



MY 2022 CAHPS[®] MEDICAID CHILD WITH CCC 5.1H SURVEY

PRESBYTERIAN CENTENNIAL CARE

PRESBYTERIAN CENTENNIAL CARE



CONTENTS

- OVERVIEW
- METHODOLOGY
- INDUSTRY TRENDS
- EXECUTIVE SUMMARY
- KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN
- MEASURE ANALYSES
- SUMMARY OF TREND AND BENCHMARKS
- PROFILE OF SURVEY RESPONDENTS
- SUPPLEMENTAL QUESTIONS
- APPENDICES
 - A: CORRELATIONS
 - B: QUESTIONNAIRE

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its MY 2022 CAHPS® 5.1H Medicaid Child with CCC Survey (with CCC Measurement set). NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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

2023 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2023.

Your Project Manager is Jennifer Brown (Jennifer.Brown@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

METHODOLOGY

- The CAHPS 5.1H Medicaid Child – Children with Chronic Conditions Survey assesses the experience of care for the general population of children and the population of children with chronic conditions (CCC). These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.
- Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.1H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to oversample their population if necessary.
- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes.”
- It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population. You will see the Response Rate for the Total Population and General Population on the following page, along with additional details for the General Population sample.

METHODOLOGY

DATA COLLECTION

The MY 2022 Medicaid Child with CCC version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire mailed
2/21/2023



Second questionnaire mailed
3/28/2023



Initiate follow-up calls to non-responders
4/18/2023 - 5/2/2023



Last day to accept completed surveys
5/5/2023

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2023 RESPONSE RATE CALCULATION

$$\frac{263 \text{ (Completed)}}{3020 \text{ (Sample)} - 9 \text{ (Ineligible)}} = \frac{263}{3011} = 8.7\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	58	142	16	12	0	4	216
Spanish	13	23	11	10	0	1	47
Total	71	165	27	22	0	5	263

Number of Undeliverables: 1801

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	248	229	263
	Does not Meet Eligibility Criteria (01)	3	4	6
Ineligible	Language Barrier (03)	7	7	2
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	1
	SUBTOTAL	10	11	9
Non-response	Break-off/Incomplete (02)	21	26	42
	Refusal (06)	41	89	72
	Maximum Attempts Made (07)	1990	1955	2634
	Added to DNC List (08)	0	0	0
	SUBTOTAL	2052	2070	2748
Total Sample		2310	2310	3020
Oversampling %		40.0%	40.0%	83.0%
Response Rate		10.8%	10.0%	8.7%
PG Response Rate		12.8%	10.2%	9.9%

Total Completed (General Pop + CCC)	485	437	466
Total Ineligible (General Pop + CCC)	20	29	15
Total Sample (General Pop + CCC)	4150	4150	4860
Total Response Rate (General Pop + CCC)	11.7%	10.6%	9.6%
Supplemental (CCC) Sample Size	1840	1840	1840
Supplemental (CCC) Completes	146	131	151

INDUSTRY TRENDS

- Presbyterian Centennial Care

PG BOOK OF BUSINESS TRENDS

MEDICAID CHILD: GENERAL POPULATION

Trend Highlights The robust Press Ganey Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate PG Book of Business scores to help you understand broader trends in measure scoring over the past five years.

Medicaid Child: Among the Medicaid Child population, several measures declined by more than 1% compared to last year. The biggest decreases, which continue from 2021, were in *Rating of Health Care*, *Getting specialist appointments*, and *Getting Needed Care*.

Getting Care Quickly is an area of concern, continuing its decline since 2019 seeing a drop of 4.5%. This is primarily due to the ability of getting routine care dropping 7.5% since 2020, at the beginning of the pandemic.

COVID-19 Impact The pandemic caused significant disruption throughout most of 2020 and continuing through today. The disruption is reflected in the variation we've seen in health system experience scores over the last few years.

PG Book of Business Trends					
	2019	2020	2021	2022	2023
Rating Questions (% 9 or 10)					
Q49. Rating of Health Plan	72.2%	73.0%	73.3%	72.5%	72.0%
Q9. Rating of Health Care	71.1%	73.0%	74.4%	71.2%	69.6%
Q36. Rating of Personal Doctor	77.6%	79.1%	78.6%	77.4%	76.5%
Q43. Rating of Specialist	73.2%	75.0%	75.7%	73.9%	72.3%
Rating Questions (% 8, 9 or 10)					
Q49. Rating of Health Plan	86.9%	87.5%	87.3%	86.9%	86.8%
Q9. Rating of Health Care	88.3%	88.7%	88.7%	87.6%	86.8%
Q36. Rating of Personal Doctor	90.6%	91.2%	90.8%	90.3%	89.8%
Q43. Rating of Specialist	87.2%	88.2%	88.2%	87.5%	86.7%
Getting Needed Care (% A/U)					
Q10. Getting care, tests, or treatment	90.1%	90.8%	90.8%	89.2%	88.7%
Q41. Getting specialist appointment	80.3%	80.4%	82.4%	79.5%	77.5%
Getting Care Quickly (% A/U)					
Q4. Getting urgent care	91.9%	91.7%	91.7%	90.5%	89.8%
Q6. Getting routine care	88.6%	89.3%	83.8%	82.9%	81.8%
Coordination of Care (Q35) (% A/U)					
	84.2%	85.0%	84.9%	84.1%	84.2%

■ Increase of 1% or greater since 2022
■ Decrease of 1% or greater since 2022

EXECUTIVE SUMMARY

- Presbyterian Centennial Care

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2022 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2022. Submission occurred on May 24th, 2023.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2022. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

Small Denominator Threshold 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.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

Technical Notes Please refer to the Technical Notes for more information.

2023 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION



263

Completed surveys

8.7%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always

Significance Testing: Current score is significantly higher/lower than 2022 (↑/↓) or 2021 (↕/↔).

Percentiles: Based on the 2023 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Accreditation Measures

Rating of Health Plan ★★ ★			
Rating of Health Plan	74.0%	61 st	---

Rating of Health Care ★			
Rating of Health Care	64.2%	16 th	Opportunity

Rating of Personal Doctor ★★ ★			
Rating of Personal Doctor	74.5%	31 st	Opportunity

Getting Needed Care (NA)			
Composite	76.0%	↓	10 th ---
Q10. Getting care, tests, or treatment	86.1%		27 th Opportunity
Q41. Getting specialist appointment	65.9%		8 th Wait

Getting Care Quickly ★			
Composite	79.2%		13 th ---
Q4. Getting urgent care	81.6%		8 th Opportunity
Q6. Getting routine care	76.8%		17 th Opportunity

Other Measures

Rating of Specialist +			
Rating of Specialist +	72.2%	50 th	Power

Coordination of Care +			
Coordination of Care +	73.7%	↓	<5 th Wait

Customer Service +			
Composite	86.2%		23 rd ---
Q45. Provided information or help	78.7%		20 th Wait
Q46. Treated with courtesy and respect	93.6%		44 th Wait

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	95.9%		48 th Wait

How Well Doctors Communicate +			
Composite	91.5%		14 th ---
Q27. Dr. explained things	93.5%		34 th Opportunity
Q28. Dr. listened carefully	95.1%		40 th Wait
Q29. Dr. showed respect	96.8%		52 nd Opportunity
Q32. Dr. spent enough time	80.5%		<5 th Wait

More info.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						1
Getting Needed Care	Usually or Always	89	75.9%	86.6%	<10 th	NA
Getting Care Quickly	Usually or Always	107	79.2%	89.3%	<10 th	1
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	200	74.5%	78.8%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	254	74.0%	74.4%	33 rd	3
Rating of Health Care	9 or 10	137	64.2%	73.1%	<10 th	1

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

Notes:

- 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.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

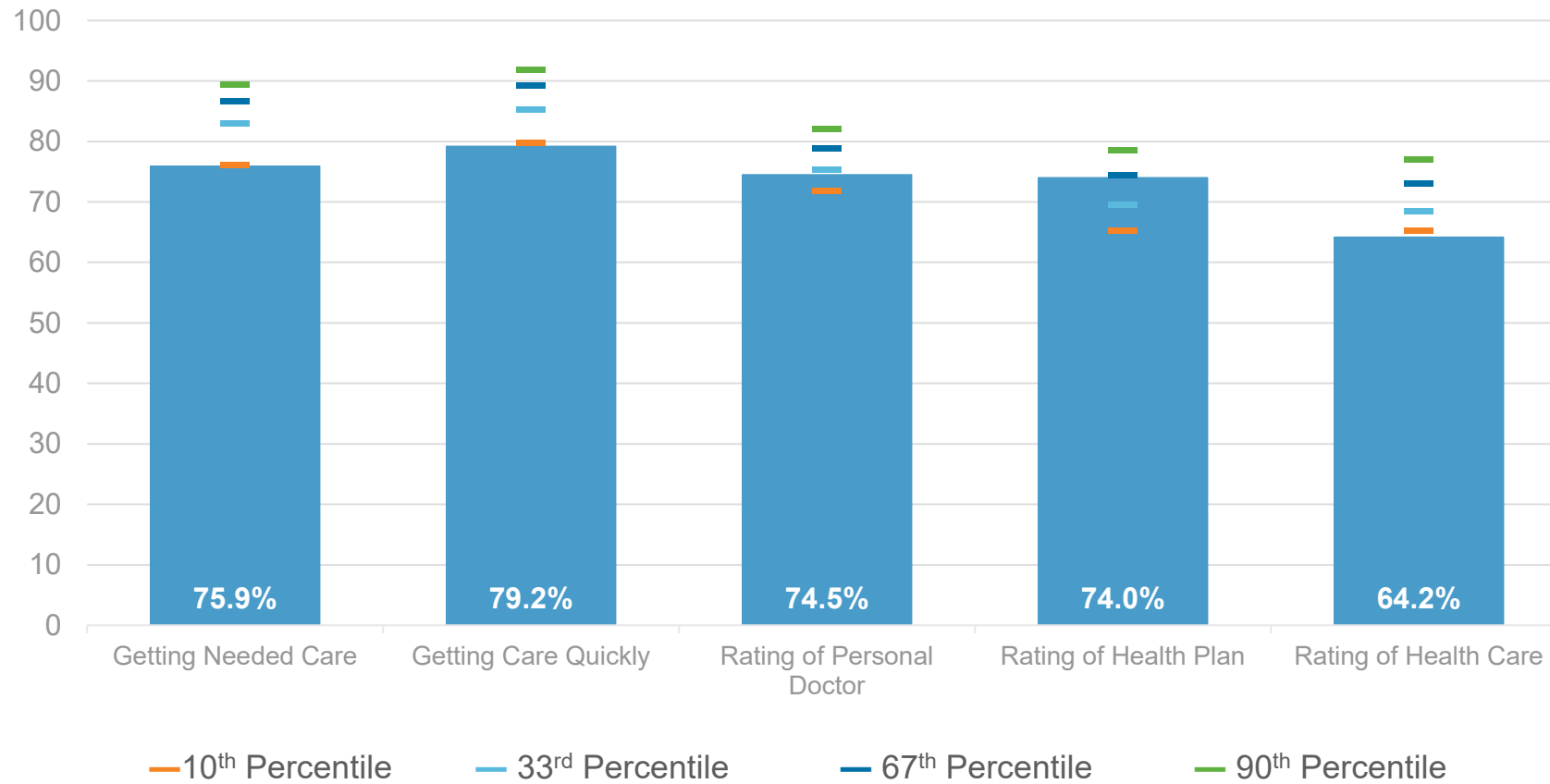
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: GENERAL POPULATION

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2022).



Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Blue bar = Your plan's performance is below the 67th percentile

HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10, and % Always or Usually.

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 GP PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	71.4%	74.0%	2.6						61 st	72.0%	
Getting Needed Care <i>% Usually or Always</i>	78.9%	76.0%	-2.9						10 th	83.1%	▼
Customer Service + <i>% Usually or Always</i>	91.0%	86.2%	-4.8						23 rd	88.7%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	96.3%	95.9%	-0.4						48 th	95.8%	
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	64.5%	64.2%	-0.3						16 th	69.6%	
Getting Care Quickly <i>% Usually or Always</i>	85.0%	79.2%	-5.8						13 th	85.8%	▼
How Well Doctors Communicate + <i>% Usually or Always</i>	91.4%	91.5%	0.1						14 th	94.0%	
Coordination of Care + <i>% Usually or Always</i>	81.6%	73.7%	-7.9						<5 th	84.2%	
Rating of Personal Doctor <i>% 9 or 10</i>	68.5%	74.5%	6.0						31 st	76.5%	
Rating of Specialist + <i>% 9 or 10</i>	64.7%	72.2%	7.5						50 th	72.3%	

Significance Testing Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	68.0%	68.2%	0.2						47 th	68.8%	
Getting Needed Care <i>% Usually or Always</i>	75.1%	77.7%	2.6						7 th	85.5%	▼
Customer Service + <i>% Usually or Always</i>	91.9%	89.3%	-2.6						56 th	89.6%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.3%	95.9%	0.6						45 th	95.8%	
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	59.8%	44.4% ↓	-15.4						<5 th	67.3%	▼
Getting Care Quickly <i>% Usually or Always</i>	90.1%	77.9% ↓	-12.2						<5 th	89.4%	▼
How Well Doctors Communicate + <i>% Usually or Always</i>	93.6%	91.1%	-2.5						7 th	94.2%	
Coordination of Care + <i>% Usually or Always</i>	75.9%	80.0%	4.1						16 th	84.2%	
Rating of Personal Doctor <i>% 9 or 10</i>	67.3%	70.2%	2.9						9 th	76.2%	
Rating of Specialist + <i>% 9 or 10</i>	62.5%	61.5%	-1.0						<5 th	72.7%	

Significance Testing Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

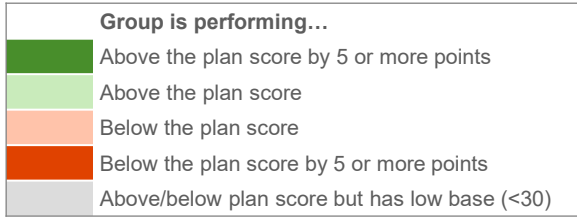
MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
CCC Measures											
Access to Rx Medicines <i>% Usually or Always</i>	89.2%	77.4% ↓	-11.8						<5 th	89.6% ▼	
Access to Specialized Services <i>% Usually or Always</i>	70.9%	61.2%	-9.7						<5 th	71.7% ▼	
FCC: Dr Who Knows Child <i>% Yes</i>	92.2%	83.9%	-8.3						<5 th	91.1% ▼	
FCC: Getting Needed Info <i>% Usually or Always</i>	85.7%	84.3%	-1.4						<5 th	91.3% ▼	
Coordination of Care for CCC <i>% Yes</i>	88.7%	81.1%	-7.6						93 rd	76.5%	

Significance Testing Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION



[More info.](#)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure
Other Measure

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Rating of Personal Doctor		Getting Needed Care		Getting Care Quickly	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			74.0%		64.2%			74.5%		76.0%		79.2%
Child's Gender	Male	n = 136		-2%		-1%		0%		-4%		-2%
	Female	n = 114		1%		0%		-1%		5%		3%
Child's Age	0 – 4	n = 60		-3%		9%		-5%		4%		9%
	5 – 8	n = 53		7%		6%		-1%		15%		1%
	9 – 13	n = 71		2%		-4%		4%		3%		2%
	14 or older	n = 67		-5%		-10%		3%		-8%		-9%
Overall Health	Excellent/Very Good	n = 188		0%		6%		5%		8%		5%
	Good	n = 54		3%		-14%		-15%		0%		-6%
	Fair/Poor	n = 14		-10%		-14%		1%		-37%		-8%
Mental Health	Excellent/Very Good	n = 186		0%		6%		3%		5%		3%
	Good	n = 53		1%		-8%		-12%		2%		3%
	Fair/Poor	n = 20		-6%		-26%		8%		-23%		-27%
Race/Ethnicity	White	n = 158		1%		-3%		2%		-1%		3%
	Black/African-American	n = 12		-7%		-24%		26%		12%		-26%
	Asian	n = 4		-24%		36%		-8%		-1%		-4%
	Native Hawaiian/Pacific Islander	n = 6		-14%		-64%		-35%		24%		-4%
	American Indian or Alaska Native	n = 37		-6%		-5%		-9%		-15%		-6%
	Other	n = 62		-1%		9%		-3%		-4%		-3%
	Hispanic/Latino	n = 178		0%		1%		1%		-1%		3%

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION

Group is performing...

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

[More info.](#)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure
Other Measure

			Rating of Specialist +		Coordination of Care +		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	72.2%		73.7%		86.2%		91.5%		95.9%	
Child's Gender	Male	n = 136		1%		4%		-2%		-1%		-1%
	Female	n = 114		0%		0%		6%		1%		1%
Child's Age	0 – 4	n = 60		-6%		1%		9%		-1%		2%
	5 – 8	n = 53		28%		10%		6%		1%		0%
	9 – 13	n = 71		-6%		1%		-14%		-2%		0%
	14 or older	n = 67		-3%		-5%		5%		3%		-2%
Overall Health	Excellent/Very Good	n = 188		-2%		9%		4%		3%		1%
	Good	n = 54		3%		-5%		-9%		-7%		2%
	Fair/Poor	n = 14		-1%		-24%		-6%		-4%		-10%
Mental Health	Excellent/Very Good	n = 186		6%		13%		4%		2%		0%
	Good	n = 53		8%		-21%		-7%		-4%		0%
	Fair/Poor	n = 20		-29%		1%		-3%		-3%		-1%
Race/Ethnicity	White	n = 158		-1%		4%		7%		0%		1%
	Black/African-American	n = 12		3%		26%		14%		9%		4%
	Asian	n = 4		28%		NA		-86%		9%		4%
	Native Hawaiian/Pacific Islander	n = 6		28%		NA		NA		9%		-21%
	American Indian or Alaska Native	n = 37		-32%		-40%		-20%		-9%		-2%
	Other	n = 62		8%		1%		-1%		3%		-3%
	Hispanic/Latino	n = 178		0%		3%		4%		1%		1%

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Health Plan (% 9 or 10)	254	71.4%	74.0%	2.6	72.0%	2.0	64 th	72.0%	2.0	61 st
Rating of Specialist + (% 9 or 10)	36 [^]	64.7%	72.2%	7.5	73.0%	-0.8	52 nd	72.3%	-0.1	50 th
Rating of Personal Doctor (% 9 or 10)	200	68.5%	74.5%	6.0	77.2%	-2.7	23 rd	76.5%	-2.0	31 st

BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	107	85.0%	79.2%	-5.8	86.7% ▼	-7.5	7 th	85.8% ▼	-6.6	13 th
Getting Needed Care (% Usually or Always)	89 [^]	78.9%	76.0%	-2.9	84.2% ▼	-8.2	9 th	83.1% ▼	-7.1	10 th
Coordination of Care + (% Usually or Always)	57 [^]	81.6%	73.7%	-7.9	84.7%	-11.0	<5 th	84.2%	-10.5	<5 th

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

IMPROVEMENT STRATEGIES

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2023 PG Book of Business for your plan.

Improvement Strategies – Getting Care Quickly

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Correlate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Support and encourage providers to take innovative action to improve access.
- Support members and collaborate with providers to enhance routine and urgent access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care. Consider scheduling routine appointments well in advance, e.g., 12 months. Provide tools, resources, support and assessment.
- Support, encourage and assist in approaches toward open access scheduling. Allow a portion of each day open for urgent care and/or follow-up care.
- Contract with additional providers for urgent and after-hour appointments/availability.
- Explore partnering with 24-hour urgent care or walk-in clinics.
- Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.) . Identify opportunities for improvement.
- Provide members streamlined tools and resources (links, apps, etc.) about benefits, providers, referrals, scheduling appointments, etc. Identify options and hours available, and include alternatives, including practices with evening and weekend hours. Consider alternative sources of information, e.g., refrigerator magnets.
- Explore and support alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine and patient portals.
- Encourage use of Nurse Hotline/Nurse on Call lines or live-chat via web for members to get health information and advice.

Improvement Strategies – Getting Needed Care

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Evaluate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Identify issues, prioritize and implement improvement activities.
- Work with providers to support patients in navigating health care and remove obstacles. Support and encourage providers to take innovative action to improve access. Examples include: Serve patients quickly, treat urgent issues promptly, minimize wait times, follow-up about appointment times and test results. Another is to develop an in-depth referral/decision-making guide for PCP's to prepare for/with patients explaining need, urgency, patient expectations and responsibilities, and preparations for seeing a specialist.
- Encourage and guide parents/families when and how to use/access alternative care settings, e.g., web-based, tele-health, urgent care, and emergency care.
- Support members and collaborate with providers to enhance access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Continually assess, revisit and simplify plan requirements/processes (i.e., UM) impacting access to care, tests, or treatment. Seek opportunities to improve processes and procedures.
- Review and simplify precertification/auth/referral policies/procedures for both member and provider, including messages and communications. Cross-reference with complaints, concerns, and quality of care issues. Improve and clarify processes and communications.
- Evaluate and simplify member communications, assuring that members are clearly told why something is not approved. When appropriate, offer suggestions for next steps or alternatives.
- Ensure Customer Service representatives are able to accurately advise members of available alternatives for care, such as walk-in clinics, urgent care, specialists, labs, etc.

Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.
- Carefully assess any parent or patient concerns associated with any health care received out-of-office, addressing and clarifying as appropriate. Seek and obtain all associated records.
- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.
- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.
- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.
- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.
- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.
- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.
- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

[Full List of Improvement Strategies !\[\]\(870f5d5e9c0d57485634be3ecf52f3ca_img.jpg\)](#)

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- Presbyterian Centennial Care

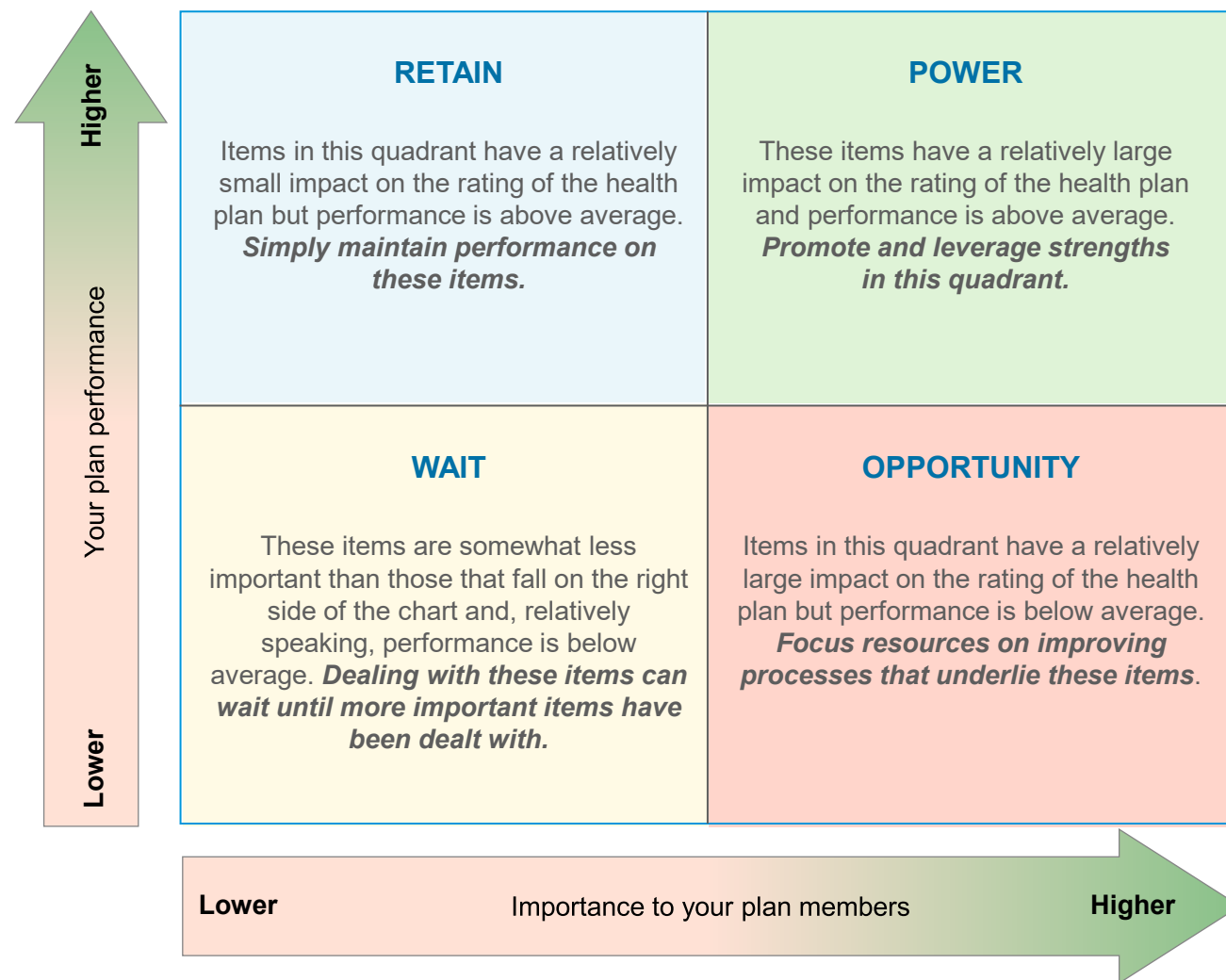
POWER CHART: EXPLANATION

POWeR™ CHART CLASSIFICATION MATRIX

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

The model provides the following:

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

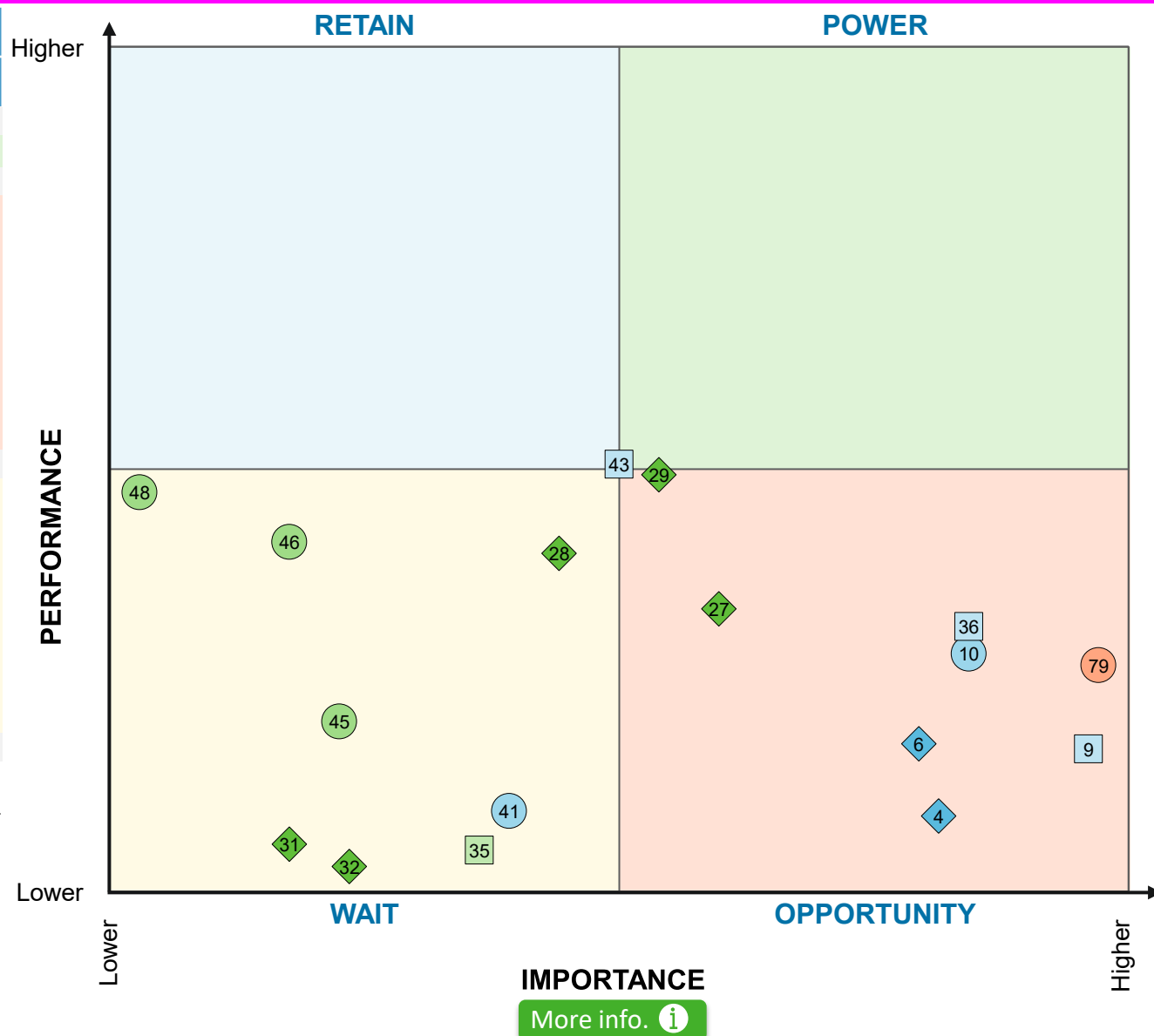


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
Rating	Q43	Rating of Specialist +	64.7%	10 th	72.2%	50 th
OPPORTUNITY						
SQ	Q79	Satisfied with help to coordinate care	87.3%	---	83.7%	---
Rating	Q9	Rating of Health Care	64.5%	9 th	64.2%	16 th
GNC	Q10	Getting care, tests, or treatment	82.1%	7 th	86.1%	27 th
Rating	Q36	Rating of Personal Doctor	68.5%	<5 th	74.5%	31 st
GCQ	Q4	Getting urgent care	90.9%	51 st	81.6%	8 th
GCQ	Q6	Getting routine care	79.2%	26 th	76.8%	17 th
HWDC	Q27	Dr. explained things	95.6%	54 th	93.5%	34 th
HWDC	Q29	Dr. showed respect	94.7%	14 th	96.8%	52 nd
WAIT						
HWDC	Q28	Dr. listened carefully	93.9%	24 th	95.1%	40 th
GNC	Q41	Getting specialist appointment	75.7%	34 th	65.9%	8 th
CC	Q35	Coordination of Care +	81.6%	29 th	73.7%	<5 th
HWDC	Q32	Dr. spent enough time	81.6%	<5 th	80.5%	<5 th
CS	Q45	Provided information or help	82.1%	43 rd	78.7%	20 th
HWDC	Q31	Dr. explained things to child	94.6%	48 th	89.7%	5 th
CS	Q46	Treated with courtesy and respect	100%	100 th	93.6%	44 th
CS	Q48	Ease of Filling Out Forms +	96.3%	55 th	95.9%	48 th
RETAIN						
None						

*Percentiles based on the PG Book of Business of the listed year.



More info.

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION			
			YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY		2022	2023		
TOP 10 KEY DRIVERS				Q49	Rating of Health Plan	74.0%	72.0%	61st	(+23)			
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.		1	---	Q79	Satisfied with help to coordinate care	83.7%	---	---	Opp.	Opp.	
		✓	2	1	Q9	Rating of Health Care	64.2%	69.6%	16 th	(+7)	Opp.	Opp.
		✓	3	6	Q10	Getting care, tests, or treatment	86.1%	88.7%	27 th	(+20)	Opp.	Opp.
		✓	4	2	Q36	Rating of Personal Doctor	74.5%	76.5%	31 st	(+30)	Opp.	Opp.
			5	11	Q4	Getting urgent care	81.6%	89.8%	8 th	(-43)	Retain	→ Opp.
		✓	6	9	Q6	Getting routine care	76.8%	81.8%	17 th	(-9)	Wait	→ Opp.
			7	12	Q27	Dr. explained things	93.5%	94.3%	34 th	(-20)	Power	→ Opp.
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	8	10	Q29	Dr. showed respect	96.8%	96.7%	52 nd	(+38)	Wait	→ Opp.
		✓	9	3	Q43	Rating of Specialist +	72.2%	72.3%	50 th	(+40)	Wait	→ Power
		✓	10	8	Q28	Dr. listened carefully	95.1%	95.3%	40 th	(+16)	Opp.	→ Wait
			11	4	Q41	Getting specialist appointment	65.9%	77.5%	8 th	(-26)	Wait	→ Wait
			14	7	Q45	Provided information or help	78.7%	83.2%	20 th	(-23)	Wait	→ Wait
	16	5	Q46	Treated with courtesy and respect	93.6%	94.1%	44 th	(-56)	Power	→ Wait		

All Industry scores & rankings are calculated based on the 2023 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

MEASURE ANALYSES

Measure Details and Summary Rate Scores

- Presbyterian Centennial Care

SECTION INFORMATION

Drilling Down Into Composites And Ratings This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:

Rating & Composite level information including...

- Percentile ranking and benchmark performance
- Historic scores
- Market performance

Attribute level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

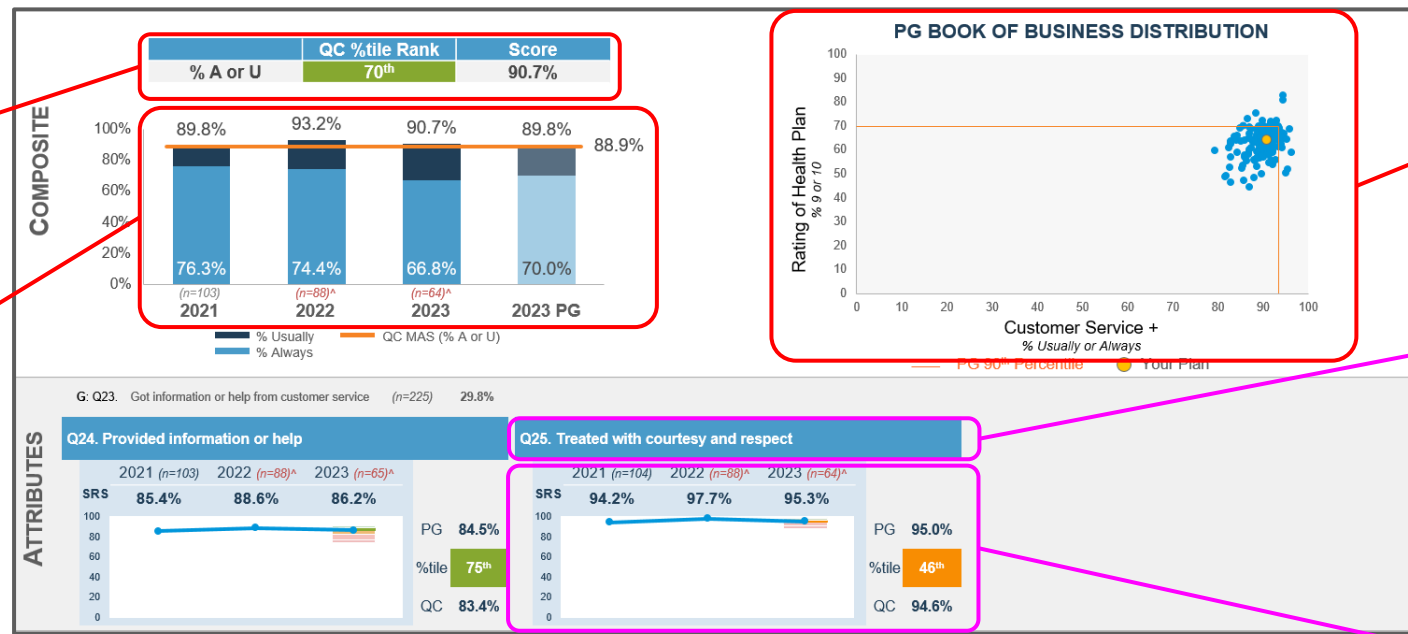
Percentile Bands	
≥90 th	
67 th – 89 th	
33 rd – 66 th	
10 th – 32 nd	
<10 th	

All scores displayed in this section are summary rate scores (notated with 'SRS').

More info.

Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

Your plan's current year **Summary Rate Score** and base size along with previous two years, PG BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the PG Book of Business to provide a visual representation of market performance. The orange line represents the PG 90th percentile.

Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes

For composites – all corresponding attributes that roll-up into the composite score are displayed:

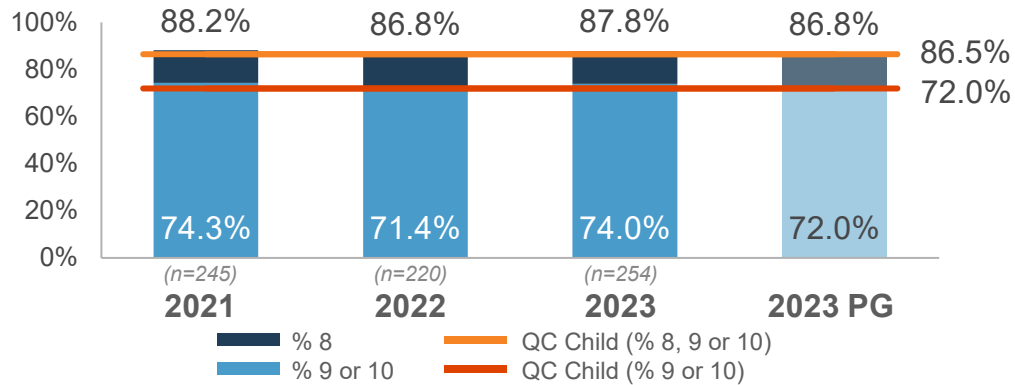
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2022 **Quality Compass** percentile bands

RATINGS

MEDICAID CHILD: GENERAL POPULATION

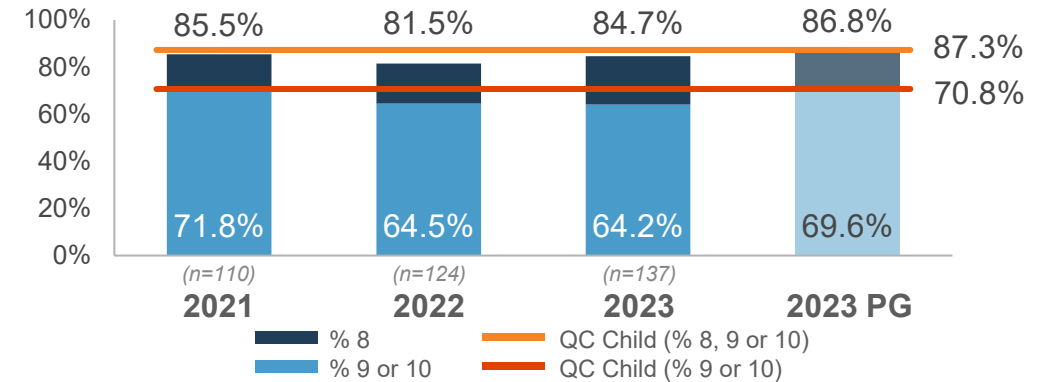
RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	63 rd	87.8%
% 9 or 10	64 th	74.0%



RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	22 nd	84.7%
% 9 or 10	7 th	64.2%



Key Drivers Of The Rating Of The Health Plan

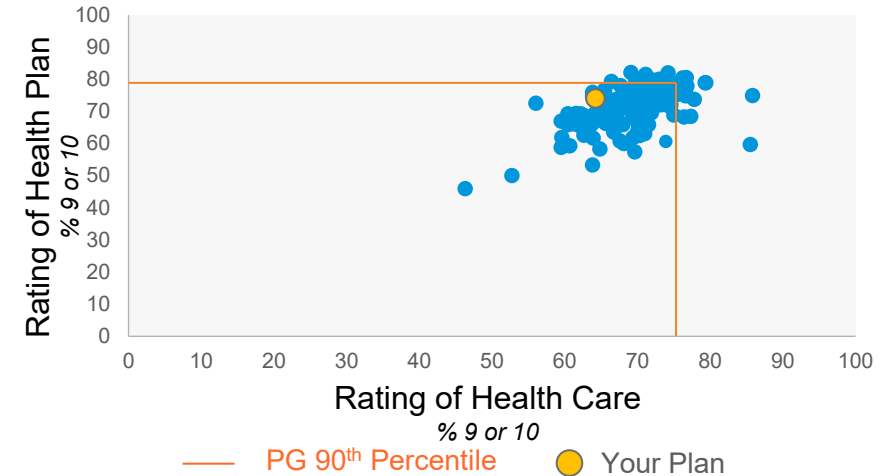
POWER

OPPORTUNITIES

Q43 Rating of Specialist +

- Q79 Satisfied with help to coordinate care
- Q9 Rating of Health Care
- Q10 Getting care, tests, or treatment
- Q36 Rating of Personal Doctor
- Q4 Getting urgent care
- Q6 Getting routine care
- Q27 Dr. explained things
- Q29 Dr. showed respect

PG BOOK OF BUSINESS DISTRIBUTION



Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

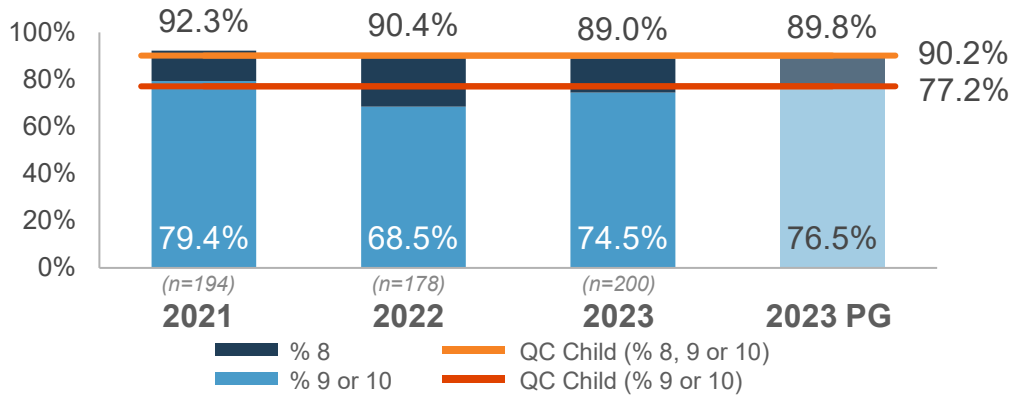
Denominator less than 100. NCQA will assign an NA to this measure.

RATINGS

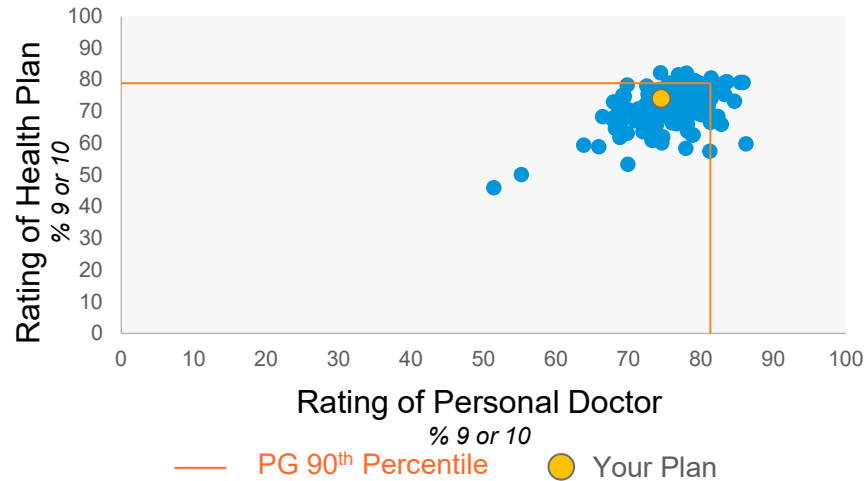
MEDICAID CHILD: GENERAL POPULATION

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	30 th	89.0%
% 9 or 10	23 rd	74.5%

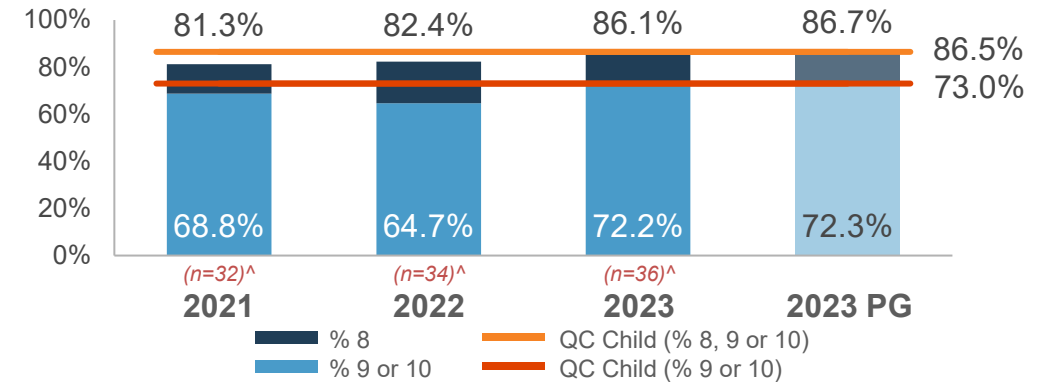


PG BOOK OF BUSINESS DISTRIBUTION

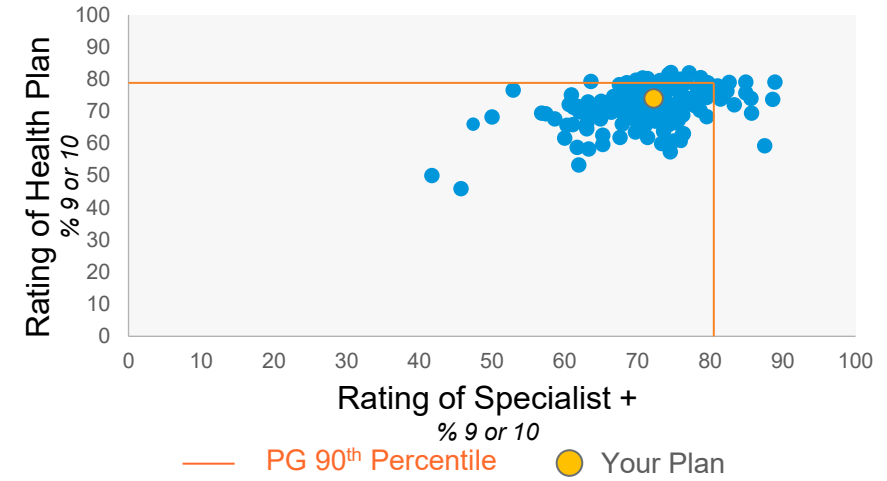


RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	52 nd	86.1%
% 9 or 10	52 nd	72.2%



PG BOOK OF BUSINESS DISTRIBUTION



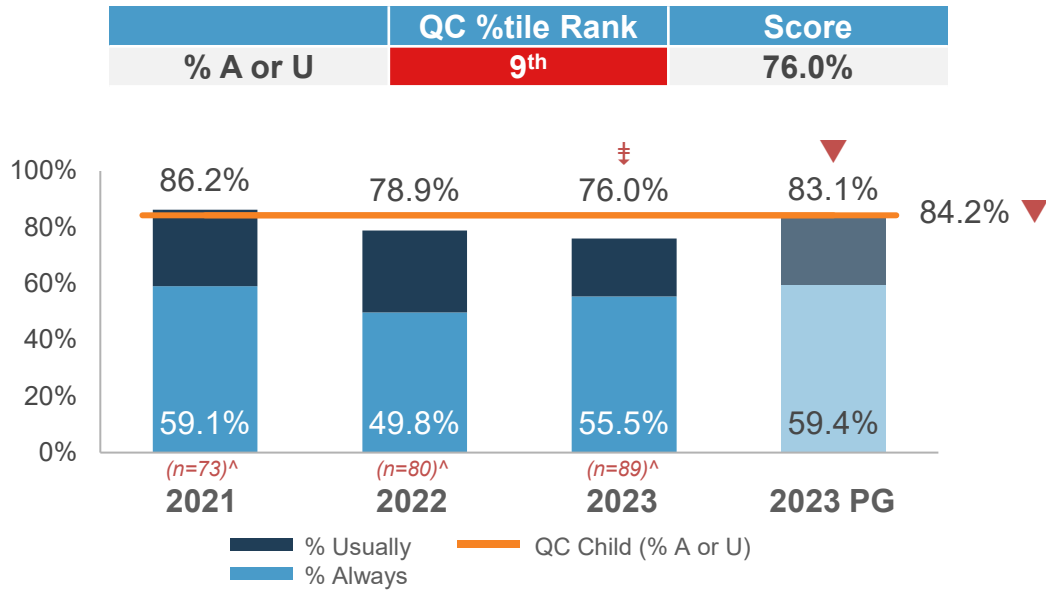
Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

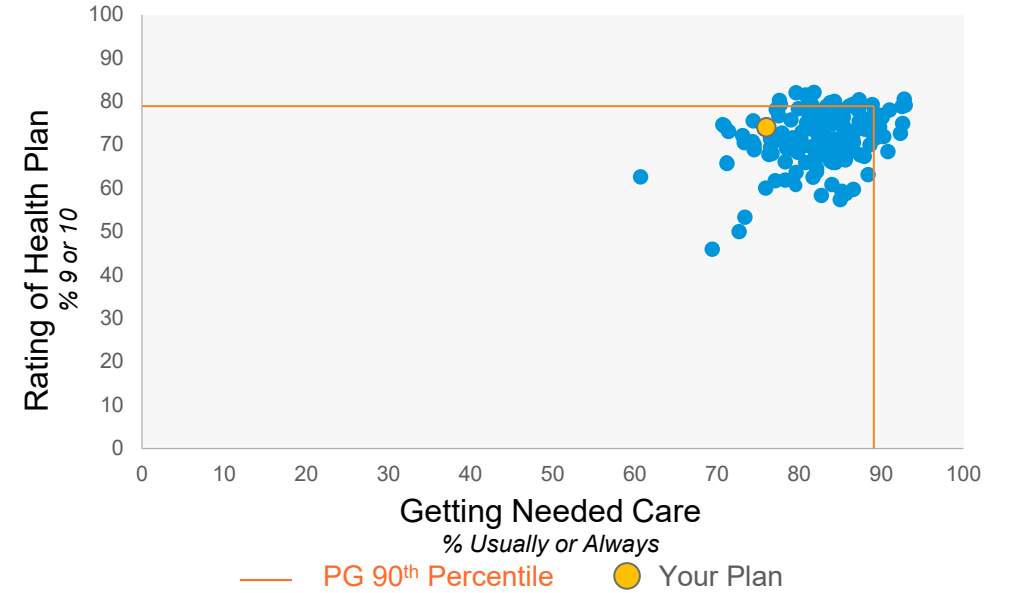
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION



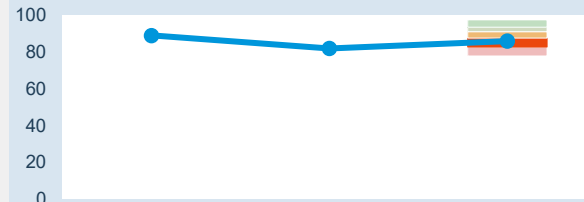
ATTRIBUTES

G: Q40. Made appointments to see a specialist in the last 6 months (n=262) 15.6%

Q10. Getting care, tests, or treatment

2021 (n=110) 2022 (n=123) 2023 (n=137)

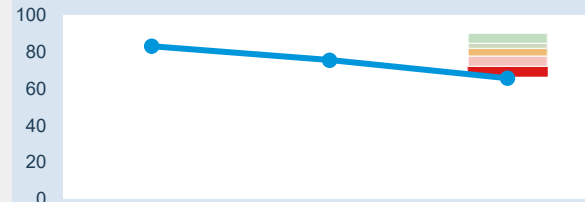
SRS 89.1% 82.1% 86.1%



Q41. Getting specialist appointment

2021 (n=36)^ 2022 (n=37)^ 2023 (n=41)^

SRS 83.3% 75.7% 65.9%



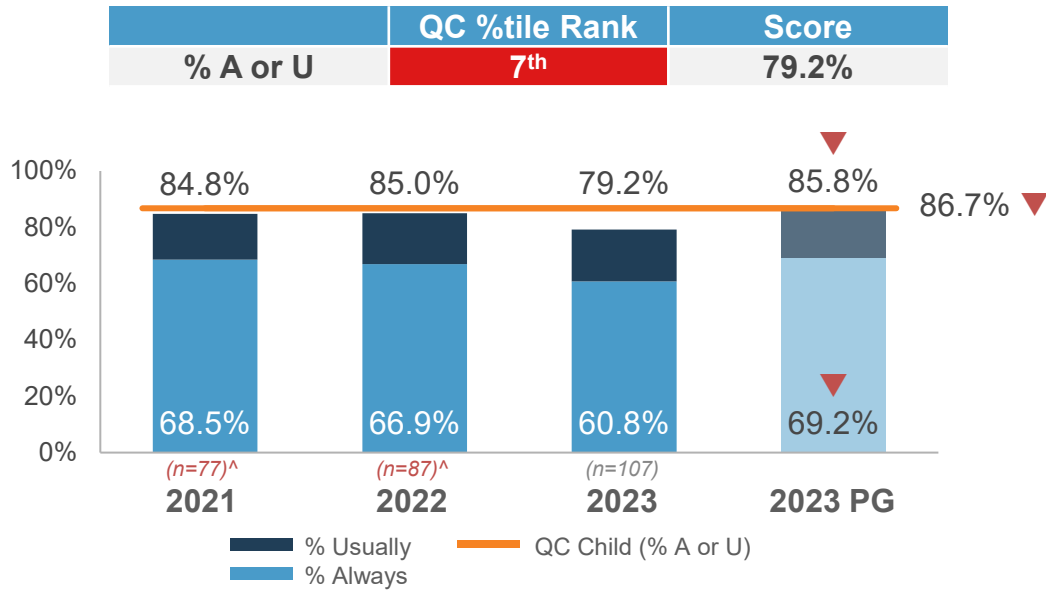
Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

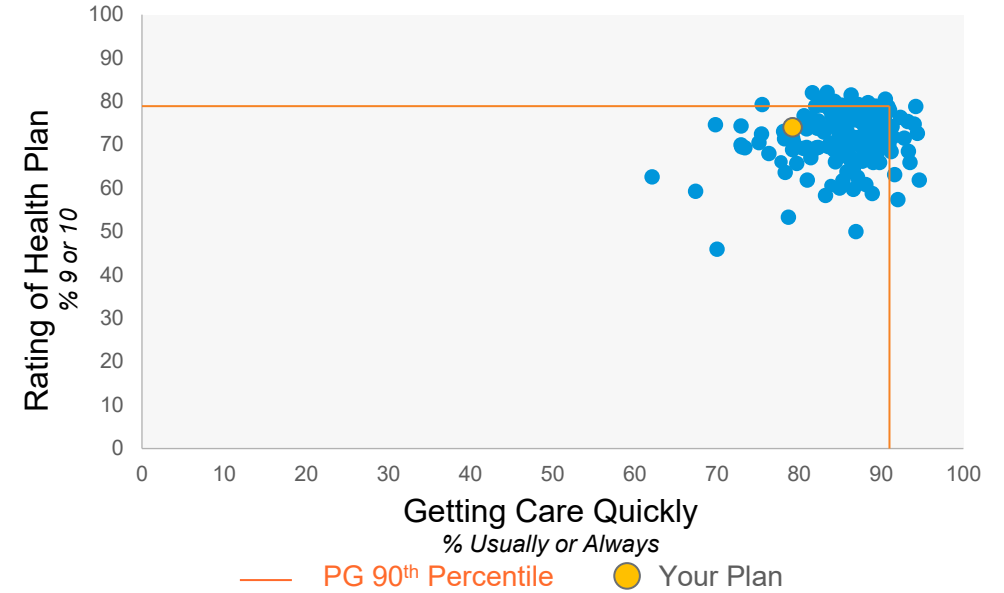
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION



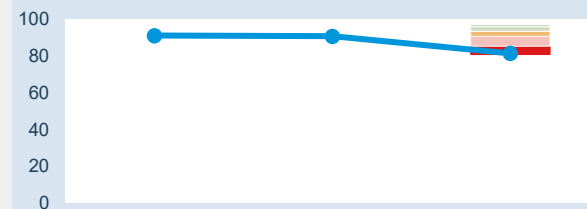
ATTRIBUTES

G: Q3. Had illness, injury or condition that needed care right away (n=263) 28.9%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=261) 53.3%

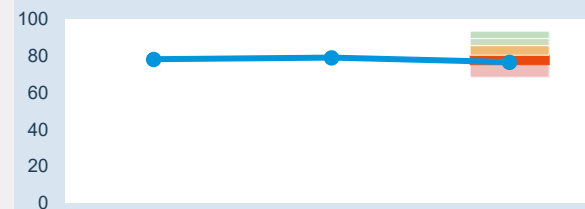
Q4. Getting urgent care

SRS	2021 (n=34) [^]	2022 (n=55) [^]	2023 (n=76) [^]
SRS	91.2%	90.9%	81.6%



Q6. Getting routine care

SRS	2021 (n=120)	2022 (n=120)	2023 (n=138)
SRS	78.3%	79.2%	76.8%



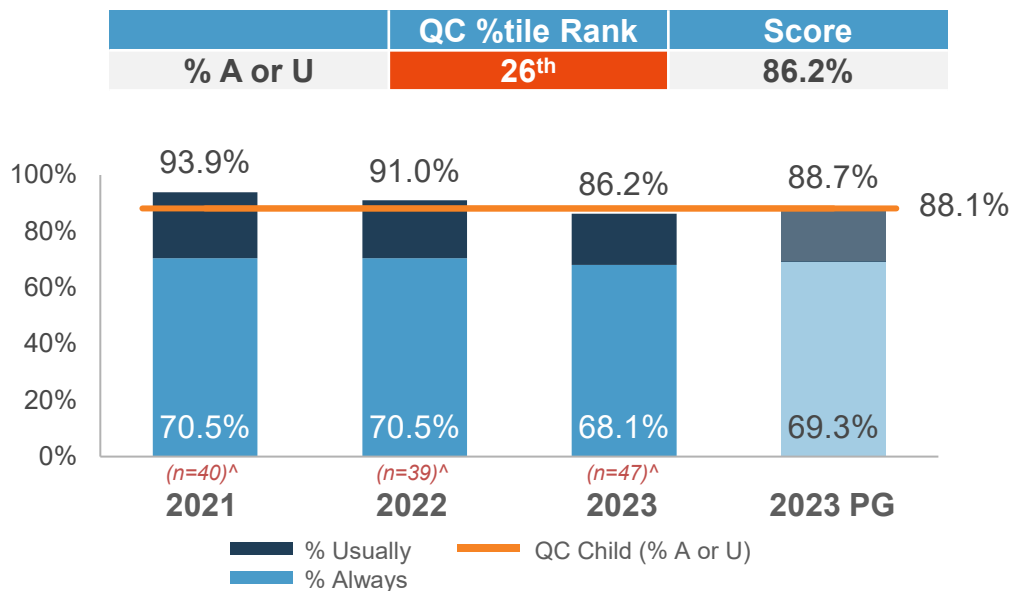
Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

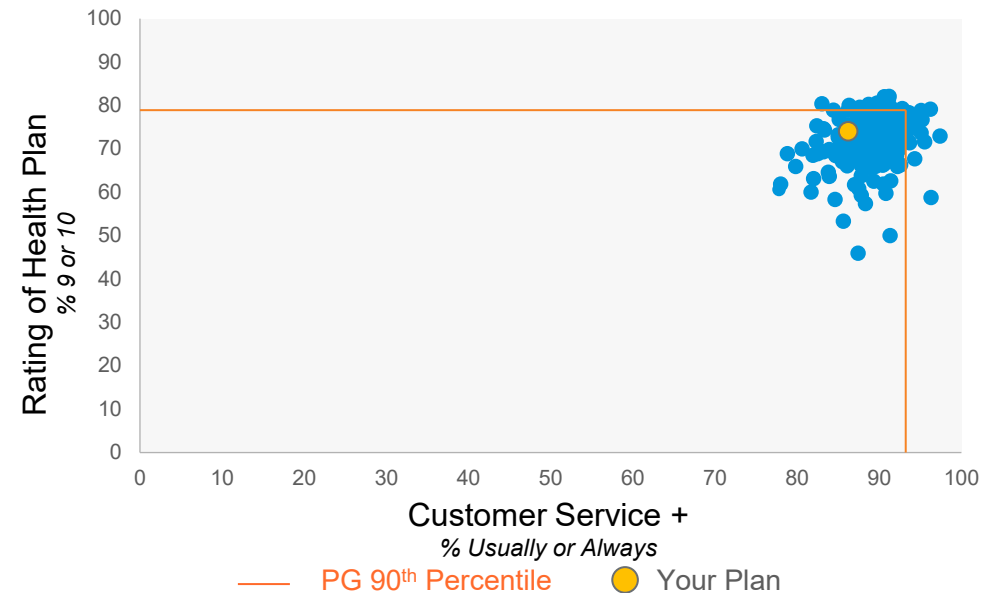
CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION

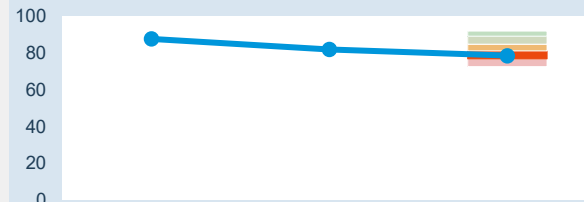


G: Q44. Got information or help from customer service (n=253) 18.6%

ATTRIBUTES

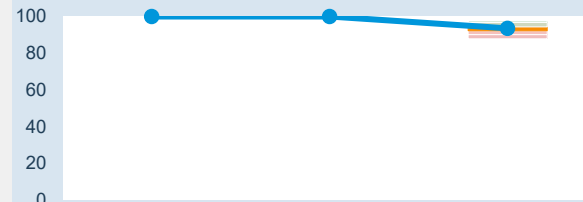
Q45. Provided information or help

SRS	2021 (n=41) [^]	2022 (n=39) [^]	2023 (n=47) [^]
SRS	87.8%	82.1%	78.7%



Q46. Treated with courtesy and respect

SRS	2021 (n=40) [^]	2022 (n=39) [^]	2023 (n=47) [^]
SRS	100%	100%	93.6%



Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

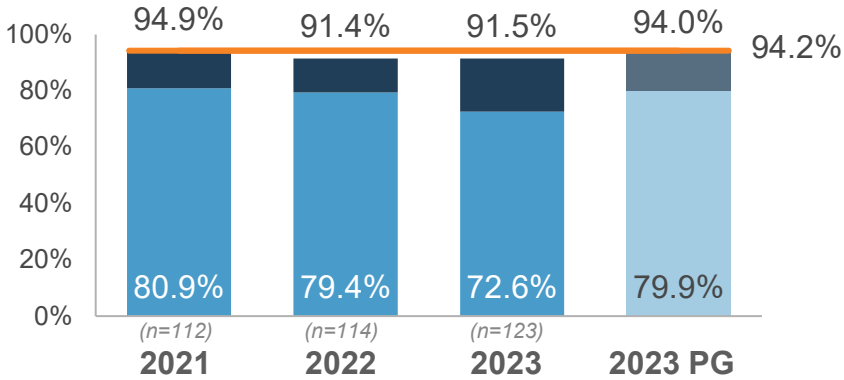
[^]Denominator less than 100. NCQA will assign an NA to this measure.

HOW WELL DOCTORS COMMUNICATE +

MEDICAID CHILD: GENERAL POPULATION

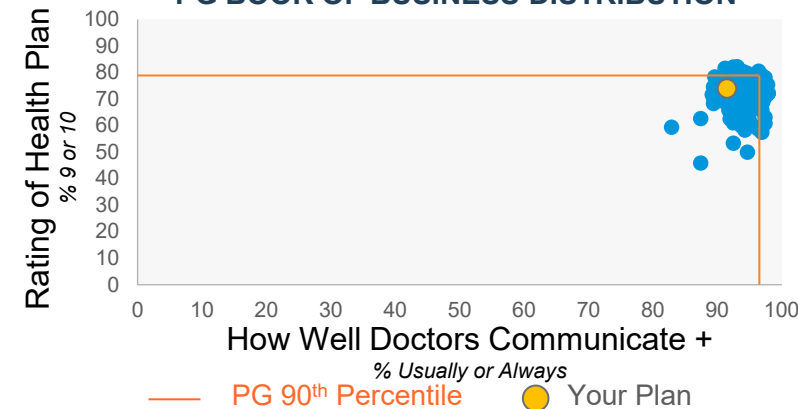
COMPOSITE

% A or U	QC %tile Rank	Score
94.2%	14 th	91.5%



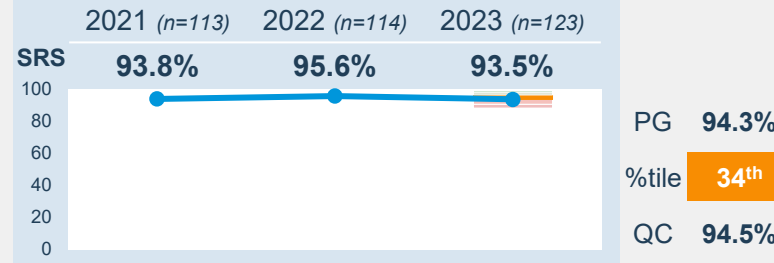
■ % Usually — QC Child (% A or U)
■ % Always

PG BOOK OF BUSINESS DISTRIBUTION

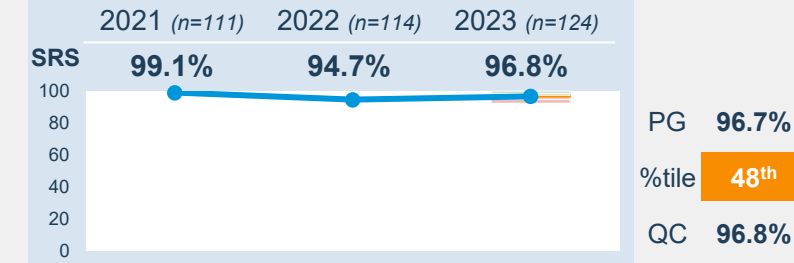


ATTRIBUTES

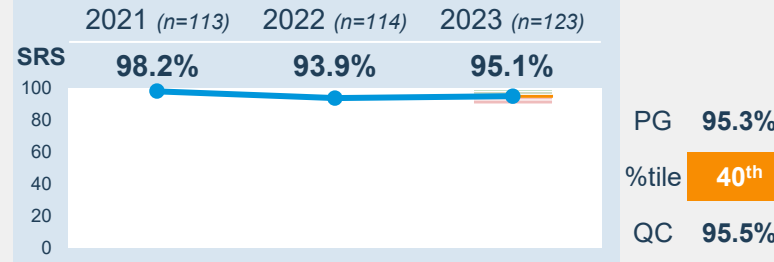
Q27. Dr. explained things



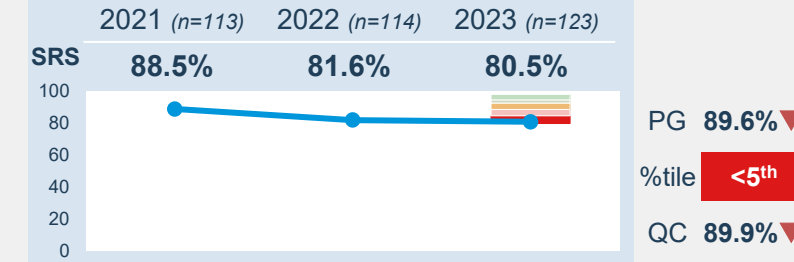
Q29. Dr. showed respect



Q28. Dr. listened carefully



Q32. Dr. spent enough time

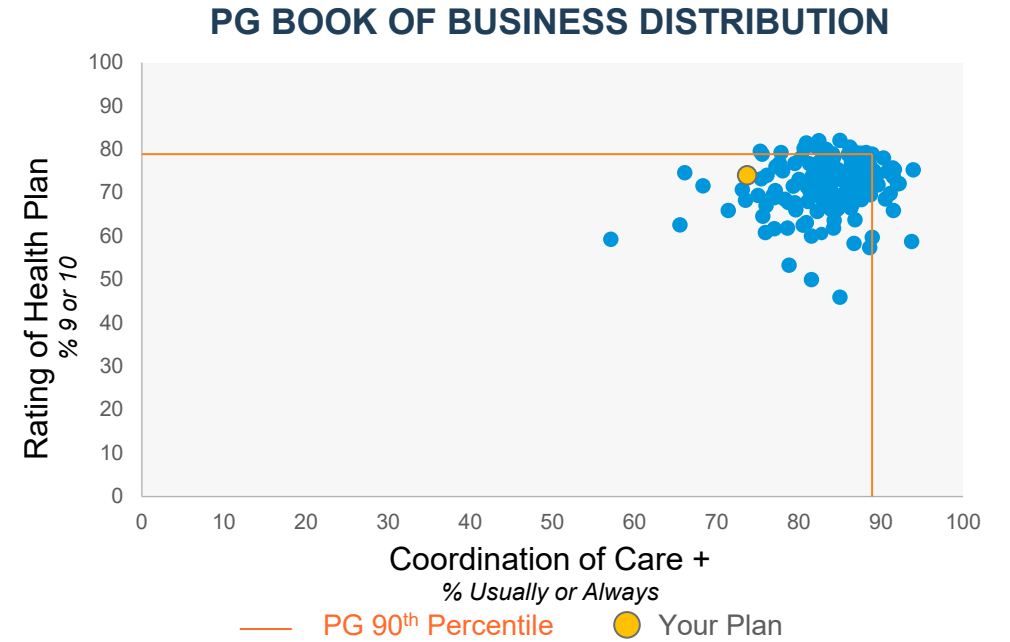
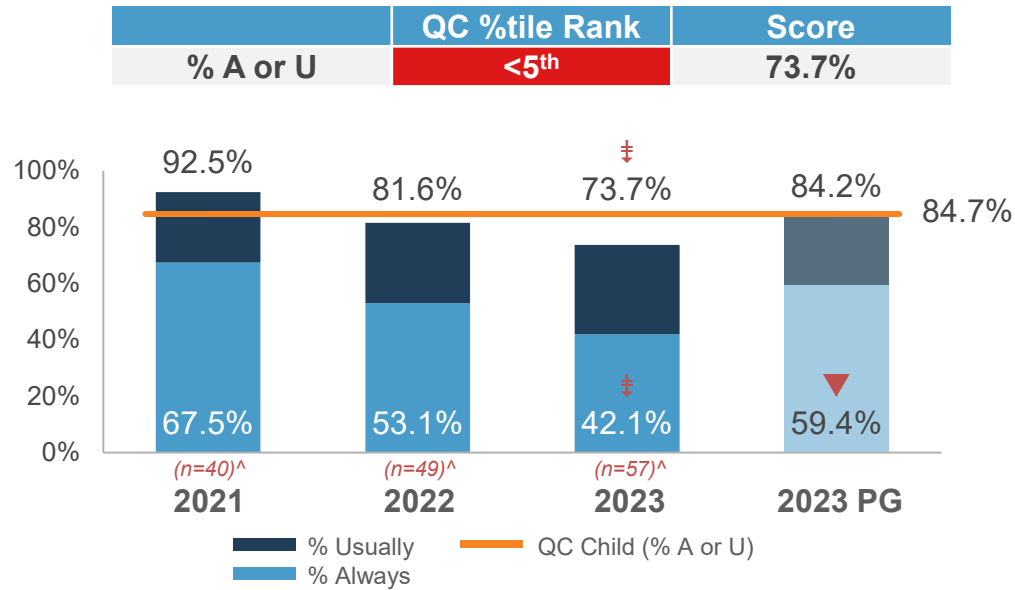


Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY OF TREND AND BENCHMARKS

- Presbyterian Centennial Care

SECTION INFORMATION

Trend and Benchmark Comparisons The CAHPS® 5.1H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2022 score (↑), the 2021 score (⚡) or benchmark score (▲).

Red – Current year score is significantly lower than the 2022 score (↓), the 2021 score (⚡) or benchmark score (▼).

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

BENCHMARK INFORMATION

Available Benchmarks

The following benchmarks are used throughout the report.

	2022 Quality Compass® All Plans (General Population)	2022 Quality Compass® All Plans (CCC Population)	2022 NCQA 1-100 Benchmark (General Population)	2022 NCQA 1-100 Benchmark (CCC Population)	2023 Press Ganey Book of Business (General Population)	2023 Press Ganey Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2022.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2022.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2022.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2022.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than the PG Book of Business Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Contains more plans than the PG Book of Business Is presented in NCQA's The State of Health Care Quality Provides a CCC benchmark 	<ul style="list-style-type: none"> Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark Provides a CCC benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Provides a CCC benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks 	<ul style="list-style-type: none"> Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	174 Plans	52 Plans	174 Plans	52 Plans	164 Plans 45,216 Respondents	57 Plans 12,279 Respondents

SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2023 Valid n	2021	2022	2023	2023 GP PG BoB	2022 GP QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	254	74.3%	71.4%	74.0%	72.0%	72.0%
★ Q9. Rating of Health Care	137	71.8%	64.5%	64.2%	69.6%	70.8%
★ Q36. Rating of Personal Doctor	200	79.4%	68.5%	74.5%	76.5%	77.2%
Q43. Rating of Specialist +	36^	68.8%	64.7%	72.2%	72.3%	73.0%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	254	88.2%	86.8%	87.8%	86.8%	86.5%
Q9. Rating of Health Care	137	85.5%	81.5%	84.7%	86.8%	87.3%
Q36. Rating of Personal Doctor	200	92.3%	90.4%	89.0%	89.8%	90.2%
Q43. Rating of Specialist +	36^	81.3%	82.4%	86.1%	86.7%	86.5%
★ Getting Needed Care (% Usually or Always)	89^	86.2%	78.9%	76.0% ↓	83.1% ▼	84.2% ▼
Q10. Getting care, tests, or treatment	137	89.1%	82.1%	86.1%	88.7%	89.0%
Q41. Getting specialist appointment	41^	83.3%	75.7%	65.9%	77.5%	79.5%
★ Getting Care Quickly (% Usually or Always)	107	84.8%	85.0%	79.2%	85.8% ▼	86.7% ▼
Q4. Getting urgent care	76^	91.2%	90.9%	81.6%	89.8%	91.6% ▼
Q6. Getting routine care	138	78.3%	79.2%	76.8%	81.8%	82.8%
Q35. Coordination of Care +	57^	92.5%	81.6%	73.7% ↓	84.2%	84.7%
Customer Service + (% Usually or Always)	47^	93.9%	91.0%	86.2%	88.7%	88.1%
Q45. Provided information or help	47^	87.8%	82.1%	78.7%	83.2%	82.8%
Q46. Treated with courtesy and respect	47^	100%	100%	93.6%	94.1%	93.4%
How Well Doctors Communicate + (% Usually or Always)	123	94.9%	91.4%	91.5%	94.0%	94.2%
Q27. Dr. explained things	123	93.8%	95.6%	93.5%	94.3%	94.5%
Q28. Dr. listened carefully	123	98.2%	93.9%	95.1%	95.3%	95.5%
Q29. Dr. showed respect	124	99.1%	94.7%	96.8%	96.7%	96.8%
Q32. Dr. spent enough time	123	88.5%	81.6%	80.5%	89.6% ▼	89.9% ▼
Q48. Ease of Filling Out Forms + (% Usually or Always)	244	98.0%	96.3%	95.9%	95.8%	95.9%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	151	71.3%	68.0%	68.2%	68.8%	68.0%
★ Q9. Rating of Health Care	108	69.6%	59.8%	44.4% ↓‡	67.3% ▼	68.2% ▼
★ Q36. Rating of Personal Doctor	131	82.4%	67.3%	70.2% ‡	76.2%	76.7%
Q43. Rating of Specialist +	65^	69.8%	62.5%	61.5%	72.7%	73.8% ▼
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	151	83.9%	88.3%	84.1%	84.3%	83.6%
Q9. Rating of Health Care	108	80.4%	80.4%	76.9%	85.0% ▼	85.7% ▼
Q36. Rating of Personal Doctor	131	91.2%	85.8%	84.0%	88.8%	89.3%
Q43. Rating of Specialist +	65^	83.0%	79.2%	81.5%	86.2%	87.3%
★ Getting Needed Care (% Usually or Always)	89^	84.2%	75.1%	77.7%	85.5% ▼	86.9% ▼
Q10. Getting care, tests, or treatment	107	88.0%	82.3%	83.2%	90.1%	90.0%
Q41. Getting specialist appointment	72^	80.4%	67.9%	72.2%	80.8%	83.6% ▼
★ Getting Care Quickly (% Usually or Always)	80^	89.0%	90.1%	77.9% ↓‡	89.4% ▼	90.2% ▼
Q4. Getting urgent care	66^	93.0%	89.4%	80.3% ‡	92.0% ▼	92.8% ▼
Q6. Getting routine care	94^	84.9%	90.8%	75.5% ↓	86.8% ▼	86.9% ▼
Q35. Coordination of Care +	70^	79.2%	75.9%	80.0%	84.2%	84.7%
Customer Service + (% Usually or Always)	51^	88.9%	91.9%	89.3%	89.6%	NA
Q45. Provided information or help	51^	85.2%	87.1%	82.4%	84.0%	NA
Q46. Treated with courtesy and respect	52^	92.6%	96.8%	96.2%	95.1%	NA
How Well Doctors Communicate + (% Usually or Always)	101	96.5%	93.6%	91.1%	94.2%	94.8%
Q27. Dr. explained things	101	96.7%	94.4%	91.1%	95.0%	95.3%
Q28. Dr. listened carefully	101	96.7%	95.6%	93.1%	95.1%	95.5%
Q29. Dr. showed respect	101	98.9%	94.4%	97.0%	96.2%	96.8%
Q32. Dr. spent enough time	101	93.5%	90.0%	83.2% ‡	90.7% ▼	91.6% ▼
Q48. Ease of Filling Out Forms + (% Usually or Always)	146	97.9%	95.3%	95.9%	95.8%	95.4%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

CCC MEASURES	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	115	93.3%	89.2%	77.4% ↓‡	89.6% ▼	90.6% ▼
Access to Specialized Services (% Usually or Always)	44^	86.4%	70.9%	61.2% ‡	71.7% ▼	70.6%
Q15. Easy to get special medical equipment	19^	90.0%	64.3%	42.1%	71.8%	NA
Q18. Easy to get special therapy	43^	85.2%	75.0%	76.7%	72.4%	NA
Q21. Easy to get treatment or counseling	71^	83.9%	73.3%	64.8% ‡	70.9%	73.3%
FCC: Dr Who Knows Child (% Yes)	87^	91.3%	92.2%	83.9%	91.1% ▼	91.6% ▼
Q33. Discussed feelings/growth/behavior	99^	92.2%	90.8%	83.8%	90.2%	90.6%
Q38. Understands effects on child's life	80^	93.0%	96.2%	86.3% ↓	93.1%	93.7%
Q39. Understands effects on family's life	82^	88.5%	89.7%	81.7%	89.9%	90.4% ▼
Q8. FCC: Getting Needed Info (% Usually or Always)	108	90.2%	85.7%	84.3%	91.3% ▼	91.5% ▼
Coordination of Care for CCC (% Yes)	57^	71.1%	88.7%	81.1%	76.5%	76.3%
Q13. Helped contact child's school/daycare	27^	84.6%	100%	96.3%	92.1%	NA
Q24. Helped coordinate child's care	88^	57.6%	77.4%	65.9%	60.9%	60.8%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

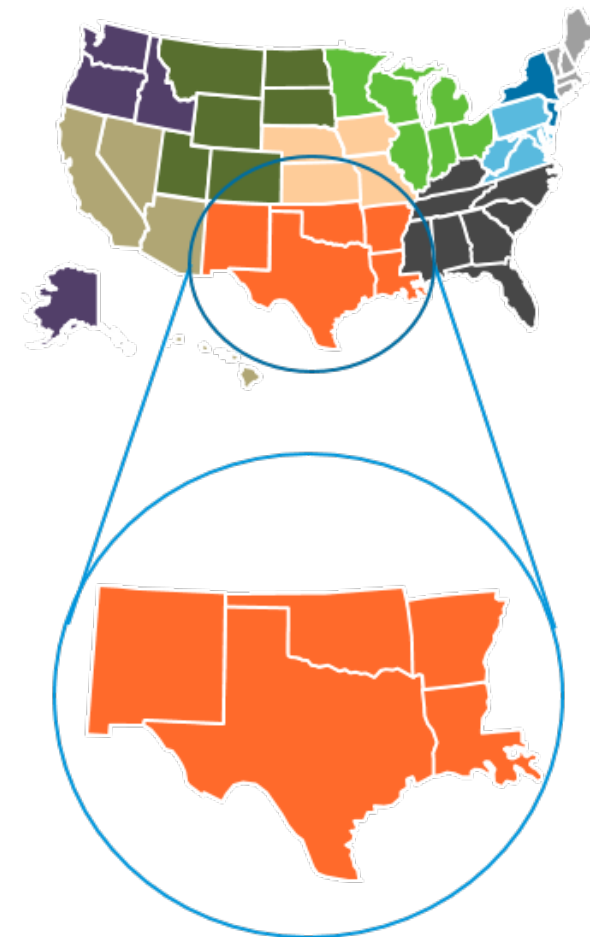
^Denominator less than 100. NCQA will assign an NA to this measure.

REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

	SUMMARY RATE	2023 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	74.0%	76.8%
★ Q9. Rating of Health Care	64.2%	71.9%
★ Q36. Rating of Personal Doctor	74.5%	77.2%
Q43. Rating of Specialist +	72.2%	74.7%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	87.8%	89.3%
Q9. Rating of Health Care	84.7%	87.9%
Q36. Rating of Personal Doctor	89.0%	89.8%
Q43. Rating of Specialist +	86.1%	88.7%
★ Getting Needed Care (% Usually or Always)	76.0%	83.0% ❖
Q10. Getting care, tests, or treatment	86.1%	88.4%
Q41. Getting specialist appointment	65.9%	77.5%
★ Getting Care Quickly (% Usually or Always)	79.2%	85.3%
Q4. Getting urgent care	81.6%	88.8%
Q6. Getting routine care	76.8%	81.8%
Q35. Coordination of Care +	73.7%	83.1%
Customer Service + (% Usually or Always)	86.2%	90.4%
Q45. Provided information or help	78.7%	85.9%
Q46. Treated with courtesy and respect	93.6%	94.9%
How Well Doctors Communicate + (% Usually or Always)	91.5%	93.4%
Q27. Dr. explained things	93.5%	94.0%
Q28. Dr. listened carefully	95.1%	95.2%
Q29. Dr. showed respect	96.8%	96.5%
Q32. Dr. spent enough time	80.5%	88.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	95.9%	95.9%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing
 Current year score is significantly higher/lower (❖/❖) than the 2023 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																					
★ Q49. Rating of Health Plan	74.0%	64 th	62.7	65.2	68.6	69.6	72.3	74.4	75.7	78.6	80.6	61 st	60.2	63.0	68.4	69.5	72.1	74.9	75.9	78.9	79.6
★ Q9. Rating of Health Care	64.2%	7 th	63.2	65.4	67.6	68.4	70.2	73.2	74.1	77.1	78.2	16 th	60.7	62.7	65.8	67.1	69.8	71.7	72.6	75.3	76.7
★ Q36. Rating of Personal Doctor	74.5%	23 rd	70.1	71.8	74.7	75.5	77.2	78.8	80.2	82.2	84.0	31 st	68.8	69.9	73.9	74.7	77.0	78.5	79.3	81.3	83.0
Q43. Rating of Specialist +	72.2%	52 nd	67.5	68.2	69.5	70.3	72.2	74.1	76.2	80.4	81.9	50 th	59.2	61.8	67.5	68.9	72.1	74.5	75.9	80.5	82.5
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	87.8%	63 rd	80.0	82.0	84.1	84.6	86.6	88.2	89.3	91.3	92.5	53 rd	77.9	81.0	84.2	85.3	86.8	89.3	89.7	91.4	91.8
Q9. Rating of Health Care	84.7%	22 nd	81.8	82.9	85.3	86.2	87.7	88.8	89.6	91.5	92.5	24 th	81.1	81.9	84.9	86.1	87.0	88.4	88.9	90.8	91.7
Q36. Rating of Personal Doctor	89.0%	30 th	85.4	86.9	88.7	89.4	90.5	91.6	92.2	93.2	94.0	38 th	85.0	86.2	88.1	88.5	89.7	91.2	91.6	92.8	93.5
Q43. Rating of Specialist +	86.1%	52 nd	83.9	84.1	84.8	85.0	86.0	87.7	88.2	89.3	89.9	45 th	77.8	80.4	83.3	84.4	87.0	89.0	89.7	92.0	94.5
★ Getting Needed Care (% U/A)	76.0%	9th	74.9	76.2	81.2	83.0	85.2	86.7	87.4	89.5	92.2	10th	72.8	75.6	79.2	80.7	83.1	85.4	86.5	89.1	90.2
Q10. Getting care, tests, or treatment	86.1%	23 rd	82.1	82.8	86.5	87.7	89.6	91.2	92.1	93.6	94.9	27 th	79.8	81.5	85.8	87.3	89.0	90.8	91.4	94.0	94.6
Q41. Getting specialist appointment	65.9%	<5 th	69.5	72.4	75.0	77.9	80.2	82.1	82.7	85.0	87.6	8 th	64.5	66.6	72.0	73.4	76.9	81.1	82.2	85.4	88.5
★ Getting Care Quickly (% U/A)	79.2%	7th	78.4	79.9	84.0	85.3	87.4	89.3	89.8	91.9	93.4	13th	75.2	78.6	82.3	83.9	86.3	88.2	89.1	91.0	92.6
Q4. Getting urgent care	81.6%	<5 th	85.1	85.4	88.9	90.9	92.3	93.6	94.4	96.0	96.2	8 th	78.5	82.1	86.7	87.5	89.7	91.9	92.8	94.9	96.7
Q6. Getting routine care	76.8%	13 th	72.3	75.3	79.2	80.5	83.2	85.8	87.2	89.6	91.2	17 th	71.7	73.7	78.3	79.7	82.3	84.7	86.0	88.9	89.6
Q35. Coordination of Care +	73.7%	<5th	77.6	78.8	81.9	83.2	84.8	86.7	87.6	90.1	90.7	<5th	75.1	76.7	81.0	82.2	84.2	86.5	87.1	88.9	91.3
Customer Service + (% U/A)	86.2%	26th	84.1	84.8	86.2	86.8	87.7	89.3	90.0	91.7	92.7	23rd	82.1	83.7	86.5	87.4	88.9	90.8	91.3	93.2	94.5
Q45. Provided information or help	78.7%	18 th	76.3	76.9	80.4	81.2	81.9	84.9	85.2	89.3	90.4	20 th	72.8	76.1	79.9	81.1	83.8	86.4	87.3	90.1	92.2
Q46. Treated with courtesy and respect	93.6%	53 rd	88.9	90.2	91.9	92.2	93.6	94.4	94.5	96.7	97.6	44 th	88.6	89.9	92.3	93.2	94.7	95.9	96.4	97.7	98.7
How Well Doctors Communicate + (% U/A)	91.5%	14th	90.8	91.2	92.5	93.2	94.6	95.4	95.9	96.8	97.1	14th	89.8	91.2	92.3	92.9	94.3	95.1	95.7	96.5	97.1
Q27. Dr. explained things	93.5%	34 th	89.6	90.4	92.7	93.4	95.2	96.2	96.6	97.6	98.0	34 th	88.8	90.1	92.9	93.5	94.9	95.7	96.4	97.5	97.8
Q28. Dr. listened carefully	95.1%	40 th	92.3	92.8	94.2	94.5	95.8	96.3	96.9	98.0	98.3	40 th	91.3	92.3	94.2	94.7	95.5	96.3	96.8	97.6	98.0
Q29. Dr. showed respect	96.8%	48 th	94.0	94.8	95.8	96.2	96.9	97.5	98.0	98.7	99.2	52 nd	94.0	94.4	95.8	96.1	96.8	97.4	97.7	98.7	99.2
Q32. Dr. spent enough time	80.5%	<5 th	83.1	84.2	86.9	88.2	90.8	92.2	92.8	94.2	94.8	<5 th	82.3	83.6	86.8	88.0	89.6	91.7	92.8	94.2	95.5
Q48. Ease of Filling Out Forms + (% U/A)	95.9%	45th	92.8	93.8	94.8	95.2	96.1	96.8	97.1	97.8	98.2	48th	93.1	93.8	94.9	95.2	96.0	96.7	96.9	97.7	98.2

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																					
★ Q49. Rating of Health Plan	68.2%	53 rd	59.9	61.1	63.9	65.4	68.0	69.6	71.8	76.0	78.0	47 th	58.8	61.4	64.4	66.4	68.3	71.8	74.7	76.4	78.2
★ Q9. Rating of Health Care	44.4%	<5 th	58.9	60.6	62.0	66.4	68.4	71.2	72.4	75.0	77.5	<5 th	55.9	56.3	63.7	65.4	68.6	70.1	71.7	75.8	76.5
★ Q36. Rating of Personal Doctor	70.2%	14 th	67.9	68.2	72.9	74.3	77.7	79.2	80.6	83.2	83.8	9 th	68.6	70.3	73.3	75.8	77.6	79.3	79.8	81.2	81.6
Q43. Rating of Specialist +	61.5%	<5 th	65.2	70.1	71.2	71.6	73.1	76.8	77.7	79.7	80.6	<5 th	61.8	65.0	68.9	69.9	73.1	75.2	75.9	79.4	81.1
Rating Questions (% 8, 9 or 10)																					
Q49. Rating of Health Plan	84.1%	53 rd	76.9	78.3	81.6	82.6	83.7	85.3	86.2	87.7	89.0	44 th	78.4	80.4	81.6	83.0	84.8	86.6	87.3	89.6	90.2
Q9. Rating of Health Care	76.9%	<5 th	77.2	81.0	83.7	84.1	86.7	87.7	88.1	89.1	90.5	<5 th	78.5	79.7	82.0	83.5	85.5	86.8	87.5	88.7	90.3
Q36. Rating of Personal Doctor	84.0%	8 th	83.0	85.5	87.6	88.1	89.4	90.8	91.5	93.9	94.2	<5 th	84.5	85.6	87.8	88.2	89.3	90.1	90.8	92.2	92.5
Q43. Rating of Specialist +	81.5%	<5 th	83.8	84.4	85.5	85.9	86.8	88.0	88.5	90.7	92.5	11 th	79.9	81.3	83.5	84.2	86.2	88.0	88.9	90.5	91.5
★ Getting Needed Care (% U/A)	77.7%	<5th	78.7	79.8	84.3	85.4	88.1	89.7	90.9	91.7	91.8	7th	74.5	78.2	83.5	84.9	86.0	87.3	88.9	91.1	91.8
Q10. Getting care, tests, or treatment	83.2%	<5 th	83.3	83.7	87.8	88.6	91.1	92.3	93.0	94.1	94.9	9 th	82.2	84.2	88.8	89.3	90.3	91.9	92.9	94.4	94.9
Q41. Getting specialist appointment	72.2%	<5 th	74.5	75.0	80.6	82.3	85.3	86.4	88.4	89.6	89.9	9 th	67.0	72.3	78.0	79.7	81.8	84.3	85.2	88.8	89.3
★ Getting Care Quickly (% U/A)	77.9%	<5th	82.6	84.5	86.9	89.6	91.3	92.2	93.1	94.3	95.6	<5th	82.8	83.5	88.0	89.4	90.1	91.2	91.7	93.1	94.7
Q4. Getting urgent care	80.3%	<5 th	81.9	88.1	92.9	93.3	94.0	94.6	95.2	96.0	96.2	<5 th	84.9	86.6	89.8	90.4	92.0	93.6	94.7	96.4	98.6
Q6. Getting routine care	75.5%	<5 th	78.7	80.2	83.3	84.3	88.1	89.2	89.9	92.4	93.0	<5 th	77.3	78.4	85.2	86.8	87.6	89.1	89.7	91.4	93.2
Q35. Coordination of Care +	80.0%	13th	78.0	78.9	83.7	84.6	85.8	86.4	86.6	88.2	88.4	16th	76.8	78.7	82.0	83.1	84.1	86.0	86.7	89.4	89.9
Customer Service + (% U/A)	89.3%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	56th	83.4	84.9	86.8	88.1	89.0	91.1	91.9	94.3	95.0
Q45. Provided information or help	82.4%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	42 nd	74.8	77.5	80.3	81.5	83.8	86.2	86.5	90.3	91.4
Q46. Treated with courtesy and respect	96.2%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	63 rd	90.5	90.9	93.2	93.8	95.5	96.5	97.0	98.3	98.6
How Well Doctors Communicate + (% U/A)	91.1%	<5th	91.3	91.6	93.8	94.2	94.8	96.0	96.2	96.8	97.6	7th	91.1	92.1	93.1	93.3	94.3	95.5	95.9	96.9	97.3
Q27. Dr. explained things	91.1%	<5 th	91.3	92.0	94.2	94.9	95.7	96.4	96.7	97.5	98.4	<5 th	91.4	91.9	93.4	94.2	95.4	96.5	96.8	97.5	98.2
Q28. Dr. listened carefully	93.1%	15 th	92.1	92.5	94.7	95.1	95.7	96.2	97.1	97.8	98.3	19 th	92.6	92.8	93.7	94.1	95.2	96.5	96.8	97.5	98.0
Q29. Dr. showed respect	97.0%	52 nd	93.0	95.1	96.0	96.3	96.8	97.4	97.8	98.7	99.5	63 rd	93.6	94.1	95.0	95.6	96.5	97.4	97.6	98.3	98.9
Q32. Dr. spent enough time	83.2%	<5 th	86.7	87.2	89.2	90.6	92.0	93.5	94.1	94.8	95.5	<5 th	84.5	86.4	88.7	89.7	91.6	93.3	93.6	94.8	95.4
Q48. Ease of Filling Out Forms + (% U/A)	95.9%	57th	91.5	92.9	94.2	94.7	95.5	96.2	97.0	97.7	98.0	45th	92.9	94.2	95.2	95.5	96.0	96.4	96.6	97.4	97.9

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Q51. Access to Rx Medicines (% U/A)	77.4%	<5th	83.3	87.3	89.1	89.4	90.8	92.4	92.9	94.3	94.9	<5th	83.7	84.8	87.8	88.0	89.7	91.8	92.2	93.3	93.4
Access to Specialized Services (% U/A)	61.2%	<5th	62.4	62.4	70.4	70.4	71.2	72.4	72.4	76.6	76.6	<5th	61.7	64.2	69.9	71.2	72.5	75.7	76.8	80.6	81.1
Q15. Easy to get special medical equipment	42.1%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<5th	50.4	60.2	67.8	70.7	73.7	76.8	79.4	88.9	90.4
Q18. Easy to get special therapy	76.7%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	69th	61.5	64.8	67.8	69.5	73.5	76.0	77.5	82.2	84.3
Q21. Easy to get treatment or counseling	64.8%	12th	61.0	64.2	69.6	70.8	75.2	77.6	77.9	80.2	80.6	22nd	59.5	62.0	65.1	68.7	72.3	76.1	76.6	79.3	81.9
FCC: Dr Who Knows Child (% Yes)	83.9%	<5th	87.9	88.8	90.8	91.2	91.7	92.3	93.0	93.4	93.6	<5th	87.6	88.6	89.7	90.1	91.6	92.3	92.6	93.2	93.5
Q33. Discussed feelings/growth/behavior	83.8%	<5th	87.1	87.9	89.1	89.4	90.5	91.7	92.3	93.6	94.0	<5th	85.8	86.9	88.8	89.6	90.6	91.4	91.7	93.4	94.1
Q38. Understands effects on child's life	86.3%	<5th	90.7	91.3	92.8	93.2	93.6	95.1	95.5	96.2	96.4	<5th	88.2	90.5	91.8	92.4	93.2	94.4	94.8	95.7	96.3
Q39. Understands effects on family's life	81.7%	<5th	86.1	87.3	89.9	90.1	90.9	91.6	91.9	92.6	93.6	<5th	85.8	86.1	87.6	89.1	90.4	91.4	91.7	92.8	93.4
Q8. FCC: Getting Needed Info (% U/A)	84.3%	<5th	85.2	86.8	89.9	90.6	92.5	93.4	94.0	94.8	96.0	<5th	86.6	87.6	89.5	89.9	91.6	92.5	93.3	94.4	94.6
Coordination of Care for CCC (% Yes)	81.1%	91st	67.6	71.5	75.0	75.2	76.9	78.3	78.5	80.5	82.1	93rd	69.5	70.8	74.3	74.9	76.7	78.3	78.8	79.9	82.2
Q13. Helped contact child's school/daycare	96.3%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	88th	82.9	84.7	89.0	90.1	92.3	93.8	95.7	96.6	97.8
Q24. Helped coordinate child's care	65.9%	79th	54.6	54.6	56.0	57.1	59.6	62.0	63.3	70.3	72.3	79th	51.8	52.9	55.8	56.7	61.0	63.1	65.3	71.1	71.7

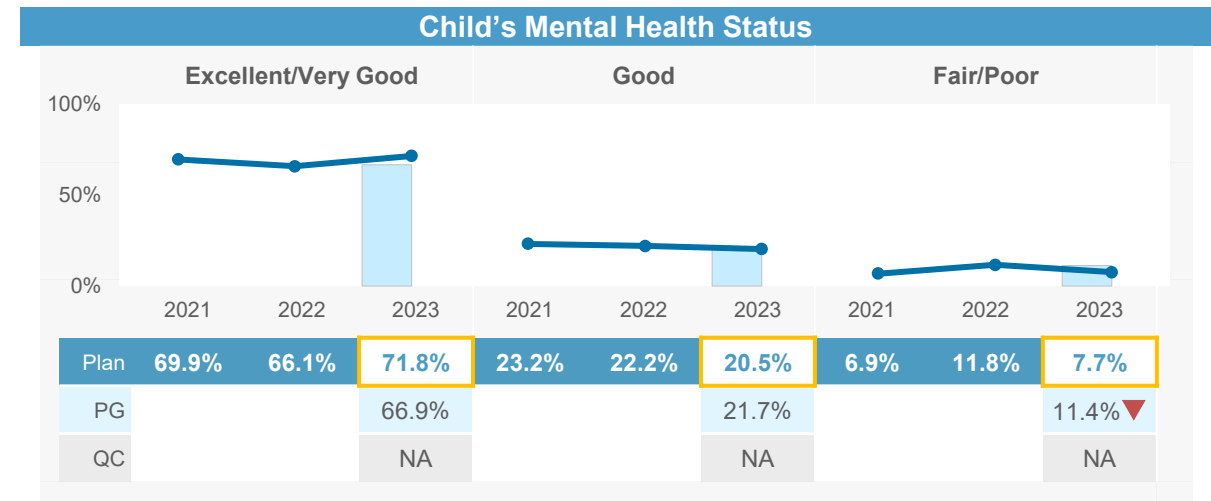
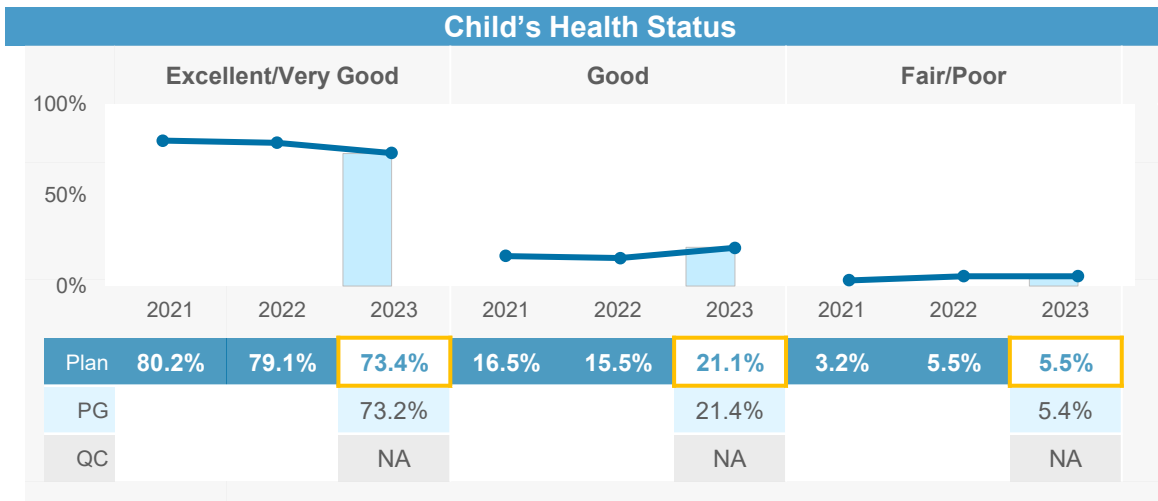
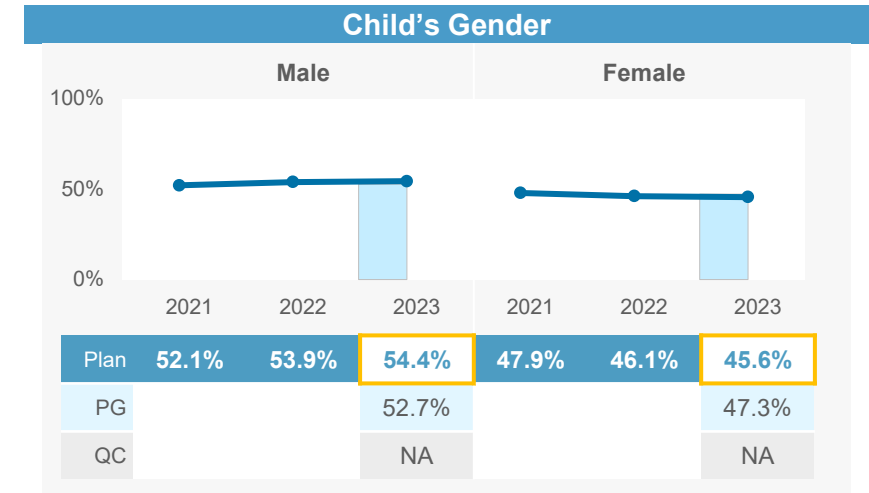
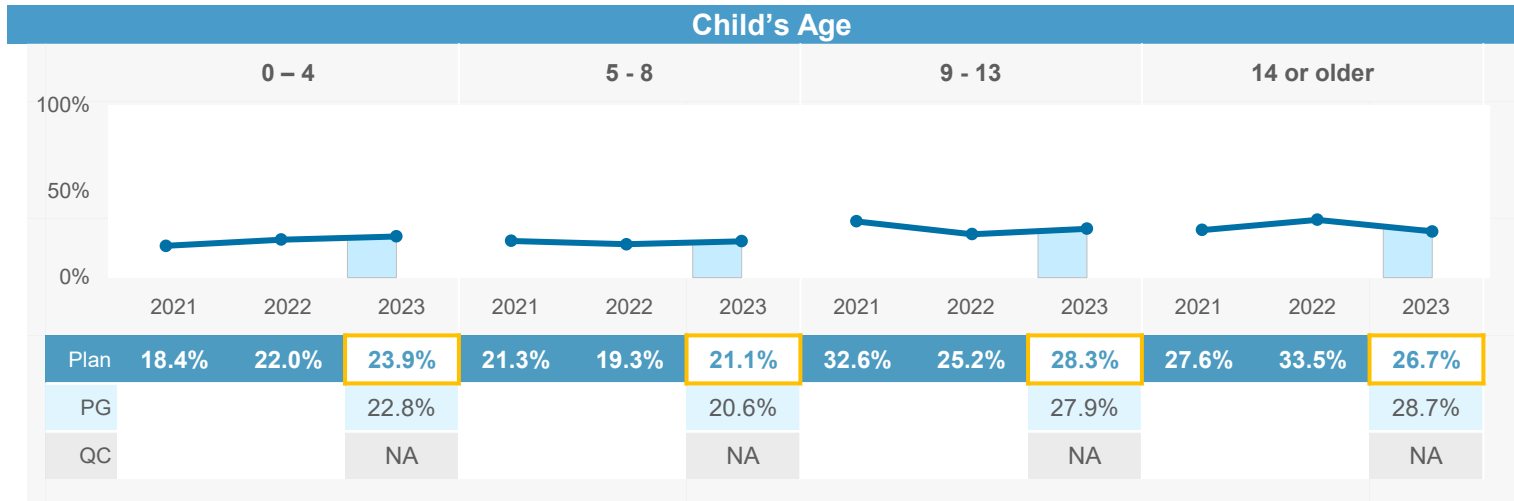
PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

- Presbyterian Centennial Care

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

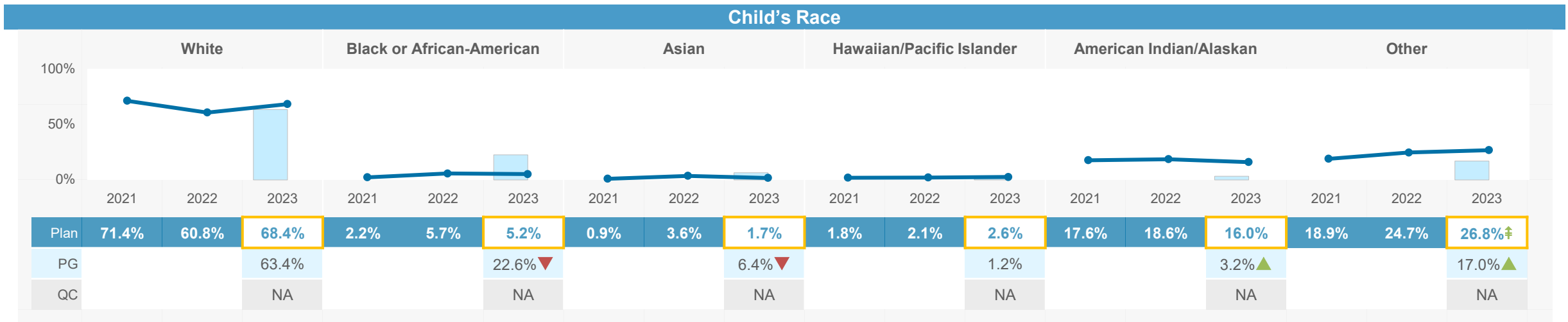
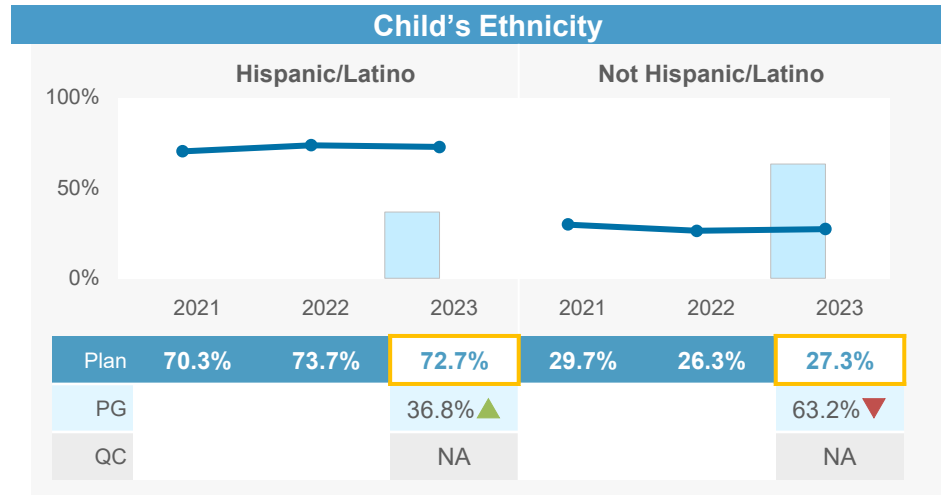


More info.

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

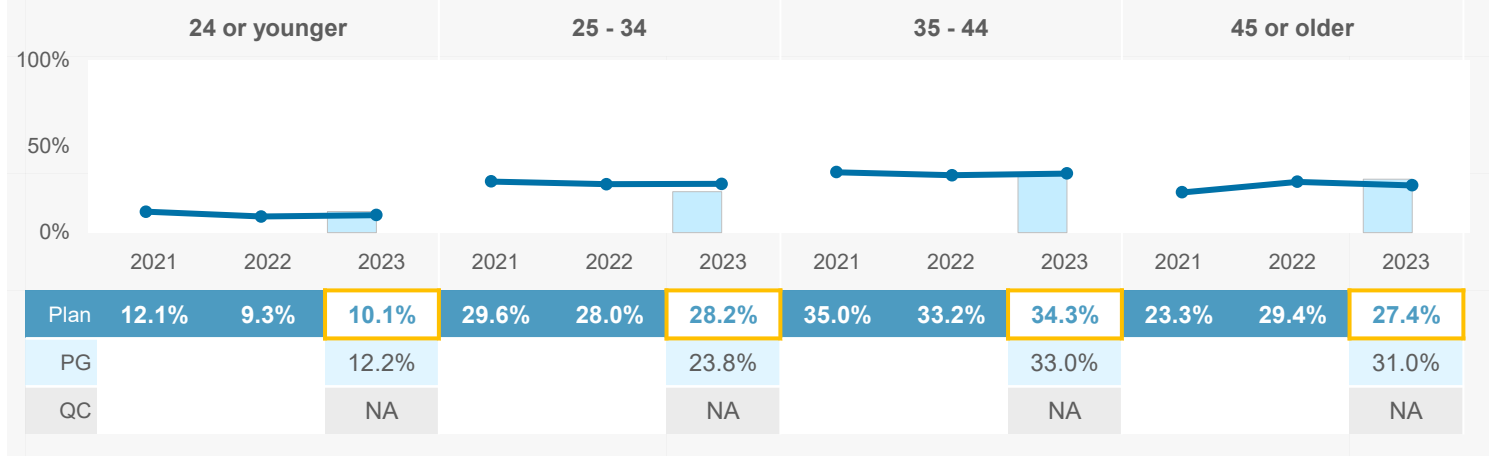


Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

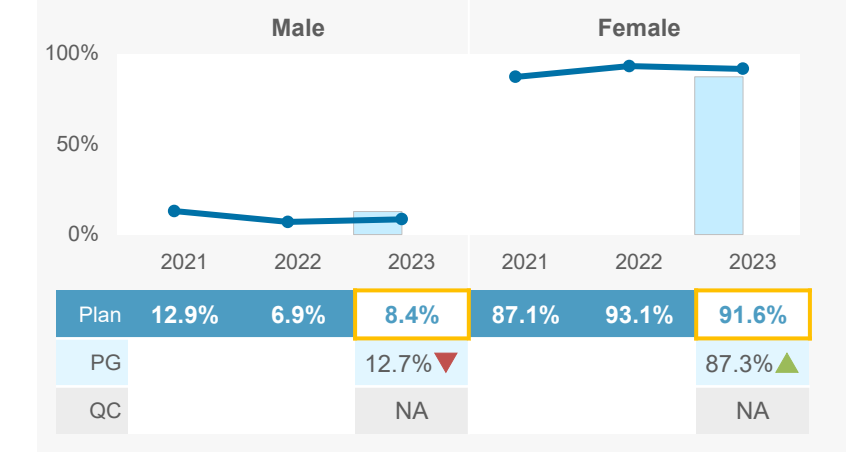
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

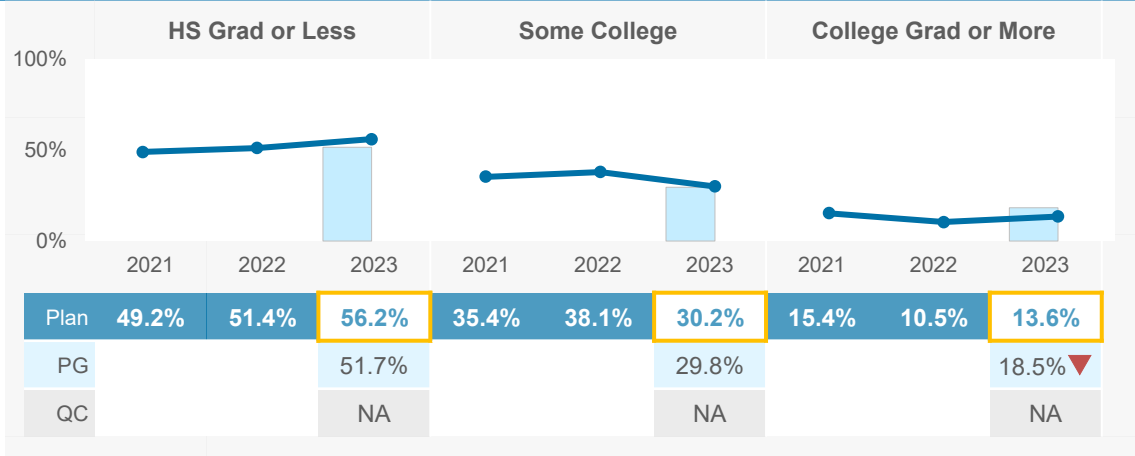
Respondent's Age



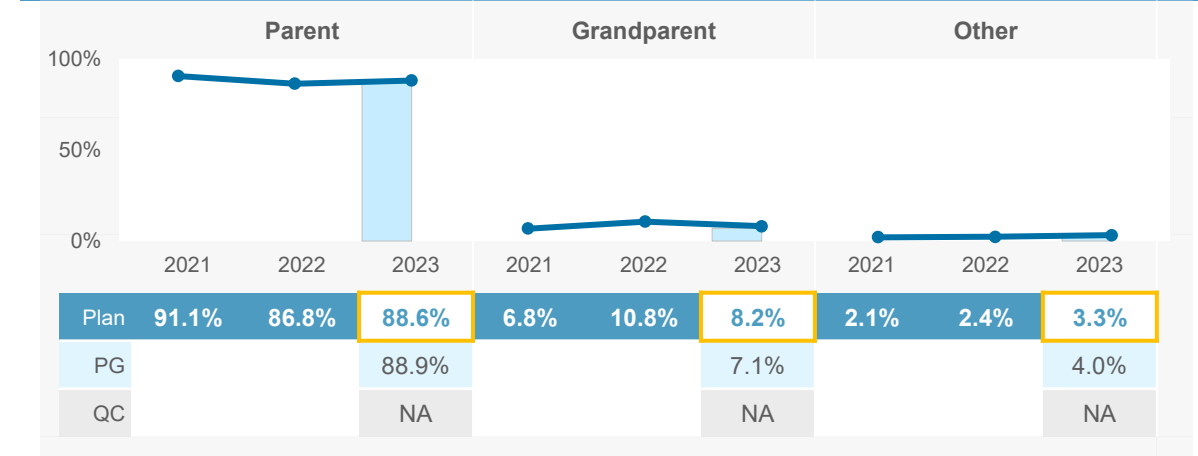
Respondent's Gender



Respondent's Education



Respondent's Relation to Child

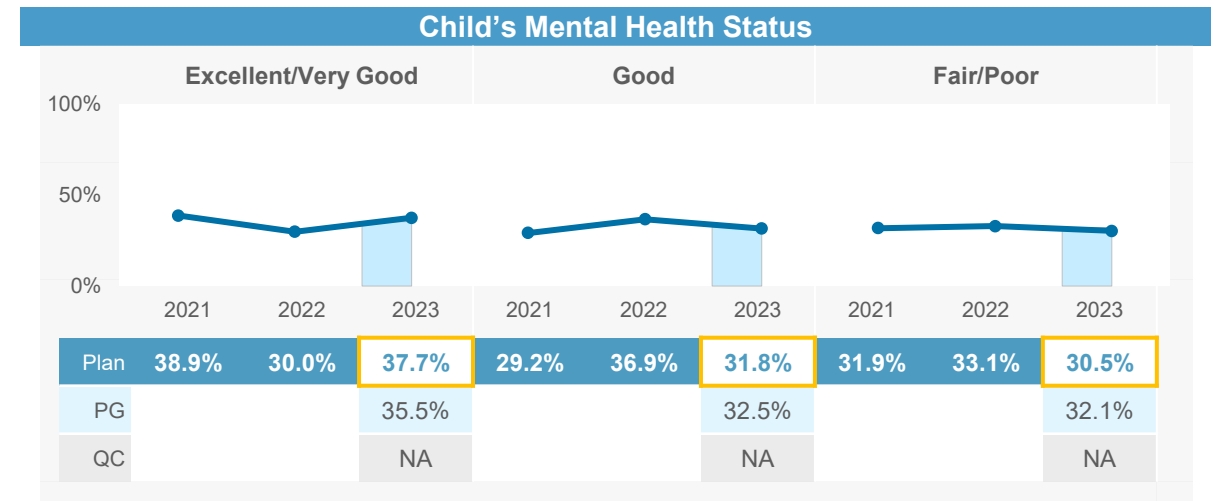
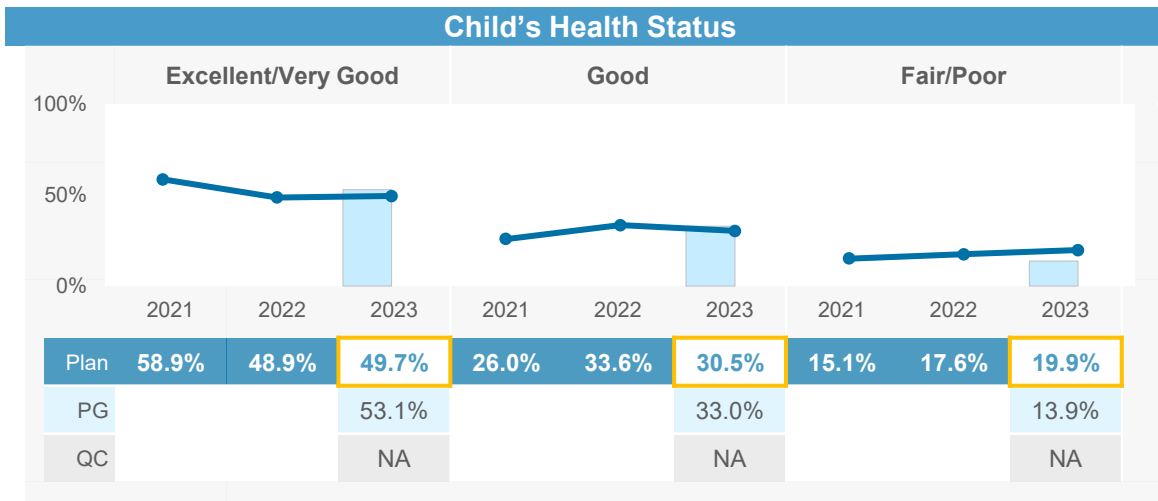
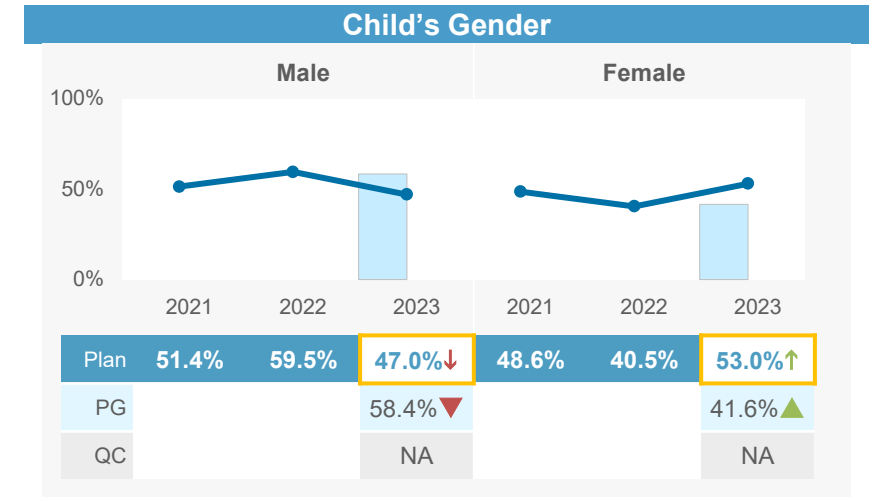
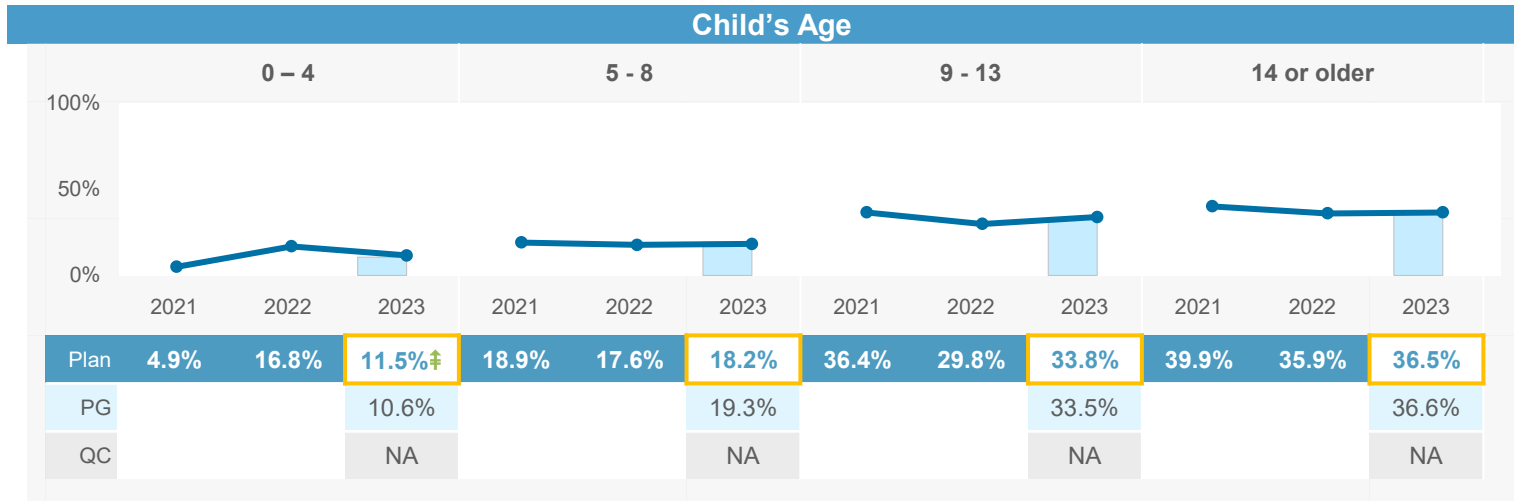


Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

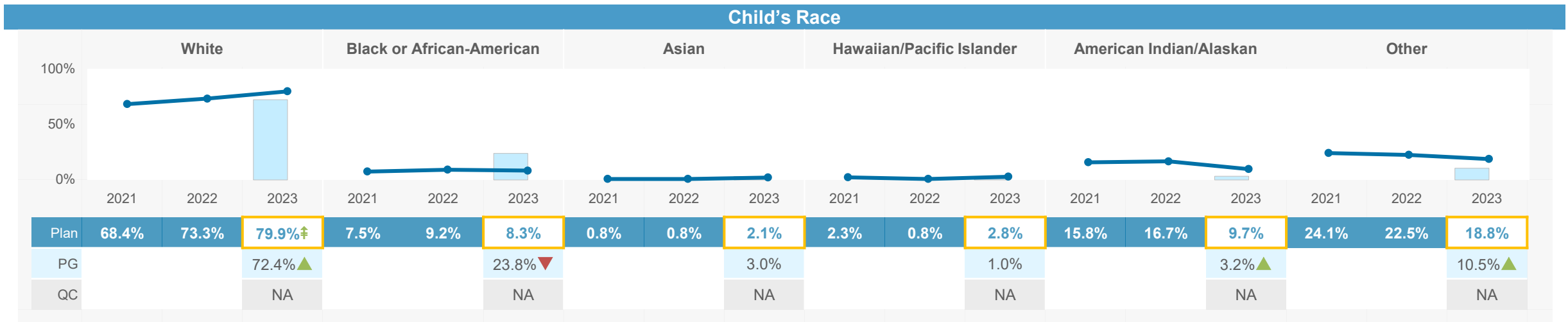
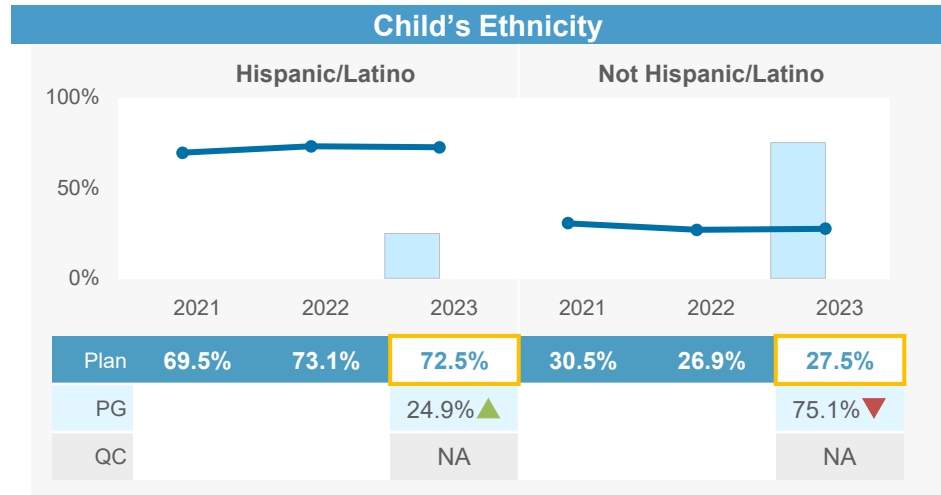
MEDICAID CHILD: CCC POPULATION



Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

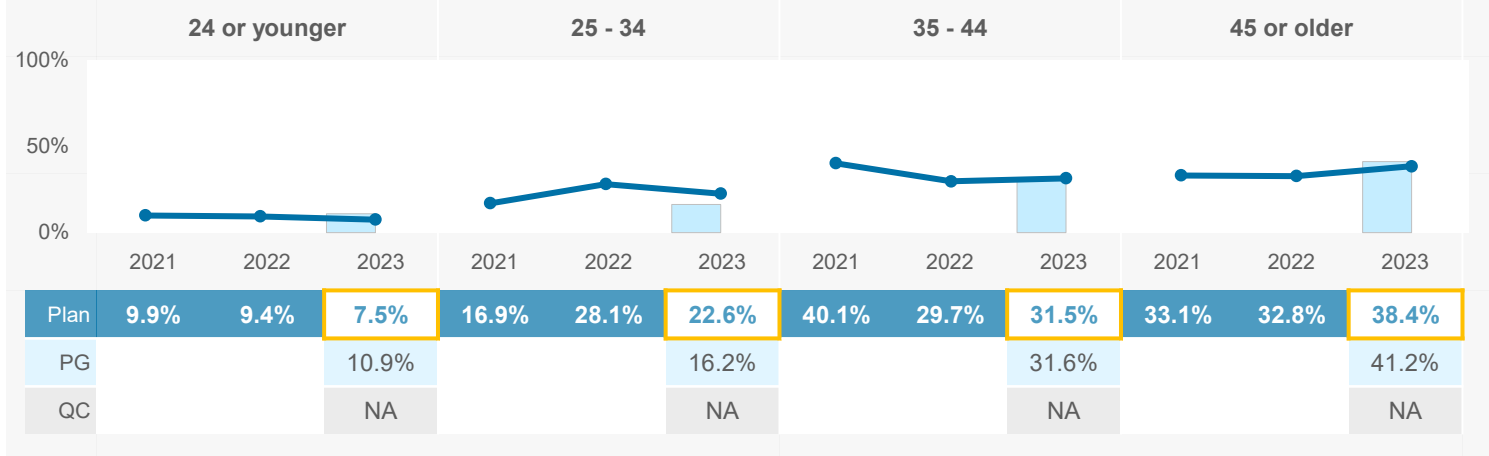


Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

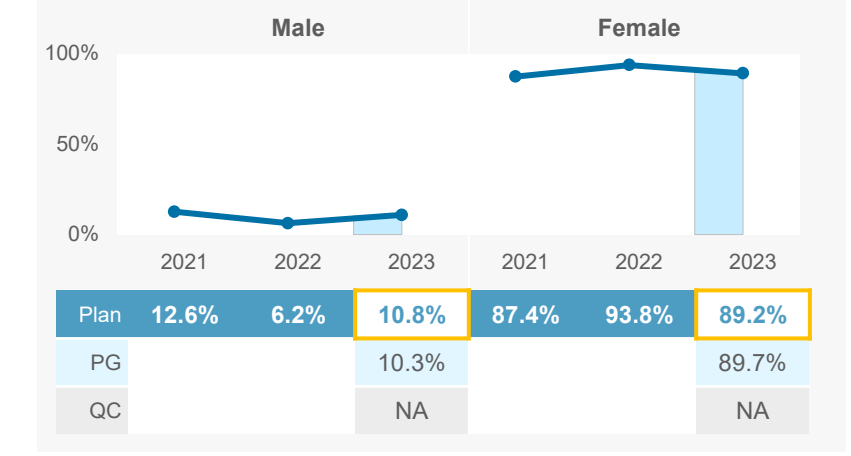
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

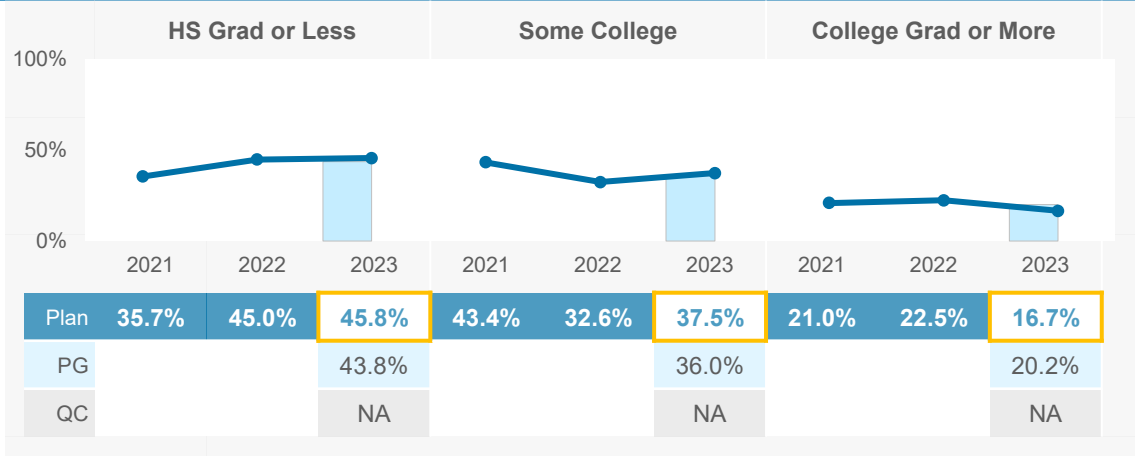
Respondent's Age



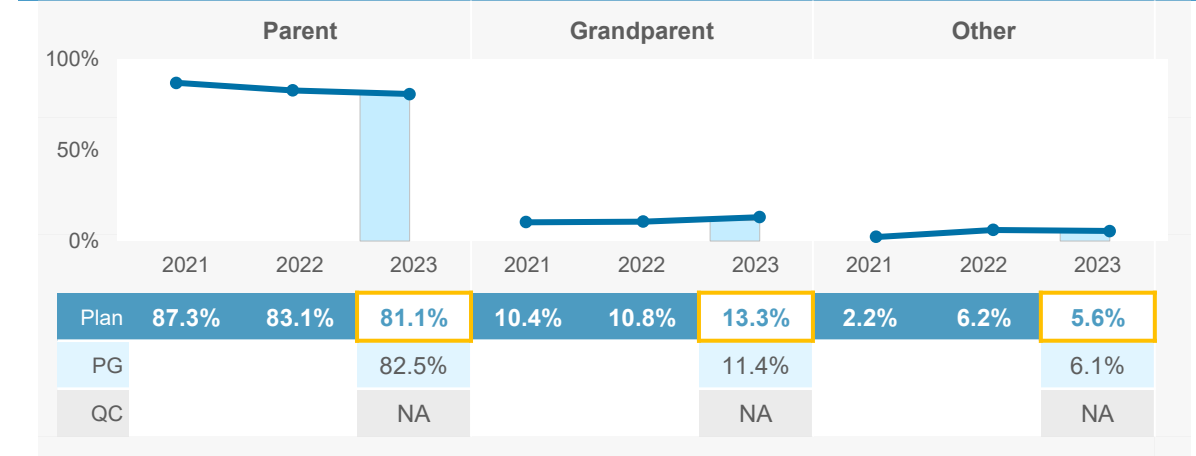
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

SUPPLEMENTAL QUESTIONS

- Presbyterian Centennial Care

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q77. Help with coordination of care (% Yes)	<i>Valid Responses = 246</i>								
	<u>Yes</u>	<u>No</u>				(n=235)	(n=206)	(n=246)	---
	19.5%	80.5%				17.4%	28.2%	19.5% ↓	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	<i>Valid Responses = 233</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=226)	(n=197)	(n=233)	---
	33.5%	50.2%	11.6%	2.1%	2.6%	81.9%	87.3%	83.7%	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	<i>Valid Responses = 235</i>								
	<u>Yes</u>	<u>No</u>				(n=229)	(n=201)	(n=235)	---
	22.6%	77.4%				22.7%	27.9%	22.6%	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	<i>Valid Responses = 52</i>								
	<u>Yes</u>	<u>No</u>				(n=50)	(n=54)	(n=52)	---
	17.3%	82.7%				18.0%	33.3%	17.3%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q82. Satisfied with care plans (% Very satisfied or Satisfied)	<i>Valid Responses = 53</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=49)	(n=53)	(n=53)	---
	34.0%	41.5%	20.8%	3.8%	0.0%	83.7%	86.8%	75.5%	
Q83. Problem understanding verbal/written communication from plan (% Never or Sometimes)	<i>Valid Responses = 126</i>								
<i>I do not have any special cultural and/or language needs</i> 107	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		---	(n=160)	(n=126)	---
	4.8%	7.1%	19.0%	69.0%			84.4%	88.1%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

Survey Item		Summary Rate Score			2023 PG BoB	
		2021	2022	2023		
Q78. Who helped to coordinate your child's care						
	Valid Responses	Base	(n=220)	(n=192)	(n=227)	---
	Someone from your child's health plan		4.5%	7.3%	1.8% ↓	
	Someone from your child's doctor's office or clinic		15.9%	22.9%	19.8%	
	Someone from another organization		1.8%	2.6%	0.4%	
	A friend or family member		5.0%	2.6%	4.0%	
	You		72.7%	64.6%	74.0% ↑	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q77. Help with coordination of care (% Yes)	<i>Valid Responses = 147</i>								
	<u>Yes</u>	<u>No</u>				(n=144)	(n=124)	(n=147)	---
	41.5%	58.5%				40.3%	46.0%	41.5%	
Q79. Satisfied with help to coordinate care (% Very Satisfied or Satisfied)	<i>Valid Responses = 141</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=139)	(n=123)	(n=141)	---
	31.2%	44.0%	19.9%	3.5%	1.4%	86.3%	82.1%	75.2% †	
Q80. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	<i>Valid Responses = 141</i>								
	<u>Yes</u>	<u>No</u>				(n=136)	(n=125)	(n=141)	---
	29.1%	70.9%				29.4%	32.8%	29.1%	
Q81. Sat down with Care Coordinator and created a Plan of Care (% Yes)	<i>Valid Responses = 40</i>								
	<u>Yes</u>	<u>No</u>				(n=40)	(n=40)	(n=40)	---
	55.0%	45.0%				45.0%	47.5%	55.0%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
Q82. Satisfied with care plans (% Very satisfied or Satisfied)	<i>Valid Responses = 40</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=39)	(n=40)	(n=40)	---
	37.5%	40.0%	12.5%	5.0%	5.0%	79.5%	82.5%	77.5%	
Q83. Problem understanding verbal/written communication from plan (% Never or Sometimes)	<i>Valid Responses = 81</i>								
<i>I do not have any special cultural and/or language needs</i> 60	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>		---	(n=92)	(n=81)	---
	7.4%	8.6%	14.8%	69.1%			84.8%	84.0%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

Survey Item		Summary Rate Score			2023 PG BoB	
		2021	2022	2023		
Q78. Who helped to coordinate your child's care						
	Valid Responses	Base	(n=127)	(n=120)	(n=132)	---
	Someone from your child's health plan		4.7%	5.0%	4.5%	
	Someone from your child's doctor's office or clinic		33.1%	34.2%	31.8%	
	Someone from another organization		6.3%	2.5%	3.8%	
	A friend or family member		3.1%	0.8%	3.0%	
	You		52.8%	57.5%	56.8%	

Significance Testing: Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

APPENDIX A: CORRELATIONS

MEDICAID CHILD: GENERAL POPULATION

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Health Care Rating

Q36	Personal doctor overall	0.5666
Q4	Got urgent care	0.5219
Q10	Got care/tests/treatment	0.5016
Q49	Health plan overall	0.4952
Q29	Dr. showed respect	0.4401
Q27	Dr. explained things	0.4155
Q28	Dr. listened carefully	0.4099
Q35	Dr. informed about care	0.3580
Q6	Got routine care	0.3392
Q32	Dr. spent enough time	0.3392

With Personal Doctor Rating

Q29	Dr. showed respect	0.6068
Q9	Health care overall	0.5666
Q32	Dr. spent enough time	0.4898
Q28	Dr. listened carefully	0.4547
Q49	Health plan overall	0.4517
Q35	Dr. informed about care	0.4366
Q10	Got care/tests/treatment	0.4152
Q27	Dr. explained things	0.3817
Q4	Got urgent care	0.3646
Q31	Dr. explained things for child	0.2990

With Specialist Rating

Q41	Got specialist appt.	0.6212
Q4	Got urgent care	0.5995
Q46	CS courtesy/respect	0.5169
Q10	Got care/tests/treatment	0.4199
Q45	CS provided info./help	0.3268
Q6	Got routine care	0.3214
Q9	Health care overall	0.3040
Q49	Health plan overall	0.2927
Q36	Personal doctor overall	0.1892
Q35	Dr. informed about care	0.1677

APPENDIX B: QUESTIONNAIRE

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 your child receives. 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.

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 Presbyterian Centennial Care. 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 from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. 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?

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 in person, phone, or video appointments for a check-up or routine care for your child?

Yes
 No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child 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 get health care in person, by phone, or by video?

None → **If None, Go to Question 11**
 1 time
 2
 3
 4
 5 to 9
 10 or more times



8. 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

9. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

12. 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 14*

13. 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

14. 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 17*

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

- Never
- Sometimes
- Usually
- Always

16. 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

17. 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 20*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

20. 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 23*

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

- Never
- Sometimes
- Usually
- Always

22. 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

23. 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 25*

24. 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

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *If No, Go to Question 40*

26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

- None → *If None, Go to Question 36*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

27. 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

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

- Never
- Sometimes
- Usually
- Always

29. 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

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

- Yes
- No → *If No, Go to Question 32*

31. 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?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

33. 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

34. 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 36*

35. 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

36. 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

37. 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 40*

38. 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

39. 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, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

40. 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 with a specialist?

- Yes
 No → *If No, Go to Question 44*

41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

- Never
 Sometimes
 Usually
 Always

42. How many specialists has your child talked to in the last 6 months?

- None → *If None, Go to Question 44*
 1 specialist
 2
 3
 4
 5 or more specialists

43. We want to know your rating of the specialist your child talked to 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.

44. 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 47*

45. 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

46. 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

47. 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 49*

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

- Never
 Sometimes
 Usually
 Always

49. 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

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

- Yes
 No → *If No, Go to Question 53*

51. 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

52. 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

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Excellent
 Very Good
 Good
 Fair
 Poor

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No → *If No, Go to Question 58*

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

- Yes
 No

58. 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 61*

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

- Yes
 No → *If No, Go to Question 61*

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

- Yes
 No

61. 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 64*

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

- Yes
 No → *If No, Go to Question 64*

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No → *If No, Go to Question 67*

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

- Yes
 No

67. 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 69*

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

- Yes
 No

69. What is your child's age?

- Less than 1 year old

_____ YEARS OLD (*write in*)

70. Is your child male or female?

- Male
 Female

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

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

72. 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

73. What is your age?

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

74. Are you male or female?

- Male
 Female

75. 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

76. How are you related to the child?

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

ADDITIONAL QUESTIONS

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

77. 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

78. 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

79. 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

80. In the last 6 months, has your child received any material from your health plan about care coordination and how to contact the care coordination unit?

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

81. Did your child's Care Coordinator sit down with you and create a Plan of Care?

- Yes
- No

82. Are you satisfied that your child's care plan talks about the help your child needs to stay healthy and remain in your home?

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

83. Thinking about both verbal and written communication with your child's health plan, how often was it a problem for you to understand given your cultural and/or language needs?

- Never
- Sometimes
- Usually
- Always
- I do not have any special cultural and/or language needs

Thank You

**Please return the completed survey in the postage-paid envelope or send to:
SPH Analytics, a Press Ganey Solution
P.O. Box 7315
South Bend, IN 46699-0488**

**If you have any questions, please call
1-888-797-3605.**



Why Press Ganey

Enhance satisfaction

Anticipate member needs sooner and deliver real-time solutions that lay a strong foundation for improvements that reduce friction.

Reduce churn

Connect member experience measurement across the journey to streamline and simplify, removing pain points that can lead to churn.

Customize solutions

Partner with a dedicated advisory team in making precise improvements to make the greatest impact.

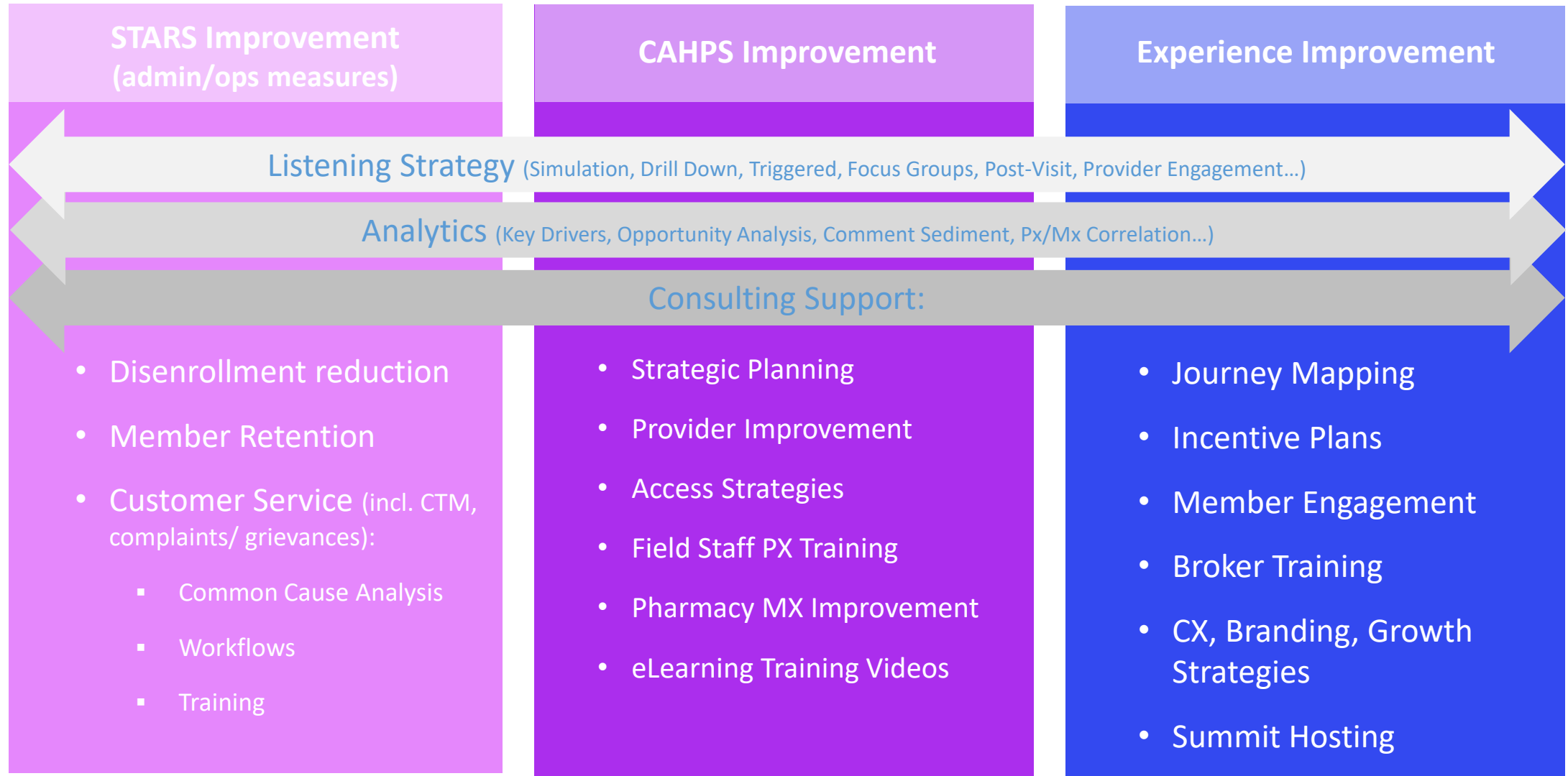
Boost ratings

Utilize real-time, continuous voice of customer listening to establish a member-centric view and improve Star ratings.

Financial impact

Deliver a 5-star experience that positively impacts financial performance.

Partnering together



Focusing Rapid Improvement Efforts by CAHPS Domain

Focused consulting and analytics solutions

