68.08%	58.82%	73.94% M	50.00%	76.47% O	74.91% R	62.77%	77.09% U	70.18%	64.10%	74.14%	69.23%	65.74%	74.62%	0.0%
CAHPS RATE	89.96%	87.45%	89.71%	88.46%	90.49%	86.32%	87.28%	91.62%	91.24%	89.35%	90.23%	91.08%	82.35%	92.18%	72.41%	94.12% O	90.26%	91.49%	93.85% U	92.98%	83.76%	92.53%	88.46%	92.59%	89.62%	0.0%
AVERAGE	2.6181	2.5818	2.6016	2.6060	2.6250	2.5754	2.5828	2.6614	2.6083	2.6036	2.6203	2.5915	2.4118	2.6612 M	2.2241	2.7059 O	2.6517	2.5426	2.7095 U	2.6316	2.4786	2.6667	2.5769	2.5833	2.6423	0
Standard deviation	0.6610	0.7030	0.6674	0.6852	0.6516	0.7197	0.7054	0.6258	0.6430	0.6725	0.6565	0.6481	0.7715	0.6167	0.8518	0.5703	0.6494	0.6468	0.5736	0.6108	0.7578	0.6096	0.6891	0.6255	0.6614	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

Coordination of Care for Children for Chronic Conditions Composite Score

													2018 General Population Results												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	245	187	295 B	2037	117 D	85	113	3495	129 E	99	168	495	25	88	22	85	72	42 Q	45	18	50 ST	52	61	30	87	0
YES COMPOSITE	73.73%	81.48% C	72.53%	75.36%	72.81%	79.45%	69.86%	77.62%	78.01%	83.89% K	72.91%	79.41%	75.64%	72.08%	72.22%	74.52%	71.12%	75.69%	78.75%	65.45%	70.85%	77.37%	70.93%	75.00%	73.42%	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	9	5	10	126	3	2	2	60	2	2	2	10	1	1	1	0	1	1	1	1	0	1	1	0	2	0
	0.96%	0.65%	0.96%	1.00%	0.60%	0.48%	0.40%	0.87%	0.75%	0.93%	0.63%	0.97%	2.08%	0.47%	2.38%	0.0%	0.71%	0.80%	1.41%	1.49%	0.0%	0.69%	0.84%	0.0%	1.20%	0.0%
BASE = Those who responded	924	768	1027	12530	493	411	495	6832	264	214	314	1016	47	213	41	175	140	124	70	66	124	143	118	100	164	0
	99.04%	99.35%	98.94%	99.00%	99.40%	99.52%	99.60%	99.13%	99.25%	99.07%	99.37%	99.03%	97.92%	99.53%	97.62%	100.00%	99.29%	99.20%	98.59%	98.51%	100.00%	99.31%	99.16%	100.00%	98.80%	0.0%
Yes	334	246	372	4542	174	111	153	3201	118	90	146	463	20	97	21	86	59	59	32	33	51	61	55	50	68	0
	36.15%	32.03%	36.22%	36.25%	35.29% F	27.01%	30.91%	46.85%	44.70% E	42.06%	46.50%	45.57%	42.55%	45.54%	51.22%	49.14%	42.14%	47.58%	45.71%	50.00%	41.13%	42.66%	46.61%	50.00%	41.46%	0.0%
No	590	522	655	7988	319	300	342	3631	146	124	168	553	27	116	20	89	81	65	38	33	73	82	63	50	96	0
	63.85%	67.97%	63.78%	63.75%	64.71% I	72.99% E	69.09%	53.15%	55.30%	57.94%	53.50%	54.43%	57.45%	54.46%	48.78%	50.86%	57.86%	52.42%	54.29%	50.00%	58.87%	57.34%	53.39%	50.00%	58.54%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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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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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	22 2.36%	12 1.55%	24 2.31%	298 2.35%	10 2.02%	4 0.97%	6 1.21%	183 2.66% I	3 1.13%	3 1.39%	7 2.22%	19 1.85%	1 2.08%	2 0.93%	1 2.38%	1 0.57%	2 1.42%	1 0.80%	1 1.41%	1 1.49%	1 0.81%	1 0.69%	2 1.68%	1 1.00%	2 1.20%	0 0.0%
Appropriately skipped	590 63.24%	522 67.53% C	655 63.10%	7988 63.12%	319 64.31% I	300 72.64% E	342 68.81%	3631 52.68%	146 54.89%	124 57.41%	168 53.16%	553 53.90%	27 56.25%	116 54.21%	20 47.62%	89 50.86%	81 57.45%	65 52.00%	38 53.52%	33 49.25%	73 58.87%	82 56.94%	63 52.94%	50 50.00%	96 57.83%	0 0.0%
BASE = Those who responded	321 34.41%	239 30.92%	358 34.49%	4370 34.53%	167 33.67% F	109 26.39%	149 29.98%	3078 44.66%	117 43.98% E	89 41.20%	140 44.30%	454 44.25%	20 41.67%	96 44.86%	21 50.00%	85 48.57%	58 41.13%	59 47.20%	32 45.07%	33 49.25%	50 40.32%	61 42.36%	54 45.38%	49 49.00%	68 40.96%	0 0.0%
Never	6 1.87%	1 0.42%	4 1.12%	37 0.85%	3 1.80%	1 0.92%	0 0.0%	17 0.55%	1 0.85%	0 0.0%	2 1.43%	3 0.66%	0 0.0%	1 1.04%	0 0.0%	0 0.0%	1 1.72%	0 0.0%	0 0.0%	1 3.03%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	1 1.47%	0 0.0%
Sometimes	24 7.48%	22 9.21%	34 9.50%	321 7.35%	17 10.18%	11 10.09%	14 9.40%	150 4.87%	10 8.55%	10 11.24%	9 6.43%	31 6.83%	3 15.00%	7 7.29%	3 14.29%	6 7.06%	6 10.34%	4 6.78%	7 21.88% U	2 6.06%	1 2.00%	7 11.48%	3 5.56%	1 2.04%	9 13.24% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	30 9.35%	23 9.62%	38 10.61%	358 8.19%	20 11.98%	12 11.01%	14 9.40%	167 5.43%	11 9.40%	10 11.24%	11 7.86%	34 7.49%	3 15.00%	8 8.33%	3 14.29%	6 7.06%	7 12.07%	4 6.78%	7 21.88% U	3 9.09%	1 2.00%	7 11.48%	4 7.41%	1 2.04%	10 14.71% X	0 0.0%
Usually	42 13.08%	40 16.74%	48 13.41%	485 11.10%	20 11.98%	18 16.51%	19 12.75%	339 11.01%	18 15.38%	21 23.60%	25 17.86%	70 15.42%	6 30.00%	11 11.46%	5 23.81%	12 14.12%	8 13.79%	10 16.95%	7 21.88%	4 12.12%	7 14.00%	6 9.84%	12 22.22%	10 20.41%	8 11.76%	0 0.0%
Always	249 77.57%	176 73.64%	272 75.98%	3527 80.71%	127 76.05%	79 72.48%	116 77.85%	2572 83.56% I	88 75.21%	58 65.17%	104 74.29%	350 77.09%	11 55.00%	77 80.21%	13 61.90%	67 78.82%	43 74.14%	45 76.27%	18 56.25%	26 78.79%	42 84.00% S	48 78.69%	38 70.37%	38 77.55%	50 73.53%	0 0.0%
CAHPS Rate (%Always + %Usually)	291 90.65%	216 90.38%	320 89.39%	4012 91.81%	147 88.02%	97 88.99%	135 90.60%	2911 94.57%	106 90.60%	79 88.76%	129 92.14%	420 92.51%	17 85.00%	88 91.67%	18 85.71%	79 92.94%	51 87.93%	55 93.22%	25 78.13%	30 90.91%	49 98.00% S	54 88.52%	50 92.59%	48 97.96% Y	58 85.29%	0 0.0%
3-point composite mean	2.6822	2.6402	2.6536	2.7252	2.6407	2.6147	2.6846	2.7814 I	2.6581	2.5393	2.6643	2.6960	2.4000	2.7188	2.4762	2.7176	2.6207	2.6949	2.3438	2.6970	2.8200 S	2.6721	2.6296	2.7551	2.5882	0
4-point composite mean	3.6636	3.6360	3.6425	3.7167	3.6228	3.6055	3.6846	3.7758 I	3.6496	3.5393	3.6500	3.6894	3.4000	3.7083	3.4762	3.7176	3.6034	3.6949	3.3438	3.6667	3.8200 S	3.6721	3.6111	3.7551	3.5735	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	8	189	7	6	4	76	3	2	1	10	3	0	1	1	0	3	0	1	2	1	2	0	3	0
	0.96%	1.16%	0.77%	1.49%	1.41%	1.45%	0.80%	1.10%	1.13%	0.93%	0.32%	0.97%	6.25%	0.0%	2.38%	0.57%	0.0%	2.40%	0.0%	1.49%	1.61%	0.69%	1.68%	0.0%	1.81%	0.0%
BASE = Those who responded	924	764	1030	12467	489	407	493	6816	263	214	315	1016	45	214	41	174	141	122	71	66	122	143	117	100	163	0
	99.04%	98.84%	99.23%	98.51%	98.59%	98.55%	99.20%	98.90%	98.87%	99.07%	99.68%	99.03%	93.75%	100.00%	97.62%	99.43%	100.00%	97.60%	100.00%	98.51%	98.39%	99.31%	98.32%	100.00%	98.19%	0.0%
Yes	670	510	726	9055	338	253	322	5622	221	159	259	826	43	176	37	163	112	109	64	53	100	122	96	83	138	0
	72.51%	66.75%	70.49%	72.63%	69.12%	62.16%	65.31%	82.48%	84.03%	74.30%	82.22%	81.30%	95.56%	82.24%	90.24%	93.68%	79.43%	89.34%	90.14%	80.30%	81.97%	85.31%	82.05%	83.00%	84.66%	0.0%
	B				F				JE		J		N					Q								
No	254	254	304	3412	151	154	171	1194	42	55	56	190	2	38	4	11	29	13	7	13	22	21	21	17	25	0
	27.49%	33.25%	29.51%	27.37%	30.88%	37.84%	34.69%	17.52%	15.97%	25.70%	17.78%	18.70%	4.44%	17.76%	9.76%	6.32%	20.57%	10.66%	9.86%	19.70%	18.03%	14.69%	17.95%	17.00%	15.34%	0.0%
		A			I	E				IK				M			R									
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	29 3.11%	22 2.85%	29 2.79%	502 3.97%	14 2.82%	12 2.91%	14 2.82%	276 4.00%	8 3.01%	5 2.31%	8 2.53%	33 3.22%	3 6.25%	5 2.34%	1 2.38%	6 3.43%	3 2.13%	5 4.00%	1 1.41%	2 2.99%	5 4.03%	3 2.08%	5 4.20%	5 5.00%	3 1.81%	0 0.0%
Appropriately skipped	254 27.22%	254 32.86% A	304 29.29%	3412 26.96%	151 30.44% I	154 37.29% E	171 34.41%	1194 17.32%	42 15.79%	55 25.46% IK	56 17.72%	190 18.52%	2 4.17%	38 17.76% M	4 9.52%	11 6.29%	29 20.57% R	13 10.40%	7 9.86%	13 19.40%	22 17.74%	21 14.58%	21 17.65%	17 17.00%	25 15.06%	0 0.0%
BASE = Those who responded	650 69.67% B	497 64.29%	705 67.92%	8742 69.07%	331 66.73% F	247 59.81%	312 62.78%	5422 78.67%	216 81.20% JE	156 72.22%	252 79.75% J	803 78.27%	43 89.58%	171 79.91%	37 88.10%	158 90.29%	109 77.30%	107 85.60%	63 88.73% U	52 77.61%	97 78.23%	120 83.33%	93 78.15%	78 78.00%	138 83.13%	0 0.0%
Never	6 0.92%	9 1.81%	5 0.71%	69 0.79%	2 0.60%	7 2.83%	2 0.64%	24 0.44% I	0 0.0%	1 0.64%	4 1.59% I	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	68 10.46%	64 12.88%	92 13.05%	857 9.80%	39 11.78%	31 12.55%	46 14.74%	347 6.40%	25 11.57% H	13 8.33%	32 12.70%	72 8.97%	12 27.91% N	13 7.60%	9 24.32% P	10 6.33%	11 10.09%	14 13.08%	12 19.05% U	6 11.54%	7 7.22%	16 13.33%	9 9.68%	5 6.41%	20 14.49% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	74 11.38%	73 14.69%	97 13.76%	926 10.59%	41 12.39%	38 15.38%	48 15.38%	371 6.84%	25 11.57% H	14 8.97%	36 14.29%	73 9.09%	12 27.91% N	13 7.60%	9 24.32% P	10 6.33%	11 10.09%	14 13.08%	12 19.05% U	6 11.54%	7 7.22%	16 13.33%	9 9.68%	5 6.41%	20 14.49% X	0 0.0%
Usually	155 23.85% B	82 16.50%	148 20.99% B	1712 19.58%	79 23.87% F	35 14.17%	61 19.55%	1103 20.34%	61 28.24% H	33 21.15%	56 22.22%	234 29.14%	11 25.58%	48 28.07%	16 43.24%	42 26.58%	31 28.44%	30 28.04%	12 19.05%	21 40.38% S	26 26.80%	30 25.00%	29 31.18%	24 30.77%	37 26.81%	0 0.0%
Always	421 64.77%	342 68.81%	460 65.25%	6104 69.82% E	211 63.75%	174 70.45%	203 65.06%	3948 72.81% I	130 60.19%	109 69.87%	160 63.49%	496 61.77%	20 46.51%	110 64.33% M	12 32.43%	106 67.09% O	67 61.47%	63 58.88%	39 61.90%	25 48.08%	64 65.98% T	74 61.67%	55 59.14%	49 62.82%	81 58.70%	0 0.0%
CAHPS Rate (%Always + %Usually)	576 88.62%	424 85.31%	608 86.24%	7816 89.41%	290 87.61%	209 84.62%	264 84.62%	5051 93.16% I	191 88.43%	142 91.03%	216 85.71%	730 90.91%	31 72.09%	158 92.40% M	28 75.68%	148 93.67% O	98 89.91%	93 86.92%	51 80.95%	46 88.46%	90 92.78% S	104 86.67%	84 90.32%	73 93.59% Y	118 85.51%	0 0.0%
3-point composite mean	2.5338	2.5412	2.5149	2.5923 E	2.5136	2.5506	2.4968	2.6597 I	2.4861	2.6090	2.4921	2.5268	2.1860	2.5673 M	2.0811	2.6076 O	2.5138	2.4579	2.4286	2.3654	2.5876 T	2.4833	2.4946	2.5641	2.4420	0
4-point composite mean	3.5246	3.5231	3.5078	3.5844 E	3.5076	3.5223	3.4904	3.6553 I	3.4861	3.6026	3.4762	3.5255	3.1860	3.5673 M	3.0811	3.6076 O	3.5138	3.4579	3.4286	3.3654	3.5876 T	3.4833	3.4946	3.5641	3.4420	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.29%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 3.32% C	22 2.85%	18 1.73%	458 3.62%	12 2.42%	6 1.45%	7 1.41%	220 3.19%	12 4.51%	9 4.17%	8 2.53%	31 3.02%	4 8.33%	8 3.74%	0 0.0%	0 0.0%	5 3.55%	7 5.60%	4 5.63%	2 2.99%	5 4.03%	8 5.56%	4 3.36%	3 3.00%	9 5.42%	0 0.0%
BASE = Those who responded	902 96.68%	751 97.15%	1017 97.98%	12198 96.38%	484 97.58%	407 98.55%	490 98.59%	6672 96.81%	254 95.49%	207 95.83%	307 97.15%	995 96.98%	44 91.67%	206 96.26%	42 100.00%	175 100.00%	136 96.45%	118 94.40%	67 94.37%	65 97.01%	119 95.97%	136 94.44%	115 96.64%	97 97.00%	157 94.58%	0 0.0%
None	193 21.40%	198 26.36% A	255 25.07%	2844 23.32%	115 23.76% I	120 29.48%	150 30.61% E	795 11.92%	37 14.57%	38 18.36%	41 13.36%	139 13.97%	3 6.82%	32 15.53%	0 0.0%	0 0.0%	24 17.65%	13 11.02%	8 11.94%	10 15.38%	19 15.97%	24 17.65%	13 11.30%	17 17.53%	20 12.74%	0 0.0%
1 time	212 23.50%	198 26.36% C	225 22.12%	3107 25.47%	119 24.59%	120 29.48% G	114 23.27%	1258 18.85%	48 18.90%	44 21.26%	48 15.64%	223 22.41%	8 18.18%	39 18.93%	5 11.90%	43 24.57% O	28 20.59%	20 16.95%	10 14.93%	10 15.38%	28 23.53%	30 22.06%	18 15.65%	19 19.59%	29 18.47%	0 0.0%
2	195 21.62%	148 19.71%	221 21.73%	2743 22.49%	103 21.28%	78 19.16%	110 22.45%	1653 24.78%	62 24.41%	41 19.81%	71 23.13%	232 23.32%	8 18.18%	54 26.21%	12 28.57%	50 28.57%	39 28.68%	23 19.49%	20 29.85%	19 29.23%	21 17.65%	30 22.06%	30 26.09%	23 23.71%	39 24.84%	0 0.0%
3	139 15.41%	100 13.32%	130 12.78%	1558 12.77%	76 15.70%	46 11.30%	56 11.43%	1114 16.70%	35 13.78%	33 15.94%	48 15.64%	151 15.18%	8 18.18%	27 13.11%	6 14.29%	29 16.57%	17 12.50%	18 15.25%	8 11.94%	12 18.46%	15 12.61%	16 11.76%	19 16.52%	14 14.43%	21 13.38%	0 0.0%
4	64 7.10%	39 5.19%	78 7.67% B	853 6.99% E	24 4.96%	21 5.16%	26 5.31%	667 10.00%	29 11.42% JE	13 6.28%	38 12.38% J	91 9.15%	5 11.36%	23 11.17%	5 11.90%	24 13.71%	14 10.29%	15 12.71%	11 16.42% T	3 4.62%	15 12.61% T	14 10.29%	15 13.04%	11 11.34%	18 11.46%	0 0.0%
5 to 9	78 8.65%	60 7.99%	83 8.16%	862 7.07%	37 7.64%	19 4.67%	27 5.51%	886 13.28%	32 12.60% E	33 15.94%	43 14.01%	115 11.56%	6 13.64%	26 12.62%	12 28.57% P	20 11.43%	12 8.82%	20 16.95%	8 11.94%	8 12.31%	16 13.45%	16 11.76%	16 13.91%	11 11.34%	21 13.38%	0 0.0%
10 or more times	21 2.33% B	8 1.07%	25 2.46% B	231 1.89%	10 2.07%	3 0.74%	7 1.43%	299 4.48%	11 4.33%	5 2.42%	18 5.86% J	44 4.42%	6 13.64% N	5 2.43%	2 4.76%	9 5.14%	2 1.47%	9 7.63% Q	2 2.99%	3 4.62%	5 4.20%	6 4.41%	4 3.48%	2 2.06%	9 5.73%	0 0.0%
Average number of times	2.3099 B	1.9574	2.2247 B	2.0987	2.1343 FG	1.6425	1.8010	3.0746	2.9705 E	2.7560	3.2964 J	2.8734	4.2045 N	2.7403	4.1905	3.3057	2.3676	3.6653 Q	2.9701	2.9154	2.9370	2.8015	3.1043	2.6082	3.1943	0
Standard deviation	2.4822	2.1975	2.5217	2.3323	2.3922	1.9093	2.1672	2.8875	2.8894	2.7266	3.1028	2.8814	3.8307	2.5829	2.8867	2.7897	2.2673	3.3383	2.5957	2.9096	2.9360	2.9358	2.7183	2.4966	3.0862	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	38	28	26	592	17	7	8	274	13	12	10	41	4	9	0	1	6	7	4	2	6	8	5	3	10	0
	4.07%	3.62%	2.50%	4.68%	3.43%	1.69%	1.61%	3.98%	4.89%	5.56%	3.16%	4.00%	8.33%	4.21%	0.0%	0.57%	4.26%	5.60%	5.63%	2.99%	4.84%	5.56%	4.20%	3.00%	6.02%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	3	32	0	0	24	13	8	10	19	24	13	17	20	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	6.25%	14.95% M	0.0%	0.0%	17.02%	10.40%	11.27%	14.93%	15.32%	16.67%	10.92%	17.00%	12.05%	0.0%
BASE = Those who responded	702	547	757	9220	364	286	339	5823	216	166	265	846	41	173	42	174	111	105	59	55	99	112	101	80	136	0
	75.24% B	70.76%	72.93%	72.85%	73.39%	69.25%	68.21%	84.49%	81.20% E	76.85%	83.86% J	82.46%	85.42%	80.84%	100.00%	99.43%	78.72%	84.00%	83.10%	82.09%	79.84%	77.78%	84.87%	80.00%	81.93%	0.0%
Yes	523	388	557	6607	265	202	249	4481	174	129	205	675	31	141	28	146	80	94	47	46	78	94	77	65	109	0
	74.50%	70.93%	73.58%	71.66%	72.80%	70.63%	73.45%	76.95%	80.56% E	77.71%	77.36%	79.79%	75.61%	81.50%	66.67%	83.91% O	72.07%	89.52% Q	79.66%	83.64%	78.79%	83.93%	76.24%	81.25%	80.15%	0.0%
No	179	159	200	2613	99	84	90	1342	42	37	60	171	10	32	14	28	31	11	12	9	21	18	24	15	27	0
	25.50%	29.07%	26.42%	28.34%	27.20% I	29.37%	26.55%	23.05%	19.44%	22.29%	22.64%	20.21%	24.39%	18.50%	33.33% P	16.09%	27.93% R	10.48%	20.34%	16.36%	21.21%	16.07%	23.76%	18.75%	19.85%	0.0%
3-point composite mean	2.4900	2.4186	2.4716	2.4332	2.4560	2.4126	2.4690	2.5391	2.6111 E	2.5542	2.5472	2.5957	2.5122	2.6301	2.3333	2.6782 O	2.4414	2.7905 Q	2.5932	2.6727	2.5758	2.6786	2.5248	2.6250	2.6029	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.54%	25 3.23%	25 2.41%	294 3.84%	13 2.62%	8 1.94%	9 1.81%	264 3.83%	12 4.51%	9 4.17%	9 2.85%	35 3.41%	4 8.33%	8 3.74%	0 0.0%	0 0.0%	5 3.55%	7 5.60%	4 5.63%	2 2.99%	5 4.03%	8 5.56%	4 3.36%	3 3.00%	9 5.42%	0 0.0%
Appropriately skipped	193 20.69%	198 25.61% A	255 24.57% A	1750 22.87%	115 23.19% I	120 29.06% E	150 30.18% E	795 11.54%	37 13.91%	38 17.59%	41 12.97%	139 13.55%	3 6.25%	32 14.95% M	0 0.0%	0 0.0%	24 17.02%	13 10.40%	8 11.27%	10 14.93%	19 15.32%	24 16.67%	13 10.92%	17 17.00%	20 12.05%	0 0.0%
BASE = Those who responded	707 75.78% B	550 71.15%	758 73.03%	5607 73.28%	368 74.19% G	285 69.01%	338 68.01%	5833 84.63%	217 81.58% E	169 78.24%	266 84.18%	852 83.04%	41 85.42%	174 81.31%	42 100.00%	175 100.00%	112 79.43%	105 84.00%	59 83.10%	55 82.09%	100 80.65%	112 77.78%	102 85.71%	80 80.00%	137 82.53%	0 0.0%
Never	14 1.98%	14 2.55%	16 2.11%	149 2.66%	6 1.63%	10 3.51%	9 2.66%	93 1.59% I	1 0.46%	1 0.59%	7 2.63% I	14 1.64%	0 0.0%	1 0.57%	1 2.38%	0 0.0%	1 0.89%	0 0.0%	0 0.0%	1 1.82%	0 0.0%	0 0.0%	1 0.98%	0 0.0%	1 0.73%	0 0.0%
Sometimes	57 8.06%	55 10.00%	62 8.18%	498 8.88%	29 7.88%	29 10.18%	34 10.06%	396 6.79%	18 8.29%	17 10.06%	19 7.14%	62 7.28%	6 14.63%	12 6.90%	9 21.43% P	9 5.14%	11 9.82%	7 6.67%	3 5.08%	2 3.64%	13 13.00% T	5 4.46%	13 12.75% V	3 3.75%	15 10.95% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	71 10.04%	69 12.55%	78 10.29%	647 11.54%	35 9.51%	39 13.68%	43 12.72%	489 8.38%	19 8.76%	18 10.65%	26 9.77%	76 8.92%	6 14.63%	13 7.47%	10 23.81% P	9 5.14%	12 10.71%	7 6.67%	3 5.08%	3 5.45%	13 13.00%	5 4.46%	14 13.73% V	3 3.75%	16 11.68% X	0 0.0%
Usually	128 18.10%	92 16.73%	146 19.26%	915 16.32%	68 18.48%	43 15.09%	55 16.27%	997 17.09%	47 21.66%	31 18.34%	49 18.42%	196 23.00%	9 21.95%	37 21.26%	16 38.10% P	31 17.71%	22 19.64%	25 23.81%	13 22.03%	17 30.91% U	16 16.00%	23 20.54%	23 22.55%	24 30.00% Y	23 16.79%	0 0.0%
Always	508 71.85%	389 70.73%	534 70.45%	4045 72.14%	265 72.01%	203 71.23%	240 71.01%	4347 74.52%	151 69.59%	120 71.01%	191 71.80%	580 68.08%	26 63.41%	124 71.26%	16 38.10%	135 77.14% O	78 69.64%	73 69.52%	43 72.88%	35 63.64%	71 71.00%	84 75.00%	65 63.73%	53 66.25%	98 71.53%	0 0.0%
CAHPS Rate (%Always + %Usually)	636 89.96%	481 87.45%	680 89.71%	4960 88.46%	333 90.49%	246 86.32%	295 87.28%	5344 91.62%	198 91.24%	151 89.35%	240 90.23%	776 91.08%	35 85.37%	161 92.53%	32 76.19%	166 94.86% O	100 89.29%	98 93.33%	56 94.92%	52 94.55%	87 87.00%	107 95.54% W	88 86.27%	77 96.25% Y	121 88.32%	0 0.0%
3-point composite mean	2.6181	2.5818	2.6016	2.6060	2.6250	2.5754	2.5828	2.6614	2.6083	2.6036	2.6203	2.5915	2.4878	2.6379	2.1429	2.7200 O	2.5893	2.6286	2.6780	2.5818	2.5800	2.7054 W	2.5000	2.6250	2.5985	0
4-point composite mean	3.5983	3.5564	3.5805	3.5795	3.6087	3.5404	3.5562	3.6455	3.6037	3.5976	3.5940	3.5751	3.4878	3.6322	3.1190	3.7200 O	3.5804	3.6286	3.6780	3.5636	3.5800	3.7054 W	3.4902	3.6250	3.5912	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	41 4.39% C	30 3.88%	25 2.41%	616 4.87%	18 3.63% G	10 2.42%	8 1.61%	286 4.15%	12 4.51%	11 5.09%	10 3.16%	37 3.61%	4 8.33%	8 3.74%	0 0.0%	0 0.0%	5 3.55%	7 5.60%	4 5.63%	2 2.99%	5 4.03%	8 5.56%	4 3.36%	3 3.00%	9 5.42%	0 0.0%
Appropriately skipped	193 20.69%	198 25.61% A	255 24.57% A	2844 22.47%	115 23.19% I	120 29.06% E	150 30.18% E	795 11.54%	37 13.91%	38 17.59%	41 12.97%	139 13.55%	3 6.25%	32 14.95% M	0 0.0%	0 0.0%	24 17.02%	13 10.40%	8 11.27%	10 14.93%	19 15.32%	24 16.67%	13 10.92%	17 17.00%	20 12.05%	0 0.0%
BASE = Those who responded	699 74.92% B	545 70.50%	758 73.03%	9196 72.66%	363 73.19%	283 68.52%	339 68.21%	5811 84.32%	217 81.58% E	167 77.31%	265 83.86%	850 82.85%	41 85.42%	174 81.31%	42 100.00%	175 100.00%	112 79.43%	105 84.00%	59 83.10%	55 82.09%	100 80.65%	112 77.78%	102 85.71%	80 80.00%	137 82.53%	0 0.0%
Yes	213 30.47%	157 28.81%	247 32.59%	2880 31.32%	101 27.82%	72 25.44%	97 28.61%	2804 48.25%	97 44.70% E	73 43.71%	124 46.79%	413 48.59%	18 43.90%	78 44.83%	21 50.00%	76 43.43%	48 42.86%	49 46.67%	28 47.46%	24 43.64%	42 42.00%	47 41.96%	47 46.08%	36 45.00%	61 44.53%	0 0.0%
No	486 69.53%	388 71.19%	511 67.41%	6316 68.68%	262 72.18% I	211 74.56%	242 71.39%	3007 51.75%	120 55.30%	94 56.29%	141 53.21%	437 51.41%	23 56.10%	96 55.17%	21 50.00%	99 56.57%	64 57.14%	56 53.33%	31 52.54%	31 56.36%	58 58.00%	65 58.04%	55 53.92%	44 55.00%	76 55.47%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	43	32	27	651	19	10	10	314	13	12	12	44	5	8	1	0	6	7	4	3	5	8	5	4	9	0
	4.61% C	4.14%	2.60%	5.14%	3.83%	2.42%	2.01%	4.56%	4.89%	5.56%	3.80%	4.29%	10.42%	3.74%	2.38%	0.0%	4.26%	5.60%	5.63%	4.48%	4.03%	5.56%	4.20%	4.00%	5.42%	0.0%
Appropriately skipped	679	586	766	9160	377	331	392	3802	157	132	182	576	26	128	21	99	88	69	39	41	77	89	68	61	96	0
	72.78%	75.81%	73.80%	72.38%	76.01% I	80.15%	78.87%	55.17%	59.02%	61.11%	57.59%	56.14%	54.17%	59.81%	50.00%	56.57%	62.41%	55.20%	54.93%	61.19%	62.10%	61.81%	57.14%	61.00%	57.83%	0.0%
BASE = Those who responded	211	155	245	2845	100	72	95	2776	96	72	122	406	17	78	20	76	47	49	28	23	42	47	46	35	61	0
	22.62%	20.05%	23.60%	22.48%	20.16%	17.43%	19.11%	40.28%	36.09% E	33.33%	38.61%	39.57%	35.42%	36.45%	47.62%	43.43%	33.33%	39.20%	39.44%	34.33%	33.87%	32.64%	38.66%	35.00%	36.75%	0.0%
Yes	197	144	231	2612	91	65	88	2666	93	70	119	391	16	76	19	74	45	48	27	22	41	46	44	35	58	0
	93.36%	92.90%	94.29%	91.81%	91.00%	90.28%	92.63%	96.04%	96.88%	97.22%	97.54%	96.31%	94.12%	97.44%	95.00%	97.37%	95.74%	97.96%	96.43%	95.65%	97.62%	97.87%	95.65%	100.00%	95.08%	0.0%
No	14	11	14	233	9	7	7	110	3	2	3	15	1	2	1	2	2	1	1	1	1	1	2	0	3	0
	6.64%	7.10%	5.71%	8.19%	9.00%	9.72%	7.37%	3.96%	3.13%	2.78%	2.46%	3.69%	5.88%	2.56%	5.00%	2.63%	4.26%	2.04%	3.57%	4.35%	2.38%	2.13%	4.35%	0.0%	4.92%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 4.93% C	31 4.01%	29 2.79%	662 5.23%	20 4.03%	10 2.42%	10 2.01%	329 4.77%	15 5.64%	12 5.56%	12 3.80%	49 4.78%	6 12.50%	9 4.21%	1 2.38%	2 1.14%	8 5.67%	7 5.60%	5 7.04%	4 5.97%	5 4.03%	10 6.94%	5 4.20%	6 6.00%	9 5.42%	0 0.0%
Appropriately skipped	679 72.78%	586 75.81%	766 73.80%	9160 72.38%	377 76.01% I	331 80.15%	392 78.87%	3802 55.17%	157 59.02%	132 61.11%	182 57.59%	576 56.14%	26 54.17%	128 59.81%	21 50.00%	99 56.57%	88 62.41%	69 55.20%	39 54.93%	41 61.19%	77 62.10%	89 61.81%	68 57.14%	61 61.00%	96 57.83%	0 0.0%
BASE = Those who responded	208 22.29%	156 20.18%	243 23.41%	2834 22.39%	99 19.96%	72 17.43%	95 19.11%	2761 40.06%	94 35.34% E	72 33.33%	122 38.61%	401 39.08%	16 33.33%	77 35.98%	20 47.62%	74 42.29%	45 31.91%	49 39.20%	27 38.03%	22 32.84%	42 33.87%	45 31.25%	46 38.66%	33 33.00%	61 36.75%	0 0.0%
Yes	143 68.75%	109 69.87%	177 72.84%	1874 66.13%	66 66.67%	46 63.89%	68 71.58%	2052 74.32%	75 79.79% E	55 76.39%	91 74.59%	311 77.56%	10 62.50%	64 83.12%	16 80.00%	59 79.73%	37 82.22%	38 77.55%	22 81.48%	17 77.27%	33 78.57%	37 82.22%	35 76.09%	27 81.82%	48 78.69%	0 0.0%
No	65 31.25%	47 30.13%	66 27.16%	960 33.87%	33 33.33% I	26 36.11%	27 28.42%	709 25.68%	19 20.21%	17 23.61%	31 25.41%	90 22.44%	6 37.50%	13 16.88%	4 20.00%	15 20.27%	8 17.78%	11 22.45%	5 18.52%	5 22.73%	9 21.43%	8 17.78%	11 23.91%	6 18.18%	13 21.31%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	44 4.72% C	32 4.14%	28 2.70%	669 5.29%	20 4.03%	10 2.42%	10 2.01%	335 4.86%	13 4.89%	13 6.02%	13 4.11%	48 4.68%	5 10.42%	8 3.74%	1 2.38%	0 0.0%	6 4.26%	7 5.60%	4 5.63%	3 4.48%	5 4.03%	8 5.56%	5 4.20%	4 4.00%	9 5.42%	0 0.0%
Appropriately skipped	679 72.78%	586 75.81%	766 73.80%	9160 72.38%	377 76.01% I	331 80.15%	392 78.87%	3802 55.17%	157 59.02%	132 61.11%	182 57.59%	576 56.14%	26 54.17%	128 59.81%	21 50.00%	99 56.57%	88 62.41%	69 55.20%	39 54.93%	41 61.19%	77 62.10%	89 61.81%	68 57.14%	61 61.00%	96 57.83%	0 0.0%
BASE = Those who responded	210 22.51%	155 20.05%	244 23.51%	2827 22.34%	99 19.96%	72 17.43%	95 19.11%	2755 39.97%	96 36.09% E	71 32.87%	121 38.29%	402 39.18%	17 35.42%	78 36.45%	20 47.62%	76 43.43%	47 33.33%	49 39.20%	28 39.44%	23 34.33%	42 33.87%	47 32.64%	46 38.66%	35 35.00%	61 36.75%	0 0.0%
Yes	172 81.90%	120 77.42%	206 84.43%	2247 79.48%	78 78.79%	54 75.00%	84 88.42% F	2367 85.92%	79 82.29%	59 83.10%	103 85.12%	342 85.07%	10 58.82%	68 87.18%	12 60.00%	67 88.16%	40 85.11%	39 79.59%	21 75.00%	20 86.96%	35 83.33%	39 82.98%	37 80.43%	28 80.00%	51 83.61%	0 0.0%
No	38 18.10%	35 22.58%	38 15.57%	580 20.52%	21 21.21%	18 25.00% G	11 11.58%	388 14.08%	17 17.71%	12 16.90%	18 14.88%	60 14.93%	7 41.18%	10 12.82%	8 40.00%	9 11.84%	7 14.89%	10 20.41%	7 25.00%	3 13.04%	7 16.67%	8 17.02%	9 19.57%	7 20.00%	10 16.39%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	39	31	26	570	17	10	9	275	12	12	10	37	4	8	0	0	5	7	4	2	5	8	4	3	9	0
	4.18% C	4.01%	2.50%	4.50%	3.43%	2.42%	1.81%	3.99%	4.51%	5.56%	3.16%	3.61%	8.33%	3.74%	0.0%	0.0%	3.55%	5.60%	5.63%	2.99%	4.03%	5.56%	3.36%	3.00%	5.42%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	3	32	0	0	24	13	8	10	19	24	13	17	20	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	6.25%	14.95% M	0.0%	0.0%	17.02%	10.40%	11.27%	14.93%	15.32%	16.67%	10.92%	17.00%	12.05%	0.0%
BASE = Those who responded	701	544	756	9242	364	283	338	5822	217	166	264	850	41	174	42	175	112	105	59	55	100	112	102	80	137	0
	75.13% B	70.38%	72.83%	73.02%	73.39%	68.52%	68.01%	84.47%	81.58% E	76.85%	83.54%	82.85%	85.42%	81.31%	100.00%	100.00%	79.43%	84.00%	83.10%	82.09%	80.65%	77.78%	85.71%	80.00%	82.53%	0.0%
10 - Best health care possible	342	245	349	4877	182	127	161	3008	95	72	110	365	8	86	0	95	52	43	28	20	46	50	44	33	62	0
	48.79%	45.04%	46.16%	52.77%	50.00%	44.88%	47.63%	51.67% I	43.78%	43.37%	41.67%	42.94%	19.51%	49.43% M	0.0%	54.29% O	46.43%	40.95%	47.46%	36.36%	46.00%	44.64%	43.14%	41.25%	45.26%	0.0%
9 -	120	98	129	1707	62	47	55	1006	31	33	46	158	2	29	0	31	15	16	9	6	14	15	14	13	18	0
	17.12%	18.01%	17.06%	18.47%	17.03%	16.61%	16.27%	17.28%	14.29%	19.88%	17.42%	18.59%	4.88%	16.67% M	0.0%	17.71% O	13.39%	15.24%	15.25%	10.91%	14.00%	13.39%	13.73%	16.25%	13.14%	0.0%
Top Two Box	462	343	478	6584	244	174	216	4014	126	105	156	523	10	115	0	126	67	59	37	26	60	65	58	46	80	0
	65.91%	63.05%	63.23%	71.24%	67.03% I	61.48%	63.91%	68.95% I	58.06%	63.25%	59.09%	61.53%	24.39%	66.09% M	0.0%	72.00% O	59.82%	56.19%	62.71%	47.27%	60.00%	58.04%	56.86%	57.50%	58.39%	0.0%
8 -	130	98	156	1520	62	52	64	1058	49	28	51	181	10	38	0	49	28	21	10	18	21	27	22	20	29	0
	18.54%	18.01%	20.63%	16.45%	17.03%	18.37%	18.93%	18.17%	22.58%	16.87%	19.32%	21.29%	24.39%	21.84%	0.0%	28.00% O	25.00%	20.00%	16.95%	32.73%	21.00%	24.11%	21.57%	25.00%	21.17%	0.0%
CAHPS Rate (Top Three Box)	592	441	634	8104	306	226	280	5072	175	133	207	704	20	153	0	175	95	80	47	44	81	92	80	66	109	0
	84.45%	81.07%	83.86%	87.69%	84.07%	79.86%	82.84%	87.12% I	80.65%	80.12%	78.41%	82.82%	48.78%	87.93% M	0.0%	100.00% O	84.82%	76.19%	79.66%	80.00%	81.00%	82.14%	78.43%	82.50%	79.56%	0.0%
7 -	56	56	46	552	31	33	24	370	23	17	26	84	9	14	23	0	11	12	7	7	9	12	11	8	15	0
	7.99%	10.29% C	6.08%	5.97%	8.52%	11.66%	7.10%	6.36%	10.60% H	10.24%	9.85%	9.88%	21.95% N	8.05%	54.76% P	0.0%	9.82%	11.43%	11.86%	12.73%	9.00%	10.71%	10.78%	10.00%	10.95%	0.0%
6 -	23	14	24	228	11	8	9	143	8	3	10	25	6	2	8	0	3	5	3	3	2	4	4	4	4	0
	3.28%	2.57%	3.17%	2.47%	3.02%	2.83%	2.66%	2.46%	3.69%	1.81%	3.79%	2.94%	14.63% N	1.15%	19.05% P	0.0%	2.68%	4.76%	5.08%	5.45%	2.00%	3.57%	3.92%	5.00%	2.92%	0.0%
5 -	17	16	34	216	11	10	17	140	6	4	14	25	3	3	6	0	1	5	1	0	5	3	3	2	4	0
	2.43%	2.94%	4.50% A	2.34%	3.02%	3.53%	5.03%	2.40%	2.76%	2.41%	5.30%	2.94%	7.32%	1.72%	14.29% P	0.0%	0.89%	4.76%	1.69%	0.0%	5.00% T	2.68%	2.94%	2.50%	2.92%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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 -	5	3	9	46	1	1	3	34	1	3	4	3	1	0	1	0	1	0	0	0	1	0	1	0	1	0
	0.71%	0.55%	1.19%	0.50%	0.27%	0.35%	0.89%	0.58%	0.46%	1.81%	1.52%	0.35%	2.44%	0.0%	2.38%	0.0%	0.89%	0.0%	0.0%	0.0%	1.00%	0.0%	0.98%	0.0%	0.73%	0.0%
3 -	1	6	1	28	1	1	1	28	0	4	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.14%	1.10% AC	0.13%	0.30%	0.27%	0.35%	0.30%	0.48% I	0.0%	2.41% IK	0.0%	0.35%	0.0%	0.0%	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 -	4	3	1	22	1	2	0	16	3	0	0	4	1	2	3	0	0	3	0	1	2	1	2	0	3	0
	0.57%	0.55%	0.13%	0.24%	0.27%	0.71%	0.0%	0.27%	1.38%	0.0%	0.0%	0.47%	2.44%	1.15%	7.14%	0.0%	0.0%	2.86%	0.0%	1.82%	2.00%	0.89%	1.96%	0.0%	2.19%	0.0%
1 -	1	2	3	24	1	0	2	9	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.14%	0.37%	0.40%	0.26%	0.27%	0.0%	0.59%	0.15% I	0.0%	0.60%	0.76%	0.0%	0.0%	0.0%	0.0%	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 care possible	2	3	4	22	1	2	2	10	1	1	1	2	1	0	1	0	1	0	1	0	0	0	1	0	1	0
	0.29%	0.55%	0.53%	0.24%	0.27%	0.71%	0.59%	0.17%	0.46%	0.60%	0.38%	0.24%	2.44%	0.0%	2.38%	0.0%	0.89%	0.0%	1.69%	0.0%	0.0%	0.0%	0.98%	0.0%	0.73%	0.0%
Bottom Three Box	7	8	8	68	3	4	4	35	4	2	3	6	2	2	4	0	1	3	1	1	2	1	3	0	4	0
	1.00%	1.47%	1.06%	0.74%	0.82%	1.41%	1.18%	0.60%	1.84%	1.20%	1.14%	0.71%	4.88%	1.15%	9.52% P	0.0%	0.89%	2.86%	1.69%	1.82%	2.00%	0.89%	2.94%	0.0%	2.92% X	0.0%
Bottom Two Box	3	5	7	46	2	2	4	19	1	2	3	2	1	0	1	0	1	0	1	0	0	0	1	0	1	0
	0.43%	0.92%	0.93%	0.50%	0.55%	0.71%	1.18%	0.33%	0.46%	1.20%	1.14%	0.24%	2.44%	0.0%	2.38%	0.0%	0.89%	0.0%	1.69%	0.0%	0.0%	0.0%	0.98%	0.0%	0.73%	0.0%
Average rating	8.8260	8.6581	8.7024	8.9744	8.8516	8.6537	8.7012	8.9328 I	8.6175	8.5723	8.5303	8.7200	7.2683	8.9310 M	5.9286	9.2629 O	8.7768	8.4476	8.6949	8.4909	8.6200	8.7143	8.4902	8.7125	8.5620	0
Standard deviation	1.5740	1.7649	1.7090	1.4952	1.5637	1.7126	1.7582	1.4986	1.6975	1.8895	1.7729	1.5268	2.1416	1.4044	1.6675	0.8682	1.5452	1.8309	1.7684	1.5240	1.7594	1.4906	1.9084	1.3527	1.8674	0
3-point composite mean	2.5835	2.5441	2.5317	2.6490	2.5962	2.5300	2.5385	2.6242 I	2.4931	2.5361	2.4735	2.5424	1.9512	2.6207 M	1.5476	2.7200 O	2.5446	2.4381	2.5424	2.4000	2.5000	2.5089	2.4608	2.5000	2.4891	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	30	30	580	17	9	9	279	13	11	11	39	4	9	0	1	5	8	4	2	6	8	5	3	10	0
	4.29%	3.88%	2.89%	4.58%	3.43%	2.18%	1.81%	4.05%	4.89%	5.09%	3.48%	3.80%	8.33%	4.21%	0.0%	0.57%	3.55%	6.40%	5.63%	2.99%	4.84%	5.56%	4.20%	3.00%	6.02%	0.0%
Appropriately skipped	193	198	255	2844	115	120	150	795	37	38	41	139	3	32	0	0	24	13	8	10	19	24	13	17	20	0
	20.69%	25.61% A	24.57% A	22.47%	23.19% I	29.06% E	30.18% E	11.54%	13.91%	17.59%	12.97%	13.55%	6.25%	14.95% M	0.0%	0.0%	17.02%	10.40%	11.27%	14.93%	15.32%	16.67%	10.92%	17.00%	12.05%	0.0%
BASE = Those who responded	700	545	753	9232	364	284	338	5818	216	167	264	848	41	173	42	174	112	104	59	55	99	112	101	80	136	0
	75.03% B	70.50%	72.54%	72.95%	73.39%	68.77%	68.01%	84.42%	81.20% E	77.31%	83.54%	82.65%	85.42%	80.84%	100.00%	99.43%	79.43%	83.20%	83.10%	82.09%	79.84%	77.78%	84.87%	80.00%	81.93%	0.0%
Never	13	12	8	161	7	8	4	43	5	3	3	11	3	2	2	3	1	4	1	2	2	0	5	1	4	0
	1.86%	2.20%	1.06%	1.74%	1.92%	2.82%	1.18%	0.74%	2.31%	1.80%	1.14%	1.30%	7.32%	1.16%	4.76%	1.72%	0.89%	3.85%	1.69%	3.64%	2.02%	0.0%	4.95% V	1.25%	2.94%	0.0%
Sometimes	57	62	92	701	26	37	41	377	23	24	48	72	12	11	11	12	9	14	7	5	11	14	9	11	12	0
	8.14%	11.38%	12.22% A	7.59%	7.14%	13.03% E	12.13% E	6.48%	10.65% H	14.37%	18.18% I	8.49%	29.27% N	6.36%	26.19% P	6.90%	8.04%	13.46%	11.86%	9.09%	11.11%	12.50%	8.91%	13.75%	8.82%	0.0%
Bottom Two Box (%Never + %Sometimes)	70	74	100	862	33	45	45	420	28	27	51	83	15	13	13	15	10	18	8	7	13	14	14	12	16	0
	10.00%	13.58%	13.28%	9.34%	9.07%	15.85% E	13.31%	7.22%	12.96% H	16.17%	19.32%	9.79%	36.59% N	7.51%	30.95% P	8.62%	8.93%	17.31%	13.56%	12.73%	13.13%	12.50%	13.86%	15.00%	11.76%	0.0%
Usually	189	117	187	2048	101	53	74	1400	64	43	76	280	11	52	16	48	33	31	17	20	26	32	31	22	42	0
	27.00% B	21.47%	24.83%	22.18%	27.75% DF	18.66%	21.89%	24.06%	29.63%	25.75%	28.79%	33.02%	26.83%	30.06%	38.10%	27.59%	29.46%	29.81%	28.81%	36.36%	26.26%	28.57%	30.69%	27.50%	30.88%	0.0%
Always	441	354	466	6322	230	186	219	3998	124	97	137	485	15	108	13	111	69	55	34	28	60	66	56	46	78	0
	63.00%	64.95%	61.89%	68.48% E	63.19%	65.49%	64.79%	68.72% I	57.41%	58.08%	51.89%	57.19%	36.59%	62.43% M	30.95%	63.79% O	61.61%	52.88%	57.63%	50.91%	60.61%	58.93%	55.45%	57.50%	57.35%	0.0%
CAHPS Rate (%Always + %Usually)	630	471	653	8370	331	239	293	5398	188	140	213	765	26	160	29	159	102	86	51	48	86	98	87	68	120	0
	90.00%	86.42%	86.72%	90.66%	90.93% F	84.15%	86.69%	92.78% I	87.04%	83.83%	80.68%	90.21%	63.41%	92.49% M	69.05%	91.38% O	91.07%	82.69%	86.44%	87.27%	86.87%	87.50%	86.14%	85.00%	88.24%	0.0%
3-point composite mean	2.5300	2.5138	2.4861	2.5914	2.5412	2.4965	2.5148	2.6150 I	2.4444	2.4192	2.3258	2.4741	2.0000	2.5491 M	2.0000	2.5517 O	2.5268	2.3558	2.4407	2.3818	2.4747	2.4643	2.4158	2.4250	2.4559	0
4-point composite mean	3.5114	3.4917	3.4754	3.5740	3.5220	3.4683	3.5030	3.6076 I	3.4213	3.4012	3.3144	3.4611	2.9268	3.5376 M	2.9524	3.5345 O	3.5179	3.3173	3.4237	3.3455	3.4545	3.4643	3.3663	3.4125	3.4265	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	13 1.39% C	11 1.42% C	4 0.39%	120 1.57%	8 1.61% G	5 1.21% G	0 0.0%	83 1.20% I	1 0.38%	5 2.31%	1 0.32%	6 0.58%	1 2.08%	0 0.0%	0 0.0%	0 0.0%	1 0.71%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.84%	1 1.00%	0 0.0%	0 0.0%
BASE = Those who responded	920 98.61%	762 98.58%	1033 99.52% AB	7531 98.43%	488 98.39%	408 98.79%	497 100.00% EF	6809 98.80%	265 99.62% H	211 97.69%	315 99.68%	1020 99.42%	47 97.92%	214 100.00%	42 100.00%	175 100.00%	140 99.29%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	118 99.16%	99 99.00%	166 100.00%	0 0.0%
Yes	581 63.15%	453 59.45%	634 61.37%	5540 73.56% E	308 63.11%	244 59.80%	307 61.77%	5882 86.39% I	212 80.00% E	153 72.51%	246 78.10%	811 79.51%	37 78.72%	172 80.37%	32 76.19%	144 82.29%	113 80.71%	99 79.20%	41 57.75%	61 91.04% S	107 86.29% S	115 79.86%	94 79.66%	83 83.84%	129 77.71%	0 0.0%
No	339 36.85%	309 40.55%	399 38.63%	1991 26.44%	180 36.89% DI	164 40.20%	190 38.23%	927 13.61%	53 20.00% H	58 27.49%	69 21.90%	209 20.49%	10 21.28%	42 19.63%	10 23.81%	31 17.71%	27 19.29%	26 20.80%	30 42.25% TU	6 8.96%	17 13.71%	29 20.14%	24 20.34%	16 16.16%	37 22.29%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	26	22	14	321	16	12	3	261	5	7	4	27	3	2	1	2	3	2	0	1	3	4	1	5	0	0
	2.79% C	2.85% C	1.35%	4.20%	3.23% G	2.91% G	0.60%	3.79% I	1.88%	3.24%	1.27%	2.63%	6.25%	0.93%	2.38%	1.14%	2.13%	1.60%	0.0%	1.49%	2.42%	2.78%	0.84%	5.00% Y	0.0%	0.0%
Appropriately skipped	339	309	399	1991	180	164	190	927	53	58	69	209	10	42	10	31	27	26	30	6	17	29	24	16	37	0
	36.33%	39.97%	38.44%	26.02%	36.29% DI	39.71%	38.23%	13.45%	19.92% H	26.85%	21.84%	20.37%	20.83%	19.63%	23.81%	17.71%	19.15%	20.80%	42.25% TU	8.96%	13.71%	20.14%	20.17%	16.00%	22.29%	0.0%
BASE = Those who responded	568	442	624	5339	300	237	304	5704	208	151	242	790	35	170	31	142	111	97	41	60	104	111	94	79	129	0
	60.88%	57.18%	60.12%	69.78% E	60.48%	57.38%	61.17%	82.76%	78.20% JE	69.91%	76.58%	77.00%	72.92%	79.44%	73.81%	81.14%	78.72%	77.60%	57.75%	89.55% S	83.87% S	77.08%	78.99%	79.00%	77.71%	0.0%
Yes	88	54	86	595	44	24	30	1108	52	31	61	170	17	35	13	34	18	34	6	13	33	26	26	15	37	0
	15.49%	12.22%	13.78%	11.14%	14.67%	10.13%	9.87%	19.42%	25.00% E	20.53%	25.21%	21.52%	48.57% N	20.59%	41.94%	23.94%	16.22%	35.05% Q	14.63%	21.67%	31.73% S	23.42%	27.66%	18.99%	28.68%	0.0%
No	480	388	538	4744	256	213	274	4596	156	120	181	620	18	135	18	108	93	63	35	47	71	85	68	64	92	0
	84.51%	87.78%	86.22%	88.86%	85.33% I	89.87%	90.13%	80.58%	75.00%	79.47%	74.79%	78.48%	51.43%	79.41% M	58.06%	76.06%	83.78% R	64.95%	85.37% U	78.33%	68.27%	76.58%	72.34%	81.01%	71.32%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	22	17	330	16	12	3	274	5	7	7	29	3	2	1	2	3	2	0	1	3	4	1	5	0	0
	2.89%	2.85%	1.64%	4.31%	3.23% G	2.91% G	0.60%	3.98% I	1.88%	3.24%	2.22%	2.83%	6.25%	0.93%	2.38%	1.14%	2.13%	1.60%	0.0%	1.49%	2.42%	2.78%	0.84%	5.00% Y	0.0%	0.0%
Appropriately skipped	819	697	937	6735	436	377	464	5523	209	178	250	829	28	177	28	139	120	89	65	53	88	114	92	80	129	0
	87.78%	90.17%	90.27%	88.03%	87.90% I	91.28%	93.36% E	80.14%	78.57%	82.41%	79.11%	80.80%	58.33%	82.71% M	66.67%	79.43%	85.11% R	71.20%	91.55% TU	79.10%	70.97%	79.17%	77.31%	80.00%	77.71%	0.0%
BASE = Those who responded	87	54	84	586	44	24	30	1095	52	31	59	168	17	35	13	34	18	34	6	13	33	26	26	15	37	0
	9.32%	6.99%	8.09%	7.66%	8.87%	5.81%	6.04%	15.89%	19.55% E	14.35%	18.67%	16.37%	35.42% N	16.36%	30.95%	19.43%	12.77%	27.20% Q	8.45%	19.40%	26.61% S	18.06%	21.85%	15.00%	22.29%	0.0%
Yes	76	54	72	535	39	24	25	1017	48	31	49	156	15	33	11	33	16	32	6	12	30	23	25	14	34	0
	87.36%	100.00% AC	85.71%	91.30%	88.64%	100.00%	83.33%	92.88%	92.31%	100.00% IK	83.05%	92.86%	88.24%	94.29%	84.62%	97.06%	88.89%	94.12%	100.00%	92.31%	90.91%	88.46%	96.15%	93.33%	91.89%	0.0%
No	11	0	12	51	5	0	5	78	4	0	10	12	2	2	2	1	2	2	0	1	3	3	1	1	3	0
	12.64% B	0.0%	14.29% B	8.70%	11.36%	0.0%	16.67%	7.12%	7.69% J	0.0%	16.95% J	7.14%	11.76%	5.71%	15.38%	2.94%	11.11%	5.88%	0.0%	7.69%	9.09%	11.54%	3.85%	6.67%	8.11%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	6	10	105	4	2	3	82	0	3	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.75%	0.78%	0.96%	1.37%	0.81% I	0.48%	0.60%	1.19% I	0.0%	1.39%	1.27% I	0.78%	0.0%	0.0%	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	926	767	1028	7546	492	411	494	6810	266	213	312	1018	48	214	42	175	141	125	71	67	124	144	119	100	166	0
	99.25%	99.22%	99.04%	98.63%	99.19%	99.52%	99.40%	98.81%	100.00% HKE	98.61%	98.73%	99.22%	100.00%	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	53	57	80	427	21	26	29	786	24	31	42	118	5	19	6	18	8	16	8	8	8	15	9	8	16	0
	5.72%	7.43%	7.78%	5.66%	4.27%	6.33%	5.87%	11.54%	9.02% E	14.55%	13.46%	11.59%	10.42%	8.88%	14.29%	10.29%	5.67%	12.80% Q	11.27%	11.94%	6.45%	10.42%	7.56%	8.00%	9.64%	0.0%
No	873	710	948	7119	471	385	465	6024	242	182	270	900	43	195	36	157	133	109	63	59	116	129	110	92	150	0
	94.28%	92.57%	92.22%	94.34%	95.73% I	93.67%	94.13%	88.46%	90.98%	85.45%	86.54%	88.41%	89.58%	91.12%	85.71%	89.71%	94.33% R	87.20%	88.73%	88.06%	93.55%	89.58%	92.44%	92.00%	90.36%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 0.75%	6 0.78%	10 0.96%	119 1.56%	4 0.81% I	2 0.48%	3 0.60%	98 1.42% I	0 0.0%	3 1.39%	4 1.27% I	8 0.78%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Appropriately skipped	873 93.57%	710 91.85%	948 91.33%	7119 93.05%	471 94.96% I	385 93.22%	465 93.56%	6024 87.41%	242 90.98% HJK	182 84.26%	270 85.44%	900 87.72%	43 89.58%	195 91.12%	36 85.71%	157 89.71%	133 94.33% R	109 87.20%	63 88.73%	59 88.06%	116 93.55%	129 89.58%	110 92.44%	92 92.00%	150 90.36%	0 0.0%
BASE = Those who responded	53 5.68%	57 7.37%	80 7.71%	413 5.40%	21 4.23%	26 6.30%	29 5.84%	770 11.17%	24 9.02% E	31 14.35%	42 13.29%	118 11.50%	5 10.42%	19 8.88%	6 14.29%	18 10.29%	8 5.67%	16 12.80% Q	8 11.27%	8 11.94%	8 6.45%	15 10.42%	9 7.56%	8 8.00%	16 9.64%	0 0.0%
Never	3 5.66%	5 8.77%	9 11.25%	35 8.47%	0 0.0%	2 7.69%	5 17.24%	77 10.00%	2 8.33%	3 9.68%	5 11.90%	8 6.78%	2 40.00%	0 0.0%	2 33.33%	0 0.0%	1 12.50%	1 6.25%	2 25.00%	0 0.0%	0 0.0%	2 13.33%	0 0.0%	1 12.50%	1 6.25%	0 0.0%
Sometimes	4 7.55%	11 19.30%	16 20.00% A	50 12.11%	2 9.52%	3 11.54%	5 17.24%	117 15.19%	3 12.50%	7 22.58%	8 19.05%	16 13.56%	0 0.0%	3 15.79%	1 16.67%	2 11.11%	1 12.50%	2 12.50%	0 0.0%	2 25.00%	1 12.50%	1 6.67%	2 22.22%	0 0.0%	3 18.75%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	7 13.21%	16 28.07%	25 31.25% A	85 20.58%	2 9.52%	5 19.23%	10 34.48%	194 25.19%	5 20.83%	10 32.26%	13 30.95%	24 20.34%	2 40.00%	3 15.79%	3 50.00%	2 11.11%	2 25.00%	3 18.75%	2 25.00%	2 25.00%	1 12.50%	3 20.00%	2 22.22%	1 12.50%	4 25.00%	0 0.0%
Usually	16 30.19%	14 24.56%	14 17.50%	67 16.22%	4 19.05%	6 23.08%	4 13.79%	177 22.99%	10 41.67%	8 25.81%	8 19.05%	31 26.27%	2 40.00%	8 42.11%	3 50.00%	7 38.89%	3 37.50%	7 43.75%	4 50.00%	4 50.00%	2 25.00%	8 53.33%	2 22.22%	3 37.50%	7 43.75%	0 0.0%
Always	30 56.60%	27 47.37%	41 51.25%	261 63.20%	15 71.43%	15 57.69%	15 51.72%	399 51.82%	9 37.50%	13 41.94%	21 50.00%	63 53.39%	1 20.00%	8 42.11%	0 0.0%	9 50.00%	3 37.50%	6 37.50%	2 25.00%	2 25.00%	5 62.50%	4 26.67%	5 55.56%	4 50.00%	5 31.25%	0 0.0%
CAHPS Rate (%Always + %Usually)	46 86.79% C	41 71.93%	55 68.75%	328 79.42%	19 90.48%	21 80.77%	19 65.52%	576 74.81%	19 79.17%	21 67.74%	29 69.05%	94 79.66%	3 60.00%	16 84.21%	3 50.00%	16 88.89%	6 75.00%	13 81.25%	6 75.00%	6 75.00%	7 87.50%	12 80.00%	7 77.78%	7 87.50%	12 75.00%	0 0.0%
3-point composite mean	2.4340	2.1930	2.2000	2.4262	2.6190	2.3846	2.1724	2.2662	2.1667	2.0968	2.1905	2.3305	1.8000	2.2632	1.5000	2.3889	2.1250	2.1875	2.0000	2.0000	2.5000	2.0667	2.3333	2.3750	2.0625	0
4-point composite mean	3.3774	3.1053	3.0875	3.3414	3.6190	3.3077	3.0000	3.1662	3.0833	3.0000	3.0714	3.2627	2.4000	3.2632	2.1667	3.3889	3.0000	3.1250	2.7500	3.0000	3.5000	2.9333	3.3333	3.2500	3.0000	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	8	6	10	119	5	2	3	95	0	3	4	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.86%	0.78%	0.96%	1.56%	1.01% I	0.48%	0.60%	1.38% I	0.0%	1.39%	1.27% I	0.78%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appropriately skipped	873	710	948	7119	471	385	465	6024	242	182	270	900	43	195	36	157	133	109	63	59	116	129	110	92	150	0
	93.57%	91.85%	91.33%	93.05%	94.96% I	93.22%	93.56%	87.41%	90.98% HJK	84.26%	85.44%	87.72%	89.58%	91.12%	85.71%	89.71%	94.33% R	87.20%	88.73%	88.06%	93.55%	89.58%	92.44%	92.00%	90.36%	0.0%
BASE = Those who responded	52	57	80	413	20	26	29	773	24	31	42	118	5	19	6	18	8	16	8	8	8	15	9	8	16	0
	5.57%	7.37%	7.71%	5.40%	4.03%	6.30%	5.84%	11.22%	9.02% E	14.35%	13.29%	11.50%	10.42%	8.88%	14.29%	10.29%	5.67%	12.80% Q	11.27%	11.94%	6.45%	10.42%	7.56%	8.00%	9.64%	0.0%
Yes	45	49	66	334	17	22	22	634	21	30	35	99	3	18	4	17	7	14	6	7	8	12	9	7	14	0
	86.54%	85.96%	82.50%	80.87%	85.00%	84.62%	75.86%	82.02%	87.50%	96.77% K	83.33%	83.90%	60.00%	94.74%	66.67%	94.44%	87.50%	87.50%	75.00%	87.50%	100.00%	80.00%	100.00%	87.50%	87.50%	0.0%
No	7	8	14	79	3	4	7	139	3	1	7	19	2	1	2	1	1	2	2	1	0	3	0	1	2	0
	13.46%	14.04%	17.50%	19.13%	15.00%	15.38%	24.14%	17.98%	12.50%	3.23%	16.67% J	16.10%	40.00%	5.26%	33.33%	5.56%	12.50%	12.50%	25.00%	12.50%	0.0%	20.00%	0.0%	12.50%	12.50%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	7	7	122	6	2	3	104	6	4	4	13	3	3	1	5	2	4	1	2	3	4	2	2	4	0
	1.39%	0.91%	0.67%	1.59%	1.21%	0.48%	0.60%	1.51%	2.26%	1.85%	1.27%	1.27%	6.25%	1.40%	2.38%	2.86%	1.42%	3.20%	1.41%	2.99%	2.42%	2.78%	1.68%	2.00%	2.41%	0.0%
BASE = Those who responded	920	766	1031	7529	490	411	494	6788	260	212	312	1013	45	211	41	170	139	121	70	65	121	140	117	98	162	0
	98.61%	99.09%	99.33%	98.41%	98.79%	99.52%	99.40%	98.49%	97.74%	98.15%	98.73%	98.73%	93.75%	98.60%	97.62%	97.14%	98.58%	96.80%	98.59%	97.01%	97.58%	97.22%	98.32%	98.00%	97.59%	0.0%
Yes	143	116	166	835	61	50	46	1602	86	65	111	272	17	68	15	55	41	45	39	22	24	51	35	30	56	0
	15.54%	15.14%	16.10%	11.09%	12.45%	12.17%	9.31%	23.60%	33.08% HE	30.66%	35.58%	26.85%	37.78%	32.23%	36.59%	32.35%	29.50%	37.19%	55.71% TU	33.85% U	19.83%	36.43%	29.91%	30.61%	34.57%	0.0%
No	777	650	865	6694	429	361	448	5186	174	147	201	741	28	143	26	115	98	76	31	43	97	89	82	68	106	0
	84.46%	84.86%	83.90%	88.91%	87.55% I	87.83%	90.69%	76.40% I	66.92%	69.34%	64.42%	73.15%	62.22%	67.77%	63.41%	67.65%	70.50%	62.81%	44.29%	66.15% S	80.17% ST	63.57%	70.09%	69.39%	65.43%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	17 1.82% C	11 1.42%	7 0.67%	146 1.91%	9 1.81%	6 1.45%	3 0.60%	141 2.05%	8 3.01%	5 2.31%	4 1.27%	18 1.75%	4 8.33%	3 1.40%	1 2.38%	6 3.43%	4 2.84%	4 3.20%	1 1.41%	2 2.99%	4 3.23%	4 2.78%	4 3.36%	4 4.00%	4 2.41%	0 0.0%
Appropriately skipped	777 83.28%	650 84.09%	865 83.33%	6694 87.49%	429 86.49% I	361 87.41%	448 90.14%	5186 75.25% I	174 65.41%	147 68.06%	201 63.61%	741 72.22%	28 58.33%	143 66.82%	26 61.90%	115 65.71%	98 69.50%	76 60.80%	31 43.66%	43 64.18% S	97 78.23% ST	89 61.81%	82 68.91%	68 68.00%	106 63.86%	0 0.0%
BASE = Those who responded	139 14.90%	112 14.49%	165 15.90%	811 10.60%	58 11.69%	46 11.14%	46 9.26%	1565 22.71%	84 31.58% HE	64 29.63%	110 34.81%	267 26.02%	16 33.33%	68 31.78%	15 35.71%	54 30.86%	39 27.66%	45 36.00%	39 54.93% TU	22 32.84% U	23 18.55%	51 35.42%	33 27.73%	28 28.00%	56 33.73%	0 0.0%
Never	15 10.79%	14 12.50%	11 6.67%	65 8.01%	6 10.34%	8 17.39% G	1 2.17%	121 7.73%	11 13.10%	9 14.06%	9 8.18%	29 10.86%	5 31.25%	6 8.82%	4 26.67%	7 12.96%	2 5.13%	9 20.00% Q	5 12.82%	2 9.09%	4 17.39%	5 9.80%	6 18.18%	6 21.43%	5 8.93%	0 0.0%
Sometimes	19 13.67%	16 14.29%	29 17.58%	109 13.44%	7 12.07%	7 15.22%	13 28.26% E	204 13.04%	13 15.48%	9 14.06%	19 17.27%	37 13.86%	3 18.75%	10 14.71%	4 26.67%	7 12.96%	7 17.95%	6 13.33%	6 15.38%	3 13.64%	4 17.39%	8 15.69%	5 15.15%	1 3.57%	12 21.43%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	34 24.46%	30 26.79%	40 24.24%	174 21.45%	13 22.41%	15 32.61%	14 30.43%	325 20.77%	24 28.57%	18 28.13%	28 25.45%	66 24.72%	8 50.00%	16 23.53%	8 53.33%	14 25.93%	9 23.08%	15 33.33%	11 28.21%	5 22.73%	8 34.78%	13 25.49%	11 33.33%	7 25.00%	17 30.36%	0 0.0%
Usually	21 15.11%	22 19.64%	39 23.64%	142 17.51%	6 10.34%	8 17.39%	9 19.57%	306 19.55%	14 16.67%	12 18.75%	24 21.82%	56 20.97%	2 12.50%	12 17.65%	3 20.00%	8 14.81%	7 17.95%	7 15.56%	7 17.95%	4 18.18%	3 13.04%	10 19.61%	4 12.12%	7 25.00%	7 12.50%	0 0.0%
Always	84 60.43%	60 53.57%	86 52.12%	495 61.04%	39 67.24%	23 50.00%	23 50.00%	934 59.68%	46 54.76%	34 53.13%	58 52.73%	145 54.31%	6 37.50%	40 58.82%	4 26.67%	32 59.26%	23 58.97%	23 51.11%	21 53.85%	13 59.09%	12 52.17%	28 54.90%	18 54.55%	14 50.00%	32 57.14%	0 0.0%
CAHPS Rate (%Always + %Usually)	105 75.54%	82 73.21%	125 75.76%	637 78.55%	45 77.59%	31 67.39%	32 69.57%	1240 79.23%	60 71.43%	46 71.88%	82 74.55%	201 75.28%	8 50.00%	52 76.47%	7 46.67%	40 74.07%	30 76.92%	30 66.67%	28 71.79%	17 77.27%	15 65.22%	38 74.51%	22 66.67%	21 75.00%	39 69.64%	0 0.0%
3-point composite mean	2.3597	2.2679	2.2788	2.3958	2.4483	2.1739	2.1957	2.3891	2.2619	2.2500	2.2727	2.2959	1.8750	2.3529	1.7333	2.3333	2.3590	2.1778	2.2564	2.3636	2.1739	2.2941	2.2121	2.2500	2.2679	0
4-point composite mean	3.2518	3.1429	3.2121	3.3157	3.3448	3.0000	3.1739	3.3118	3.1310	3.1094	3.1909	3.1873	2.5625	3.2647	2.4667	3.2037	3.3077	2.9778	3.1282	3.2727	3.0000	3.1961	3.0303	3.0357	3.1786	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	14 1.50%	9 1.16%	9 0.87%	134 1.75%	7 1.41%	2 0.48%	3 0.60%	134 1.94%	7 2.63%	5 2.31%	5 1.58%	15 1.46%	3 6.25%	3 1.40%	1 2.38%	6 3.43%	3 2.13%	4 3.20%	1 1.41%	2 2.99%	4 3.23%	4 2.78%	3 2.52%	3 3.00%	4 2.41%	0 0.0%
Appropriately skipped	777 83.28%	650 84.09%	865 83.33%	6694 87.49%	429 86.49% I	361 87.41%	448 90.14%	5186 75.25% I	174 65.41%	147 68.06%	201 63.61%	741 72.22%	28 58.33%	143 66.82%	26 61.90%	115 65.71%	98 69.50%	76 60.80%	31 43.66%	43 64.18% S	97 78.23% ST	89 61.81%	82 68.91%	68 68.00%	106 63.86%	0 0.0%
BASE = Those who responded	142 15.22%	114 14.75%	164 15.80%	823 10.76%	60 12.10%	50 12.11%	46 9.26%	1572 22.81%	85 31.95% HE	64 29.63%	110 34.81%	270 26.32%	17 35.42%	68 31.78%	15 35.71%	54 30.86%	40 28.37%	45 36.00%	39 54.93% TU	22 32.84% U	23 18.55%	51 35.42%	34 28.57%	29 29.00%	56 33.73%	0 0.0%
Yes	95 66.90%	72 63.16%	107 65.24%	576 69.99%	39 65.00%	30 60.00%	33 71.74%	1146 72.90%	58 68.24%	38 59.38%	75 68.18%	192 71.11%	10 58.82%	48 70.59%	10 66.67%	41 75.93%	26 65.00%	32 71.11%	27 69.23%	13 59.09%	18 78.26%	33 64.71%	25 73.53%	16 55.17%	42 75.00%	0 0.0%
No	47 33.10%	42 36.84%	57 34.76%	247 30.01%	21 35.00%	20 40.00%	13 28.26%	426 27.10%	27 31.76%	26 40.63%	35 31.82%	78 28.89%	7 41.18%	20 29.41%	5 33.33%	13 24.07%	14 35.00%	13 28.89%	12 30.77%	9 40.91%	5 21.74%	18 35.29%	9 26.47%	13 44.83%	14 25.00%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	5	121	4	3	3	105	2	3	1	13	1	1	1	0	1	1	0	0	1	0	2	1	1	0
	0.75%	0.91%	0.48%	1.58%	0.81%	0.73%	0.60%	1.52%	0.75%	1.39%	0.32%	1.27%	2.08%	0.47%	2.38%	0.0%	0.71%	0.80%	0.0%	0.0%	0.81%	0.0%	1.68%	1.00%	0.60%	0.0%
BASE = Those who responded	926	766	1033	7530	492	410	494	6787	264	213	315	1013	47	213	41	175	140	124	71	67	123	144	117	99	165	0
	99.25%	99.09%	99.52%	98.42%	99.19%	99.27%	99.40%	98.48%	99.25%	98.61%	99.68%	98.73%	97.92%	99.53%	97.62%	100.00%	99.29%	99.20%	100.00%	100.00%	99.19%	100.00%	98.32%	99.00%	99.40%	0.0%
Yes	149	123	200	1134	54	43	50	2870	112	82	148	361	16	94	14	77	58	54	16	34	60	63	47	45	67	0
	16.09%	16.06%	19.36%	15.06% E	10.98%	10.49%	10.12%	42.29%	42.42% E	38.50%	46.98%	35.64%	34.04%	44.13%	34.15%	44.00%	41.43%	43.55%	22.54%	50.75% S	48.78% S	43.75%	40.17%	45.45%	40.61%	0.0%
No	777	643	833	6396	438	367	444	3917	152	131	167	652	31	119	27	98	82	70	55	33	63	81	70	54	98	0
	83.91%	83.94%	80.64%	84.94%	89.02% DI	89.51%	89.88%	57.71%	57.58%	61.50%	53.02%	64.36%	65.96%	55.87%	65.85%	56.00%	58.57%	56.45%	77.46% TU	49.25%	51.22%	56.25%	59.83%	54.55%	59.39%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	10 1.07%	8 1.03%	8 0.77%	138 1.80%	5 1.01%	3 0.73%	3 0.60%	161 2.34%	5 1.88%	3 1.39%	1 0.32%	19 1.85%	4 8.33%	1 0.47%	1 2.38%	1 0.57%	1 0.71%	4 3.20%	0 0.0%	1 1.49%	3 2.42%	2 1.39%	3 2.52%	2 2.00%	3 1.81%	0 0.0%
Appropriately skipped	777 83.28%	643 83.18%	833 80.25%	6396 83.60%	438 88.31% DI	367 88.86%	444 89.34%	3917 56.83%	152 57.14%	131 60.65%	167 52.85%	652 63.55%	31 64.58%	119 55.61%	27 64.29%	98 56.00%	82 58.16%	70 56.00%	55 77.46% TU	33 49.25%	63 50.81%	81 56.25%	70 58.82%	54 54.00%	98 59.04%	0 0.0%
BASE = Those who responded	146 15.65%	122 15.78%	197 18.98%	1117 14.60% E	53 10.69%	43 10.41%	50 10.06%	2814 40.83%	109 40.98% E	82 37.96%	148 46.84% J	355 34.60%	13 27.08%	94 43.93% M	14 33.33%	76 43.43%	58 41.13%	51 40.80%	16 22.54%	33 49.25% S	58 46.77% S	61 42.36%	46 38.66%	44 44.00%	65 39.16%	0 0.0%
Never	12 8.22%	7 5.74%	13 6.60%	91 8.15%	5 9.43%	3 6.98%	5 10.00%	195 6.93%	11 10.09%	7 8.54%	11 7.43%	45 12.68%	2 15.38%	9 9.57%	2 14.29%	8 10.53%	3 5.17%	8 15.69%	1 6.25%	4 12.12%	6 10.34%	4 6.56%	7 15.22%	4 9.09%	7 10.77%	0 0.0%
Sometimes	23 15.75%	29 23.77% C	22 11.17%	144 12.89%	9 16.98%	12 27.91%	7 14.00%	363 12.90%	18 16.51%	20 24.39% K	16 10.81%	59 16.62%	6 46.15%	12 12.77%	3 21.43%	13 17.11%	6 10.34%	12 23.53%	5 31.25%	3 9.09%	9 15.52%	10 16.39%	7 15.22%	5 11.36%	13 20.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	35 23.97%	36 29.51% C	35 17.77%	235 21.04%	14 26.42%	15 34.88%	12 24.00%	558 19.83%	29 26.61%	27 32.93% K	27 18.24%	104 29.30%	8 61.54%	21 22.34%	5 35.71%	21 27.63%	9 15.52%	20 39.22% Q	6 37.50%	7 21.21%	15 25.86%	14 22.95%	14 30.43%	9 20.45%	20 30.77%	0 0.0%
Usually	28 19.18%	22 18.03%	38 19.29%	225 20.14%	11 20.75%	6 13.95%	7 14.00%	580 20.61%	18 16.51%	17 20.73%	28 18.92%	88 24.79%	2 15.38%	15 15.96%	1 7.14%	15 19.74%	10 17.24%	8 15.69%	3 18.75%	3 9.09%	12 20.69%	12 19.67%	6 13.04%	8 18.18%	10 15.38%	0 0.0%
Always	83 56.85%	64 52.46%	124 62.94%	657 58.82%	28 52.83%	22 51.16%	31 62.00%	1676 59.56%	62 56.88%	38 46.34%	93 62.84% J	163 45.92%	3 23.08%	58 61.70%	8 57.14%	40 52.63%	39 67.24% R	23 45.10%	7 43.75%	23 69.70%	31 53.45%	35 57.38%	26 56.52%	27 61.36%	35 53.85%	0 0.0%
CAHPS Rate (%Always + %Usually)	111 76.03%	86 70.49%	162 82.23% B	882 78.96%	39 73.58%	28 65.12%	38 76.00%	2256 80.17%	80 73.39%	55 67.07%	121 81.76% J	251 70.70%	5 38.46%	73 77.66%	9 64.29%	55 72.37%	49 84.48% R	31 60.78%	10 62.50%	26 78.79%	43 74.14%	47 77.05%	32 69.57%	35 79.55%	45 69.23%	0 0.0%
3-point composite mean	2.3288	2.2295	2.4518 B	2.3778	2.2642	2.1628	2.3800	2.3973	2.3028	2.1341	2.4459 J	2.1662	1.6154	2.3936	2.2143	2.2500	2.5172 R	2.0588	2.0625	2.4848	2.2759	2.3443	2.2609	2.4091	2.2308	0
4-point composite mean	3.2466	3.1721	3.3858	3.2963	3.1698	3.0930	3.2800	3.3280	3.2018	3.0488	3.3716 J	3.0394	2.4615	3.2979	3.0714	3.1447	3.4655 R	2.9020	3.0000	3.3636	3.1724	3.2787	3.1087	3.3182	3.1231	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 0.96%	9 1.16%	10 0.96%	146 1.91% E	4 0.81%	3 0.73%	4 0.80%	148 2.15%	4 1.50%	4 1.85%	3 0.95%	19 1.85%	2 4.17%	2 0.93%	2 4.76%	0 0.0%	1 0.71%	3 2.40%	0 0.0%	1 1.49%	2 1.61%	1 0.69%	3 2.52%	2 2.00%	2 1.20%	0 0.0%
Appropriately skipped	777 83.28%	643 83.18%	833 80.25%	6396 83.60%	438 88.31% DI	367 88.86%	444 89.34%	3917 56.83%	152 57.14%	131 60.65%	167 52.85%	652 63.55%	31 64.58%	119 55.61%	27 64.29%	98 56.00%	82 58.16%	70 56.00%	55 77.46% TU	33 49.25%	63 50.81%	81 56.25%	70 58.82%	54 54.00%	98 59.04%	0 0.0%
BASE = Those who responded	147 15.76%	121 15.65%	195 18.79%	1109 14.49% E	54 10.89%	43 10.41%	49 9.86%	2827 41.02%	110 41.35% E	81 37.50%	146 46.20% J	355 34.60%	15 31.25%	93 43.46%	13 30.95%	77 44.00%	58 41.13%	52 41.60%	16 22.54%	33 49.25% S	59 47.58% S	62 43.06%	46 38.66%	44 44.00%	66 39.76%	0 0.0%
Yes	76 51.70%	58 47.93%	108 55.38%	634 57.17%	25 46.30%	19 44.19%	27 55.10%	1650 58.37%	59 53.64%	40 49.38%	83 56.85%	208 58.59%	4 26.67%	54 58.06%	8 61.54%	41 53.25%	29 50.00%	30 57.69%	9 56.25%	13 39.39%	35 59.32%	34 54.84%	23 50.00%	17 38.64%	42 63.64% X	0 0.0%
No	71 48.30%	63 52.07%	87 44.62%	475 42.83%	29 53.70%	24 55.81%	22 44.90%	1177 41.63%	51 46.36%	41 50.62%	63 43.15%	147 41.41%	11 73.33%	39 41.94%	5 38.46%	36 46.75%	29 50.00%	22 42.31%	7 43.75%	20 60.61%	24 40.68%	28 45.16%	23 50.00%	27 61.36% Y	24 36.36%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 1.39%	12 1.55%	14 1.35%	138 1.80%	6 1.21%	6 1.45%	6 1.21%	134 1.94% I	2 0.75%	3 1.39%	4 1.27%	19 1.85%	0 0.0%	2 0.93%	0 0.0%	1 0.57%	0 0.0%	2 1.60%	1 1.41%	1 1.49%	0 0.0%	1 0.69%	1 0.84%	1 1.00%	1 0.60%	0 0.0%
BASE = Those who responded	920 98.61%	761 98.45%	1024 98.65%	7513 98.20%	490 98.79%	407 98.55%	491 98.79%	6758 98.06%	264 99.25% H	213 98.61%	312 98.73%	1007 98.15%	48 100.00%	212 99.07%	42 100.00%	174 99.43%	141 100.00%	123 98.40%	70 98.59%	66 98.51%	124 100.00%	143 99.31%	118 99.16%	99 99.00%	165 99.40%	0 0.0%
Yes	213 23.15%	167 21.94%	255 24.90%	1769 23.55% E	95 19.39%	74 18.18%	96 19.55%	3110 46.02%	117 44.32% E	93 43.66%	141 45.19%	441 43.79%	23 47.92%	93 43.87%	25 59.52%	84 48.28%	54 38.30%	63 51.22% Q	32 45.71%	21 31.82%	63 50.81% T	63 44.06%	53 44.92%	43 43.43%	74 44.85%	0 0.0%
No	707 76.85%	594 78.06%	769 75.10%	5744 76.45%	395 80.61% DI	333 81.82%	395 80.45%	3648 53.98%	147 55.68%	120 56.34%	171 54.81%	566 56.21%	25 52.08%	119 56.13%	17 40.48%	90 51.72%	87 61.70% R	60 48.78%	38 54.29%	45 68.18% U	61 49.19%	80 55.94%	65 55.08%	56 56.57%	91 55.15%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 1.93%	17 2.20%	23 2.22%	187 2.44%	8 1.61%	7 1.69%	8 1.61%	202 2.93%	6 2.26%	6 2.78%	8 2.53%	34 3.31%	0 0.0%	6 2.80% M	0 0.0%	5 2.86% O	2 1.42%	4 3.20%	2 2.82%	1 1.49%	3 2.42%	3 2.08%	3 2.52%	3 3.00%	3 1.81%	0 0.0%
Appropriately skipped	707 75.78%	594 76.84%	769 74.08%	5744 75.08%	395 79.64% DI	333 80.63%	395 79.48%	3648 52.93%	147 55.26%	120 55.56%	171 54.11%	566 55.17%	25 52.08%	119 55.61%	17 40.48%	90 51.43%	87 61.70% R	60 48.00%	38 53.52%	45 67.16% U	61 49.19%	80 55.56%	65 54.62%	56 56.00%	91 54.82%	0 0.0%
BASE = Those who responded	208 22.29%	162 20.96%	246 23.70%	1720 22.48% E	93 18.75%	73 17.68%	94 18.91%	3042 44.14%	113 42.48% E	90 41.67%	137 43.35%	426 41.52%	23 47.92%	89 41.59%	25 59.52%	80 45.71%	52 36.88%	61 48.80% Q	31 43.66%	21 31.34%	60 48.39% T	61 42.36%	51 42.86%	41 41.00%	72 43.37%	0 0.0%
Yes	125 60.10%	102 62.96%	146 59.35%	1022 59.42%	53 56.99%	43 58.90%	53 56.38%	1897 62.36%	72 63.72%	61 67.78%	86 62.77%	281 65.96%	15 65.22%	56 62.92%	12 48.00%	54 67.50%	28 53.85%	44 72.13% Q	27 87.10% U	9 42.86%	35 58.33%	42 68.85%	29 56.86%	24 58.54%	48 66.67%	0 0.0%
No	83 39.90%	60 37.04%	100 40.65%	698 40.58%	40 43.01%	30 41.10%	41 43.62%	1145 37.64%	41 36.28%	29 32.22%	51 37.23%	145 34.04%	8 34.78%	33 37.08%	13 52.00%	26 32.50%	24 46.15% R	17 27.87%	4 12.90%	12 57.14%	25 41.67% S	19 31.15%	22 43.14%	17 41.46%	24 33.33%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	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%	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%
No response	9	6	6	154	3	2	3	59	2	4	2	9	1	1	1	0	0	2	0	0	2	0	2	0	2	0
	0.96%	0.78%	0.58%	1.22%	0.60%	0.48%	0.60%	0.86%	0.75%	1.85%	0.63%	0.88%	2.08%	0.47%	2.38%	0.0%	0.0%	1.60%	0.0%	0.0%	1.61%	0.0%	1.68%	0.0%	1.20%	0.0%
BASE = Those who responded	924	767	1030	12502	493	411	493	6833	264	212	313	1017	47	213	41	175	141	123	71	67	122	144	117	100	164	0
	99.04%	99.22%	99.23%	98.78%	99.40%	99.52%	99.20%	99.14%	99.25%	98.15%	99.05%	99.12%	97.92%	99.53%	97.62%	100.00%	100.00%	98.40%	100.00%	100.00%	98.39%	100.00%	98.32%	100.00%	98.80%	0.0%
Yes	769	622	842	10912	400	320	387	6340	230	190	277	926	37	191	36	156	124	106	63	61	103	128	100	85	145	0
	83.23%	81.10%	81.75%	87.28% E	81.14%	77.86%	78.50%	92.79% I	87.12% E	89.62%	88.50%	91.05%	78.72%	89.67%	87.80%	89.14%	87.94%	86.18%	88.73%	91.04%	84.43%	88.89%	85.47%	85.00%	88.41%	0.0%
No	155	145	188	1590	93	91	106	493	34	22	36	91	10	22	5	19	17	17	8	6	19	16	17	15	19	0
	16.77%	18.90%	18.25%	12.72%	18.86% DI	22.14%	21.50%	7.21%	12.88% H	10.38%	11.50%	8.95%	21.28%	10.33%	12.20%	10.86%	12.06%	13.82%	11.27%	8.96%	15.57%	11.11%	14.53%	15.00%	11.59%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	5 0.48% AB	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	30 3.22%	18 2.33%	21 2.02%	512 4.05%	15 3.02%	7 1.69%	12 2.41%	200 2.90%	7 2.63%	7 3.24%	6 1.90%	27 2.63%	3 6.25%	4 1.87%	1 2.38%	2 1.14%	2 1.42%	5 4.00%	0 0.0%	3 4.48%	4 3.23% S	3 2.08%	4 3.36%	2 2.00%	5 3.01%	0 0.0%
Appropriately skipped	155 16.61%	145 18.76%	188 18.11%	1590 12.56%	93 18.75% DI	91 22.03%	106 21.33%	493 7.15%	34 12.78% H	22 10.19%	36 11.39%	91 8.87%	10 20.83%	22 10.28%	5 11.90%	19 10.86%	17 12.06%	17 13.60%	8 11.27%	6 8.96%	19 15.32%	16 11.11%	17 14.29%	15 15.00%	19 11.45%	0 0.0%
BASE = Those who responded	748 80.17%	610 78.91%	824 79.38%	10554 83.39% E	388 78.23%	315 76.27%	378 76.06%	6199 89.94% I	225 84.59% E	187 86.57%	273 86.39%	908 88.50%	35 72.92%	188 87.85% M	36 85.71%	154 88.00%	122 86.52%	103 82.40%	63 88.73%	58 86.57%	101 81.45%	125 86.81%	98 82.35%	83 83.00%	142 85.54%	0 0.0%
None	130 17.38%	135 22.13% A	165 20.02%	2019 19.13%	80 20.62% I	77 24.44%	87 23.02%	741 11.95%	29 12.89%	26 13.90%	42 15.38%	127 13.99%	1 2.86%	27 14.36% M	2 5.56%	9 5.84%	21 17.21% R	8 7.77%	7 11.11%	7 12.07%	15 14.85%	18 14.40%	11 11.22%	10 12.05%	19 13.38%	0 0.0%
1 time	220 29.41%	188 30.82%	228 27.67%	3440 32.59%	114 29.38%	102 32.38%	116 30.69%	1673 26.99%	59 26.22%	51 27.27%	62 22.71%	275 30.29%	8 22.86%	51 27.13%	7 19.44%	41 26.62%	36 29.51%	23 22.33%	15 23.81%	17 29.31%	26 25.74%	34 27.20%	25 25.51%	29 34.94% Y	30 21.13%	0 0.0%
2	175 23.40%	127 20.82%	200 24.27%	2459 23.30%	84 21.65%	63 20.00%	87 23.02%	1609 25.96%	56 24.89%	50 26.74%	72 26.37%	242 26.65%	9 25.71%	47 25.00%	9 25.00%	45 29.22%	27 22.13%	29 28.16%	17 26.98%	14 24.14%	24 23.76%	33 26.40%	22 22.45%	15 18.07%	41 28.87%	0 0.0%
3	101 13.50%	79 12.95%	106 12.86%	1283 12.16%	53 13.66%	41 13.02%	39 10.32%	942 15.20%	34 15.11%	23 12.30%	38 13.92%	119 13.11%	6 17.14%	27 14.36%	6 16.67%	27 17.53%	18 14.75%	16 15.53%	8 12.70%	9 15.52%	17 16.83%	16 12.80%	18 18.37%	18 21.69% Y	16 11.27%	0 0.0%
4	49 6.55%	41 6.72%	53 6.43%	638 6.05%	21 5.41%	24 7.62%	26 6.88%	544 8.78%	19 8.44%	16 8.56%	23 8.42%	66 7.27%	6 17.14%	13 6.91%	4 11.11%	13 8.44%	10 8.20%	9 8.74%	9 14.29% T	2 3.45%	7 6.93%	9 7.20%	9 9.18%	5 6.02%	14 9.86%	0 0.0%
5 to 9	58 7.75%	34 5.57%	54 6.55%	588 5.57%	29 7.47% F	8 2.54%	20 5.29%	572 9.23%	22 9.78%	16 8.56%	23 8.42%	66 7.27%	3 8.57%	19 10.11%	6 16.67%	16 10.39%	8 6.56%	14 13.59%	5 7.94%	9 15.52%	8 7.92%	11 8.80%	11 11.22%	6 7.23%	16 11.27%	0 0.0%
10 or more times	15 2.01%	6 0.98%	18 2.18%	127 1.20%	7 1.80% F	0 0.0%	3 0.79%	118 1.90%	6 2.67%	5 2.67%	13 4.76%	13 1.43%	2 5.71%	4 2.13%	2 5.56%	3 1.95%	2 1.64%	4 3.88%	2 3.17%	0 0.0%	4 3.96% T	4 3.20%	2 2.04%	0 0.0%	6 4.23% X	0 0.0%
Average	2.2226 B	1.8951	2.1371 B	1.9388	2.1018 F	1.5968	1.8214	2.4798	2.5689 E	2.4519	2.6941	2.2076	3.2571	2.4521	3.5000	2.6851	2.1721	3.0388 Q	2.6825	2.4655	2.5644	2.4880	2.6633	2.1084	2.8380 X	0
Standard deviation	2.3423	2.0146	2.3434	2.0421	2.3063	1.4862	1.9421	2.3294	2.5154	2.4853	2.8624	2.1533	2.8394	2.4360	3.0116	2.2997	2.2082	2.7639	2.5297	2.1752	2.7065	2.5988	2.4231	1.7563	2.8331	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.54%	19 2.46%	27 2.60%	560 4.42%	17 3.43%	7 1.69%	13 2.62%	223 3.24%	8 3.01%	7 3.24%	7 2.22%	32 3.12%	4 8.33%	4 1.87%	1 2.38%	2 1.14%	3 2.13%	5 4.00%	0 0.0%	3 4.48%	4 3.23% S	3 2.08%	5 4.20%	3 3.00%	5 3.01%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	615 65.92% B	474 61.32%	658 63.39%	8487 67.06% E	306 61.69%	238 57.63%	291 58.55%	5435 78.86% I	195 73.31% E	161 74.54%	231 73.10%	776 75.63%	33 68.75%	161 75.23%	34 80.95%	145 82.86%	100 70.92%	95 76.00%	56 78.87%	51 76.12%	86 69.35%	107 74.31%	86 72.27%	72 72.00%	123 74.10%	0 0.0%
Never	5 0.81%	7 1.48%	5 0.76%	110 1.30%	2 0.65%	5 2.10%	2 0.69%	41 0.75%	1 0.51%	0 0.0%	4 1.73% J	11 1.42%	0 0.0%	1 0.62%	0 0.0%	0 0.0%	1 1.00%	0 0.0%	0 0.0%	0 0.0%	1 1.16%	1 0.93%	0 0.0%	1 1.39%	0 0.0%	0 0.0%
Sometimes	32 5.20%	21 4.43%	35 5.32%	370 4.36%	13 4.25%	12 5.04%	18 6.19%	192 3.53%	10 5.13%	7 4.35%	8 3.46%	36 4.64%	3 9.09%	7 4.35%	2 5.88%	6 4.14%	3 3.00%	7 7.37%	3 5.36%	2 3.92%	5 5.81%	6 5.61%	4 4.65%	3 4.17%	7 5.69%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	37 6.02%	28 5.91%	40 6.08%	480 5.66%	15 4.90%	17 7.14%	20 6.87%	233 4.29%	11 5.64%	7 4.35%	12 5.19%	47 6.06%	3 9.09%	8 4.97%	2 5.88%	6 4.14%	4 4.00%	7 7.37%	3 5.36%	2 3.92%	6 6.98%	7 6.54%	4 4.65%	4 5.56%	7 5.69%	0 0.0%
Usually	90 14.63%	69 14.56%	96 14.59%	1161 13.68%	50 16.34%	29 12.18%	34 11.68%	702 12.92%	30 15.38%	24 14.91%	39 16.88%	132 17.01%	7 21.21%	23 14.29%	10 29.41% P	18 12.41%	13 13.00%	17 17.89%	6 10.71%	11 21.57%	13 15.12%	13 12.15%	17 19.77%	11 15.28%	19 15.45%	0 0.0%
Always	488 79.35%	377 79.54%	522 79.33%	6846 80.66%	241 78.76%	192 80.67%	237 81.44%	4500 82.80%	154 78.97%	130 80.75%	180 77.92%	597 76.93%	23 69.70%	130 80.75%	22 64.71%	121 83.45% O	83 83.00%	71 74.74%	47 83.93%	38 74.51%	67 77.91%	87 81.31%	65 75.58%	57 79.17%	97 78.86%	0 0.0%
CAHPS Rate (%Always + %Usually)	578 93.98%	446 94.09%	618 93.92%	8007 94.34%	291 95.10%	221 92.86%	271 93.13%	5202 95.71%	184 94.36%	154 95.65%	219 94.81%	729 93.94%	30 90.91%	153 95.03%	32 94.12%	139 95.86%	96 96.00%	88 92.63%	53 94.64%	49 96.08%	80 93.02%	100 93.46%	82 95.35%	68 94.44%	116 94.31%	0 0.0%
3-point composite mean	2.7333	2.7363	2.7325	2.7501	2.7386	2.7353	2.7457	2.7851	2.7333	2.7640	2.7273	2.7088	2.6061	2.7578	2.5882	2.7931 O	2.7900	2.6737	2.7857	2.7059	2.7093	2.7477	2.7093	2.7361	2.7317	0
4-point composite mean	3.7252	3.7215	3.7249	3.7371	3.7320	3.7143	3.7388	3.7776	3.7282	3.7640	3.7100	3.6946	3.6061	3.7516	3.5882	3.7931 O	3.7800	3.6737	3.7857	3.7059	3.6977	3.7383	3.7093	3.7222	3.7317	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.43%	18 2.33%	27 2.60%	558 4.41%	17 3.43%	7 1.69%	14 2.82%	220 3.19%	7 2.63%	7 3.24%	7 2.22%	28 2.73%	3 6.25%	4 1.87%	1 2.38%	2 1.14%	2 1.42%	5 4.00%	0 0.0%	3 4.48%	4 3.23% S	3 2.08%	4 3.36%	2 2.00%	5 3.01%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	616 66.02%	475 61.45%	658 63.39%	8489 67.07% E	306 61.69%	238 57.63%	290 58.35%	5438 78.90%	196 73.68% E	161 74.54%	231 73.10%	780 76.02%	34 70.83%	161 75.23%	34 80.95%	145 82.86%	101 71.63%	95 76.00%	56 78.87%	51 76.12%	86 69.35%	107 74.31%	87 73.11%	73 73.00%	123 74.10%	0 0.0%
Never	9 1.46%	4 0.84%	4 0.61%	71 0.84%	5 1.63%	2 0.84%	3 1.03%	31 0.57%	2 1.02%	0 0.0%	3 1.30%	10 1.28%	1 2.94%	1 0.62%	0 0.0%	1 0.69%	1 0.99%	1 1.05%	0 0.0%	0 0.0%	1 1.16%	0 0.0%	2 2.30%	1 1.37%	1 0.81%	0 0.0%
Sometimes	19 3.08%	25 5.26%	35 5.32% A	319 3.76%	9 2.94%	10 4.20%	15 5.17%	209 3.84%	7 3.57%	11 6.83%	13 5.63%	32 4.10%	4 11.76%	3 1.86%	0 0.0%	6 4.14% O	2 1.98%	5 5.26%	1 1.79%	2 3.92%	4 4.65%	4 3.74%	3 3.45%	2 2.74%	5 4.07%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	28 4.55%	29 6.11%	39 5.93%	390 4.59%	14 4.58%	12 5.04%	18 6.21%	240 4.41%	9 4.59%	11 6.83%	16 6.93%	42 5.38%	5 14.71%	4 2.48%	0 0.0%	7 4.83% O	3 2.97%	6 6.32%	1 1.79%	2 3.92%	5 5.81%	4 3.74%	5 5.75%	3 4.11%	6 4.88%	0 0.0%
Usually	85 13.80%	63 13.26%	90 13.68%	1051 12.38%	42 13.73%	31 13.03%	36 12.41%	641 11.79%	27 13.78%	23 14.29%	33 14.29%	128 16.41%	5 14.71%	22 13.66%	11 32.35% P	14 9.66%	14 13.86%	13 13.68%	5 8.93%	13 25.49% SU	9 10.47%	14 13.08%	13 14.94%	12 16.44%	15 12.20%	0 0.0%
Always	503 81.66%	383 80.63%	529 80.40%	7048 83.03%	250 81.70%	195 81.93%	236 81.38%	4557 83.80%	160 81.63%	127 78.88%	182 78.79%	610 78.21%	24 70.59%	135 83.85%	23 67.65%	124 85.52% O	84 83.17%	76 80.00%	50 89.29% T	36 70.59%	72 83.72%	89 83.18%	69 79.31%	58 79.45%	102 82.93%	0 0.0%
CAHPS Rate (%Always + %Usually)	588 95.45%	446 93.89%	619 94.07%	8099 95.41%	292 95.42%	226 94.96%	272 93.79%	5198 95.59%	187 95.41%	150 93.17%	215 93.07%	738 94.62%	29 85.29%	157 97.52%	34 100.00% P	138 95.17%	98 97.03%	89 93.68%	55 98.21%	49 96.08%	81 94.19%	103 96.26%	82 94.25%	70 95.89%	117 95.12%	0 0.0%
3-point composite mean	2.7711	2.7453	2.7447	2.7843	2.7712	2.7689	2.7517	2.7939	2.7704	2.7205	2.7186	2.7282	2.5588	2.8137	2.6765	2.8069	2.8020	2.7368	2.8750 T	2.6667	2.7791	2.7944	2.7356	2.7534	2.7805	0
4-point composite mean	3.7565	3.7368	3.7386	3.7759	3.7549	3.7605	3.7414	3.7882	3.7602	3.7205	3.7056	3.7154	3.5294	3.8075	3.6765	3.8000	3.7921	3.7263	3.8750 T	3.6667	3.7674	3.7944	3.7126	3.7397	3.7724	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

14070 - UNITEDHEALTHCARE COMMUNITY PLAN (NM)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.43%	20 2.59%	26 2.50%	561 4.43%	17 3.43%	8 1.94%	13 2.62%	224 3.25%	7 2.63%	7 3.24%	7 2.22%	29 2.83%	3 6.25%	4 1.87%	1 2.38%	2 1.14%	2 1.42%	5 4.00%	0 0.0%	3 4.48%	4 3.23% S	3 2.08%	4 3.36%	2 2.00%	5 3.01%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	616 66.02% B	473 61.19%	659 63.49%	8486 67.05% E	306 61.69%	237 57.38%	291 58.55%	5434 78.85%	196 73.68% E	161 74.54%	231 73.10%	779 75.93%	34 70.83%	161 75.23%	34 80.95%	145 82.86%	101 71.63%	95 76.00%	56 78.87%	51 76.12%	86 69.35%	107 74.31%	87 73.11%	73 73.00%	123 74.10%	0 0.0%
Never	5 0.81%	5 1.06%	4 0.61%	53 0.62%	2 0.65%	2 0.84%	1 0.34%	33 0.61%	2 1.02%	2 1.24%	4 1.73%	8 1.03%	1 2.94%	1 0.62%	0 0.0%	1 0.69%	1 0.99%	1 1.05%	0 0.0%	0 0.0%	1 1.16%	0 0.0%	2 2.30%	1 1.37%	1 0.81%	0 0.0%
Sometimes	18 2.92%	17 3.59%	30 4.55%	258 3.04%	10 3.27%	9 3.80%	12 4.12%	163 3.00%	5 2.55%	7 4.35%	11 4.76%	30 3.85%	3 8.82%	2 1.24%	1 2.94%	4 2.76%	1 0.99%	4 4.21%	2 3.57%	1 1.96%	2 2.33%	4 3.74%	1 1.15%	1 1.37%	4 3.25%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	23 3.73%	22 4.65%	34 5.16%	311 3.66%	12 3.92%	11 4.64%	13 4.47%	196 3.61%	7 3.57%	9 5.59%	15 6.49%	38 4.88%	4 11.76%	3 1.86%	1 2.94%	5 3.45%	2 1.98%	5 5.26%	2 3.57%	1 1.96%	3 3.49%	4 3.74%	3 3.45%	2 2.74%	5 4.07%	0 0.0%
Usually	49 7.95%	53 11.21%	61 9.26%	847 9.98% E	21 6.86%	22 9.28%	25 8.59%	500 9.20%	18 9.18%	22 13.66%	29 12.55%	88 11.30%	5 14.71%	13 8.07%	6 17.65%	10 6.90%	9 8.91%	9 9.47%	4 7.14%	4 7.84%	10 11.63%	6 5.61%	12 13.79%	8 10.96%	10 8.13%	0 0.0%
Always	544 88.31% B	398 84.14%	564 85.58%	7328 86.35%	273 89.22%	204 86.08%	253 86.94%	4738 87.19%	171 87.24%	130 80.75%	187 80.95%	653 83.83%	25 73.53%	145 90.06% M	27 79.41%	130 89.66%	90 89.11%	81 85.26%	50 89.29%	46 90.20%	73 84.88%	97 90.65%	72 82.76%	63 86.30%	108 87.80%	0 0.0%
CAHPS Rate (%Always + %Usually)	593 96.27%	451 95.35%	625 94.84%	8175 96.34%	294 96.08%	226 95.36%	278 95.53%	5238 96.39%	189 96.43%	152 94.41%	216 93.51%	741 95.12%	30 88.24%	158 98.14%	33 97.06%	140 96.55%	99 98.02%	90 94.74%	54 96.43%	50 98.04%	83 96.51%	103 96.26%	84 96.55%	71 97.26%	118 95.93%	0 0.0%
3-point composite mean	2.8458	2.7949	2.8042	2.8269	2.8529	2.8143	2.8247	2.8358	2.8367	2.7516	2.7446	2.7895	2.6176	2.8820 M	2.7647	2.8621	2.8713	2.8000	2.8571	2.8824	2.8140	2.8692	2.7931	2.8356	2.8374	0
4-point composite mean	3.8377	3.7844	3.7982	3.8206	3.8464	3.8059	3.8213	3.8298	3.8265	3.7391	3.7273	3.7792	3.5882	3.8758 M	3.7647	3.8552	3.8614	3.7895	3.8571	3.8824	3.8023	3.8692	3.7701	3.8219	3.8293	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	39 4.18%	21 2.72%	30 2.89%	604 4.77%	18 3.63%	8 1.94%	14 2.82%	250 3.63%	10 3.76%	8 3.70%	9 2.85%	33 3.22%	5 10.42%	5 2.34%	2 4.76%	3 1.71%	3 2.13%	7 5.60%	0 0.0%	5 7.46% S	4 3.23% S	5 3.47%	5 4.20%	4 4.00%	6 3.61%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	609 65.27%	472 61.06%	655 63.10%	8443 66.71% E	305 61.49%	237 57.38%	290 58.35%	5408 78.47% I	193 72.56% E	160 74.07%	229 72.47%	775 75.54%	32 66.67%	160 74.77%	33 78.57%	144 82.29%	100 70.92%	93 74.40%	56 78.87%	49 73.13%	86 69.35%	105 72.92%	86 72.27%	71 71.00%	122 73.49%	0 0.0%
Yes	337 55.34%	251 53.18%	329 50.23%	5591 66.22% E	165 54.10%	127 53.59%	157 54.14%	3938 72.82% I	127 65.80% E	97 60.63%	143 62.45%	523 67.48%	19 59.38%	107 66.88%	19 57.58%	97 67.36%	68 68.00%	59 63.44%	14 25.00%	35 71.43% S	76 88.37% ST	65 61.90%	60 69.77%	49 69.01%	78 63.93%	0 0.0%
No	272 44.66%	221 46.82%	326 49.77%	2852 33.78%	140 45.90% DI	110 46.41%	133 45.86%	1470 27.18%	66 34.20% H	63 39.38%	86 37.55%	252 32.52%	13 40.63%	53 33.13%	14 42.42%	47 32.64%	32 32.00%	34 36.56%	42 75.00% TU	14 28.57% U	10 11.63%	40 38.10%	26 30.23%	22 30.99%	44 36.07%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	42 4.50%	23 2.98%	32 3.08%	669 5.29%	20 4.03%	9 2.18%	16 3.22%	293 4.25%	11 4.14%	9 4.17%	11 3.48%	39 3.80%	5 10.42%	6 2.80%	2 4.76%	4 2.29%	4 2.84%	7 5.60%	0 0.0%	6 8.96% S	4 3.23% S	6 4.17%	5 4.20%	4 4.00%	7 4.22%	0 0.0%
Appropriately skipped	557 59.70%	501 64.81% A	679 65.41% A	6461 51.05%	313 63.10% DI	278 67.31%	326 65.59%	2704 39.23%	129 48.50% H	111 51.39%	164 51.90%	470 45.81%	24 50.00%	102 47.66%	21 50.00%	75 42.86%	70 49.65%	59 47.20%	57 80.28% TU	27 40.30%	44 35.48%	74 51.39%	54 45.38%	47 47.00%	82 49.40%	0 0.0%
BASE = Those who responded	334 35.80% C	249 32.21%	327 31.50%	5526 43.66% E	163 32.86%	126 30.51%	155 31.19%	3895 56.51% I	126 47.37% E	96 44.44%	141 44.62%	517 50.39%	19 39.58%	106 49.53%	19 45.24%	96 54.86%	67 47.52%	59 47.20%	14 19.72%	34 50.75% S	76 61.29% S	64 44.44%	60 50.42%	49 49.00%	77 46.39%	0 0.0%
Never	9 2.69%	7 2.81%	4 1.22%	54 0.98%	4 2.45%	3 2.38%	2 1.29%	29 0.74%	2 1.59%	2 2.08%	2 1.42%	5 0.97%	1 5.26%	1 0.94%	0 0.0%	2 2.08%	1 1.49%	1 1.69%	0 0.0%	1 2.94%	1 1.32%	0 0.0%	2 3.33%	0 0.0%	2 2.60%	0 0.0%
Sometimes	24 7.19%	20 8.03%	21 6.42%	328 5.94%	11 6.75%	11 8.73%	10 6.45%	197 5.06%	11 8.73%	7 7.29%	9 6.38%	37 7.16%	4 21.05%	7 6.60%	5 26.32%	6 6.25%	6 8.96%	5 8.47%	5 35.71%	3 8.82%	3 3.95%	6 9.38%	5 8.33%	3 6.12%	8 10.39%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	33 9.88%	27 10.84%	25 7.65%	382 6.91%	15 9.20%	14 11.11%	12 7.74%	226 5.80%	13 10.32%	9 9.38%	11 7.80%	42 8.12%	5 26.32%	8 7.55%	5 26.32%	8 8.33%	7 10.45%	6 10.17%	5 35.71%	4 11.76%	4 5.26%	6 9.38%	7 11.67%	3 6.12%	10 12.99%	0 0.0%
Usually	59 17.66%	35 14.06%	63 19.27%	992 17.95%	32 19.63% F	14 11.11%	33 21.29% F	691 17.74%	26 20.63%	18 18.75%	24 17.02%	121 23.40%	3 15.79%	22 20.75%	7 36.84%	17 17.71%	16 23.88%	10 16.95%	1 7.14%	9 26.47%	15 19.74%	11 17.19%	14 23.33%	8 16.33%	18 23.38%	0 0.0%
Always	242 72.46%	187 75.10%	239 73.09%	4152 75.14%	116 71.17%	98 77.78%	110 70.97%	2978 76.46%	87 69.05%	69 71.88%	106 75.18%	354 68.47%	11 57.89%	76 71.70%	7 36.84%	71 73.96%	44 65.67%	43 72.88%	8 57.14%	21 61.76%	57 75.00%	47 73.44%	39 65.00%	38 77.55%	49 63.64%	0 0.0%
CAHPS Rate (%Always + %Usually)	301 90.12%	222 89.16%	302 92.35%	5144 93.09%	148 90.80%	112 88.89%	143 92.26%	3669 94.20%	113 89.68%	87 90.63%	130 92.20%	475 91.88%	14 73.68%	98 92.45%	14 73.68%	88 91.67%	60 89.55%	53 89.83%	9 64.29%	30 88.24%	72 94.74%	58 90.63%	53 88.33%	46 93.88%	67 87.01%	0 0.0%
3-point composite mean	2.6257	2.6426	2.6544	2.6822	2.6196	2.6667	2.6323	2.7065 I	2.5873	2.6250	2.6738	2.6035	2.3158	2.6415	2.1053	2.6563	2.5522	2.6271	2.2143	2.5000	2.6974	2.6406	2.5333	2.7143	2.5065	0
4-point composite mean	3.5988	3.6145	3.6422	3.6725	3.5951	3.6429	3.6194	3.6991 I	3.5714	3.6042	3.6596	3.5938	3.2632	3.6321	3.1053	3.6354	3.5373	3.6102	3.2143	3.4706	3.6842	3.6406	3.5000	3.7143	3.4805	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.54%	20 2.59%	31 2.99%	597 4.72%	17 3.43%	8 1.94%	15 3.02%	246 3.57%	7 2.63%	7 3.24%	8 2.53%	33 3.22%	3 6.25%	4 1.87%	1 2.38%	2 1.14%	2 1.42%	5 4.00%	0 0.0%	3 4.48%	4 3.23% S	3 2.08%	4 3.36%	2 2.00%	5 3.01%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	615 65.92% B	473 61.19%	654 63.01%	8450 66.77% E	306 61.69%	237 57.38%	289 58.15%	5412 78.53%	196 73.68% E	161 74.54%	230 72.78%	775 75.54%	34 70.83%	161 75.23%	34 80.95%	145 82.86%	101 71.63%	95 76.00%	56 78.87%	51 76.12%	86 69.35%	107 74.31%	87 73.11%	73 73.00%	123 74.10%	0 0.0%
Never	20 3.25%	10 2.11%	16 2.45%	178 2.11%	13 4.25%	4 1.69%	9 3.11%	82 1.52%	6 3.06%	2 1.24%	5 2.17%	19 2.45%	4 11.76%	2 1.24%	3 8.82%	2 1.38%	5 4.95%	1 1.05%	2 3.57%	1 1.96%	2 2.33%	0 0.0%	6 6.90% V	1 1.37%	5 4.07%	0 0.0%
Sometimes	50 8.13%	40 8.46%	67 10.24%	754 8.92%	22 7.19%	21 8.86%	30 10.38%	380 7.02%	19 9.69%	12 7.45%	20 8.70%	66 8.52%	5 14.71%	14 8.70%	5 14.71%	10 6.90%	9 8.91%	10 10.53%	9 16.07%	3 5.88%	7 8.14%	14 13.08%	5 5.75%	5 6.85%	14 11.38%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	70 11.38%	50 10.57%	83 12.69%	932 11.03%	35 11.44%	25 10.55%	39 13.49%	462 8.54%	25 12.76%	14 8.70%	25 10.87%	85 10.97%	9 26.47% N	16 9.94%	8 23.53% P	12 8.28%	14 13.86%	11 11.58%	11 19.64%	4 7.84%	9 10.47%	14 13.08%	11 12.64%	6 8.22%	19 15.45%	0 0.0%
Usually	143 23.25%	105 22.20%	144 22.02%	1721 20.37%	73 23.86%	53 22.36%	61 21.11%	989 18.27%	47 23.98%	36 22.36%	48 20.87%	181 23.35%	10 29.41%	37 22.98%	15 44.12% P	29 20.00%	20 19.80%	27 28.42%	10 17.86%	16 31.37%	20 23.26%	24 22.43%	22 25.29%	19 26.03%	28 22.76%	0 0.0%
Always	402 65.37%	318 67.23%	427 65.29%	5797 68.60%	198 64.71%	159 67.09%	189 65.40%	3961 73.19% I	124 63.27%	111 68.94%	157 68.26%	509 65.68%	15 44.12%	108 67.08% M	11 32.35%	104 71.72% O	67 66.34%	57 60.00%	35 62.50%	31 60.78%	57 66.28%	69 64.49%	54 62.07%	48 65.75%	76 61.79%	0 0.0%
CAHPS Rate (%Always + %Usually)	545 88.62%	423 89.43%	571 87.31%	7518 88.97%	271 88.56%	212 89.45%	250 86.51%	4950 91.46%	171 87.24%	147 91.30%	205 89.13%	690 89.03%	25 73.53%	145 90.06% M	26 76.47%	133 91.72% O	87 86.14%	84 88.42%	45 80.36%	47 92.16%	77 89.53%	93 86.92%	76 87.36%	67 91.78%	104 84.55%	0 0.0%
3-point composite mean	2.5398	2.5666	2.5260	2.5757	2.5327	2.5654	2.5190	2.6465 I	2.5051	2.6025	2.5739	2.5471	2.1765	2.5714 M	2.0882	2.6345 O	2.5248	2.4842	2.4286	2.5294	2.5581	2.5140	2.4943	2.5753	2.4634	0
4-point composite mean	3.5073	3.5455	3.5015	3.5547	3.4902	3.5485	3.4879	3.6314 I	3.4745	3.5901	3.5522	3.5226	3.0588	3.5590 M	3.0000	3.6207 O	3.4752	3.4737	3.3929	3.5098	3.5349	3.5140	3.4253	3.5616	3.4228	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	37	23	33	590	18	10	17	252	9	9	12	34	5	4	1	3	3	6	0	3	5	4	5	4	5	0
	3.97%	2.98%	3.18%	4.66%	3.63%	2.42%	3.42%	3.66%	3.38%	4.17%	3.80%	3.31%	10.42%	1.87%	2.38%	1.71%	2.13%	4.80%	0.0%	4.48%	4.03% S	2.78%	4.20%	4.00%	3.01%	0.0%
Appropriately skipped	285	280	353	3609	173	168	193	1234	63	48	78	218	11	49	7	28	38	25	15	13	34	34	28	25	38	0
	30.55%	36.22% A	34.01%	28.52%	34.88% DI	40.68%	38.83%	17.90%	23.68% H	22.22%	24.68%	21.25%	22.92%	22.90%	16.67%	16.00%	26.95%	20.00%	21.13%	19.40%	27.42%	23.61%	23.53%	25.00%	22.89%	0.0%
BASE = Those who responded	611	470	651	8457	305	235	287	5406	194	159	226	774	32	161	34	144	100	94	56	51	85	106	86	71	123	0
	65.49% B	60.80%	62.72%	66.82% E	61.49%	56.90%	57.75%	78.44% I	72.93% E	73.61%	71.52%	75.44%	66.67%	75.23%	80.95%	82.29%	70.92%	75.20%	78.87%	76.12%	68.55%	73.61%	72.27%	71.00%	74.10%	0.0%
Yes	549	418	576	7494	272	210	254	4805	176	142	200	685	27	148	31	131	91	85	52	45	77	96	78	63	113	0
	89.85%	88.94%	88.48%	88.61%	89.18%	89.36%	88.50%	88.88%	90.72%	89.31%	88.50%	88.50%	84.38%	91.93%	91.18%	90.97%	91.00%	90.43%	92.86%	88.24%	90.59%	90.57%	90.70%	88.73%	91.87%	0.0%
No	62	52	75	963	33	25	33	601	18	17	26	89	5	13	3	13	9	9	4	6	8	10	8	8	10	0
	10.15%	11.06%	11.52%	11.39%	10.82%	10.64%	11.50%	11.12%	9.28%	10.69%	11.50%	11.50%	15.63%	8.07%	8.82%	9.03%	9.00%	9.57%	7.14%	11.76%	9.41%	9.43%	9.30%	11.27%	8.13%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	35 3.75%	20 2.59%	26 2.50%	617 4.88%	17 3.43%	8 1.94%	13 2.62%	251 3.64%	9 3.38%	8 3.70%	7 2.22%	34 3.31%	4 8.33%	5 2.34%	1 2.38%	4 2.29%	3 2.13%	6 4.80%	0 0.0%	3 4.48%	6 4.84% S	3 2.08%	6 5.04%	4 4.00%	5 3.01%	0 0.0%
Appropriately skipped	285 30.55%	280 36.22% A	353 34.01%	3609 28.52%	173 34.88% DI	168 40.68%	193 38.83%	1234 17.90%	63 23.68% H	48 22.22%	78 24.68%	218 21.25%	11 22.92%	49 22.90%	7 16.67%	28 16.00%	38 26.95%	25 20.00%	15 21.13%	13 19.40%	34 27.42%	34 23.61%	28 23.53%	25 25.00%	38 22.89%	0 0.0%
BASE = Those who responded	613 65.70%	473 61.19%	659 63.49%	8430 66.61% E	306 61.69%	237 57.38%	291 58.55%	5407 78.45% I	194 72.93% E	160 74.07%	231 73.10%	774 75.44%	33 68.75%	160 74.77%	34 80.95%	143 81.71%	100 70.92%	94 75.20%	56 78.87%	51 76.12%	84 67.74%	107 74.31%	85 71.43%	71 71.00%	123 74.10%	0 0.0%
Yes	293 47.80% B	193 40.80%	311 47.19% B	3804 45.12%	131 42.81%	95 40.08%	116 39.86%	3295 60.94%	122 62.89% E	91 56.88%	140 60.61%	478 61.76%	23 69.70%	98 61.25%	25 73.53%	90 62.94%	60 60.00%	62 65.96%	38 67.86%	33 64.71%	51 60.71%	67 62.62%	55 64.71%	46 64.79%	76 61.79%	0 0.0%
No	320 52.20%	280 59.20% AC	348 52.81%	4626 54.88%	175 57.19% I	142 59.92%	175 60.14%	2112 39.06%	72 37.11%	69 43.13%	91 39.39%	296 38.24%	10 30.30%	62 38.75%	9 26.47%	53 37.06%	40 40.00%	32 34.04%	18 32.14%	18 35.29%	33 39.29%	40 37.38%	30 35.29%	25 35.21%	47 38.21%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	41 4.39%	28 3.62%	30 2.89%	689 5.44% E	18 3.63%	13 3.15%	13 2.62%	310 4.50%	11 4.14%	11 5.09%	9 2.85%	42 4.09%	4 8.33%	7 3.27%	1 2.38%	6 3.43%	3 2.13%	8 6.40%	0 0.0%	3 4.48%	8 6.45% S	5 3.47%	6 5.04%	6 6.00%	5 3.01%	0 0.0%
Appropriately skipped	605 64.84%	560 72.45% AC	701 67.53%	8235 65.07%	348 70.16% DI	310 75.06%	368 74.04%	3346 48.55%	135 50.75%	117 54.17%	169 53.48%	514 50.10%	21 43.75%	111 51.87%	16 38.10%	81 46.29%	78 55.32%	57 45.60%	33 46.48%	31 46.27%	67 54.03%	74 51.39%	58 48.74%	50 50.00%	85 51.20%	0 0.0%
BASE = Those who responded	287 30.76% B	185 23.93%	307 29.58% B	3732 29.49%	130 26.21%	90 21.79%	116 23.34%	3236 46.95%	120 45.11% E	88 40.74%	138 43.67%	470 45.81%	23 47.92%	96 44.86%	25 59.52%	88 50.29%	60 42.55%	60 48.00%	38 53.52%	33 49.25%	49 39.52%	65 45.14%	55 46.22%	44 44.00%	76 45.78%	0 0.0%
Never	20 6.97%	13 7.03%	27 8.79%	205 5.49%	7 5.38%	5 5.56%	10 8.62%	167 5.16%	7 5.83%	9 10.23%	12 8.70%	31 6.60%	2 8.70%	5 5.21%	2 8.00%	4 4.55%	3 5.00%	4 6.67%	0 0.0%	0 0.0%	7 14.29% ST	4 6.15%	3 5.45%	4 9.09%	3 3.95%	0 0.0%
Sometimes	38 13.24%	23 12.43%	41 13.36%	446 11.95%	15 11.54%	10 11.11%	15 12.93%	330 10.20%	17 14.17%	9 10.23%	16 11.59%	62 13.19%	5 21.74%	12 12.50%	3 12.00%	13 14.77%	9 15.00%	8 13.33%	6 15.79%	7 21.21%	4 8.16%	8 12.31%	9 16.36%	5 11.36%	12 15.79%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	58 20.21%	36 19.46%	68 22.15%	651 17.44%	22 16.92%	15 16.67%	25 21.55%	497 15.36%	24 20.00%	18 20.45%	28 20.29%	93 19.79%	7 30.43%	17 17.71%	5 20.00%	17 19.32%	12 20.00%	12 20.00%	6 15.79%	7 21.21%	11 22.45%	12 18.46%	12 21.82%	9 20.45%	15 19.74%	0 0.0%
Usually	67 23.34%	42 22.70%	75 24.43%	911 24.41%	31 23.85%	19 21.11%	30 25.86%	779 24.07%	27 22.50%	20 22.73%	39 28.26%	123 26.17%	6 26.09%	21 21.88%	11 44.00%	15 17.05%	13 21.67%	14 23.33%	6 15.79%	8 24.24%	13 26.53%	14 21.54%	13 23.64%	8 18.18%	19 25.00%	0 0.0%
Always	162 56.45%	107 57.84%	164 53.42%	2170 58.15%	77 59.23%	56 62.22%	61 52.59%	1960 60.57%	69 57.50%	50 56.82%	71 51.45%	254 54.04%	10 43.48%	58 60.42%	9 36.00%	56 63.64%	35 58.33%	34 56.67%	26 68.42%	18 54.55%	25 51.02%	39 60.00%	30 54.55%	27 61.36%	42 55.26%	0 0.0%
CAHPS Rate (%Always + %Usually)	229 79.79%	149 80.54%	239 77.85%	3081 82.56%	108 83.08%	75 83.33%	91 78.45%	2739 84.64%	96 80.00%	70 79.55%	110 79.71%	377 80.21%	16 69.57%	79 82.29%	20 80.00%	71 80.68%	48 80.00%	48 80.00%	32 84.21%	26 78.79%	38 77.55%	53 81.54%	43 78.18%	35 79.55%	61 80.26%	0 0.0%
3-point composite mean	2.3624	2.3838	2.3127	2.4070	2.4231	2.4556	2.3103	2.4521	2.3750	2.3636	2.3116	2.3426	2.1304	2.4271	2.1600	2.4432	2.3833	2.3667	2.5263	2.3333	2.2857	2.4154	2.3273	2.4091	2.3553	0
4-point composite mean	3.2927	3.3135	3.2248	3.3521	3.3692	3.4000	3.2241	3.4005	3.3167	3.2614	3.2246	3.2766	3.0435	3.3750	3.0800	3.3977	3.3333	3.3000	3.5263	3.3333	3.1429	3.3538	3.2727	3.3182	3.3158	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	15	20	412	10	9	13	162	6	6	6	27	2	4	1	1	2	4	0	2	4	1	5	3	3	0
	2.36%	1.94%	1.93%	3.26%	2.02%	2.18%	2.62%	2.35%	2.26%	2.78%	1.90%	2.63%	4.17%	1.87%	2.38%	0.57%	1.42%	3.20%	0.0%	2.99%	3.23% S	0.69%	4.20%	3.00%	1.81%	0.0%
Appropriately skipped	155	145	188	1590	93	91	106	493	34	22	36	91	10	22	5	19	17	17	8	6	19	16	17	15	19	0
	16.61%	18.76%	18.11%	12.56%	18.75% DI	22.03%	21.33%	7.15%	12.78% H	10.19%	11.39%	8.87%	20.83%	10.28%	11.90%	10.86%	12.06%	13.60%	11.27%	8.96%	15.32%	11.11%	14.29%	15.00%	11.45%	0.0%
BASE = Those who responded	756	613	830	10654	393	313	378	6237	226	188	274	908	36	188	36	155	122	104	63	59	101	127	97	82	144	0
	81.03%	79.30%	79.96%	84.18% E	79.23%	75.79%	76.06%	90.50% I	84.96% E	87.04%	86.71%	88.50%	75.00%	87.85%	85.71%	88.57%	86.52%	83.20%	88.73%	88.06%	81.45%	88.19%	81.51%	82.00%	86.75%	0.0%
10 - Best personal doctor possible	425	346	452	6397	217	186	203	3874	122	101	148	488	11	109	11	93	65	57	36	31	54	69	52	39	83	0
	56.22%	56.44%	54.46%	60.04%	55.22%	59.42%	53.70%	62.11% I	53.98%	53.72%	54.01%	53.74%	30.56%	57.98% M	30.56%	60.00% O	53.28%	54.81%	57.14%	52.54%	53.47%	54.33%	53.61%	47.56%	57.64%	0.0%
9 -	124	101	151	1859	62	53	76	995	43	32	47	182	6	37	11	28	22	21	11	12	19	25	17	19	24	0
	16.40%	16.48%	18.19%	17.45%	15.78%	16.93%	20.11%	15.95%	19.03%	17.02%	17.15%	20.04%	16.67%	19.68%	30.56%	18.06%	18.03%	20.19%	17.46%	20.34%	18.81%	19.69%	17.53%	23.17%	16.67%	0.0%
Top Two Box	549	447	603	8256	279	239	279	4869	165	133	195	670	17	146	22	121	87	78	47	43	73	94	69	58	107	0
	72.62%	72.92%	72.65%	77.49% E	70.99%	76.36%	73.81%	78.07%	73.01%	70.74%	71.17%	73.79%	47.22%	77.66% M	61.11%	78.06%	71.31%	75.00%	74.60%	72.88%	72.28%	74.02%	71.13%	70.73%	74.31%	0.0%
8 -	125	94	113	1356	69	41	49	750	37	29	40	138	7	30	6	22	22	15	10	9	18	22	15	14	23	0
	16.53%	15.33%	13.61%	12.73%	17.56% D	13.10%	12.96%	12.03%	16.37%	15.43%	14.60%	15.20%	19.44%	15.96%	16.67%	14.19%	18.03%	14.42%	15.87%	15.25%	17.82%	17.32%	15.46%	17.07%	15.97%	0.0%
CAHPS Rate (Top Three Box)	674	541	716	9612	348	280	328	5619	202	162	235	808	24	176	28	143	109	93	57	52	91	116	84	72	130	0
	89.15%	88.25%	86.27%	90.22%	88.55%	89.46%	86.77%	90.09%	89.38%	86.17%	85.77%	88.99%	66.67%	93.62% M	77.78%	92.26% O	89.34%	89.42%	90.48%	88.14%	90.10%	91.34%	86.60%	87.80%	90.28%	0.0%
7 -	36	32	57	503	17	18	25	268	13	8	21	45	5	8	4	6	7	6	5	4	4	9	4	7	6	0
	4.76%	5.22%	6.87%	4.72%	4.33%	5.75%	6.61%	4.30%	5.75%	4.26%	7.66%	4.96%	13.89%	4.26%	11.11%	3.87%	5.74%	5.77%	7.94%	6.78%	3.96%	7.09%	4.12%	8.54%	4.17%	0.0%
6 -	19	13	20	172	10	7	7	94	4	6	7	13	4	0	1	3	2	2	0	2	2	1	3	1	3	0
	2.51%	2.12%	2.41%	1.61%	2.54%	2.24%	1.85%	1.51%	1.77%	3.19%	2.55%	1.43%	11.11% N	0.0%	2.78%	1.94%	1.64%	1.92%	0.0%	3.39%	1.98%	0.79%	3.09%	1.22%	2.08%	0.0%
5 -	15	13	21	212	11	4	12	138	3	6	4	23	2	1	2	1	1	2	1	1	1	1	2	1	2	0
	1.98%	2.12%	2.53%	1.99%	2.80%	1.28%	3.17%	2.21%	1.33%	3.19%	1.46%	2.53%	5.56%	0.53%	5.56%	0.65%	0.82%	1.92%	1.59%	1.69%	0.99%	0.79%	2.06%	1.22%	1.39%	0.0%
4 -	4	6	5	50	2	2	1	35	1	3	2	5	0	1	1	0	1	0	0	0	1	0	1	0	1	0
	0.53%	0.98%	0.60%	0.47%	0.51%	0.64%	0.26%	0.56%	0.44%	1.60%	0.73%	0.55%	0.0%	0.53%	2.78%	0.0%	0.82%	0.0%	0.0%	0.0%	0.99%	0.0%	1.03%	0.0%	0.69%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3 -	3	0	3	36	2	0	1	29	1	0	1	5	0	1	0	1	1	0	0	0	1	0	1	0	1	0
	0.40%	0.0%	0.36%	0.34%	0.51%	0.0%	0.26%	0.46%	0.44%	0.0%	0.36%	0.55%	0.0%	0.53%	0.0%	0.65%	0.82%	0.0%	0.0%	0.0%	0.99%	0.0%	1.03%	0.0%	0.69%	0.0%
2 -	2	2	5	27	0	0	2	29	1	0	3	5	0	1	0	1	0	1	0	0	1	0	1	0	1	0
	0.26%	0.33%	0.60%	0.25% E	0.0%	0.0%	0.53%	0.46%	0.44%	0.0%	1.09%	0.55%	0.0%	0.53%	0.0%	0.65%	0.0%	0.96%	0.0%	0.0%	0.99%	0.0%	1.03%	0.0%	0.69%	0.0%
1 -	3	2	2	18	3	0	1	13	1	1	0	2	1	0	0	0	1	0	0	0	0	0	1	1	0	0
	0.40%	0.33%	0.24%	0.17%	0.76%	0.0%	0.26%	0.21%	0.44%	0.53%	0.0%	0.22%	2.78%	0.0%	0.0%	0.0%	0.82%	0.0%	0.0%	0.0%	0.0%	0.0%	1.03%	1.22%	0.0%	0.0%
0 - Worst personal doctor possible	0	4	1	24	0	2	1	12	0	2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.65% A	0.12%	0.23% E	0.0%	0.64%	0.26%	0.19% I	0.0%	1.06%	0.36%	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%
Bottom Three Box	5	8	8	69	3	2	4	54	2	3	4	9	1	1	0	1	1	1	0	0	1	0	2	1	1	0
	0.66%	1.31%	0.96%	0.65%	0.76%	0.64%	1.06%	0.87%	0.88%	1.60%	1.46%	0.99%	2.78%	0.53%	0.0%	0.65%	0.82%	0.96%	0.0%	0.0%	0.99%	0.0%	2.06%	1.22%	0.69%	0.0%
Bottom Two Box	3	6	3	42	3	2	2	25	1	3	1	4	1	0	0	0	1	0	0	0	0	0	1	1	0	0
	0.40%	0.98%	0.36%	0.39%	0.76%	0.64%	0.53%	0.40%	0.44%	1.60%	0.36%	0.44%	2.78%	0.0%	0.0%	0.0%	0.82%	0.0%	0.0%	0.0%	0.0%	0.0%	1.03%	1.22%	0.0%	0.0%
Average rating	9.0463	9.0016	8.9735	9.1554 E	8.9847	9.1406	8.9815	9.1587	9.0398	8.8564	8.9380	9.0055	8.0556	9.2181 M	8.4722	9.2129 O	9.0000	9.0865	9.1905	9.0678	9.0000	9.1732	8.8557	8.9512	9.0903	0
Standard deviation	1.4554	1.6120	1.5505	1.4177	1.5415	1.4208	1.5523	1.4841	1.4400	1.8000	1.6119	1.5320	1.9571	1.2378	1.5721	1.2951	1.4986	1.3666	1.1249	1.2332	1.5156	1.0802	1.7991	1.4390	1.4381	0
3-point composite mean	2.6653	2.6639	2.6578	2.7243 E	2.6387	2.7157	2.6720	2.7245	2.6814	2.6117	2.6460	2.6773	2.2778	2.7553 M	2.5000	2.7419 O	2.6639	2.7019	2.7302	2.6780	2.6634	2.7244	2.6186	2.6707	2.6875	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	21 2.25%	13 1.68%	21 2.02%	218 2.85% E	8 1.61%	7 1.69%	11 2.21%	189 2.74%	6 2.26%	5 2.31%	5 1.58%	29 2.83%	4 8.33%	2 0.93%	1 2.38%	2 1.14%	3 2.13%	3 2.40%	1 1.41%	1 1.49%	4 3.23%	2 1.39%	4 3.36%	3 3.00%	3 1.81%	0 0.0%
Appropriately skipped	155 16.61%	145 18.76%	188 18.11%	1077 14.08%	93 18.75% DI	91 22.03%	106 21.33%	493 7.15%	34 12.78% H	22 10.19%	36 11.39%	91 8.87%	10 20.83%	22 10.28%	5 11.90%	19 10.86%	17 12.06%	17 13.60%	8 11.27%	6 8.96%	19 15.32%	16 11.11%	17 14.29%	15 15.00%	19 11.45%	0 0.0%
BASE = Those who responded	757 81.14%	615 79.56%	828 79.77%	6356 83.07%	395 79.64%	315 76.27%	380 76.46%	6210 90.10% I	226 84.96%	189 87.50%	274 86.71%	906 88.30%	34 70.83%	190 88.79% M	36 85.71%	154 88.00%	121 85.82%	105 84.00%	62 87.32%	60 89.55%	101 81.45%	126 87.50%	98 82.35%	82 82.00%	144 86.75%	0 0.0%
Yes	194 25.63%	158 25.69%	239 28.86%	1747 27.49% E	59 14.94%	55 17.46%	71 18.68%	4550 73.27% I	151 66.81% E	118 62.43%	205 74.82% J	623 68.76%	28 82.35% N	122 64.21%	28 77.78%	101 65.58%	74 61.16%	77 73.33%	38 61.29%	45 75.00%	66 65.35%	83 65.87%	67 68.37%	60 73.17%	91 63.19%	0 0.0%
No	563 74.37%	457 74.31%	589 71.14%	4609 72.51%	336 85.06% DI	260 82.54%	309 81.32%	1660 26.73%	75 33.19% H	71 37.57% K	69 25.18%	283 31.24%	6 17.65%	68 35.79% M	8 22.22%	53 34.42%	47 38.84%	28 26.67%	24 38.71%	15 25.00%	35 34.65%	43 34.13%	31 31.63%	22 26.83%	53 36.81%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	27	15	28	249	11	7	12	269	10	6	9	40	5	5	1	3	4	6	3	2	4	4	6	5	5	0
	2.89%	1.94%	2.70%	3.25%	2.22%	1.69%	2.41%	3.90%	3.76%	2.78%	2.85%	3.90%	10.42%	2.34%	2.38%	1.71%	2.84%	4.80%	4.23%	2.99%	3.23%	2.78%	5.04%	5.00%	3.01%	0.0%
Appropriately skipped	718	602	777	5686	429	351	415	2153	109	93	105	374	16	90	13	72	64	45	32	21	54	59	48	37	72	0
	76.96%	77.88%	74.86%	74.32%	86.49% DI	84.99%	83.50%	31.24%	40.98% H	43.06% K	33.23%	36.45%	33.33%	42.06%	30.95%	41.14%	45.39%	36.00%	45.07%	31.34%	43.55%	40.97%	40.34%	37.00%	43.37%	0.0%
BASE = Those who responded	188	156	232	1716	56	55	69	4470	147	117	202	612	27	119	28	100	73	74	36	44	66	81	65	58	89	0
	20.15%	20.18%	22.35%	22.43% E	11.29%	13.32%	13.88%	64.86% I	55.26% E	54.17%	63.92% IJ	59.65%	56.25%	55.61%	66.67%	57.14%	51.77%	59.20%	50.70%	65.67%	53.23%	56.25%	54.62%	58.00%	53.61%	0.0%
Yes	171	131	211	1595	51	49	62	4215	134	96	187	566	22	111	26	91	70	64	36	40	57	74	59	52	82	0
	90.96%	83.97%	90.95% B	92.95%	91.07%	89.09%	89.86%	94.30%	91.16% J	82.05%	92.57% J	92.48%	81.48%	93.28%	92.86%	91.00%	95.89% R	86.49%	100.00% TU	90.91%	86.36%	91.36%	90.77%	89.66%	92.13%	0.0%
No	17	25	21	121	5	6	7	255	13	21	15	46	5	8	2	9	3	10	0	4	9	7	6	6	7	0
	9.04%	16.03% C	9.05%	7.05%	8.93%	10.91%	10.14%	5.70%	8.84%	17.95% IK	7.43%	7.52%	18.52%	6.72%	7.14%	9.00%	4.11%	13.51% Q	0.0%	9.09% S	13.64% S	8.64%	9.23%	10.34%	7.87%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.00%	16 2.07%	25 2.41%	254 3.32%	11 2.22%	7 1.69%	11 2.21%	283 4.11%	11 4.14%	7 3.24%	8 2.53%	43 4.19%	5 10.42%	6 2.80%	2 4.76%	2 1.14%	5 3.55%	6 4.80%	2 2.82%	3 4.48%	5 4.03%	5 3.47%	6 5.04%	6 6.00%	5 3.01%	0 0.0%
Appropriately skipped	718 76.96%	602 77.88%	777 74.86%	5686 74.32%	429 86.49% DI	351 84.99%	415 83.50%	2153 31.24%	109 40.98% H	93 43.06% K	105 33.23%	374 36.45%	16 33.33%	90 42.06%	13 30.95%	72 41.14%	64 45.39%	45 36.00%	32 45.07%	21 31.34%	54 43.55%	59 40.97%	48 40.34%	37 37.00%	72 43.37%	0 0.0%
BASE = Those who responded	187 20.04%	155 20.05%	236 22.74%	1711 22.36% E	56 11.29%	55 13.32%	71 14.29%	4456 64.65% I	146 54.89% E	116 53.70%	203 64.24% IJ	609 59.36%	27 56.25%	118 55.14%	27 64.29%	101 57.71%	72 51.06%	74 59.20%	37 52.11%	43 64.18%	65 52.42%	80 55.56%	65 54.62%	57 57.00%	89 53.61%	0 0.0%
Yes	167 89.30%	127 81.94%	205 86.86%	1551 90.65%	51 91.07%	48 87.27%	60 84.51%	4069 91.32%	132 90.41% J	91 78.45%	181 89.16% J	543 89.16%	21 77.78%	110 93.22%	23 85.19%	92 91.09%	68 94.44%	64 86.49%	36 97.30%	38 88.37%	57 87.69%	71 88.75%	60 92.31%	50 87.72%	82 92.13%	0 0.0%
No	20 10.70%	28 18.06%	31 13.14%	160 9.35%	5 8.93%	7 12.73%	11 15.49%	387 8.68%	14 9.59%	25 21.55% IK	22 10.84%	66 10.84%	6 22.22%	8 6.78%	4 14.81%	9 8.91%	4 5.56%	10 13.51%	1 2.70%	5 11.63%	8 12.31%	9 11.25%	5 7.69%	7 12.28%	7 7.87%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	4	2	3	123	2	2	2	61	1	0	0	9	1	0	0	0	1	0	0	0	0	0	1	1	0	0
	0.43%	0.26%	0.29%	0.97%	0.40%	0.48%	0.40%	0.89%	0.38%	0.0%	0.0%	0.88%	2.08%	0.0%	0.0%	0.0%	0.71%	0.0%	0.0%	0.0%	0.0%	0.0%	0.84%	1.00%	0.0%	0.0%
BASE = Those who responded	929	771	1035	12533	494	411	495	6831	265	216	316	1017	47	214	42	175	140	125	71	67	124	144	118	99	166	0
	99.57%	99.74%	99.71%	99.03%	99.60%	99.52%	99.60%	99.11%	99.62%	100.00%	100.00%	99.12%	97.92%	100.00%	100.00%	100.00%	99.29%	100.00%	100.00%	100.00%	100.00%	100.00%	99.16%	99.00%	100.00%	0.0%
Yes	181	146	224	3141	69	61	74	3139	107	83	148	497	22	85	21	75	47	60	36	19	52	62	45	44	63	0
	19.48%	18.94%	21.64%	25.06% E	13.97%	14.84%	14.95%	45.95%	40.38% E	38.43%	46.84%	48.87%	46.81%	39.72%	50.00%	42.86%	33.57%	48.00% Q	50.70% T	28.36%	41.94%	43.06%	38.14%	44.44%	37.95%	0.0%
No	748	625	811	9392	425	350	421	3692	158	133	168	520	25	129	21	100	93	65	35	48	72	82	73	55	103	0
	80.52%	81.06%	78.36%	74.94%	86.03% DI	85.16%	85.05%	54.05%	59.62%	61.57%	53.16%	51.13%	53.19%	60.28%	50.00%	57.14%	66.43% R	52.00%	49.30%	71.64% S	58.06%	56.94%	61.86%	55.56%	62.05%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 0.86%	3 0.39%	6 0.58%	170 1.34%	4 0.81%	2 0.48%	4 0.80%	90 1.31%	2 0.75%	1 0.46%	2 0.63%	13 1.27%	1 2.08%	1 0.47%	0 0.0%	1 0.57%	2 1.42%	0 0.0%	1 1.41%	0 0.0%	0 0.0%	0 0.0%	2 1.68%	1 1.00%	1 0.60%	0 0.0%
Appropriately skipped	748 80.17%	625 80.85%	811 78.13%	9392 74.21%	425 85.69% DI	350 84.75%	421 84.71%	3692 53.57%	158 59.40%	133 61.57%	168 53.16%	520 50.68%	25 52.08%	129 60.28%	21 50.00%	100 57.14%	93 65.96% R	65 52.00%	35 49.30%	48 71.64% S	72 58.06%	82 56.94%	73 61.34%	55 55.00%	103 62.05%	0 0.0%
BASE = Those who responded	177 18.97%	145 18.76%	220 21.19%	3094 24.45% E	67 13.51%	61 14.77%	71 14.29%	3110 45.12%	106 39.85% E	82 37.96%	146 46.20%	493 48.05%	22 45.83%	84 39.25%	21 50.00%	74 42.29%	46 32.62%	60 48.00% Q	35 49.30% T	19 28.36%	52 41.94%	62 43.06%	44 36.97%	44 44.00%	62 37.35%	0 0.0%
Never	10 5.65%	10 6.90%	11 5.00%	119 3.85%	5 7.46%	4 6.56%	3 4.23%	98 3.15%	4 3.77%	7 8.54%	6 4.11%	24 4.87%	3 13.64%	1 1.19%	2 9.52%	1 1.35%	2 4.35%	2 3.33%	3 8.57%	0 0.0%	1 1.92%	3 4.84%	1 2.27%	1 2.27%	3 4.84%	0 0.0%
Sometimes	42 23.73% B	18 12.41%	38 17.27%	474 15.32%	18 26.87% DF	8 13.11%	14 19.72%	363 11.67%	27 25.47% H	12 14.63%	24 16.44%	85 17.24%	7 31.82%	20 23.81%	12 57.14%	11 14.86%	9 19.57%	18 30.00%	11 31.43%	7 36.84%	9 17.31%	15 24.19%	12 27.27%	11 25.00%	16 25.81%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	52 29.38% B	28 19.31%	49 22.27%	593 19.17%	23 34.33% D	12 19.67%	17 23.94%	461 14.82%	31 29.25% H	19 23.17%	30 20.55%	109 22.11%	10 45.45%	21 25.00%	14 66.67%	12 16.22%	11 23.91%	20 33.33%	14 40.00% U	7 36.84%	10 19.23%	18 29.03%	13 29.55%	12 27.27%	19 30.65%	0 0.0%
Usually	43 24.29%	29 20.00%	60 27.27%	736 23.79%	16 23.88%	9 14.75%	15 21.13%	774 24.89%	26 24.53%	17 20.73%	42 28.77%	151 30.63%	6 27.27%	20 23.81%	3 14.29%	22 29.73%	12 26.09%	14 23.33%	9 25.71%	6 31.58%	11 21.15%	15 24.19%	11 25.00%	9 20.45%	17 27.42%	0 0.0%
Always	82 46.33%	88 60.69% A	111 50.45%	1765 57.05% E	28 41.79%	40 65.57% E	39 54.93%	1875 60.29% I	49 46.23%	46 56.10%	74 50.68%	233 47.26%	6 27.27%	43 51.19%	4 19.05%	40 54.05%	23 50.00%	26 43.33%	12 34.29%	6 31.58%	31 59.62% S	29 46.77%	20 45.45%	23 52.27%	26 41.94%	0 0.0%
CAHPS Rate (%Always + %Usually)	125 70.62%	117 80.69% A	171 77.73%	2501 80.83% E	44 65.67%	49 80.33%	54 76.06%	2649 85.18% I	75 70.75%	63 76.83%	116 79.45%	384 77.89%	12 54.55%	63 75.00%	7 33.33%	62 83.78%	35 76.09%	40 66.67%	21 60.00%	12 63.16%	42 80.77% S	44 70.97%	31 70.45%	32 72.73%	43 69.35%	0 0.0%
3-point composite mean	2.1695	2.4138 A	2.2818	2.3788 E	2.0746	2.4590 E	2.3099	2.4547 I	2.1698	2.3293	2.3014	2.2515	1.8182	2.2619	1.5238	2.3784	2.2609	2.1000	1.9429	1.9474	2.4038 S	2.1774	2.1591	2.2500	2.1129	0
4-point composite mean	3.1130	3.3448 A	3.2318	3.3403 E	3.0000	3.3934 E	3.2676	3.4232 I	3.1321	3.2439	3.2603	3.2028	2.6818	3.2500	2.4286	3.3649	3.2174	3.0667	2.8571	2.9474	3.3846 S	3.1290	3.1364	3.2273	3.0645	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 0.75%	3 0.39%	5 0.48%	174 1.37%	4 0.81%	2 0.48%	4 0.80%	105 1.52% I	1 0.38%	1 0.46%	1 0.32%	13 1.27%	1 2.08%	0 0.0%	0 0.0%	0 0.0%	1 0.71%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.84%	1 1.00%	0 0.0%	0 0.0%
Appropriately skipped	748 80.17%	625 80.85%	811 78.13%	9392 74.21%	425 85.69% DI	350 84.75%	421 84.71%	3692 53.57%	158 59.40%	133 61.57%	168 53.16%	520 50.68%	25 52.08%	129 60.28%	21 50.00%	100 57.14%	93 65.96% R	65 52.00%	35 49.30%	48 71.64% S	72 58.06%	82 56.94%	73 61.34%	55 55.00%	103 62.05%	0 0.0%
BASE = Those who responded	178 19.08%	145 18.76%	222 21.39%	3090 24.42% E	67 13.51%	61 14.77%	72 14.49%	3095 44.91%	107 40.23% E	82 37.96%	147 46.52% J	493 48.05%	22 45.83%	85 39.72%	21 50.00%	75 42.86%	47 33.33%	60 48.00% Q	36 50.70% T	19 28.36%	52 41.94%	62 43.06%	45 37.82%	44 44.00%	63 37.95%	0 0.0%
None (v 0)	13 7.30%	10 6.90%	14 6.31%	175 5.66%	6 8.96%	4 6.56%	6 8.33%	115 3.72%	5 4.67%	7 8.54%	8 5.44%	21 4.26%	2 9.09%	3 3.53%	2 9.52%	3 4.00%	1 2.13%	4 6.67%	4 11.11%	0 0.0%	1 1.92%	3 4.84%	2 4.44%	1 2.27%	4 6.35%	0 0.0%
Saw a specialist (NET)	165 92.70%	135 93.10%	208 93.69%	2915 94.34%	61 91.04%	57 93.44%	66 91.67%	2980 96.28%	102 95.33%	75 91.46%	139 94.56%	472 95.74%	20 90.91%	82 96.47%	19 90.48%	72 96.00%	46 97.87%	56 93.33%	32 88.89%	19 100.00%	51 98.08%	59 95.16%	43 95.56%	43 97.73%	59 93.65%	0 0.0%
1 specialist (v 1)	109 61.24%	89 61.38%	122 54.95%	1835 59.39%	43 64.18%	38 62.30%	44 61.11%	1590 51.37%	59 55.14% K	46 56.10% K	62 42.18%	268 54.36%	10 45.45%	49 57.65%	11 52.38%	40 53.33%	33 70.21% R	26 43.33%	20 55.56%	11 57.89%	28 53.85%	37 59.68%	22 48.89%	29 65.91%	30 47.62%	0 0.0%
2 (v 2)	36 20.22%	30 20.69%	46 20.72%	654 21.17%	12 17.91%	12 19.67%	11 15.28%	796 25.72%	26 24.30%	18 21.95%	39 26.53%	119 24.14%	5 22.73%	21 24.71%	4 19.05%	21 28.00%	11 23.40%	15 25.00%	6 16.67%	4 21.05%	16 30.77%	11 17.74%	15 33.33%	11 25.00%	15 23.81%	0 0.0%
3 (v 3)	11 6.18%	9 6.21%	24 10.81%	226 7.31%	4 5.97%	5 8.20%	7 9.72%	321 10.37%	9 8.41%	5 6.10%	22 14.97% J	46 9.33%	2 9.09%	7 8.24%	2 9.52%	5 6.67%	2 4.26%	7 11.67%	4 11.11%	2 10.53%	3 5.77%	7 11.29%	2 4.44%	1 2.27%	8 12.70% X	0 0.0%
4 (v 4)	4 2.25%	3 2.07%	5 2.25%	82 2.65%	1 1.49%	1 1.64%	1 1.39%	125 4.04%	3 2.80%	2 2.44%	5 3.40%	15 3.04%	1 4.55%	2 2.35%	2 9.52%	1 1.33%	0 0.0%	3 5.00%	1 2.78%	0 0.0%	2 3.85%	2 3.23%	1 2.22%	1 2.27%	2 3.17%	0 0.0%
5 or more specialists (v 6)	5 2.81%	4 2.76%	11 4.95%	118 3.82%	1 1.49%	1 1.64%	3 4.17%	148 4.78%	5 4.67%	4 4.88%	11 7.48%	24 4.87%	2 9.09%	3 3.53%	0 0.0%	5 6.67%	0 0.0%	5 8.33% Q	1 2.78%	2 10.53%	2 3.85%	2 3.23%	3 6.67%	1 2.27%	4 6.35%	0 0.0%
Average	1.4607	1.4621	1.6757	1.5718 E	1.3284	1.4262	1.5139	1.7877	1.6822 E	1.5732	1.9864 J	1.7201	1.9091	1.6235	1.5714	1.7467	1.2979	1.9833 Q	1.5000	1.9474	1.7115	1.6129	1.7778	1.4545	1.8413	0
Standard deviation	1.1022	1.0893	1.2991	1.1947	0.9524	0.9828	1.2360	1.2836	1.2575	1.2881	1.4568	1.2765	1.5929	1.1476	1.0942	1.3475	0.5803	1.5329	1.1902	1.5381	1.1658	1.1826	1.3481	0.9642	1.4053	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	11	3	7	217	6	2	4	135	3	1	1	18	2	1	0	0	1	2	1	1	0	2	1	1	2	0
	1.18%	0.39%	0.67%	1.71%	1.21%	0.48%	0.80%	1.96%	1.13%	0.46%	0.32%	1.75%	4.17%	0.47%	0.0%	0.0%	0.71%	1.60%	1.41%	1.49%	0.0%	1.39%	0.84%	1.00%	1.20%	0.0%
Appropriately skipped	761	635	825	9567	431	354	427	3807	163	140	176	541	27	132	23	103	94	69	39	48	73	85	75	56	107	0
	81.56%	82.15%	79.48%	75.59%	86.90% DI	85.71%	85.92%	55.24%	61.28% H	64.81% K	55.70%	52.73%	56.25%	61.68%	54.76%	58.86%	66.67%	55.20%	54.93%	71.64% S	58.87%	59.03%	63.03%	56.00%	64.46%	0.0%
BASE = Those who responded	161	135	206	2872	59	57	66	2950	100	75	139	467	19	81	19	72	46	54	31	18	51	57	43	43	57	0
	17.26%	17.46%	19.85%	22.69% E	11.90%	13.80%	13.28%	42.80%	37.59% E	34.72%	43.99% J	45.52%	39.58%	37.85%	45.24%	41.14%	32.62%	43.20%	43.66% T	26.87%	41.13% T	39.58%	36.13%	43.00%	34.34%	0.0%
10 - Best specialist possible	86	79	95	1632	34	29	28	1670	52	46	63	234	6	46	5	44	23	29	17	8	27	30	22	18	34	0
	53.42%	58.52% C	46.12%	56.82%	57.63%	50.88%	42.42%	56.61%	52.00%	61.33% K	45.32%	50.11%	31.58%	56.79%	26.32%	61.11%	50.00%	53.70%	54.84%	44.44%	52.94%	52.63%	51.16%	41.86%	59.65%	0.0%
9 -	23	12	35	492	5	6	10	503	16	6	25	98	2	14	1	12	8	8	5	1	10	10	6	7	9	0
	14.29%	8.89%	16.99% B	17.13% E	8.47%	10.53%	15.15%	17.05%	16.00%	8.00%	17.99% J	20.99%	10.53%	17.28%	5.26%	16.67%	17.39%	14.81%	16.13%	5.56%	19.61%	17.54%	13.95%	16.28%	15.79%	0.0%
Top Two Box	109	91	130	2124	39	35	38	2173	68	52	88	332	8	60	6	56	31	37	22	9	37	40	28	25	43	0
	67.70%	67.41%	63.11%	73.96%	66.10%	61.40%	57.58%	73.66%	68.00%	69.33%	63.31%	71.09%	42.11%	74.07%	31.58%	77.78%	67.39%	68.52%	70.97%	50.00%	72.55%	70.18%	65.12%	58.14%	75.44%	0.0%
8 -	21	25	37	383	7	14	13	369	14	12	23	68	1	13	4	9	7	7	4	4	6	8	6	8	6	0
	13.04%	18.52%	17.96%	13.34%	11.86%	24.56%	19.70%	12.51%	14.00%	16.00%	16.55%	14.56%	5.26%	16.05%	21.05%	12.50%	15.22%	12.96%	12.90%	22.22%	11.76%	14.04%	13.95%	18.60%	10.53%	0.0%
CAHPS Rate (Top Three Box)	130	116	167	2507	46	49	51	2542	82	64	111	400	9	73	10	65	38	44	26	13	43	48	34	33	49	0
	80.75%	85.93%	81.07%	87.29%	77.97%	85.96%	77.27%	86.17%	82.00%	85.33%	79.86%	85.65%	47.37%	90.12%	52.63%	90.28%	82.61%	81.48%	83.87%	72.22%	84.31%	84.21%	79.07%	76.74%	85.96%	0.0%
7 -	12	9	15	152	8	4	7	169	6	5	10	31	1	5	3	3	2	4	1	2	3	2	4	2	4	0
	7.45%	6.67%	7.28%	5.29%	13.56%	7.02%	10.61%	5.73%	6.00%	6.67%	7.19%	6.64%	5.26%	6.17%	15.79%	4.17%	4.35%	7.41%	3.23%	11.11%	5.88%	3.51%	9.30%	4.65%	7.02%	0.0%
6 -	9	2	5	69	4	0	3	86	4	1	4	12	4	0	2	2	2	2	2	1	1	3	1	2	2	0
	5.59%	1.48%	2.43%	2.40%	6.78% F	0.0%	4.55%	2.92%	4.00%	1.33%	2.88%	2.57%	21.05%	0.0%	10.53%	2.78%	4.35%	3.70%	6.45%	5.56%	1.96%	5.26%	2.33%	4.65%	3.51%	0.0%
5 -	6	4	6	78	1	2	1	78	5	3	4	14	4	1	3	0	1	4	1	1	3	4	1	4	1	0
	3.73%	2.96%	2.91%	2.72%	1.69%	3.51%	1.52%	2.64%	5.00%	4.00%	2.88%	3.00%	21.05%	1.23%	15.79%	0.0%	2.17%	7.41%	3.23%	5.56%	5.88%	7.02%	2.33%	9.30%	1.75%	0.0%
4 -	0	1	2	22	0	0	0	23	0	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.74%	0.97%	0.77% E	0.0%	0.0%	0.0%	0.78% I	0.0%	0.0%	1.44%	0.64%	0.0%	0.0%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	1	5	9	0	1	2	19	1	0	4	3	0	1	0	1	1	0	0	0	1	0	1	1	0	0
	0.62%	0.74%	2.43%	0.31% E	0.0%	1.75%	3.03%	0.64%	1.00%	0.0%	2.88% J	0.64%	0.0%	1.23%	0.0%	1.39%	2.17%	0.0%	0.0%	0.0%	1.96%	0.0%	2.33%	2.33%	0.0%	0.0%
2 -	1	0	1	14	0	0	0	13	1	0	1	1	1	0	0	1	1	0	0	1	0	0	1	0	1	0
	0.62%	0.0%	0.49%	0.49% E	0.0%	0.0%	0.0%	0.44%	1.00%	0.0%	0.72%	0.21%	5.26%	0.0%	0.0%	1.39%	2.17%	0.0%	0.0%	5.56%	0.0%	0.0%	2.33%	0.0%	1.75%	0.0%
1 -	1	1	2	10	0	1	1	10	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.62%	0.74%	0.97%	0.35% E	0.0%	1.75%	1.52%	0.34% I	0.0%	1.33%	0.72%	0.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 - Worst specialist possible	1	1	3	11	0	0	1	10	1	1	2	2	0	1	1	0	1	0	1	0	0	0	1	1	0	0
	0.62%	0.74%	1.46%	0.38% E	0.0%	0.0%	1.52%	0.34%	1.00%	1.33%	1.44%	0.43%	0.0%	1.23%	5.26%	0.0%	2.17%	0.0%	3.23%	0.0%	0.0%	0.0%	2.33%	2.33%	0.0%	0.0%
Bottom Three Box	3	2	6	35	0	1	2	33	2	2	4	4	1	1	1	1	2	0	1	1	0	0	2	1	1	0
	1.86%	1.48%	2.91%	1.22% E	0.0%	1.75%	3.03%	1.12%	2.00%	2.67%	2.88%	0.86%	5.26%	1.23%	5.26%	1.39%	4.35%	0.0%	3.23%	5.56%	0.0%	0.0%	4.65%	2.33%	1.75%	0.0%
Bottom Two Box	2	2	5	21	0	1	2	20	1	2	3	3	0	1	1	0	1	0	1	0	0	0	1	1	0	0
	1.24%	1.48%	2.43%	0.73% E	0.0%	1.75%	3.03%	0.68%	1.00%	2.67%	2.16%	0.64%	0.0%	1.23%	5.26%	0.0%	2.17%	0.0%	3.23%	0.0%	0.0%	0.0%	2.33%	2.33%	0.0%	0.0%
Average rating	8.7516	8.8963	8.5097	8.9948	8.9153	8.7368	8.3788	8.9671	8.7200	8.8933	8.4604	8.8844	7.3158	9.0494	7.3158	9.1389	8.5652	8.8519	8.7419	8.2222	8.8824	8.8772	8.5116	8.2791	9.0526	0
Standard deviation	1.8517	1.7775	2.1287	1.6249	1.4531	1.8115	2.1445	1.6550	1.9083	1.9292	2.1700	1.6095	2.3632	1.6170	2.4506	1.5212	2.2327	1.5683	2.1094	2.1488	1.6407	1.5455	2.2862	2.2133	1.5607	0
3-point composite mean	2.5590	2.6000	2.5146	2.6654	2.5763	2.5439	2.4545	2.6556	2.5600	2.6133	2.5036	2.6338	1.9474	2.7037	2.0000	2.7222	2.5435	2.5741	2.5806	2.3333	2.6275	2.5789	2.5349	2.3953	2.6842 X	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	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%	0.39% AB	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%
No response	18	8	18	258	12	6	10	107	2	2	4	12	0	2	0	2	1	1	0	0	2	1	1	0	2	0
	1.93%	1.03%	1.73%	2.04%	2.42%	1.45%	2.01%	1.55%	0.75%	0.93%	1.27%	1.17%	0.0%	0.93%	0.0%	1.14%	0.71%	0.80%	0.0%	0.0%	1.61%	0.69%	0.84%	0.0%	1.20%	0.0%
BASE = Those who responded	915	765	1016	12398	484	407	486	6785	264	214	312	1014	48	212	42	173	140	124	71	67	122	143	118	100	164	0
	98.07%	98.97%	97.88%	97.96%	97.58%	98.55%	97.79%	98.45%	99.25%	99.07%	98.73%	98.83%	100.00%	99.07%	100.00%	98.86%	99.29%	99.20%	100.00%	100.00%	98.39%	99.31%	99.16%	100.00%	98.80%	0.0%
Yes	270	219	322	3809	135	103	134	2212	91	79	125	335	13	78	15	68	46	45	29	25	35	49	40	27	64	0
	29.51%	28.63%	31.69%	30.72%	27.89%	25.31%	27.57%	32.60%	34.47%	36.92%	40.06%	33.04%	27.08%	36.79%	35.71%	39.31%	32.86%	36.29%	40.85%	37.31%	28.69%	34.27%	33.90%	27.00%	39.02% X	0.0%
No	645	546	694	8589	349	304	352	4573	173	135	187	679	35	134	27	105	94	79	42	42	87	94	78	73	100	0
	70.49%	71.37%	68.31%	69.28%	72.11%	74.69%	72.43%	67.40%	65.53%	63.08%	59.94%	66.96%	72.92%	63.21%	64.29%	60.69%	67.14%	63.71%	59.15%	62.69%	71.31%	65.73%	66.10%	73.00% Y	60.98%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	9	24	350	14	6	13	146	3	3	4	15	1	2	0	3	2	1	0	0	2	1	1	0	3	0
	2.25%	1.16%	2.31%	2.77%	2.82%	1.45%	2.62%	2.12%	1.13%	1.39%	1.27%	1.46%	2.08%	0.93%	0.0%	1.71%	1.42%	0.80%	0.0%	0.0%	1.61%	0.69%	0.84%	0.0%	1.81%	0.0%
Appropriately skipped	645	546	694	8589	349	304	352	4573	173	135	187	679	35	134	27	105	94	79	42	42	87	94	78	73	100	0
	69.13%	70.63%	66.86%	67.87%	70.36%	73.61%	70.82%	66.35%	65.04%	62.50%	59.18%	66.18%	72.92%	62.62%	64.29%	60.00%	66.67%	63.20%	59.15%	62.69%	70.16%	65.28%	65.55%	73.00% Y	60.24%	0.0%
BASE = Those who responded	267	218	320	3717	133	103	132	2173	90	78	125	332	12	78	15	67	45	45	29	25	35	49	40	27	63	0
	28.62%	28.20%	30.83%	29.37%	26.81%	24.94%	26.56%	31.53%	33.83% E	36.11%	39.56%	32.36%	25.00%	36.45%	35.71%	38.29%	31.91%	36.00%	40.85%	37.31%	28.23%	34.03%	33.61%	27.00%	37.95%	0.0%
Never	8	6	11	76	5	4	3	55	3	3	6	11	1	2	1	1	2	1	1	1	1	2	1	1	2	0
	3.00%	2.75%	3.44%	2.04%	3.76%	3.88%	2.27%	2.53%	3.33%	3.85%	4.80%	3.31%	8.33%	2.56%	6.67%	1.49%	4.44%	2.22%	3.45%	4.00%	2.86%	4.08%	2.50%	3.70%	3.17%	0.0%
Sometimes	37	32	41	510	21	15	13	272	12	10	20	40	7	5	5	6	6	6	5	1	6	7	5	3	9	0
	13.86%	14.68%	12.81%	13.72%	15.79%	14.56%	9.85%	12.52%	13.33%	12.82%	16.00%	12.05%	58.33%	6.41%	33.33%	8.96%	13.33%	13.33%	17.24%	4.00%	17.14%	14.29%	12.50%	11.11%	14.29%	0.0%
Bottom Two Box (%Never + %Sometimes)	45	38	52	586	26	19	16	327	15	13	26	51	8	7	6	7	8	7	6	2	7	9	6	4	11	0
	16.85%	17.43%	16.25%	15.77%	19.55%	18.45%	12.12%	15.05%	16.67%	16.67%	20.80%	15.36%	66.67%	8.97%	40.00%	10.45%	17.78%	15.56%	20.69%	8.00%	20.00%	18.37%	15.00%	14.81%	17.46%	0.0%
Usually	63	49	77	948	28	26	38	510	19	15	32	79	0	19	4	15	7	12	4	5	10	12	7	7	12	0
	23.60%	22.48%	24.06%	25.50%	21.05%	25.24%	28.79%	23.47%	21.11%	19.23%	25.60%	23.80%	0.0%	24.36%	26.67%	22.39%	15.56%	26.67%	13.79%	20.00%	28.57%	24.49%	17.50%	25.93%	19.05%	0.0%
Always	159	131	191	2183	79	58	78	1336	56	50	67	202	4	52	5	45	30	26	19	18	18	28	27	16	40	0
	59.55%	60.09%	59.69%	58.73%	59.40%	56.31%	59.09%	61.48%	62.22%	64.10%	53.60%	60.84%	33.33%	66.67%	33.33%	67.16%	66.67%	57.78%	65.52%	72.00%	51.43%	57.14%	67.50%	59.26%	63.49%	0.0%
CAHPS Rate (%Always + %Usually)	222	180	268	3131	107	84	116	1846	75	65	99	281	4	71	9	60	37	38	23	23	28	40	34	23	52	0
	83.15%	82.57%	83.75%	84.23%	80.45%	81.55%	87.88%	84.95%	83.33%	83.33%	79.20%	84.64%	33.33%	91.03%	60.00%	89.55%	82.22%	84.44%	79.31%	92.00%	80.00%	81.63%	85.00%	85.19%	82.54%	0.0%
3-point composite mean	2.4270	2.4266	2.4344	2.4296	2.3985	2.3786	2.4697	2.4643	2.4556	2.4744	2.3280	2.4548	1.6667	2.5769	1.9333	2.5672	2.4889	2.4222	2.4483	2.6400	2.3143	2.3878	2.5250	2.4444	2.4603	0
4-point composite mean	3.3970	3.3991	3.4000	3.4092	3.3609	3.3398	3.4470	3.4390	3.4222	3.4359	3.2800	3.4217	2.5833	3.5513	2.8667	3.5522	3.4444	3.4000	3.4138	3.6000	3.2857	3.3469	3.5000	3.4074	3.4286	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 2.25%	13 1.68%	24 2.31%	351 2.77%	13 2.62% I	11 2.66%	12 2.41%	151 2.19% I	2 0.75%	2 0.93%	5 1.58%	14 1.36%	0 0.0%	2 0.93%	0 0.0%	2 1.14%	1 0.71%	1 0.80%	0 0.0%	0 0.0%	2 1.61%	1 0.69%	1 0.84%	0 0.0%	2 1.20%	0 0.0%
Appropriately skipped	645 69.13%	546 70.63%	694 66.86%	8589 67.87%	349 70.36%	304 73.61%	352 70.82%	4573 66.35%	173 65.04%	135 62.50%	187 59.18%	679 66.18%	35 72.92%	134 62.62%	27 64.29%	105 60.00%	94 66.67%	79 63.20%	42 59.15%	42 62.69%	87 70.16%	94 65.28%	78 65.55%	73 73.00% Y	100 60.24%	0 0.0%
BASE = Those who responded	267 28.62%	214 27.68%	320 30.83%	3716 29.36%	134 27.02%	98 23.73%	133 26.76%	2168 31.46%	91 34.21% E	79 36.57%	124 39.24%	333 32.46%	13 27.08%	78 36.45%	15 35.71%	68 38.86%	46 32.62%	45 36.00%	29 40.85%	25 37.31%	35 28.23%	49 34.03%	40 33.61%	27 27.00%	64 38.55% X	0 0.0%
Never	2 0.75%	3 1.40%	6 1.88%	51 1.37%	2 1.49%	2 2.04%	3 2.26%	21 0.97% I	0 0.0%	2 2.53%	2 1.61%	2 0.60%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	15 5.62%	14 6.54%	17 5.31%	160 4.31%	6 4.48%	5 5.10%	6 4.51%	80 3.69%	4 4.40%	6 7.59%	9 7.26%	15 4.50%	2 15.38%	2 2.56%	1 6.67%	2 2.94%	0 0.0%	4 8.89% Q	2 6.90%	1 4.00%	1 2.86%	2 4.08%	2 5.00%	1 3.70%	3 4.69%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	17 6.37%	17 7.94%	23 7.19%	211 5.68%	8 5.97%	7 7.14%	9 6.77%	101 4.66%	4 4.40%	8 10.13%	11 8.87%	17 5.11%	2 15.38%	2 2.56%	1 6.67%	2 2.94%	0 0.0%	4 8.89% Q	2 6.90%	1 4.00%	1 2.86%	2 4.08%	2 5.00%	1 3.70%	3 4.69%	0 0.0%
Usually	48 17.98% C	25 11.68%	36 11.25%	541 14.56%	22 16.42%	13 13.27%	12 9.02%	296 13.65%	18 19.78%	8 10.13%	17 13.71%	63 18.92%	4 30.77%	14 17.95%	5 33.33%	13 19.12%	4 8.70%	14 31.11% Q	3 10.34%	4 16.00%	10 28.57%	10 20.41%	7 17.50%	9 33.33%	9 14.06%	0 0.0%
Always	202 75.66%	172 80.37%	261 81.56%	2964 79.76%	104 77.61%	78 79.59%	112 84.21%	1771 81.69%	69 75.82%	63 79.75%	96 77.42%	253 75.98%	7 53.85%	62 79.49%	9 60.00%	53 77.94%	42 91.30% R	27 60.00%	24 82.76%	20 80.00%	24 68.57%	37 75.51%	31 77.50%	17 62.96%	52 81.25%	0 0.0%
CAHPS Rate (%Always + %Usually)	250 93.63%	197 92.06%	297 92.81%	3505 94.32%	126 94.03%	91 92.86%	124 93.23%	2067 95.34%	87 95.60%	71 89.87%	113 91.13%	316 94.89%	11 84.62%	76 97.44%	14 93.33%	66 97.06%	46 100.00% R	41 91.11%	27 93.10%	24 96.00%	34 97.14%	47 95.92%	38 95.00%	26 96.30%	61 95.31%	0 0.0%
3-point composite mean	2.6929	2.7243	2.7438	2.7409	2.7164	2.7245	2.7744	2.7703	2.7143	2.6962	2.6855	2.7087	2.3846	2.7692	2.5333	2.7500	2.9130 R	2.5111	2.7586	2.7600	2.6571	2.7143	2.7250	2.5926	2.7656	0
4-point composite mean	3.6854	3.7103	3.7250	3.7271	3.7015	3.7041	3.7519	3.7606	3.7143	3.6709	3.6694	3.7027	3.3846	3.7692	3.5333	3.7500	3.9130 R	3.5111	3.7586	3.7600	3.6571	3.7143	3.7250	3.5926	3.7656	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.43%	21 2.72%	35 3.37%	419 3.31%	14 2.82%	10 2.42%	18 3.62%	196 2.84%	10 3.76%	3 1.39%	7 2.22%	28 2.73%	3 6.25%	7 3.27%	2 4.76%	5 2.86%	6 4.26%	4 3.20%	1 1.41%	2 2.99%	6 4.84%	2 1.39%	8 6.72% V	4 4.00%	6 3.61%	0 0.0%
BASE = Those who responded	901 96.57%	752 97.28%	1003 96.63%	12237 96.69%	482 97.18%	403 97.58%	479 96.38%	6696 97.16%	256 96.24%	213 98.61%	309 97.78%	998 97.27%	45 93.75%	207 96.73%	40 95.24%	170 97.14%	135 95.74%	121 96.80%	70 98.59%	65 97.01%	118 95.16%	142 98.61% W	111 93.28%	96 96.00%	160 96.39%	0 0.0%
Yes	206 22.86%	167 22.21%	238 23.73%	3568 29.16% E	105 21.78%	86 21.34%	104 21.71%	2073 30.96% I	65 25.39%	55 25.82%	80 25.89%	309 30.96%	9 20.00%	56 27.05%	7 17.50%	50 29.41%	29 21.48%	36 29.75%	19 27.14%	21 32.31%	24 20.34%	40 28.17%	24 21.62%	22 22.92%	43 26.88%	0 0.0%
No	695 77.14%	585 77.79%	765 76.27%	8669 70.84%	377 78.22% D	317 78.66%	375 78.29%	4623 69.04%	191 74.61% H	158 74.18%	229 74.11%	689 69.04%	36 80.00%	151 72.95%	33 82.50%	120 70.59%	106 78.52%	85 70.25%	51 72.86%	44 67.69%	94 79.66%	102 71.83%	87 78.38%	74 77.08%	117 73.13%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	38	27	40	531	18	13	19	243	12	3	9	36	4	8	2	7	7	5	1	3	6	3	8	5	7	0
	4.07%	3.49%	3.85%	4.20%	3.63%	3.15%	3.82%	3.53%	4.51% J	1.39%	2.85%	3.51%	8.33%	3.74%	4.76%	4.00%	4.96%	4.00%	1.41%	4.48%	4.84%	2.08%	6.72%	5.00%	4.22%	0.0%
BASE = Those who responded	895	746	998	12125	478	400	478	6649	254	213	307	990	44	206	40	168	134	120	70	64	118	141	111	95	159	0
	95.93%	96.51%	96.15%	95.80%	96.37%	96.85%	96.18%	96.47%	95.49%	98.61% I	97.15%	96.49%	91.67%	96.26%	95.24%	96.00%	95.04%	96.00%	98.59%	95.52%	95.16%	97.92%	93.28%	95.00%	95.78%	0.0%
Never	13	7	7	123	6	2	1	72	6	1	3	11	3	3	3	3	2	4	4	0	2	3	3	0	6	0
	1.45%	0.94%	0.70%	1.01%	1.26%	0.50%	0.21%	1.08%	2.36%	0.47%	0.98%	1.11%	6.82%	1.46%	7.50%	1.79%	1.49%	3.33%	5.71% T	0.0%	1.69%	2.13%	2.70%	0.0%	3.77% X	0.0%
Sometimes	40	33	30	523	18	19	13	271	16	9	10	47	3	13	2	13	4	12	4	4	8	8	8	3	13	0
	4.47%	4.42%	3.01%	4.31%	3.77%	4.75%	2.72%	4.08%	6.30%	4.23%	3.26%	4.75%	6.82%	6.31%	5.00%	7.74%	2.99%	10.00% Q	5.71%	6.25%	6.78%	5.67%	7.21%	3.16%	8.18%	0.0%
Bottom Two Box (%Never + %Sometimes)	53	40	37	646	24	21	14	343	22	10	13	58	6	16	5	16	6	16	8	4	10	11	11	3	19	0
	5.92% C	5.36%	3.71%	5.33%	5.02%	5.25%	2.93%	5.16%	8.66% HK	4.69%	4.23%	5.86%	13.64%	7.77%	12.50%	9.52%	4.48%	13.33% Q	11.43%	6.25%	8.47%	7.80%	9.91%	3.16%	11.95% X	0.0%
Usually	49	45	64	1010	29	18	27	601	16	21	22	92	1	15	1	13	7	9	4	6	6	10	6	9	7	0
	5.47%	6.03%	6.41%	8.33% E	6.07%	4.50%	5.65%	9.04%	6.30%	9.86%	7.17%	9.29%	2.27%	7.28%	2.50%	7.74%	5.22%	7.50%	5.71%	9.38%	5.08%	7.09%	5.41%	9.47%	4.40%	0.0%
Always	98	76	132	1800	48	44	62	1082	25	24	43	151	1	24	1	19	15	10	7	10	8	18	7	9	16	0
	10.95%	10.19%	13.23% B	14.85% E	10.04%	11.00%	12.97%	16.27% I	9.84%	11.27%	14.01%	15.25%	2.27%	11.65% M	2.50%	11.31% O	11.19%	8.33%	10.00%	15.63%	6.78%	12.77%	6.31%	9.47%	10.06%	0.0%
Always - q52 = "No"	695	585	765	8669	377	317	375	4623	191	158	229	689	36	151	33	120	106	85	51	44	94	102	87	74	117	0
	77.65%	78.42%	76.65%	71.50%	78.87% D	79.25%	78.45%	69.53%	75.20% H	74.18%	74.59%	69.60%	81.82%	73.30%	82.50%	71.43%	79.10%	70.83%	72.86%	68.75%	79.66%	72.34%	78.38%	77.89%	73.58%	0.0%
Always (Net)	793	661	897	10469	425	361	437	5705	216	182	272	840	37	175	34	139	121	95	58	54	102	120	94	83	133	0
	88.60%	88.61%	89.88%	86.34%	88.91%	90.25%	91.42%	85.80%	85.04%	85.45%	88.60%	84.85%	84.09%	84.95%	85.00%	82.74%	90.30% R	79.17%	82.86%	84.38%	86.44%	85.11%	84.68%	87.37%	83.65%	0.0%
CAHPS Rate (%Always+%Usually)	842	706	961	11479	454	379	464	6306	232	203	294	932	38	190	35	152	128	104	62	60	108	130	100	92	140	0
	94.08%	94.64%	96.29% A	94.67%	94.98%	94.75%	97.07%	94.84% I	91.34%	95.31%	95.77% I	94.14%	86.36%	92.23%	87.50%	90.48%	95.52% R	86.67%	88.57%	93.75%	91.53%	92.20%	90.09%	96.84% Y	88.05%	0.0%
3-point composite mean	2.8268	2.8324	2.8617	2.8101	2.8389	2.8500	2.8849	2.8064	2.7638	2.8075	2.8436	2.7899	2.7045	2.7718	2.7250	2.7321	2.8582 R	2.6583	2.7143	2.7813	2.7797	2.7730	2.7477	2.8421	2.7170	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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-point composite mean	3.8123	3.8231	3.8547	3.8000	3.8264	3.8450	3.8828	3.7956	3.7402	3.8028	3.8339	3.7788	3.6364	3.7573	3.6500	3.7143	3.8433 R	3.6250	3.6571	3.7813	3.7627	3.7518	3.7207	3.8421 Y	3.6792	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 CCC Population Results - Qualified Respondents																								
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	26 2.79%	23 2.98%	28 2.70%	311 2.46%	18 3.63%	15 3.63%	15 3.02%	122 1.77%	4 1.50%	4 1.85%	4 1.27%	15 1.46%	0 0.0%	0 0.0%	0 0.0%	2 1.14%	3 2.13%	1 0.80%	1 1.41%	0 0.0%	3 2.42%	1 0.69%	3 2.52%	2 2.00%	2 1.20%	0 0.0%
BASE = Those who responded	907 97.21%	750 97.02%	1009 97.21%	12345 97.54%	478 96.37%	398 96.37%	481 96.78%	6770 98.23%	262 98.50%	212 98.15%	311 98.42%	1011 98.54%	48 100.00%	214 100.00%	42 100.00%	173 98.86%	138 97.87%	124 99.20%	70 98.59%	67 100.00%	121 97.58%	143 99.31%	116 97.48%	98 98.00%	164 98.80%	0 0.0%
10 - Best health plan possible	454 50.06%	370 49.33%	465 46.09%	6906 55.94% E	244 51.05%	197 49.50%	222 46.15%	3606 53.26% I	116 44.27%	89 41.98%	122 39.23%	479 47.38%	0 0.0%	116 54.21% M	7 16.67%	86 49.71% O	70 50.72% R	46 37.10%	34 48.57%	28 41.79%	52 42.98%	59 41.26%	55 47.41%	39 39.80%	77 46.95%	0 0.0%
9 -	155 17.09%	135 18.00%	177 17.54%	2141 17.34%	74 15.48%	73 18.34%	77 16.01%	1178 17.40%	48 18.32%	41 19.34%	57 18.33%	173 17.11%	0 0.0%	48 22.43% M	4 9.52%	34 19.65%	29 21.01%	19 15.32%	13 18.57%	13 19.40%	22 18.18%	32 22.38%	16 13.79%	17 17.35%	31 18.90%	0 0.0%
Top Two Box	609 67.14%	505 67.33%	642 63.63%	9047 73.28% E	318 66.53%	270 67.84%	299 62.16%	4784 70.66% I	164 62.60%	130 61.32%	179 57.56%	652 64.49%	0 0.0%	164 76.64% M	11 26.19%	120 69.36% O	99 71.74% R	65 52.42%	47 67.14%	41 61.19%	74 61.16%	91 63.64%	71 61.21%	56 57.14%	108 65.85%	0 0.0%
8 -	152 16.76%	113 15.07%	180 17.84%	1723 13.96%	82 17.15%	60 15.08%	93 19.33%	1041 15.38%	50 19.08%	32 15.09%	57 18.33%	195 19.29%	0 0.0%	50 23.36% M	10 23.81%	33 19.08%	23 16.67%	27 21.77%	9 12.86%	18 26.87% S	23 19.01%	27 18.88%	23 19.83%	25 25.51%	25 15.24%	0 0.0%
CAHPS Rate (Top Three Box)	761 83.90%	618 82.40%	822 81.47%	10770 87.24% E	400 83.68%	330 82.91%	392 81.50%	5825 86.04%	214 81.68%	162 76.42%	236 75.88%	847 83.78%	0 0.0%	214 100.00% M	21 50.00%	153 88.44% O	122 88.41% R	92 74.19%	56 80.00%	59 88.06%	97 80.17%	118 82.52%	94 81.03%	81 82.65%	133 81.10%	0 0.0%
7 -	60 6.62%	54 7.20%	73 7.23%	730 5.91%	33 6.90%	31 7.79%	30 6.24%	412 6.09%	10 3.82%	18 8.49% I	22 7.07%	70 6.92%	10 20.83% N	0 0.0%	6 14.29% P	2 1.16%	7 5.07%	3 2.42%	6 8.57%	2 2.99%	2 1.65%	6 4.20%	4 3.45%	3 3.06%	7 4.27%	0 0.0%
6 -	22 2.43%	17 2.27%	28 2.78%	296 2.40%	11 2.30%	8 2.01%	12 2.49%	176 2.60%	7 2.67%	6 2.83%	13 4.18%	24 2.37%	7 14.58% N	0 0.0%	5 11.90% P	2 1.16%	2 1.45%	5 4.03%	3 4.29%	3 4.48%	1 0.83%	4 2.80%	3 2.59%	4 4.08%	3 1.83%	0 0.0%
5 -	44 4.85%	39 5.20%	45 4.46%	357 2.89%	29 6.07% D	18 4.52%	24 4.99%	204 3.01%	17 6.49% H	15 7.08%	18 5.79%	46 4.55%	17 35.42% N	0 0.0%	4 9.52%	10 5.78%	5 3.62%	12 9.68%	2 2.86%	2 2.99%	11 9.09%	9 6.29%	7 6.03%	4 4.08%	13 7.93%	0 0.0%
4 -	6 0.66%	9 1.20%	15 1.49%	68 0.55%	1 0.21%	5 1.26%	7 1.46% E	56 0.83%	4 1.53%	5 2.36%	8 2.57%	11 1.09%	4 8.33% N	0 0.0%	3 7.14%	1 0.58%	1 0.72%	3 2.42%	0 0.0%	1 1.49%	3 2.48%	2 1.40%	2 1.72%	1 1.02%	3 1.83%	0 0.0%
3 -	5 0.55%	6 0.80%	8 0.79%	42 0.34%	2 0.42%	3 0.75%	7 1.46%	29 0.43%	4 1.53%	2 0.94%	4 1.29%	4 0.40%	4 8.33% N	0 0.0%	1 2.38%	2 1.16%	0 0.0%	4 3.23% Q	1 1.43%	0 0.0%	3 2.48%	1 0.70%	3 2.59%	2 2.04%	2 1.22%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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 -	4 0.44% B	0 0.0%	8 0.79% B	26 0.21%	1 0.21%	0 0.0%	5 1.04% F	34 0.50%	4 1.53% J	0 0.0%	6 1.93% J	6 0.59%	4 8.33% N	0 0.0%	0 0.0%	3 1.73%	0 0.0%	4 3.23% Q	0 0.0%	0 0.0%	4 3.31% ST	2 1.40%	2 1.72%	2 2.04%	2 1.22%	0 0.0%
1 -	0 0.0%	2 0.27%	4 0.40% A	16 0.13% E	0 0.0%	0 0.0%	1 0.21%	12 0.18% I	0 0.0%	1 0.47%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst health plan possible	5 0.55%	5 0.67%	6 0.59%	40 0.32%	1 0.21%	3 0.75%	3 0.62%	22 0.32%	2 0.76%	3 1.42%	3 0.96%	3 0.30%	2 4.17%	0 0.0%	2 4.76%	0 0.0%	1 0.72%	1 0.81%	2 2.86%	0 0.0%	0 0.0%	1 0.70%	1 0.86%	1 1.02%	1 0.61%	0 0.0%
0-7 (NET)	146 16.10%	132 17.60%	187 18.53%	1575 12.76%	78 16.32% D	68 17.09%	89 18.50%	945 13.96%	48 18.32%	50 23.58%	75 24.12%	164 16.22%	48 100.00% N	0 0.0%	21 50.00% P	20 11.56%	16 11.59%	32 25.81% Q	14 20.00%	8 11.94%	24 19.83%	25 17.48%	22 18.97%	17 17.35%	31 18.90%	0 0.0%
Bottom Three Box	9 0.99%	7 0.93%	18 1.78%	82 0.66%	2 0.42%	3 0.75%	9 1.87% E	68 1.00%	6 2.29%	4 1.89%	10 3.22%	9 0.89%	6 12.50% N	0 0.0%	2 4.76%	3 1.73%	1 0.72%	5 4.03%	2 2.86%	0 0.0%	4 3.31% T	3 2.10%	3 2.59%	3 3.06%	3 1.83%	0 0.0%
Bottom Two Box	5 0.55%	7 0.93%	10 0.99%	56 0.45%	1 0.21%	3 0.75%	4 0.83%	34 0.50%	2 0.76%	4 1.89%	4 1.29%	3 0.30%	2 4.17%	0 0.0%	2 4.76%	0 0.0%	1 0.72%	1 0.81%	2 2.86%	0 0.0%	0 0.0%	1 0.70%	1 0.86%	1 1.02%	1 0.61%	0 0.0%
Average rating	8.7872 C	8.7333	8.6135	9.0117 E	8.8201 GI	8.7714	8.5634	8.9130 I	8.4924	8.3915	8.2572	8.7428	4.8542	9.3084 M	6.9762	8.7977 O	8.9493 R	7.9839	8.6000	8.7612	8.3140	8.5315	8.4483	8.3878	8.5549	0
Standard deviation	1.7054	1.7876	1.8771	1.5240	1.6058	1.7336	1.9422	1.6193	2.0261	2.0747	2.1558	1.6627	1.7794	0.8250	2.4445	1.7699	1.5338	2.3589	2.1139	1.4152	2.2083	1.9135	2.1469	2.0585	2.0038	0
3-point composite mean	2.5766	2.5693	2.5233	2.6644 E	2.5711	2.5854	2.4990	2.6279 I	2.4809	2.4623	2.4051	2.5519	1.2083	2.7664 M	1.9048	2.5896 O	2.6522 R	2.2903	2.5571	2.5224	2.4298	2.5035	2.4569	2.4286	2.5122	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	18	9	17	128	13	6	13	31	1	1	1	4	0	1	0	1	1	0	0	0	1	0	1	1	0	0
	1.93%	1.16%	1.64%	1.67%	2.62% I	1.45%	2.62%	0.45%	0.38%	0.46%	0.32%	0.39%	0.0%	0.47%	0.0%	0.57%	0.71%	0.0%	0.0%	0.0%	0.81%	0.0%	0.84%	1.00%	0.0%	0.0%
BASE = Those who responded	915	764	1020	7523	483	407	484	6861	265	215	315	1022	48	213	42	174	140	125	71	67	123	144	118	99	166	0
	98.07%	98.84%	98.27%	98.33%	97.38%	98.55%	97.38%	99.55%	99.62% E	99.54%	99.68%	99.61%	100.00%	99.53%	100.00%	99.43%	99.29%	100.00%	100.00%	100.00%	99.19%	100.00%	99.16%	99.00%	100.00%	0.0%
Yes	409	320	466	3992	185	147	171	5798	197	153	233	785	40	154	35	139	100	97	42	47	104	105	89	77	120	0
	44.70%	41.88%	45.69%	53.06% E	38.30%	36.12%	35.33%	84.51% I	74.34% E	71.16%	73.97%	76.81%	83.33%	72.30%	83.33%	79.89%	71.43%	77.60%	59.15%	70.15%	84.55% ST	72.92%	75.42%	77.78%	72.29%	0.0%
No	506	444	554	3531	298	260	313	1063	68	62	82	237	8	59	7	35	40	28	29	20	19	39	29	22	46	0
	55.30%	58.12%	54.31%	46.94%	61.70% DI	63.88%	64.67%	15.49%	25.66% H	28.84%	26.03%	23.19%	16.67%	27.70%	16.67%	20.11%	28.57%	22.40%	40.85% U	29.85% U	15.45%	27.08%	24.58%	22.22%	27.71%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	19 2.04%	13 1.68%	20 1.93%	167 2.18%	13 2.62% I	9 2.18%	13 2.62%	71 1.03%	1 0.38%	1 0.46%	2 0.63%	9 0.88%	0 0.0%	1 0.47%	0 0.0%	1 0.57%	1 0.71%	0 0.0%	0 0.0%	0 0.0%	1 0.81%	0 0.0%	1 0.84%	1 1.00%	0 0.0%	0 0.0%
Appropriately skipped	506 54.23%	444 57.44%	554 53.37%	3531 46.15%	298 60.08% DI	260 62.95%	313 62.98%	1063 15.42%	68 25.56% H	62 28.70%	82 25.95%	237 23.10%	8 16.67%	59 27.57%	7 16.67%	35 20.00%	40 28.37%	28 22.40%	29 40.85% U	20 29.85% U	19 15.32%	39 27.08%	29 24.37%	22 22.00%	46 27.71%	0 0.0%
BASE = Those who responded	408 43.73%	316 40.88%	463 44.61%	3953 51.67% E	185 37.30%	144 34.87%	170 34.21%	5758 83.55% I	197 74.06% E	153 70.83%	231 73.10%	780 76.02%	40 83.33%	154 71.96%	35 83.33%	139 79.43%	100 70.92%	97 77.60%	42 59.15%	47 70.15%	104 83.87% ST	105 72.92%	89 74.79%	77 77.00%	120 72.29%	0 0.0%
Never	8 1.96%	11 3.48%	9 1.94%	44 1.11%	4 2.16%	4 2.78%	5 2.94%	47 0.82%	4 2.03%	5 3.27%	3 1.30%	8 1.03%	1 2.50%	3 1.95%	0 0.0%	3 2.16%	2 2.00%	2 2.06%	0 0.0%	1 2.13%	3 2.88%	3 2.86%	1 1.12%	3 3.90%	1 0.83%	0 0.0%
Sometimes	37 9.07%	40 12.66%	55 11.88%	219 5.54%	17 9.19%	19 13.19%	26 15.29%	384 6.67%	20 10.15%	27 17.65% I	27 11.69%	63 8.08%	8 20.00%	12 7.79%	7 20.00%	11 7.91%	4 4.00%	16 16.49% Q	6 14.29%	5 10.64%	9 8.65%	12 11.43%	8 8.99%	2 2.60%	18 15.00% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	45 11.03%	51 16.14% A	64 13.82%	263 6.65%	21 11.35% D	23 15.97%	31 18.24%	431 7.49%	24 12.18% H	32 20.92% IK	30 12.99%	71 9.10%	9 22.50%	15 9.74%	7 20.00%	14 10.07%	6 6.00%	18 18.56% Q	6 14.29%	6 12.77%	12 11.54%	15 14.29%	9 10.11%	5 6.49%	19 15.83% X	0 0.0%
Usually	98 24.02%	58 18.35%	97 20.95%	689 17.43%	49 26.49% DFG	20 13.89%	27 15.88%	1166 20.25%	47 23.86%	37 24.18%	52 22.51%	191 24.49%	12 30.00%	34 22.08%	12 34.29%	33 23.74%	22 22.00%	25 25.77%	12 28.57%	13 27.66%	22 21.15%	26 24.76%	21 23.60%	23 29.87%	24 20.00%	0 0.0%
Always	265 64.95%	207 65.51%	302 65.23%	3001 75.92% E	115 62.16%	101 70.14%	112 65.88%	4161 72.26% I	126 63.96%	84 54.90%	149 64.50%	518 66.41%	19 47.50%	105 68.18% M	16 45.71%	92 66.19% O	72 72.00% R	54 55.67%	24 57.14%	28 59.57%	70 67.31%	64 60.95%	59 66.29%	49 63.64%	77 64.17%	0 0.0%
CAHPS Rate (%Always + %Usually)	363 88.97% B	265 83.86%	399 86.18%	3690 93.35% E	164 88.65%	121 84.03%	139 81.76%	5327 92.51% I	173 87.82% J	121 79.08%	201 87.01% J	709 90.90%	31 77.50%	139 90.26%	28 80.00%	125 89.93%	94 94.00% R	79 81.44%	36 85.71%	41 87.23%	92 88.46%	90 85.71%	80 89.89%	72 93.51% Y	101 84.17%	0 0.0%
3-point composite mean	2.5392	2.4937	2.5140	2.6926 E	2.5081	2.5417	2.4765	2.6478 I	2.5178 J	2.3399	2.5152 J	2.5731	2.2500	2.5844 M	2.2571	2.5612 O	2.6600 R	2.3711	2.4286	2.4681	2.5577	2.4667	2.5618	2.5714	2.4833	0
4-point composite mean	3.5196	3.4589	3.4946	3.6815 E	3.4865	3.5139	3.4471	3.6396 I	3.4975 J	3.3072	3.5022 J	3.5628	3.2250	3.5649 M	3.2571	3.5396 O	3.6400 R	3.3505	3.4286	3.4468	3.5288	3.4381	3.5506	3.5325	3.4750	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	29	16	29	236	21	10	15	152	7	3	5	23	0	7	1	5	3	4	0	1	6	2	5	3	4	0
	3.11%	2.07%	2.79%	3.08%	4.23%	2.42%	3.02%	2.21%	2.63%	1.39%	1.58%	2.24%	0.0%	3.27% M	2.38%	2.86%	2.13%	3.20%	0.0%	1.49%	4.84% S	1.39%	4.20%	3.00%	2.41%	0.0%
Appropriately skipped	506	444	554	3531	298	260	313	1063	68	62	82	237	8	59	7	35	40	28	29	20	19	39	29	22	46	0
	54.23%	57.44%	53.37%	46.15%	60.08% DI	62.95%	62.98%	15.42%	25.56% H	28.70%	25.95%	23.10%	16.67%	27.57%	16.67%	20.00%	28.37%	22.40%	40.85% U	29.85% U	15.32%	27.08%	24.37%	22.00%	27.71%	0.0%
BASE = Those who responded	398	313	455	3884	177	143	169	5677	191	151	229	766	40	148	34	135	98	93	42	46	99	103	85	75	116	0
	42.66%	40.49%	43.83%	50.76% E	35.69%	34.62%	34.00%	82.37% I	71.80% E	69.91%	72.47%	74.66%	83.33% N	69.16%	80.95%	77.14%	69.50%	74.40%	59.15%	68.66%	79.84% S	71.53%	71.43%	75.00%	69.88%	0.0%
Yes	242	181	272	2233	108	75	113	3391	118	90	143	490	23	92	21	84	63	55	30	26	60	64	52	44	74	0
	60.80%	57.83%	59.78%	57.49%	61.02%	52.45%	66.86% F	59.73%	61.78%	59.60%	62.45%	63.97%	57.50%	62.16%	61.76%	62.22%	64.29%	59.14%	71.43%	56.52%	60.61%	62.14%	61.18%	58.67%	63.79%	0.0%
No	156	132	183	1651	69	68	56	2286	73	61	86	276	17	56	13	51	35	38	12	20	39	39	33	31	42	0
	39.20%	42.17%	40.22%	42.51%	38.98%	47.55% G	33.14%	40.27%	38.22%	40.40%	37.55%	36.03%	42.50%	37.84%	38.24%	37.78%	35.71%	40.86%	28.57%	43.48%	39.39%	37.86%	38.82%	41.33%	36.21%	0.0%
Sigma	933	773	1038	7651	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	6 0.58% AB	0 0.0%	0 0.0%	0 0.0%	3 0.60%	0 0.0%	0 0.0%	0 0.0%	2 0.63%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 1.61%	14 1.81%	19 1.83%	209 1.65%	11 2.22% I	12 2.91%	12 2.41%	50 0.73% I	0 0.0%	0 0.0%	3 0.95%	3 0.29%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	918 98.39%	759 98.19%	1013 97.59%	12447 98.35%	485 97.78%	401 97.09%	482 96.98%	6842 99.27%	266 100.00% HKE	216 100.00% K	311 98.42%	1023 99.71%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
5 - Excellent	362 39.43%	328 43.21%	421 41.56%	4878 39.19%	226 46.60% DI	192 47.88%	233 48.34%	1328 19.41%	48 18.05%	49 22.69%	54 17.36%	193 18.87%	7 14.58%	40 18.69%	6 14.29%	27 15.43%	48 34.04% R	0 0.0%	16 22.54%	13 19.40%	17 13.71%	26 18.06%	20 16.81%	15 15.00%	33 19.88%	0 0.0%
4 - Very good	285 31.05%	240 31.62%	304 30.01%	4286 34.43% E	140 28.87%	116 28.93%	146 30.29%	2425 35.44%	93 34.96%	79 36.57%	102 32.80%	350 34.21%	9 18.75%	82 38.32% M	11 26.19%	68 38.86%	93 65.96% R	0 0.0%	27 38.03%	26 38.81%	38 30.65%	49 34.03%	43 36.13%	44 44.00% Y	49 29.52%	0 0.0%
CAHPS Rate (Top Two Box)	647 70.48%	568 74.84% A	725 71.57%	9164 73.62%	366 75.46% I	308 76.81%	379 78.63%	3753 54.85%	141 53.01%	128 59.26% K	156 50.16%	543 53.08%	16 33.33%	122 57.01% M	17 40.48%	95 54.29%	141 100.00% R	0 0.0%	43 60.56% U	39 58.21%	55 44.35%	75 52.08%	63 52.94%	59 59.00%	82 49.40%	0 0.0%
3 - Good	211 22.98% B	144 18.97%	208 20.53%	2547 20.46%	95 19.59%	72 17.96%	79 16.39%	2192 32.04%	83 31.20% E	58 26.85%	95 30.55%	338 33.04%	20 41.67%	62 28.97%	15 35.71%	52 29.71%	0 0.0%	83 66.40% Q	17 23.94%	21 31.34%	45 36.29%	46 31.94%	37 31.09%	29 29.00%	54 32.53%	0 0.0%
Top Three Box	858 93.46%	712 93.81%	933 92.10%	11711 94.09%	461 95.05% I	380 94.76%	458 95.02%	5945 86.89%	224 84.21%	186 86.11%	251 80.71%	881 86.12%	36 75.00%	184 85.98%	32 76.19%	147 84.00%	141 100.00% R	83 66.40%	60 84.51%	60 89.55%	100 80.65%	121 84.03%	100 84.03%	88 88.00%	136 81.93%	0 0.0%
2 - Fair	55 5.99%	43 5.67%	71 7.01%	664 5.33%	23 4.74%	21 5.24%	23 4.77%	808 11.81%	38 14.29% E	26 12.04%	53 17.04%	126 12.32%	10 20.83%	28 13.08%	8 19.05%	27 15.43%	0 0.0%	38 30.40% Q	9 12.68%	7 10.45%	22 17.74%	21 14.58%	17 14.29%	11 11.00%	27 16.27%	0 0.0%
1 - Poor	5 0.54%	4 0.53%	9 0.89%	72 0.58%	1 0.21%	0 0.0%	1 0.21%	89 1.30%	4 1.50%	4 1.85%	7 2.25%	16 1.56%	2 4.17%	2 0.93%	2 4.76%	1 0.57%	0 0.0%	4 3.20% Q	2 2.82%	0 0.0%	2 1.61%	2 1.39%	2 1.68%	1 1.00%	3 1.81%	0 0.0%
Bottom Two Box	60 6.54%	47 6.19%	80 7.90%	736 5.91%	24 4.95%	21 5.24%	24 4.98%	897 13.11%	42 15.79% E	30 13.89%	60 19.29%	142 13.88%	12 25.00%	30 14.02%	10 23.81%	28 16.00%	0 0.0%	42 33.60% Q	11 15.49%	7 10.45%	24 19.35%	23 15.97%	19 15.97%	12 12.00%	30 18.07%	0 0.0%
Average rating	4.0283	4.1133	4.0434	4.0632	4.1691 DI	4.1945	4.2178	3.5985	3.5376	3.6620 K	3.4598	3.5650	3.1875	3.6075 M	3.2619	3.5314	4.3404 R	2.6320	3.6479	3.6716 U	3.3710	3.5278	3.5210	3.6100	3.4940	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?

													2018 CCC Population Results - Qualified Respondents												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Standard deviation	0.9550	0.9397	0.9896	0.9263	0.9173	0.9110	0.8997	0.9709	0.9927	1.0145	1.0352	0.9815	1.0539	0.9644	1.0704	0.9489	0.4739	0.5446	1.0495	0.9042	0.9794	0.9926	0.9860	0.9044	1.0399	0
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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%	0.10%	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%
No response	17	20	23	261	11	15	12	63	2	0	2	9	2	0	1	0	1	1	0	0	1	0	2	1	1	0
	1.82%	2.59%	2.22%	2.06%	2.22%	3.63%	2.41%	0.91%	0.75%	0.0%	0.63%	0.88%	4.17%	0.0%	2.38%	0.0%	0.71%	0.80%	0.0%	0.0%	0.81%	0.0%	1.68%	1.00%	0.60%	0.0%
BASE = Those who responded	916	753	1014	12395	485	398	484	6829	264	216	313	1017	46	214	41	175	140	124	71	67	123	144	117	99	165	0
	98.18%	97.41%	97.69%	97.94%	97.78%	96.37%	97.38%	99.09%	99.25%	100.00%	99.05%	99.12%	95.83%	100.00%	97.62%	100.00%	99.29%	99.20%	100.00%	100.00%	99.19%	100.00%	98.32%	99.00%	99.40%	0.0%
5 - Excellent	397	368	473	5628	250	206	254	1276	49	49	61	219	7	41	8	34	40	9	24	9	15	26	22	15	34	0
	43.34%	48.87% A	46.65%	45.41%	51.55% DI	51.76%	52.48%	18.69%	18.56%	22.69%	19.49%	21.53%	15.22%	19.16%	19.51%	19.43%	28.57% R	7.26%	33.80% TU	13.43%	12.20%	18.06%	18.80%	15.15%	20.61%	0.0%
4 - Very good	225	164	242	3282	105	92	127	1538	50	40	73	225	6	43	7	34	37	13	17	6	27	28	22	23	27	0
	24.56%	21.78%	23.87%	26.48% E	21.65%	23.12%	26.24%	22.52%	18.94%	18.52%	23.32%	22.12%	13.04%	20.09%	17.07%	19.43%	26.43% R	10.48%	23.94% T	8.96%	21.95% T	19.44%	18.80%	23.23%	16.36%	0.0%
CAHPS Rate (Top Two Box)	622	532	715	8910	355	298	381	2814	99	89	134	444	13	84	15	68	77	22	41	15	42	54	44	38	61	0
	67.90%	70.65%	70.51%	71.88%	73.20% I	74.87%	78.72% E	41.21%	37.50%	41.20%	42.81%	43.66%	28.26%	39.25%	36.59%	38.86%	55.00% R	17.74%	57.75% TU	22.39%	34.15%	37.50%	37.61%	38.38%	36.97%	0.0%
3 - Good	200	152	191	2329	98	74	74	2158	89	71	92	313	11	76	12	59	38	51	20	31	37	46	42	32	57	0
	21.83%	20.19%	18.84%	18.79%	20.21% G	18.59%	15.29%	31.60%	33.71% E	32.87%	29.39%	30.78%	23.91%	35.51%	29.27%	33.71%	27.14%	41.13% Q	28.17%	46.27% SU	30.08%	31.94%	35.90%	32.32%	34.55%	0.0%
Top Three Box	822	684	906	11239	453	372	455	4972	188	160	226	757	24	160	27	127	115	73	61	46	79	100	86	70	118	0
	89.74%	90.84%	89.35%	90.67%	93.40% DI	93.47%	94.01%	72.81%	71.21%	74.07%	72.20%	74.43%	52.17%	74.77% M	65.85%	72.57%	82.14% R	58.87%	85.92% TU	68.66%	64.23%	69.44%	73.50%	70.71%	71.52%	0.0%
2 - Fair	71	58	84	947	27	22	26	1473	55	46	66	202	12	43	9	38	22	33	9	14	31	31	23	18	37	0
	7.75%	7.70%	8.28%	7.64%	5.57%	5.53%	5.37%	21.57%	20.83% E	21.30%	21.09%	19.86%	26.09%	20.09%	21.95%	21.71%	15.71%	26.61% Q	12.68%	20.90%	25.20% S	21.53%	19.66%	18.18%	22.42%	0.0%
1 - Poor	23	11	24	209	5	4	3	384	21	10	21	58	10	11	5	10	3	18	1	7	13	13	8	11	10	0
	2.51%	1.46%	2.37%	1.69%	1.03%	1.01%	0.62%	5.62%	7.95% E	4.63%	6.71%	5.70%	21.74% N	5.14%	12.20%	5.71%	2.14%	14.52% Q	1.41%	10.45% S	10.57% S	9.03%	6.84%	11.11%	6.06%	0.0%
Bottom Two Box	94	69	108	1156	32	26	29	1857	76	56	87	260	22	54	14	48	25	51	10	21	44	44	31	29	47	0
	10.26%	9.16%	10.65%	9.33% E	6.60%	6.53%	5.99%	27.19%	28.79% E	25.93%	27.80%	25.57%	47.83% N	25.23%	34.15%	27.43%	17.86%	41.13% Q	14.08%	31.34% S	35.77% S	30.56%	26.50%	29.29%	28.48%	0.0%
Average	3.9847	4.0890 A	4.0414	4.0628	4.1711 DI	4.1910	4.2459	3.2708	3.1932	3.3333	3.2780	3.3392	2.7391	3.2804 M	3.0976	3.2514	3.6357 R	2.6935	3.7606 TU	2.9403	3.0000	3.1597	3.2308	3.1313	3.2303	0
Standard deviation	1.0897	1.0594	1.0943	1.0466	1.0018	0.9892	0.9423	1.1576	1.1921	1.1746	1.1894	1.1808	1.3422	1.1381	1.2841	1.1636	1.1162	1.0715	1.0937	1.1181	1.1756	1.2114	1.1649	1.2031	1.1839	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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)?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 1.71%	23 2.98%	26 2.50%	162 2.12%	11 2.22% I	16 3.87%	12 2.41%	40 0.58%	1 0.38%	2 0.93%	2 0.63%	5 0.49%	0 0.0%	1 0.47%	1 2.38%	0 0.0%	0 0.0%	1 0.80%	0 0.0%	1 1.49%	0 0.0%	0 0.0%	1 0.84%	0 0.0%	1 0.60%	0 0.0%
BASE = Those who responded	917 98.29%	750 97.02%	1010 97.30%	7489 97.88%	485 97.78%	397 96.13%	483 97.18%	6852 99.42%	265 99.62% E	214 99.07%	314 99.37%	1021 99.51%	48 100.00%	213 99.53%	41 97.62%	175 100.00%	141 100.00%	124 99.20%	71 100.00%	66 98.51%	124 100.00%	144 100.00%	118 99.16%	100 100.00%	165 99.40%	0 0.0%
Yes	242 26.39%	185 24.67%	265 26.24%	2467 32.94% E	90 18.56%	68 17.13%	83 17.18%	5550 81.00% I	176 66.42% E	140 65.42%	212 67.52%	740 72.48%	37 77.08%	136 63.85%	27 65.85%	126 72.00%	88 62.41%	88 70.97%	34 47.89%	42 63.64%	96 77.42% S	96 66.67%	77 65.25%	68 68.00%	108 65.45%	0 0.0%
No	675 73.61%	565 75.33%	745 73.76%	5022 67.06%	395 81.44% DI	329 82.87%	400 82.82%	1302 19.00%	89 33.58% H	74 34.58%	102 32.48%	281 27.52%	11 22.92%	77 36.15%	14 34.15%	49 28.00%	53 37.59%	36 29.03%	37 52.11% U	24 36.36%	28 22.58%	48 33.33%	41 34.75%	32 32.00%	57 34.55%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 2.14%	28 3.62%	32 3.08%	210 2.74%	12 2.42%	19 4.60%	16 3.22%	69 1.00%	2 0.75%	3 1.39%	3 0.95%	10 0.97%	1 2.08%	1 0.47%	1 2.38%	0 0.0%	1 0.71%	1 0.80%	0 0.0%	1 1.49%	0 0.0%	0 0.0%	2 1.68%	1 1.00%	1 0.60%	0 0.0%
Appropriately skipped	675 72.35%	565 73.09%	745 71.77%	5022 65.64%	395 79.64% DI	329 79.66%	400 80.48%	1302 18.89%	89 33.46% H	74 34.26%	102 32.28%	281 27.39%	11 22.92%	77 35.98%	14 33.33%	49 28.00%	53 37.59%	36 28.80%	37 52.11% U	24 35.82%	28 22.58%	48 33.33%	41 34.45%	32 32.00%	57 34.34%	0 0.0%
BASE = Those who responded	238 25.51%	180 23.29%	261 25.14%	2419 31.62% E	89 17.94%	65 15.74%	81 16.30%	5521 80.11% I	175 65.79% E	139 64.35%	211 66.77%	735 71.64%	36 75.00%	136 63.55%	27 64.29%	126 72.00%	87 61.70%	88 70.40%	34 47.89%	42 62.69%	96 77.42% ST	96 66.67%	76 63.87%	67 67.00%	108 65.06%	0 0.0%
Yes	195 81.93%	149 82.78%	216 82.76%	1937 80.07%	68 76.40%	53 81.54%	66 81.48%	5340 96.72%	172 98.29% KE	135 97.12%	199 94.31%	709 96.46%	35 97.22%	134 98.53%	27 100.00%	123 97.62%	86 98.85%	86 97.73%	33 97.06%	42 100.00%	95 98.96%	95 98.96%	75 98.68%	66 98.51%	106 98.15%	0 0.0%
No	43 18.07%	31 17.22%	45 17.24%	482 19.93%	21 23.60% I	12 18.46%	15 18.52%	181 3.28%	3 1.71%	4 2.88%	12 5.69% I	26 3.54%	1 2.78%	2 1.47%	0 0.0%	3 2.38%	1 1.15%	2 2.27%	1 2.94%	0 0.0%	1 1.04%	1 1.04%	1 1.32%	1 1.49%	2 1.85%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 2.47%	34 4.40% A	36 3.47%	250 3.27%	14 2.82%	22 5.33%	18 3.62%	107 1.55%	4 1.50%	7 3.24%	6 1.90%	15 1.46%	3 6.25%	1 0.47%	1 2.38%	2 1.14%	1 0.71%	3 2.40%	0 0.0%	1 1.49%	2 1.61%	0 0.0%	4 3.36% V	2 2.00%	2 1.20%	0 0.0%
Appropriately skipped	718 76.96%	596 77.10%	790 76.11%	5504 71.94%	416 83.87% DI	341 82.57%	415 83.50%	1483 21.52%	92 34.59% H	78 36.11%	114 36.08%	307 29.92%	12 25.00%	79 36.92%	14 33.33%	52 29.71%	54 38.30%	38 30.40%	38 53.52% TU	24 35.82%	29 23.39%	49 34.03%	42 35.29%	33 33.00%	59 35.54%	0 0.0%
BASE = Those who responded	192 20.58%	143 18.50%	212 20.42%	1897 24.79% E	66 13.31%	50 12.11%	64 12.88%	5302 76.93% I	170 63.91% E	131 60.65%	196 62.03%	704 68.62%	33 68.75%	134 62.62%	27 64.29%	121 69.14%	86 60.99%	84 67.20%	33 46.48%	42 62.69%	93 75.00% S	95 65.97%	73 61.34%	65 65.00%	105 63.25%	0 0.0%
Yes	166 86.46%	124 86.71%	190 89.62%	1716 90.46% E	53 80.30%	43 86.00%	52 81.25%	5238 98.79%	166 97.65% E	124 94.66%	190 96.94%	694 98.58%	32 96.97%	131 97.76%	27 100.00%	117 96.69%	84 97.67%	82 97.62%	31 93.94%	40 95.24%	93 100.00%	95 100.00% W	69 94.52%	64 98.46%	102 97.14%	0 0.0%
No	26 13.54%	19 13.29%	22 10.38%	181 9.54%	13 19.70% DI	7 14.00%	12 18.75%	64 1.21%	4 2.35%	7 5.34%	6 3.06%	10 1.42%	1 3.03%	3 2.24%	0 0.0%	4 3.31%	2 2.33%	2 2.38%	2 6.06%	2 4.76%	0 0.0%	0 0.0%	4 5.48% V	1 1.54%	3 2.86%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.00%	30 3.88%	36 3.47%	222 2.90%	14 2.82%	21 5.08%	17 3.42%	148 2.15%	5 1.88%	2 0.93%	7 2.22%	17 1.66%	2 4.17%	3 1.40%	1 2.38%	3 1.71%	0 0.0%	5 4.00% Q	0 0.0%	1 1.49%	4 3.23% S	2 1.39%	3 2.52%	1 1.00%	4 2.41%	0 0.0%
BASE = Those who responded	905 97.00%	743 96.12%	1002 96.53%	7429 97.10%	482 97.18%	392 94.92%	480 96.58%	6744 97.85%	261 98.12%	214 99.07%	309 97.78%	1009 98.34%	46 95.83%	211 98.60%	41 97.62%	172 98.29%	141 100.00% R	120 96.00%	71 100.00% U	66 98.51%	120 96.77%	142 98.61%	116 97.48%	99 99.00%	162 97.59%	0 0.0%
Yes	179 19.78%	152 20.46%	217 21.66%	1381 18.59% E	49 10.17%	50 12.76%	64 13.33%	3825 56.72%	150 57.47% E	135 63.08%	193 62.46%	550 54.51%	33 71.74% N	115 54.50%	27 65.85%	93 54.07%	73 51.77%	77 64.17% Q	40 56.34%	38 57.58%	70 58.33%	90 63.38% W	59 50.86%	61 61.62%	89 54.94%	0 0.0%
No	726 80.22%	591 79.54%	785 78.34%	6048 81.41%	433 89.83% DI	342 87.24%	416 86.67%	2919 43.28%	111 42.53%	79 36.92%	116 37.54%	459 45.49%	13 28.26%	96 45.50% M	14 34.15%	79 45.93%	68 48.23% R	43 35.83%	31 43.66%	28 42.42%	50 41.67%	52 36.62%	57 49.14% V	38 38.38%	73 45.06%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.64%	31 4.01%	42 4.05%	252 3.29%	15 3.02%	21 5.08%	18 3.62%	199 2.89%	9 3.38%	3 1.39%	12 3.80%	23 2.24%	3 6.25%	6 2.80%	1 2.38%	6 3.43%	3 2.13%	6 4.80%	0 0.0%	1 1.49%	8 6.45% S	2 1.39%	7 5.88%	4 4.00%	5 3.01%	0 0.0%
Appropriately skipped	726 77.81%	591 76.46%	785 75.63%	6048 79.05%	433 87.30% DI	342 82.81%	416 83.70%	2919 42.35%	111 41.73%	79 36.57%	116 36.71%	459 44.74%	13 27.08%	96 44.86% M	14 33.33%	79 45.14%	68 48.23% R	43 34.40%	31 43.66%	28 41.79%	50 40.32%	52 36.11%	57 47.90%	38 38.00%	73 43.98%	0 0.0%
BASE = Those who responded	173 18.54%	151 19.53%	211 20.33%	1351 17.66% E	48 9.68%	50 12.11%	63 12.68%	3774 54.76%	146 54.89% E	134 62.04%	188 59.49%	544 53.02%	32 66.67%	112 52.34%	27 64.29%	90 51.43%	70 49.65%	76 60.80%	40 56.34%	38 56.72%	66 53.23%	90 62.50% W	55 46.22%	58 58.00%	88 53.01%	0 0.0%
Yes	146 84.39%	127 84.11%	183 86.73%	1189 88.01% E	34 70.83%	45 90.00% E	50 79.37%	3599 95.36%	139 95.21% E	124 92.54%	175 93.09%	521 95.77%	29 90.63%	108 96.43%	25 92.59%	86 95.56%	66 94.29%	73 96.05%	36 90.00%	37 97.37%	64 96.97%	85 94.44%	53 96.36%	55 94.83%	84 95.45%	0 0.0%
No	27 15.61%	24 15.89%	28 13.27%	162 11.99%	14 29.17% DFI	5 10.00%	13 20.63%	175 4.64%	7 4.79%	10 7.46%	13 6.91%	23 4.23%	3 9.38%	4 3.57%	2 7.41%	4 4.44%	4 5.71%	3 3.95%	4 10.00%	1 2.63%	2 3.03%	5 5.56%	2 3.64%	3 5.17%	4 4.55%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	38 4.07%	32 4.14%	48 4.62%	270 3.53%	17 3.43%	22 5.33%	21 4.23%	229 3.32%	10 3.76%	4 1.85%	16 5.06% J	26 2.53%	4 8.33%	6 2.80%	1 2.38%	6 3.43%	4 2.84%	6 4.80%	0 0.0%	1 1.49%	8 6.45% S	2 1.39%	8 6.72% V	5 5.00%	5 3.01%	0 0.0%
Appropriately skipped	753 80.71%	615 79.56%	813 78.32%	6210 81.17%	447 90.12% DFI	347 84.02%	429 86.32%	3094 44.89%	118 44.36%	89 41.20%	129 40.82%	482 46.98%	16 33.33%	100 46.73%	16 38.10%	83 47.43%	72 51.06% R	46 36.80%	35 49.30%	29 43.28%	52 41.94%	57 39.58%	59 49.58%	41 41.00%	77 46.39%	0 0.0%
BASE = Those who responded	142 15.22%	126 16.30%	177 17.05%	1171 15.31% E	32 6.45%	44 10.65% E	47 9.46%	3569 51.78%	138 51.88% E	123 56.94%	171 54.11%	518 50.49%	28 58.33%	108 50.47%	25 59.52%	86 49.14%	65 46.10%	73 58.40% Q	36 50.70%	37 55.22%	64 51.61%	85 59.03% W	52 43.70%	54 54.00%	84 50.60%	0 0.0%
Yes	136 95.77%	121 96.03%	169 95.48%	1124 95.99%	30 93.75%	40 90.91%	45 95.74%	3537 99.10%	136 98.55%	121 98.37%	169 98.83%	512 98.84%	27 96.43%	107 99.07%	24 96.00%	85 98.84%	64 98.46%	72 98.63%	35 97.22%	37 100.00%	63 98.44%	84 98.82%	51 98.08%	54 100.00%	82 97.62%	0 0.0%
No	6 4.23%	5 3.97%	8 4.52%	47 4.01%	2 6.25%	4 9.09%	2 4.26%	32 0.90%	2 1.45%	2 1.63%	2 1.17%	6 1.16%	1 3.57%	1 0.93%	1 4.00%	1 1.16%	1 1.54%	1 1.37%	1 2.78%	0 0.0%	1 1.56%	1 1.18%	1 1.92%	0 0.0%	2 2.38%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	28 3.00%	27 3.49%	31 2.99%	218 2.85%	18 3.63%	20 4.84%	13 2.62%	107 1.55%	4 1.50%	3 1.39%	4 1.27%	5 0.49%	1 2.08%	3 1.40%	0 0.0%	3 1.71%	2 1.42%	2 1.60%	0 0.0%	1 1.49%	2 1.61%	1 0.69%	2 1.68%	0 0.0%	4 2.41% X	0 0.0%
BASE = Those who responded	905 97.00%	746 96.51%	1006 96.92%	7433 97.15%	478 96.37%	393 95.16%	483 97.18%	6785 98.45%	262 98.50%	213 98.61%	311 98.42%	1021 99.51%	47 97.92%	211 98.60%	42 100.00%	172 98.29%	139 98.58%	123 98.40%	71 100.00%	66 98.51%	122 98.39%	143 99.31%	117 98.32%	100 100.00% Y	162 97.59%	0 0.0%
Yes	148 16.35%	123 16.49%	176 17.50%	1112 14.96% E	51 10.67%	52 13.23%	59 12.22%	2606 38.41%	97 37.02% E	85 39.91%	133 42.77%	386 37.81%	20 42.55%	76 36.02%	25 59.52% P	58 33.72%	43 30.94%	54 43.90% Q	27 38.03%	26 39.39%	44 36.07%	55 38.46%	42 35.90%	32 32.00%	65 40.12%	0 0.0%
No	757 83.65%	623 83.51%	830 82.50%	6321 85.04%	427 89.33% DI	341 86.77%	424 87.78%	4179 61.59%	165 62.98%	128 60.09%	178 57.23%	635 62.19%	27 57.45%	135 63.98%	17 40.48%	114 66.28% O	96 69.06% R	69 56.10%	44 61.97%	40 60.61%	78 63.93%	88 61.54%	75 64.10%	68 68.00%	97 59.88%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.22%	32 4.14%	38 3.66%	258 3.37%	19 3.83% I	23 5.57%	16 3.22%	145 2.10%	4 1.50%	4 1.85%	9 2.85%	8 0.78%	1 2.08%	3 1.40%	0 0.0%	3 1.71%	2 1.42%	2 1.60%	0 0.0%	1 1.49%	2 1.61%	1 0.69%	2 1.68%	0 0.0%	4 2.41% X	0 0.0%
Appropriately skipped	757 81.14%	623 80.60%	830 79.96%	6321 82.62%	427 86.09% DI	341 82.57%	424 85.31%	4179 60.64%	165 62.03%	128 59.26%	178 56.33%	635 61.89%	27 56.25%	135 63.08%	17 40.48%	114 65.14% O	96 68.09% R	69 55.20%	44 61.97%	40 59.70%	78 62.90%	88 61.11%	75 63.03%	68 68.00%	97 58.43%	0 0.0%
BASE = Those who responded	146 15.65%	118 15.27%	170 16.38%	1072 14.01% E	50 10.08%	49 11.86%	57 11.47%	2568 37.26%	97 36.47% E	84 38.89%	129 40.82%	383 37.33%	20 41.67%	76 35.51%	25 59.52% P	58 33.14%	43 30.50%	54 43.20% Q	27 38.03%	26 38.81%	44 35.48%	55 38.19%	42 35.29%	32 32.00%	65 39.16%	0 0.0%
Yes	93 63.70%	84 71.19%	125 73.53%	820 76.49% E	21 42.00%	29 59.18%	30 52.63%	2413 93.96%	88 90.72% E	81 96.43%	122 94.57%	357 93.21%	18 90.00%	69 90.79%	23 92.00%	51 87.93%	37 86.05%	51 94.44%	22 81.48%	24 92.31%	42 95.45%	52 94.55%	36 85.71%	31 96.88%	57 87.69%	0 0.0%
No	53 36.30%	34 28.81%	45 26.47%	252 23.51%	29 58.00% DI	20 40.82%	27 47.37%	155 6.04%	9 9.28%	3 3.57%	7 5.43%	26 6.79%	2 10.00%	7 9.21%	2 8.00%	7 12.07%	6 13.95%	3 5.56%	5 18.52%	2 7.69%	2 4.55%	3 5.45%	6 14.29%	1 3.13%	8 12.31%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.32%	33 4.27%	40 3.85%	267 3.49%	19 3.83% I	24 5.81%	16 3.22%	165 2.39%	4 1.50%	5 2.31%	11 3.48%	12 1.17%	1 2.08%	3 1.40%	0 0.0%	3 1.71%	2 1.42%	2 1.60%	0 0.0%	1 1.49%	2 1.61%	1 0.69%	2 1.68%	0 0.0%	4 2.41% X	0 0.0%
Appropriately skipped	810 86.82%	657 84.99%	875 84.30%	6573 85.91%	456 91.94% DFI	361 87.41%	451 90.74%	4334 62.88%	174 65.41%	131 60.65%	185 58.54%	661 64.42%	29 60.42%	142 66.36%	19 45.24%	121 69.14% O	102 72.34% R	72 57.60%	49 69.01%	42 62.69%	80 64.52%	91 63.19%	81 68.07%	69 69.00%	105 63.25%	0 0.0%
BASE = Those who responded	92 9.86%	83 10.74%	123 11.85%	811 10.60% E	21 4.23%	28 6.78%	30 6.04%	2393 34.72%	88 33.08% E	80 37.04%	120 37.97%	353 34.41%	18 37.50%	69 32.24%	23 54.76% P	51 29.14%	37 26.24%	51 40.80% Q	22 30.99%	24 35.82%	42 33.87%	52 36.11%	36 30.25%	31 31.00%	57 34.34%	0 0.0%
Yes	86 93.48%	79 95.18%	119 96.75%	789 97.29%	20 95.24%	26 92.86%	29 96.67%	2368 98.96%	86 97.73%	79 98.75%	119 99.17%	346 98.02%	18 100.00%	67 97.10%	22 95.65%	50 98.04%	36 97.30%	50 98.04%	21 95.45%	24 100.00%	41 97.62%	51 98.08%	35 97.22%	31 100.00%	55 96.49%	0 0.0%
No	6 6.52%	4 4.82%	4 3.25%	22 2.71%	1 4.76%	2 7.14%	1 3.33%	25 1.04%	2 2.27%	1 1.25%	1 0.83%	7 1.98%	0 0.0%	2 2.90%	1 4.35%	1 1.96%	1 2.70%	1 1.96%	1 4.55%	0 0.0%	1 2.38%	1 1.92%	1 2.78%	0 0.0%	2 3.51%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 0.10%	0 0.0%	0 0.0%	0 0.0%	1 0.20%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	27 2.89%	25 3.23%	30 2.89%	195 2.55%	15 3.02%	18 4.36%	14 2.82%	72 1.04%	4 1.50%	1 0.46%	3 0.95%	10 0.97%	1 2.08%	3 1.40%	1 2.38%	3 1.71%	3 2.13%	1 0.80%	0 0.0%	2 2.99%	0 0.0%	0 0.0%	2 1.68%	0 0.0%	4 2.41% X	0 0.0%
BASE = Those who responded	906 97.11%	748 96.77%	1007 97.01%	7456 97.45%	481 96.98%	395 95.64%	482 96.98%	6820 98.96%	262 98.50%	215 99.54%	312 98.73%	1016 99.03%	47 97.92%	211 98.60%	41 97.62%	172 98.29%	138 97.87%	124 99.20%	71 100.00%	65 97.01%	124 100.00%	144 100.00%	117 98.32%	100 100.00% Y	162 97.59%	0 0.0%
Yes	148 16.34%	132 17.65%	177 17.58%	968 12.98%	59 12.27%	47 11.90%	56 11.62%	2191 32.13%	105 40.08% HE	93 43.26%	132 42.31%	367 36.12%	27 57.45% N	78 36.97%	22 53.66%	64 37.21%	50 36.23%	55 44.35%	45 63.38% TU	27 41.54% U	32 25.81%	62 43.06%	43 36.75%	34 34.00%	71 43.83%	0 0.0%
No	758 83.66%	616 82.35%	830 82.42%	6488 87.02%	422 87.73% I	348 88.10%	426 88.38%	4629 67.87% I	157 59.92%	122 56.74%	180 57.69%	649 63.88%	20 42.55%	133 63.03% M	19 46.34%	108 62.79%	88 63.77%	69 55.65%	26 36.62%	38 58.46% S	92 74.19% ST	82 56.94%	74 63.25%	66 66.00%	91 56.17%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.32%	31 4.01%	38 3.66%	214 2.80%	17 3.43%	21 5.08%	17 3.42%	100 1.45%	6 2.26%	5 2.31%	8 2.53%	15 1.46%	3 6.25%	3 1.40%	3 7.14%	3 1.71%	4 2.84%	2 1.60%	1 1.41%	2 2.99%	1 0.81%	0 0.0%	4 3.36% V	0 0.0%	6 3.61% X	0 0.0%
Appropriately skipped	758 81.24%	616 79.69%	830 79.96%	6488 84.80%	422 85.08% I	348 84.26%	426 85.71%	4629 67.16% I	157 59.02%	122 56.48%	180 56.96%	649 63.26%	20 41.67%	133 62.15% M	19 45.24%	108 61.71%	88 62.41%	69 55.20%	26 36.62%	38 56.72% S	92 74.19% ST	82 56.94%	74 62.18%	66 66.00%	91 54.82%	0 0.0%
BASE = Those who responded	144 15.43%	126 16.30%	170 16.38%	949 12.40%	57 11.49%	44 10.65%	54 10.87%	2163 31.38%	103 38.72% HE	89 41.20%	128 40.51%	362 35.28%	25 52.08% N	78 36.45%	20 47.62%	64 36.57%	49 34.75%	54 43.20%	44 61.97% TU	27 40.30% U	31 25.00%	62 43.06%	41 34.45%	34 34.00%	69 41.57%	0 0.0%
Yes	95 65.97%	96 76.19%	123 72.35%	716 75.45% E	29 50.88%	32 72.73% E	33 61.11%	1973 91.22%	90 87.38% E	84 94.38%	115 89.84%	326 90.06%	24 96.00%	66 84.62%	19 95.00%	56 87.50%	39 79.59%	51 94.44% Q	33 75.00%	27 100.00%	29 93.55% S	53 85.48%	37 90.24%	30 88.24%	60 86.96%	0 0.0%
No	49 34.03%	30 23.81%	47 27.65%	233 24.55%	28 49.12% DFI	12 27.27%	21 38.89%	190 8.78%	13 12.62%	5 5.62%	13 10.16%	36 9.94%	1 4.00%	12 15.38%	1 5.00%	8 12.50%	10 20.41% R	3 5.56%	11 25.00% U	0 0.0%	2 6.45%	9 14.52%	4 9.76%	4 11.76%	9 13.04%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.54%	32 4.14%	40 3.85%	224 2.93%	17 3.43%	22 5.33%	17 3.42%	114 1.65%	6 2.26%	5 2.31%	8 2.53%	18 1.75%	3 6.25%	3 1.40%	3 7.14%	3 1.71%	4 2.84%	2 1.60%	1 1.41%	2 2.99%	1 0.81%	0 0.0%	4 3.36% V	0 0.0%	6 3.61% X	0 0.0%
Appropriately skipped	807 86.50%	646 83.57%	877 84.49%	6721 87.84%	450 90.73% DI	360 87.17%	447 89.94%	4819 69.92% I	170 63.91%	127 58.80%	193 61.08%	685 66.76%	21 43.75%	145 67.76% M	20 47.62%	116 66.29% O	98 69.50% R	72 57.60%	37 52.11%	38 56.72%	94 75.81% ST	91 63.19%	78 65.55%	70 70.00%	100 60.24%	0 0.0%
BASE = Those who responded	93 9.97%	95 12.29%	121 11.66%	706 9.23% E	29 5.85%	31 7.51%	33 6.64%	1959 28.42%	90 33.83% E	84 38.89%	115 36.39%	323 31.48%	24 50.00% N	66 30.84%	19 45.24%	56 32.00%	39 27.66%	51 40.80% Q	33 46.48% U	27 40.30% U	29 23.39%	53 36.81%	37 31.09%	30 30.00%	60 36.14%	0 0.0%
Yes	87 93.55% B	80 84.21%	112 92.56%	666 94.33%	26 89.66%	24 77.42%	30 90.91%	1911 97.55%	87 96.67%	80 95.24%	112 97.39%	312 96.59%	21 87.50%	66 100.00%	17 89.47%	56 100.00%	39 100.00%	48 94.12%	32 96.97%	27 100.00%	27 93.10%	52 98.11%	35 94.59%	29 96.67%	58 96.67%	0 0.0%
No	6 6.45%	15 15.79% A	9 7.44%	40 5.67%	3 10.34%	7 22.58%	3 9.09%	48 2.45%	3 3.33%	4 4.76%	3 2.61%	11 3.41%	3 12.50%	0 0.0%	2 10.53%	0 0.0%	0 0.0%	3 5.88%	1 3.03%	0 0.0%	2 6.90%	1 1.89%	2 5.41%	1 3.33%	2 3.33%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	29 3.11%	34 4.40% C	27 2.60%	236 3.08%	16 3.23%	23 5.57% G	13 2.62%	105 1.52%	4 1.50%	4 1.85%	1 0.32%	15 1.46%	1 2.08%	3 1.40%	1 2.38%	3 1.71%	3 2.13%	1 0.80%	0 0.0%	0 0.0%	1 0.81%	0 0.0%	1 0.84%	0 0.0%	4 2.41% X	0 0.0%
BASE = Those who responded	904 96.89%	739 95.60%	1011 97.40% B	7415 96.92%	480 96.77%	390 94.43%	484 97.38% F	6787 98.48%	262 98.50%	212 98.15%	315 99.68%	1011 98.54%	47 97.92%	211 98.60%	41 97.62%	172 98.29%	138 97.87%	124 99.20%	71 100.00%	67 100.00%	123 99.19%	144 100.00%	118 99.16%	100 100.00% Y	162 97.59%	0 0.0%
Yes	166 18.36%	131 17.73%	205 20.28%	1333 17.98% E	51 10.63%	40 10.26%	56 11.57%	3836 56.52%	153 58.40% E	119 56.13%	183 58.10%	501 49.55%	27 57.45%	123 58.29%	22 53.66%	93 54.07%	81 58.70%	72 58.06%	28 39.44%	45 67.16% S	79 64.23% S	87 60.42%	66 55.93%	63 63.00%	90 55.56%	0 0.0%
No	738 81.64%	608 82.27%	806 79.72%	6082 82.02%	429 89.38% DI	350 89.74%	428 88.43%	2951 43.48%	109 41.60%	93 43.87%	132 41.90%	510 50.45%	20 42.55%	88 41.71%	19 46.34%	79 45.93%	57 41.30%	52 41.94%	43 60.56% TU	22 32.84%	44 35.77%	57 39.58%	52 44.07%	37 37.00%	72 44.44%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	33 3.54%	37 4.79%	35 3.37%	295 3.86%	19 3.83%	24 5.81% G	15 3.02%	187 2.71%	5 1.88%	4 1.85%	1 0.32%	24 2.34%	1 2.08%	4 1.87%	1 2.38%	4 2.29%	3 2.13%	2 1.60%	0 0.0%	0 0.0%	2 1.61%	1 0.69%	1 0.84%	1 1.00%	4 2.41%	0 0.0%
Appropriately skipped	738 79.10%	608 78.65%	806 77.65%	6082 79.49%	429 86.49% DI	350 84.75%	428 86.12%	2951 42.82%	109 40.98%	93 43.06%	132 41.77%	510 49.71%	20 41.67%	88 41.12%	19 45.24%	79 45.14%	57 40.43%	52 41.60%	43 60.56% TU	22 32.84%	44 35.48%	57 39.58%	52 43.70%	37 37.00%	72 43.37%	0 0.0%
BASE = Those who responded	162 17.36%	128 16.56%	196 18.88%	1274 16.65% E	48 9.68%	39 9.44%	54 10.87%	3754 54.47%	152 57.14% E	119 55.09%	183 57.91%	492 47.95%	27 56.25%	122 57.01%	22 52.38%	92 52.57%	81 57.45%	71 56.80%	28 39.44%	45 67.16% S	78 62.90% S	86 59.72%	66 55.46%	62 62.00%	90 54.22%	0 0.0%
Yes	147 90.74%	115 89.84%	181 92.35%	1164 91.37%	41 85.42%	36 92.31%	50 92.59%	3650 97.23%	147 96.71% E	115 96.64%	181 98.91%	479 97.36%	25 92.59%	119 97.54%	21 95.45%	90 97.83%	79 97.53%	68 95.77%	27 96.43%	44 97.78%	75 96.15%	85 98.84%	62 93.94%	60 96.77%	87 96.67%	0 0.0%
No	15 9.26%	13 10.16%	15 7.65%	110 8.63%	7 14.58% I	3 7.69%	4 7.41%	104 2.77%	5 3.29%	4 3.36%	2 1.09%	13 2.64%	2 7.41%	3 2.46%	1 4.55%	2 2.17%	2 2.47%	3 4.23%	1 3.57%	1 2.22%	3 3.85%	1 1.16%	4 6.06%	2 3.23%	3 3.33%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	7651 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

74. What is your child's age?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.43%	28 3.62%	46 4.43%	474 3.75%	20 4.03% I	20 4.84%	21 4.23%	118 1.71%	4 1.50% J	0 0.0%	5 1.58% J	14 1.36%	2 4.17%	2 0.93%	0 0.0%	3 1.71%	4 2.84% R	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.84%	1 1.00%	3 1.81%	0 0.0%
BASE = Those who responded	901 96.57%	745 96.38%	992 95.57%	12182 96.25%	476 95.97%	393 95.16%	476 95.77%	6774 98.29%	262 98.50% E	216 100.00% IK	311 98.42%	1012 98.64%	46 95.83%	212 99.07%	42 100.00%	172 98.29%	137 97.16%	125 100.00% Q	71 100.00%	67 100.00%	124 100.00%	144 100.00%	118 99.16%	99 99.00%	163 98.19%	0 0.0%
Less than 1 year old	47 5.22%	33 4.43%	44 4.44%	300 2.46%	24 5.04% DFI	9 2.29%	17 3.57%	56 0.83%	4 1.53%	8 3.70%	7 2.25%	12 1.19%	1 2.17%	3 1.42%	0 0.0%	3 1.74%	2 1.46%	2 1.60%	4 5.63% TU	0 0.0%	0 0.0%	2 1.39%	2 1.69%	0 0.0%	4 2.45% X	0 0.0%
1 year or more (NET)	854 94.78%	712 95.57%	948 95.56%	11882 97.54% E	452 94.96%	384 97.71% E	459 96.43%	6718 99.17%	258 98.47% E	208 96.30%	304 97.75%	1000 98.81%	45 97.83%	209 98.58%	42 100.00%	169 98.26%	135 98.54%	123 98.40%	67 94.37%	67 100.00% S	124 100.00% S	142 98.61%	116 98.31%	99 100.00% Y	159 97.55%	0 0.0%
1 - 5 years old	367 40.73% C	306 41.07% C	350 35.28%	3391 27.84%	198 41.60% DI	178 45.29% G	169 35.50%	1066 15.74%	67 25.57% H	61 28.24% K	63 20.26%	209 20.65%	13 28.26%	53 25.00%	12 28.57%	44 25.58%	41 29.93%	26 20.80%	67 94.37% TU	0 0.0%	0 0.0%	42 29.17%	25 21.19%	20 20.20%	47 28.83%	0 0.0%
6 - 10 years old	183 20.31%	142 19.06%	218 21.98%	3433 28.18% E	95 19.96%	72 18.32%	120 25.21% F	2027 29.92%	67 25.57%	53 24.54%	89 28.62%	258 25.49%	8 17.39%	59 27.83%	11 26.19%	44 25.58%	39 28.47%	28 22.40%	0 0.0%	67 100.00% SU	0 0.0%	39 27.08%	28 23.73%	22 22.22%	45 27.61%	0 0.0%
11 - 15 years old	195 21.64%	189 25.37%	245 24.70%	3487 28.62% E	110 23.11%	97 24.68%	113 23.74%	2516 37.14% I	81 30.92% E	68 31.48%	102 32.80%	352 34.78%	16 34.78%	65 30.66%	13 30.95%	57 33.14%	39 28.47%	42 33.60%	0 0.0%	0 0.0%	81 65.32% ST	45 31.25%	36 30.51%	36 36.36%	45 27.61%	0 0.0%
Over 15 years old	109 12.10%	75 10.07%	135 13.61% B	1571 12.90%	49 10.29%	37 9.41%	57 11.97%	1109 16.37%	43 16.41% E	26 12.04%	50 16.08%	181 17.89%	8 17.39%	32 15.09%	6 14.29%	24 13.95%	16 11.68%	27 21.60% Q	0 0.0%	0 0.0%	43 34.68% ST	16 11.11%	27 22.88% V	21 21.21%	22 13.50%	0 0.0%
2 years or more (NET)	767 85.13% C	629 84.43%	808 81.45%	11296 92.73% E	409 85.92%	339 86.26%	397 83.40%	6620 97.73% I	248 94.66% E	202 93.52%	291 93.57%	980 96.84%	44 95.65%	200 94.34%	41 97.62%	162 94.19%	129 94.16%	119 95.20%	57 80.28%	67 100.00% S	124 100.00% S	135 93.75%	113 95.76%	97 97.98% Y	151 92.64%	0 0.0%
Average age	7.5527	7.5664	8.1089 AB	8.9895 E	7.4475	7.4402	8.0735	10.5493 I	9.5267 E	9.0185	9.9228 J	10.2579	9.9130	9.3632	9.5000	9.3721	8.7007	10.4320 Q	2.8451	7.8657 S	14.2500 ST	8.8194	10.3898 V	10.6465 Y	8.8466	0
Standard deviation	5.5914	5.5772	5.7435	5.0988	5.4875	5.4434	5.5285	4.5183	5.1664	5.1952	5.1280	4.9124	5.3885	5.0680	5.0202	5.1298	4.9233	5.2738	1.4598	1.3482	2.1983	4.9577	5.2835	4.7933	5.2654	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

74. What is your child's age?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	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%	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%
No response	26	27	27	327	16	21	15	85	3	1	2	15	1	2	0	3	3	0	0	0	0	0	0	0	3	0
	2.79%	3.49%	2.60%	2.58%	3.23% I	5.08%	3.02%	1.23%	1.13%	0.46%	0.63%	1.46%	2.08%	0.93%	0.0%	1.71%	2.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.81%	0.0%
BASE = Those who responded	907	746	1009	12329	480	392	481	6807	263	215	313	1011	47	212	42	172	138	125	71	67	124	144	119	100	163	0
	97.21%	96.51%	97.21%	97.42%	96.77%	94.92%	96.78%	98.77%	98.87% E	99.54%	99.05%	98.54%	97.92%	99.07%	100.00%	98.29%	97.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.19%	0.0%
Male	477	419	534	6504	247	221	228	4091	144	122	176	558	25	118	20	92	75	69	44	39	61	144	0	59	85	0
	52.59%	56.17%	52.92%	52.75%	51.46%	56.38% G	47.40%	60.10%	54.75%	56.74%	56.23%	55.19%	53.19%	55.66%	47.62%	53.49%	54.35%	55.20%	61.97%	58.21%	49.19%	100.00% W	0.0%	59.00%	52.15%	0.0%
Female	430	327	475	5825	233	171	253	2716	119	93	137	453	22	94	22	80	63	56	27	28	63	0	119	41	78	0
	47.41%	43.83%	47.08%	47.25%	48.54%	43.62%	52.60% F	39.90%	45.25%	43.26%	43.77%	44.81%	46.81%	44.34%	52.38%	46.51%	45.65%	44.80%	38.03%	41.79%	50.81%	0.0%	100.00% V	41.00%	47.85%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	1 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	46 4.93%	29 3.75%	39 3.76%	522 4.12%	26 5.24%	20 4.84%	18 3.62%	171 2.48%	10 3.76% J	2 0.93%	7 2.22%	25 2.44%	4 8.33%	5 2.34%	2 4.76%	7 4.00%	4 2.84%	6 4.80%	0 0.0%	1 1.49%	6 4.84% S	3 2.08%	4 3.36%	2 2.00%	8 4.82%	0 0.0%
BASE = Those who responded	887 95.07%	744 96.25%	998 96.15%	12134 95.88%	470 94.76%	393 95.16%	479 96.38%	6721 97.52%	256 96.24%	214 99.07% I	309 97.78%	1001 97.56%	44 91.67%	209 97.66%	40 95.24%	168 96.00%	137 97.16%	119 95.20%	71 100.00% U	66 98.51%	118 95.16%	141 97.92%	115 96.64%	98 98.00%	158 95.18%	0 0.0%
Yes, Hispanic or Latino	569 64.15%	487 65.46%	625 62.63%	4202 34.63%	292 62.13% D	259 65.90%	300 62.63%	1430 21.28%	142 55.47% H	121 56.54%	174 56.31%	428 42.76%	21 47.73%	120 57.42%	18 45.00%	92 54.76%	74 54.01%	68 57.14%	44 61.97%	33 50.00%	64 54.24%	78 55.32%	64 55.65%	56 57.14%	86 54.43%	0 0.0%
No, not Hispanic or Latino	318 35.85%	257 34.54%	373 37.37%	7932 65.37% E	178 37.87%	134 34.10%	179 37.37%	5291 78.72% I	114 44.53%	93 43.46%	135 43.69%	573 57.24%	23 52.27%	89 42.58%	22 55.00%	76 45.24%	63 45.99%	51 42.86%	27 38.03%	33 50.00%	54 45.76%	63 44.68%	51 44.35%	42 42.86%	72 45.57%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

77. What is your child's race?

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
No response	101 10.83%	95 12.29%	111 10.69%	1065 8.41%	56 11.29% DI	62 15.01% G	50 10.06%	285 4.14%	17 6.39%	12 5.56%	28 8.86%	78 7.60%	3 6.25%	14 6.54%	1 2.38%	13 7.43%	10 7.09%	7 5.60%	7 9.86% T	1 1.49%	6 4.84%	7 4.86%	7 5.88%	4 4.00%	13 7.83%	0 0.0%
BASE = Those who responded	832 89.17%	678 87.71%	927 89.31%	11591 91.59% E	440 88.71%	351 84.99%	447 89.94% F	6607 95.86%	249 93.61% E	204 94.44%	288 91.14%	948 92.40%	45 93.75%	200 93.46%	41 97.62%	162 92.57%	131 92.91%	118 94.40%	64 90.14%	66 98.51% S	118 95.16%	137 95.14%	112 94.12%	96 96.00%	153 92.17%	0 0.0%
White	514 61.78%	445 65.63%	597 64.40%	7429 64.09%	266 60.45%	233 66.38%	284 63.53%	4624 69.99%	160 64.26%	138 67.65%	196 68.06%	670 70.68%	29 64.44%	129 64.50%	29 70.73%	105 64.81%	91 69.47%	69 58.47%	42 65.63%	46 69.70%	71 60.17%	87 63.50%	73 65.18%	72 75.00% Y	88 57.52%	0 0.0%
Black or African-American	64 7.69%	43 6.34%	65 7.01%	2416 20.84% E	37 8.41%	19 5.41%	31 6.94%	1710 25.88% I	28 11.24%	15 7.35%	21 7.29%	129 13.61%	5 11.11%	22 11.00%	5 12.20%	19 11.73%	16 12.21%	12 10.17%	5 7.81%	8 12.12%	15 12.71%	13 9.49%	15 13.39%	12 12.50%	16 10.46%	0 0.0%
Asian	18 2.16%	22 3.24%	31 3.34%	801 6.91% E	11 2.50%	7 1.99%	17 3.80%	161 2.44%	6 2.41%	7 3.43%	10 3.47%	58 6.12%	2 4.44%	4 2.00%	0 0.0%	4 2.47% O	2 1.53%	4 3.39%	1 1.56%	0 0.0%	5 4.24% T	4 2.92%	2 1.79%	2 2.08%	4 2.61%	0 0.0%
Native Hawaiian or other Pacific Islander	33 3.97% BC	14 2.06%	19 2.05%	231 1.99%	21 4.77% DF	7 1.99%	11 2.46%	68 1.03%	9 3.61% H	5 2.45%	9 3.13%	35 3.69%	2 4.44%	7 3.50%	1 2.44%	7 4.32%	5 3.82%	4 3.39%	2 3.13%	3 4.55%	4 3.39%	3 2.19%	6 5.36%	0 0.0%	9 5.88% X	0 0.0%
American Indian or Alaska Native	181 21.75% BC	113 16.67%	129 13.92%	454 3.92%	99 22.50% DFG	55 15.67%	60 13.42%	274 4.15%	54 21.69% HK	36 17.65%	40 13.89%	86 9.07%	13 28.89%	40 20.00%	10 24.39%	32 19.75%	29 22.14%	25 21.19%	11 17.19%	13 19.70%	30 25.42%	32 23.36%	22 19.64%	8 8.33%	46 30.07% X	0 0.0%
Other	207 24.88%	188 27.73%	268 28.91%	1970 17.00%	117 26.59% D	92 26.21%	127 28.41%	684 10.35%	54 21.69% H	49 24.02%	73 25.35%	187 19.73%	9 20.00%	45 22.50%	7 17.07%	34 20.99%	24 18.32%	30 25.42%	15 23.44%	14 21.21%	25 21.19%	31 22.63%	23 20.54%	11 11.46%	43 28.10% X	0 0.0%
Sigma	1118 119.83%	920 119.02%	1220 117.53%	14366 113.51%	607 122.38%	475 115.01%	580 116.70%	7806 113.26%	328 123.31%	262 121.30%	377 119.30%	1243 121.15%	63 131.25%	261 121.96%	53 126.19%	214 122.29%	177 125.53%	151 120.80%	83 116.90%	85 126.87%	156 125.81%	177 122.92%	148 124.37%	109 109.00%	219 131.93%	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

78. What is your age?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	34	37	408	19	26	18	124	4	5	8	17	1	3	0	4	3	1	0	0	1	1	0	1	3	0
	3.43%	4.40%	3.56%	3.22%	3.83% I	6.30%	3.62%	1.80%	1.50%	2.31%	2.53%	1.66%	2.08%	1.40%	0.0%	2.29% O	2.13%	0.80%	0.0%	0.0%	0.81%	0.69%	0.0%	1.00%	1.81%	0.0%
BASE = Those who responded	901	739	1001	12248	477	387	479	6768	262	211	308	1009	47	211	42	171	138	124	71	67	123	143	119	99	163	0
	96.57%	95.60%	96.44%	96.78%	96.17%	93.70%	96.38%	98.20%	98.50% E	97.69%	97.47%	98.34%	97.92%	98.60%	100.00% P	97.71%	97.87%	99.20%	100.00%	100.00%	99.19%	99.31%	100.00%	99.00%	98.19%	0.0%
Under 18 (v 16)	32	22	44	862	15	12	12	578	12	8	21	56	2	10	1	8	6	6	0	3	9	6	6	12	0	0
	3.55%	2.98%	4.40%	7.04% E	3.14%	3.10%	2.51%	8.54% I	4.58%	3.79%	6.82%	5.55%	4.26%	4.74%	2.38%	4.68%	4.35%	4.84%	0.0%	4.48%	7.32% S	4.20%	5.04%	12.12% Y	0.0%	0.0%
18 to 24 (v 21)	90	87	123	633	50	49	60	173	15	13	15	31	2	13	3	10	12	3	13	2	0	9	6	3	12	0
	9.99%	11.77%	12.29%	5.17%	10.48% DI	12.66%	12.53%	2.56%	5.73% H	6.16%	4.87%	3.07%	4.26%	6.16%	7.14%	5.85%	8.70% R	2.42%	18.31% TU	2.99%	0.0%	6.29%	5.04%	3.03%	7.36%	0.0%
25 to 34 (v 29.5)	328	251	346	3545	180	134	180	1522	67	65	84	213	11	55	9	46	38	29	32	22	13	38	29	14	53	0
	36.40%	33.96%	34.57%	28.94%	37.74% DI	34.63%	37.58%	22.49%	25.57%	30.81%	27.27%	21.11%	23.40%	26.07%	21.43%	26.90%	27.54%	23.39%	45.07% U	32.84% U	10.57%	26.57%	24.37%	14.14%	32.52% X	0.0%
35 to 44 (v 39.5)	237	193	252	4084	122	102	131	2186	80	59	84	363	13	66	13	54	39	41	20	21	39	45	35	29	51	0
	26.30%	26.12%	25.17%	33.34% E	25.58%	26.36%	27.35%	32.30%	30.53%	27.96%	27.27%	35.98%	27.66%	31.28%	30.95%	31.58%	28.26%	33.06%	28.17%	31.34%	31.71%	31.47%	29.41%	29.29%	31.29%	0.0%
45 to 54 (v 49.5)	121	111	123	2023	60	62	51	1298	48	35	51	213	11	35	9	30	21	27	3	11	33	23	25	18	30	0
	13.43%	15.02%	12.29%	16.52% E	12.58%	16.02% G	10.65%	19.18%	18.32% E	16.59%	16.56%	21.11%	23.40%	16.59%	21.43%	17.54%	15.22%	21.77%	4.23%	16.42% S	26.83% S	16.08%	21.01%	18.18%	18.40%	0.0%
55 to 64 (v 59.5)	63	50	81	723	30	21	34	657	26	20	37	89	5	21	3	18	18	8	1	6	19	15	11	16	10	0
	6.99%	6.77%	8.09%	5.90%	6.29%	5.43%	7.10%	9.71%	9.92%	9.48%	12.01%	8.82%	10.64%	9.95%	7.14%	10.53%	13.04%	6.45%	1.41%	8.96% S	15.45% S	10.49%	9.24%	16.16% Y	6.13%	0.0%
65 to 74 (v 69.5)	25	22	24	311	18	6	9	285	11	9	13	33	3	8	4	3	2	9	1	1	9	5	6	6	5	0
	2.77%	2.98%	2.40%	2.54%	3.77% F	1.55%	1.88%	4.21%	4.20%	4.27%	4.22%	3.27%	6.38%	3.79%	9.52%	1.75%	1.45%	7.26% Q	1.41%	1.49%	7.32% ST	3.50%	5.04%	6.06%	3.07%	0.0%
75 or older (v 79.5)	5	3	8	67	2	1	2	69	3	2	3	11	0	3	0	2	2	1	1	1	1	2	1	1	2	0
	0.55%	0.41%	0.80%	0.55%	0.42%	0.26%	0.42%	1.02%	1.15%	0.95%	0.97%	1.09%	0.0%	1.42%	0.0%	1.17%	1.45%	0.81%	1.41%	1.49%	0.81%	1.40%	0.84%	1.01%	1.23%	0.0%
Average age	36.9728	37.1367	36.6234	37.8085	36.8637	36.2222	36.0511	40.3018	40.3416 E	39.6019	39.9838	40.8087	41.7553	39.9953	41.9048	39.4825	39.2609	41.5444	33.2958	39.0896 S	45.0163 ST	40.0070	40.7437	41.9495	39.3650	0
Standard deviation	12.6122	12.6682	13.1012	12.4246	12.7450	11.8386	12.0424	13.7832	13.5600	13.4491	14.1259	12.7997	13.4084	13.6510	13.7461	12.9191	13.5968	13.4170	10.6918	12.5365	13.7123	13.5246	13.5916	15.4592	12.1605	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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 3.22%	31 4.01%	32 3.08%	392 3.10%	17 3.43%	22 5.33%	16 3.22%	116 1.68%	4 1.50%	5 2.31%	5 1.58%	19 1.85%	1 2.08%	3 1.40%	0 0.0%	4 2.29% O	3 2.13%	1 0.80%	0 0.0%	0 0.0%	1 0.81%	1 0.69%	0 0.0%	1 1.00%	3 1.81%	0 0.0%
BASE = Those who responded	903 96.78%	742 95.99%	1006 96.92%	12264 96.90%	479 96.57%	391 94.67%	481 96.78%	6776 98.32%	262 98.50%	211 97.69%	311 98.42%	1007 98.15%	47 97.92%	211 98.60%	42 100.00% P	171 97.71%	138 97.87%	124 99.20%	71 100.00%	67 100.00%	123 99.19%	143 99.31%	119 100.00%	99 99.00%	163 98.19%	0 0.0%
Male	99 10.96%	89 11.99%	122 12.13%	1638 13.36%	56 11.69%	47 12.02%	52 10.81%	678 10.01%	30 11.45%	28 13.27%	39 12.54%	123 12.21%	4 8.51%	25 11.85%	6 14.29%	20 11.70%	19 13.77%	11 8.87%	8 11.27%	6 8.96%	16 13.01%	20 13.99%	10 8.40%	13 13.13%	17 10.43%	0 0.0%
Female	804 89.04%	653 88.01%	884 87.87%	10626 86.64%	423 88.31%	344 87.98%	429 89.19%	6098 89.99%	232 88.55%	183 86.73%	272 87.46%	884 87.79%	43 91.49%	186 88.15%	36 85.71%	151 88.30%	119 86.23%	113 91.13%	63 88.73%	61 91.04%	107 86.99%	123 86.01%	109 91.60%	86 86.87%	146 89.57%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12656 100.00%	496 100.00%	413 100.00%	497 100.00%	6892 100.00%	266 100.00%	216 100.00%	316 100.00%	1026 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	47	49	51	605	23	35	25	173	11	7	10	32	5	6	1	8	7	4	2	1	5	5	3	2	9	0
	5.04%	6.34%	4.91%	4.78%	4.64%	8.47% EG	5.03%	2.51%	4.14%	3.24%	3.16%	3.12%	10.42%	2.80%	2.38%	4.57%	4.96%	3.20%	2.82%	1.49%	4.03%	3.47%	2.52%	2.00%	5.42%	0.0%
BASE = Those who responded	886	724	987	12051	473	378	472	6719	255	209	306	994	43	208	41	167	134	121	69	66	119	139	116	98	157	0
	94.96%	93.66%	95.09%	95.22%	95.36% F	91.53%	94.97% F	97.49%	95.86%	96.76%	96.84%	96.88%	89.58%	97.20%	97.62%	95.43%	95.04%	96.80%	97.18%	98.51%	95.97%	96.53%	97.48%	98.00%	94.58%	0.0%
High school or less (NET)	429	351	434	6198	234	182	219	3047	112	93	125	454	22	88	19	67	45	67	23	35	53	55	57	41	71	0
	48.42%	48.48%	43.97%	51.43%	49.47%	48.15%	46.40%	45.35%	43.92%	44.50%	40.85%	45.67%	51.16%	42.31%	46.34%	40.12%	33.58%	55.37% Q	33.33%	53.03% S	44.54%	39.57%	49.14%	41.84%	45.22%	0.0%
8th grade or less	45	33	47	880	26	16	21	319	7	11	10	52	2	5	1	3	3	4	2	1	4	4	3	2	5	0
	5.08%	4.56%	4.76%	7.30%	5.50%	4.23%	4.45%	4.75%	2.75%	5.26%	3.27%	5.23%	4.65%	2.40%	2.44%	1.80%	2.24%	3.31%	2.90%	1.52%	3.36%	2.88%	2.59%	2.04%	3.18%	0.0%
Some high school, but did not graduate	116	97	109	1356	59	54	56	677	29	19	31	109	9	20	6	18	6	23	5	6	18	15	14	9	20	0
	13.09%	13.40%	11.04%	11.25%	12.47%	14.29%	11.86%	10.08%	11.37%	9.09%	10.13%	10.97%	20.93%	9.62%	14.63%	10.78%	4.48%	19.01% Q	7.25%	9.09%	15.13%	10.79%	12.07%	9.18%	12.74%	0.0%
High school graduate or GED	268	221	278	3962	149	112	142	2051	76	63	84	293	11	63	12	46	36	40	16	28	31	36	40	30	46	0
	30.25%	30.52%	28.17%	32.88%	31.50%	29.63%	30.08%	30.53%	29.80%	30.14%	27.45%	29.48%	25.58%	30.29%	29.27%	27.54%	26.87%	33.06%	23.19%	42.42% SU	26.05%	25.90%	34.48%	30.61%	29.30%	0.0%
Some college or more (NET)	457	373	553	5853	239	196	253	3672	143	116	181	540	21	120	22	100	89	54	46	31	66	84	59	57	86	0
	51.58%	51.52%	56.03%	48.57%	50.53%	51.85%	53.60%	54.65%	56.08%	55.50%	59.15%	54.33%	48.84%	57.69%	53.66%	59.88%	66.42% R	44.63%	66.67% T	46.97%	55.46%	60.43%	50.86%	58.16%	54.78%	0.0%
Some college or 2-year degree	337	244	374	3863	171	135	170	2559	105	75	127	351	14	89	15	76	65	40	33	21	51	58	47	41	64	0
	38.04%	33.70%	37.89%	32.06%	36.15%	35.71%	36.02%	38.09%	41.18%	35.89%	41.50%	35.31%	32.56%	42.79%	36.59%	45.51%	48.51% R	33.06%	47.83%	31.82%	42.86%	41.73%	40.52%	41.84%	40.76%	0.0%
4-year college graduate	70	76	99	1260	41	39	46	675	23	22	30	123	3	20	2	16	15	8	8	6	9	18	5	8	15	0
	7.90%	10.50%	10.03%	10.46%	8.67%	10.32%	9.75%	10.05%	9.02%	10.53%	9.80%	12.37%	6.98%	9.62%	4.88%	9.58%	11.19%	6.61%	11.59%	9.09%	7.56%	12.95% W	4.31%	8.16%	9.55%	0.0%
More than 4-year college degree	50	53	80	730	27	22	37	438	15	19	24	66	4	11	5	8	9	6	5	4	6	8	7	8	7	0
	5.64%	7.32%	8.11% A	6.06%	5.71%	5.82%	7.84%	6.52%	5.88%	9.09%	7.84%	6.64%	9.30%	5.29%	12.20%	4.79%	6.72%	4.96%	7.25%	6.06%	5.04%	5.76%	6.03%	8.16%	4.46%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	14	0	0	0	8	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	1.35% AB	0.0%	0.0%	0.0%	1.61% EF	0.0%	0.0%	0.0%	3.48% IJ	0.0%	0.0%	0.0%	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	41	45	37	596	18	28	20	354	14	10	7	49	3	10	0	11	10	4	1	1	9	8	3	11	3	0
	4.39%	5.82% C	3.56%	4.71%	3.63%	6.78% E	4.02%	5.14%	5.26%	4.63%	2.22%	4.78%	6.25%	4.67%	0.0%	6.29% O	7.09%	3.20%	1.41%	1.49%	7.26% ST	5.56%	2.52%	11.00% Y	1.81%	0.0%
BASE = Those who responded	892	728	987	12060	478	385	469	6538	252	206	298	977	45	204	42	164	131	121	70	66	115	136	116	89	163	0
	95.61%	94.18%	95.09%	95.29%	96.37% F	93.22%	94.37%	94.86%	94.74%	95.37%	94.30%	95.22%	93.75%	95.33%	100.00% P	93.71%	92.91%	96.80%	98.59% U	98.51% U	92.74%	94.44%	97.48%	89.00%	98.19% X	0.0%
Mother or father	787	642	886	11065	422	344	434	5601	213	173	251	877	40	170	34	141	109	104	66	54	92	120	93	72	141	0
	88.23%	88.19%	89.77%	91.75% E	88.28%	89.35%	92.54% E	85.67%	84.52%	83.98%	84.23%	89.76%	88.89%	83.33%	80.95%	85.98%	83.21%	85.95%	94.29% TU	81.82%	80.00%	88.24%	80.17%	80.90%	86.50%	0.0%
Grandparent	65	54	61	659	33	28	26	598	24	17	27	65	3	21	5	12	12	12	2	6	16	12	12	12	12	0
	7.29%	7.42%	6.18%	5.46%	6.90%	7.27%	5.54%	9.15%	9.52%	8.25%	9.06%	6.65%	6.67%	10.29%	11.90%	7.32%	9.16%	9.92%	2.86%	9.09%	13.91% S	8.82%	10.34%	13.48%	7.36%	0.0%
Other (NET)	40	32	40	336	23	13	9	339	15	16	20	35	2	13	3	11	10	5	2	6	7	4	11	5	10	0
	4.48%	4.40%	4.05%	2.79%	4.81% DG	3.38%	1.92%	5.19%	5.95%	7.77%	6.71%	3.58%	4.44%	6.37%	7.14%	6.71%	7.63%	4.13%	2.86%	9.09%	6.09%	2.94%	9.48% V	5.62%	6.13%	0.0%
Aunt or uncle	12	8	6	94	6	6	2	78	4	3	1	8	0	4	0	4	3	1	0	4	0	0	4	0	4	0
	1.35%	1.10%	0.61%	0.78%	1.26%	1.56%	0.43%	1.19%	1.59%	1.46%	0.34%	0.82%	0.0%	1.96% M	0.0%	2.44% O	2.29%	0.83%	0.0%	6.06% SU	0.0%	0.0%	3.45% V	0.0%	2.45% X	0.0%
Older brother or sister	3	1	3	28	2	1	3	12	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.34%	0.14%	0.30%	0.23%	0.42%	0.26%	0.64%	0.18% I	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%
Other relative	2	3	2	15	2	0	0	13	1	1	0	2	0	1	0	1	0	1	0	0	1	0	1	0	1	0
	0.22%	0.41%	0.20%	0.12%	0.42%	0.0%	0.0%	0.20%	0.40%	0.49%	0.0%	0.20%	0.0%	0.49%	0.0%	0.61%	0.0%	0.83%	0.0%	0.0%	0.87%	0.0%	0.86%	0.0%	0.61%	0.0%
Legal guardian	18	14	19	155	11	6	3	185	7	7	12	20	2	5	3	4	4	3	1	1	5	3	4	3	4	0
	2.02%	1.92%	1.93%	1.29%	2.30% G	1.56%	0.64%	2.83%	2.78%	3.40%	4.03%	2.05%	4.44%	2.45%	7.14%	2.44%	3.05%	2.48%	1.43%	1.52%	4.35%	2.21%	3.45%	3.37%	2.45%	0.0%
Someone else	5	6	10	44	2	0	1	51	3	5	7	3	0	3	0	2	3	0	1	1	1	1	2	2	1	0
	0.56%	0.82%	1.01%	0.36%	0.42%	0.0%	0.21%	0.78%	1.19%	2.43%	2.35%	0.31%	0.0%	1.47%	0.0%	1.22%	2.29%	0.0%	1.43%	1.52%	0.87%	0.74%	1.72%	2.25%	0.61%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	9	11	169	1	7	4	62	1	1	2	10	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	0.21%	1.16% A	1.06% A	1.34% E	0.20%	1.69% E	0.80%	0.90%	0.38%	0.46%	0.63%	0.97%	0.0%	0.47%	0.0%	0.57%	0.71%	0.0%	0.0%	0.0%	0.81%	0.69%	0.0%	1.00%	0.0%	0.0%
Appropriately skipped	638	517	608	5331	349	287	302	2553	166	137	175	438	31	133	28	109	82	84	51	45	67	85	78	0	166	0
	68.38% C	66.88% C	58.57%	42.12%	70.36% DGI	69.49% G	60.76%	37.04%	62.41% H	63.43%	55.38%	42.69%	64.58%	62.15%	66.67%	62.29%	58.16%	67.20%	71.83% U	67.16%	54.03%	59.03%	65.55%	0.0%	100.00% X	0.0%
BASE = Those who responded	293	247	419	7156	146	119	191	4277	99	78	139	578	17	80	14	65	58	41	20	22	56	58	41	99	0	0
	31.40%	31.95%	40.37% AB	56.54% E	29.44%	28.81%	38.43% EF	62.06% I	37.22% E	36.11%	43.99%	56.34%	35.42%	37.38%	33.33%	37.14%	41.13%	32.80%	28.17%	32.84%	45.16% S	40.28%	34.45%	99.00% Y	0.0%	0.0%
Yes	8	10	20	338	8	4	11	161	0	5	5	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.73%	4.05%	4.77%	4.72%	5.48% I	3.36%	5.76%	3.76% I	0.0%	6.41% I	3.60% I	3.11%	0.0%	0.0%	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	285	237	399	6818	138	115	180	4116	99	73	134	560	17	80	14	65	58	41	20	22	56	58	41	99	0	0
	97.27%	95.95%	95.23%	95.28%	94.52%	96.64%	94.24%	96.24%	100.00% HJKE	93.59%	96.40%	96.89%	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%	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	2	9	11	179	1	7	4	64	1	1	2	11	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	0.21%	1.16% A	1.06% A	1.41% E	0.20%	1.69% E	0.80%	0.93%	0.38%	0.46%	0.63%	1.07%	0.0%	0.47%	0.0%	0.57%	0.71%	0.0%	0.0%	0.0%	0.81%	0.69%	0.0%	1.00%	0.0%	0.0%
Appropriately skipped	923	754	1007	12149	487	402	482	6669	265	210	309	998	48	213	42	174	140	125	71	67	123	143	119	99	166	0
	98.93% BC	97.54%	97.01%	95.99%	98.19% D	97.34%	96.98%	96.76%	99.62% HJKE	97.22%	97.78%	97.27%	100.00%	99.53%	100.00%	99.43%	99.29%	100.00%	100.00%	100.00%	99.19%	99.31%	100.00%	99.00%	100.00%	0.0%
BASE = Those who responded	8	10	20	328	8	4	11	159	0	5	5	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.86%	1.29%	1.93% A	2.59%	1.61% I	0.97%	2.21%	2.31% I	0.0%	2.31% I	1.58% I	1.66%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Read the questions to me	5	5	9	149	5	2	6	74	0	3	2	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	62.50%	50.00%	45.00%	45.43%	62.50%	50.00%	54.55%	46.54%	0.0%	60.00%	40.00%	52.94%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Wrote down the answers I gave	1	2	5	79	1	0	2	52	0	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	12.50%	20.00%	25.00%	24.09%	12.50%	0.0%	18.18%	32.70%	0.0%	40.00%	40.00%	29.41%	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%
Answered the questions for me	0	0	4	43	0	0	3	34	0	0	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	20.00%	13.11%	0.0%	0.0%	27.27%	21.38%	0.0%	0.0%	20.00%	29.41%	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%
Translated the questions into my language	6	5	10	162	6	1	7	43	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	75.00%	50.00%	50.00%	49.39%	75.00%	25.00%	63.64%	27.04%	0.0%	40.00%	0.0%	11.76%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Helped in some other way	1	1	1	30	1	1	1	23	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	12.50%	10.00%	5.00%	9.15%	12.50%	25.00%	9.09%	14.47%	0.0%	0.0%	20.00%	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%
Sigma	938	776	1047	12791	501	413	505	6959	266	218	317	1034	48	214	42	175	141	125	71	67	124	144	119	100	166	0
	100.54%	100.39%	100.87%	101.07%	101.01%	100.00%	101.61%	100.97%	100.00%	100.93%	100.32%	100.78%	100.00%	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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	8 0.77% AB	0 0.0%	0 0.0%	0 0.0%	2 0.40%	0 0.0%	0 0.0%	0 0.0%	5 1.58% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	305 32.69%	259 33.51%	346 33.33%	3459 27.45%	160 32.26% D	129 31.23%	163 32.80%	1967 28.76%	88 33.08%	70 32.41%	110 34.81%	268 27.52%	14 29.17%	71 33.18%	11 26.19%	58 33.14%	47 33.33%	41 32.80%	27 38.03%	18 26.87%	40 32.26%	45 31.25%	40 33.61%	24 24.00%	64 38.55% X	0 0.0%
I did not try to get any care, tests, or treatment for my child in the last 6 months	307 32.90%	279 36.09%	360 34.68%	5876 46.63% E	172 34.68% I	168 40.68%	191 38.43%	2574 37.63% I	61 22.93%	54 25.00%	76 24.05%	307 31.52%	2 4.17%	58 27.10% M	3 7.14%	43 24.57% O	37 26.24%	24 19.20%	14 19.72%	16 23.88%	31 25.00%	31 21.53%	30 25.21%	35 35.00% Y	26 15.66%	0 0.0%
BASE = Those who responded	321 34.41%	235 30.40%	324 31.21%	3267 25.92%	164 33.06% D	116 28.09%	141 28.37%	2299 33.61%	117 43.98% HE	92 42.59%	125 39.56%	399 40.97%	32 66.67% N	85 39.72%	28 66.67% P	74 42.29%	57 40.43%	60 48.00%	30 42.25%	33 49.25%	53 42.74%	68 47.22%	49 41.18%	41 41.00%	76 45.78%	0 0.0%
I had to wait too long for the health plan to give the OK	31 9.66%	26 11.06%	49 15.12% A	456 13.96% E	13 7.93%	11 9.48%	21 14.89%	347 15.09%	16 13.68%	10 10.87%	24 19.20%	51 12.78%	3 9.38%	13 15.29%	5 17.86%	10 13.51%	7 12.28%	9 15.00%	5 16.67%	5 15.15%	6 11.32%	11 16.18%	5 10.20%	6 14.63%	10 13.16%	0 0.0%
I did not know where to go to get a physician for care, lab work, or an x-ray (NET)	16 4.98%	19 8.09%	20 6.17%	130 3.98%	8 4.88%	10 8.62%	6 4.26%	82 3.57%	8 6.84%	6 6.52%	8 6.40%	18 4.51%	3 9.38%	5 5.88%	1 3.57%	4 5.41%	5 8.77%	3 5.00%	1 3.33%	5 15.15%	2 3.77%	4 5.88%	4 8.16%	2 4.88%	6 7.89%	0 0.0%
I did not know where to go to get a physician for care	0 0.0%	19 8.09% A	17 5.25% A	0 0.0%	0 0.0%	10 8.62% E	6 4.26% E	0 0.0%	0 0.0%	6 6.52% I	8 6.40% 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%	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	0 0.0%	3 0.93%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 child's network	18 5.61%	12 5.11%	16 4.94%	200 6.12%	7 4.27%	8 6.90%	8 5.67%	191 8.31%	12 10.26%	9 9.78%	6 4.80%	30 7.52%	4 12.50%	8 9.41%	3 10.71%	7 9.46%	5 8.77%	7 11.67%	4 13.33%	2 6.06%	6 11.32%	6 8.82%	6 12.24%	7 17.07%	5 6.58%	0 0.0%
I could not find a doctor, lab, or x-ray facility that was easy to get to (NET)	14 4.36%	15 6.38%	16 4.94%	137 4.19%	8 4.88%	9 7.76%	9 6.38%	87 3.78%	10 8.55%	7 7.61%	10 8.00%	18 4.51%	4 12.50%	6 7.06%	1 3.57%	8 10.81%	5 8.77%	5 8.33%	1 3.33%	2 6.06%	7 13.21%	8 11.76%	2 4.08%	5 12.20%	5 6.58%	0 0.0%
I could not find a doctor who was easy to get to	0 0.0%	15 6.38% A	13 4.01% A	0 0.0%	0 0.0%	9 7.76% E	7 4.96% E	0 0.0%	0 0.0%	7 7.61% I	9 7.20% 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%	0 0.0%	0 0.0%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	0 0.0%	3 0.93%	0 0.0%	0 0.0%	0 0.0%	2 1.42%	0 0.0%	0 0.0%	0 0.0%	1 0.80%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
I had to wait too long to get an appointment	77 23.99% BC	59 25.11%	87 26.85%	890 27.24%	42 25.61% DFGI	26 22.41%	33 23.40%	635 27.62%	26 22.22% K	22 23.91% K	40 32.00%	129 32.33%	6 18.75%	20 23.53%	6 21.43%	17 22.97%	12 21.05%	14 23.33%	10 33.33%	5 15.15%	11 20.75%	15 22.06%	11 22.45%	8 19.51%	18 23.68%	0 0.0%
I could not find someone who spoke my language	0 0.0%	9 3.83% A	10 3.09% A	0 0.0%	0 0.0%	5 4.31% E	7 4.96% E	0 0.0%	0 0.0%	2 2.17%	4 3.20% 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%	0 0.0%	0 0.0%	0 0.0%
Other, personal reason	165 51.40% BC	95 40.43%	126 38.89%	1454 44.51%	86 52.44% DFGI	47 40.52%	57 40.43%	957 41.63%	45 38.46% K	36 39.13% K	33 26.40%	153 38.35%	12 37.50%	33 38.82%	12 42.86%	28 37.84%	23 40.35%	22 36.67%	9 30.00%	14 42.42%	21 39.62%	24 35.29%	21 42.86%	13 31.71%	32 42.11%	0 0.0%
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

85. 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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	58 6.22%	46 5.95%	51 4.91%	691 5.48%	34 6.85%	32 7.75%	24 4.83%	209 3.06%	13 4.89%	5 2.31%	9 2.85%	40 4.11%	2 4.17%	11 5.14%	1 2.38%	8 4.57%	9 6.38%	4 3.20%	1 1.41%	4 5.97%	5 4.03%	6 4.17%	4 3.36%	2 2.00%	11 6.63%	0 0.0%
I did not call after hours in the last 6 months	253 27.12% BC	2 0.26%	3 0.29%	5495 43.60% E	134 27.02% FG	0 0.0%	2 0.40%	3126 45.70% I	72 27.07% JK	1 0.46%	0 0.0%	401 41.17%	17 35.42%	53 24.77%	8 19.05%	47 26.86%	42 29.79%	30 24.00%	13 18.31%	16 23.88%	42 33.87% S	39 27.08%	33 27.73%	52 52.00% Y	20 12.05%	0 0.0%
Appropriately skipped	0 0.0%	653 84.48% A	864 83.24% A	0 0.0%	0 0.0%	355 85.96% E	426 85.71% E	0 0.0%	0 0.0%	175 81.02% I	255 80.70% 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	622 66.67% BC	72 9.31%	120 11.56%	6416 50.91%	328 66.13% DFG	26 6.30%	45 9.05%	3505 51.24%	181 68.05% HJK	35 16.20%	52 16.46%	533 54.72%	29 60.42%	150 70.09%	33 78.57%	120 68.57%	90 63.83%	91 72.80%	57 80.28% U	47 70.15%	77 62.10%	99 68.75%	82 68.91%	46 46.00%	135 81.33% X	0 0.0%
Never	89 14.31% C	7 9.72%	8 6.67%	860 13.40%	50 15.24% G	0 0.0%	3 6.67%	403 11.50%	24 13.26%	3 8.57%	4 7.69%	68 12.76%	6 20.69%	18 12.00%	4 12.12%	15 12.50%	12 13.33%	12 13.19%	8 14.04%	5 10.64%	11 14.29%	16 16.16%	8 9.76%	9 19.57%	15 11.11%	0 0.0%
Sometimes	96 15.43%	13 18.06%	17 14.17%	820 12.78%	51 15.55%	7 26.92%	8 17.78%	388 11.07%	30 16.57%	7 20.00%	9 17.31%	65 12.20%	6 20.69%	24 16.00%	9 27.27%	17 14.17%	14 15.56%	16 17.58%	10 17.54%	7 14.89%	13 16.88%	15 15.15%	15 18.29%	7 15.22%	23 17.04%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	185 29.74% C	20 27.78%	25 20.83%	1680 26.18%	101 30.79%	7 26.92%	11 24.44%	791 22.57%	54 29.83% H	10 28.57%	13 25.00%	133 24.95%	12 41.38%	42 28.00%	13 39.39%	32 26.67%	26 28.89%	28 30.77%	18 31.58%	12 25.53%	24 31.17%	31 31.31%	23 28.05%	16 34.78%	38 28.15%	0 0.0%
Usually	133 21.38%	10 13.89%	30 25.00%	1294 20.17%	65 19.82%	3 11.54%	9 20.00%	750 21.40%	40 22.10%	5 14.29%	15 28.85%	143 26.83%	8 27.59%	32 21.33%	11 33.33%	24 20.00%	16 17.78%	24 26.37%	13 22.81%	12 25.53%	15 19.48%	20 20.20%	20 24.39%	10 21.74%	30 22.22%	0 0.0%
Always	304 48.87%	42 58.33%	65 54.17%	3442 53.65%	162 49.39%	16 61.54%	25 55.56%	1964 56.03% I	87 48.07%	20 57.14%	24 46.15%	257 48.22%	9 31.03%	76 50.67%	9 27.27%	64 53.33% O	48 53.33%	39 42.86%	26 45.61%	23 48.94%	38 49.35%	48 48.48%	39 47.56%	20 43.48%	67 49.63%	0 0.0%
Top Two Box (%Always + %Usually)	437 70.26%	52 72.22%	95 79.17% A	4736 73.82%	227 69.21%	19 73.08%	34 75.56%	2714 77.43% I	127 70.17%	25 71.43%	39 75.00%	400 75.05%	17 58.62%	108 72.00%	20 60.61%	88 73.33%	64 71.11%	63 69.23%	39 68.42%	35 74.47%	53 68.83%	68 68.69%	59 71.95%	30 65.22%	97 71.85%	0 0.0%
4-point composite mean	3.0482	3.2083	3.2667 A	3.1406	3.0335	3.3462	3.2444	3.2197 I	3.0497	3.2000	3.1346	3.1051	2.6897	3.1067	2.7576	3.1417	3.1111	2.9890	3.0000	3.1277	3.0390	3.0101	3.0976	2.8913	3.1037	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	58 6.22%	52 6.73%	59 5.68%	888 7.05%	39 7.86%	36 8.72%	29 5.84%	275 4.02%	13 4.89%	7 3.24%	11 3.48%	46 4.72%	3 6.25%	9 4.21%	2 4.76%	9 5.14%	7 4.96%	6 4.80%	1 1.41%	1 1.49%	7 5.65%	3 2.08%	7 5.88%	5 5.00%	8 4.82%	0 0.0%
BASE = Those who responded	875 93.78%	721 93.27%	977 94.12%	11714 92.95%	457 92.14%	377 91.28%	468 94.16%	6565 95.98%	253 95.11%	209 96.76%	304 96.20%	928 95.28%	45 93.75%	205 95.79%	40 95.24%	166 94.86%	134 95.04%	119 95.20%	70 98.59%	66 98.51%	117 94.35%	141 97.92%	112 94.12%	95 95.00%	158 95.18%	0 0.0%
Never	625 71.43%	607 84.19% A	830 84.95% A	8836 75.43%	331 72.43%	310 82.23% E	404 86.32% E	5322 81.07% I	186 73.52%	168 80.38%	256 84.21% I	687 74.03%	31 68.89%	153 74.63%	26 65.00%	130 78.31%	107 79.85% R	79 66.39%	51 72.86%	47 71.21%	88 75.21%	103 73.05%	83 74.11%	79 83.16% Y	107 67.72%	0 0.0%
Sometimes	65 7.43% C	39 5.41%	49 5.02%	832 7.10%	33 7.22%	21 5.57%	23 4.91%	263 4.01%	19 7.51% H	12 5.74%	14 4.61%	66 7.11%	3 6.67%	16 7.80%	2 5.00%	12 7.23%	5 3.73%	14 11.76% Q	6 8.57%	7 10.61%	6 5.13%	13 9.22%	6 5.36%	6 6.32%	13 8.23%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	690 78.86%	646 89.60% A	879 89.97% A	9668 82.53%	364 79.65%	331 87.80% E	427 91.24% E	5585 85.07%	205 81.03%	180 86.12%	270 88.82% I	753 81.14%	34 75.56%	169 82.44%	28 70.00%	142 85.54% O	112 83.58%	93 78.15%	57 81.43%	54 81.82%	94 80.34%	116 82.27%	89 79.46%	85 89.47% Y	120 75.95%	0 0.0%
Usually	34 3.89% C	23 3.19%	19 1.94%	427 3.65%	16 3.50%	17 4.51%	11 2.35%	181 2.76%	9 3.56%	7 3.35%	5 1.64%	50 5.39%	1 2.22%	8 3.90%	4 10.00%	5 3.01%	3 2.24%	6 5.04%	2 2.86%	2 3.03%	5 4.27%	2 1.42%	7 6.25%	2 2.11%	7 4.43%	0 0.0%
Always	151 17.26% BC	52 7.21%	79 8.09%	1619 13.82%	77 16.85% FG	29 7.69%	30 6.41%	799 12.17%	39 15.42% K	22 10.53%	29 9.54%	125 13.47%	10 22.22%	28 13.66%	8 20.00%	19 11.45%	19 14.18%	20 16.81%	11 15.71%	10 15.15%	18 15.38%	23 16.31%	16 14.29%	8 8.42%	31 19.62% X	0 0.0%
Top Two Box (%Always + %Usually)	185 21.14% BC	75 10.40%	98 10.03%	2046 17.47%	93 20.35% FG	46 12.20%	41 8.76%	980 14.93%	48 18.97% K	29 13.88%	34 11.18%	175 18.86%	11 24.44%	36 17.56%	12 30.00% P	24 14.46%	22 16.42%	26 21.85%	13 18.57%	12 18.18%	23 19.66%	25 17.73%	23 20.54%	10 10.53%	38 24.05% X	0 0.0%
4-point composite mean	1.6697 BC	1.3343	1.3316	1.5586	1.6477 FG	1.3767	1.2885	1.4603	1.6087 HK	1.4402	1.3651	1.5830	1.7778	1.5659	1.8500	1.4759	1.5075	1.7227	1.6143	1.6212	1.5983	1.6099	1.6071	1.3579	1.7595 X	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 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	61 6.54%	40 5.17%	58 5.59%	901 7.15%	40 8.06% I	29 7.02%	30 6.04%	289 4.23%	11 4.14%	5 2.31%	13 4.11%	47 4.83%	1 2.08%	9 4.21%	1 2.38%	8 4.57%	6 4.26%	5 4.00%	1 1.41%	1 1.49%	6 4.84%	5 3.47%	3 2.52%	3 3.00%	8 4.82%	0 0.0%
BASE = Those who responded	872 93.46%	733 94.83%	980 94.41%	11701 92.85%	456 91.94%	384 92.98%	467 93.96%	6551 95.77%	255 95.86% E	211 97.69%	303 95.89%	927 95.17%	47 97.92%	205 95.79%	41 97.62%	167 95.43%	135 95.74%	120 96.00%	70 98.59%	66 98.51%	118 95.16%	139 96.53%	116 97.48%	97 97.00%	158 95.18%	0 0.0%
Never	625 71.67%	594 81.04% A	814 83.06% A	8933 76.34% E	328 71.93%	303 78.91% E	400 85.65% EF	5324 81.27% I	191 74.90%	173 81.99%	247 81.52%	690 74.43%	29 61.70%	160 78.05% M	25 60.98%	130 77.84% O	110 81.48% R	81 67.50%	54 77.14%	48 72.73%	88 74.58%	107 76.98%	84 72.41%	82 84.54% Y	109 68.99%	0 0.0%
Sometimes	80 9.17% C	53 7.23%	61 6.22%	877 7.50%	45 9.87%	28 7.29%	30 6.42%	304 4.64%	27 10.59% HK	16 7.58%	14 4.62%	80 8.63%	8 17.02%	19 9.27%	6 14.63%	17 10.18%	11 8.15%	16 13.33%	10 14.29%	8 12.12%	9 7.63%	13 9.35%	14 12.07%	4 4.12%	23 14.56% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	705 80.85%	647 88.27% A	875 89.29% A	9810 83.84%	373 81.80%	331 86.20%	430 92.08% EF	5628 85.91%	218 85.49%	189 89.57%	261 86.14%	770 83.06%	37 78.72%	179 87.32%	31 75.61%	147 88.02%	121 89.63% R	97 80.83%	64 91.43%	56 84.85%	97 82.20%	120 86.33%	98 84.48%	86 88.66%	132 83.54%	0 0.0%
Usually	45 5.16%	28 3.82%	43 4.39%	532 4.55%	18 3.95%	20 5.21%	16 3.43%	224 3.42%	10 3.92%	7 3.32%	19 6.27%	58 6.26%	1 2.13%	9 4.39%	4 9.76%	6 3.59%	2 1.48%	8 6.67% Q	2 2.86%	3 4.55%	5 4.24%	3 2.16%	7 6.03%	3 3.09%	7 4.43%	0 0.0%
Always	122 13.99% BC	58 7.91%	62 6.33%	1359 11.61%	65 14.25% FG	33 8.59% G	21 4.50%	699 10.67%	27 10.59%	15 7.11%	23 7.59%	99 10.68%	9 19.15%	17 8.29%	6 14.63%	14 8.38%	12 8.89%	15 12.50%	4 5.71%	7 10.61%	16 13.56%	16 11.51%	11 9.48%	8 8.25%	19 12.03%	0 0.0%
Top Two Box (%Always + %Usually)	167 19.15% BC	86 11.73%	105 10.71%	1891 16.16%	83 18.20% G	53 13.80% G	37 7.92%	923 14.09%	37 14.51%	22 10.43%	42 13.86%	157 16.94%	10 21.28%	26 12.68%	10 24.39%	20 11.98%	14 10.37%	23 19.17% Q	6 8.57%	10 15.15%	21 17.80%	19 13.67%	18 15.52%	11 11.34%	26 16.46%	0 0.0%
4-point composite mean	1.6147 BC	1.3861	1.3398	1.5143	1.6053 FG	1.4349 G	1.2677	1.4349	1.5020	1.3555	1.3993	1.5318	1.7872 N	1.4293	1.7805	1.4251	1.3778	1.6417 Q	1.3714	1.5303	1.5678	1.4820	1.5259	1.3505	1.5949	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	12602 100.00%	496 100.00%	413 100.00%	497 100.00%	6840 100.00%	266 100.00%	216 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

88. 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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	593 100.00%	1038 100.00%	12301 100.00%	496 100.00%	321 100.00%	497 100.00%	6494 100.00%	266 100.00%	165 100.00%	316 100.00%	974 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
No response	203 21.76% C	242 40.81% AC	170 16.38%	1876 15.25%	122 24.60% DGI	132 41.12% EG	82 16.50%	644 9.92%	39 14.66% H	59 35.76% IK	40 12.66%	97 9.96%	10 20.83%	29 13.55%	5 11.90%	26 14.86%	17 12.06%	22 17.60%	11 15.49%	12 17.91%	12 9.68%	20 13.89%	16 13.45%	4 4.00%	35 21.08% X	0 0.0%
I did not use the site	355 38.05% B	0 0.0%	450 43.35% AB	6502 52.86% E	172 34.68% F	0 0.0%	210 42.25% EF	3805 58.59% I	122 45.86% JE	0 0.0%	139 43.99% J	545 55.95%	20 41.67%	100 46.73%	17 40.48%	81 46.29%	67 47.52%	55 44.00%	28 39.44%	32 47.76%	62 50.00%	66 45.83%	56 47.06%	77 77.00% Y	45 27.11%	0 0.0%
Appropriately skipped	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	375 40.19%	351 59.19% AC	418 40.27%	3923 31.89%	202 40.73% D	189 58.88% EG	205 41.25%	2045 31.49%	105 39.47% H	106 64.24% IK	137 43.35%	332 34.09%	18 37.50%	85 39.72%	20 47.62%	68 38.86%	57 40.43%	48 38.40%	32 45.07%	23 34.33%	50 40.32%	58 40.28%	47 39.50%	19 19.00%	86 51.81% X	0 0.0%
The print was too small	39 10.40%	30 8.55%	28 6.70%	242 6.17%	15 7.43%	12 6.35%	13 6.34%	113 5.53%	7 6.67%	10 9.43%	9 6.57%	20 6.02%	3 16.67%	4 4.71%	1 5.00%	3 4.41%	2 3.51%	5 10.42%	2 6.25%	2 8.70%	3 6.00%	6 10.34%	1 2.13%	1 5.26%	6 6.98%	0 0.0%
The information was hard to understand	60 16.00% BC	35 9.97%	41 9.81%	404 10.30%	26 12.87%	22 11.64%	20 9.76%	147 7.19%	13 12.38%	12 11.32%	13 9.49%	28 8.43%	4 22.22%	8 9.41%	4 20.00%	7 10.29%	3 5.26%	10 20.83% Q	5 15.63%	3 13.04%	5 10.00%	7 12.07%	6 12.77%	0 0.0%	13 15.12%	0 0.0%
It was hard to find the information I was looking for	77 20.53%	56 15.95%	78 18.66%	647 16.49%	36 17.82%	28 14.81%	36 17.56%	321 15.70%	23 21.90%	25 23.58%	37 27.01%	65 19.58%	10 55.56%	13 15.29%	6 30.00%	14 20.59%	12 21.05%	11 22.92%	8 25.00%	3 13.04%	12 24.00%	15 25.86%	8 17.02%	4 21.05%	19 22.09%	0 0.0%
The information was wrong	20 5.33%	20 5.70%	27 6.46%	255 6.50%	11 5.45%	9 4.76%	12 5.85%	135 6.60%	6 5.71%	5 4.72%	11 8.03%	18 5.42%	2 11.11%	4 4.71%	3 15.00%	2 2.94%	2 3.51%	4 8.33%	0 0.0%	2 8.70%	4 8.00% S	4 6.90%	2 4.26%	0 0.0%	6 6.98%	0 0.0%
It was not in my language	0 0.0%	41 11.68% A	37 8.85% A	0 0.0%	0 0.0%	25 13.23% E	22 10.73% E	0 0.0%	0 0.0%	9 8.49% I	8 5.84% 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%	0 0.0%	0 0.0%	0 0.0%
I did not have a problem	232 61.87%	222 63.25%	276 66.03%	2767 70.53%	130 64.36%	121 64.02%	140 68.29%	1468 71.78%	66 62.86%	63 59.43%	82 59.85%	223 67.17%	4 22.22%	61 71.76%	8 40.00%	47 69.12%	42 73.68% R	24 50.00%	20 62.50%	16 69.57%	30 60.00%	34 58.62%	32 68.09%	14 73.68%	52 60.47%	0 0.0%
Sigma	986 105.68%	646 108.94%	1107 106.65%	12693 103.19%	512 103.23%	349 108.72%	535 107.65%	6633 102.14%	276 103.76%	183 110.91%	339 107.28%	996 102.26%	53 110.42%	219 102.34%	44 104.76%	180 102.86%	145 102.84%	131 104.80%	74 104.23%	70 104.48%	128 103.23%	152 105.56%	121 101.68%	100 100.00%	176 106.02%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.19%	0 0.0%	0 0.0%	0 0.0%	2 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	81 8.68%	57 7.37%	78 7.51%	713 7.48%	52 10.48% DG	36 8.72%	33 6.64%	263 4.97%	23 8.65% HK	10 4.63%	13 4.11%	53 8.47%	5 10.42%	18 8.41%	5 11.90%	12 6.86%	14 9.93%	9 7.20%	6 8.45%	5 7.46%	8 6.45%	13 9.03%	7 5.88%	4 4.00%	19 11.45% X	0 0.0%
I did not call customer service for my child's mental health or substance abuse services in the last 6 months	463 49.62%	397 51.36%	574 55.30% A	6622 69.50% E	241 48.59%	208 50.36%	284 57.14% EF	3846 72.62% I	130 48.87%	98 45.37%	180 56.96% J	372 59.42%	21 43.75%	107 50.00%	20 47.62%	86 49.14%	78 55.32% R	52 41.60%	35 49.30%	33 49.25%	62 50.00%	64 44.44%	66 55.46%	78 78.00% Y	52 31.33%	0 0.0%
BASE = Those who responded	389 41.69% C	319 41.27%	384 36.99%	2193 23.02%	203 40.93% D	169 40.92%	178 35.81%	1187 22.41%	113 42.48% H	108 50.00% K	123 38.92%	201 32.11%	22 45.83%	89 41.59%	17 40.48%	77 44.00%	49 34.75%	64 51.20% Q	30 42.25%	29 43.28%	54 43.55%	67 46.53%	46 38.66%	18 18.00%	95 57.23% X	0 0.0%
Never	145 37.28%	106 33.23%	128 33.33%	862 39.31%	76 37.44%	64 37.87%	70 39.33%	344 28.98%	38 33.63% K	24 22.22%	27 21.95%	63 31.34%	8 36.36%	30 33.71%	3 17.65%	26 33.77%	15 30.61%	23 35.94%	12 40.00%	9 31.03%	17 31.48%	24 35.82%	14 30.43%	8 44.44%	30 31.58%	0 0.0%
Sometimes	29 7.46%	30 9.40%	33 8.59%	198 9.03%	13 6.40%	15 8.88%	15 8.43%	104 8.76%	11 9.73%	15 13.89%	12 9.76%	23 11.44%	4 18.18%	7 7.87%	4 23.53%	5 6.49%	4 8.16%	7 10.94%	4 13.33%	1 3.45%	6 11.11%	6 8.96%	5 10.87%	0 0.0%	11 11.58%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	174 44.73%	136 42.63%	161 41.93%	1060 48.34%	89 43.84%	79 46.75%	85 47.75%	448 37.74%	49 43.36%	39 36.11%	39 31.71%	86 42.79%	12 54.55%	37 41.57%	7 41.18%	31 40.26%	19 38.78%	30 46.88%	16 53.33%	10 34.48%	23 42.59%	30 44.78%	19 41.30%	8 44.44%	41 43.16%	0 0.0%
Usually	46 11.83%	49 15.36%	62 16.15%	264 12.04%	20 9.85%	27 15.98%	28 15.73%	170 14.32%	15 13.27%	18 16.67%	30 24.39% I	34 16.92%	4 18.18%	11 12.36%	5 29.41%	9 11.69%	4 8.16%	11 17.19%	2 6.67%	5 17.24%	8 14.81%	11 16.42%	4 8.70%	3 16.67%	12 12.63%	0 0.0%
Always	169 43.44%	134 42.01%	161 41.93%	869 39.63%	94 46.31%	63 37.28%	65 36.52%	569 47.94%	49 43.36%	51 47.22%	54 43.90%	81 40.30%	6 27.27%	41 46.07%	5 29.41%	37 48.05%	26 53.06%	23 35.94%	12 40.00%	14 48.28%	23 42.59%	26 38.81%	23 50.00%	7 38.89%	42 44.21%	0 0.0%
Top Two Box (%Always + %Usually)	215 55.27%	183 57.37%	223 58.07%	1133 51.66%	114 56.16%	90 53.25%	93 52.25%	739 62.26%	64 56.64%	69 63.89%	84 68.29%	115 57.21%	10 45.45%	52 58.43%	10 58.82%	46 59.74%	30 61.22%	34 53.13%	14 46.67%	19 65.52%	31 57.41%	37 55.22%	27 58.70%	10 55.56%	54 56.84%	0 0.0%
4-point composite mean	2.6144	2.6614	2.6667	2.5198	2.6502	2.5266	2.4944	2.8121	2.6637	2.8889	2.9024	2.6617	2.3636	2.7079	2.7059	2.7403	2.8367	2.5313	2.4667	2.8276	2.6852	2.5821	2.7826	2.5000	2.6947	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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 <6 (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	933	773	1038	9528	496	413	497	5296	266	216	316	626	48	214	42	175	141	125	71	67	124	144	119	100	166	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	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%	0.39% AB	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%
No response	110	71	101	1007	65	41	48	379	26	15	24	58	4	22	5	16	14	12	7	7	9	13	10	7	19	0
	11.79%	9.18%	9.73%	10.57%	13.10%	9.93%	9.66%	7.16%	9.77%	6.94%	7.59%	9.27%	8.33%	10.28%	11.90%	9.14%	9.93%	9.60%	9.86%	10.45%	7.26%	9.03%	8.40%	7.00%	11.45%	0.0%
My child did not receive mental health or substance abuse services in the last 6 months	462	347	485	6324	263	197	251	2775	97	64	110	288	16	81	15	66	55	42	35	20	42	51	46	51	46	0
	49.52%	44.89%	46.72%	66.37% E	53.02% I	47.70%	50.50%	52.40% I	36.47%	29.63%	34.81%	46.01%	33.33%	37.85%	35.71%	37.71%	39.01%	33.60%	49.30% TU	29.85%	33.87%	35.42%	38.66%	51.00% Y	27.71%	0.0%
BASE = Those who responded	361	355	448	2197	168	175	196	2142	143	137	182	280	28	111	22	93	72	71	29	40	73	80	63	42	101	0
	38.69%	45.92% A	43.16% A	23.06%	33.87% D	42.37% E	39.44%	40.45%	53.76% HE	63.43% I	57.59%	44.73%	58.33%	51.87%	52.38%	53.14%	51.06%	56.80%	40.85%	59.70% S	58.87% S	55.56%	52.94%	42.00%	60.84% X	0.0%
10 - Best mental health or substance abuse services possible	174	185	215	1054	82	99	104	862	60	59	71	100	4	56	3	44	37	23	15	17	28	33	27	11	49	0
	48.20%	52.11%	47.99%	47.97%	48.81%	56.57%	53.06%	40.24%	41.96%	43.07%	39.01%	35.71%	14.29%	50.45%	13.64%	47.31%	51.39% R	32.39%	51.72%	42.50%	38.36%	41.25%	42.86%	26.19%	48.51% X	0.0%
9 -	43	39	57	273	23	23	24	276	16	14	19	31	1	15	2	12	5	11	2	6	8	11	5	4	12	0
	11.91%	10.99%	12.72%	12.43%	13.69%	13.14%	12.24%	12.89%	11.19%	10.22%	10.44%	11.07%	3.57%	13.51%	9.09%	12.90%	6.94%	15.49%	6.90%	15.00%	10.96%	13.75%	7.94%	9.52%	11.88%	0.0%
Top Two Box	217	224	272	1327	105	122	128	1138	76	73	90	131	5	71	5	56	42	34	17	23	36	44	32	15	61	0
	60.11%	63.10%	60.71%	60.40%	62.50%	69.71%	65.31%	53.13%	53.15%	53.28%	49.45%	46.79%	17.86%	63.96%	22.73%	60.22%	58.33%	47.89%	58.62%	57.50%	49.32%	55.00%	50.79%	35.71%	60.40% X	0.0%
8 -	42	57	66	255	17	26	20	324	22	26	35	42	1	19	2	15	12	10	4	7	11	14	8	14	8	0
	11.63%	16.06%	14.73%	11.61%	10.12%	14.86%	10.20%	15.13%	15.38%	18.98%	19.23%	15.00%	3.57%	17.12%	9.09%	16.13%	16.67%	14.08%	13.79%	17.50%	15.07%	17.50%	12.70%	33.33% Y	7.92%	0.0%
Top Three Box	259	281	338	1582	122	148	148	1462	98	99	125	173	6	90	7	71	54	44	21	30	47	58	40	29	69	0
	71.75%	79.15% A	75.45%	72.01%	72.62%	84.57% EG	75.51%	68.25%	68.53%	72.26%	68.68%	61.79%	21.43%	81.08%	31.82%	76.34%	75.00%	61.97%	72.41%	75.00%	64.38%	72.50%	63.49%	69.05%	68.32%	0.0%
7 -	28	22	30	164	14	10	14	212	15	9	16	36	5	10	5	8	6	9	5	4	6	10	5	5	10	0
	7.76%	6.20%	6.70%	7.46%	8.33%	5.71%	7.14%	9.90%	10.49%	6.57%	8.79%	12.86%	17.86%	9.01%	22.73%	8.60%	8.33%	12.68%	17.24%	10.00%	8.22%	12.50%	7.94%	11.90%	9.90%	0.0%
6 -	12	12	16	76	6	3	8	104	4	9	8	16	1	3	2	2	2	2	1	1	2	2	2	0	4	0
	3.32%	3.38%	3.57%	3.46%	3.57%	1.71%	4.08%	4.86%	2.80%	6.57%	4.40%	5.71%	3.57%	2.70%	9.09%	2.15%	2.78%	2.82%	3.45%	2.50%	2.74%	2.50%	3.17%	0.0%	3.96% X	0.0%
5 -	19	19	27	115	8	7	13	115	12	8	13	22	7	3	3	4	3	9	1	1	9	5	7	3	9	0
	5.26%	5.35%	6.03%	5.23%	4.76%	4.00%	6.63%	5.37%	8.39%	5.84%	7.14%	7.86%	25.00%	2.70%	13.64%	4.30%	4.17%	12.68%	3.45%	2.50%	12.33% T	6.25%	11.11%	7.14%	8.91%	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. Using any number from 0 to 10, where 0 is the worst mental health or substance abuse services possible and 10 is the best mental health or substance abuse services possible, what number would you use to rate all your child's mental health or substance abuse services in the last 6 months?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 CCC Population Results - Qualified Respondents: Overall Rating of Health Plan: 0-7 (M)	8-10 (N)	Overall Rating of Health Care: 0-7 (O)	8-10 (P)	Health Status: Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	Age: <6 (S)	6-10 (T)	11+ (U)	Gender: Male (V)	Female (W)	Survey Type: Mail (X)	Phone (Y)	Internet (Z)
4 -	1 0.28%	3 0.85%	9 2.01% A	29 1.32% E	0 0.0%	2 1.14%	3 1.53%	51 2.38% I	1 0.70%	2 1.46%	5 2.75%	6 2.14%	1 3.57%	0 0.0%	0 0.0%	1 1.08%	1 1.39%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	1 1.59%	0 0.0%	1 0.99%	0 0.0%
3 -	6 1.66%	2 0.56%	3 0.67%	25 1.14%	1 0.60%	0 0.0%	2 1.02%	46 2.15%	5 3.50%	2 1.46%	2 1.10%	8 2.86%	4 14.29%	1 0.90%	1 4.55%	3 3.23%	1 1.39%	4 5.63%	0 0.0%	0 0.0%	5 6.85% T	3 3.75%	2 3.17%	2 4.76%	3 2.97%	0 0.0%
2 -	3 0.83%	3 0.85%	2 0.45%	17 0.77%	1 0.60%	1 0.57%	1 0.51%	27 1.26%	3 2.10%	2 1.46%	0 0.0%	6 2.14%	2 7.14%	1 0.90%	2 9.09%	1 1.08%	1 1.39%	2 2.82%	0 0.0%	1 2.50%	2 2.74%	1 1.25%	2 3.17%	2 4.76%	1 0.99%	0 0.0%
1 -	4 1.11%	2 0.56%	6 1.34%	15 0.68%	1 0.60%	1 0.57%	1 0.51%	24 1.12%	2 1.40%	2 1.46%	4 2.20%	3 1.07%	1 3.57%	1 0.90%	1 4.55%	1 1.08%	2 2.78%	0 0.0%	0 0.0%	1 2.50%	1 1.37%	1 1.25%	1 1.59%	1 2.38%	1 0.99%	0 0.0%
0 - Worst mental health or substance abuse services possible	29 8.03% BC	11 3.10%	17 3.79%	174 7.92%	15 8.93% FGI	3 1.71%	6 3.06%	101 4.72% I	3 2.10%	4 2.92%	9 4.95%	10 3.57%	1 3.57%	2 1.80%	1 4.55%	2 2.15%	2 2.78%	1 1.41%	1 3.45%	1 2.50%	1 1.37%	0 0.0%	3 4.76%	0 0.0%	3 2.97%	0 0.0%
0-7 (NET)	102 28.25% B	74 20.85%	110 24.55%	615 27.99%	46 27.38% F	27 15.43%	48 24.49% F	680 31.75%	45 31.47%	38 27.74%	57 31.32%	107 38.21%	22 78.57%	21 18.92%	15 68.18%	22 23.66%	18 25.00%	27 38.03%	8 27.59%	10 25.00%	26 35.62%	22 27.50%	23 36.51%	13 30.95%	32 31.68%	0 0.0%
Bottom Three Box	36 9.97% BC	16 4.51%	25 5.58%	206 9.38%	17 10.12% FG	5 2.86%	8 4.08%	152 7.10%	8 5.59%	8 5.84%	13 7.14%	19 6.79%	4 14.29%	4 3.60%	4 18.18%	4 4.30%	5 6.94%	3 4.23%	1 3.45%	3 7.50%	4 5.48%	2 2.50%	6 9.52%	3 7.14%	5 4.95%	0 0.0%
Bottom Two Box	33 9.14% BC	13 3.66%	23 5.13%	189 8.60%	16 9.52% FGI	4 2.29%	7 3.57%	125 5.84%	5 3.50%	6 4.38%	13 7.14%	13 4.64%	2 7.14%	3 2.70%	2 9.09%	3 3.23%	4 5.56%	1 1.41%	1 3.45%	2 5.00%	2 2.74%	1 1.25%	4 6.35%	1 2.38%	4 3.96%	0 0.0%
Average rating	7.9169	8.4620 A	8.2299	7.9454	7.9940	8.7943 E	8.4082	7.8427	7.9441	8.0365	7.7802	7.6286	5.5000	8.6126	6.0909	8.3011	8.2083	7.6761	8.4828	8.1500	7.6575	8.2500	7.5556	7.5952	8.0891	0
Standard deviation	3.0278	2.3450	2.5457	2.9836	3.0188	2.0037	2.4089	2.7255	2.5551	2.5270	2.7348	2.6655	2.7710	2.0889	2.8906	2.3998	2.6190	2.4597	2.1754	2.5254	2.6598	2.1243	2.9696	2.4109	2.5989	0
Sigma	933 100.00%	773 100.00%	1038 100.00%	9528 100.00%	496 100.00%	413 100.00%	497 100.00%	5296 100.00%	266 100.00%	216 100.00%	316 100.00%	626 100.00%	48 100.00%	214 100.00%	42 100.00%	175 100.00%	141 100.00%	125 100.00%	71 100.00%	67 100.00%	124 100.00%	144 100.00%	119 100.00%	100 100.00%	166 100.00%	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

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

													2018 CCC Population Results - Qualified Respondents																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	361 100.00%	773 100.00%	0 0.0%	2710 100.00%	168 100.00%	413 100.00%	0 0.0%	2142 100.00%	143 100.00%	216 100.00%	0 0.0%	280 100.00%	28 100.00%	111 100.00%	22 100.00%	93 100.00%	72 100.00%	71 100.00%	29 100.00%	40 100.00%	73 100.00%	80 100.00%	63 100.00%	42 100.00%	101 100.00%	0 0.0%
No response	7 1.94%	68 8.80% A	0 0.0%	414 15.28% E	3 1.79%	42 10.17% E	0 0.0%	57 2.66%	4 2.80%	13 6.02%	0 0.0%	9 3.21%	0 0.0%	4 3.60%	0 0.0%	3 3.23%	3 4.17%	1 1.41%	1 3.45%	1 2.50%	2 2.74%	2 2.50%	2 3.17%	2 4.76%	2 1.98%	0 0.0%
My child did not see a mental health or substance abuse specialist in the last 6 months	40 11.08%	382 49.42% A	0 0.0%	571 21.07% E	21 12.50%	211 51.09% E	0 0.0%	196 9.15%	10 6.99%	73 33.80% I	0 0.0%	25 8.93%	2 7.14%	8 7.21%	2 9.09%	7 7.53%	3 4.17%	7 9.86%	2 6.90%	5 12.50%	2 2.74%	2 2.50%	8 12.70% V	2 4.76%	8 7.92%	0 0.0%
BASE = Those who responded	314 86.98% B	323 41.79%	0 0.0%	1725 63.65%	144 85.71% DF	160 38.74%	0 0.0%	1889 88.19%	129 90.21% J	130 60.19%	0 0.0%	246 87.86%	26 92.86%	99 89.19%	20 90.91%	83 89.25%	66 91.67%	63 88.73%	26 89.66%	34 85.00%	69 94.52%	76 95.00% W	53 84.13%	38 90.48%	91 90.10%	0 0.0%
Never	84 26.75%	98 30.34%	0 0.0%	441 25.57%	45 31.25% I	51 31.88%	0 0.0%	205 10.85%	22 17.05%	22 16.92%	0 0.0%	35 14.23%	5 19.23%	17 17.17%	2 10.00%	15 18.07%	12 18.18%	10 15.87%	8 30.77%	6 17.65%	8 11.59%	12 15.79%	10 18.87%	5 13.16%	17 18.68%	0 0.0%
Sometimes	39 12.42%	42 13.00%	0 0.0%	214 12.41%	17 11.81%	23 14.38%	0 0.0%	224 11.86%	20 15.50%	20 15.38%	0 0.0%	36 14.63%	9 34.62%	9 9.09%	7 35.00%	10 12.05%	6 9.09%	14 22.22% Q	3 11.54%	5 14.71%	12 17.39%	14 18.42%	6 11.32%	1 2.63%	19 20.88% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	123 39.17%	140 43.34%	0 0.0%	655 37.97%	62 43.06%	74 46.25%	0 0.0%	429 22.71%	42 32.56% H	42 32.31%	0 0.0%	71 28.86%	14 53.85%	26 26.26%	9 45.00%	25 30.12%	18 27.27%	24 38.10%	11 42.31%	11 32.35%	20 28.99%	26 34.21%	16 30.19%	6 15.79%	36 39.56% X	0 0.0%
Usually	43 13.69%	46 14.24%	0 0.0%	296 17.16% E	16 11.11%	18 11.25%	0 0.0%	429 22.71%	22 17.05%	22 16.92%	0 0.0%	61 24.80%	6 23.08%	16 16.16%	2 10.00%	13 15.66%	9 13.64%	13 20.63%	4 15.38%	5 14.71%	13 18.84%	18 23.68% W	4 7.55%	10 26.32%	12 13.19%	0 0.0%
Always	148 47.13%	137 42.41%	0 0.0%	774 44.87%	66 45.83%	68 42.50%	0 0.0%	1031 54.58%	65 50.39%	66 50.77%	0 0.0%	114 46.34%	6 23.08%	57 57.58%	9 45.00%	45 54.22%	39 59.09% R	26 41.27%	11 42.31%	18 52.94%	36 52.17%	32 42.11%	33 62.26% V	22 57.89%	43 47.25%	0 0.0%
Top Two Box (%Always + %Usually)	191 60.83%	183 56.66%	0 0.0%	1070 62.03%	82 56.94%	86 53.75%	0 0.0%	1460 77.29% I	87 67.44%	88 67.69%	0 0.0%	175 71.14%	12 46.15%	73 73.74%	11 55.00%	58 69.88%	48 72.73%	39 61.90%	15 57.69%	23 67.65%	49 71.01%	50 65.79%	37 69.81%	32 84.21% Y	55 60.44%	0 0.0%
4-point composite mean	2.8121	2.6873	0	2.8133	2.7153	2.6438	0	3.2102	3.0078	3.0154	0	3.0325	2.5000	3.1414	2.9000	3.0602	3.1364	2.8730	2.6923	3.0294	3.1159	2.9211	3.1321	3.2895	2.8901	0
Sigma	361 100.00%	773 100.00%	0 0.0%	2710 100.00%	168 100.00%	413 100.00%	0 0.0%	2142 100.00%	143 100.00%	216 100.00%	0 0.0%	280 100.00%	28 100.00%	111 100.00%	22 100.00%	93 100.00%	72 100.00%	71 100.00%	29 100.00%	40 100.00%	73 100.00%	80 100.00%	63 100.00%	42 100.00%	101 100.00%	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

92. In the last 6 months, if your child needed to see a mental health or substance abuse specialist, how often were these providers helpful to your child?

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	361 100.00%	0 0.0%	0 0.0%	2345 100.00%	168 100.00%	0 0.0%	0 0.0%	2142 100.00%	143 100.00%	0 0.0%	0 0.0%	280 100.00%	28 100.00%	111 100.00%	22 100.00%	93 100.00%	72 100.00%	71 100.00%	29 100.00%	40 100.00%	73 100.00%	80 100.00%	63 100.00%	42 100.00%	101 100.00%	0 0.0%
No response	10 2.77%	0 0.0%	0 0.0%	393 16.76% E	5 2.98%	0 0.0%	0 0.0%	66 3.08%	6 4.20%	0 0.0%	0 0.0%	11 3.93%	1 3.57%	4 3.60%	0 0.0%	1 1.08%	5 6.94%	1 1.41%	1 3.45%	1 2.50%	3 4.11%	2 2.50%	4 6.35%	4 9.52%	2 1.98%	0 0.0%
My child did not see a mental health or substance abuse specialist in the last 6 months	43 11.91%	0 0.0%	0 0.0%	326 13.90%	21 12.50% I	0 0.0%	0 0.0%	195 9.10%	8 5.59%	0 0.0%	0 0.0%	21 7.50%	1 3.57%	7 6.31%	1 4.55%	7 7.53%	1 1.39%	7 9.86% Q	1 3.45%	3 7.50%	4 5.48%	2 2.50%	6 9.52%	1 2.38%	7 6.93%	0 0.0%
BASE = Those who responded	308 85.32%	0 0.0%	0 0.0%	1626 69.34%	142 84.52% D	0 0.0%	0 0.0%	1881 87.82%	129 90.21%	0 0.0%	0 0.0%	248 88.57%	26 92.86%	100 90.09%	21 95.45%	85 91.40%	66 91.67%	63 88.73%	27 93.10%	36 90.00%	66 90.41%	76 95.00% W	53 84.13%	37 88.10%	92 91.09%	0 0.0%
Never	71 23.05%	0 0.0%	0 0.0%	375 23.06%	43 30.28% I	0 0.0%	0 0.0%	151 8.03%	14 10.85%	0 0.0%	0 0.0%	23 9.27%	4 15.38%	10 10.00%	2 9.52%	10 11.76%	7 10.61%	7 11.11%	7 25.93%	5 13.89%	2 3.03%	7 9.21%	7 13.21%	4 10.81%	10 10.87%	0 0.0%
Sometimes	38 12.34%	0 0.0%	0 0.0%	203 12.48%	17 11.97%	0 0.0%	0 0.0%	243 12.92%	19 14.73%	0 0.0%	0 0.0%	43 17.34%	8 30.77%	11 11.00%	8 38.10%	11 12.94%	7 10.61%	12 19.05%	2 7.41%	4 11.11%	13 19.70%	13 17.11%	6 11.32%	3 8.11%	16 17.39%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	109 35.39%	0 0.0%	0 0.0%	578 35.55%	60 42.25% I	0 0.0%	0 0.0%	394 20.95%	33 25.58%	0 0.0%	0 0.0%	66 26.61%	12 46.15%	21 21.00%	10 47.62%	21 24.71%	14 21.21%	19 30.16%	9 33.33%	9 25.00%	15 22.73%	20 26.32%	13 24.53%	7 18.92%	26 28.26%	0 0.0%
Usually	44 14.29%	0 0.0%	0 0.0%	272 16.73%	18 12.68%	0 0.0%	0 0.0%	379 20.15%	22 17.05%	0 0.0%	0 0.0%	50 20.16%	6 23.08%	15 15.00%	2 9.52%	14 16.47%	10 15.15%	12 19.05%	6 22.22%	3 8.33%	13 19.70%	17 22.37% W	5 9.43%	7 18.92%	15 16.30%	0 0.0%
Always	155 50.32%	0 0.0%	0 0.0%	776 47.72%	64 45.07%	0 0.0%	0 0.0%	1108 58.90%	74 57.36% E	0 0.0%	0 0.0%	132 53.23%	8 30.77%	64 64.00%	9 42.86%	50 58.82%	42 63.64%	32 50.79%	12 44.44%	24 66.67%	38 57.58%	39 51.32%	35 66.04%	23 62.16%	51 55.43%	0 0.0%
Top Two Box (%Always + %Usually)	199 64.61%	0 0.0%	0 0.0%	1048 64.45%	82 57.75%	0 0.0%	0 0.0%	1487 79.05%	96 74.42% E	0 0.0%	0 0.0%	182 73.39%	14 53.85%	79 79.00%	11 52.38%	64 75.29%	52 78.79%	44 69.84%	18 66.67%	27 75.00%	51 77.27%	56 73.68%	40 75.47%	30 81.08%	66 71.74%	0 0.0%
4-point composite mean	2.9188	0	0	2.8911	2.7254	0	0	3.2993	3.2093 E	0	0	3.1734	2.6923	3.3300	2.8571	3.2235	3.3182	3.0952	2.8519	3.2778	3.3182	3.1579	3.2830	3.3243	3.1630	0
Sigma	361 100.00%	0 0.0%	0 0.0%	2345 100.00%	168 100.00%	0 0.0%	0 0.0%	2142 100.00%	143 100.00%	0 0.0%	0 0.0%	280 100.00%	28 100.00%	111 100.00%	22 100.00%	93 100.00%	72 100.00%	71 100.00%	29 100.00%	40 100.00%	73 100.00%	80 100.00%	63 100.00%	42 100.00%	101 100.00%	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

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?

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	0	496	413	497	0	266	216	316	0	48	214	42	175	141	125	71	67	124	144	119	100	166	0
	100.00%	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%	0.0%
No response	100	98	110	0	65	60	58	0	22	18	20	0	4	18	2	16	10	12	2	6	11	11	8	4	18	0
	10.72%	12.68%	10.60%	0.0%	13.10% I	14.53%	11.67%	0.0%	8.27%	8.33%	6.33%	0.0%	8.33%	8.41%	4.76%	9.14%	7.09%	9.60%	2.82%	8.96%	8.87%	7.64%	6.72%	4.00%	10.84% X	0.0%
BASE = Those who responded	833	675	924	0	431	353	438	0	244	198	295	0	44	196	40	159	131	113	69	61	113	133	111	96	148	0
	89.28%	87.32%	89.02%	0.0%	86.90%	85.47%	88.13%	0.0%	91.73% E	91.67%	93.35%	0.0%	91.67%	91.59%	95.24%	90.86%	92.91%	90.40%	97.18%	91.04%	91.13%	92.36%	93.28%	96.00% Y	89.16%	0.0%
Yes	273	226	342	0	124	109	141	0	101	88	150	0	20	79	19	65	46	55	36	24	41	57	44	25	76	0
	32.77%	33.48%	37.01%	0.0%	28.77%	30.88%	32.19%	0.0%	41.39% E	44.44%	50.85% I	0.0%	45.45%	40.31%	47.50%	40.88%	35.11%	48.67% Q	52.17% U	39.34%	36.28%	42.86%	39.64%	26.04%	51.35% X	0.0%
No	560	449	582	0	307	244	297	0	143	110	145	0	24	117	21	94	85	58	33	37	72	76	67	71	72	0
	67.23%	66.52%	62.99%	0.0%	71.23% I	69.12%	67.81%	0.0%	58.61% K	55.56%	49.15%	0.0%	54.55%	59.69%	52.50%	59.12%	64.89% R	51.33%	47.83%	60.66%	63.72% S	57.14%	60.36%	73.96% Y	48.65%	0.0%
Sigma	933	773	1034	0	496	413	496	0	266	216	315	0	48	214	42	175	141	125	71	67	124	144	119	100	166	0
	100.00% C	100.00% C	99.61%	0.0%	100.00%	100.00%	99.80%	0.0%	100.00%	100.00%	99.68%	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?

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	273 100.00%	773 100.00%	1038 100.00%	554 100.00%	124 100.00%	413 100.00%	497 100.00%	447 100.00%	101 100.00%	216 100.00%	316 100.00%	101 100.00%	20 100.00%	79 100.00%	19 100.00%	65 100.00%	46 100.00%	55 100.00%	36 100.00%	24 100.00%	41 100.00%	57 100.00%	44 100.00%	25 100.00%	76 100.00%	0 0.0%
No response	18 6.59%	107 13.84% AC	106 10.21% A	45 8.12%	9 7.26%	69 16.71% EG	56 11.27%	35 7.83%	8 7.92%	21 9.72%	19 6.01%	8 7.92%	3 15.00%	5 6.33%	3 15.79%	4 6.15%	5 10.87%	3 5.45%	2 5.56%	2 8.33%	4 9.76%	5 8.77%	3 6.82%	4 16.00%	4 5.26%	0 0.0%
Not applicable	0 0.0%	0 0.0%	0 0.0%	32 5.78% E	0 0.0%	0 0.0%	0 0.0%	32 7.16% 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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	255 93.41% BC	666 86.16%	909 87.57%	477 86.10%	115 92.74% DFG	344 83.29%	431 86.72%	380 85.01%	93 92.08% H	195 90.28%	285 90.19%	93 92.08%	17 85.00%	74 93.67%	16 84.21%	61 93.85%	41 89.13%	52 94.55%	34 94.44%	22 91.67%	37 90.24%	52 91.23%	41 93.18%	21 84.00%	72 94.74%	0 0.0%
Someone from your child's health plan	24 9.41%	37 5.56%	54 5.94%	26 5.45%	13 11.30% FG	17 4.94%	21 4.87%	18 4.74%	11 11.83% H	15 7.69%	29 10.18%	11 11.83%	3 17.65%	7 9.46%	4 25.00%	5 8.20%	5 12.20%	6 11.54%	3 8.82%	0 0.0%	8 21.62%	6 11.54%	5 12.20%	7 33.33%	4 5.56%	0 0.0%
Someone from your child's doctor's office or clinic	110 43.14% BC	162 24.32%	255 28.05%	128 26.83%	49 42.61% DFG	74 21.51%	123 28.54% F	76 20.00%	41 44.09% HJ	45 23.08%	99 34.74% J	41 44.09%	9 52.94%	31 41.89%	8 50.00%	30 49.18%	15 36.59%	26 50.00%	18 52.94%	11 50.00%	12 32.43%	21 40.38%	20 48.78%	9 42.86%	32 44.44%	0 0.0%
Someone from another organization	10 3.92%	14 2.10%	29 3.19%	12 2.52%	1 0.87%	6 1.74%	7 1.62%	22 5.79%	8 8.60% E	10 5.13%	17 5.96%	8 8.60%	0 0.0%	8 10.81%	0 0.0%	4 6.56%	6 14.63%	2 3.85%	6 17.65% U	1 4.55%	1 2.70%	5 9.62%	3 7.32%	1 4.76%	7 9.72%	0 0.0%
A friend or family member	15 5.88%	31 4.65%	48 5.28%	31 6.50%	8 6.96%	22 6.40%	25 5.80%	18 4.74%	4 4.30%	10 5.13%	9 3.16%	4 4.30%	1 5.88%	3 4.05%	0 0.0%	2 3.28%	0 0.0%	4 7.69% Q	0 0.0%	0 0.0%	4 10.81% S	3 5.77%	1 2.44%	0 0.0%	4 5.56%	0 0.0%
You	96 37.65%	422 63.36% AC	523 57.54% A	280 58.70% E	44 38.26%	225 65.41% E	255 59.16% E	246 64.74% I	29 31.18%	115 58.97% IK	131 45.96% I	29 31.18%	4 23.53%	25 33.78%	4 25.00%	20 32.79%	15 36.59%	14 26.92%	7 20.59%	10 45.45%	12 32.43%	17 32.69%	12 29.27%	4 19.05%	25 34.72%	0 0.0%
Sigma	273 100.00% C	773 100.00% C	1015 97.78%	554 100.00%	124 100.00% G	413 100.00% G	487 97.99%	447 100.00%	101 100.00% K	216 100.00% K	304 96.20%	101 100.00%	20 100.00%	79 100.00%	19 100.00%	65 100.00%	46 100.00%	55 100.00%	36 100.00%	24 100.00%	41 100.00%	57 100.00%	44 100.00%	25 100.00%	76 100.00%	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

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

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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: <6 (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	273	773	1038	0	124	413	497	0	101	216	316	0	20	79	19	65	46	55	36	24	41	57	44	25	76	0
	100.00%	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%	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	4	88	100	0	1	59	50	0	1	16	19	0	0	1	0	1	1	0	0	0	1	1	0	0	1	0
	1.47%	11.38% A	9.63% A	0.0%	0.81%	14.29% E	10.06% E	0.0%	0.99%	7.41% I	6.01% I	0.0%	0.0%	1.27%	0.0%	1.54%	2.17%	0.0%	0.0%	0.0%	2.44%	1.75%	0.0%	0.0%	1.32%	0.0%
Not applicable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	269	685	938	0	123	354	447	0	100	200	297	0	20	78	19	64	45	55	36	24	40	56	44	25	75	0
	98.53% BC	88.62%	90.37%	0.0%	99.19% FG	85.71%	89.94%	0.0%	99.01% JK	92.59%	93.99%	0.0%	100.00%	98.73%	100.00%	98.46%	97.83%	100.00%	100.00%	100.00%	97.56%	98.25%	100.00%	100.00%	98.68%	0.0%
5 - Very satisfied	119	247	352	0	53	129	171	0	44	69	109	0	1	42	1	36	21	23	16	11	17	24	20	12	32	0
	44.24% BC	36.06%	37.53%	0.0%	43.09%	36.44%	38.26%	0.0%	44.00%	34.50%	36.70%	0.0%	5.00%	53.85%	5.26%	56.25%	46.67%	41.82%	44.44%	45.83%	42.50%	42.86%	45.45%	48.00%	42.67%	0.0%
4 - Satisfied	131	317	413	0	64	162	203	0	43	93	120	0	12	30	11	24	18	25	15	11	17	24	19	7	36	0
	48.70%	46.28%	44.03%	0.0%	52.03%	45.76%	45.41%	0.0%	43.00%	46.50%	40.40%	0.0%	60.00%	38.46%	57.89%	37.50%	40.00%	45.45%	41.67%	45.83%	42.50%	42.86%	43.18%	28.00%	48.00%	0.0%
Top Two Box	250	564	765	0	117	291	374	0	87	162	229	0	13	72	12	60	39	48	31	22	34	48	39	19	68	0
	92.94% BC	82.34%	81.56%	0.0%	95.12% FGI	82.20%	83.67%	0.0%	87.00% K	81.00%	77.10%	0.0%	65.00%	92.31%	63.16%	93.75%	86.67%	87.27%	86.11%	91.67%	85.00%	85.71%	88.64%	76.00%	90.67%	0.0%
3 - Neither dissatisfied nor satisfied	10	91	136	0	2	49	61	0	5	23	49	0	3	2	4	1	2	3	1	1	3	4	1	3	2	0
	3.72%	13.28% A	14.50% A	0.0%	1.63%	13.84% E	13.65% E	0.0%	5.00%	11.50% I	16.50% I	0.0%	15.00%	2.56%	21.05%	1.56%	4.44%	5.45%	2.78%	4.17%	7.50%	7.14%	2.27%	12.00%	2.67%	0.0%
Top Three Box	260	655	901	0	119	340	435	0	92	185	278	0	16	74	16	61	41	51	32	23	37	52	40	22	70	0
	96.65%	95.62%	96.06%	0.0%	96.75%	96.05%	97.32%	0.0%	92.00%	92.50%	93.60%	0.0%	80.00%	94.87%	84.21%	95.31%	91.11%	92.73%	88.89%	95.83%	92.50%	92.86%	90.91%	88.00%	93.33%	0.0%
2 - Dissatisfied	7	14	18	0	2	6	6	0	6	8	12	0	4	2	3	2	3	3	3	1	2	2	4	2	4	0
	2.60%	2.04%	1.92%	0.0%	1.63%	1.69%	1.34%	0.0%	6.00%	4.00%	4.04%	0.0%	20.00%	2.56%	15.79%	3.13%	6.67%	5.45%	8.33%	4.17%	5.00%	3.57%	9.09%	8.00%	5.33%	0.0%
1 - Very dissatisfied	2	16	19	0	2	8	6	0	2	7	7	0	0	2	0	1	1	1	1	0	1	2	0	1	1	0
	0.74%	2.34% A	2.03%	0.0%	1.63%	2.26%	1.34%	0.0%	2.00%	3.50%	2.36%	0.0%	0.0%	2.56%	0.0%	1.56%	2.22%	1.82%	2.78%	0.0%	2.50%	3.57%	0.0%	4.00%	1.33%	0.0%
Average	4.3309 BC	4.1168	4.1311	0	4.3333 F	4.1243	4.1790	0	4.2100	4.0450	4.0505	0	3.5000	4.3846	3.5263	4.4375	4.2222	4.2000	4.1667	4.3333	4.1750	4.1786	4.2500	4.0800	4.2533	0
Standard deviation	0.7356	0.8785	0.8730	0	0.7399	0.8710	0.8133	0	0.9305	0.9659	0.9504	0	0.8660	0.8657	0.8188	0.8077	0.9635	0.9025	1.0138	0.7454	0.9457	0.9656	0.8823	1.1285	0.8500	0
Sigma	273	773	1038	0	124	413	497	0	101	216	316	0	20	79	19	65	46	55	36	24	41	57	44	25	76	0
	100.00%	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%	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

Survey Language

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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	825	681	968	10756	442	354	466	6384	246	201	296	866	47	195	42	158	137	109	63	62	117	133	110	100	146	0
	88.42%	88.10%	93.26% AB	84.99%	89.11% D	85.71%	93.76% EF	92.63%	92.48%	93.06%	93.67%	84.41%	97.92% N	91.12%	100.00% P	90.29%	97.16% R	87.20%	88.73%	92.54%	94.35%	92.36%	92.44%	100.00% Y	87.95%	0.0%
Spanish	108	92	70	1900	54	59	31	508	20	15	20	160	1	19	0	17	4	16	8	5	7	11	9	0	20	0
	11.58% C	11.90% C	6.74%	15.01% E	10.89% G	14.29% G	6.24%	7.37%	7.52%	6.94%	6.33%	15.59%	2.08%	8.88% M	0.0%	9.71% O	2.84%	12.80% Q	11.27%	7.46%	5.65%	7.64%	7.56%	0.0%	12.05% X	0.0%
Sigma	933	773	1038	12656	496	413	497	6892	266	216	316	1026	48	214	42	175	141	125	71	67	124	144	119	100	166	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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Children With Chronic Conditions

Customer Service Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Customer Service Composite Score (BASE)	268	219	322	3751	134	103	134	2185	91 E	79	125	334	13	78	15	68	46	45	29	25	35	49	40	27	64 X	0
NEVER/SOMETIMES COMPOSITE	11.61%	12.69%	11.72%	10.72%	12.76%	12.79%	9.44%	9.85%	10.53%	13.40%	14.84%	10.23%	41.03%	5.77%	23.33%	6.69%	8.89%	12.22%	13.79%	6.00%	11.43%	11.22%	10.00%	9.26%	11.07%	0.0%
USUALLY COMPOSITE	20.79%	17.08%	17.66%	20.03%	18.74%	19.25%	18.91%	18.56%	20.45%	14.68%	19.65%	21.36%	15.38%	21.15%	30.00%	20.75%	12.13%	28.89% Q	12.07%	18.00%	28.57%	22.45%	17.50%	29.63%	16.56%	0.0%
ALWAYS COMPOSITE	67.60%	70.23%	70.63%	69.25%	68.51%	67.95%	71.65%	71.59%	69.02%	71.92%	65.51%	68.41%	43.59%	73.08%	46.67%	72.55%	78.99% R	58.89%	74.14%	76.00%	60.00%	66.33%	72.50%	61.11%	72.37%	0.0%
CAHPS RATE	88.39%	87.31%	88.28%	89.28%	87.24%	87.21%	90.56%	90.15%	89.47%	86.60%	85.16%	89.77%	58.97%	94.23%	76.67%	93.31%	91.11%	87.78%	86.21%	94.00%	88.57%	88.78%	90.00%	90.74%	88.93%	0.0%
AVERAGE	2.5599	2.5755	2.5891	2.5852	2.5575	2.5516	2.6221	2.6173	2.5849	2.5853	2.5067	2.5818	2.0256	2.6731	2.2333	2.6586	2.7010	2.4667	2.6034	2.7000	2.4857	2.5510	2.6250	2.5185	2.6130	0
Standard deviation	0.6730	0.6845	0.6668	0.6507	0.6810	0.6813	0.6289	0.6306	0.6514	0.7034	0.7123	0.6503	0.8403	0.5646	0.7360	0.5852	0.5299	0.6995	0.6899	0.5685	0.6580	0.6561	0.6442	0.6494	0.6479	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)
2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25887)
Children With Chronic Conditions

Getting Needed Care Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Needed Care Composite Score (BASE)	720 B	560	775	9627	371 G	291	343	6118	228 E	177	277	896	44	182	42	175	117	111	62	56	107	121	104	85	143	0
NEVER/SOMETIMES COMPOSITE	19.69%	16.44%	17.78%	14.25%	21.70% D	17.76%	18.63%	11.02%	21.10% H	19.67%	19.93%	15.95%	41.02% N	16.26%	48.81% P	12.42%	16.42%	25.32%	26.78%	24.78%	16.18%	20.77%	21.70%	21.14%	21.20%	0.0%
USUALLY COMPOSITE	25.65% B	20.73%	26.05% B	22.99%	25.81% F	16.71%	21.51%	24.48%	27.08%	23.24%	28.78%	31.82%	27.05%	26.93%	26.19%	28.66%	27.78%	26.57%	27.26%	33.97%	23.71%	26.38%	27.85%	23.98%	29.15%	0.0%
ALWAYS COMPOSITE	54.66%	62.82% AC	56.17%	62.76% E	52.49%	65.53% E	59.86% E	64.50% I	51.82%	57.09%	51.29%	52.23%	31.93%	56.81% M	25.00%	58.92% O	55.80%	48.11%	45.96%	41.24%	60.11% T	52.85%	50.45%	54.89%	49.64%	0.0%
CAHPS RATE	80.31%	83.56%	82.22%	85.75% E	78.30%	82.24%	81.37%	88.98% I	78.90%	80.33%	80.07%	84.05%	58.98%	83.74% M	51.19%	87.58% O	83.58%	74.68%	73.22%	75.22%	83.82%	79.23%	78.30%	78.86%	78.80%	0.0%
AVERAGE	2.3497	2.4638	2.3839	2.4851	2.3079	2.4777	2.4123	2.5348	2.3071	2.3742	2.3136	2.3628	1.9091	2.4055	1.7619	2.4651	2.3938	2.2279	2.1918	2.1646	2.4393	2.3209	2.2875	2.3375	2.2844	0
Standard deviation	0.7618	0.7575	0.7614	0.7205	0.7624	0.7770	0.7753	0.6776	0.7817	0.7900	0.7834	0.7306	0.8443	0.7317	0.7904	0.6979	0.7366	0.8142	0.7897	0.7630	0.7532	0.7793	0.7862	0.7970	0.7698	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)
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Children With Chronic Conditions

Getting Care Quickly Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Care Quickly Composite Score (BASE)	711 B	544	770	9612	363 F	270	343	5911	233 JE	172	268	878	44	187	39	167	121	112	67 U	57	105	126	104	87	146	0
NEVER/SOMETIMES COMPOSITE	10.37%	12.16%	12.19%	9.39%	12.18%	13.20%	12.39%	6.13%	10.49% H	10.11%	11.07%	8.29%	21.45% N	7.97%	19.31%	6.69%	11.08%	9.93%	20.46% U	10.31%	4.61%	12.40%	8.54%	4.23%	14.60% X	0.0%
USUALLY COMPOSITE	18.47%	16.62%	17.20%	15.34%	17.92%	15.34%	16.15%	15.68%	21.81% H	22.37%	20.04%	22.28%	27.79%	19.76%	33.53%	20.35%	21.12%	22.49%	20.46%	26.25%	20.40%	17.42%	26.70%	25.59%	19.29%	0.0%
ALWAYS COMPOSITE	71.17%	71.23%	70.61%	75.27% E	69.90%	71.46%	71.46%	78.19% I	67.70%	67.52%	68.89%	69.43%	50.76%	72.27% M	47.17%	72.96% O	67.80%	67.57%	59.08%	63.43%	74.99% S	70.18%	64.76%	70.19%	66.11%	0.0%
CAHPS RATE	89.63%	87.84%	87.81%	90.61%	87.82%	86.80%	87.61%	93.87% I	89.51%	89.89%	88.93%	91.71%	78.55%	92.03% M	80.69%	93.31%	88.92%	90.07%	79.54%	89.69%	95.39% S	87.60%	91.46%	95.77% Y	85.40%	0.0%
AVERAGE	2.6080	2.5907	2.5843	2.6587	2.5772	2.5826	2.5907	2.7205	2.5721	2.5742	2.5782	2.6114	2.2930	2.6430	2.2786	2.6626	2.5672	2.5764	2.3862	2.5312	2.7038	2.5777	2.5621	2.6596	2.5151	0
Standard deviation	0.6629	0.6932	0.6934	0.6380	0.6954	0.7106	0.6911	0.5648	0.6682	0.6671	0.6742	0.6289	0.7886	0.6189	0.7403	0.5953	0.6813	0.6518	0.8027	0.6535	0.5275	0.6947	0.6418	0.5434	0.7324	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

How Well Doctors Communicate Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
How Well Doctors Communicate Composite Score (BASE)	618 B	475	659	8520 E	308	238	291	5446	196 E	161	231	780	34	161	34	145	101	95	56	51	86	107	87	73	123	0
NEVER/SOMETIMES COMPOSITE	6.42%	6.81%	7.46%	6.24%	6.21%	6.84%	7.76%	5.21%	6.64%	6.37%	7.37%	6.82%	15.51%	4.81%	8.09%	5.17%	5.70%	7.63%	7.59%	4.41%	6.69%	6.78%	6.62%	5.16%	7.52%	0.0%
USUALLY COMPOSITE	14.91%	15.31%	14.89%	14.10%	15.20%	14.21%	13.45%	13.04%	15.58%	16.30%	16.15%	17.02%	20.01%	14.75%	30.88% P	12.24%	13.89%	17.37%	11.16%	21.57%	15.12%	13.32%	18.45%	17.18%	14.63%	0.0%
ALWAYS COMPOSITE	78.67%	77.89%	77.65%	79.66%	78.59%	78.94%	78.79%	81.74%	77.78%	77.33%	76.48%	76.16%	64.48%	80.43%	61.03%	82.59% O	80.40%	75.00%	81.25%	74.02%	78.20%	79.91%	74.93%	77.67%	77.85%	0.0%
CAHPS RATE	93.58%	93.19%	92.54%	93.76%	93.79%	93.16%	92.24%	94.79%	93.36%	93.63%	92.63%	93.18%	84.49%	95.19%	91.91%	94.83%	94.30%	92.37%	92.41%	95.59%	93.31%	93.22%	93.38%	94.84%	92.48%	0.0%
AVERAGE	2.7225	2.7108	2.7019	2.7343	2.7239	2.7210	2.7103	2.7653	2.7114	2.7096	2.6911	2.6934	2.4898	2.7562	2.5294	2.7741	2.7470	2.6737	2.7366	2.6961	2.7151	2.7313	2.6831	2.7251	2.7033	0
Standard deviation	0.5555	0.5748	0.5847	0.5516	0.5500	0.5696	0.5834	0.5239	0.5601	0.5719	0.5947	0.5806	0.7230	0.5057	0.5747	0.5158	0.5196	0.5952	0.5362	0.5246	0.5676	0.5506	0.5738	0.5370	0.5721	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

Shared Decision Making Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. West (L)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score (BASE)	211	156	245	2859	100	72	95	2784	96 E	72	122	407	17	78	20	76	47	49	28	23	42	47	46	35	61	0
YES COMPOSITE	81.34%	80.06%	83.85%	79.14%	78.82%	76.39%	84.21%	85.42%	86.32%	85.57%	85.75%	86.31%	71.81%	89.24%	78.33%	88.42%	87.69%	85.03%	84.30%	86.63%	86.51%	87.69%	84.06%	87.27%	85.79%	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

Access to Prescription Medicine Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Prescription Medicine Composite Score (Base)	408	316	463	3953	185	144	170	5758	197	153	231	780	40	154	35	139	100	97	42	47	104	105	89	77	120	0
NEVER/SOMETIMES COMPOSITE	11.03%	16.14% A	13.82%	6.65%	11.35% D	15.97%	18.24%	7.49%	12.18% H	20.92% IK	12.99%	9.10%	22.50%	9.74%	20.00%	10.07%	6.00%	18.56% Q	14.29%	12.77%	11.54%	14.29%	10.11%	6.49%	15.83% X	0.0%
USUALLY COMPOSITE	24.02%	18.35%	20.95%	17.43%	26.49% DFG	13.89%	15.88%	20.25%	23.86%	24.18%	22.51%	24.49%	30.00%	22.08%	34.29%	23.74%	22.00%	25.77%	28.57%	27.66%	21.15%	24.76%	23.60%	29.87%	20.00%	0.0%
ALWAYS COMPOSITE	64.95%	65.51%	65.23%	75.92% E	62.16%	70.14%	65.88%	72.26% I	63.96%	54.90%	64.50%	66.41%	47.50%	68.18% M	45.71%	66.19% O	72.00% R	55.67%	57.14%	59.57%	67.31%	60.95%	66.29%	63.64%	64.17%	0.0%
CAHPS RATE	88.97% B	83.86%	86.18%	93.35% E	88.65%	84.03%	81.76%	92.51% I	87.82% J	79.08%	87.01% J	90.90%	77.50%	90.26%	80.00%	89.93%	94.00% R	81.44%	85.71%	87.23%	88.46%	85.71%	89.89%	93.51% Y	84.17%	0.0%
AVERAGE	2.5392	2.4937	2.5140	2.6926 E	2.5081	2.5417	2.4765	2.6478 I	2.5178 J	2.3399	2.5152 J	2.5731	2.2500	2.5844 M	2.2571	2.5612 O	2.6600 R	2.3711	2.4286	2.4681	2.5577	2.4667	2.5618	2.5714	2.4833	0
Standard deviation	0.6849	0.7568	0.7254	0.5882	0.6906	0.7535	0.7837	0.6147	0.7024	0.8017	0.7138	0.6532	0.7984	0.6616	0.7688	0.6691	0.5869	0.7775	0.7284	0.7101	0.6910	0.7312	0.6696	0.6122	0.7526	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

Access to Specialized Services Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Specialized Services Composite Score (BASE)	265	224	331	1835	107 D	92	99	3892	162 E	129	209	556	22	138 M	26	107	82	80	44	43	73	92	68	59	103	0
NEVER/SOMETIMES COMPOSITE	20.55%	28.12%	24.42%	21.02%	19.45%	28.91%	29.64%	21.93%	25.34%	31.10%	24.88%	24.78%	50.51%	20.55%	46.35%	21.56%	21.20%	30.43%	30.24%	22.98%	24.38%	22.81%	28.66%	19.32%	28.71%	0.0%
USUALLY COMPOSITE	21.49%	20.75%	20.14%	17.96%	16.72%	18.14%	15.79%	21.05%	24.95%	21.76%	19.93%	24.01%	22.63%	25.24%	25.71%	24.48%	24.23%	25.00%	28.90%	25.76%	19.58%	30.87% W	15.80%	26.89%	23.88%	0.0%
ALWAYS COMPOSITE	57.96%	51.13%	55.44%	61.02%	63.83% I	52.95%	54.57%	57.02%	49.71%	47.13%	55.19%	51.20%	26.86%	54.21%	27.94%	53.96%	54.57%	44.57%	40.87%	51.26%	56.04%	46.32%	55.54%	53.79%	47.41%	0.0%
CAHPS RATE	79.45%	71.88%	75.58%	78.98%	80.55%	71.09%	70.36%	78.07%	74.66%	68.90%	75.12%	75.22%	49.49%	79.45%	53.65%	78.44%	78.80%	69.57%	69.76%	77.02%	75.62%	77.19%	71.34%	80.68%	71.29%	0.0%
AVERAGE	2.3741	2.2301	2.3102	2.3999	2.4438	2.2404	2.2494	2.3509	2.2438	2.1603	2.3030	2.2642	1.7635	2.3366	1.8159	2.3241	2.3337	2.1414	2.1063	2.2828	2.3166	2.2350	2.2688	2.3447	2.1870	0
Standard deviation	0.7997	0.8594	0.8302	0.8124	0.7790	0.8645	0.8778	0.8139	0.8273	0.8674	0.8342	0.8273	0.8370	0.7926	0.7644	0.7997	0.7869	0.8480	0.8250	0.7854	0.8233	0.7848	0.8750	0.7773	0.8447	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

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	643	498	688	8707 E	316	244	298	5998 I	215 E	179	259	857	33	181 M	36	152	115	100	61	58	94	120	93	78	137	0
YES COMPOSITE	90.04% B	84.95%	88.76%	90.74%	90.44%	88.58%	87.62%	91.50%	90.76% J	83.27%	90.08% J	90.05%	81.21%	92.81%	89.74%	91.02%	93.78%	87.80%	96.72% U	89.17%	88.21%	90.22%	91.26%	88.70%	92.05%	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

Family Centered Care: Getting Needed Information Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	707	550	758	5607	368	285	338	5833	217	169	266	852	41	174	42	175	112	105	59	55	100	112	102	80	137	0
NEVER/SOMETIMES COMPOSITE	10.04%	12.55%	10.29%	11.54%	9.51%	13.68%	12.72%	8.38%	8.76%	10.65%	9.77%	8.92%	14.63%	7.47%	23.81% P	5.14%	10.71%	6.67%	5.08%	5.45%	13.00%	4.46%	13.73% V	3.75%	11.68% X	0.0%
USUALLY COMPOSITE	18.10%	16.73%	19.26%	16.32%	18.48%	15.09%	16.27%	17.09%	21.66%	18.34%	18.42%	23.00%	21.95%	21.26%	38.10% P	17.71%	19.64%	23.81%	22.03%	30.91% U	16.00%	20.54%	22.55%	30.00% Y	16.79%	0.0%
ALWAYS COMPOSITE	71.85%	70.73%	70.45%	72.14%	72.01%	71.23%	71.01%	74.52%	69.59%	71.01%	71.80%	68.08%	63.41%	71.26%	38.10%	77.14% O	69.64%	69.52%	72.88%	63.64%	71.00%	75.00%	63.73%	66.25%	71.53%	0.0%
CAHPS RATE	89.96%	87.45%	89.71%	88.46%	90.49%	86.32%	87.28%	91.62%	91.24%	89.35%	90.23%	91.08%	85.37%	92.53%	76.19%	94.86% O	89.29%	93.33%	94.92%	94.55%	87.00%	95.54% W	86.27%	96.25% Y	88.32%	0.0%
AVERAGE	2.6181	2.5818	2.6016	2.6060	2.6250	2.5754	2.5828	2.6614	2.6083	2.6036	2.6203	2.5915	2.4878	2.6379	2.1429	2.7200 O	2.5893	2.6286	2.6780	2.5818	2.5800	2.7054 W	2.5000	2.6250	2.5985	0
Standard deviation	0.6610	0.7030	0.6674	0.6852	0.6516	0.7197	0.7054	0.6258	0.6430	0.6725	0.6565	0.6481	0.7366	0.6168	0.7737	0.5518	0.6755	0.6056	0.5657	0.5936	0.7096	0.5451	0.7242	0.5562	0.6884	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

Coordination of Care for Children for Chronic Conditions Composite Score

													2018 CCC Population Results - Qualified Respondents											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 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)	<6 (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)	245	187	295 B	2037	117 D	85	113	3495	129 E	99	168	495	29	99	29 P	90	57	72 Q	31	24	73 ST	67	61	45	84	0
YES COMPOSITE	73.73%	81.48% C	72.53%	75.36%	72.81%	79.45%	69.86%	77.62%	78.01%	83.89% K	72.91%	79.41%	76.73%	78.60%	66.31%	82.28%	71.37%	83.12%	93.55% U	67.58%	74.62%	78.66%	76.51%	75.93%	79.28%	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