



a Press Ganey Solution

# MY 2021 CAHPS® MEDICAID CHILD WITH CCC 5.1H SURVEY

WESTERN SKY COMMUNITY CARE (CENTENE NM)

---



WESTERN SKY COMMUNITY 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

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Western Sky Community Care to conduct its MY 2021 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.

**2022 NCQA CHANGES** NCQA made no substantial changes to the survey or program for 2022.

Your Project Manager is Julia Schneider (248-539-8757). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call your Project Manager.

- 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.

## DATA COLLECTION

The MY 2021 Medicaid Child with CCC version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire mailed  
3/1/2022



Second questionnaire mailed  
4/5/2022



Initiate follow-up calls to non-responders  
4/26/2022 - 5/10/2022



Last day to accept completed surveys  
5/12/2022

## QUALIFIED RESPONDENTS

Included beneficiaries who were...


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

## 2022 RESPONSE RATE CALCULATION

$$\frac{121 \text{ (Completed)}}{1650 \text{ (Sample)} - 26 \text{ (Ineligible)}} = \frac{121}{1624} = 7.5\%$$

## VALID SURVEYS

 Total Number of Mail Completed = 49 (0 in Spanish)

 Total Number of Phone Completed = 72 (1 in Spanish)

## Number of Undeliverables: 908

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

## RESPONSE RATE TRENDING

		2020	2021	2022
<b>Completed</b>	<b>SUBTOTAL</b>	<b>14</b>	<b>163</b>	<b>121</b>
	Does not Meet Eligibility Criteria (01)	0	10	10
<b>Ineligible</b>	Language Barrier (03)	0	4	16
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	<b>SUBTOTAL</b>	<b>0</b>	<b>14</b>	<b>26</b>
<b>Non-response</b>	Break-off/Incomplete (02)	0	14	21
	Refusal (06)	0	22	100
	Maximum Attempts Made (07)	1635	1437	1382
	Added to DNC List (08)	1	0	0
	<b>SUBTOTAL</b>	<b>1636</b>	<b>1473</b>	<b>1503</b>
<b>Total Sample</b>		<b>1650</b>	<b>1650</b>	<b>1650</b>
<b>Oversampling %</b>		<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>Response Rate</b>		<b>0.8%</b>	<b>10.0%</b>	<b>7.5%</b>
<b>SPH Response Rate</b>		<b>12.6%</b>	<b>12.8%</b>	<b>10.2%</b>

Total Completed (General Pop + CCC)	26	289	281
Total Ineligible (General Pop + CCC)	0	22	57
Total Sample (General Pop + CCC)	3024	2925	3490
<b>Total Response Rate (General Pop + CCC)</b>	<b>0.9%</b>	<b>10.0%</b>	<b>8.2%</b>
Supplemental (CCC) Sample Size	1374	1275	1840
Supplemental (CCC) Completes	7	86	95



a Press Ganey Solution

# INDUSTRY TRENDS

- Western Sky Community Care



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

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

*Getting Care Quickly* is an area of concern, with the 2022 composite score 3.6% lower than it was in 2019. Most of that comes from a more than 6% drop in the ability to get routine care from its high point in 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.

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

 Increase of 1% or greater since 2021  
 Decrease of 1% or greater since 2021



a Press Ganey Solution

# EXECUTIVE SUMMARY

- Western Sky Community Care





# OVERVIEW OF TERMS

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2021 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 SPH Analytics using information derived from the NCQA 1-100 Benchmark.

**SPH Benchmark Information** The source for data contained within the SPH Book of Business is all submitting plans that contracted with SPH for MY 2021. Submission occurred on May 25<sup>th</sup>, 2022.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2021. 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.

**COVID-19 IMPACT** Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

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



# 121

Completed surveys

# 7.5%

Response Rate

**Stars:** SPH **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 2021 (↑/↓) or 2020 (⚡/⚡).

**Percentiles:** Based on the 2022 SPH Book of Business

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

Rating of Health Plan ★★ ★			
Rating of Health Plan	74.6%	64 <sup>th</sup>	---
Rating of Health Care (NA)			
Rating of Health Care	69.1%	32 <sup>nd</sup>	Opportunity
Rating of Personal Doctor (NA)			
Rating of Personal Doctor	78.7%	64 <sup>th</sup>	Power
Rating of Specialist (NA)			
Rating of Specialist	78.6%	76 <sup>th</sup>	Power

Coordination of Care (NA)			
Coordination of Care	88.9%	84 <sup>th</sup>	Power
Getting Needed Care (NA)			
Composite	82.4%	36 <sup>th</sup>	---
Q10. Getting care, tests, or treatment	88.2%	39 <sup>th</sup>	Wait
Q41. Getting specialist appointment	76.5%	36 <sup>th</sup>	Wait
Getting Care Quickly (NA)			
Composite	90.0%	74 <sup>th</sup>	---
Q4. Getting urgent care	92.3%	61 <sup>st</sup>	Retain
Q6. Getting routine care	87.7%	78 <sup>th</sup>	Retain

Customer Service +			
Composite	88.4%	52 <sup>nd</sup>	---
Q45. Provided information or help	80.8%	33 <sup>rd</sup>	Opportunity
Q46. Treated with courtesy and respect	96.0%	73 <sup>rd</sup>	Power
Ease of Filling Out Forms +			
Ease of Filling Out Forms +	97.3%	78 <sup>th</sup>	Retain

How Well Doctors Communicate +			
Composite	98.4%	98 <sup>th</sup>	---
Q27. Dr. explained things	98.4%	96 <sup>th</sup>	Retain
Q28. Dr. listened carefully	100%	↑ 100 <sup>th</sup>	Power
Q29. Dr. showed respect	100%	100 <sup>th</sup>	Power
Q32. Dr. spent enough time	95.1%	93 <sup>rd</sup>	Retain

More info.



# ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2022 BASE	2022 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	SPH ESTIMATED RATING
<b>PATIENT EXPERIENCE</b>						<b>3</b>
<b>GETTING CARE</b>						<b>NA</b>
Getting Needed Care	Usually or Always	42	82.3%	88.0%	10 <sup>th</sup>	NA
Getting Care Quickly	Usually or Always	45	90.0%	89.3%	67 <sup>th</sup>	NA
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>NA</b>
Rating of Personal Doctor	9 or 10	94	78.7%	79.8%	33 <sup>rd</sup>	NA
Rating of Specialist	9 or 10	14	78.5%	76.0%	90 <sup>th</sup>	NA
Rating of Health Care	9 or 10	68	69.1%	76.5%	10 <sup>th</sup>	NA
Coordination of Care	Usually or Always	27	88.8%	88.6%	67 <sup>th</sup>	NA
<b>SATISFACTION WITH PLAN SERVICES</b>						<b>3</b>
Rating of Health Plan	9 or 10	114	74.5%	75.3%	33 <sup>rd</sup>	3

## 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 (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) 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 SPH** based on the 2021 NCQA data and benchmarks.

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

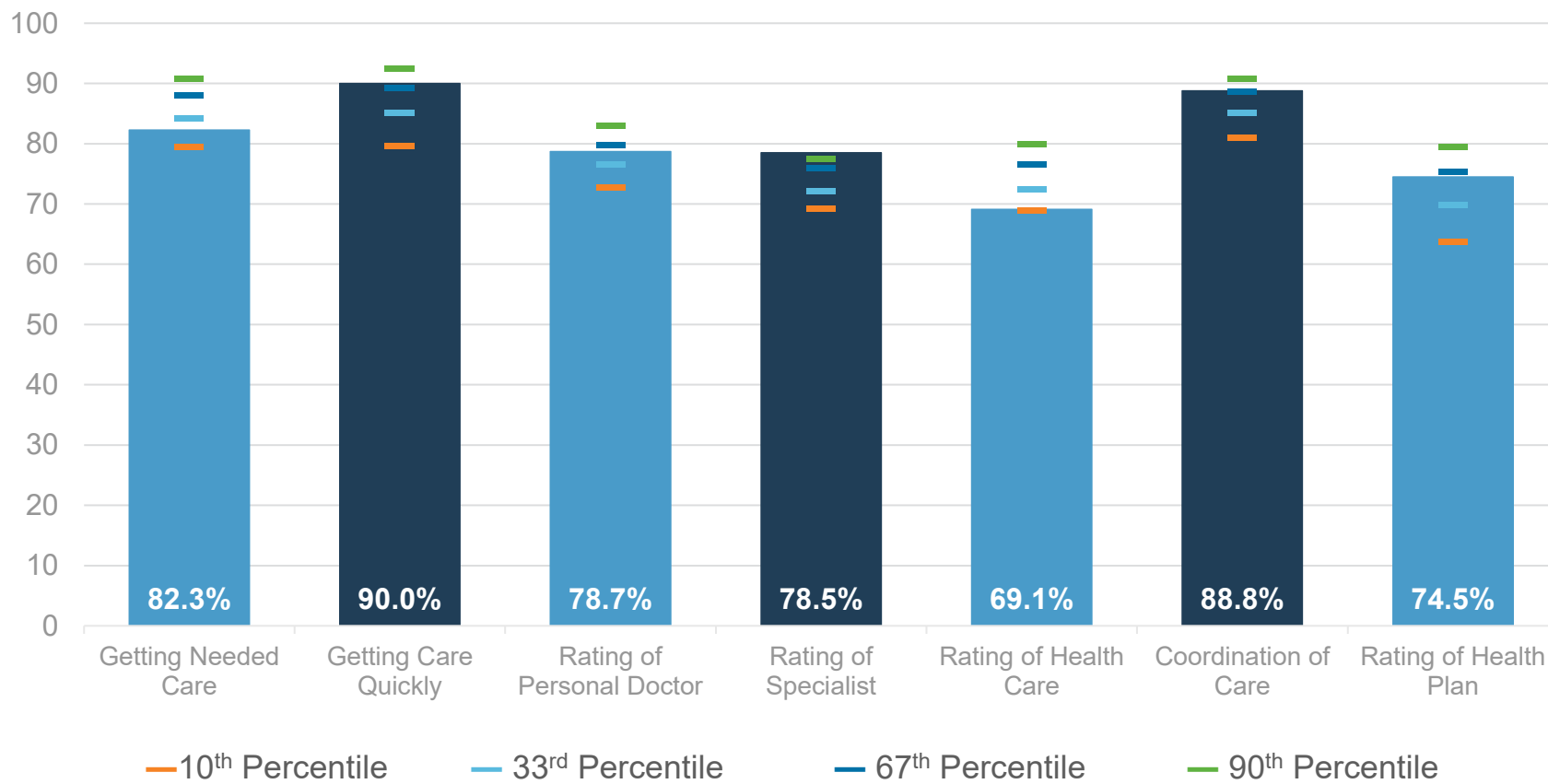
### Notes:

- 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.

## 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 2021).



**Dark Blue** bar = Your plan's performance is at or above the 67<sup>th</sup> percentile

**Light Blue** bar = Your plan's performance is below the 67<sup>th</sup> 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	2022 GP SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Health Plan Domain</b>											
Rating of Health Plan <i>% 9 or 10</i>	74.2%	74.6%	0.4							64 <sup>th</sup>	72.5%
Getting Needed Care <i>% Usually or Always</i>	85.0%	82.4%	-2.6							36 <sup>th</sup>	84.4%
Customer Service + <i>% Usually or Always</i>	86.4%	88.4%	2.0							52 <sup>nd</sup>	88.2%
Ease of Filling Out Forms + <i>% Usually or Always</i>	96.3%	97.3%	1.0							78 <sup>th</sup>	96.1%
<b>Health Care Domain</b>											
Rating of Health Care <i>% 9 or 10</i>	75.9%	69.1%	-6.8							32 <sup>nd</sup>	71.2%
Getting Care Quickly <i>% Usually or Always</i>	83.0%	90.0%	7.0							74 <sup>th</sup>	86.7%
How Well Doctors Communicate + <i>% Usually or Always</i>	92.0%	98.4%	6.4							98 <sup>th</sup>	94.4% ▲
Coordination of Care <i>% Usually or Always</i>	89.7%	88.9%	-0.8							84 <sup>th</sup>	84.1%
Rating of Personal Doctor <i>% 9 or 10</i>	76.0%	78.7%	2.7							64 <sup>th</sup>	77.4%
Rating of Specialist <i>% 9 or 10</i>	61.5%	78.6%	17.1							76 <sup>th</sup>	73.9%

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

[More info.](#)



# MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2022 CCC SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Health Plan Domain</b>											
Rating of Health Plan <i>% 9 or 10</i>	71.8%	69.1%	-2.7						47 <sup>th</sup>	69.7%	
Getting Needed Care <i>% Usually or Always</i>	79.3%	84.5%	5.2						22 <sup>nd</sup>	87.5%	
Customer Service + <i>% Usually or Always</i>	92.0%	92.4%	0.4						73 <sup>rd</sup>	89.3%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	93.7%	97.8%	4.1						90 <sup>th</sup>	95.9%	
<b>Health Care Domain</b>											
Rating of Health Care <i>% 9 or 10</i>	67.2%	71.2%	4.0						63 <sup>rd</sup>	69.1%	
Getting Care Quickly <i>% Usually or Always</i>	89.7%	94.4%	4.7						90 <sup>th</sup>	90.5%	
How Well Doctors Communicate + <i>% Usually or Always</i>	86.5%	97.5% ↑	11.0						92 <sup>nd</sup>	94.9%	
Coordination of Care <i>% Usually or Always</i>	75.0%	86.8%	11.8						81 <sup>st</sup>	83.3%	
Rating of Personal Doctor <i>% 9 or 10</i>	74.0%	81.7%	7.7						78 <sup>th</sup>	77.5%	
Rating of Specialist <i>% 9 or 10</i>	71.0%	83.8%	12.8						94 <sup>th</sup>	74.0%	

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

[More info.](#)



# MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2022 CCC SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>CCC Measures</b>											
Access to Rx Medicines <i>% Usually or Always</i>	87.5%	92.5%	5.0						61 <sup>st</sup>	91.5%	
Access to Specialized Services <i>% Usually or Always</i>	78.0%	75.6%	-2.4						57 <sup>th</sup>	73.0%	
FCC: Dr Who Knows Child <i>% Yes</i>	78.9%	95.4% ↑	16.5						100 <sup>th</sup>	91.5%	
FCC: Getting Needed Info <i>% Usually or Always</i>	81.4%	95.5% ↑	14.1						92 <sup>nd</sup>	92.0%	
Coordination of Care for CCC <i>% Yes</i>	72.5%	80.2%	7.7						82 <sup>nd</sup>	76.6%	

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

[More info.](#)



# 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)

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

[More info.](#)

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Coordination of Care	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			<b>74.6%</b>		<b>69.1%</b>			<b>82.4%</b>		<b>90.0%</b>		<b>88.9%</b>
<b>Child's Gender</b>	Male	n = 68		4%		3%		-1%		1%		2%
	Female	n = 46	<span style="color: orange;">■</span>	<b>-7%</b>	<span style="color: gray;">■</span>	-4%	<span style="color: gray;">■</span>	-4%	<span style="color: gray;">■</span>	-2%	<span style="color: gray;">■</span>	-3%
<b>Child's Age</b>	0 – 4	n = 26	<span style="color: gray;">■</span>	13%	<span style="color: gray;">■</span>	7%	<span style="color: gray;">■</span>	-16%	<span style="color: gray;">■</span>	3%	<span style="color: gray;">■</span>	-29%
	5 – 8	n = 26	<span style="color: gray;">■</span>	-7%	<span style="color: gray;">■</span>	9%	<span style="color: gray;">■</span>	12%		0%	<span style="color: gray;">■</span>	11%
	9 – 13	n = 34	<span style="color: orange;">■</span>	<b>-7%</b>	<span style="color: gray;">■</span>	-19%	<span style="color: gray;">■</span>	-4%	<span style="color: gray;">■</span>	4%	<span style="color: gray;">■</span>	11%
	14 or older	n = 27	<span style="color: gray;">■</span>	-2%	<span style="color: gray;">■</span>	-5%	<span style="color: gray;">■</span>	-8%	<span style="color: gray;">■</span>	-12%	<span style="color: gray;">■</span>	-6%
<b>Overall Health</b>	Excellent/Very Good	n = 88		2%	<span style="color: orange;">■</span>	-1%		0%	<span style="color: orange;">■</span>	-1%	<span style="color: gray;">■</span>	-5%
	Good	n = 26	<span style="color: gray;">■</span>	-2%	<span style="color: gray;">■</span>	-5%	<span style="color: gray;">■</span>	-6%	<span style="color: gray;">■</span>	-2%	<span style="color: gray;">■</span>	11%
	Fair/Poor	n = 3	<span style="color: gray;">■</span>	-41%	<span style="color: gray;">■</span>	31%	<span style="color: gray;">■</span>	-7%	<span style="color: gray;">■</span>	-90%	<span style="color: gray;">■</span>	11%
<b>Mental Health</b>	Excellent/Very Good	n = 83		4%	<span style="color: green;">■</span>	<b>5%</b>		-1%		0%		1%
	Good	n = 22	<span style="color: gray;">■</span>	-20%	<span style="color: gray;">■</span>	-16%	<span style="color: gray;">■</span>	8%	<span style="color: gray;">■</span>	-3%	<span style="color: gray;">■</span>	-22%
	Fair/Poor	n = 9	<span style="color: gray;">■</span>	14%	<span style="color: gray;">■</span>	-36%	<span style="color: gray;">■</span>	18%	<span style="color: gray;">■</span>	10%	<span style="color: gray;">■</span>	11%
<b>Race/Ethnicity</b>	White	n = 74	<span style="color: lightorange;">■</span>	-3%	<span style="color: lightorange;">■</span>	-2%	<span style="color: gray;">■</span>	3%	<span style="color: lightgreen;">■</span>	2%	<span style="color: gray;">■</span>	6%
	Black/African-American	n = 10	<span style="color: gray;">■</span>	15%	<span style="color: gray;">■</span>	14%	<span style="color: gray;">■</span>	-7%	<span style="color: gray;">■</span>	-90%	<span style="color: gray;">■</span>	-39%
	Asian	n = 1	<span style="color: gray;">■</span>	25%	<span style="color: gray;">■</span>	31%	<span style="color: gray;">■</span>	-82%	<span style="color: gray;">■</span>	-90%		NA
	Native Hawaiian/Pacific Islander	n = 4	<span style="color: gray;">■</span>	-25%	<span style="color: gray;">■</span>	-36%	<span style="color: gray;">■</span>	-82%	<span style="color: gray;">■</span>	-7%		NA
	American Indian or Alaska Native	n = 14	<span style="color: gray;">■</span>	-8%	<span style="color: gray;">■</span>	-2%	<span style="color: gray;">■</span>	-82%	<span style="color: gray;">■</span>	3%	<span style="color: gray;">■</span>	11%
	Other	n = 19	<span style="color: gray;">■</span>	4%	<span style="color: gray;">■</span>	-14%	<span style="color: gray;">■</span>	-13%		0%	<span style="color: gray;">■</span>	-22%
	Hispanic/Latino	n = 78	<span style="color: green;">■</span>	<b>9%</b>	<span style="color: green;">■</span>	<b>10%</b>	<span style="color: gray;">■</span>	1%	<span style="color: gray;">■</span>	-4%	<span style="color: gray;">■</span>	5%





# 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)

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

[More info.](#)

Demographic	Category	Total	Rating of Personal Doctor		Rating of Specialist		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			<b>78.7%</b>		<b>78.6%</b>		<b>88.4%</b>		<b>98.4%</b>		<b>97.3%</b>	
<b>Child's Gender</b>	Male	n = 68		1%		-4%		-1%		-1%		-2%
	Female	n = 46		-2%		1%		4%		1%		3%
<b>Child's Age</b>	0 – 4	n = 26		4%		21%		-10%		-2%		-5%
	5 – 8	n = 26		0%		-4%		12%		0%		-2%
	9 – 13	n = 34		-7%		1%		-1%		2%		3%
	14 or older	n = 27		5%		-29%		12%		2%		3%
<b>Overall Health</b>	Excellent/Very Good	n = 88		0%		10%		-2%		0%		0%
	Good	n = 26		1%		-29%		12%		-2%		-2%
	Fair/Poor	n = 3		21%		21%		12%		2%		3%
<b>Mental Health</b>	Excellent/Very Good	n = 83		1%		10%		-1%		0%		0%
	Good	n = 22		-8%		-45%		12%		-1%		3%
	Fair/Poor	n = 9		21%		21%		12%		2%		3%
<b>Race/Ethnicity</b>	White	n = 74		-3%		-1%		6%		0%		0%
	Black/African-American	n = 10		7%		21%		12%		-3%		3%
	Asian	n = 1		21%		NA		NA		2%		3%
	Native Hawaiian/Pacific Islander	n = 4		-4%		NA		-38%		2%		3%
	American Indian or Alaska Native	n = 14		-4%		NA		-26%		2%		3%
	Other	n = 19		6%		21%		12%		2%		-3%
	Hispanic/Latino	n = 78		<b>6%</b>		9%		4%		0%		-1%



### TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 GP QC			2022 GP SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
How Well Doctors Communicate + (% Usually or Always)	61 <sup>^</sup>	92.0%	98.4%	6.4	94.4% ▲	4.0	98 <sup>th</sup>	94.4% ▲	4.0	98 <sup>th</sup>
Coordination of Care (% Usually or Always)	27 <sup>^</sup>	89.7%	88.9%	-0.8	86.6%	2.3	68 <sup>th</sup>	84.1%	4.8	84 <sup>th</sup>
Rating of Specialist (% 9 or 10)	14 <sup>^</sup>	61.5%	78.6%	17.1	73.8%	4.8	93 <sup>rd</sup>	73.9%	4.7	76 <sup>th</sup>

### BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 GP QC			2022 GP SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + (% Usually or Always)	25 <sup>^</sup>	86.4%	88.4%	2.0	88.3%	0.1	56 <sup>th</sup>	88.2%	0.2	52 <sup>nd</sup>
Getting Needed Care (% Usually or Always)	42 <sup>^</sup>	85.0%	82.4%	-2.6	85.7%	-3.3	23 <sup>rd</sup>	84.4%	-2.0	36 <sup>th</sup>
Rating of Health Care (% 9 or 10)	68 <sup>^</sup>	75.9%	69.1%	-6.8	74.3%	-5.2	10 <sup>th</sup>	71.2%	-2.1	32 <sup>nd</sup>

**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

## Improving Performance

These measures had the lowest percentile rankings in comparison to the 2022 SPH Book of Business for your plan.

### Improvement Strategies – Customer Service

- Emphasize comprehensive, collaborative, and high-quality customer/member services as a critical priority across all areas of the organization. Think and act together. Establish service recovery guidelines for resolving issues, including phrases that express apologies or atonement.
- Provide on-going/periodic CSR service training, open discussions and routine refresher programs. Include thorough annual updates, tools and resources and subsequent feedback. Training examples include: how to answer questions and resolve issues; consistency in being friendly, courteous and empathetic; quick issue resolution with follow-up; procedures to minimize transfers and wait/on-hold times.
- Involve the CS team in QI activities, seeking concrete customer-based input and improvements. Ensure they are fully informed of updates/changes to processes and procedures.
- Ensure CSRs have immediate access to knowledgeable staff within all key member and provider service areas (Claims, Enrollment, etc.).
- Support key subject matter experts to flexibly respond to urgent or complex types of calls, questions or issues - including prompt prioritization and resolution procedures and/or authority.
- Develop, implement and review protocols and scripts (“Talking Points”) to ensure up-to-date, accurate and consist information provided to your members and patients and providers.
- Establish, assess and adhere to measurable CSR performance/service standards (i.e., call satisfaction, call resolution, time on hold, etc.). Operationally define service behaviors.
- Seek QI opportunities with CS via observational walkthrough of calls and discussion/review of complaints, inquiries, and the member experience, especially any changes. Identify main issues and seek interventions that decrease volume and/or improve experience.
- Acknowledge and reward service performance/behaviors reflective of service excellence.

### 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 – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).



a Press Ganey Solution

# KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- Western Sky Community Care



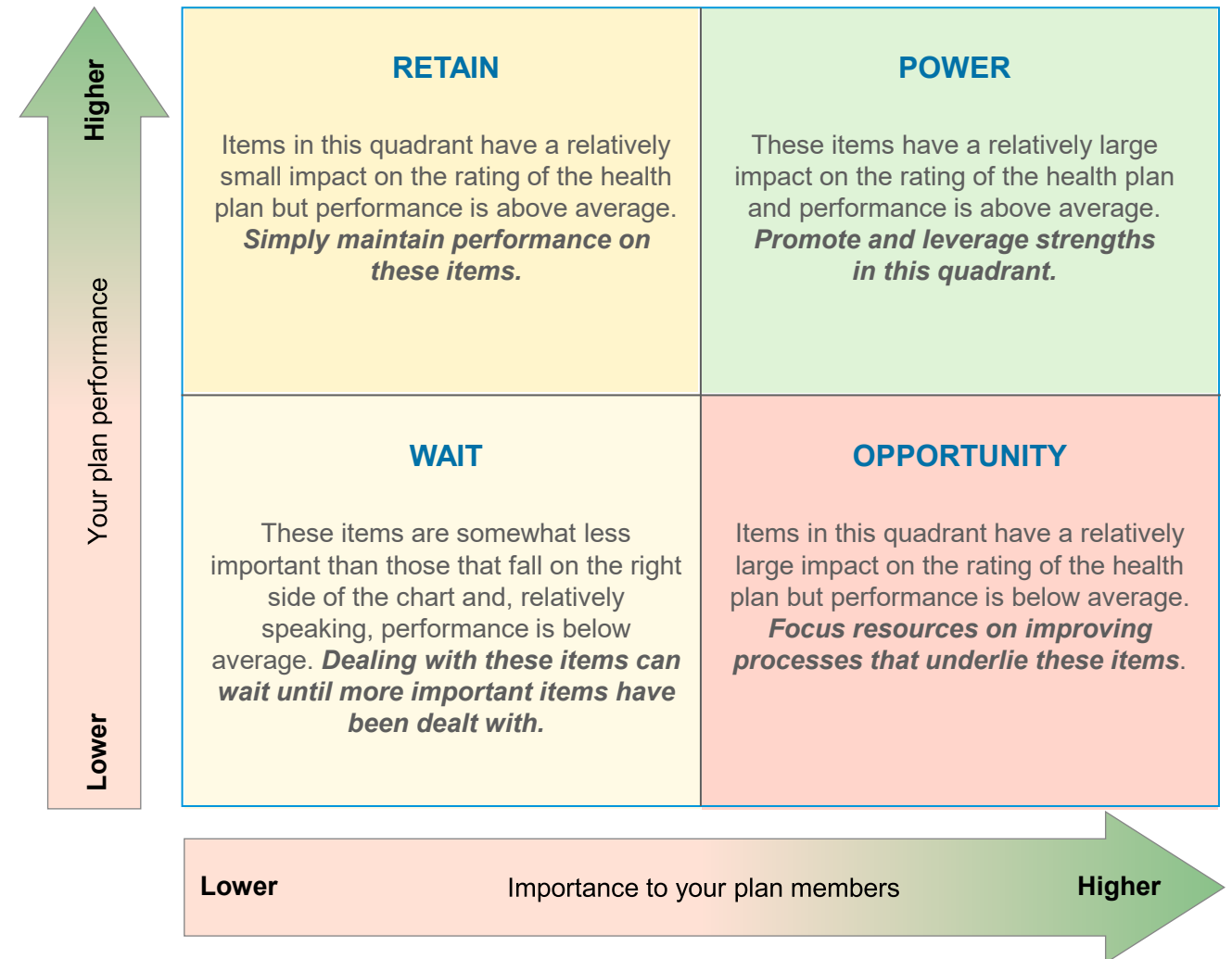
# POWER CHART: EXPLANATION

## 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.



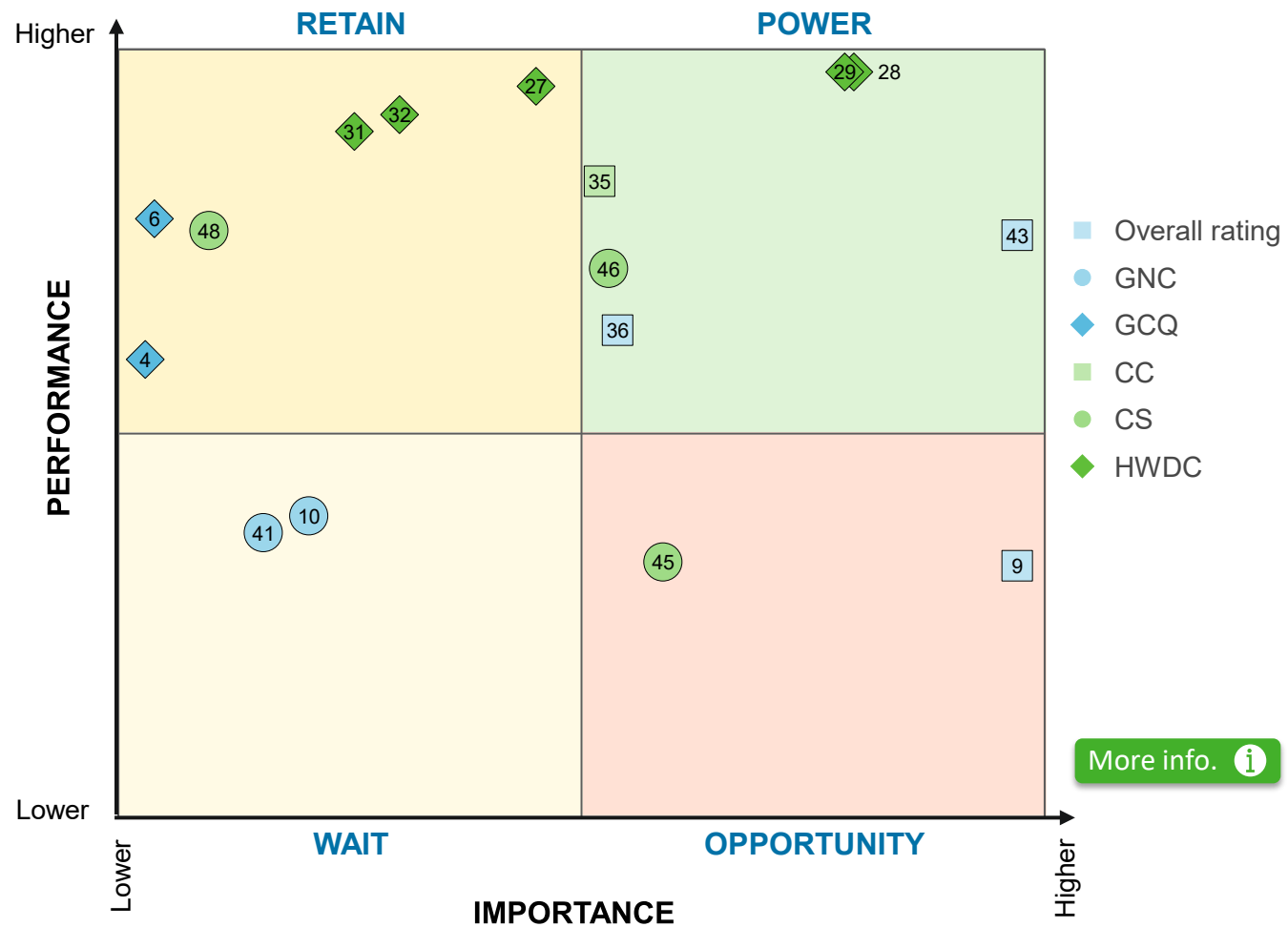
# POWER CHART: YOUR RESULTS

## MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE		SRS	SPH %tile
<b>POWER</b>			
Q43	Rating of Specialist	78.6%	76 <sup>th</sup>
Q28	Dr. listened carefully	100%	100 <sup>th</sup>
Q29	Dr. showed respect	100%	100 <sup>th</sup>
Q36	Rating of Personal Doctor	78.7%	64 <sup>th</sup>
Q46	Treated with courtesy and respect	96.0%	73 <sup>rd</sup>
Q35	Coordination of Care	88.9%	84 <sup>th</sup>
<b>OPPORTUNITY</b>			
Q9	Rating of Health Care	69.1%	32 <sup>nd</sup>
Q45	Provided information or help	80.8%	33 <sup>rd</sup>
<b>WAIT</b>			
Q10	Getting care, tests, or treatment	88.2%	39 <sup>th</sup>
Q41	Getting specialist appointment	76.5%	36 <sup>th</sup>
<b>RETAIN</b>			
Q27	Dr. explained things	98.4%	96 <sup>th</sup>
Q32	Dr. spent enough time	95.1%	93 <sup>rd</sup>
Q31	Dr explained things to child	97.5%	90 <sup>th</sup>
Q48	Ease of Filling Out Forms +	97.3%	78 <sup>th</sup>
Q6	Getting routine care	87.7%	78 <sup>th</sup>
Q4	Getting urgent care	92.3%	61 <sup>st</sup>

### KEY DRIVERS, SUMMARY RATES AND PERCENTILES

The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.



# 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		SPH BoB PERCENTILE	CLASSIFICATION
	YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY		
<b>TOP 10 KEY DRIVERS</b>							
			<b>Q49</b>	<b>Rating of Health Plan</b>	<b>74.6%</b>	<b>72.5%</b>	<b>64<sup>th</sup></b>
✓	1	1	Q9	Rating of Health Care	69.1%	71.2%	32 <sup>nd</sup> <b>Opportunity</b>
✓	2	3	Q43	Rating of Specialist	78.6%	73.9%	76 <sup>th</sup> <b>Power</b>
✓	3	10	Q28	Dr. listened carefully	100%	95.6%	100 <sup>th</sup> <b>Power</b>
	4	11	Q29	Dr. showed respect	100%	96.7%	100 <sup>th</sup> <b>Power</b>
✓	5	7	Q45	Provided information or help	80.8%	82.7%	33 <sup>rd</sup> <b>Opportunity</b>
✓	6	2	Q36	Rating of Personal Doctor	78.7%	77.4%	64 <sup>th</sup> <b>Power</b>
✓	7	6	Q46	Treated with courtesy and respect	96.0%	93.7%	73 <sup>rd</sup> <b>Power</b>
	8	12	Q35	Coordination of Care	88.9%	84.1%	84 <sup>th</sup> <b>Power</b>
	9	13	Q27	Dr. explained things	98.4%	94.8%	96 <sup>th</sup> <b>Retain</b>
	10	14	Q32	Dr. spent enough time	95.1%	90.6%	93 <sup>rd</sup> <b>Retain</b>
	12	5	Q10	Getting care, tests, or treatment	88.2%	89.2%	39 <sup>th</sup> <b>Wait</b>
	13	4	Q41	Getting specialist appointment	76.5%	79.5%	36 <sup>th</sup> <b>Wait</b>
	15	8	Q6	Getting routine care	87.7%	82.9%	78 <sup>th</sup> <b>Retain</b>
	16	9	Q4	Getting urgent care	92.3%	90.5%	61 <sup>st</sup> <b>Retain</b>

**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.

**INDUSTRY**  
SPH 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.

*All Industry scores & rankings are calculated based on the 2022 SPH 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.*



a Press Ganey Solution

# MEASURE ANALYSES

Measure Details and Summary Rate Scores

- Western Sky Community Care



**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

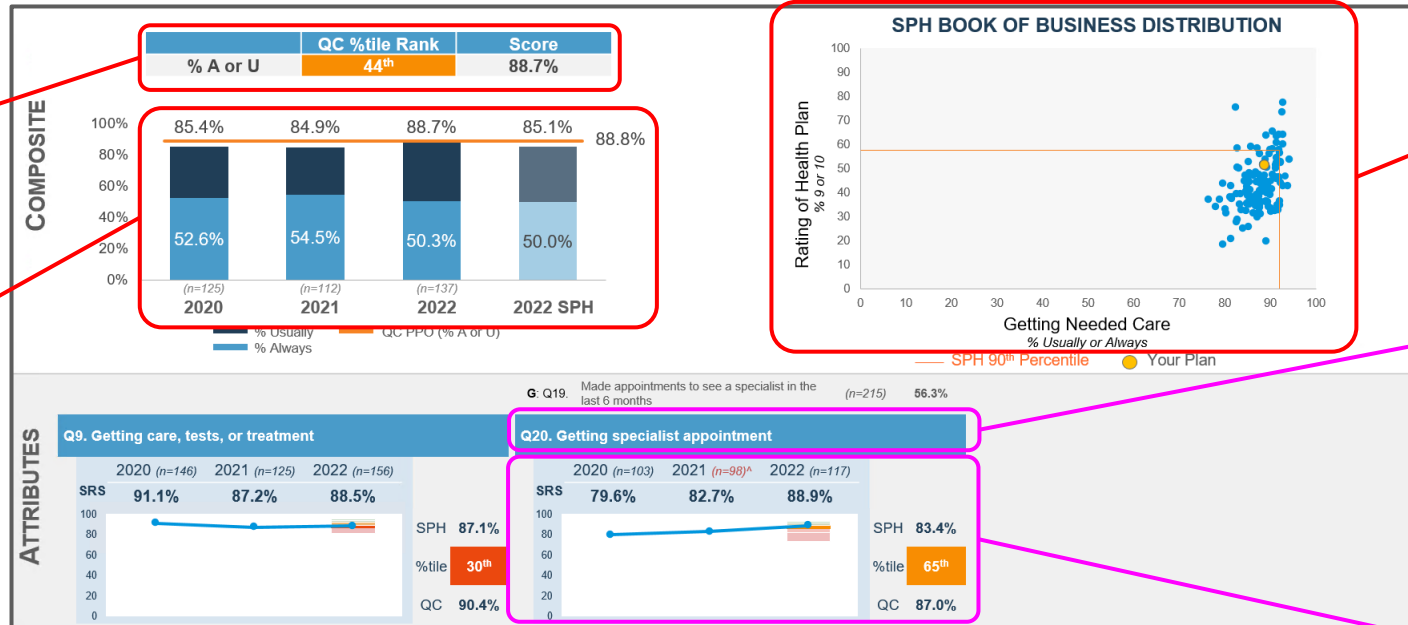
All scores displayed in this section are summary rate scores (notated with 'SRS').

More info.

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

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, SPH BoB and Quality Compass national data are displayed.



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

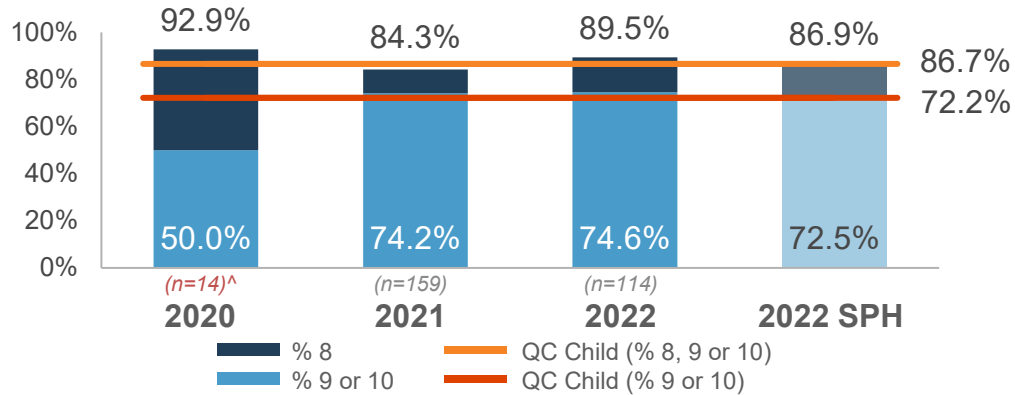
Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes

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 2021 **Quality Compass** percentile bands

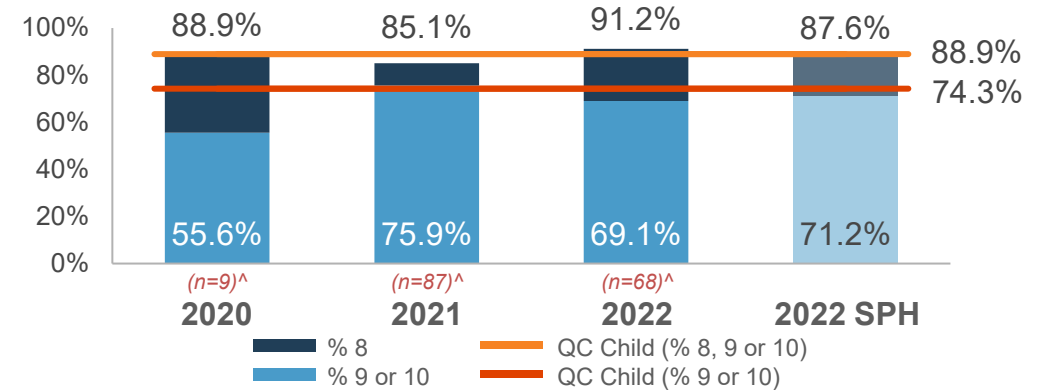
### RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	73 <sup>rd</sup>	89.5%
% 9 or 10	61 <sup>st</sup>	74.6%



### RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	78 <sup>th</sup>	91.2%
% 9 or 10	10 <sup>th</sup>	69.1%



#### Key Drivers Of The Rating Of The Health Plan

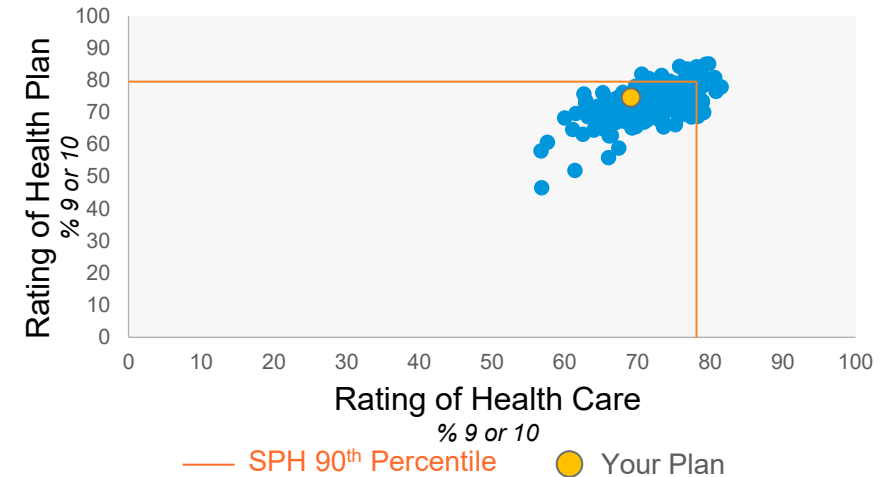
##### POWER

##### OPPORTUNITIES

- Q43 Rating of Specialist
- Q28 Dr. listened carefully
- Q29 Dr. showed respect
- Q36 Rating of Personal Doctor
- Q46 Treated with courtesy and respect
- Q35 Coordination of Care

- Q9 Rating of Health Care
- Q45 Provided information or help

#### SPH BOOK OF BUSINESS DISTRIBUTION

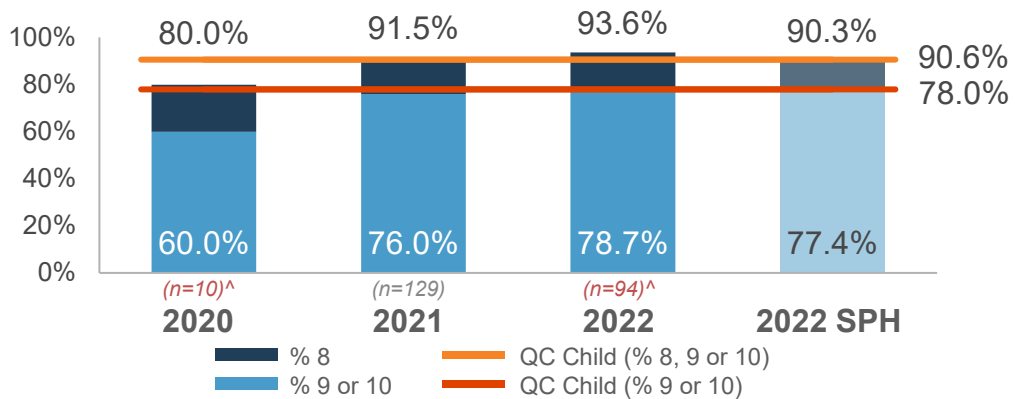


**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

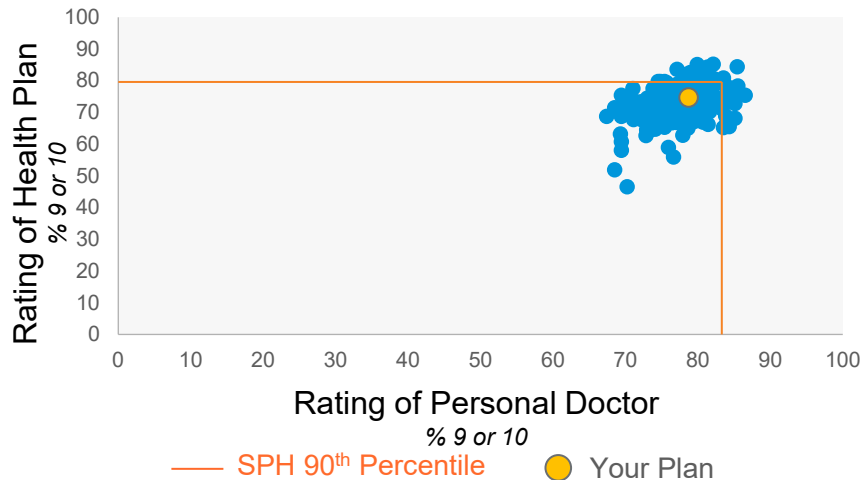
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

### RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	87 <sup>th</sup>	93.6%
% 9 or 10	54 <sup>th</sup>	78.7%

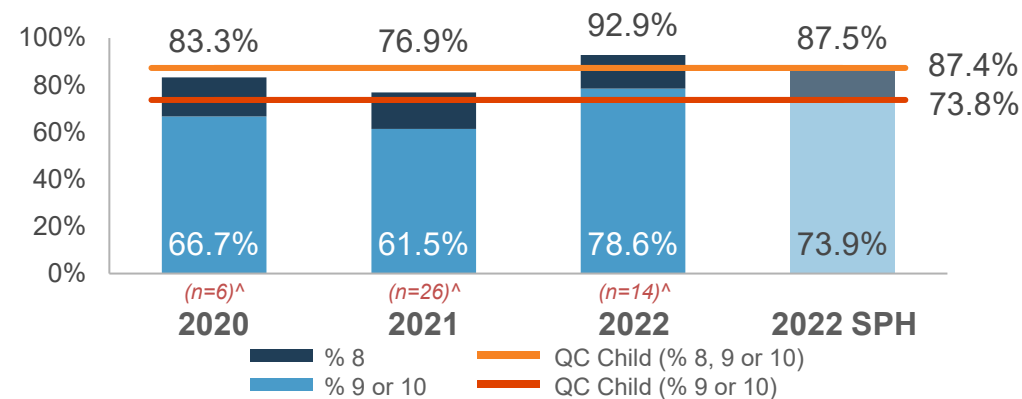


### SPH BOOK OF BUSINESS DISTRIBUTION

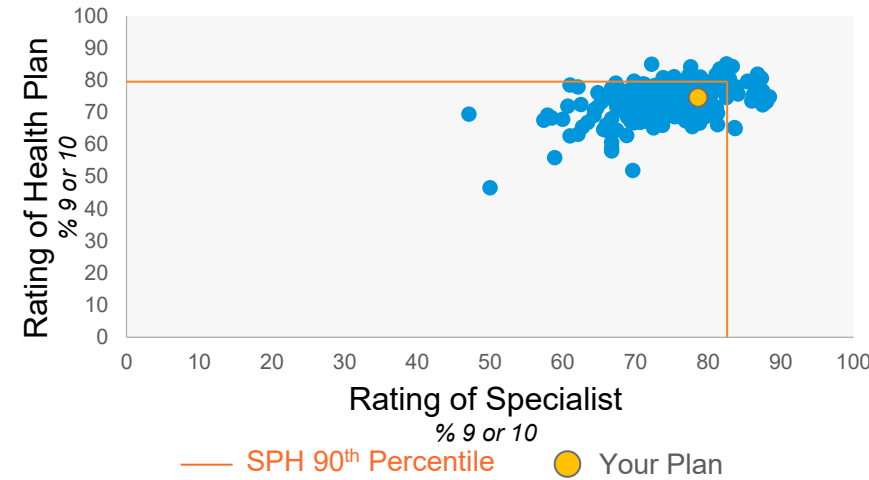


### RATING OF SPECIALIST

	QC %tile Rank	Score
% 8, 9 or 10	93 <sup>rd</sup>	92.9%
% 9 or 10	93 <sup>rd</sup>	78.6%



### SPH BOOK OF BUSINESS DISTRIBUTION



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

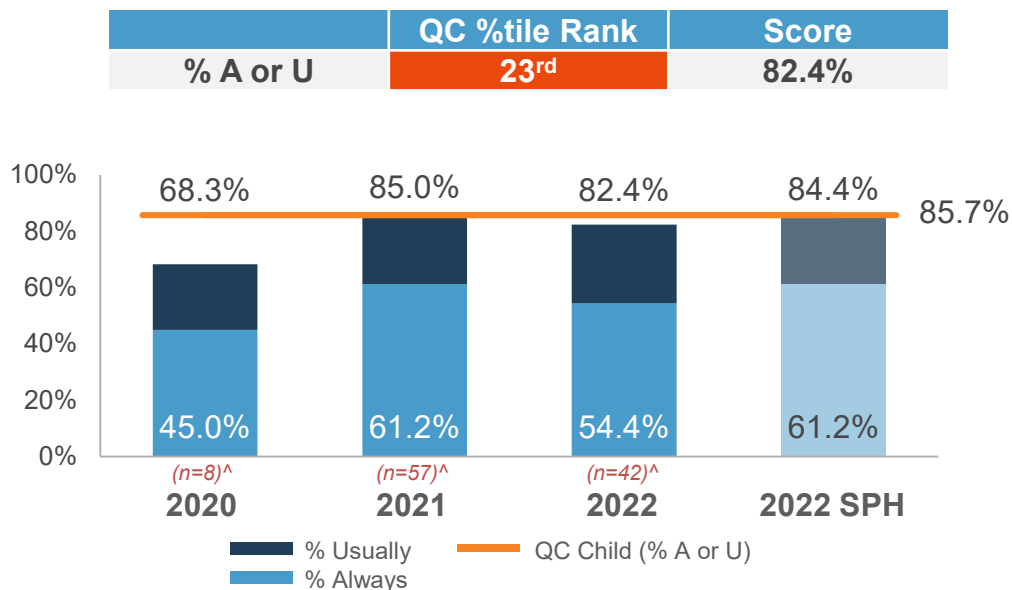
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.



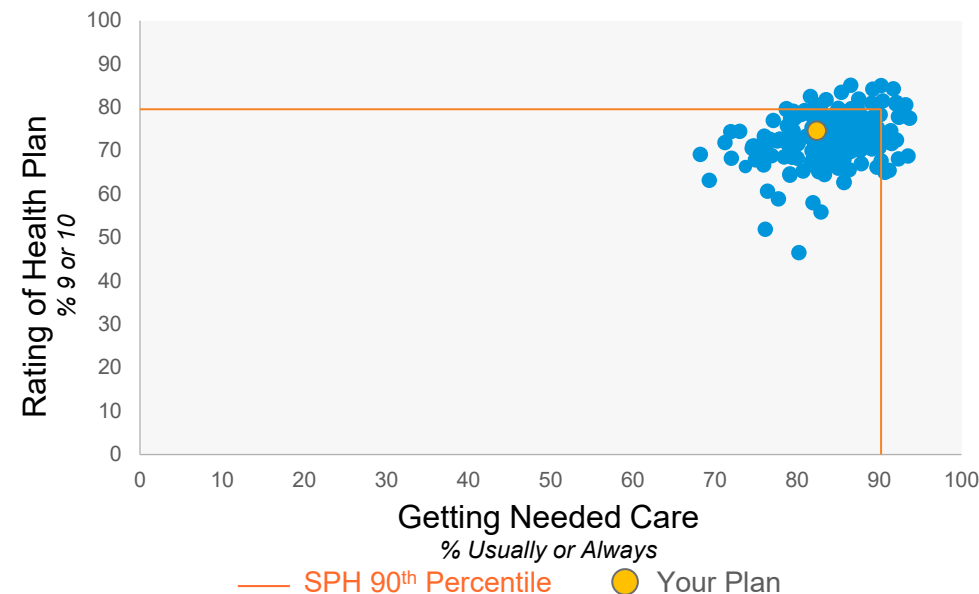
# GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



## SPH BOOK OF BUSINESS DISTRIBUTION

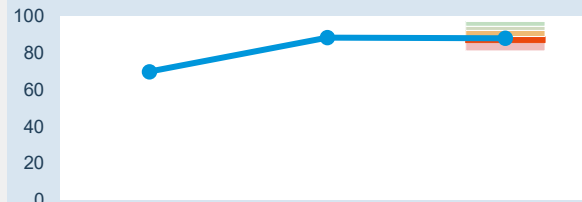


ATTRIBUTES

G: Q40. Made appointments to see a specialist in the last 6 months (n=118) 14.4%

### Q10. Getting care, tests, or treatment

SRS	2020 (n=10) <sup>^</sup>	2021 (n=87) <sup>^</sup>	2022 (n=68) <sup>^</sup>
	70.0%	88.5%	88.2%



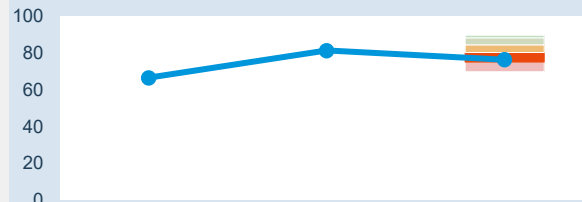
SPH 89.2%

%tile 25<sup>th</sup>

QC 90.3%

### Q41. Getting specialist appointment

SRS	2020 (n=6) <sup>^</sup>	2021 (n=27) <sup>^</sup>	2022 (n=17) <sup>^</sup>
	66.7%	81.5%	76.5%



SPH 79.5%

%tile 18<sup>th</sup>

QC 78.1%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

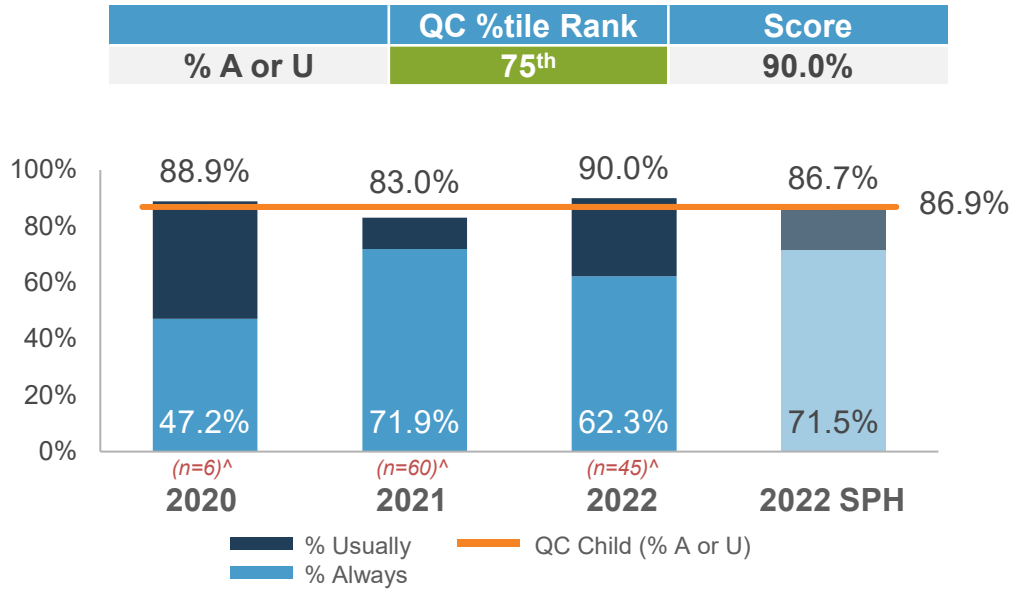
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.



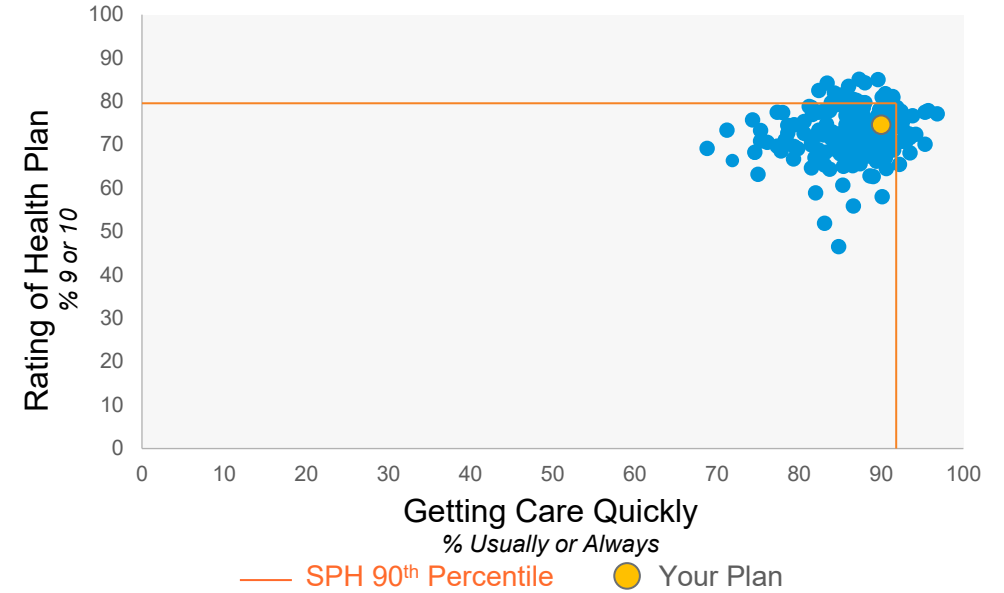
# GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



## SPH BOOK OF BUSINESS DISTRIBUTION



ATTRIBUTES

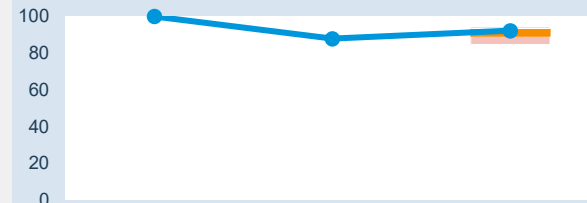
G: Q3. Had illness, injury or condition that needed care right away (n=120) 23.3%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=119) 57.1%

### Q4. Getting urgent care

2020 (n=4)<sup>^</sup> 2021 (n=33)<sup>^</sup> 2022 (n=26)<sup>^</sup>

SRS 100% 87.9% 92.3%



SPH 90.5%

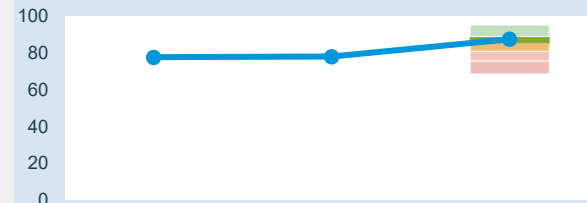
%tile 44<sup>th</sup>

QC 91.0%

### Q6. Getting routine care

2020 (n=9)<sup>^</sup> 2021 (n=87)<sup>^</sup> 2022 (n=65)<sup>^</sup>

SRS 77.8% 78.2% 87.7%



SPH 82.9%

%tile 80<sup>th</sup>

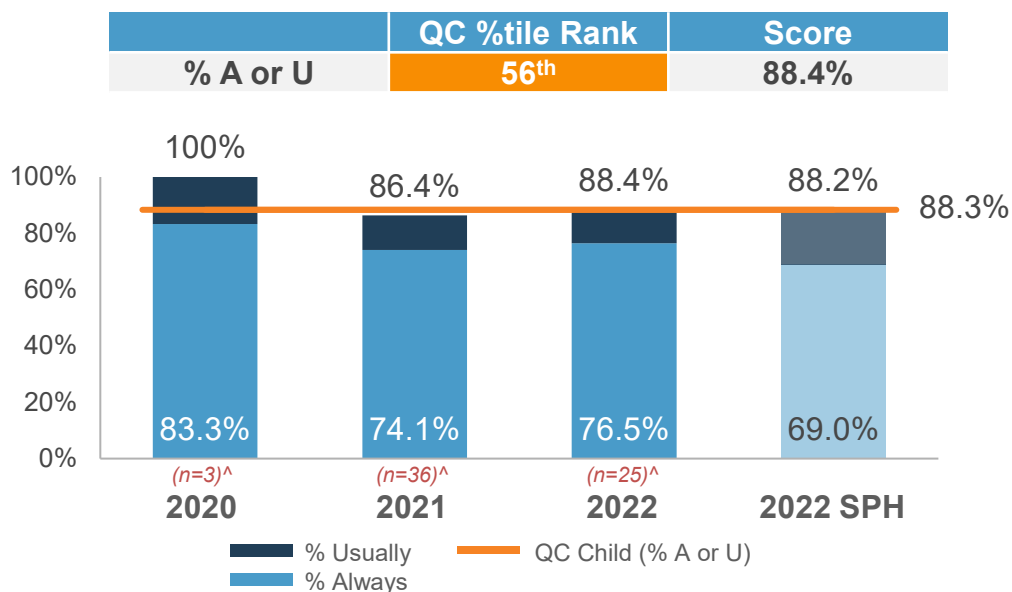
QC 83.0%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

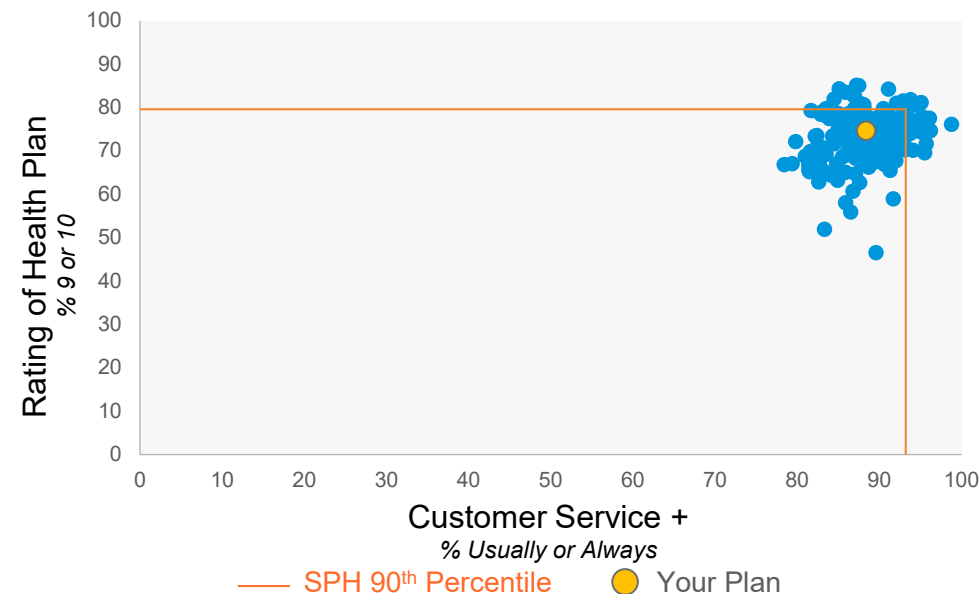
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.



COMPOSITE



### SPH BOOK OF BUSINESS DISTRIBUTION

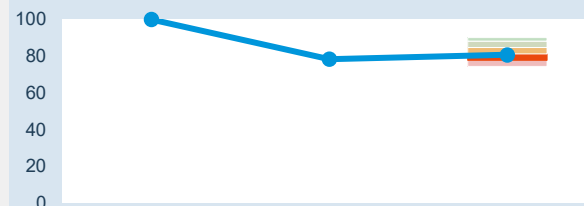


G: Q44. Got information or help from customer service (n=117) 23.9%

ATTRIBUTES

#### Q45. Provided information or help

SRS	2020 (n=3) <sup>^</sup>	2021 (n=37) <sup>^</sup>	2022 (n=26) <sup>^</sup>
SRS	100%	78.4%	80.8%



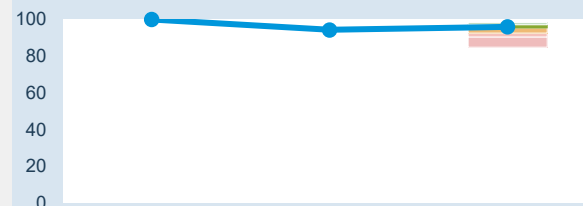
SPH 82.7%

%tile 28<sup>th</sup>

QC 82.8%

#### Q46. Treated with courtesy and respect

SRS	2020 (n=3) <sup>^</sup>	2021 (n=36) <sup>^</sup>	2022 (n=25) <sup>^</sup>
SRS	100%	94.4%	96.0%



SPH 93.7%

%tile 79<sup>th</sup>

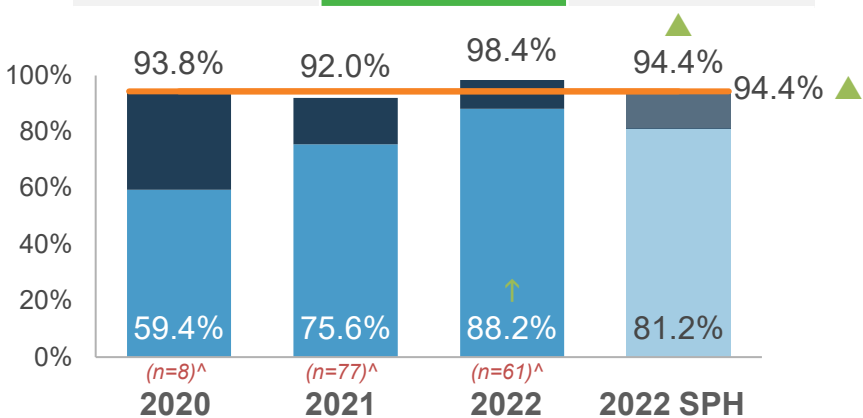
QC 93.9%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

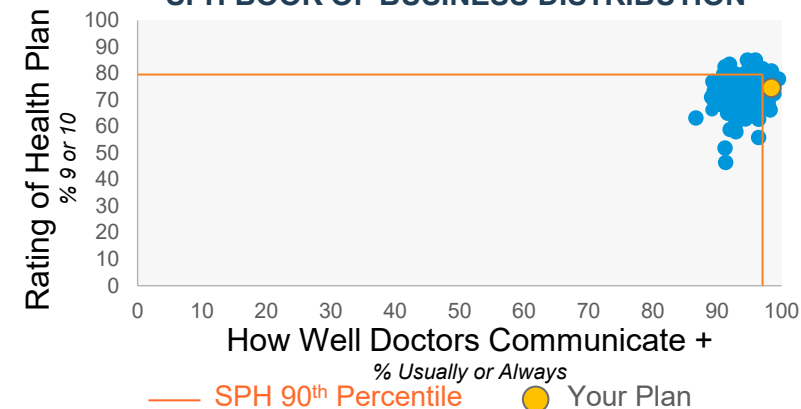
## COMPOSITE

% A or U	QC %tile Rank	Score
94.4%	98 <sup>th</sup>	98.4%



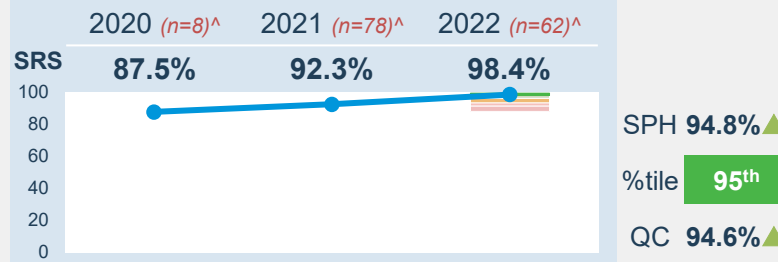
■ % Usually    — QC Child (% A or U)  
■ % Always

## SPH BOOK OF BUSINESS DISTRIBUTION

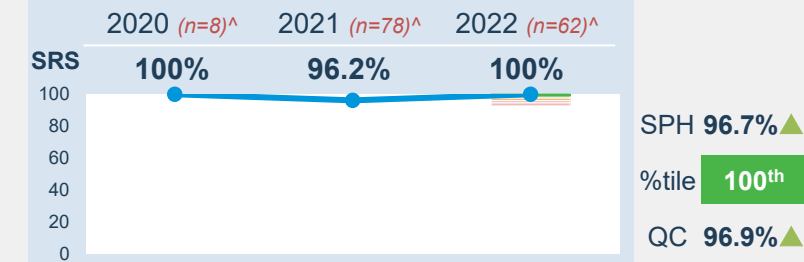


## ATTRIBUTES

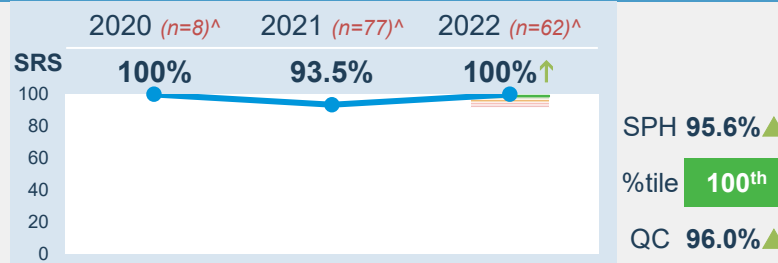
### Q27. Dr. explained things



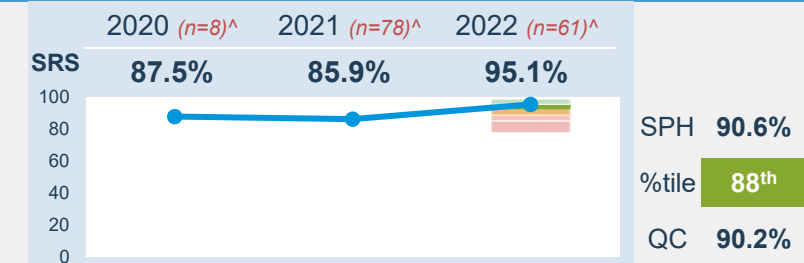
### Q29. Dr. showed respect



### Q28. Dr. listened carefully



### Q32. Dr. spent enough time



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

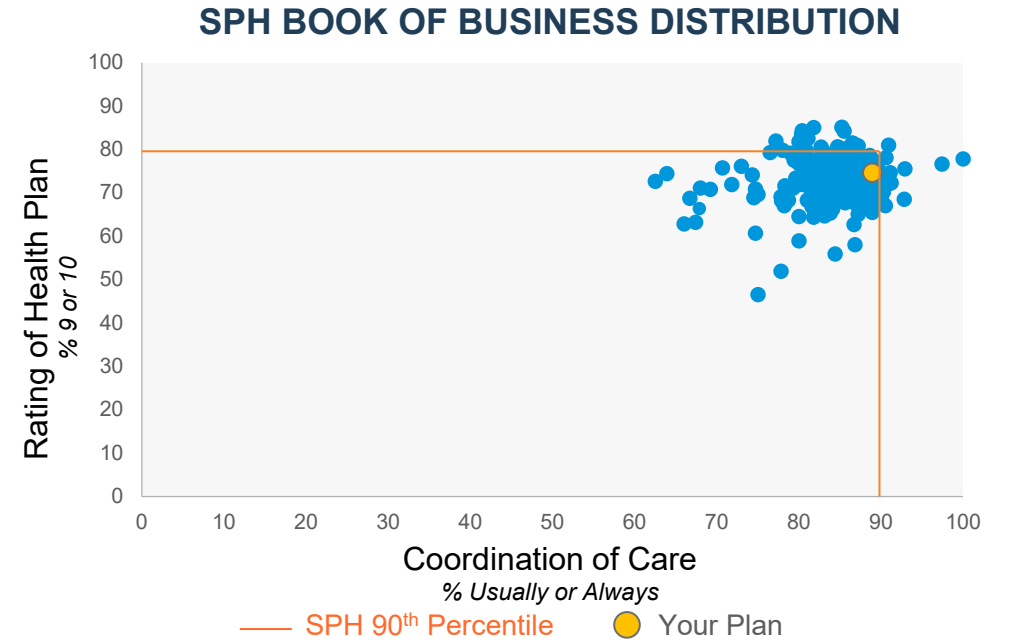
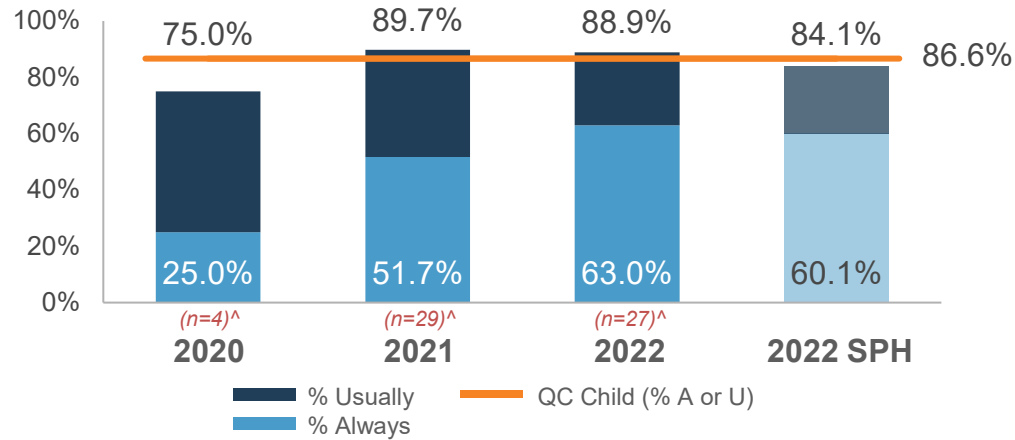
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.



# COORDINATION OF CARE

MEDICAID CHILD: GENERAL POPULATION

	QC %tile Rank	Score
% A or U	68 <sup>th</sup>	88.9%



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.





a Press Ganey Solution

# SUMMARY OF TREND AND BENCHMARKS

- Western Sky Community Care

**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 2021 score (↑), the 2020 score (↕) or benchmark score (▲).

**Red** – Current year score is significantly lower than the 2021 score (↓), the 2020 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.

## Available Benchmarks

The following benchmarks are used throughout the report.

	<b>2021 Quality Compass® All Plans (General Population)</b>	<b>2021 Quality Compass® All Plans (CCC Population)</b>	<b>2021 NCQA 1-100 Benchmark (General Population)</b>	<b>2021 NCQA 1-100 Benchmark (CCC Population)</b>	<b>2022 SPH Analytics Book of Business (General Population)</b>	<b>2022 SPH Analytics Book of Business (CCC Population)</b>
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2021.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2021.	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 2021.	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 2021.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2022 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2022 CAHPS 5.1H survey and submitted data to NCQA.
<b>PROS</b>	<ul style="list-style-type: none"> <li>Contains more plans than the SPH Book of Business</li> <li>Is presented in NCQA's The State of Health Care Quality</li> </ul>	<ul style="list-style-type: none"> <li>Contains more plans than the SPH Book of Business</li> <li>Is presented in NCQA's The State of Health Care Quality</li> <li>Provides a CCC benchmark</li> </ul>	<ul style="list-style-type: none"> <li>Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li> </ul>	<ul style="list-style-type: none"> <li>Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li> <li>Provides a CCC benchmark</li> </ul>	<ul style="list-style-type: none"> <li>Provides a benchmark for each question from the survey</li> <li>Permits precise percentile ranking of plan compared to benchmark</li> </ul>	<ul style="list-style-type: none"> <li>Provides a benchmark for each question from the survey</li> <li>Permits precise percentile ranking of plan compared to benchmark</li> <li>Provides a CCC benchmark</li> </ul>
<b>CONS</b>	<ul style="list-style-type: none"> <li>Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks</li> </ul>	<ul style="list-style-type: none"> <li>Contains fewer plans than the Quality Compass® All Plans Benchmarks</li> </ul>
<b>SIZE</b>	183 Plans	57 Plans	183 Plans	57 Plans	189 Plans 47,922 Respondents	70 Plans 14,580 Respondents



# SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2022 Valid n	2020	2021	2022	2022 GP SPH BoB	2021 GP QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q49. Rating of Health Plan	114	50.0%	74.2%	74.6%	72.5%	72.2%
★ Q9. Rating of Health Care	68 <sup>^</sup>	55.6%	75.9%	69.1%	71.2%	74.3%
★ Q36. Rating of Personal Doctor	94 <sup>^</sup>	60.0%	76.0%	78.7%	77.4%	78.0%
★ Q43. Rating of Specialist	14 <sup>^</sup>	66.7%	61.5%	78.6%	73.9%	73.8%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	114	92.9%	84.3%	89.5%	86.9%	86.7%
Q9. Rating of Health Care	68 <sup>^</sup>	88.9%	85.1%	91.2%	87.6%	88.9%
Q36. Rating of Personal Doctor	94 <sup>^</sup>	80.0%	91.5%	93.6%	90.3%	90.6%
Q43. Rating of Specialist	14 <sup>^</sup>	83.3%	76.9%	92.9%	87.5%	87.4%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>42<sup>^</sup></b>	<b>68.3%</b>	<b>85.0%</b>	<b>82.4%</b>	<b>84.4%</b>	<b>85.7%</b>
Q10. Getting care, tests, or treatment	68 <sup>^</sup>	70.0%	88.5%	88.2%	89.2%	90.3%
Q41. Getting specialist appointment	17 <sup>^</sup>	66.7%	81.5%	76.5%	79.5%	78.1%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>45<sup>^</sup></b>	<b>88.9%</b>	<b>83.0%</b>	<b>90.0%</b>	<b>86.7%</b>	<b>86.9%</b>
Q4. Getting urgent care	26 <sup>^</sup>	100%	87.9%	92.3%	90.5%	91.0%
Q6. Getting routine care	65 <sup>^</sup>	77.8%	78.2%	87.7%	82.9%	83.0%
★ <b>Q35. Coordination of Care</b>	<b>27<sup>^</sup></b>	<b>75.0%</b>	<b>89.7%</b>	<b>88.9%</b>	<b>84.1%</b>	<b>86.6%</b>
<b>Customer Service + (% Usually or Always)</b>	<b>25<sup>^</sup></b>	<b>100%</b>	<b>86.4%</b>	<b>88.4%</b>	<b>88.2%</b>	<b>88.3%</b>
Q45. Provided information or help	26 <sup>^</sup>	100%	78.4%	80.8%	82.7%	82.8%
Q46. Treated with courtesy and respect	25 <sup>^</sup>	100%	94.4%	96.0%	93.7%	93.9%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>61<sup>^</sup></b>	<b>93.8%</b>	<b>92.0%</b>	<b>98.4%</b>	<b>94.4%</b> ▲	<b>94.4%</b> ▲
Q27. Dr. explained things	62 <sup>^</sup>	87.5%	92.3%	98.4%	94.8% ▲	94.6% ▲
Q28. Dr. listened carefully	62 <sup>^</sup>	100%	93.5%	100% ↑	95.6% ▲	96.0% ▲
Q29. Dr. showed respect	62 <sup>^</sup>	100%	96.2%	100%	96.7% ▲	96.9% ▲
Q32. Dr. spent enough time	61 <sup>^</sup>	87.5%	85.9%	95.1%	90.6%	90.2%
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>112</b>	<b>92.9%</b>	<b>96.3%</b>	<b>97.3%</b>	<b>96.1%</b>	<b>96.0%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.



# SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

	2022 Valid n	2020	2021	2022	2022 CCC SPH BoB	2021 CCC QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q49. Rating of Health Plan	94 <sup>^</sup>	57.1%	71.8%	69.1%	69.7%	68.6%
★ Q9. Rating of Health Care	66 <sup>^</sup>	71.4%	67.2%	71.2%	69.1%	71.7%
★ Q36. Rating of Personal Doctor	82 <sup>^</sup>	66.7%	74.0%	81.7%	77.5%	78.4%
★ Q43. Rating of Specialist	37 <sup>^</sup>	66.7%	71.0%	83.8%	74.0%	74.4%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	94 <sup>^</sup>	85.7%	82.4%	87.2%	84.4%	83.9%
Q9. Rating of Health Care	66 <sup>^</sup>	85.7%	84.5%	90.9%	86.5%	87.8%
Q36. Rating of Personal Doctor	82 <sup>^</sup>	83.3%	80.8%	95.1% ↑	89.5% ▲	89.5% ▲
Q43. Rating of Specialist	37 <sup>^</sup>	100%	90.3%	94.6%	87.1% ▲	87.5%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>53<sup>^</sup></b>	<b>83.3%</b>	<b>79.3%</b>	<b>84.5%</b>	<b>87.5%</b>	<b>87.5%</b>
Q10. Getting care, tests, or treatment	67 <sup>^</sup>	100%	84.5%	86.6%	90.4%	90.6%
Q41. Getting specialist appointment	40 <sup>^</sup>	66.7%	74.2%	82.5%	84.5%	85.0%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>52<sup>^</sup></b>	<b>100%</b>	<b>89.7%</b>	<b>94.4%</b>	<b>90.5%</b>	<b>90.8%</b>
Q4. Getting urgent care	40 <sup>^</sup>	100%	95.8%	95.0%	92.4%	94.4%
Q6. Getting routine care	64 <sup>^</sup>	100%	83.6%	93.8%	88.5%	88.1%
★ <b>Q35. Coordination of Care</b>	<b>38<sup>^</sup></b>	<b>66.7%</b>	<b>75.0%</b>	<b>86.8%</b>	<b>83.3%</b>	<b>85.2%</b>
<b>Customer Service + (% Usually or Always)</b>	<b>33<sup>^</sup></b>	<b>87.5%</b>	<b>92.0%</b>	<b>92.4%</b>	<b>89.3%</b>	<b>91.2%</b>
Q45. Provided information or help	33 <sup>^</sup>	75.0%	88.0%	90.9%	83.7%	86.8%
Q46. Treated with courtesy and respect	33 <sup>^</sup>	100%	96.0%	93.9%	94.8%	95.6%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>60<sup>^</sup></b>	<b>100%</b>	<b>86.5%</b>	<b>97.5%</b> ↑	<b>94.9%</b>	<b>94.6%</b>
Q27. Dr. explained things	60 <sup>^</sup>	100%	85.7%	98.3% ↑	95.7%	95.2%
Q28. Dr. listened carefully	60 <sup>^</sup>	100%	87.3%	98.3% ↑	95.5%	95.7%
Q29. Dr. showed respect	60 <sup>^</sup>	100%	90.9%	100% ↑	96.5% ▲	96.7% ▲
Q32. Dr. spent enough time	60 <sup>^</sup>	100%	82.1%	93.3%	91.9%	91.0%
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>91<sup>^</sup></b>	<b>100%</b>	<b>93.7%</b>	<b>97.8%</b>	<b>95.9%</b>	<b>95.6%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.







# SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

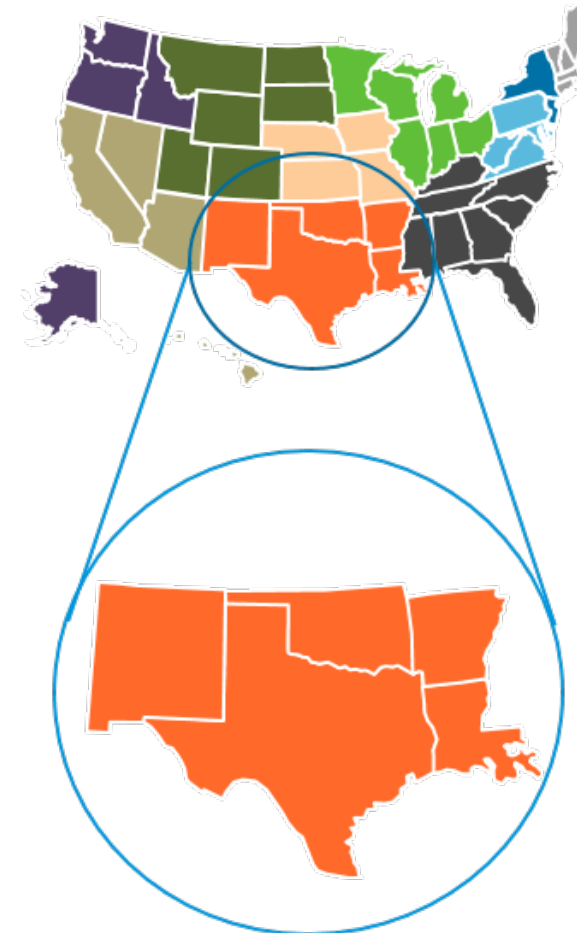
CCC MEASURES	2022 Valid n	2020	2021	2022	2022 CCC SPH BoB	2021 CCC QC
<b>Q51. Access to Rx Medicines (% Usually or Always)</b>	<b>67<sup>^</sup></b>	<b>80.0%</b>	<b>87.5%</b>	<b>92.5%</b>	<b>91.5%</b>	<b>94.4%</b>
<b>Access to Specialized Services (% Usually or Always)</b>	<b>24<sup>^</sup></b>	<b>---</b>	<b>78.0%</b>	<b>75.6%</b>	<b>73.0%</b>	<b>74.0%</b>
Q15. Easy to get special medical equipment	13 <sup>^</sup>	66.7%	81.8%	69.2%	71.9%	NA
Q18. Easy to get special therapy	24 <sup>^</sup>	100%	84.6%	83.3%	74.2%	NA
Q21. Easy to get treatment or counseling	35 <sup>^</sup>	---	67.6%	74.3%	72.9%	74.4%
<b>FCC: Dr Who Knows Child (% Yes)</b>	<b>57<sup>^</sup></b>	<b>93.3%</b>	<b>78.9%</b>	<b>95.4%</b> ↑	<b>91.5%</b>	<b>90.8%</b>
Q33. Discussed feelings/growth/behavior	60 <sup>^</sup>	80.0%	67.9%	93.3% ↑	90.4%	NA
Q38. Understands effects on child's life	56 <sup>^</sup>	100%	84.6%	98.2% ↑	93.7% ▲	92.9% ▲
Q39. Understands effects on family's life	55 <sup>^</sup>	100%	84.3%	94.5%	90.4%	90.0%
<b>Q8. FCC: Getting Needed Info (% Usually or Always)</b>	<b>67<sup>^</sup></b>	<b>100%</b>	<b>81.4%</b>	<b>95.5%</b> ↑	<b>92.0%</b>	<b>NA</b>
<b>Coordination of Care for CCC (% Yes)</b>	<b>29<sup>^</sup></b>	<b>75.0%</b>	<b>72.5%</b>	<b>80.2%</b>	<b>76.6%</b>	<b>77.1%</b>
Q13. Helped contact child's school/daycare	15 <sup>^</sup>	100%	86.7%	100%	92.6%	NA
Q24. Helped coordinate child's care	43 <sup>^</sup>	50.0%	58.3%	60.5%	60.5%	60.3%

**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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

	SUMMARY RATE	2022 SPH BoB REGION
<b>Rating Questions (% 9 or 10)</b>		
★ Q49. Rating of Health Plan	74.6%	76.8%
★ Q9. Rating of Health Care	69.1%	73.2%
★ Q36. Rating of Personal Doctor	78.7%	77.3%
★ Q43. Rating of Specialist	78.6%	77.5%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q49. Rating of Health Plan	89.5%	89.8%
Q9. Rating of Health Care	91.2%	88.5%
Q36. Rating of Personal Doctor	93.6%	90.6%
Q43. Rating of Specialist	92.9%	89.8%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>82.4%</b>	<b>84.4%</b>
Q10. Getting care, tests, or treatment	88.2%	89.0%
Q41. Getting specialist appointment	76.5%	79.7%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>90.0%</b>	<b>85.8%</b>
Q4. Getting urgent care	92.3%	89.0%
Q6. Getting routine care	87.7%	82.5%
★ <b>Q35. Coordination of Care</b>	<b>88.9%</b>	<b>83.4%</b>
<b>Customer Service + (% Usually or Always)</b>		
Q45. Provided information or help	80.8%	82.9%
Q46. Treated with courtesy and respect	96.0%	93.8%
<b>How Well Doctors Communicate + (% Usually or Always)</b>		
Q27. Dr. explained things	98.4%	93.6% 
Q28. Dr. listened carefully	100%	95.2% 
Q29. Dr. showed respect	100%	96.2% 
Q32. Dr. spent enough time	95.1%	88.1% 
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>97.3%</b>	<b>95.7%</b>



**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 2022 SPH BoB Region score.





# PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Rating Questions (% 9 or 10)</b>																					
★ Q49. Rating of Health Plan	74.6%	61 <sup>st</sup>	60.6	63.9	68.4	70.0	72.5	75.4	76.5	79.6	81.6	64 <sup>th</sup>	64.4	66.2	68.8	70.6	73.1	75.4	76.7	79.6	81.1
★ Q9. Rating of Health Care	69.1%	10 <sup>th</sup>	66.3	68.9	71.1	72.5	74.4	76.5	77.2	80.0	81.2	32 <sup>nd</sup>	62.9	65.1	67.5	69.2	71.4	74.0	75.2	78.1	78.9
★ Q36. Rating of Personal Doctor	78.7%	54 <sup>th</sup>	71.6	72.8	75.6	76.6	78.2	79.9	80.4	82.9	83.9	64 <sup>th</sup>	69.9	72.4	74.9	75.7	77.3	78.9	80.2	83.3	84.3
★ Q43. Rating of Specialist	78.6%	93 <sup>rd</sup>	68.3	69.2	71.2	72.3	74.1	76.0	76.1	77.5	80.9	76 <sup>th</sup>	61.1	64.7	69.7	71.2	73.9	76.9	78.3	82.6	86.0
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q49. Rating of Health Plan	89.5%	73 <sup>rd</sup>	78.6	81.8	84.2	85.3	87.2	88.7	89.7	91.3	92.5	70 <sup>th</sup>	80.3	82.0	84.4	85.6	87.3	89.3	89.9	92.1	92.8
Q9. Rating of Health Care	91.2%	78 <sup>th</sup>	84.1	85.3	87.3	87.8	88.8	90.1	90.8	92.6	93.7	86 <sup>th</sup>	81.5	82.8	85.6	86.4	87.9	89.1	90.0	91.5	92.7
Q36. Rating of Personal Doctor	93.6%	87 <sup>th</sup>	86.4	87.1	88.9	89.7	90.9	91.7	92.2	94.2	94.9	90 <sup>th</sup>	85.4	87.1	88.9	89.5	90.5	91.6	92.4	93.6	94.2
Q43. Rating of Specialist	92.9%	93 <sup>rd</sup>	80.7	82.7	85.4	86.0	86.8	88.9	90.3	91.1	93.6	90 <sup>th</sup>	78.6	81.2	84.8	86.2	88.3	89.6	90.5	92.9	94.4
★ <b>Getting Needed Care (% U/A)</b>	<b>82.4%</b>	<b>23<sup>rd</sup></b>	<b>78.3</b>	<b>79.4</b>	<b>82.7</b>	<b>84.3</b>	<b>85.7</b>	<b>88.0</b>	<b>89.0</b>	<b>90.9</b>	<b>92.3</b>	<b>36<sup>th</sup></b>	<b>74.8</b>	<b>76.5</b>	<b>80.6</b>	<b>82.1</b>	<b>84.4</b>	<b>86.4</b>	<b>87.6</b>	<b>90.2</b>	<b>92.1</b>
Q10. Getting care, tests, or treatment	88.2%	25 <sup>th</sup>	83.9	85.8	88.2	89.1	90.4	92.4	93.0	94.7	95.2	39 <sup>th</sup>	81.3	82.7	86.2	87.6	89.7	91.8	92.4	93.9	95.1
Q41. Getting specialist appointment	76.5%	18 <sup>th</sup>	72.7	75.2	79.0	80.4	82.7	84.5	85.4	88.4	89.5	36 <sup>th</sup>	64.9	70.0	74.2	75.0	79.1	82.6	84.3	88.2	89.1
★ <b>Getting Care Quickly (% U/A)</b>	<b>90.0%</b>	<b>75<sup>th</sup></b>	<b>78.8</b>	<b>79.8</b>	<b>84.1</b>	<b>85.2</b>	<b>87.6</b>	<b>89.3</b>	<b>90.0</b>	<b>92.5</b>	<b>93.6</b>	<b>74<sup>th</sup></b>	<b>76.2</b>	<b>79.1</b>	<b>83.5</b>	<b>84.8</b>	<b>86.8</b>	<b>89.2</b>	<b>90.1</b>	<b>91.8</b>	<b>92.9</b>
Q4. Getting urgent care	92.3%	44 <sup>th</sup>	84.7	84.7	89.3	89.3	92.4	93.5	93.5	94.3	94.3	61 <sup>st</sup>	78.8	81.8	86.6	87.7	90.8	92.9	93.9	95.8	97.6
Q6. Getting routine care	87.7%	80 <sup>th</sup>	72.9	75.8	79.3	81.1	83.4	85.6	86.4	89.1	91.0	78 <sup>th</sup>	71.2	75.1	78.8	81.0	83.7	85.7	87.3	89.4	90.6
★ <b>Q35. Coordination of Care</b>	<b>88.9%</b>	<b>68<sup>th</sup></b>	<b>80.4</b>	<b>81.1</b>	<b>83.2</b>	<b>85.2</b>	<b>87.8</b>	<b>88.6</b>	<b>89.1</b>	<b>90.8</b>	<b>91.4</b>	<b>84<sup>th</sup></b>	<b>71.9</b>	<b>77.3</b>	<b>81.0</b>	<b>82.1</b>	<b>84.2</b>	<b>86.6</b>	<b>87.2</b>	<b>89.8</b>	<b>90.6</b>
<b>Customer Service + (% U/A)</b>	<b>88.4%</b>	<b>56<sup>th</sup></b>	<b>83.5</b>	<b>84.7</b>	<b>86.5</b>	<b>86.9</b>	<b>88.0</b>	<b>90.1</b>	<b>90.4</b>	<b>92.3</b>	<b>93.0</b>	<b>52<sup>nd</sup></b>	<b>81.7</b>	<b>82.9</b>	<b>85.9</b>	<b>86.8</b>	<b>88.3</b>	<b>90.3</b>	<b>91.1</b>	<b>93.2</b>	<b>95.0</b>
Q45. Provided information or help	80.8%	28 <sup>th</sup>	76.0	77.8	80.3	81.2	82.7	84.8	85.7	88.2	89.3	33 <sup>rd</sup>	73.8	76.1	78.6	80.8	82.9	85.7	87.2	90.3	91.6
Q46. Treated with courtesy and respect	96.0%	79 <sup>th</sup>	89.4	90.5	92.2	92.6	94.5	95.3	95.6	97.1	97.5	73 <sup>rd</sup>	86.6	88.9	92.0	92.7	93.9	95.5	96.3	98.1	100
<b>How Well Doctors Communicate + (% U/A)</b>	<b>98.4%</b>	<b>98<sup>th</sup></b>	<b>90.6</b>	<b>91.4</b>	<b>92.9</b>	<b>93.4</b>	<b>94.3</b>	<b>95.5</b>	<b>96.0</b>	<b>97.3</b>	<b>97.9</b>	<b>98<sup>th</sup></b>	<b>90.2</b>	<b>91.1</b>	<b>92.8</b>	<b>93.5</b>	<b>94.6</b>	<b>95.7</b>	<b>96.1</b>	<b>97.0</b>	<b>97.6</b>
Q27. Dr. explained things	98.4%	95 <sup>th</sup>	90.0	91.2	92.8	93.2	94.7	96.1	96.6	97.8	98.4	96 <sup>th</sup>	89.1	90.5	93.2	94.0	95.3	96.3	96.7	97.9	98.3
Q28. Dr. listened carefully	100%	100 <sup>th</sup>	92.8	93.5	94.9	95.2	95.8	97.0	97.4	98.4	98.9	100 <sup>th</sup>	91.8	92.7	94.0	94.7	95.8	96.6	96.9	98.1	98.7
Q29. Dr. showed respect	100%	100 <sup>th</sup>	93.9	94.7	95.8	96.1	96.9	97.6	98.1	98.9	99.3	100 <sup>th</sup>	93.2	94.0	95.6	95.9	96.8	97.4	98.0	98.9	99.3
Q32. Dr. spent enough time	95.1%	88 <sup>th</sup>	83.0	84.8	87.8	88.5	90.2	92.2	93.0	95.3	96.5	93 <sup>rd</sup>	83.7	85.5	87.9	89.1	91.2	92.5	93.2	94.9	95.8
<b>Q48. Ease of Filling Out Forms + (% U/A)</b>	<b>97.3%</b>	<b>79<sup>th</sup></b>	<b>93.0</b>	<b>93.9</b>	<b>95.0</b>	<b>95.3</b>	<b>96.1</b>	<b>96.7</b>	<b>97.1</b>	<b>98.0</b>	<b>98.4</b>	<b>78<sup>th</sup></b>	<b>93.4</b>	<b>94.2</b>	<b>95.0</b>	<b>95.5</b>	<b>96.2</b>	<b>96.9</b>	<b>97.2</b>	<b>97.9</b>	<b>98.2</b>





# PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Rating Questions (% 9 or 10)</b>																					
★ Q49. Rating of Health Plan	69.1%	50 <sup>th</sup>	55.1	60.9	65.3	66.5	69.0	71.4	72.3	76.4	78.7	47 <sup>th</sup>	60.9	62.1	65.8	67.3	69.5	74.2	75.3	78.4	80.2
★ Q9. Rating of Health Care	71.2%	49 <sup>th</sup>	63.2	64.4	68.3	69.9	71.4	74.8	76.3	78.3	79.6	63 <sup>rd</sup>	58.8	60.1	65.7	67.9	70.4	71.7	72.8	76.3	78.9
★ Q36. Rating of Personal Doctor	81.7%	72 <sup>nd</sup>	71.8	72.7	75.8	76.5	78.2	80.5	82.0	84.0	84.6	78 <sup>th</sup>	68.4	71.2	73.6	75.7	78.2	79.8	81.1	83.9	84.8
★ Q43. Rating of Specialist	83.8%	100 <sup>th</sup>	68.3	69.0	71.4	71.9	74.3	76.6	77.9	80.1	80.3	94 <sup>th</sup>	65.4	68.0	70.9	71.5	73.4	75.7	77.6	80.5	84.7
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q49. Rating of Health Plan	87.2%	80 <sup>th</sup>	75.3	78.8	81.9	82.8	84.5	86.4	86.7	88.5	88.8	69 <sup>th</sup>	77.4	79.7	82.9	83.5	85.2	87.0	87.7	89.8	90.7
Q9. Rating of Health Care	90.9%	86 <sup>th</sup>	83.1	83.7	86.1	86.6	87.6	89.3	90.2	91.0	92.5	91 <sup>st</sup>	80.4	81.4	84.1	85.7	86.7	88.0	88.6	90.7	92.6
Q36. Rating of Personal Doctor	95.1%	100 <sup>th</sup>	84.0	85.2	87.9	88.4	90.1	90.8	91.5	93.0	94.1	98 <sup>th</sup>	85.8	86.6	87.7	88.1	89.3	90.8	91.7	94.1	94.2
Q43. Rating of Specialist	94.6%	100 <sup>th</sup>	82.9	83.7	85.7	86.8	87.7	89.1	89.6	90.8	91.4	100 <sup>th</sup>	79.8	82.2	85.0	85.5	87.1	88.4	89.1	90.9	92.6
★ <b>Getting Needed Care (% U/A)</b>	<b>84.5%</b>	<b>22<sup>nd</sup></b>	<b>80.7</b>	<b>81.4</b>	<b>86.0</b>	<b>86.4</b>	<b>88.3</b>	<b>89.4</b>	<b>90.4</b>	<b>91.7</b>	<b>92.1</b>	<b>22<sup>nd</sup></b>	<b>79.8</b>	<b>81.6</b>	<b>85.0</b>	<b>86.2</b>	<b>89.0</b>	<b>90.3</b>	<b>90.6</b>	<b>91.8</b>	<b>92.8</b>
Q10. Getting care, tests, or treatment	86.6%	11 <sup>th</sup>	84.6	86.6	88.3	89.6	91.4	92.4	93.2	94.1	94.6	16 <sup>th</sup>	82.4	84.7	89.2	90.1	91.7	92.4	93.1	94.6	95.8
Q41. Getting specialist appointment	82.5%	25 <sup>th</sup>	76.3	81.2	82.5	83.0	85.1	87.4	88.0	90.0	91.5	27 <sup>th</sup>	74.9	77.2	81.4	84.1	86.3	87.8	88.4	89.9	90.4
★ <b>Getting Care Quickly (% U/A)</b>	<b>94.4%</b>	<b>91<sup>st</sup></b>	<b>85.2</b>	<b>87.2</b>	<b>89.8</b>	<b>90.2</b>	<b>91.0</b>	<b>91.8</b>	<b>92.6</b>	<b>93.9</b>	<b>95.2</b>	<b>90<sup>th</sup></b>	<b>83.7</b>	<b>85.8</b>	<b>89.2</b>	<b>89.7</b>	<b>91.1</b>	<b>92.4</b>	<b>93.0</b>	<b>94.4</b>	<b>95.5</b>
Q4. Getting urgent care	95.0%	53 <sup>rd</sup>	90.7	91.1	92.2	92.6	94.6	95.5	97.0	97.4	97.9	72 <sup>nd</sup>	84.5	86.5	90.6	91.7	93.4	94.7	95.2	97.3	98.7
Q6. Getting routine care	93.8%	94 <sup>th</sup>	82.5	83.9	85.4	86.7	88.4	89.5	90.0	92.5	94.3	98 <sup>th</sup>	82.2	83.8	86.5	87.3	89.2	90.5	91.4	93.0	93.4
★ <b>Q35. Coordination of Care</b>	<b>86.8%</b>	<b>68<sup>th</sup></b>	<b>80.2</b>	<b>80.7</b>	<b>82.8</b>	<b>84.1</b>	<b>85.1</b>	<b>86.8</b>	<b>87.9</b>	<b>89.7</b>	<b>90.0</b>	<b>81<sup>st</sup></b>	<b>73.9</b>	<b>75.0</b>	<b>79.5</b>	<b>81.8</b>	<b>84.6</b>	<b>86.0</b>	<b>86.5</b>	<b>88.5</b>	<b>89.0</b>
<b>Customer Service + (% U/A)</b>	<b>92.4%</b>	<b>60<sup>th</sup></b>	<b>84.7</b>	<b>86.8</b>	<b>89.7</b>	<b>89.9</b>	<b>90.7</b>	<b>93.0</b>	<b>94.1</b>	<b>94.2</b>	<b>96.2</b>	<b>73<sup>rd</sup></b>	<b>84.0</b>	<b>85.3</b>	<b>86.8</b>	<b>87.2</b>	<b>89.1</b>	<b>91.9</b>	<b>92.5</b>	<b>94.1</b>	<b>94.5</b>
Q45. Provided information or help	90.9%	80 <sup>th</sup>	76.6	83.0	83.3	83.7	87.6	90.4	90.5	91.2	94.3	90 <sup>th</sup>	77.0	77.6	79.5	80.5	84.0	86.9	87.9	90.7	92.5
Q46. Treated with courtesy and respect	93.9%	20 <sup>th</sup>	90.6	92.7	94.7	95.1	96.1	97.1	97.1	97.9	98.1	36 <sup>th</sup>	89.5	91.7	93.0	93.3	95.1	96.2	96.9	98.4	100
<b>How Well Doctors Communicate + (% U/A)</b>	<b>97.5%</b>	<b>94<sup>th</sup></b>	<b>90.6</b>	<b>91.8</b>	<b>93.3</b>	<b>93.9</b>	<b>94.9</b>	<b>95.6</b>	<b>95.9</b>	<b>97.0</b>	<b>97.6</b>	<b>92<sup>nd</sup></b>	<b>91.4</b>	<b>92.2</b>	<b>93.8</b>	<b>94.3</b>	<b>95.2</b>	<b>96.0</b>	<b>96.2</b>	<b>97.1</b>	<b>97.8</b>
Q27. Dr. explained things	98.3%	95 <sup>th</sup>	90.2	91.5	93.8	94.7	95.7	96.5	96.7	97.4	98.2	91 <sup>st</sup>	92.2	92.6	94.4	94.9	95.8	96.6	97.0	98.2	98.8
Q28. Dr. listened carefully	98.3%	95 <sup>th</sup>	92.5	92.9	94.5	95.3	95.9	96.4	96.8	98.0	98.3	96 <sup>th</sup>	92.3	92.9	94.4	95.1	95.6	96.6	97.0	97.7	98.3
Q29. Dr. showed respect	100%	100 <sup>th</sup>	94.3	95.0	95.7	96.1	96.9	97.4	97.8	98.4	98.8	100 <sup>th</sup>	94.3	94.5	95.8	96.1	96.8	97.4	97.6	98.8	98.9
Q32. Dr. spent enough time	93.3%	71 <sup>st</sup>	84.6	85.6	88.3	89.5	91.5	92.7	93.9	95.7	96.4	60 <sup>th</sup>	86.8	87.7	90.5	91.5	92.9	94.0	94.6	95.7	96.4
<b>Q48. Ease of Filling Out Forms + (% U/A)</b>	<b>97.8%</b>	<b>94<sup>th</sup></b>	<b>92.0</b>	<b>93.1</b>	<b>94.5</b>	<b>95.0</b>	<b>95.9</b>	<b>96.5</b>	<b>96.8</b>	<b>97.5</b>	<b>97.9</b>	<b>90<sup>th</sup></b>	<b>93.2</b>	<b>94.0</b>	<b>95.0</b>	<b>95.3</b>	<b>96.0</b>	<b>96.6</b>	<b>97.1</b>	<b>97.8</b>	<b>98.3</b>



# PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Q51. Access to Rx Medicines (% U/A)</b>	<b>92.5%</b>	<b>66<sup>th</sup></b>	86.8	87.8	89.7	90.4	91.8	92.6	93.0	94.8	95.8	<b>61<sup>st</sup></b>	86.2	88.4	89.6	90.1	91.0	93.4	94.2	95.7	96.3
<b>Access to Specialized Services (% U/A)</b>	<b>75.6%</b>	<b>71<sup>st</sup></b>	64.1	66.0	72.2	72.2	73.7	74.7	77.9	82.5	83.2	<b>57<sup>th</sup></b>	62.9	66.2	70.4	71.8	73.5	76.8	78.9	81.3	84.9
Q15. Easy to get special medical equipment	69.2%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>37<sup>th</sup></b>	53.4	60.5	66.7	68.6	71.4	81.8	83.3	91.9	94.7
Q18. Easy to get special therapy	83.3%	<b>100<sup>th</sup></b>	66.0	70.3	72.1	72.4	75.1	77.6	78.0	79.1	82.6	<b>82<sup>nd</sup></b>	60.3	62.1	68.9	70.6	74.3	79.5	82.5	86.8	90.2
Q21. Easy to get treatment or counseling	74.3%	<b>41<sup>st</sup></b>	64.4	65.5	69.7	71.7	75.9	77.3	78.2	81.7	82.9	<b>45<sup>th</sup></b>	61.7	64.2	67.4	69.9	75.5	77.7	78.4	81.6	85.5
<b>FCC: Dr Who Knows Child (% Yes)</b>	<b>95.4%</b>	<b>97<sup>th</sup></b>	<b>86.4</b>	<b>87.6</b>	<b>89.8</b>	<b>90.5</b>	<b>91.0</b>	<b>91.3</b>	<b>92.4</b>	<b>94.2</b>	<b>94.4</b>	<b>100<sup>th</sup></b>	<b>88.5</b>	<b>88.9</b>	<b>90.2</b>	<b>91.0</b>	<b>91.7</b>	<b>92.3</b>	<b>92.8</b>	<b>93.4</b>	<b>93.8</b>
Q33. Discussed feelings/growth/behavior	93.3%	<b>88<sup>th</sup></b>	84.4	85.7	88.3	89.0	90.4	91.6	92.0	93.7	95.1	<b>89<sup>th</sup></b>	87.8	88.1	88.8	89.3	90.0	91.5	92.0	93.5	94.2
Q38. Understands effects on child's life	98.2%	<b>100<sup>th</sup></b>	88.4	89.9	91.5	91.8	93.0	94.0	94.5	95.7	96.6	<b>100<sup>th</sup></b>	89.1	90.6	92.3	92.9	93.4	95.0	95.5	96.1	96.9
Q39. Understands effects on family's life	94.5%	<b>93<sup>rd</sup></b>	85.3	85.7	88.0	89.0	90.2	91.5	91.8	93.8	94.9	<b>94<sup>th</sup></b>	85.9	86.9	89.6	90.1	90.6	91.3	91.6	93.6	94.6
<b>Q8. FCC: Getting Needed Info (% U/A)</b>	<b>95.5%</b>	<b>94<sup>th</sup></b>	<b>85.8</b>	<b>87.9</b>	<b>89.3</b>	<b>89.6</b>	<b>91.0</b>	<b>91.8</b>	<b>92.6</b>	<b>93.7</b>	<b>96.0</b>	<b>92<sup>nd</sup></b>	<b>85.7</b>	<b>87.6</b>	<b>91.2</b>	<b>91.8</b>	<b>92.5</b>	<b>93.1</b>	<b>94.2</b>	<b>95.2</b>	<b>96.0</b>
<b>Coordination of Care for CCC (% Yes)</b>	<b>80.2%</b>	<b>85<sup>th</sup></b>	<b>69.3</b>	<b>72.0</b>	<b>75.6</b>	<b>76.6</b>	<b>78.1</b>	<b>78.9</b>	<b>78.9</b>	<b>81.2</b>	<b>81.4</b>	<b>82<sup>nd</sup></b>	<b>70.2</b>	<b>72.1</b>	<b>74.3</b>	<b>75.3</b>	<b>77.2</b>	<b>78.7</b>	<b>79.1</b>	<b>81.2</b>	<b>81.7</b>
Q13. Helped contact child's school/daycare	100%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>100<sup>th</sup></b>	81.2	85.0	90.0	90.9	93.3	95.3	96.4	100	100
Q24. Helped coordinate child's care	60.5%	<b>46<sup>th</sup></b>	49.4	50.4	56.4	56.6	60.9	64.5	64.9	67.4	69.1	<b>50<sup>th</sup></b>	51.3	53.2	56.9	57.8	60.5	63.1	65.4	69.6	72.3



a Press Ganey Solution

# PROFILE OF SURVEY RESPONDENTS

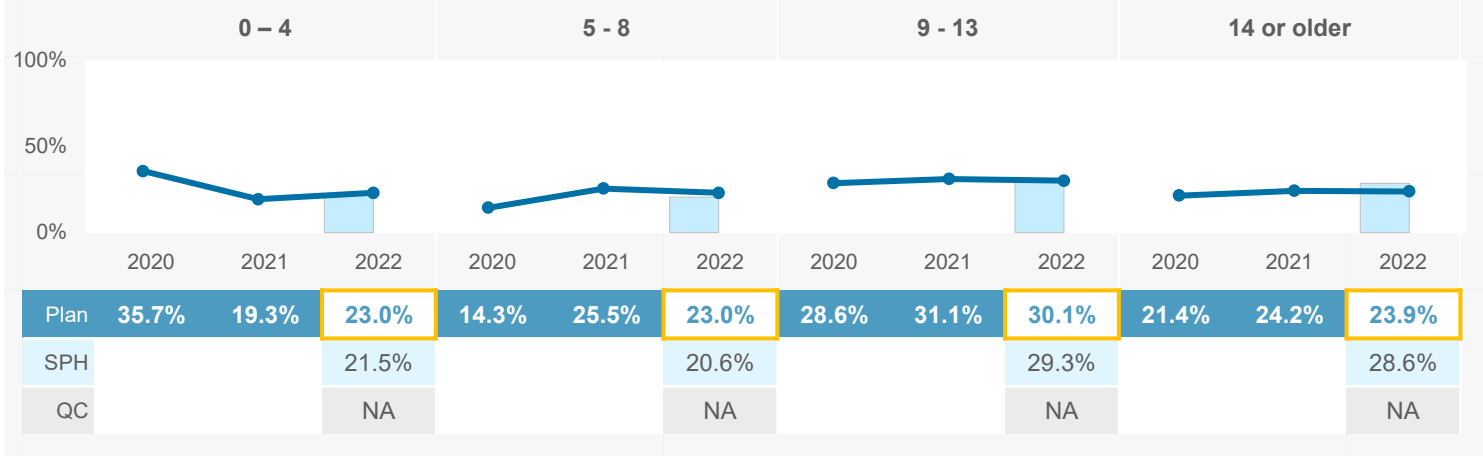
## DEMOGRAPHIC COMPOSITION

- Western Sky Community Care

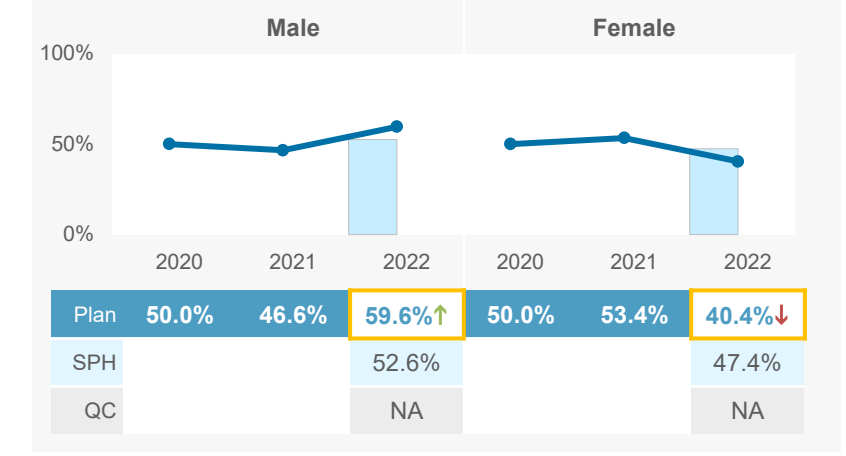
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID CHILD: GENERAL POPULATION

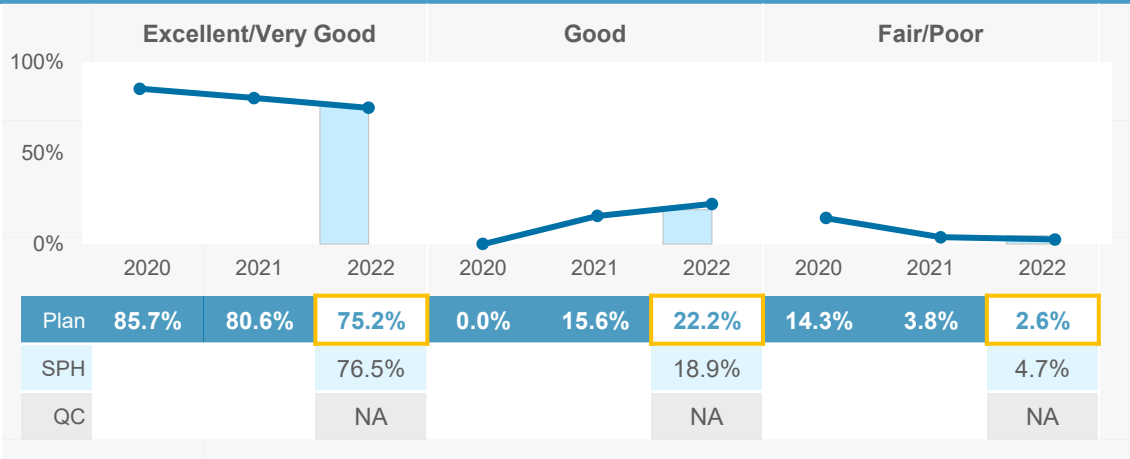
### Child's Age



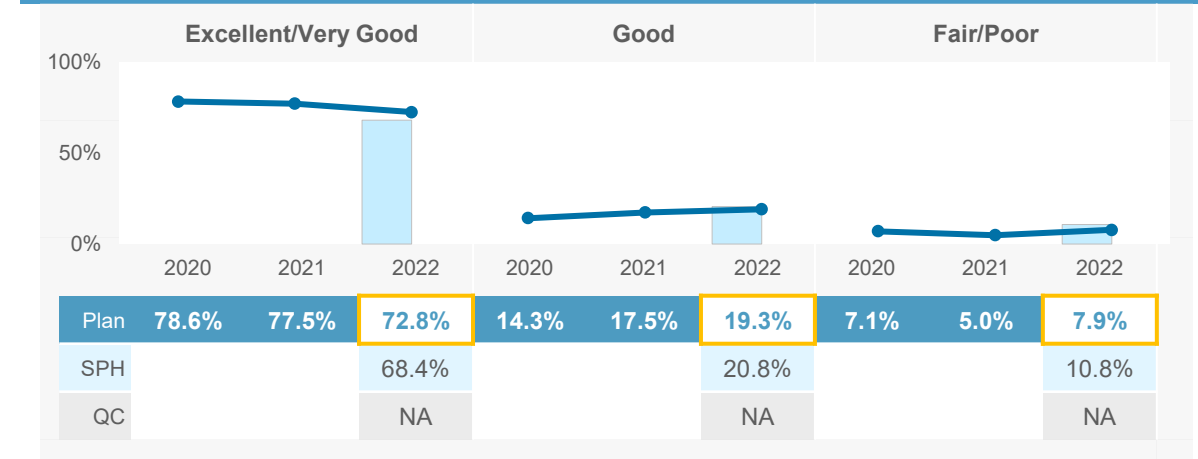
### Child's Gender



### Child's Health Status



### Child's Mental Health Status

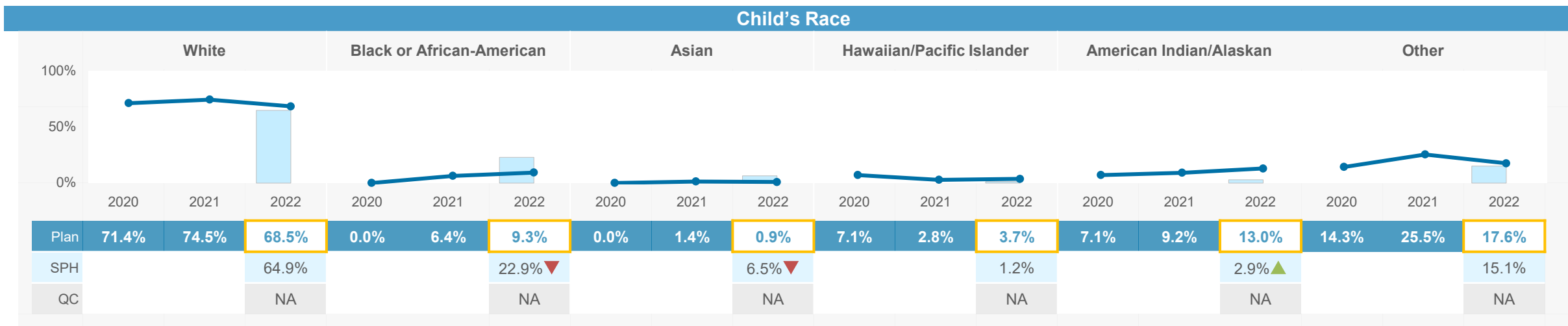
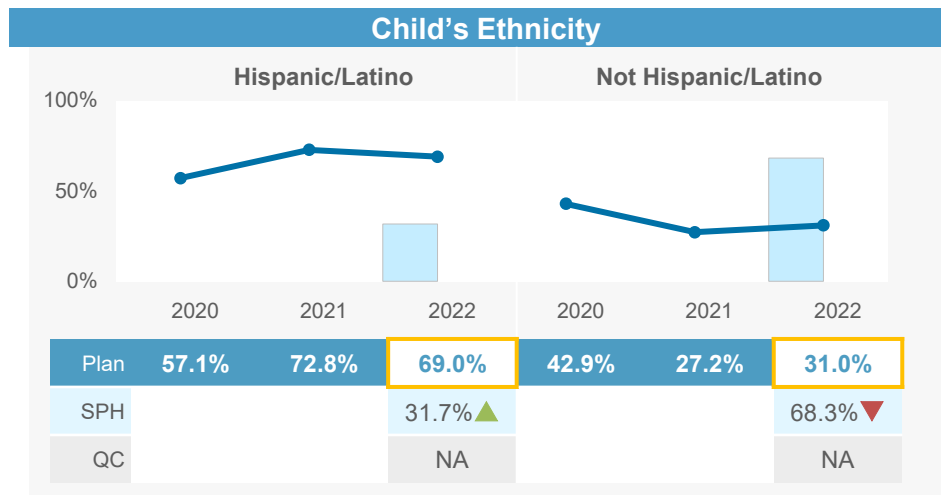


More info.

**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.

## MEDICAID CHILD: GENERAL POPULATION



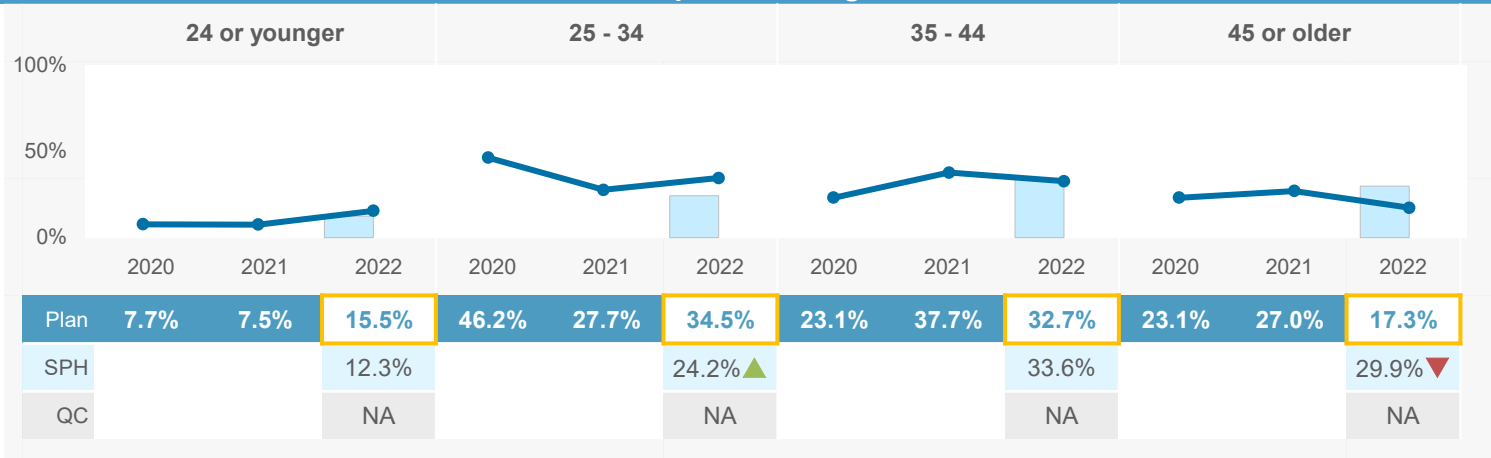
**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.

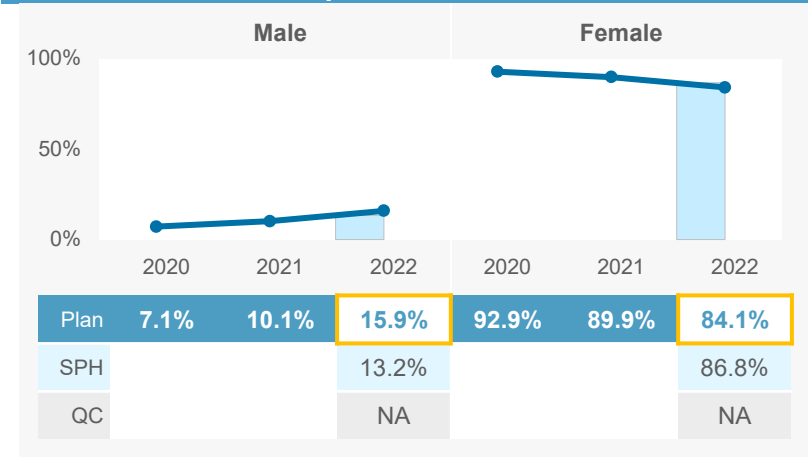
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID CHILD: GENERAL POPULATION

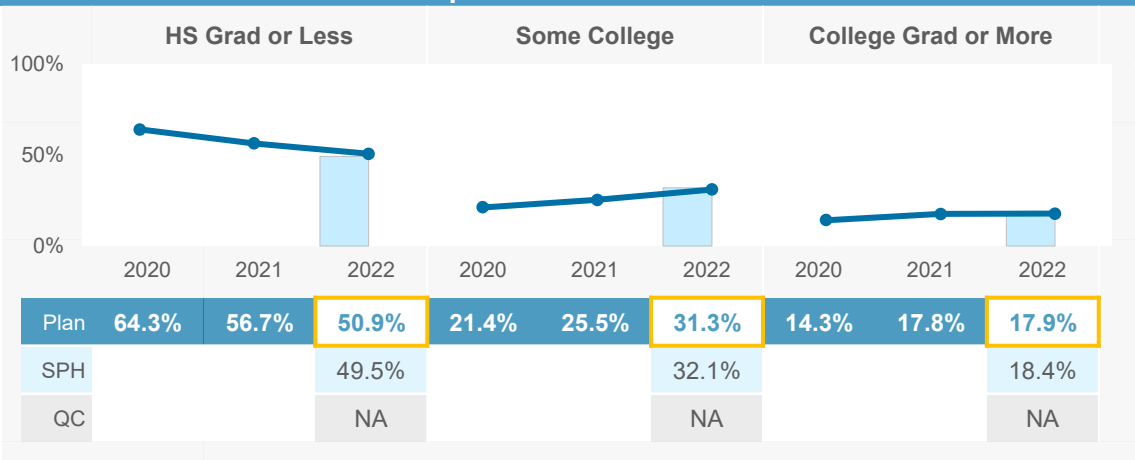
### Respondent's Age



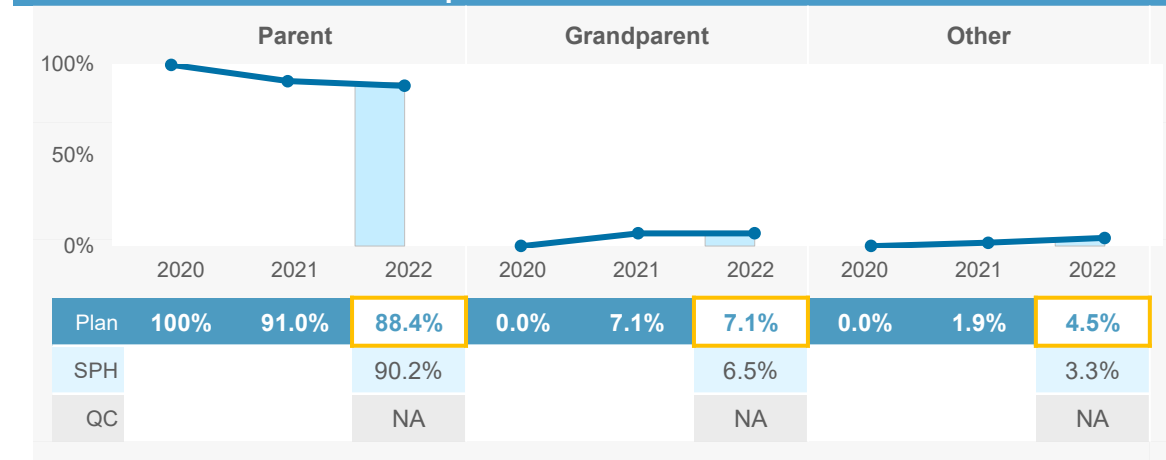
### Respondent's Gender



### Respondent's Education



### Respondent's Relation to Child



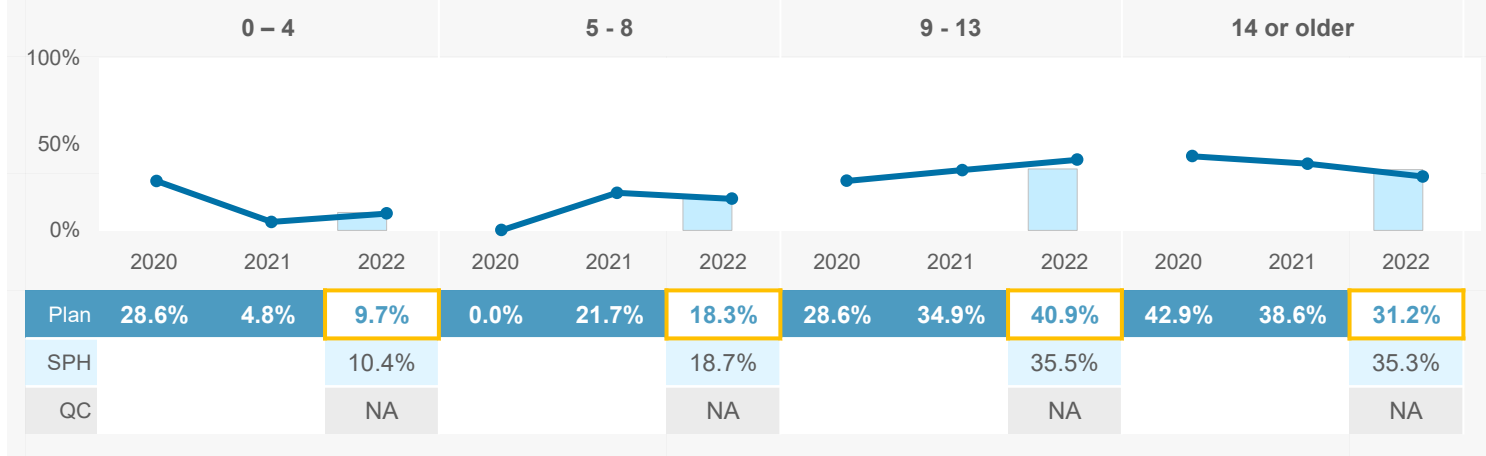
**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.

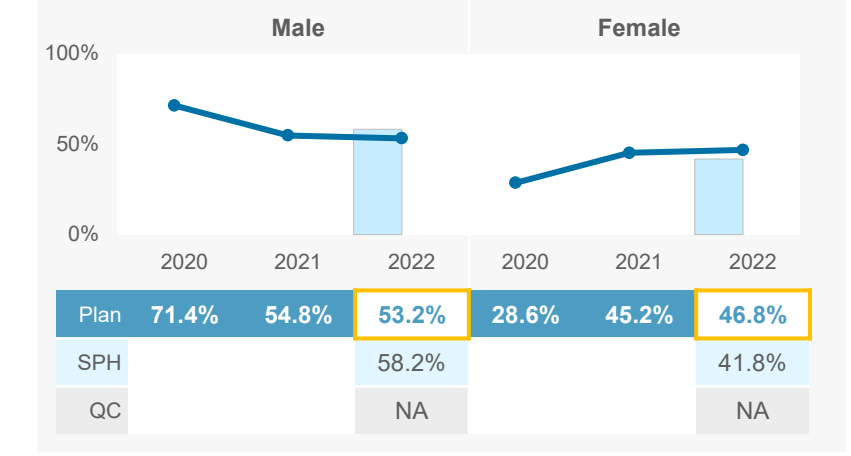
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID CHILD: CCC POPULATION

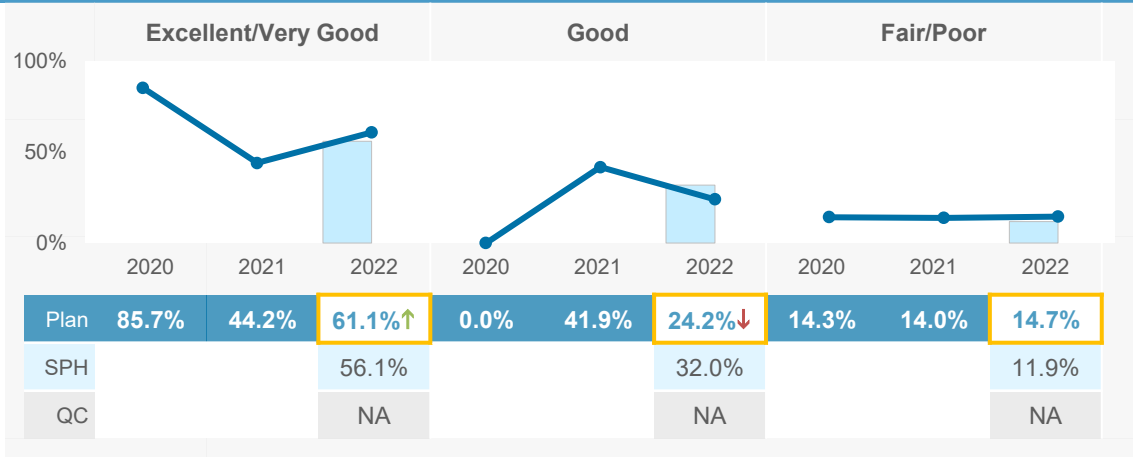
### Child's Age



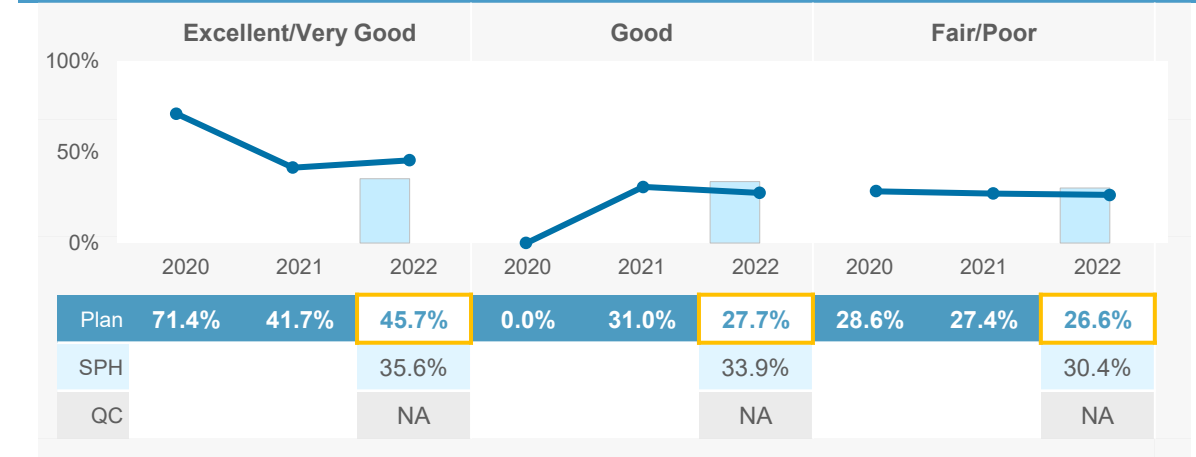
### Child's Gender



### Child's Health Status

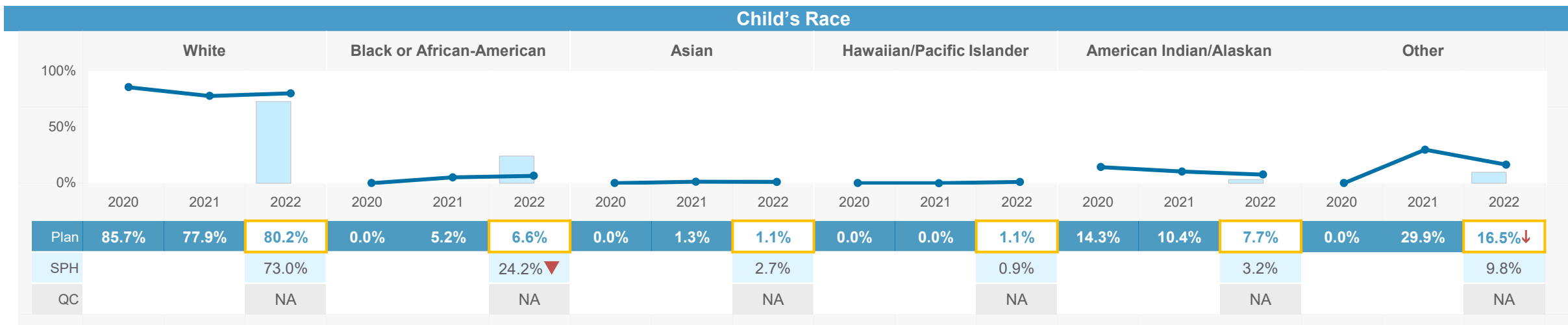
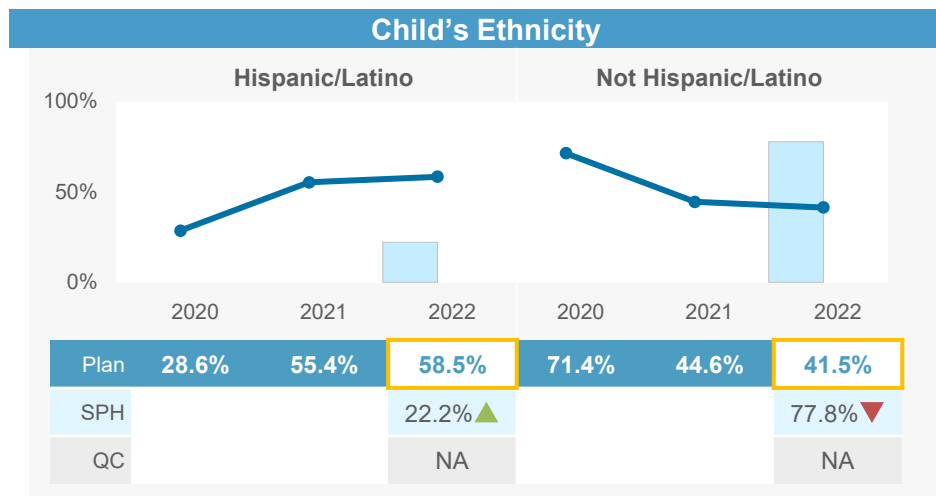


### Child's Mental Health Status



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

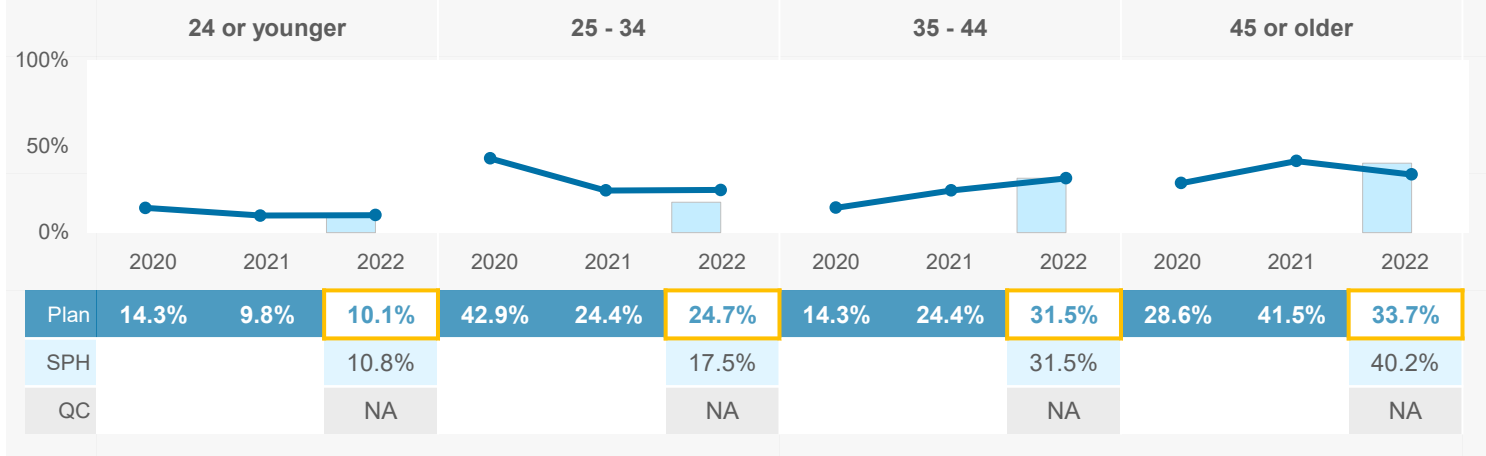
**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



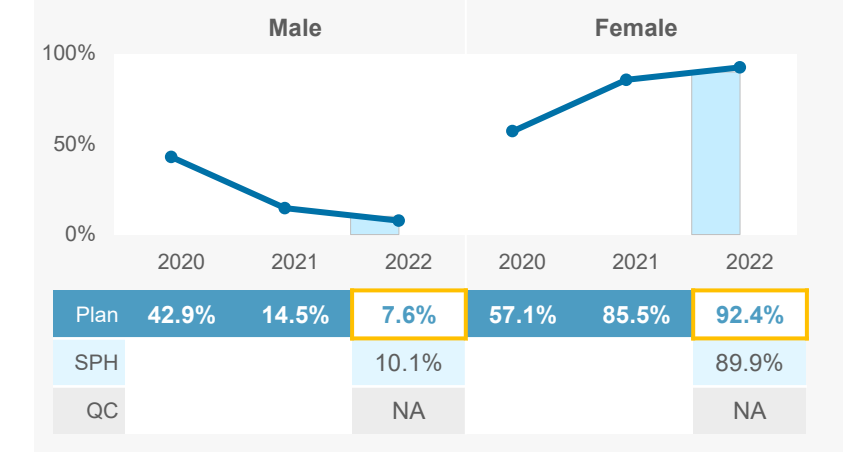
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID CHILD: CCC POPULATION

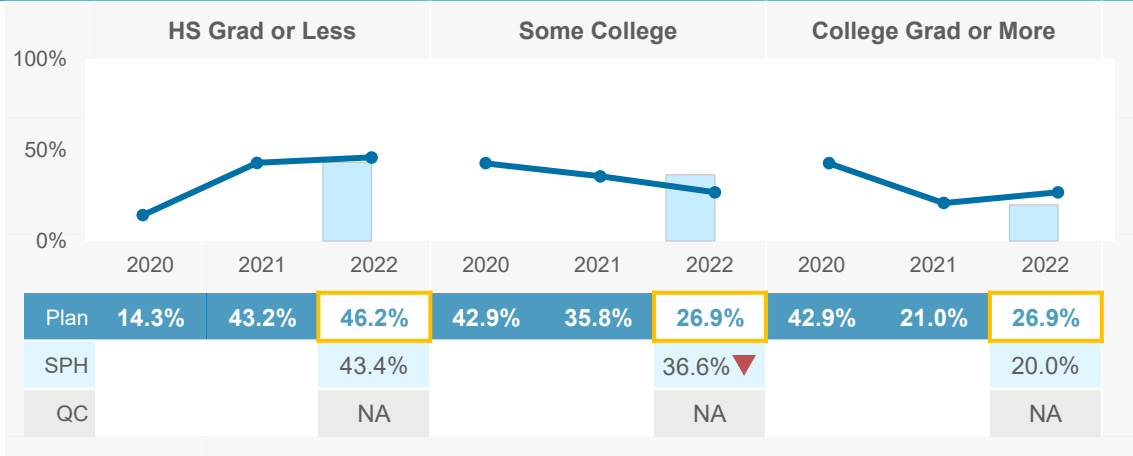
### Respondent's Age



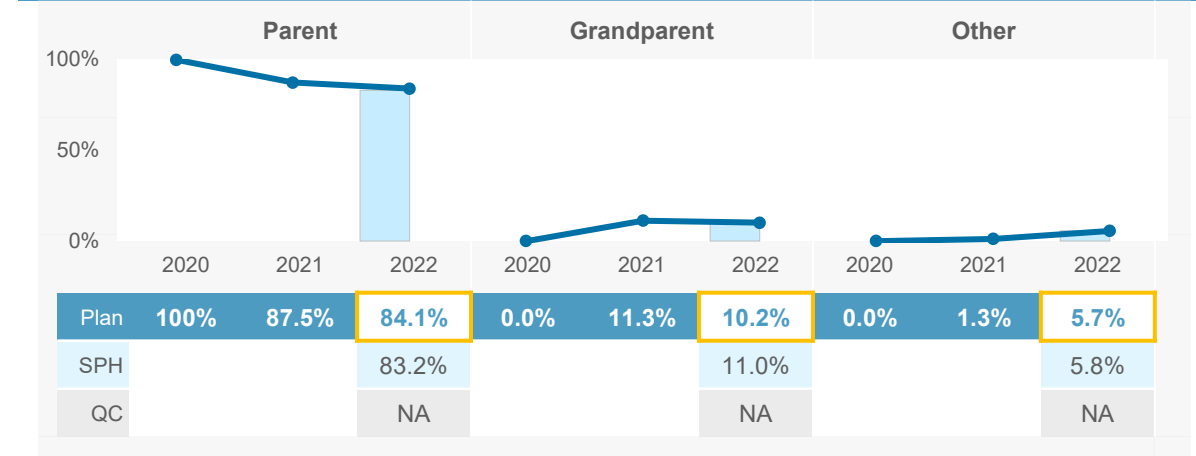
### Respondent's Gender



### Respondent's Education



### Respondent's Relation to Child



**Significance Testing:** Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

**Benchmarks:** SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



a Press Ganey Solution

# SUPPLEMENTAL QUESTIONS

- Western Sky Community Care



# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
<b>Q77. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 111</i>								
	<u>Yes</u>	<u>No</u>				(n=13) <sup>^</sup>	(n=156)	(n=111)	---
	29.7%	70.3%				<b>7.7%</b>	<b>16.7%</b>	<b>29.7%</b> ↑	
<b>Q79. Satisfied with help to coordinate care</b> ( % Very Satisfied or Satisfied)	<i>Valid Responses = 111</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=12) <sup>^</sup>	(n=150)	(n=111)	---
	40.5%	41.4%	15.3%	0.9%	1.8%	<b>58.3%</b>	<b>82.0%</b>	<b>82.0%</b>	
<b>Q80. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes (If Yes, please answer the following two questions))	<i>Valid Responses = 108</i>								
	<u>Yes (If Yes, please answer the following two questions)</u>	<u>No</u>				---	(n=150)	(n=108)	---
	25.9%	74.1%					<b>24.7%</b>	<b>25.9%</b>	
<b>Q81. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 27</i>								
	<u>Yes</u>	<u>No</u>				---	(n=35)	(n=27)	---
	44.4%	55.6%					<b>25.7%</b>	<b>44.4%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

**Low Base:** <sup>^</sup>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			2022 SPH BoB
						2020	2021	2022	
<b>Q82. Satisfied with care plans</b> (% Very satisfied or Satisfied)	<i>Valid Responses = 27</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	---	(n=35)	(n=27)	---
	51.9%	40.7%	7.4%	0.0%	0.0%		<b>88.6%</b>	<b>92.6%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 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			2022 SPH BoB
		2020	2021	2022	
<b>Q78. Who helped to coordinate your care</b>					
	<b>Valid Responses</b>	<b>Base</b>			
			(n=12)^	(n=140)	(n=105)
	Someone from your child's health plan		0.0%	4.3%	2.9%
	Someone from your child's doctor's office or clinic		50.0%	17.1%	23.8%
	Someone from another organization		0.0%	1.4%	2.9%
	A friend or family member		8.3%	5.0%	1.9%
	You		41.7%	72.1%	68.6%

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 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			2022 SPH BoB
						2020	2021	2022	
<b>Q77. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 90</i>								
	<u>Yes</u>	<u>No</u>				(n=7) <sup>^</sup>	(n=82)	(n=90)	---
	45.6%	54.4%				<b>42.9%</b>	<b>42.7%</b>	<b>45.6%</b>	
<b>Q79. Satisfied with help to coordinate care</b> (% Very Satisfied or Satisfied)	<i>Valid Responses = 90</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=6) <sup>^</sup>	(n=78)	(n=90)	---
	41.1%	48.9%	10.0%	0.0%	0.0%	<b>83.3%</b>	<b>84.6%</b>	<b>90.0%</b>	
<b>Q80. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes (If Yes, please answer the following two questions))	<i>Valid Responses = 89</i>								
	<u>Yes (If Yes, please answer the following two questions)</u>	<u>No</u>				---	(n=79)	(n=89)	---
	46.1%	53.9%					<b>30.4%</b>	<b>46.1%</b> ↑	
<b>Q81. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 40</i>								
	<u>Yes</u>	<u>No</u>				---	(n=22)	(n=40)	---
	37.5%	62.5%					<b>40.9%</b>	<b>37.5%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

**Low Base:** <sup>^</sup>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			2022 SPH BoB
						2020	2021	2022	
<b>Q82. Satisfied with care plans</b> (% 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=21)	(n=40)	---
	50.0%	30.0%	12.5%	0.0%	7.5%		<b>95.2%</b>	<b>80.0%</b>	

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 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			2022 SPH BoB	
		2020	2021	2022		
<b>Q78. Who helped to coordinate your care</b>						
	<b>Valid Responses</b>	<b>Base</b>	(n=7)^	(n=76)	(n=84)	---
	Someone from your child's health plan		14.3%	5.3%	6.0%	
	Someone from your child's doctor's office or clinic		28.6%	23.7%	33.3%	
	Someone from another organization		0.0%	5.3%	3.6%	
	A friend or family member		0.0%	6.6%	2.4%	
	You		57.1%	59.2%	54.8%	

**Significance Testing:** Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

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





a Press Ganey Solution

# APPENDICES

---

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

## Highest Correlations

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

### With Health Care Rating

<b>Q43</b>	Specialist overall	0.8071
<b>Q45</b>	CS provided info./help	0.5443
<b>Q36</b>	Personal doctor overall	0.4966
<b>Q49</b>	Health plan overall	0.4625
<b>Q35</b>	Dr. informed about care	0.3549
<b>Q46</b>	CS courtesy/respect	0.3510
<b>Q10</b>	Got care/tests/treatment	0.3215
<b>Q29</b>	Dr. showed respect	0.2021
<b>Q27</b>	Dr. explained things	0.1816
<b>Q41</b>	Got specialist appt.	0.1804

### With Personal Doctor Rating

<b>Q43</b>	Specialist overall	0.7986
<b>Q49</b>	Health plan overall	0.5106
<b>Q9</b>	Health care overall	0.4966
<b>Q29</b>	Dr. showed respect	0.4205
<b>Q28</b>	Dr. listened carefully	0.3585
<b>Q27</b>	Dr. explained things	0.2620
<b>Q32</b>	Dr. spent enough time	0.2450
<b>Q31</b>	Dr. explained things for child	0.1263
<b>Q45</b>	CS provided info./help	0.1252
<b>Q6</b>	Got routine care	0.1132

### With Specialist Rating

<b>Q35</b>	Dr. informed about care	0.8944
<b>Q9</b>	Health care overall	0.8071
<b>Q36</b>	Personal doctor overall	0.7986
<b>Q49</b>	Health plan overall	0.5936
<b>Q46</b>	CS courtesy/respect	0.4082
<b>Q32</b>	Dr. spent enough time	0.2052
<b>Q28</b>	Dr. listened carefully	0.1690
<b>Q29</b>	Dr. showed respect	0.1690
<b>Q10</b>	Got care/tests/treatment	0.1574
<b>Q6</b>	Got routine care	0.1516



# 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 Western Sky Community 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 (If Yes, please answer the following two questions)
- No

**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

---

**Thank You**

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

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



# IMPACT ANALYTICS

Redefine the experience members have with your plan by understanding what is driving those experiences, your Star Ratings and CAHPS performance.



## IMPROVE MEMBER EXPERIENCE AND ENGAGEMENT WITH DESCRIPTIVE AND PREDICTIVE ANALYTICS



### EXPLORE

Drill down into your data, compare segments against benchmarks and forecast CAHPS and Star improvements



### DISCOVER

Analyze and prioritize root causes, then correlate campaigns and PX surveys to CAHPS and Stars



### PREDICT

Predict member perceptions and behavior related to satisfaction, engageability and enrollment



### OUTREACH

Blueprint to educate, motivate and shift perception through omnichannel outreach.

# STRATEGIC CONSULTING WITH BENCHMARK-DRIVEN INSIGHTS

## Strategic Consulting

Solving challenges at each stage of the member journey with a comprehensive evidence-based, approach helping accelerate improvement, satisfaction, star ratings and CAHPS performance.

Target efforts to improve member acquisition, engagement, and retention

**Comprehensive approach delivering sustainable results that improve business and member outcomes.**

Leveraging the SPH Analytics benchmark of CAHPS data, representing 85% of Medicare Advantage plans, and predictive analytics, we help drive your Star Ratings performance through:

- Current state validation methods
- Roadmap and co-design
- Implementation
- Sustainment

Improve the member experience with a data-driven approach

**With the data and member feedback you're already collecting, our Strategic Consulting will help pinpoint the member cohorts with the most valuable opportunities to your organization.**

Insights derived from that data will inform our consulting team's recommendations for developing actionable, sustainable improvement plans that drive measurable change.

