

**MY 2022 CAHPS®  
MEDICAID CHILD WITH CCC  
5.1H SURVEY**

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**WESTERN SKY COMMUNITY CARE (CENTENE NM)**

WESTERN SKY COMMUNITY CARE



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# OVERVIEW

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

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

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

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

# METHODOLOGY

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

# METHODOLOGY

## DATA COLLECTION

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

First questionnaire  
mailed  
3/7/2023

Second questionnaire  
mailed  
4/11/2023

Initiate follow-up calls  
to non-responders  
5/2/2023 - 5/16/2023

Last day to accept  
completed surveys  
5/17/2023

## 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

## 2023 RESPONSE RATE CALCULATION

$$\frac{164 \text{ (Completed)}}{1650 \text{ (Sample)} - 23 \text{ (Ineligible)}} = \frac{164}{1627} = 10.1\%$$

## COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	27	84	20	9	3	8	131
Spanish	14	9	10	8	1	1	33
<b>Total</b>	<b>41</b>	<b>93</b>	<b>30</b>	<b>17</b>	<b>4</b>	<b>9</b>	<b>164</b>

Number of Undeliverables: 2078

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2021	2022	2023
<b>Completed</b>	<b>SUBTOTAL</b>	<b>163</b>	<b>121</b>	<b>164</b>
	Does not Meet Eligibility Criteria (01)	10	10	12
<b>Ineligible</b>	Language Barrier (03)	4	16	11
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	<b>SUBTOTAL</b>	<b>14</b>	<b>26</b>	<b>23</b>
<b>Non-response</b>	Break-off/Incomplete (02)	14	21	19
	Refusal (06)	22	100	29
	Maximum Attempts Made (07)	1437	1382	1415
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1473</b>	<b>1503</b>	<b>1463</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>10.0%</b>	<b>7.5%</b>	<b>10.1%</b>
<b>PG Response Rate</b>		<b>12.8%</b>	<b>10.2%</b>	<b>9.9%</b>

Total Completed (General Pop + CCC)	289	281	383
Total Ineligible (General Pop + CCC)	22	57	53
Total Sample (General Pop + CCC)	2925	3490	3490
<b>Total Response Rate (General Pop + CCC)</b>	<b>10.0%</b>	<b>8.2%</b>	<b>11.1%</b>
Supplemental (CCC) Sample Size	1275	1840	1840
Supplemental (CCC) Completes	86	95	139

# INDUSTRY TRENDS

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- Western Sky Community Care

# PG BOOK OF BUSINESS TRENDS

MEDICAID CHILD: GENERAL POPULATION



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

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

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

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

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

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

# EXECUTIVE SUMMARY

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- Western Sky Community Care



# OVERVIEW OF TERMS

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

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

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

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

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

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

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

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

# 2023 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION



164

Completed surveys

10.1%

Response Rate

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

**Scores:** All scores displayed are Summary Rate Scores

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

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

**Percentiles:** Based on the 2023 PG Book of Business

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

Accreditation Measures

Rating of Health Plan ★★			
Rating of Health Plan	67.7%	21 <sup>st</sup>	---

Rating of Health Care (NA)			
Rating of Health Care	62.6% ↓	9 <sup>th</sup>	Opportunity

Rating of Personal Doctor ★			
Rating of Personal Doctor	67.7%	<5 <sup>th</sup>	Opportunity

Getting Needed Care (NA)			
Composite	84.9%	63 <sup>rd</sup>	---
Q10. Getting care, tests, or treatment	85.9%	27 <sup>th</sup>	Opportunity
Q41. Getting specialist appointment	83.9%	82 <sup>nd</sup>	Retain

Getting Care Quickly (NA)			
Composite	86.0%	47 <sup>th</sup>	---
Q4. Getting urgent care	90.5%	57 <sup>th</sup>	Retain
Q6. Getting routine care	81.6%	43 <sup>rd</sup>	Wait

Other Measures

Rating of Specialist +			
Rating of Specialist +	58.6%	<5 <sup>th</sup>	Wait

Coordination of Care +			
Coordination of Care +	79.5%	19 <sup>th</sup>	Wait

Customer Service +			
Composite	94.3%	94 <sup>th</sup>	---
Q45. Provided information or help	88.6%	80 <sup>th</sup>	Retain
Q46. Treated with courtesy and respect	100%	100 <sup>th</sup>	Retain

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	93.0%	<5 <sup>th</sup>	Opportunity

How Well Doctors Communicate +			
Composite	96.5%	90 <sup>th</sup>	---
Q27. Dr. explained things	95.7%	67 <sup>th</sup>	Power
Q28. Dr. listened carefully	98.9%	100 <sup>th</sup>	Power
Q29. Dr. showed respect	98.9%	92 <sup>nd</sup>	Power
Q32. Dr. spent enough time	92.3%	71 <sup>st</sup>	Retain

More info.

# ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
<b>PATIENT EXPERIENCE</b>						<b>1.5</b>
<b>GETTING CARE</b>						<b>NA</b>
Getting Needed Care	Usually or Always	65	84.8%	86.6%	33 <sup>rd</sup>	NA
Getting Care Quickly	Usually or Always	64	86.0%	89.3%	33 <sup>rd</sup>	NA
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>1</b>
Rating of Personal Doctor	9 or 10	130	67.6%	78.8%	<10 <sup>th</sup>	1
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>2</b>
Rating of Health Plan	9 or 10	158	67.7%	74.4%	10 <sup>th</sup>	2
Rating of Health Care	9 or 10	99	62.6%	73.1%	<10 <sup>th</sup>	NA

## 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 PG** based on the 2022 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.

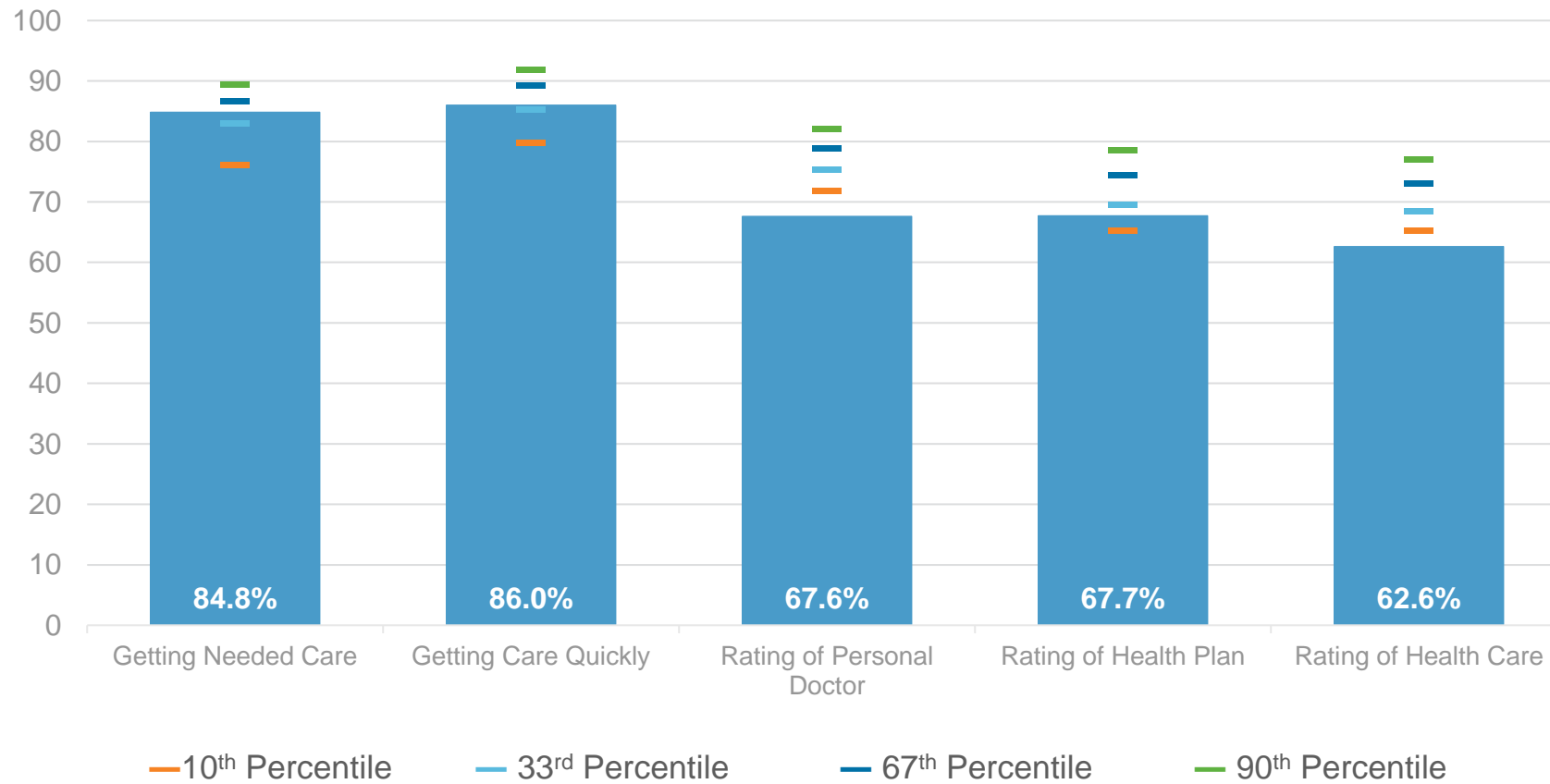
\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

# PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: GENERAL POPULATION

## COMPARISON TO QUALITY COMPASS CUT POINTS

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



**Dark Blue** bar = Your plan's performance is at or above the 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	2023 GP PG BOOK OF BUSINESS BENCHMARK								
	2022	2023		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>	74.6%	67.7%	-6.9								21 <sup>st</sup>	72.0%
Getting Needed Care <i>% Usually or Always</i>	82.4%	84.9%	2.5								63 <sup>rd</sup>	83.1%
Customer Service + <i>% Usually or Always</i>	88.4%	94.3%	5.9								94 <sup>th</sup>	88.7%
Ease of Filling Out Forms + <i>% Usually or Always</i>	97.3%	93.0%	-4.3								<5 <sup>th</sup>	95.8%
<b>Health Care Domain</b>												
Rating of Health Care <i>% 9 or 10</i>	69.1%	62.6%	-6.5								9 <sup>th</sup>	69.6%
Getting Care Quickly <i>% Usually or Always</i>	90.0%	86.0%	-4.0								47 <sup>th</sup>	85.8%
How Well Doctors Communicate + <i>% Usually or Always</i>	98.4%	96.5%	-1.9								90 <sup>th</sup>	94.0%
Coordination of Care + <i>% Usually or Always</i>	88.9%	79.5%	-9.4								19 <sup>th</sup>	84.2%
Rating of Personal Doctor <i>% 9 or 10</i>	78.7%	67.7%	-11.0								<5 <sup>th</sup>	76.5% ▼
Rating of Specialist + <i>% 9 or 10</i>	78.6%	58.6%	-20.0								<5 <sup>th</sup>	72.3%

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

[More info.](#) 

# MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Health Plan Domain</b>											
Rating of Health Plan <i>% 9 or 10</i>	69.1%	62.7%	-6.4						21 <sup>st</sup>	68.8%	
Getting Needed Care <i>% Usually or Always</i>	84.5%	77.8%	-6.7						9 <sup>th</sup>	85.5%	▼
Customer Service + <i>% Usually or Always</i>	92.4%	88.5%	-3.9						40 <sup>th</sup>	89.6%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	97.8%	95.5%	-2.3						35 <sup>th</sup>	95.8%	
<b>Health Care Domain</b>											
Rating of Health Care <i>% 9 or 10</i>	71.2%	55.9% ↓	-15.3						5 <sup>th</sup>	67.3%	▼
Getting Care Quickly <i>% Usually or Always</i>	94.4%	82.7% ↓	-11.7						<5 <sup>th</sup>	89.4%	
How Well Doctors Communicate + <i>% Usually or Always</i>	97.5%	91.0%	-6.5						<5 <sup>th</sup>	94.2%	
Coordination of Care + <i>% Usually or Always</i>	86.8%	78.0%	-8.8						7 <sup>th</sup>	84.2%	
Rating of Personal Doctor <i>% 9 or 10</i>	81.7%	70.3%	-11.4						11 <sup>th</sup>	76.2%	
Rating of Specialist + <i>% 9 or 10</i>	83.8%	67.8%	-16.0						18 <sup>th</sup>	72.7%	

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

[More info.](#)

# MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2023 CCC PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION		PERCENTILE RANK	BoB SRS				
				0	20	40	60	80	100		
<b>CCC Measures</b>											
Access to Rx Medicines <i>% Usually or Always</i>	92.5%	85.2%	-7.3							13 <sup>th</sup>	89.6%
Access to Specialized Services <i>% Usually or Always</i>	75.6%	72.2%	-3.4							46 <sup>th</sup>	71.7%
FCC: Dr Who Knows Child <i>% Yes</i>	95.4%	89.6%	-5.8							24 <sup>th</sup>	91.1%
FCC: Getting Needed Info <i>% Usually or Always</i>	95.5%	86.6% ↓	-8.9							7 <sup>th</sup>	91.3%
Coordination of Care for CCC <i>% Yes</i>	80.2%	71.3%	-8.9							14 <sup>th</sup>	76.5%

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

[More info.](#)

# HEALTH EQUITY

## MEDICAID CHILD: GENERAL POPULATION

**Group is performing...**

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

[More info.](#)

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

**Accreditation Measure**  
Other Measure

Demographic	Category	Total	Rating of Health Plan		Rating of Health Care		Rating of Personal Doctor		Getting Needed Care		Getting Care Quickly	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			<b>67.7%</b>		<b>62.6%</b>			<b>67.7%</b>		<b>84.9%</b>		<b>86.0%</b>
<b>Child's Gender</b>	Male	n = 73		2%		6%		-1%		-1%		3%
	Female	n = 85		-2%		-5%		2%		1%		-3%
<b>Child's Age</b>	0 – 4	n = 47		2%		1%		-3%		-6%		6%
	5 – 8	n = 43		4%		-8%		0%		1%		-1%
	9 – 13	n = 32		-1%		4%		3%		-1%		-11%
	14 or older	n = 38		-6%		12%		5%		4%		-4%
<b>Overall Health</b>	Excellent/Very Good	n = 118		7%		4%		4%		2%		-1%
	Good	n = 35		-19%		-10%		-9%		-2%		-1%
	Fair/Poor	n = 9		-12%		-3%		-11%		5%		14%
<b>Mental Health</b>	Excellent/Very Good	n = 118		6%		6%		1%		-2%		-2%
	Good	n = 29		-20%		-16%		-5%		6%		4%
	Fair/Poor	n = 16		-11%		-9%		9%		5%		4%
<b>Race/Ethnicity</b>	White	n = 103		3%		-3%		-4%		-4%		0%
	Black/African-American	n = 12		-31%		-18%		-13%		-3%		-3%
	Asian	n = 8		7%		-3%		-8%		15%		-11%
	Native Hawaiian/Pacific Islander	n = 3		-34%		-29%		-34%		15%		14%
	American Indian or Alaska Native	n = 17		-27%		-16%		-14%		11%		8%
	Other	n = 39		-3%		12%		4%		2%		0%
	Hispanic/Latino	n = 114		1%		3%		3%		6%		-2%



# HEALTH EQUITY

## MEDICAID CHILD: GENERAL POPULATION

**Group is performing...**

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

[More info.](#)

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

**Accreditation Measure**  
Other Measure

			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS <span>△</span>	SRS <span>△</span>	SRS <span>△</span>	SRS <span>△</span>	SRS <span>△</span>
Demographic	Category	Total	58.6%	79.5%	94.3%	96.5%	93.0%
<b>Child's Gender</b>	Male	n = 73	16%	-6%	0%	0%	0%
	Female	n = 85	-9%	3%	2%	0%	1%
<b>Child's Age</b>	0 – 4	n = 47	13%	-7%	-1%	-1%	-4%
	5 – 8	n = 43	-9%	1%	2%	-1%	<b>5%</b>
	9 – 13	n = 32	16%	9%	-3%	2%	4%
	14 or older	n = 38	-3%	-5%	6%	2%	-1%
<b>Overall Health</b>	Excellent/Very Good	n = 118	15%	-1%	-1%	1%	0%
	Good	n = 35	-12%	1%	0%	-2%	1%
	Fair/Poor	n = 9	-59%	21%	6%	4%	-4%
<b>Mental Health</b>	Excellent/Very Good	n = 118	29%	<b>-6%</b>	2%	0%	0%
	Good	n = 29	-34%	21%	-13%	-3%	0%
	Fair/Poor	n = 16	-39%	4%	6%	4%	1%
<b>Race/Ethnicity</b>	White	n = 103	-4%	2%	1%	0%	-1%
	Black/African-American	n = 12	8%	1%	6%	4%	7%
	Asian	n = 8	-9%	21%	6%	4%	7%
	Native Hawaiian/Pacific Islander	n = 3	-59%	21%	6%	4%	7%
	American Indian or Alaska Native	n = 17	-9%	-30%	6%	1%	-5%
	Other	n = 39	-2%	2%	-2%	1%	-4%
	Hispanic/Latino	n = 114	6%	<b>5%</b>	1%	-1%	1%

# MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

## TOP THREE Performing Measures

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

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + (% Usually or Always)	44 <sup>^</sup>	88.4%	94.3%	5.9	88.1%	6.2	97 <sup>th</sup>	88.7%	5.6	94 <sup>th</sup>
How Well Doctors Communicate + (% Usually or Always)	92 <sup>^</sup>	98.4%	96.5%	-1.9	94.2%	2.3	86 <sup>th</sup>	94.0%	2.5	90 <sup>th</sup>
Getting Needed Care (% Usually or Always)	65 <sup>^</sup>	82.4%	84.9%	2.5	84.2%	0.7	45 <sup>th</sup>	83.1%	1.8	63 <sup>rd</sup>

## BOTTOM THREE Performing Measures

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

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 GP QC			2023 GP PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Health Care (% 9 or 10)	99 <sup>^</sup>	69.1%	62.6%	-6.5	70.8%	-8.2	<5 <sup>th</sup>	69.6%	-7.0	9 <sup>th</sup>
Rating of Specialist + (% 9 or 10)	29 <sup>^</sup>	78.6%	58.6%	-20.0	73.0%	-14.4	<5 <sup>th</sup>	72.3%	-13.7	<5 <sup>th</sup>
Rating of Personal Doctor (% 9 or 10)	130	78.7%	67.7%	-11.0	77.2%	-9.5	<5 <sup>th</sup>	76.5%	-8.8	<5 <sup>th</sup>

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

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

# IMPROVEMENT STRATEGIES

## Improving Performance

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

### Improvement Strategies – 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).

### Improvement Strategies – Rating of Specialist

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of specialist or doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Listen to patients' concerns, Follow-up with the patient. Provide thorough explanations. Ensure that all questions and concerns are answered. All staff focus on being helpful and courteous to patients.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Assess adequacy of contracted specialist by specialty. If necessary, review quality of care information among specific specialties and/or identify practices of excellence.
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.

### Improvement Strategies – Rating of Personal Doctor

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of personal doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Work collaboratively with pediatric providers, encourage and support a family friendly approach that helps parents/families navigate the health care system and overcome obstacles.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Foster relationships with patients. Partner with them. Listen to their concerns. Treat them with compassion. Spend adequate time with them and ensure questions and concerns are answered.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits. Minimize wait times.

[Full List of Improvement Strategies](#) 

# KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

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- Western Sky Community Care

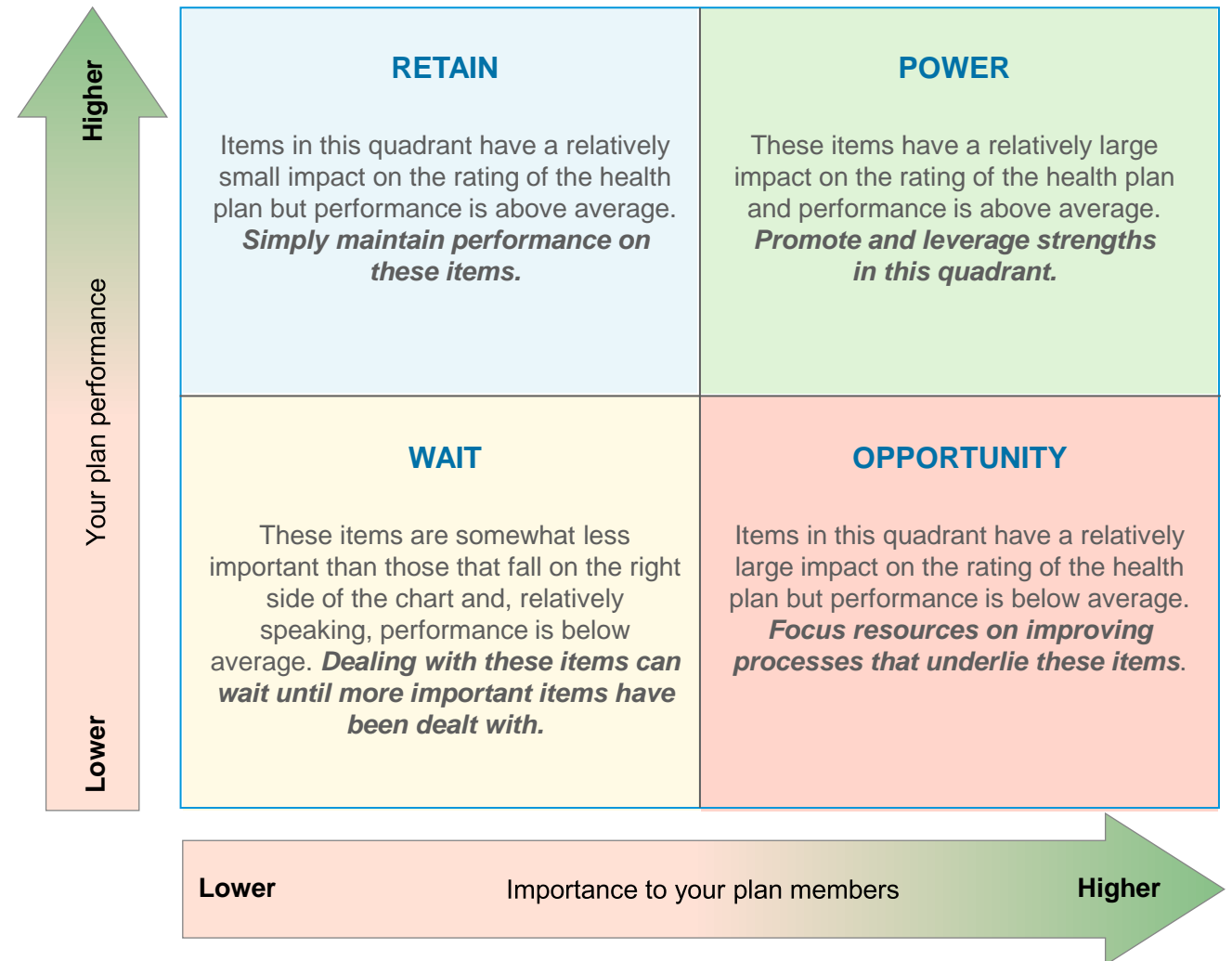
# POWER CHART: EXPLANATION

## 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.

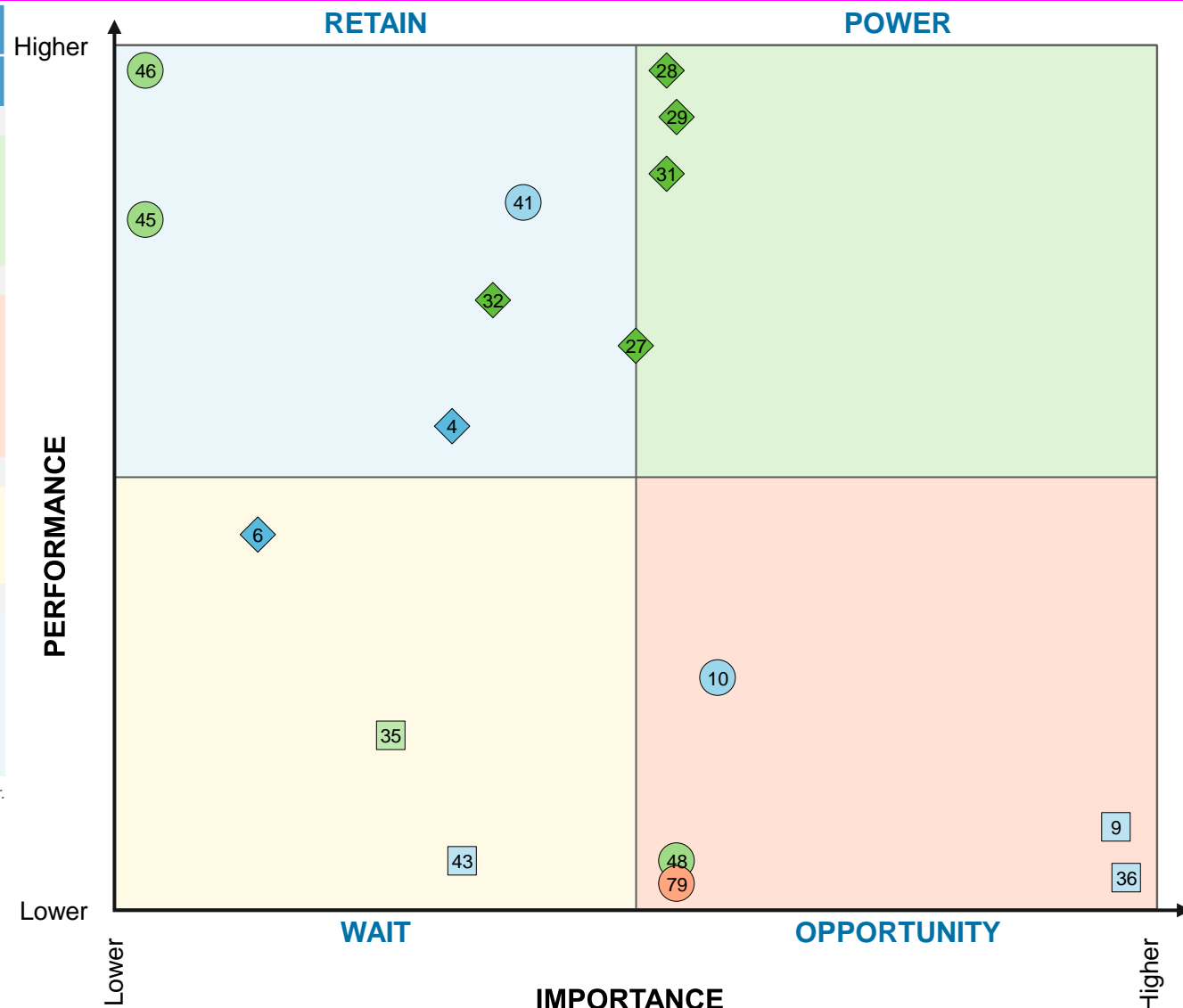


# POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
<b>POWER</b>						
◆ HWDC	Q29	Dr. showed respect	100%	100 <sup>th</sup>	98.9%	92 <sup>nd</sup>
◆ HWDC	Q31	Dr. explained things to child	97.5%	90 <sup>th</sup>	96.7%	86 <sup>th</sup>
◆ HWDC	Q28	Dr. listened carefully	100%	100 <sup>th</sup>	98.9%	100 <sup>th</sup>
◆ HWDC	Q27	Dr. explained things	98.4%	96 <sup>th</sup>	95.7%	67 <sup>th</sup>
<b>OPPORTUNITY</b>						
■ Rating	Q36	Rating of Personal Doctor	78.7%	64 <sup>th</sup>	67.7%	<5 <sup>th</sup>
■ Rating	Q9	Rating of Health Care	69.1%	32 <sup>nd</sup>	62.6%	9 <sup>th</sup>
● GNC	Q10	Getting care, tests, or treatment	88.2%	39 <sup>th</sup>	85.9%	27 <sup>th</sup>
● SQ	Q79	Satisfied with help to coordinate care	82.0%	---	76.2%	---
● CS	Q48	Ease of Filling Out Forms +	97.3%	78 <sup>th</sup>	93.0%	<5 <sup>th</sup>
<b>WAIT</b>						
■ Rating	Q43	Rating of Specialist +	78.6%	76 <sup>th</sup>	58.6%	<5 <sup>th</sup>
■ CC	Q35	Coordination of Care +	88.9%	84 <sup>th</sup>	79.5%	19 <sup>th</sup>
◆ GCQ	Q6	Getting routine care	87.7%	78 <sup>th</sup>	81.6%	43 <sup>rd</sup>
<b>RETAIN</b>						
● GNC	Q41	Getting specialist appointment	76.5%	36 <sup>th</sup>	83.9%	82 <sup>nd</sup>
◆ HWDC	Q32	Dr. spent enough time	95.1%	93 <sup>rd</sup>	92.3%	71 <sup>st</sup>
◆ GCQ	Q4	Getting urgent care	92.3%	61 <sup>st</sup>	90.5%	57 <sup>th</sup>
● CS	Q45	Provided information or help	80.8%	33 <sup>rd</sup>	88.6%	80 <sup>th</sup>
● CS	Q46	Treated with courtesy and respect	96.0%	73 <sup>rd</sup>	100%	100 <sup>th</sup>

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



More info.

# KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION				
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022	2023			
<b>TOP 10 KEY DRIVERS</b>					<b>Q49</b>	<b>Rating of Health Plan</b>	<b>67.7%</b>	<b>72.0%</b>	<b>21<sup>st</sup></b>	<b>(-43)</b>				
<b>YOUR PLAN</b>	These items have a relatively large impact on the Rating of Health Plan. <b>Leverage</b> these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	2	Q36	Rating of Personal Doctor	67.7%	76.5%	<5 <sup>th</sup>	(-62)	Power	→	Opp.	
		✓	2	1	Q9	Rating of Health Care	62.6%	69.6%	9 <sup>th</sup>	(-23)	Opp.		Opp.	
		✓	3	6	Q10	Getting care, tests, or treatment	85.9%	88.7%	27 <sup>th</sup>	(-12)	Wait	→	Opp.	
			4	---	Q79	Satisfied with help to coordinate care	76.2%	---	---		---			Opp.
		✓	5	10	Q29	Dr. showed respect	98.9%	96.7%	92 <sup>nd</sup>	(-8)	Power		Power	
			6	16	Q48	Ease of Filling Out Forms +	93.0%	95.8%	<5 <sup>th</sup>	(-74)	Retain	→	Opp.	
<b>INDUSTRY</b>	PG Book of Business regression analysis has identified <b>Key Drivers</b> of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		7	13	Q31	Dr. explained things to child	96.7%	94.0%	86 <sup>th</sup>	(-4)	Retain	→	Power	
		✓	8	8	Q28	Dr. listened carefully	98.9%	95.3%	100 <sup>th</sup>	(+0)	Power		Power	
			9	12	Q27	Dr. explained things	95.7%	94.3%	67 <sup>th</sup>	(-29)	Retain	→	Power	
		✓	10	4	Q41	Getting specialist appointment	83.9%	77.5%	82 <sup>nd</sup>	(+46)	Wait	→	Retain	
			12	3	Q43	Rating of Specialist +	58.6%	72.3%	<5 <sup>th</sup>	(-72)	Power	→	Wait	
			15	9	Q6	Getting routine care	81.6%	81.8%	43 <sup>rd</sup>	(-35)	Retain	→	Wait	
			16	7	Q45	Provided information or help	88.6%	83.2%	80 <sup>th</sup>	(+47)	Opp.	→	Retain	
	17	5	Q46	Treated with courtesy and respect	100%	94.1%	100 <sup>th</sup>	(+27)	Power	→	Retain			

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

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

# MEASURE ANALYSES

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Measure Details and Summary Rate Scores

- Western Sky Community Care



# SECTION INFORMATION

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

**Rating & Composite** level information including...

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

**Attribute** level information for composites including...

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

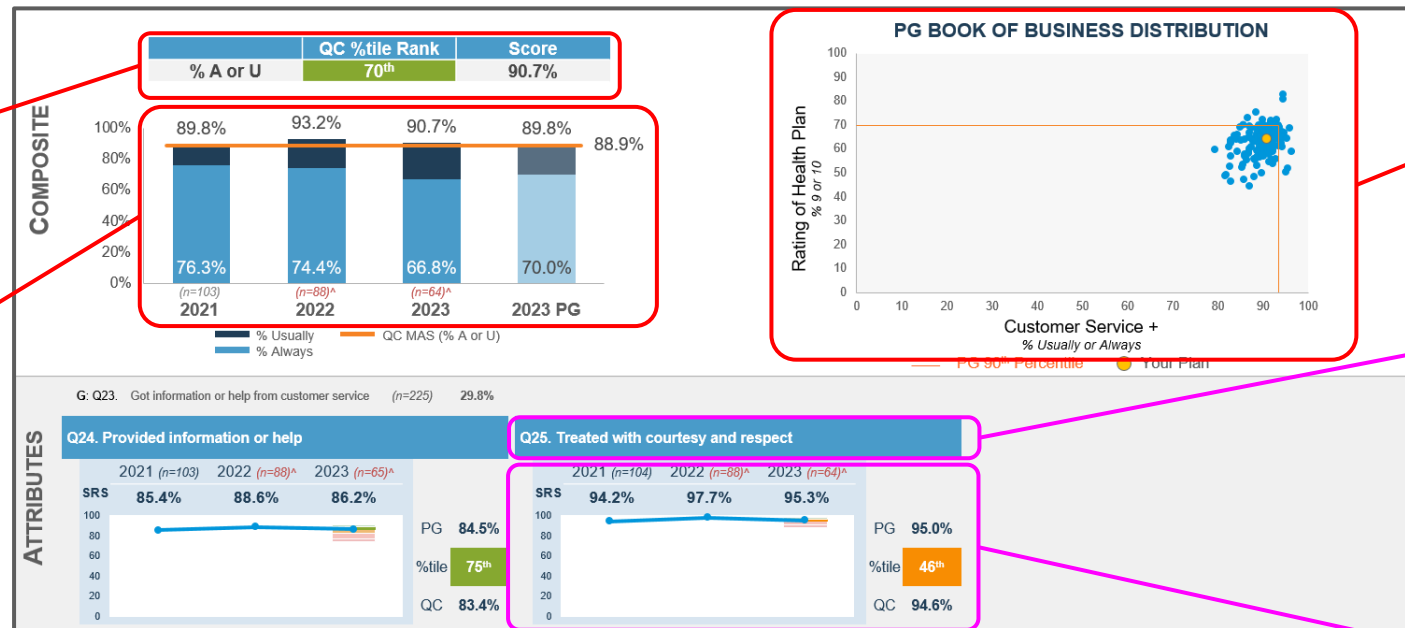
Percentile Bands	
≥90 <sup>th</sup>	
67 <sup>th</sup> – 89 <sup>th</sup>	
33 <sup>rd</sup> – 66 <sup>th</sup>	
10 <sup>th</sup> – 32 <sup>nd</sup>	
<10 <sup>th</sup>	

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

More info.

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

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



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

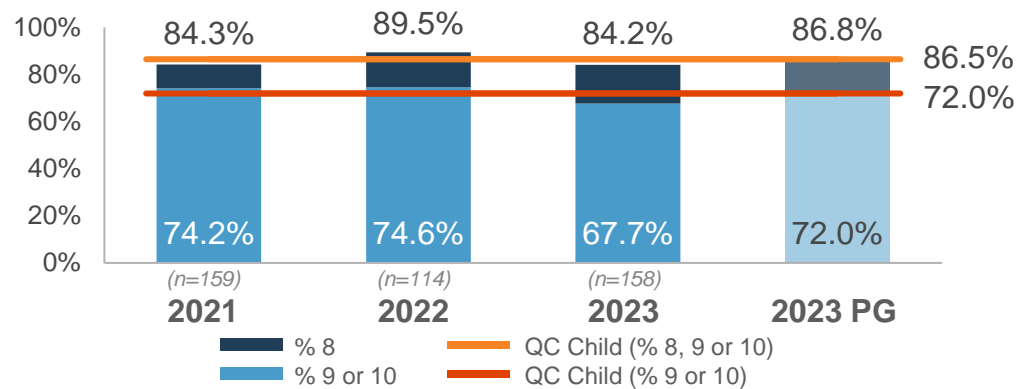
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2022 **Quality Compass** percentile bands

# RATINGS

## MEDICAID CHILD: GENERAL POPULATION

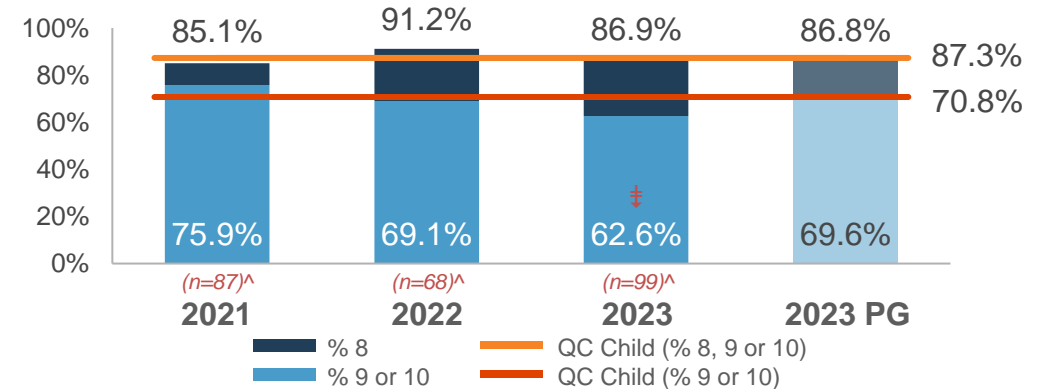
### RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	27 <sup>th</sup>	84.2%
% 9 or 10	21 <sup>st</sup>	67.7%



### RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	45 <sup>th</sup>	86.9%
% 9 or 10	<5 <sup>th</sup>	62.6%



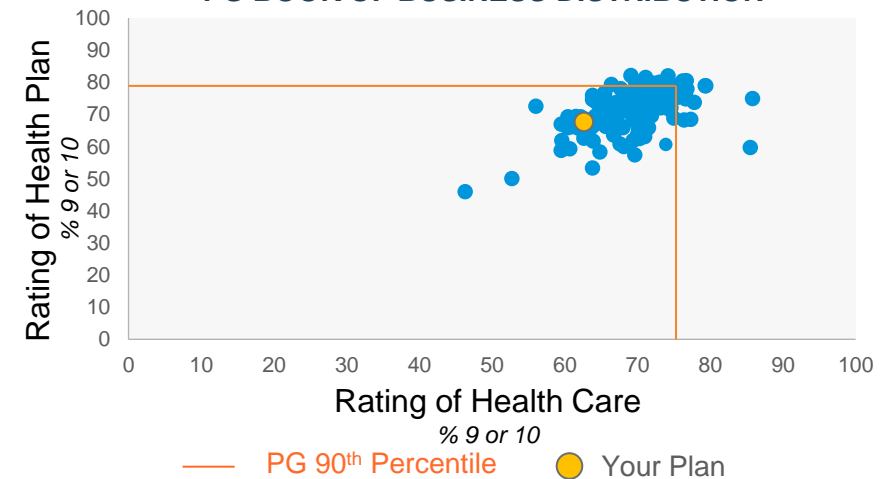
### Key Drivers Of The Rating Of The Health Plan

#### POWER

#### OPPORTUNITIES

Q29	Dr. showed respect	Q36	Rating of Personal Doctor
Q31	Dr. explained things to child	Q9	Rating of Health Care
Q28	Dr. listened carefully	Q10	Getting care, tests, or treatment
Q27	Dr. explained things	Q79	Satisfied with help to coordinate care
		Q48	Ease of Filling Out Forms +

### PG BOOK OF BUSINESS DISTRIBUTION



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

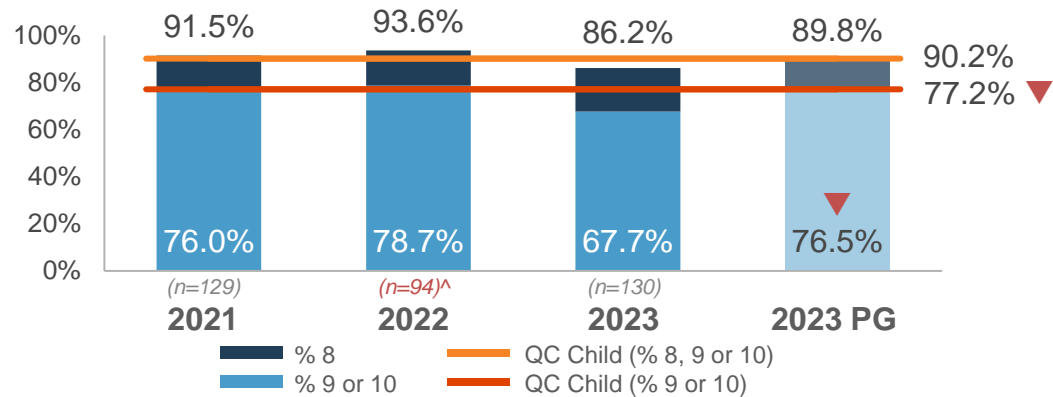
^Denominator less than 100. NCQA will assign an NA to this measure.

# RATINGS

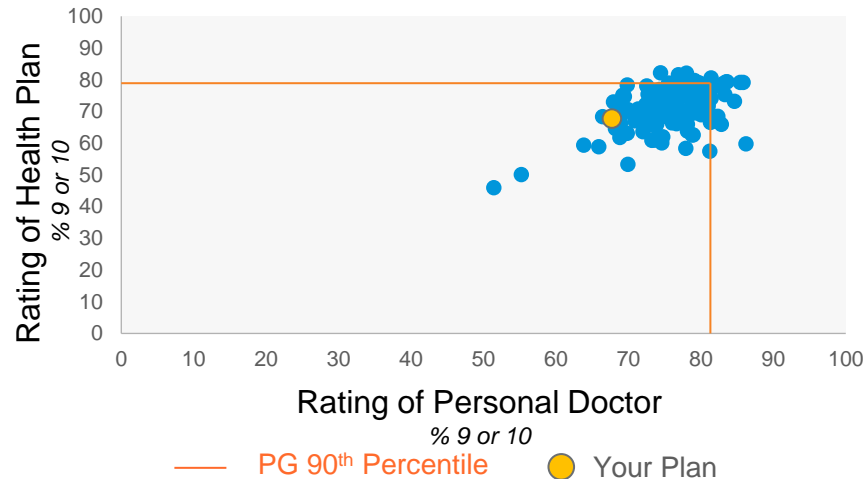
## MEDICAID CHILD: GENERAL POPULATION

### RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	7 <sup>th</sup>	86.2%
% 9 or 10	<5 <sup>th</sup>	67.7%

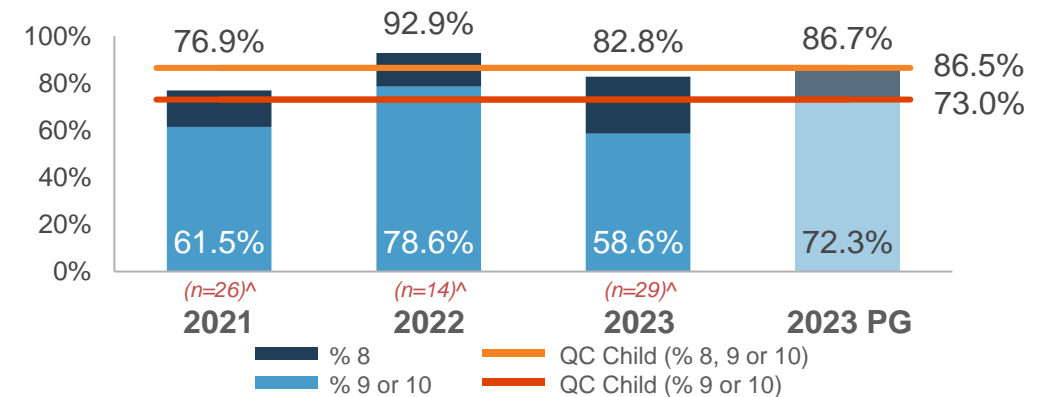


### PG BOOK OF BUSINESS DISTRIBUTION

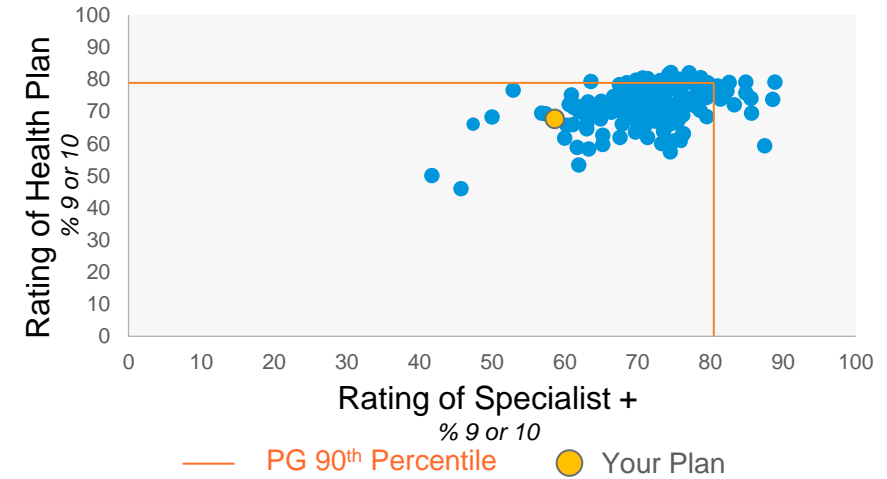


### RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	<5 <sup>th</sup>	82.8%
% 9 or 10	<5 <sup>th</sup>	58.6%



### PG BOOK OF BUSINESS DISTRIBUTION



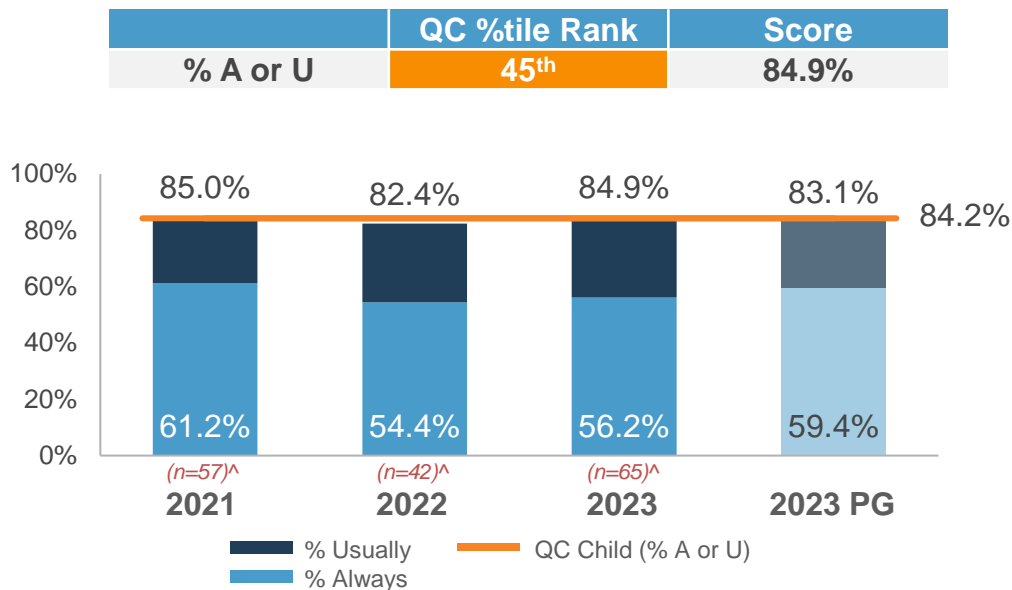
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (♣/♠) or benchmark score (▲/▼).

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

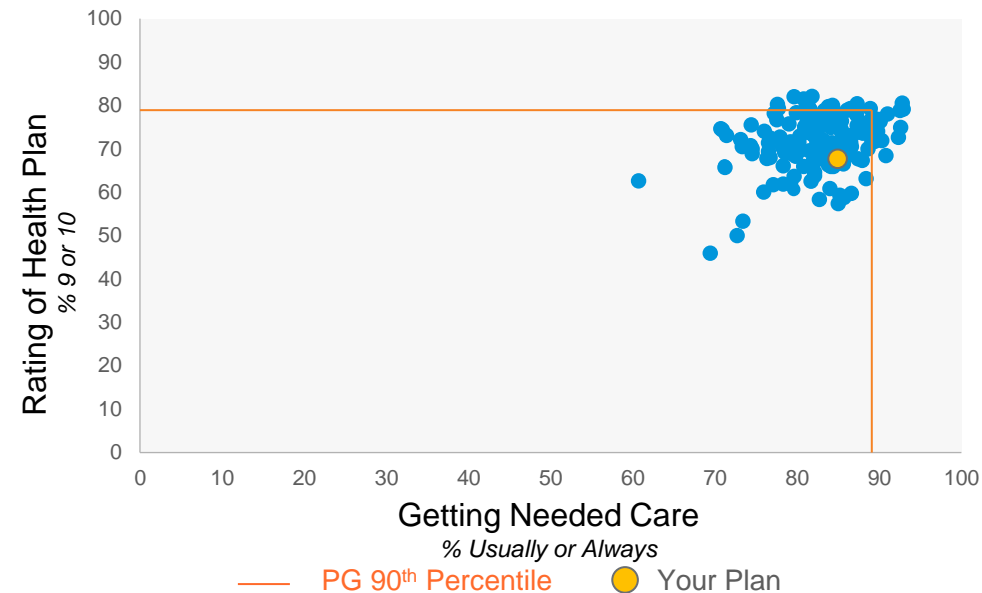
# GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION

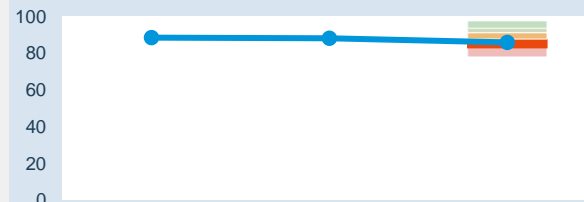


ATTRIBUTES

**G: Q40.** Made appointments to see a specialist in the last 6 months (n=162) 19.1%

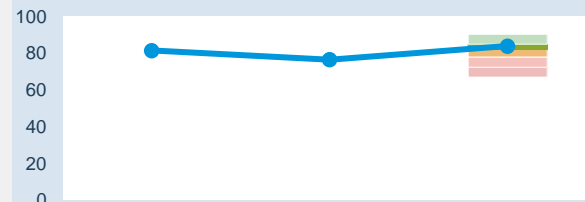
### Q10. Getting care, tests, or treatment

SRS	2021 (n=87)^	2022 (n=68)^	2023 (n=99)^
	88.5%	88.2%	85.9%



### Q41. Getting specialist appointment

SRS	2021 (n=27)^	2022 (n=17)^	2023 (n=31)^
	81.5%	76.5%	83.9%



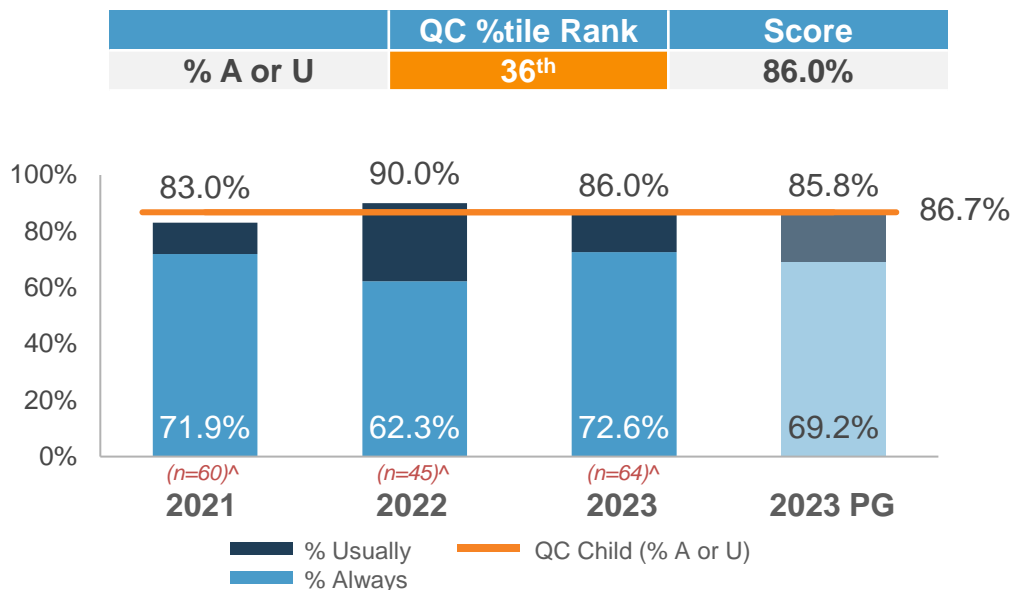
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

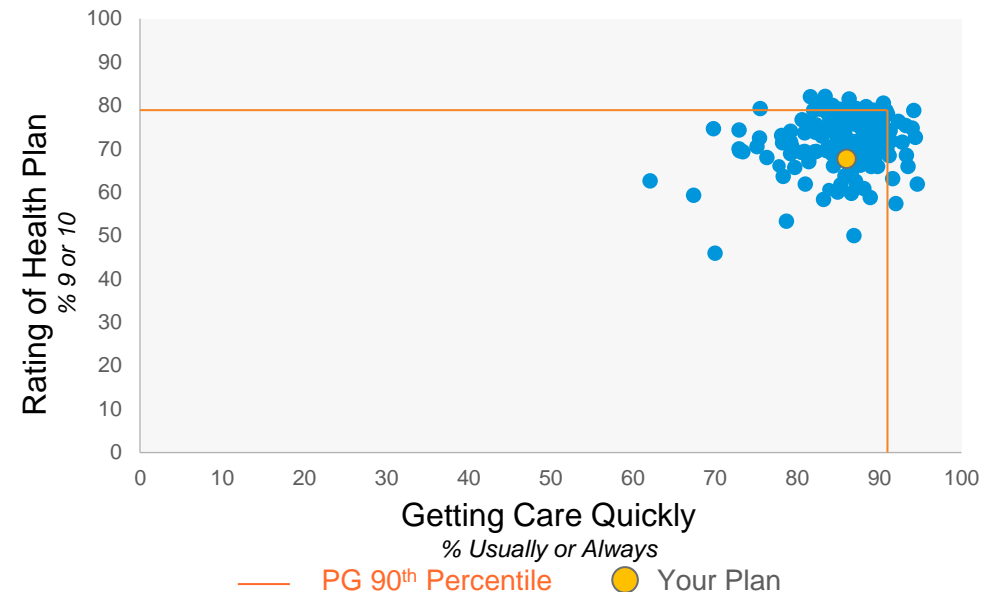
# GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION



ATTRIBUTES

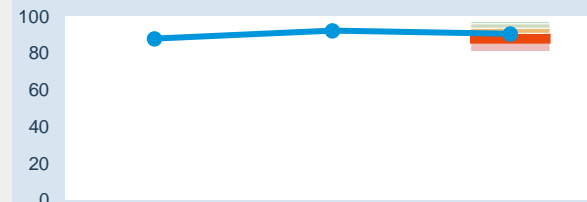
**G: Q3.** Had illness, injury or condition that needed care right away (n=162) 27.2%

**G: Q5.** Made appointments for check-ups or routine care at doctor's office or clinic (n=159) 56.6%

### Q4. Getting urgent care

2021 (n=33)^ 2022 (n=26)^ 2023 (n=42)^

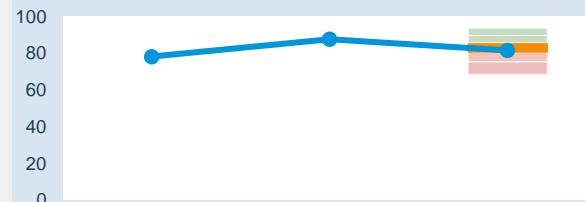
SRS 87.9% 92.3% 90.5%



### Q6. Getting routine care

2021 (n=87)^ 2022 (n=65)^ 2023 (n=87)^

SRS 78.2% 87.7% 81.6%



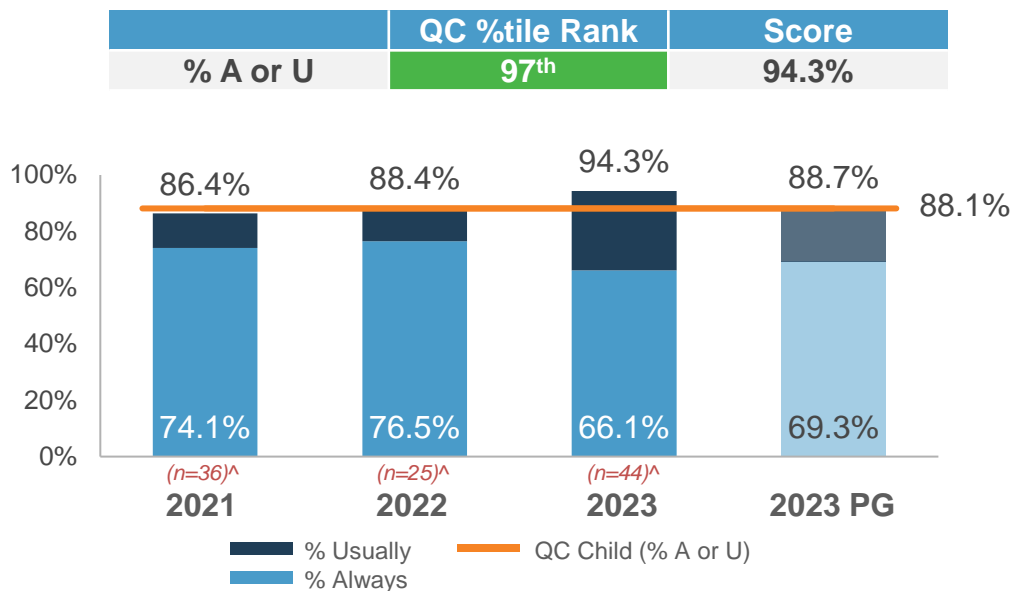
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

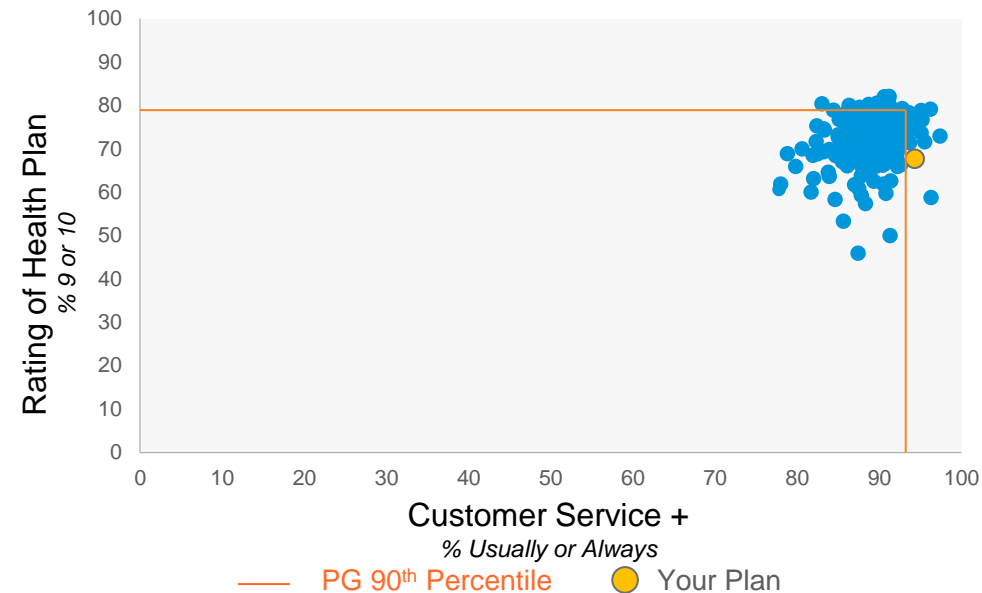
# CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION

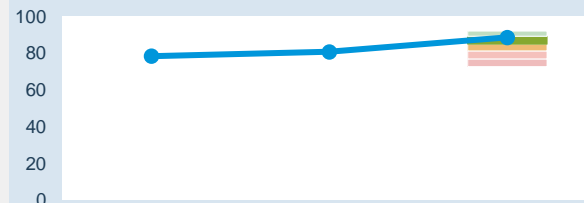


G: Q44. Got information or help from customer service (n=158) 28.5%

ATTRIBUTES

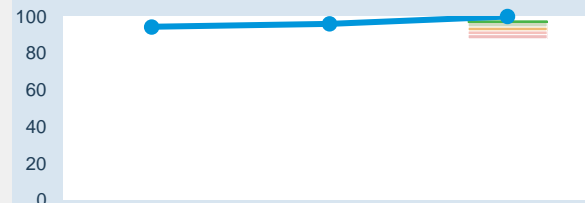
### Q45. Provided information or help

SRS	2021 (n=37)^	2022 (n=26)^	2023 (n=44)^
SRS	78.4%	80.8%	88.6%



### Q46. Treated with courtesy and respect

SRS	2021 (n=36)^	2022 (n=25)^	2023 (n=45)^
SRS	94.4%	96.0%	100%



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

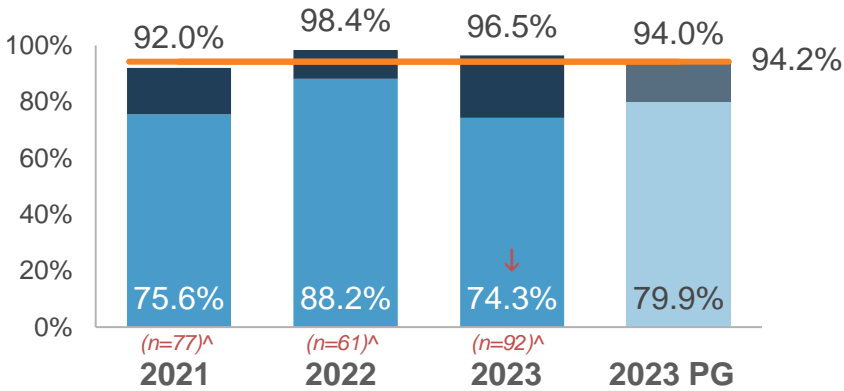
^Denominator less than 100. NCQA will assign an NA to this measure.

# HOW WELL DOCTORS COMMUNICATE +

MEDICAID CHILD: GENERAL POPULATION

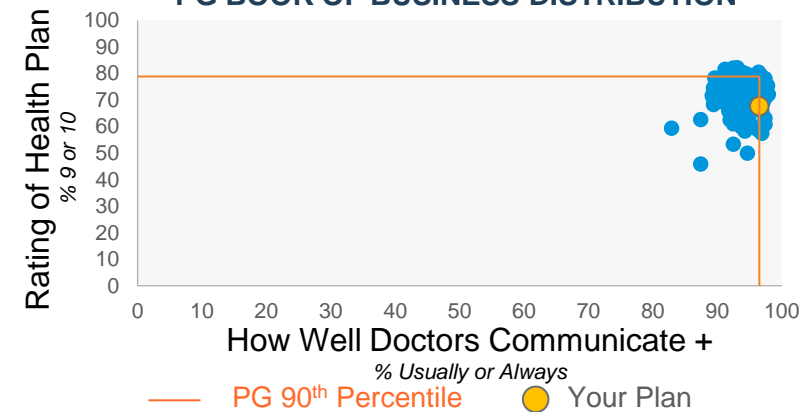
## COMPOSITE

% A or U	QC %tile Rank	Score
94.2%	86 <sup>th</sup>	96.5%



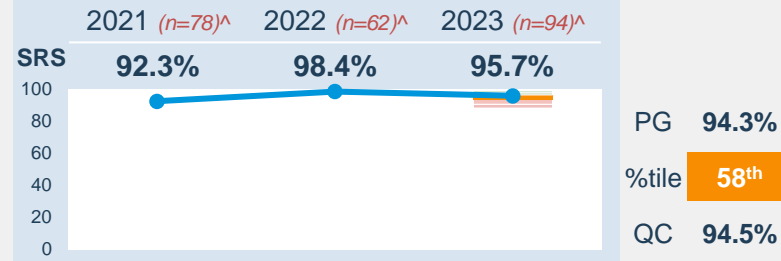
■ % Always  
■ % Usually  
— QC Child (% A or U)

### PG BOOK OF BUSINESS DISTRIBUTION

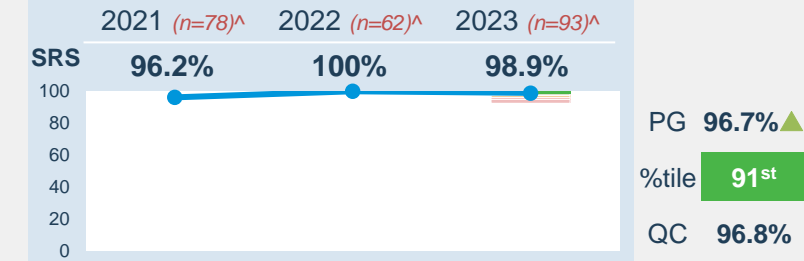


## ATTRIBUTES

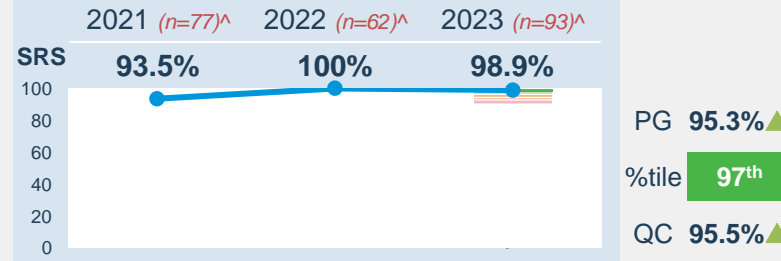
### Q27. Dr. explained things



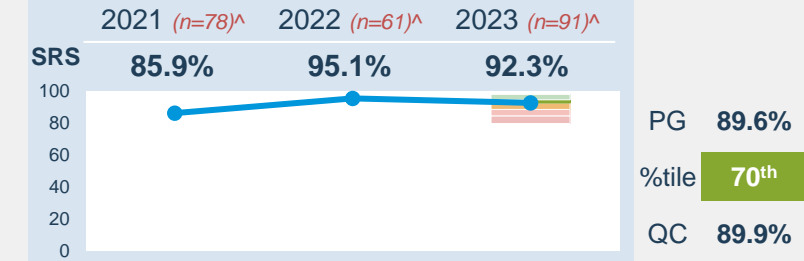
### Q29. Dr. showed respect



### Q28. Dr. listened carefully



### Q32. Dr. spent enough time

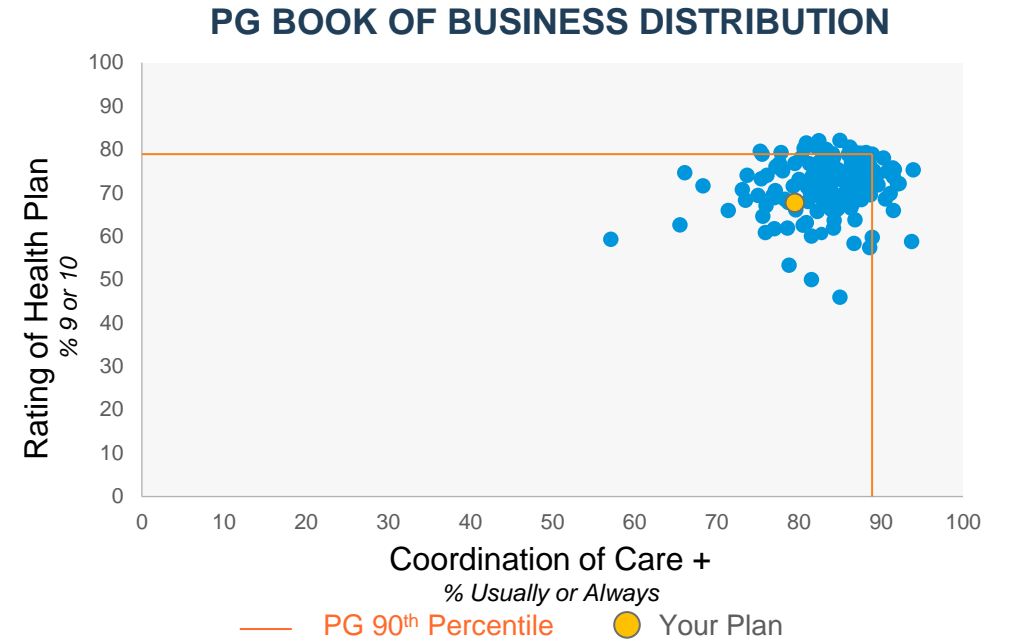
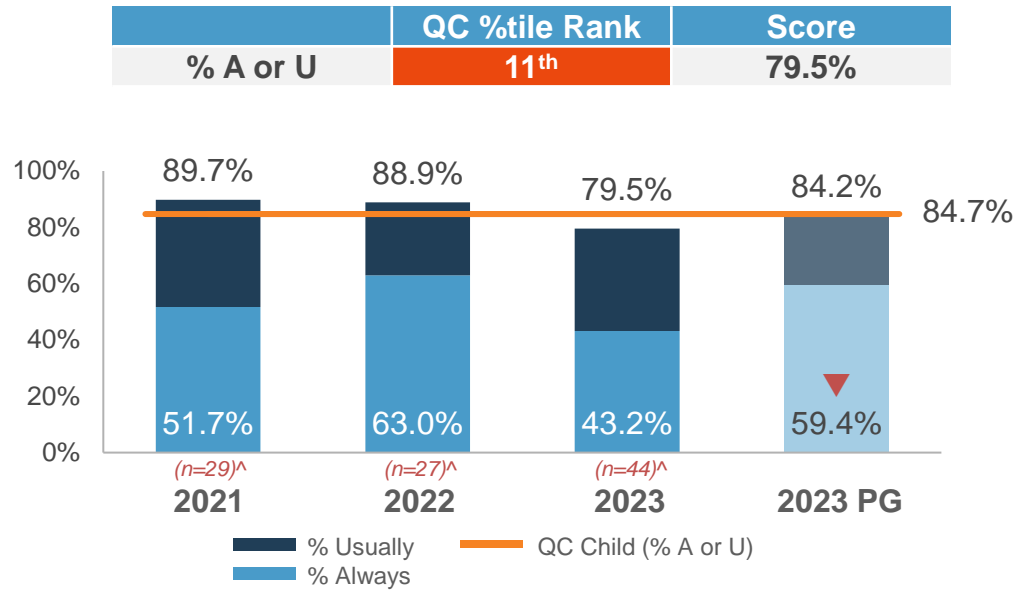


**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⚡/⚡) or benchmark score (▲/▼).

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

# COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION



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

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



# SUMMARY OF TREND AND BENCHMARKS

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- Western Sky Community Care

# SECTION INFORMATION

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

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

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

## Significance Testing

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

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

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

# BENCHMARK INFORMATION

## Available Benchmarks

The following benchmarks are used throughout the report.

	<b>2022 Quality Compass® All Plans (General Population)</b>	<b>2022 Quality Compass® All Plans (CCC Population)</b>	<b>2022 NCQA 1-100 Benchmark (General Population)</b>	<b>2022 NCQA 1-100 Benchmark (CCC Population)</b>	<b>2023 Press Ganey Book of Business (General Population)</b>	<b>2023 Press Ganey Book of Business (CCC Population)</b>
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2022.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2022.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2022.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2022.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.
<b>PROS</b>	<ul style="list-style-type: none"> <li>Contains more plans than the PG 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 PG 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 Press Ganey 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 Press Ganey 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>	174 Plans	52 Plans	174 Plans	52 Plans	164 Plans 45,216 Respondents	57 Plans 12,279 Respondents

# SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

	2023 Valid n	2021	2022	2023	2023 GP PG BoB	2022 GP QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q49. Rating of Health Plan	158	74.2%	74.6%	67.7%	72.0%	72.0%
★ Q9. Rating of Health Care	99 <sup>^</sup>	75.9%	69.1%	62.6% <sup>‡</sup>	69.6%	70.8%
★ Q36. Rating of Personal Doctor	130	76.0%	78.7%	67.7%	76.5% <sup>▼</sup>	77.2% <sup>▼</sup>
Q43. Rating of Specialist +	29 <sup>^</sup>	61.5%	78.6%	58.6%	72.3%	73.0%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	158	84.3%	89.5%	84.2%	86.8%	86.5%
Q9. Rating of Health Care	99 <sup>^</sup>	85.1%	91.2%	86.9%	86.8%	87.3%
Q36. Rating of Personal Doctor	130	91.5%	93.6%	86.2%	89.8%	90.2%
Q43. Rating of Specialist +	29 <sup>^</sup>	76.9%	92.9%	82.8%	86.7%	86.5%
★ <b>Getting Needed Care (% Usually or Always)</b>	65 <sup>^</sup>	85.0%	82.4%	84.9%	83.1%	84.2%
Q10. Getting care, tests, or treatment	99 <sup>^</sup>	88.5%	88.2%	85.9%	88.7%	89.0%
Q41. Getting specialist appointment	31 <sup>^</sup>	81.5%	76.5%	83.9%	77.5%	79.5%
★ <b>Getting Care Quickly (% Usually or Always)</b>	64 <sup>^</sup>	83.0%	90.0%	86.0%	85.8%	86.7%
Q4. Getting urgent care	42 <sup>^</sup>	87.9%	92.3%	90.5%	89.8%	91.6%
Q6. Getting routine care	87 <sup>^</sup>	78.2%	87.7%	81.6%	81.8%	82.8%
<b>Q35. Coordination of Care +</b>	44 <sup>^</sup>	89.7%	88.9%	79.5%	84.2%	84.7%
<b>Customer Service + (% Usually or Always)</b>	44 <sup>^</sup>	86.4%	88.4%	94.3%	88.7%	88.1%
Q45. Provided information or help	44 <sup>^</sup>	78.4%	80.8%	88.6%	83.2%	82.8%
Q46. Treated with courtesy and respect	45 <sup>^</sup>	94.4%	96.0%	100%	94.1% <sup>▲</sup>	93.4% <sup>▲</sup>
<b>How Well Doctors Communicate + (% Usually or Always)</b>	92 <sup>^</sup>	92.0%	98.4%	96.5%	94.0%	94.2%
Q27. Dr. explained things	94 <sup>^</sup>	92.3%	98.4%	95.7%	94.3%	94.5%
Q28. Dr. listened carefully	93 <sup>^</sup>	93.5%	100%	98.9%	95.3% <sup>▲</sup>	95.5% <sup>▲</sup>
Q29. Dr. showed respect	93 <sup>^</sup>	96.2%	100%	98.9%	96.7% <sup>▲</sup>	96.8%
Q32. Dr. spent enough time	91 <sup>^</sup>	85.9%	95.1%	92.3%	89.6%	89.9%
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	157	96.3%	97.3%	93.0%	95.8%	95.9%

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 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

	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q49. Rating of Health Plan	134	71.8%	69.1%	62.7%	68.8%	68.0%
★ Q9. Rating of Health Care	111	67.2%	71.2%	55.9% ↓	67.3% ▼	68.2% ▼
★ Q36. Rating of Personal Doctor	118	74.0%	81.7%	70.3%	76.2%	76.7%
Q43. Rating of Specialist +	59^	71.0%	83.8%	67.8%	72.7%	73.8%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q49. Rating of Health Plan	134	82.4%	87.2%	80.6%	84.3%	83.6%
Q9. Rating of Health Care	111	84.5%	90.9%	74.8% ↓	85.0% ▼	85.7% ▼
Q36. Rating of Personal Doctor	118	80.8%	95.1%	79.7% ↓	88.8% ▼	89.3% ▼
Q43. Rating of Specialist +	59^	90.3%	94.6%	79.7% ↓	86.2%	87.3%
★ <b>Getting Needed Care (% Usually or Always)</b>	90^	79.3%	84.5%	77.8%	85.5% ▼	86.9% ▼
Q10. Getting care, tests, or treatment	112	84.5%	86.6%	82.1%	90.1% ▼	90.0% ▼
Q41. Getting specialist appointment	68^	74.2%	82.5%	73.5%	80.8%	83.6%
★ <b>Getting Care Quickly (% Usually or Always)</b>	85^	89.7%	94.4%	82.7% ↓	89.4%	90.2% ▼
Q4. Getting urgent care	65^	95.8%	95.0%	86.2%	92.0%	92.8%
Q6. Getting routine care	106	83.6%	93.8%	79.2% ↓	86.8%	86.9%
<b>Q35. Coordination of Care +</b>	59^	75.0%	86.8%	78.0%	84.2%	84.7%
<b>Customer Service + (% Usually or Always)</b>	61^	92.0%	92.4%	88.5%	89.6%	NA
Q45. Provided information or help	61^	88.0%	90.9%	80.3%	84.0%	NA
Q46. Treated with courtesy and respect	61^	96.0%	93.9%	96.7%	95.1%	NA
<b>How Well Doctors Communicate + (% Usually or Always)</b>	100	86.5%	97.5%	91.0%	94.2%	94.8%
Q27. Dr. explained things	101	85.7%	98.3%	92.1% ↓	95.0%	95.3%
Q28. Dr. listened carefully	101	87.3%	98.3%	93.1%	95.1%	95.5%
Q29. Dr. showed respect	101	90.9%	100%	95.0% ↓	96.2%	96.8%
Q32. Dr. spent enough time	100	82.1%	93.3%	84.0%	90.7%	91.6% ▼
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	134	93.7%	97.8%	95.5%	95.8%	95.4%

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

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

# SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

CCC MEASURES	2023 Valid n	2021	2022	2023	2023 CCC PG BoB	2022 CCC QC
<b>Q51. Access to Rx Medicines (% Usually or Always)</b>	<b>108</b>	<b>87.5%</b>	<b>92.5%</b>	<b>85.2%</b>	<b>89.6%</b>	<b>90.6%</b>
<b>Access to Specialized Services (% Usually or Always)</b>	<b>46^</b>	<b>78.0%</b>	<b>75.6%</b>	<b>72.2%</b>	<b>71.7%</b>	<b>70.6%</b>
Q15. Easy to get special medical equipment	25^	81.8%	69.2%	68.0%	71.8%	NA
Q18. Easy to get special therapy	45^	84.6%	83.3%	73.3%	72.4%	NA
Q21. Easy to get treatment or counseling	69^	67.6%	74.3%	75.4%	70.9%	73.3%
<b>FCC: Dr Who Knows Child (% Yes)</b>	<b>86^</b>	<b>78.9%</b>	<b>95.4%</b>	<b>89.6%</b>	<b>91.1%</b>	<b>91.6%</b>
Q33. Discussed feelings/growth/behavior	100	67.9%	93.3%	89.0% ‡	90.2%	90.6%
Q38. Understands effects on child's life	80^	84.6%	98.2%	92.5%	93.1%	93.7%
Q39. Understands effects on family's life	78^	84.3%	94.5%	87.2%	89.9%	90.4%
<b>Q8. FCC: Getting Needed Info (% Usually or Always)</b>	<b>112</b>	<b>81.4%</b>	<b>95.5%</b>	<b>86.6%</b> ↓	<b>91.3%</b>	<b>91.5%</b>
<b>Coordination of Care for CCC (% Yes)</b>	<b>50^</b>	<b>72.5%</b>	<b>80.2%</b>	<b>71.3%</b>	<b>76.5%</b>	<b>76.3%</b>
Q13. Helped contact child's school/daycare	18^	86.7%	100%	88.9%	92.1%	NA
Q24. Helped coordinate child's care	82^	58.3%	60.5%	53.7%	60.9%	60.8%

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

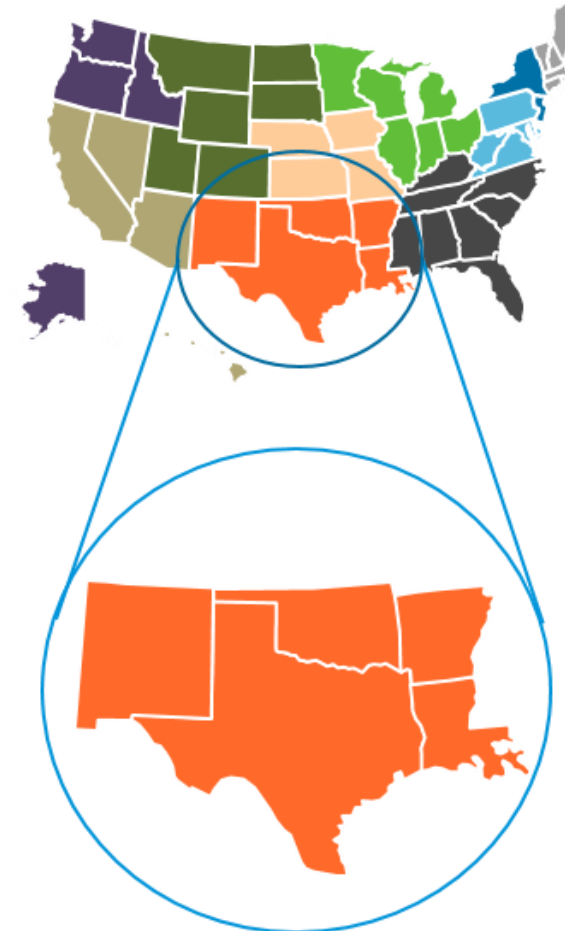
^Denominator less than 100. NCQA will assign an NA to this measure.

# REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

	SUMMARY RATE	2023 PG BoB REGION
<b>Rating Questions (% 9 or 10)</b>		
★ Q49. Rating of Health Plan	67.7%	76.8% ❖
★ Q9. Rating of Health Care	62.6%	71.9%
★ Q36. Rating of Personal Doctor	67.7%	77.2% ❖
Q43. Rating of Specialist +	58.6%	74.7%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q49. Rating of Health Plan	84.2%	89.3%
Q9. Rating of Health Care	86.9%	87.9%
Q36. Rating of Personal Doctor	86.2%	89.8%
Q43. Rating of Specialist +	82.8%	88.7%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>84.9%</b>	<b>83.0%</b>
Q10. Getting care, tests, or treatment	85.9%	88.4%
Q41. Getting specialist appointment	83.9%	77.5%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>86.0%</b>	<b>85.3%</b>
Q4. Getting urgent care	90.5%	88.8%
Q6. Getting routine care	81.6%	81.8%
<b>Q35. Coordination of Care +</b>	<b>79.5%</b>	<b>83.1%</b>
<b>Customer Service + (% Usually or Always)</b>		
Q45. Provided information or help	88.6%	85.9%
Q46. Treated with courtesy and respect	100%	94.9% ❖
<b>How Well Doctors Communicate + (% Usually or Always)</b>		
Q27. Dr. explained things	95.7%	94.0%
Q28. Dr. listened carefully	98.9%	95.2% ❖
Q29. Dr. showed respect	98.9%	96.5% ❖
Q32. Dr. spent enough time	92.3%	88.1%
<b>Q48. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>93.0%</b>	<b>95.9%</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 2023 PG BoB Region score.

# PERCENTILE RANKINGS

## MEDICAID CHILD: GENERAL POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 <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	67.7%	21 <sup>st</sup>	62.7	65.2	68.6	69.6	72.3	74.4	75.7	78.6	80.6	21 <sup>st</sup>	60.2	63.0	68.4	69.5	72.1	74.9	75.9	78.9	79.6
★ Q9. Rating of Health Care	62.6%	<5 <sup>th</sup>	63.2	65.4	67.6	68.4	70.2	73.2	74.1	77.1	78.2	9 <sup>th</sup>	60.7	62.7	65.8	67.1	69.8	71.7	72.6	75.3	76.7
★ Q36. Rating of Personal Doctor	67.7%	<5 <sup>th</sup>	70.1	71.8	74.7	75.5	77.2	78.8	80.2	82.2	84.0	<5 <sup>th</sup>	68.8	69.9	73.9	74.7	77.0	78.5	79.3	81.3	83.0
Q43. Rating of Specialist +	58.6%	<5 <sup>th</sup>	67.5	68.2	69.5	70.3	72.2	74.1	76.2	80.4	81.9	<5 <sup>th</sup>	59.2	61.8	67.5	68.9	72.1	74.5	75.9	80.5	82.5
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q49. Rating of Health Plan	84.2%	27 <sup>th</sup>	80.0	82.0	84.1	84.6	86.6	88.2	89.3	91.3	92.5	25 <sup>th</sup>	77.9	81.0	84.2	85.3	86.8	89.3	89.7	91.4	91.8
Q9. Rating of Health Care	86.9%	45 <sup>th</sup>	81.8	82.9	85.3	86.2	87.7	88.8	89.6	91.5	92.5	49 <sup>th</sup>	81.1	81.9	84.9	86.1	87.0	88.4	88.9	90.8	91.7
Q36. Rating of Personal Doctor	86.2%	7 <sup>th</sup>	85.4	86.9	88.7	89.4	90.5	91.6	92.2	93.2	94.0	10 <sup>th</sup>	85.0	86.2	88.1	88.5	89.7	91.2	91.6	92.8	93.5
Q43. Rating of Specialist +	82.8%	<5 <sup>th</sup>	83.9	84.1	84.8	85.0	86.0	87.7	88.2	89.3	89.9	20 <sup>th</sup>	77.8	80.4	83.3	84.4	87.0	89.0	89.7	92.0	94.5
★ <b>Getting Needed Care (% U/A)</b>	<b>84.9%</b>	<b>45<sup>th</sup></b>	<b>74.9</b>	<b>76.2</b>	<b>81.2</b>	<b>83.0</b>	<b>85.2</b>	<b>86.7</b>	<b>87.4</b>	<b>89.5</b>	<b>92.2</b>	<b>63<sup>rd</sup></b>	<b>72.8</b>	<b>75.6</b>	<b>79.2</b>	<b>80.7</b>	<b>83.1</b>	<b>85.4</b>	<b>86.5</b>	<b>89.1</b>	<b>90.2</b>
Q10. Getting care, tests, or treatment	85.9%	22 <sup>nd</sup>	82.1	82.8	86.5	87.7	89.6	91.2	92.1	93.6	94.9	27 <sup>th</sup>	79.8	81.5	85.8	87.3	89.0	90.8	91.4	94.0	94.6
Q41. Getting specialist appointment	83.9%	75 <sup>th</sup>	69.5	72.4	75.0	77.9	80.2	82.1	82.7	85.0	87.6	82 <sup>nd</sup>	64.5	66.6	72.0	73.4	76.9	81.1	82.2	85.4	88.5
★ <b>Getting Care Quickly (% U/A)</b>	<b>86.0%</b>	<b>36<sup>th</sup></b>	<b>78.4</b>	<b>79.9</b>	<b>84.0</b>	<b>85.3</b>	<b>87.4</b>	<b>89.3</b>	<b>89.8</b>	<b>91.9</b>	<b>93.4</b>	<b>47<sup>th</sup></b>	<b>75.2</b>	<b>78.6</b>	<b>82.3</b>	<b>83.9</b>	<b>86.3</b>	<b>88.2</b>	<b>89.1</b>	<b>91.0</b>	<b>92.6</b>
Q4. Getting urgent care	90.5%	28 <sup>th</sup>	85.1	85.4	88.9	90.9	92.3	93.6	94.4	96.0	96.2	57 <sup>th</sup>	78.5	82.1	86.7	87.5	89.7	91.9	92.8	94.9	96.7
Q6. Getting routine care	81.6%	38 <sup>th</sup>	72.3	75.3	79.2	80.5	83.2	85.8	87.2	89.6	91.2	43 <sup>rd</sup>	71.7	73.7	78.3	79.7	82.3	84.7	86.0	88.9	89.6
<b>Q35. Coordination of Care +</b>	<b>79.5%</b>	<b>11<sup>th</sup></b>	<b>77.6</b>	<b>78.8</b>	<b>81.9</b>	<b>83.2</b>	<b>84.8</b>	<b>86.7</b>	<b>87.6</b>	<b>90.1</b>	<b>90.7</b>	<b>19<sup>th</sup></b>	<b>75.1</b>	<b>76.7</b>	<b>81.0</b>	<b>82.2</b>	<b>84.2</b>	<b>86.5</b>	<b>87.1</b>	<b>88.9</b>	<b>91.3</b>
<b>Customer Service + (% U/A)</b>	<b>94.3%</b>	<b>97<sup>th</sup></b>	<b>84.1</b>	<b>84.8</b>	<b>86.2</b>	<b>86.8</b>	<b>87.7</b>	<b>89.3</b>	<b>90.0</b>	<b>91.7</b>	<b>92.7</b>	<b>94<sup>th</sup></b>	<b>82.1</b>	<b>83.7</b>	<b>86.5</b>	<b>87.4</b>	<b>88.9</b>	<b>90.8</b>	<b>91.3</b>	<b>93.2</b>	<b>94.5</b>
Q45. Provided information or help	88.6%	89 <sup>th</sup>	76.3	76.9	80.4	81.2	81.9	84.9	85.2	89.3	90.4	80 <sup>th</sup>	72.8	76.1	79.9	81.1	83.8	86.4	87.3	90.1	92.2
Q46. Treated with courtesy and respect	100%	100 <sup>th</sup>	88.9	90.2	91.9	92.2	93.6	94.4	94.5	96.7	97.6	100 <sup>th</sup>	88.6	89.9	92.3	93.2	94.7	95.9	96.4	97.7	98.7
<b>How Well Doctors Communicate + (% U/A)</b>	<b>96.5%</b>	<b>86<sup>th</sup></b>	<b>90.8</b>	<b>91.2</b>	<b>92.5</b>	<b>93.2</b>	<b>94.6</b>	<b>95.4</b>	<b>95.9</b>	<b>96.8</b>	<b>97.1</b>	<b>90<sup>th</sup></b>	<b>89.8</b>	<b>91.2</b>	<b>92.3</b>	<b>92.9</b>	<b>94.3</b>	<b>95.1</b>	<b>95.7</b>	<b>96.5</b>	<b>97.1</b>
Q27. Dr. explained things	95.7%	58 <sup>th</sup>	89.6	90.4	92.7	93.4	95.2	96.2	96.6	97.6	98.0	67 <sup>th</sup>	88.8	90.1	92.9	93.5	94.9	95.7	96.4	97.5	97.8
Q28. Dr. listened carefully	98.9%	97 <sup>th</sup>	92.3	92.8	94.2	94.5	95.8	96.3	96.9	98.0	98.3	100 <sup>th</sup>	91.3	92.3	94.2	94.7	95.5	96.3	96.8	97.6	98.0
Q29. Dr. showed respect	98.9%	91 <sup>st</sup>	94.0	94.8	95.8	96.2	96.9	97.5	98.0	98.7	99.2	92 <sup>nd</sup>	94.0	94.4	95.8	96.1	96.8	97.4	97.7	98.7	99.2
Q32. Dr. spent enough time	92.3%	70 <sup>th</sup>	83.1	84.2	86.9	88.2	90.8	92.2	92.8	94.2	94.8	71 <sup>st</sup>	82.3	83.6	86.8	88.0	89.6	91.7	92.8	94.2	95.5
<b>Q48. Ease of Filling Out Forms + (% U/A)</b>	<b>93.0%</b>	<b>5<sup>th</sup></b>	<b>92.8</b>	<b>93.8</b>	<b>94.8</b>	<b>95.2</b>	<b>96.1</b>	<b>96.8</b>	<b>97.1</b>	<b>97.8</b>	<b>98.2</b>	<b>&lt;5<sup>th</sup></b>	<b>93.1</b>	<b>93.8</b>	<b>94.9</b>	<b>95.2</b>	<b>96.0</b>	<b>96.7</b>	<b>96.9</b>	<b>97.7</b>	<b>98.2</b>



# PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 <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	62.7%	21 <sup>st</sup>	59.9	61.1	63.9	65.4	68.0	69.6	71.8	76.0	78.0	21 <sup>st</sup>	58.8	61.4	64.4	66.4	68.3	71.8	74.7	76.4	78.2
★ Q9. Rating of Health Care	55.9%	<5 <sup>th</sup>	58.9	60.6	62.0	66.4	68.4	71.2	72.4	75.0	77.5	5 <sup>th</sup>	55.9	56.3	63.7	65.4	68.6	70.1	71.7	75.8	76.5
★ Q36. Rating of Personal Doctor	70.3%	14 <sup>th</sup>	67.9	68.2	72.9	74.3	77.7	79.2	80.6	83.2	83.8	11 <sup>th</sup>	68.6	70.3	73.3	75.8	77.6	79.3	79.8	81.2	81.6
Q43. Rating of Specialist +	67.8%	5 <sup>th</sup>	65.2	70.1	71.2	71.6	73.1	76.8	77.7	79.7	80.6	18 <sup>th</sup>	61.8	65.0	68.9	69.9	73.1	75.2	75.9	79.4	81.1
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q49. Rating of Health Plan	80.6%	21 <sup>st</sup>	76.9	78.3	81.6	82.6	83.7	85.3	86.2	87.7	89.0	16 <sup>th</sup>	78.4	80.4	81.6	83.0	84.8	86.6	87.3	89.6	90.2
Q9. Rating of Health Care	74.8%	<5 <sup>th</sup>	77.2	81.0	83.7	84.1	86.7	87.7	88.1	89.1	90.5	<5 <sup>th</sup>	78.5	79.7	82.0	83.5	85.5	86.8	87.5	88.7	90.3
Q36. Rating of Personal Doctor	79.7%	<5 <sup>th</sup>	83.0	85.5	87.6	88.1	89.4	90.8	91.5	93.9	94.2	<5 <sup>th</sup>	84.5	85.6	87.8	88.2	89.3	90.1	90.8	92.2	92.5
Q43. Rating of Specialist +	79.7%	<5 <sup>th</sup>	83.8	84.4	85.5	85.9	86.8	88.0	88.5	90.7	92.5	<5 <sup>th</sup>	79.9	81.3	83.5	84.2	86.2	88.0	88.9	90.5	91.5
★ <b>Getting Needed Care (% U/A)</b>	<b>77.8%</b>	<b>&lt;5<sup>th</sup></b>	<b>78.7</b>	<b>79.8</b>	<b>84.3</b>	<b>85.4</b>	<b>88.1</b>	<b>89.7</b>	<b>90.9</b>	<b>91.7</b>	<b>91.8</b>	<b>9<sup>th</sup></b>	<b>74.5</b>	<b>78.2</b>	<b>83.5</b>	<b>84.9</b>	<b>86.0</b>	<b>87.3</b>	<b>88.9</b>	<b>91.1</b>	<b>91.8</b>
Q10. Getting care, tests, or treatment	82.1%	<5 <sup>th</sup>	83.3	83.7	87.8	88.6	91.1	92.3	93.0	94.1	94.9	<5 <sup>th</sup>	82.2	84.2	88.8	89.3	90.3	91.9	92.9	94.4	94.9
Q41. Getting specialist appointment	73.5%	<5 <sup>th</sup>	74.5	75.0	80.6	82.3	85.3	86.4	88.4	89.6	89.9	13 <sup>th</sup>	67.0	72.3	78.0	79.7	81.8	84.3	85.2	88.8	89.3
★ <b>Getting Care Quickly (% U/A)</b>	<b>82.7%</b>	<b>6<sup>th</sup></b>	<b>82.6</b>	<b>84.5</b>	<b>86.9</b>	<b>89.6</b>	<b>91.3</b>	<b>92.2</b>	<b>93.1</b>	<b>94.3</b>	<b>95.6</b>	<b>&lt;5<sup>th</sup></b>	<b>82.8</b>	<b>83.5</b>	<b>88.0</b>	<b>89.4</b>	<b>90.1</b>	<b>91.2</b>	<b>91.7</b>	<b>93.1</b>	<b>94.7</b>
Q4. Getting urgent care	86.2%	7 <sup>th</sup>	81.9	88.1	92.9	93.3	94.0	94.6	95.2	96.0	96.2	9 <sup>th</sup>	84.9	86.6	89.8	90.4	92.0	93.6	94.7	96.4	98.6
Q6. Getting routine care	79.2%	7 <sup>th</sup>	78.7	80.2	83.3	84.3	88.1	89.2	89.9	92.4	93.0	13 <sup>th</sup>	77.3	78.4	85.2	86.8	87.6	89.1	89.7	91.4	93.2
<b>Q35. Coordination of Care +</b>	<b>78.0%</b>	<b>9<sup>th</sup></b>	<b>78.0</b>	<b>78.9</b>	<b>83.7</b>	<b>84.6</b>	<b>85.8</b>	<b>86.4</b>	<b>86.6</b>	<b>88.2</b>	<b>88.4</b>	<b>7<sup>th</sup></b>	<b>76.8</b>	<b>78.7</b>	<b>82.0</b>	<b>83.1</b>	<b>84.1</b>	<b>86.0</b>	<b>86.7</b>	<b>89.4</b>	<b>89.9</b>
<b>Customer Service + (% U/A)</b>	<b>88.5%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>40<sup>th</sup></b>	<b>83.4</b>	<b>84.9</b>	<b>86.8</b>	<b>88.1</b>	<b>89.0</b>	<b>91.1</b>	<b>91.9</b>	<b>94.3</b>	<b>95.0</b>
Q45. Provided information or help	80.3%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	25 <sup>th</sup>	74.8	77.5	80.3	81.5	83.8	86.2	86.5	90.3	91.4
Q46. Treated with courtesy and respect	96.7%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	72 <sup>nd</sup>	90.5	90.9	93.2	93.8	95.5	96.5	97.0	98.3	98.6
<b>How Well Doctors Communicate + (% U/A)</b>	<b>91.0%</b>	<b>&lt;5<sup>th</sup></b>	<b>91.3</b>	<b>91.6</b>	<b>93.8</b>	<b>94.2</b>	<b>94.8</b>	<b>96.0</b>	<b>96.2</b>	<b>96.8</b>	<b>97.6</b>	<b>&lt;5<sup>th</sup></b>	<b>91.1</b>	<b>92.1</b>	<b>93.1</b>	<b>93.3</b>	<b>94.3</b>	<b>95.5</b>	<b>95.9</b>	<b>96.9</b>	<b>97.3</b>
Q27. Dr. explained things	92.1%	10 <sup>th</sup>	91.3	92.0	94.2	94.9	95.7	96.4	96.7	97.5	98.4	14 <sup>th</sup>	91.4	91.9	93.4	94.2	95.4	96.5	96.8	97.5	98.2
Q28. Dr. listened carefully	93.1%	15 <sup>th</sup>	92.1	92.5	94.7	95.1	95.7	96.2	97.1	97.8	98.3	19 <sup>th</sup>	92.6	92.8	93.7	94.1	95.2	96.5	96.8	97.5	98.0
Q29. Dr. showed respect	95.0%	7 <sup>th</sup>	93.0	95.1	96.0	96.3	96.8	97.4	97.8	98.7	99.5	25 <sup>th</sup>	93.6	94.1	95.0	95.6	96.5	97.4	97.6	98.3	98.9
Q32. Dr. spent enough time	84.0%	<5 <sup>th</sup>	86.7	87.2	89.2	90.6	92.0	93.5	94.1	94.8	95.5	<5 <sup>th</sup>	84.5	86.4	88.7	89.7	91.6	93.3	93.6	94.8	95.4
<b>Q48. Ease of Filling Out Forms + (% U/A)</b>	<b>95.5%</b>	<b>51<sup>st</sup></b>	<b>91.5</b>	<b>92.9</b>	<b>94.2</b>	<b>94.7</b>	<b>95.5</b>	<b>96.2</b>	<b>97.0</b>	<b>97.7</b>	<b>98.0</b>	<b>35<sup>th</sup></b>	<b>92.9</b>	<b>94.2</b>	<b>95.2</b>	<b>95.5</b>	<b>96.0</b>	<b>96.4</b>	<b>96.6</b>	<b>97.4</b>	<b>97.9</b>

# PERCENTILE RANKINGS

## MEDICAID CHILD: CCC POPULATION

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 <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>85.2%</b>	<b>9<sup>th</sup></b>	83.3	87.3	89.1	89.4	90.8	92.4	92.9	94.3	94.9	<b>13<sup>th</sup></b>	83.7	84.8	87.8	88.0	89.7	91.8	92.2	93.3	93.4
<b>Access to Specialized Services (% U/A)</b>	<b>72.2%</b>	<b>60<sup>th</sup></b>	62.4	62.4	70.4	70.4	71.2	72.4	72.4	76.6	76.6	<b>46<sup>th</sup></b>	61.7	64.2	69.9	71.2	72.5	75.7	76.8	80.6	81.1
Q15. Easy to get special medical equipment	68.0%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>25<sup>th</sup></b>	50.4	60.2	67.8	70.7	73.7	76.8	79.4	88.9	90.4
Q18. Easy to get special therapy	73.3%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>48<sup>th</sup></b>	61.5	64.8	67.8	69.5	73.5	76.0	77.5	82.2	84.3
Q21. Easy to get treatment or counseling	75.4%	<b>50<sup>th</sup></b>	61.0	64.2	69.6	70.8	75.2	77.6	77.9	80.2	80.6	<b>59<sup>th</sup></b>	59.5	62.0	65.1	68.7	72.3	76.1	76.6	79.3	81.9
<b>FCC: Dr Who Knows Child (% Yes)</b>	<b>89.6%</b>	<b>14<sup>th</sup></b>	87.9	88.8	90.8	91.2	91.7	92.3	93.0	93.4	93.6	<b>24<sup>th</sup></b>	87.6	88.6	89.7	90.1	91.6	92.3	92.6	93.2	93.5
Q33. Discussed feelings/growth/behavior	89.0%	<b>23<sup>rd</sup></b>	87.1	87.9	89.1	89.4	90.5	91.7	92.3	93.6	94.0	<b>25<sup>th</sup></b>	85.8	86.9	88.8	89.6	90.6	91.4	91.7	93.4	94.1
Q38. Understands effects on child's life	92.5%	<b>21<sup>st</sup></b>	90.7	91.3	92.8	93.2	93.6	95.1	95.5	96.2	96.4	<b>40<sup>th</sup></b>	88.2	90.5	91.8	92.4	93.2	94.4	94.8	95.7	96.3
Q39. Understands effects on family's life	87.2%	<b>9<sup>th</sup></b>	86.1	87.3	89.9	90.1	90.9	91.6	91.9	92.6	93.6	<b>21<sup>st</sup></b>	85.8	86.1	87.6	89.1	90.4	91.4	91.7	92.8	93.4
<b>Q8. FCC: Getting Needed Info (% U/A)</b>	<b>86.6%</b>	<b>9<sup>th</sup></b>	85.2	86.8	89.9	90.6	92.5	93.4	94.0	94.8	96.0	<b>7<sup>th</sup></b>	86.6	87.6	89.5	89.9	91.6	92.5	93.3	94.4	94.6
<b>Coordination of Care for CCC (% Yes)</b>	<b>71.3%</b>	<b>8<sup>th</sup></b>	67.6	71.5	75.0	75.2	76.9	78.3	78.5	80.5	82.1	<b>14<sup>th</sup></b>	69.5	70.8	74.3	74.9	76.7	78.3	78.8	79.9	82.2
Q13. Helped contact child's school/daycare	88.9%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<b>24<sup>th</sup></b>	82.9	84.7	89.0	90.1	92.3	93.8	95.7	96.6	97.8
Q24. Helped coordinate child's care	53.7%	<b>&lt;5<sup>th</sup></b>	54.6	54.6	56.0	57.1	59.6	62.0	63.3	70.3	72.3	<b>14<sup>th</sup></b>	51.8	52.9	55.8	56.7	61.0	63.1	65.3	71.1	71.7

# PROFILE OF SURVEY RESPONDENTS

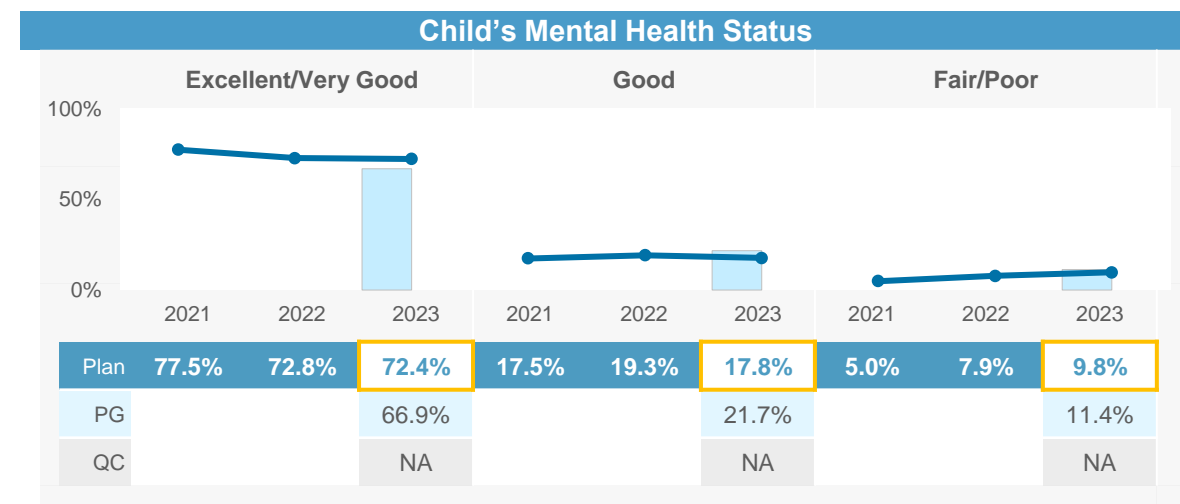
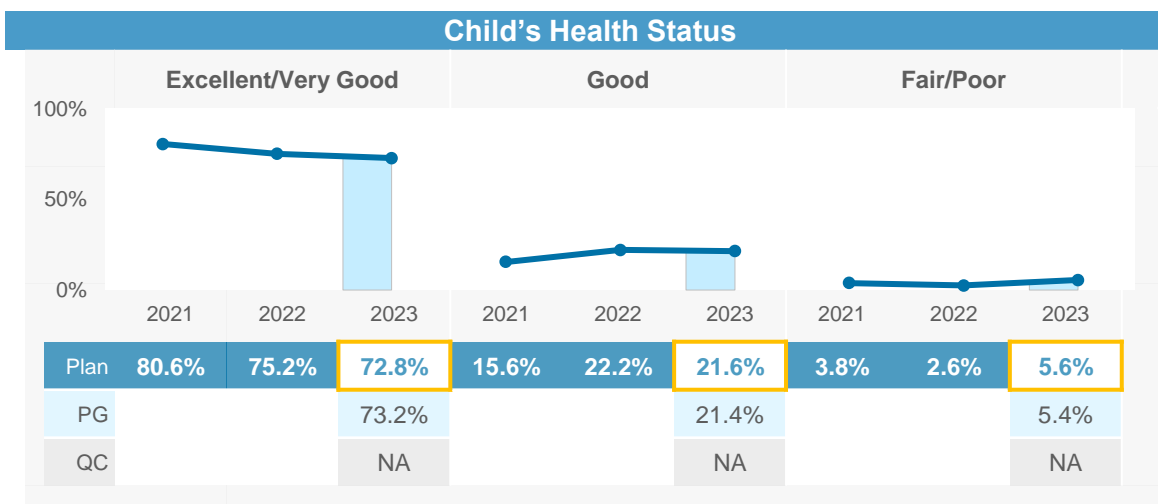
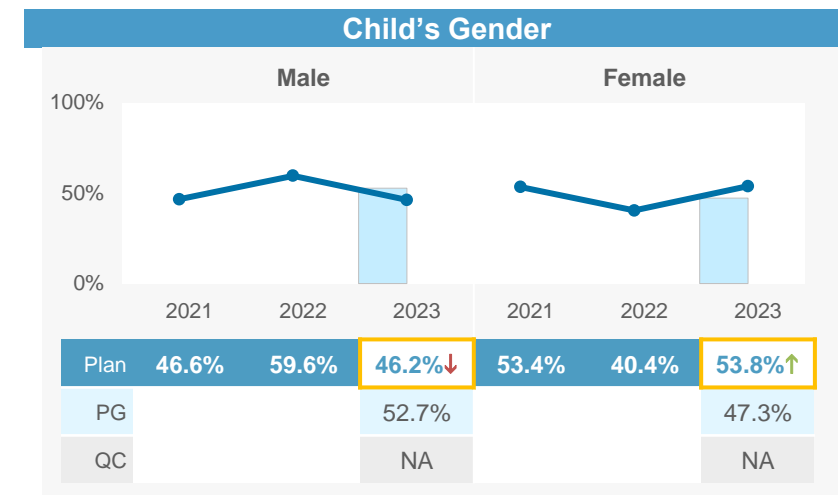
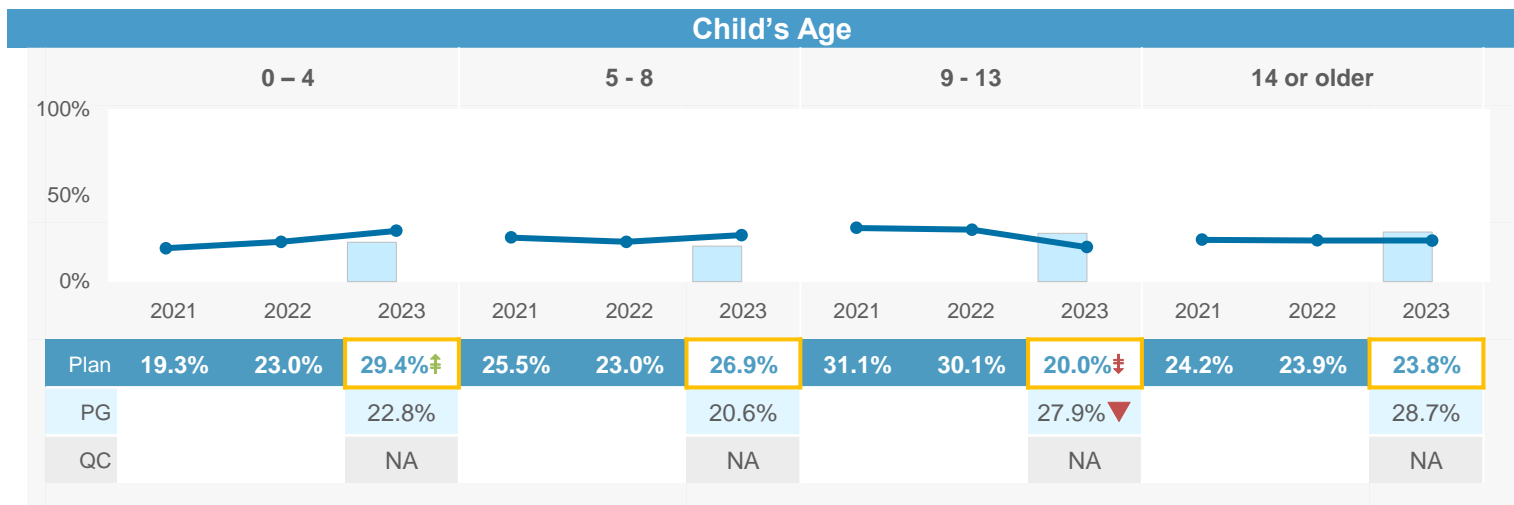
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## DEMOGRAPHIC COMPOSITION

- Western Sky Community Care

# PROFILE OF SURVEY RESPONDENTS

## MEDICAID CHILD: GENERAL POPULATION

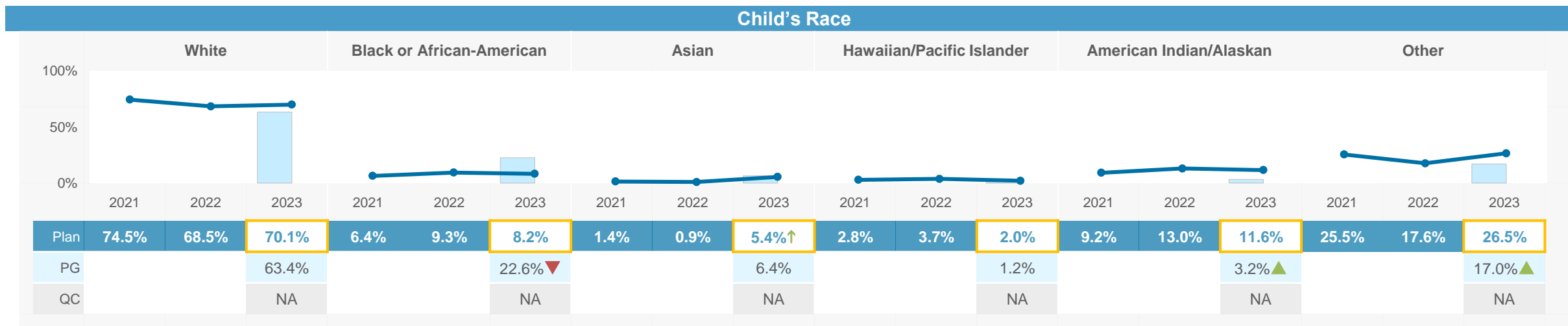
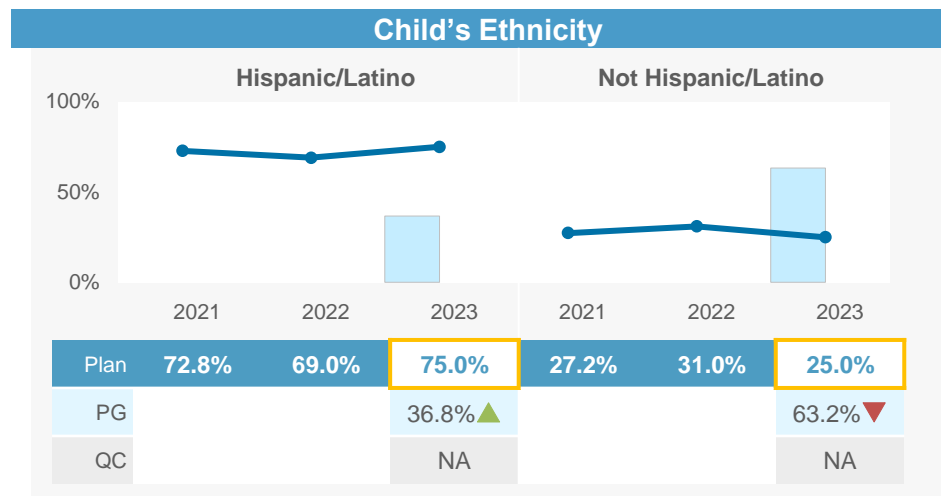


More info.

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

# PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION



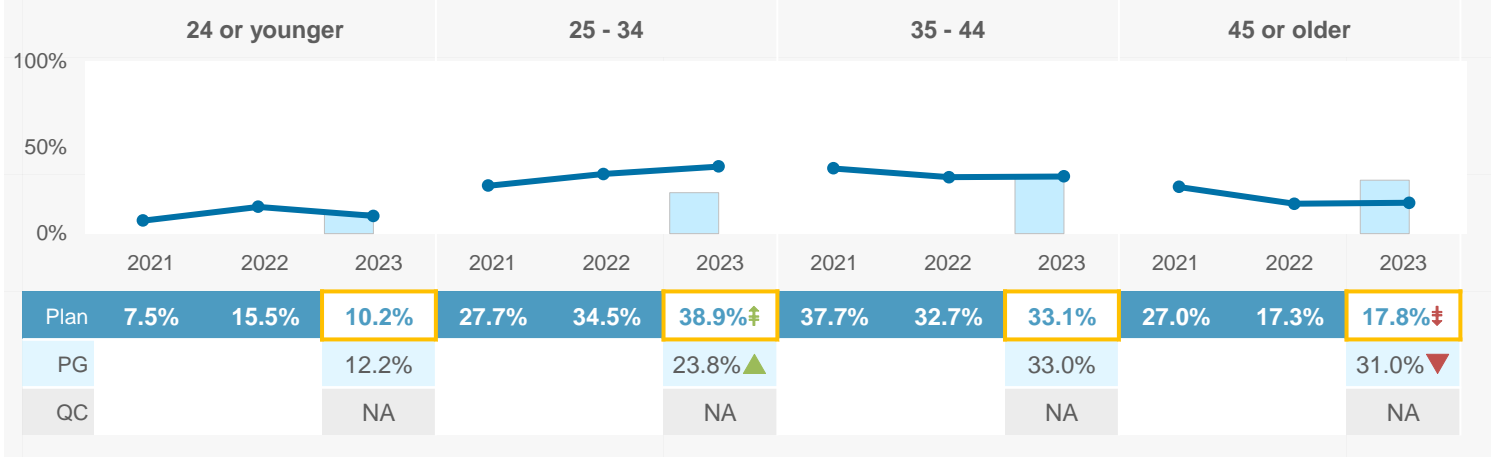
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (▲/▼), the 2021 score (▲/▼) or benchmark score (▲/▼).

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

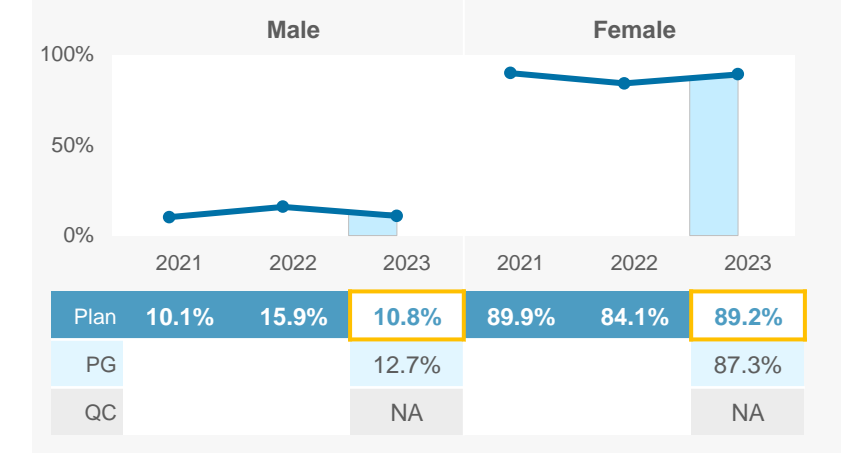
# PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

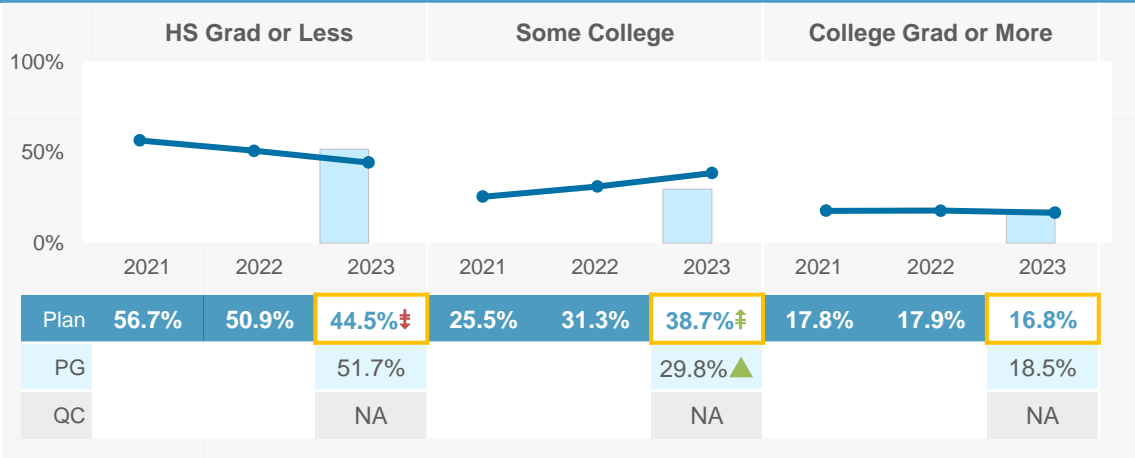
## Respondent's Age



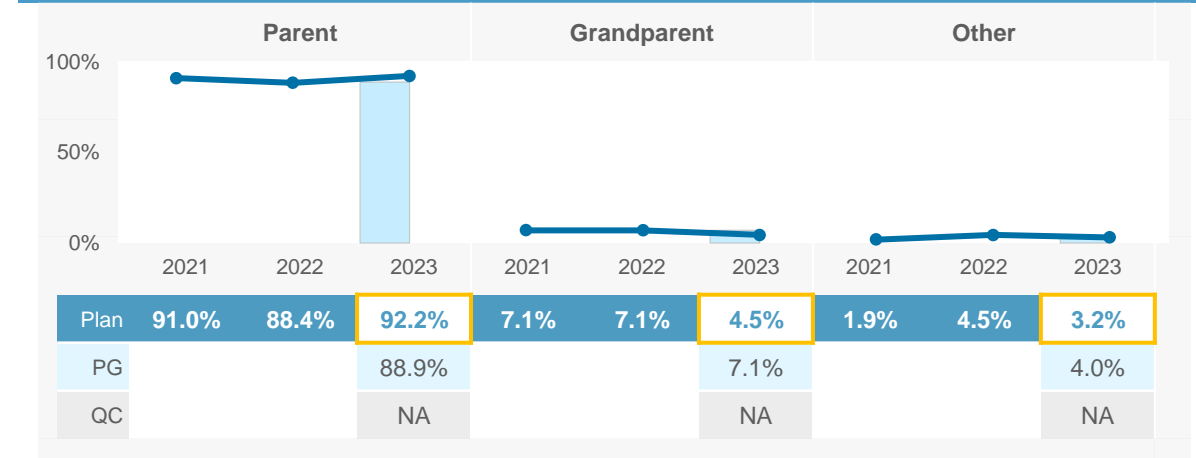
## Respondent's Gender



## Respondent's Education



## Respondent's Relation to Child

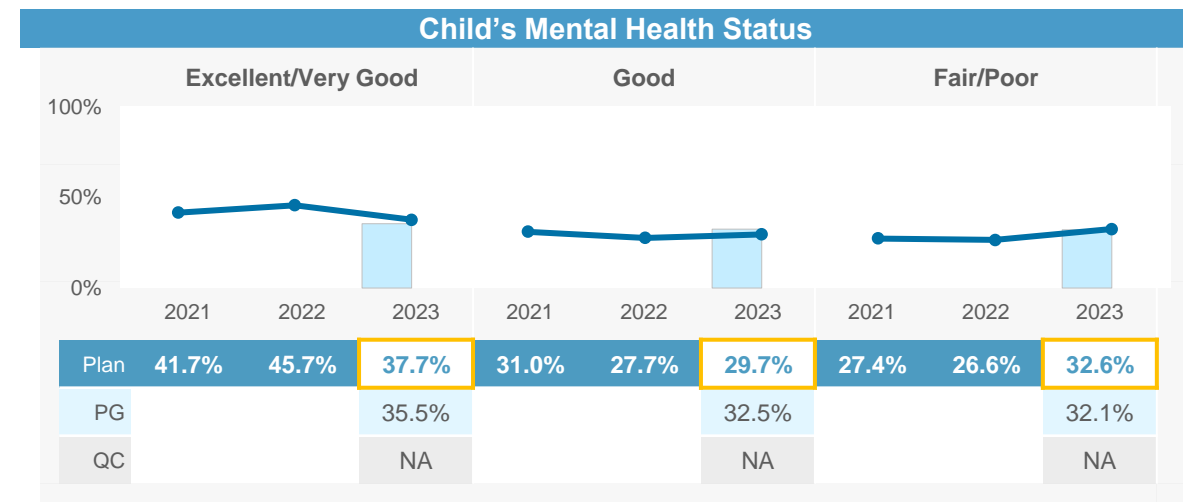
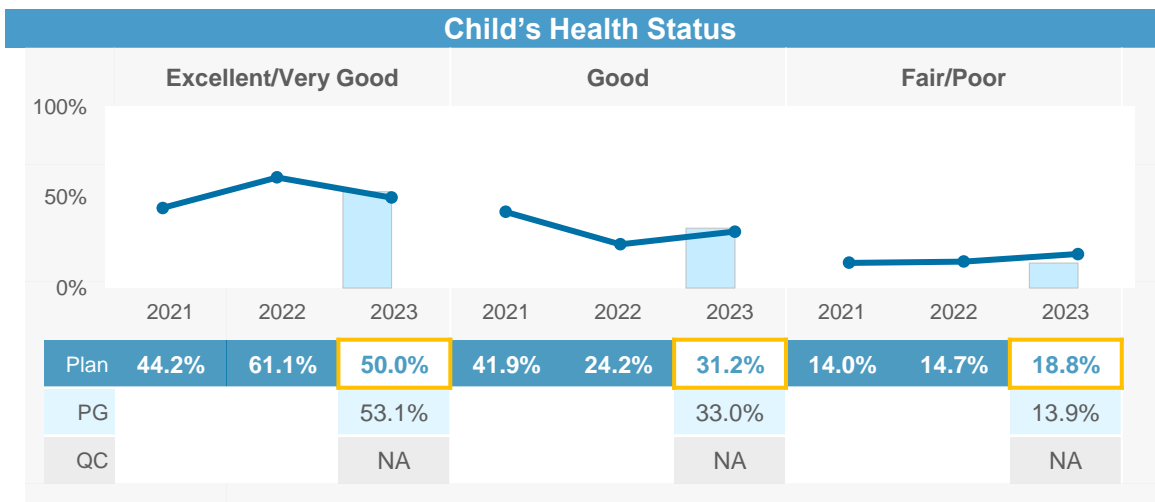
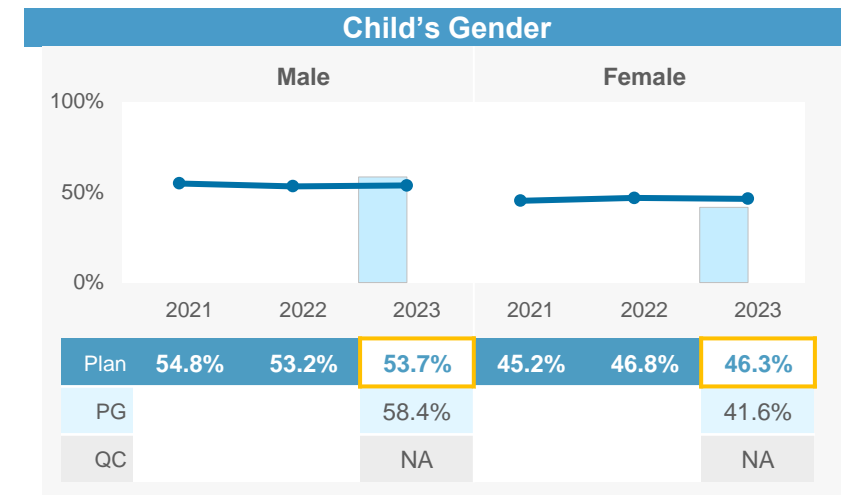
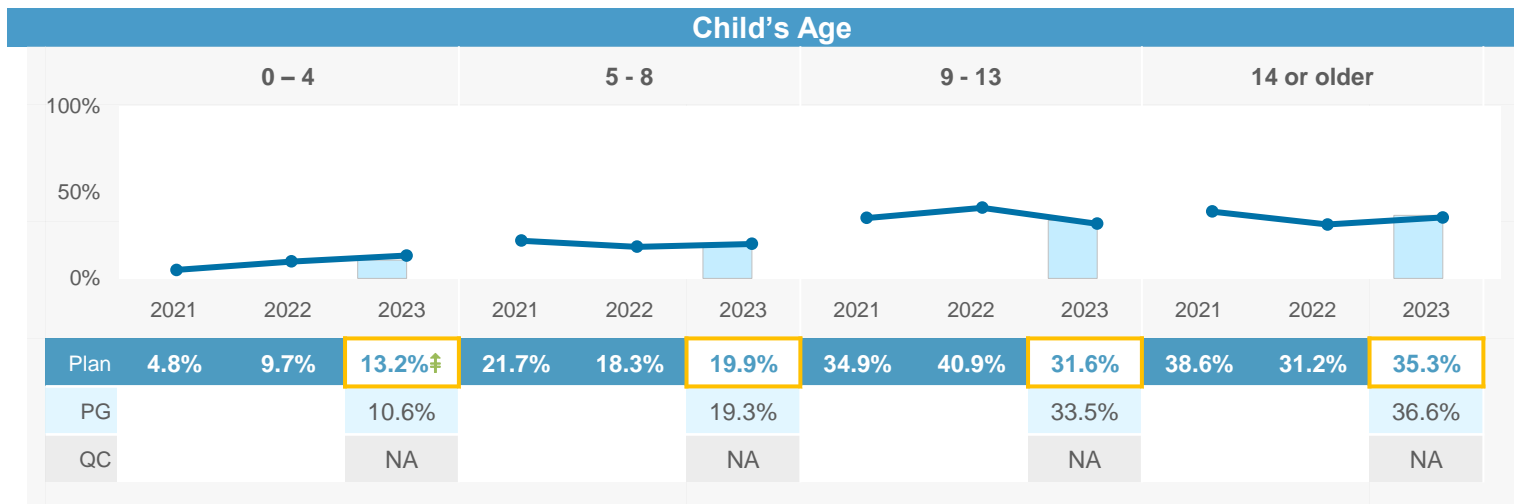


**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

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

# PROFILE OF SURVEY RESPONDENTS

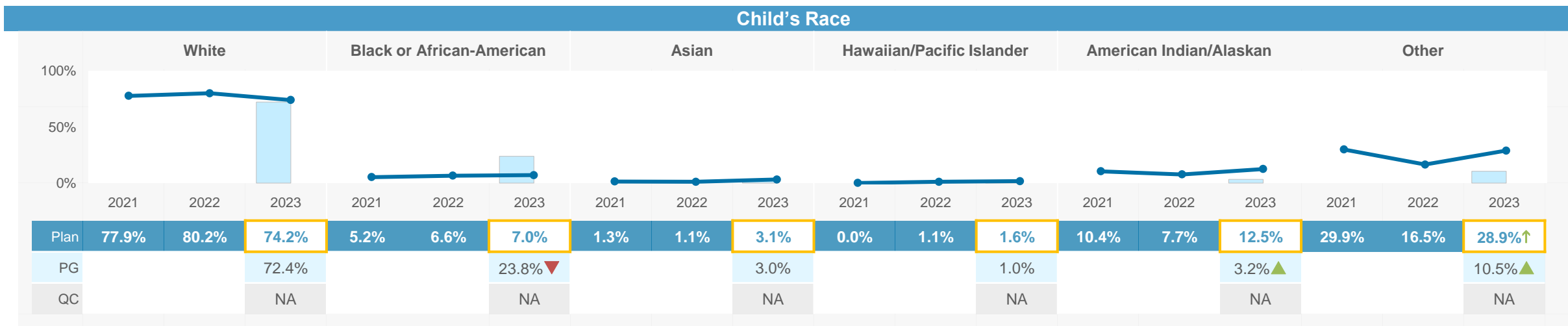
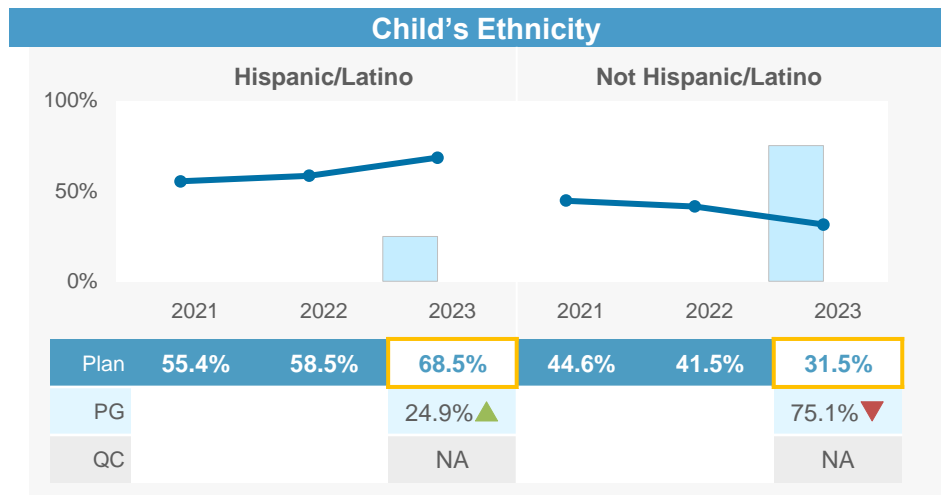
MEDICAID CHILD: CCC POPULATION



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

# PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION



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

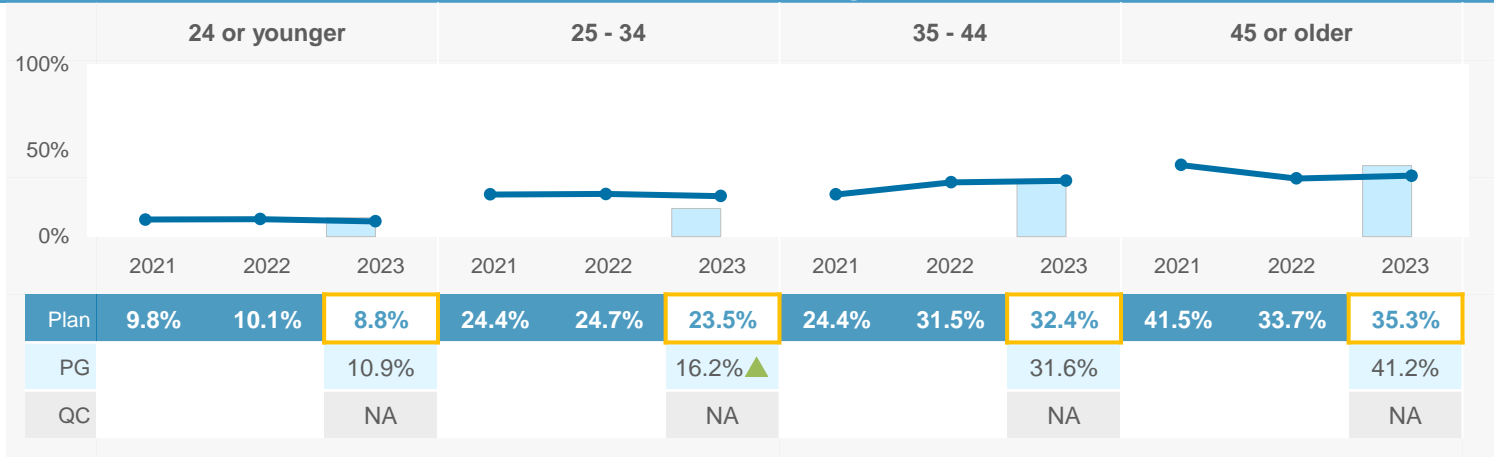
**Benchmarks:** PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.



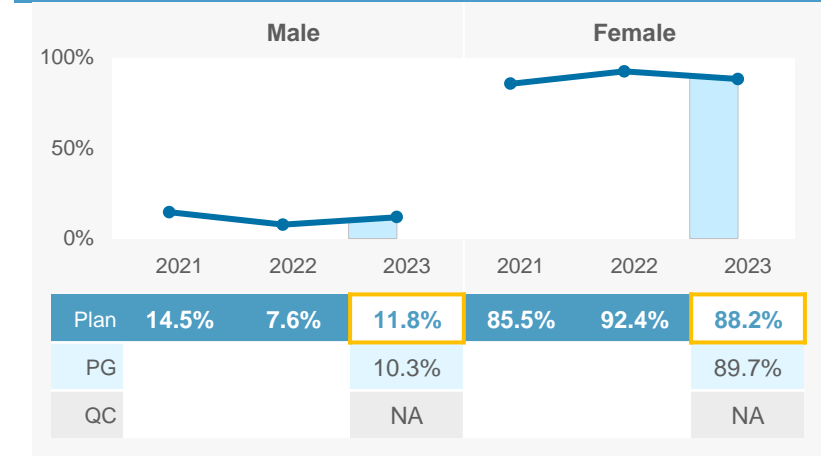
# PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

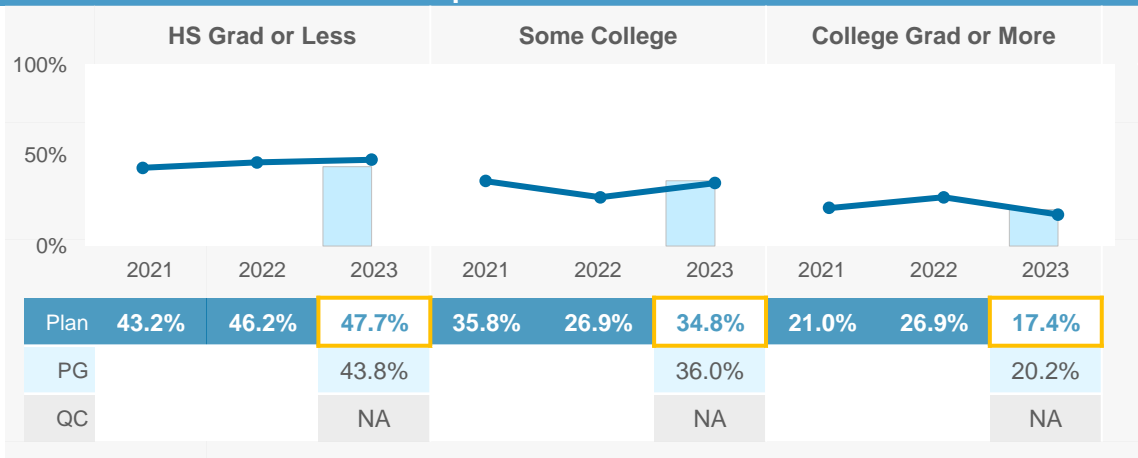
## Respondent's Age



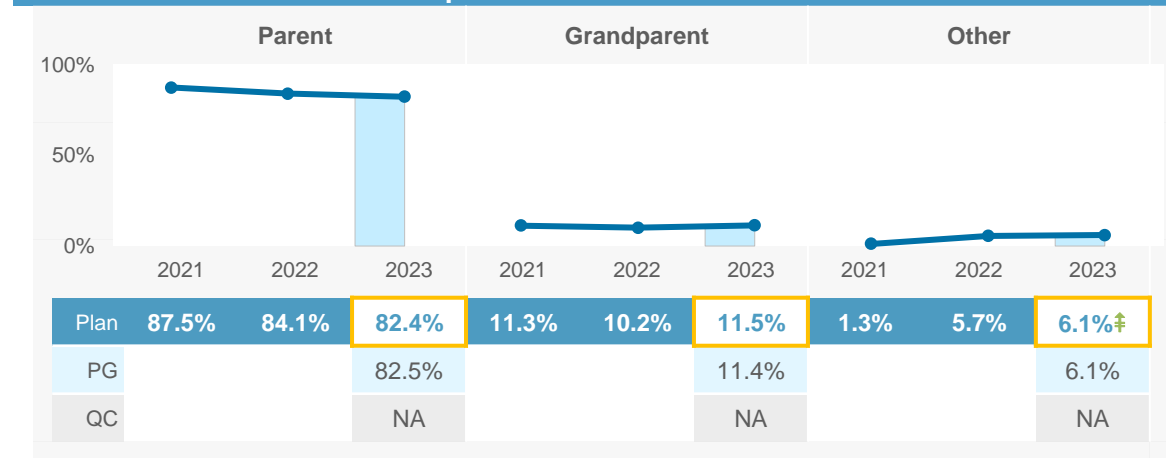
## Respondent's Gender



## Respondent's Education



## Respondent's Relation to Child



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

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

# SUPPLEMENTAL QUESTIONS

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- Western Sky Community Care

# SUPPLEMENTAL QUESTIONS

## MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q77. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 148</i>								
	<u>Yes</u>	<u>No</u>				(n=156)	(n=111)	(n=148)	---
	25.0%	75.0%				<b>16.7%</b>	<b>29.7%</b>	<b>25.0%</b>	
<b>Q79. Satisfied with help to coordinate care</b> (% Very Satisfied or Satisfied)	<i>Valid Responses = 143</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=150)	(n=111)	(n=143)	---
	31.5%	44.8%	16.8%	2.1%	4.9%	<b>82.0%</b>	<b>82.0%</b>	<b>76.2%</b>	
<b>Q80. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes)	<i>Valid Responses = 147</i>								
	<u>Yes</u>	<u>No</u>				(n=150)	(n=108)	(n=147)	---
	27.2%	72.8%				<b>24.7%</b>	<b>25.9%</b>	<b>27.2%</b>	
<b>Q81. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 38</i>								
	<u>Yes</u>	<u>No</u>				(n=35)	(n=27)	(n=38)	---
	31.6%	68.4%				<b>25.7%</b>	<b>44.4%</b>	<b>31.6%</b>	

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

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

# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q82. Satisfied with care plans</b> (% Very satisfied or Satisfied)	<i>Valid Responses = 39</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)	(n=39)	---
	35.9%	51.3%	10.3%	0.0%	2.6%	<b>88.6%</b>	<b>92.6%</b>	<b>87.2%</b>	

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

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

# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

Survey Item		Summary Rate Score			2023 PG BoB	
		2021	2022	2023		
<b>Q78. Who helped to coordinate your child's care</b>						
	<b>Valid Responses</b>	<b>Base</b>	(n=140)	(n=105)	(n=137)	---
	Someone from your child's health plan		4.3%	2.9%	4.4%	
	Someone from your child's doctor's office or clinic		17.1%	23.8%	21.9%	
	Someone from another organization		1.4%	2.9%	1.5%	
	A friend or family member		5.0%	1.9%	6.6%	
	You		72.1%	68.6%	65.7%	

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

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

# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q77. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 131</i>								
	<u>Yes</u>	<u>No</u>				(n=82)	(n=90)	(n=131)	---
	43.5%	56.5%				<b>42.7%</b>	<b>45.6%</b>	<b>43.5%</b>	
<b>Q79. Satisfied with help to coordinate care</b> (% Very Satisfied or Satisfied)	<i>Valid Responses = 128</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=78)	(n=90)	(n=128)	---
	26.6%	46.9%	16.4%	6.3%	3.9%	<b>84.6%</b>	<b>90.0%</b>	<b>73.4%</b> ↓ ‡	
<b>Q80. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes)	<i>Valid Responses = 126</i>								
	<u>Yes</u>	<u>No</u>				(n=79)	(n=89)	(n=126)	---
	34.1%	65.9%				<b>30.4%</b>	<b>46.1%</b>	<b>34.1%</b>	
<b>Q81. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 41</i>								
	<u>Yes</u>	<u>No</u>				(n=22)	(n=40)	(n=41)	---
	46.3%	53.7%				<b>40.9%</b>	<b>37.5%</b>	<b>46.3%</b>	

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

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

# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q82. Satisfied with care plans</b> (% Very satisfied or Satisfied)	<i>Valid Responses = 43</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)	(n=43)	---
	37.2%	44.2%	14.0%	2.3%	2.3%	<b>95.2%</b>	<b>80.0%</b>	<b>81.4%</b>	

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

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

# SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

Survey Item		Summary Rate Score			2023 PG BoB	
		2021	2022	2023		
<b>Q78. Who helped to coordinate your child's care</b>						
	<b>Valid Responses</b>	<b>Base</b>	(n=76)	(n=84)	(n=126)	---
	Someone from your child's health plan		5.3%	6.0%	5.6%	
	Someone from your child's doctor's office or clinic		23.7%	33.3%	34.9%	
	Someone from another organization		5.3%	3.6%	4.0%	
	A friend or family member		6.6%	2.4%	4.0%	
	You		59.2%	54.8%	51.6%	

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

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



# APPENDICES

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- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

# APPENDIX A: CORRELATIONS

## MEDICAID CHILD: GENERAL POPULATION

### Highest Correlations

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

#### With Health Care Rating

<b>Q36</b>	Personal doctor overall	0.7272
<b>Q49</b>	Health plan overall	0.7147
<b>Q41</b>	Got specialist appt.	0.5081
<b>Q10</b>	Got care/tests/treatment	0.4759
<b>Q4</b>	Got urgent care	0.4690
<b>Q29</b>	Dr. showed respect	0.3742
<b>Q28</b>	Dr. listened carefully	0.3617
<b>Q79</b>	Satisfied with help to coordinate care	0.3525
<b>Q35</b>	Dr. informed about care	0.2560
<b>Q32</b>	Dr. spent enough time	0.2502

#### With Personal Doctor Rating

<b>Q9</b>	Health care overall	0.7272
<b>Q41</b>	Got specialist appt.	0.5901
<b>Q49</b>	Health plan overall	0.4833
<b>Q28</b>	Dr. listened carefully	0.4550
<b>Q43</b>	Specialist overall	0.3859
<b>Q35</b>	Dr. informed about care	0.3784
<b>Q29</b>	Dr. showed respect	0.3757
<b>Q10</b>	Got care/tests/treatment	0.3741
<b>Q4</b>	Got urgent care	0.3372
<b>Q32</b>	Dr. spent enough time	0.3303

#### With Specialist Rating

<b>Q35</b>	Dr. informed about care	0.7372
<b>Q41</b>	Got specialist appt.	0.5332
<b>Q36</b>	Personal doctor overall	0.3859
<b>Q27</b>	Dr. explained things	0.3789
<b>Q28</b>	Dr. listened carefully	0.3764
<b>Q31</b>	Dr. explained things for child	0.3273
<b>Q32</b>	Dr. spent enough time	0.3177
<b>Q45</b>	CS provided info./help	0.2553
<b>Q49</b>	Health plan overall	0.2515
<b>Q48</b>	Easy to fill out forms	0.2508

# APPENDIX B: QUESTIONNAIRE

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# Why Press Ganey

Enhance satisfaction

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

Reduce churn

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

Customize solutions

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

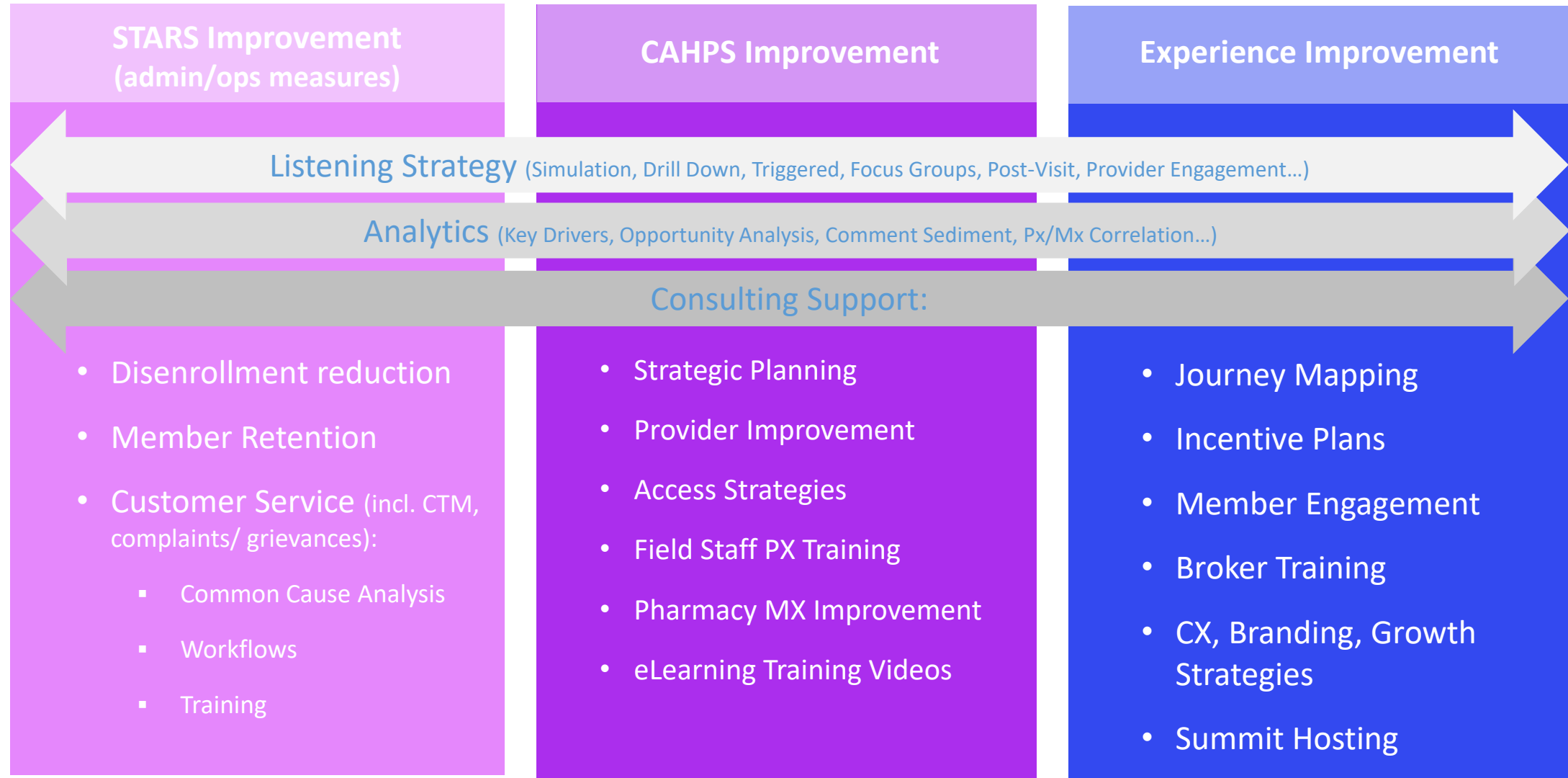
Boost ratings

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

Financial impact

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

# Partnering together



# Focusing Rapid Improvement Efforts by CAHPS Domain

Focused consulting and analytics solutions

