2016 CAHPS® 5.0 Member Survey
Child Medicaid – PPO

Prepared for:
BCBS of Wyoming
June 2016

Prepared by:
DSS Research

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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2016 CAHPS 5.0 survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2016 CAHPS 5.0 member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall

- Health Care Overall

- Personal Doctor Overall

- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)

- Getting Needed Care (GNC)

- Getting Care Quickly (GCQ)

- How Well Doctors Communicate (HWDC)

- Shared Decision Making (SDM)

- Coordination of Care (CoC)

- Health Promotion and Education (HPE)

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

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

Executive summary

BCBS of Wyoming performed similar to last year on the overall health plan rating.

- About eight in 10 (84.75%) gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year.

- About seven in 10 (71.19%) gave a rating of 9 or 10, which is not significantly different from last year.

Rating of Health Plan

81.95%   84.75%

64.41%   71.19%

Legend: % 8 - 10 | % 9 - 10

↑↓ *indicates a significantly higher or lower score than 2015.*
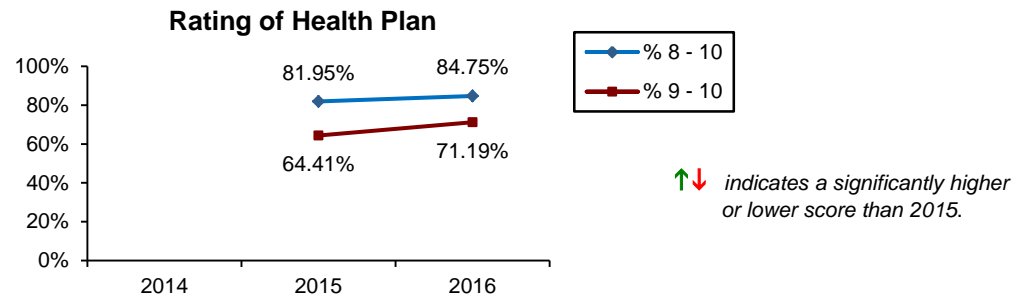
No significant improvements were seen on the overall ratings or composite scores compared to last year.

Significant changes	2016 vs. 2015
Overall ratings	
Rating of Health Plan (% 8, 9 or 10) (Q36)	
Rating of Health Care (% 8, 9 or 10) (Q13)	
Rating of Personal Doctor (% 8, 9 or 10) (Q26)	
Rating of Specialist (% 8, 9 or 10) (Q30)	
Composite global proportions	
Customer Service (% Always or Usually)	
Getting Needed Care (% Always or Usually)	
Getting Care Quickly (% Always or Usually)	
How Well Doctors Communicate (% Always or Usually)	
Shared Decision Making (% Yes)	
Health Promotion and Education (% Yes) (Q8)	
Coordination of Care (% Always or Usually) (Q25)	

Green shading indicates a significantly higher score than the corresponding previous year. **Red** shading indicates a significantly lower score than the corresponding previous year. No shading indicates no significant changes.

Executive summary

Resources for improvement

AHRQ best practices

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

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

Voice of the Member

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

Key drivers of overall health plan rating

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

POWeR™ Chart classification matrix

	Retain	Power
Higher	Items in this quadrant have a relatively small impact on the overall rating but performance is above average. ***Simply maintain performance on these items.***	These items have a relatively large impact on the overall rating and performance is above average. ***Promote and leverage strengths in this quadrant.***
	Wait	**Opportunity**
Lower	These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. ***Dealing with these items can wait until more important items have been dealt with.***	Items in this quadrant have a relatively large impact on the overall rating but performance is below average. ***Focus resources on improving processes that underlie these items.***

Relative performance (vertical axis)

Lower ———— Higher · **Relative importance** (horizontal axis)

Executive summary

Key drivers, estimated percentiles and estimated ratings

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

POWeR™ Chart classification matrix
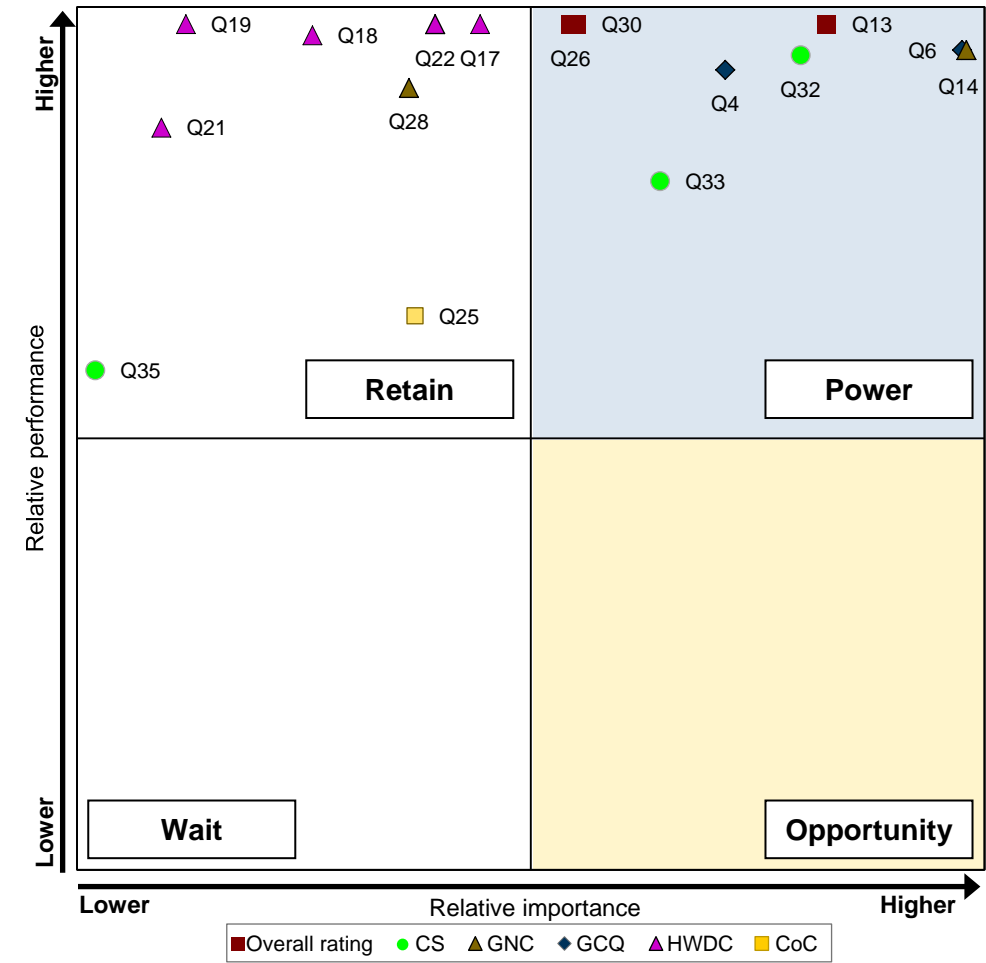
	Survey Measure	Score	Estimated Percentile	Estimated Rating
Power				
Q14	Got care/tests/treatment	93.75%	90th	5
Q6	Got routine care	93.14%	90th	5
Q13	Health care overall*	86.15%	50th	3
Q32	CS provided info./help	88.64%	95th	5
Q4	Got urgent care	95.31%	90th	5
Q33	CS courtesy/respect	95.45%	75th	4
Q30	Specialist overall*	85.42%	50th	3
Q26	Personal doctor overall*	90.21%	75th	4
Opportunity				
	None			
Wait				
	None			
Retain				
Q17	Dr. explained things	100%	95th	5
Q22	Dr. spent enough time	98.00%	95th	5
Q25	Dr. informed about care	83.78%	67th	4
Q28	Got specialist appt.	87.76%	90th	5
Q18	Dr. listened carefully	97.03%	90th	5
Q19	Dr. showed respect	98.99%	95th	5
Q21	Dr. explained things for child	94.87%	---	---
Q35	Easy to fill out forms	95.48%	50th	3

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

Estimated accreditation score

The CAHPS 5.0 portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls. Organizations with more than 8 HEDIS measures or 4 CAHPS NAs, or which exceed 10 NAs, are scored based on the standards score only and the accreditation status is capped at Commendable.

Survey measure	Mean score[1]	Estimated Percentile[2]	Percentile Threshold[2]	Points[3] Accredited in 2014	Accredited in 2015	Accredited in 2016
Overall mean ratings						
Rating of Health Plan[4]	2.6215	75.45%	75th	4.5760	5.7200	---
Rating of Health Care	2.4923	26.92%	25th	1.0400	1.3000	---
Rating of Personal Doctor	2.6923	90.07%	90th	2.6000	3.2500	---
Rating of Specialist	2.6875	90.81%	90th	NA	NA	NA
Composite mean scores						
Customer Service	2.6364	90.17%	90th	NA	NA	NA
Getting Needed Care	2.4799	54.13%	50th	NA	NA	NA
Getting Care Quickly	2.6916	90.05%	90th	NA	NA	NA
How Well Doctors Communicate[5]	2.7805	91.22%	90th	2.6000	---	---
Coordination of Care[5]	2.2703	22.25%	<25th	---	---	NA
Total points				**10.8160**	**10.2700**	**NA**

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

Percentile Threshold	Percentile	Points[4] Accredited in 2014	Accredited in 2015	Accredited in 2016
90th	Greater than or equal to 90th percentile	1.4444	1.6250	1.4444
75th	Greater than or equal to 75th percentile but less than 90th percentile	1.2711	1.4300	1.2711
50th	Greater than or equal to 50th percentile but less than 75th percentile	0.9822	1.1050	0.9822
25th	Greater than or equal to 25th percentile but less than 50th percentile	0.5778	0.6500	0.5778
<25th	Less than 25th percentile	0.2889	0.3250	0.2889
	Maximum number of points	**13.0000**	**13.0000**	**13.0000**

Notes:

[1] Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines (i.e., formulas). NCQA has phased out the scoring adjustment for sampling variation, so beginning in 2015 adjustments are no longer applied.

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

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

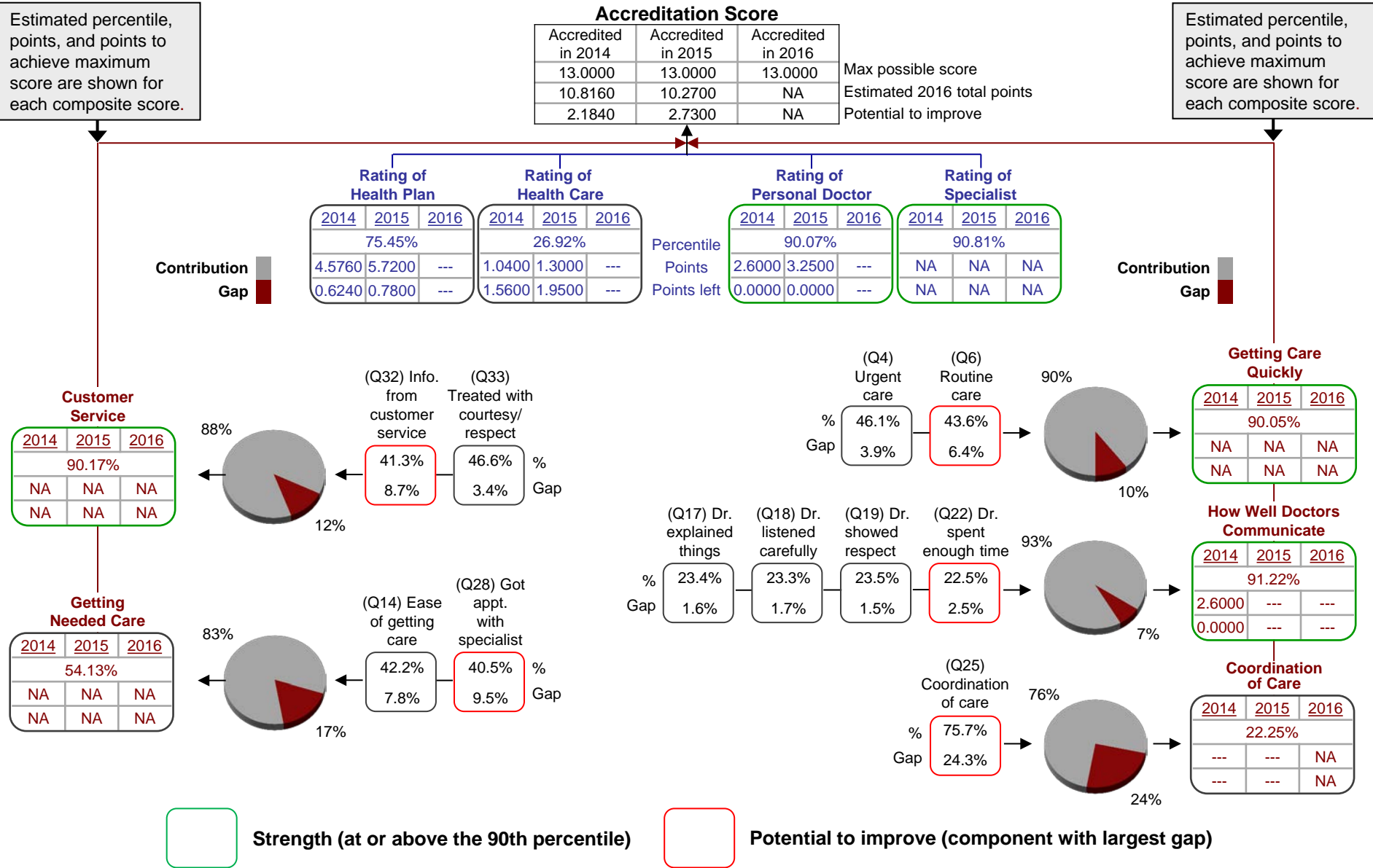[4] Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively, in 2016.

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

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

Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2016 accreditation score perform relative to each other. See Appendix D for more details.

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

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

Accreditation Score

Accredited in 2014	Accredited in 2015	Accredited in 2016	
13.0000	13.0000	13.0000	Max possible score
10.8160	10.2700	NA	Estimated 2016 total points
2.1840	2.7300	NA	Potential to improve

Rating of Health Plan

2014	2015	2016	
75.45%			Percentile
4.5760	5.7200	---	Points
0.6240	0.7800	---	Points left

Rating of Health Care

2014	2015	2016
26.92%		
1.0400	1.3000	---
1.5600	1.9500	---

Rating of Personal Doctor

2014	2015	2016
90.07%		
2.6000	3.2500	---
0.0000	0.0000	---

Rating of Specialist

2014	2015	2016
90.81%		
NA	NA	NA
NA	NA	NA

Contribution / Gap

Customer Service

2014	2015	2016
90.17%		
NA	NA	NA
NA	NA	NA

88%
12%

(Q32) Info. from customer service
41.3% / 8.7%

(Q33) Treated with courtesy/ respect
46.6% / 3.4%
% / Gap

Getting Needed Care

2014	2015	2016
54.13%		
NA	NA	NA
NA	NA	NA

83%
17%

(Q14) Ease of getting care
42.2% / 7.8%

(Q28) Got appt. with specialist
40.5% / 9.5%
% / Gap

(Q4) Urgent care — % 46.1% / Gap 3.9%
(Q6) Routine care — 43.6% / 6.4%

90%
10%

Getting Care Quickly

2014	2015	2016
90.05%		
NA	NA	NA
NA	NA	NA

(Q17) Dr. explained things — % 23.4% / Gap 1.6%
(Q18) Dr. listened carefully — 23.3% / 1.7%
(Q19) Dr. showed respect — 23.5% / 1.5%
(Q22) Dr. spent enough time — 22.5% / 2.5%

93%
7%

How Well Doctors Communicate

2014	2015	2016
91.22%		
2.6000	---	---
0.0000	---	---

(Q25) Coordination of care — % 75.7% / Gap 24.3%

76%
24%

Coordination of Care

2014	2015	2016
22.25%		
---	---	NA
---	---	NA

Strength (at or above the 90th percentile)

Potential to improve (component with largest gap)

Executive summary

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

- The percentile gap was closed compared to last year on the following measures:
  - Customer Service composite
  - Rating of Personal Doctor
  - Rating of Health Plan
  - Rating of Specialist
  - How Well Doctors Communicate composite
- However, the percentile gap increased on these measures:
  - Getting Needed Care composite
  - Rating of Health Care
  - Getting Care Quickly composite
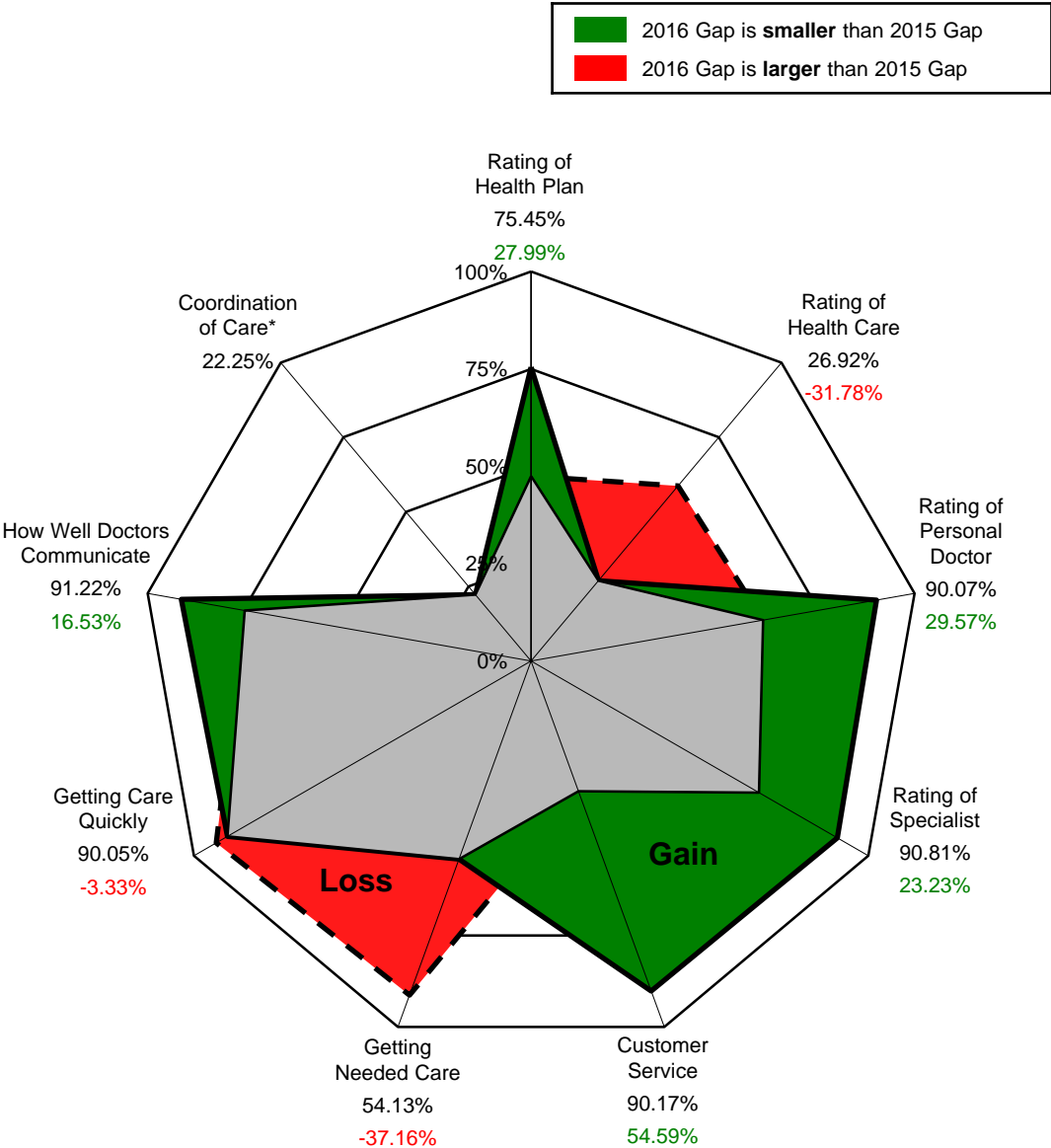
*Coordination of Care was added to the accreditation scoring in 2016. No percentiles were provided for 2015.

Executive summary

NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.

- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.

- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are estimated based on the 2015 Quality Compass data since the 2016 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			**3.0**
Getting Care			
Getting care easily	90.75%	90th	NA
Getting care quickly	94.22%	90th	NA
Satisfaction with physicians			2.5
Rating of doctor	74.13%	33rd	3.0
Rating of specialists	77.08%	67th	NA
Rating of care	56.92%	<10th	1.0
Coordination of care	83.78%	67th	NA
Health promotion and education	72.31%	67th	4.0
Satisfaction with health plan services			4.0
Rating of health plan	71.19%	67th	4.0
Customer service	92.05%	90th	NA

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

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

Methodology

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

Data collection. The methodology detailed in *HEDIS® 2016 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	2/19/2016
First reminder postcard	4 - 10 days	2/29/2016
Second questionnaire mailing	35 days	3/25/2016
Second reminder postcard	39 - 45 days	4/4/2016
Initiate telephone interviewing	56 days	4/15/2016
Complete telephone interviewing	70 days	4/29/2016
Last day to accept completed surveys	Minimum of 81 days	5/20/2016
Data submission to NCQA		5/27/2016

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

Sample design.

- **Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.

- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.

- **Sample size and sampling error.** A sample of 181 members was obtained with an overall sampling error of +/-7.3% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

Methodology

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

Item	Volume
Total mailed	678
Total ineligible	23
Total completed surveys	181
Mail completes	177
Phone completes	4
Adjusted response rate	27.63%
Overall sampling error	+/- 7.3%

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

Comparison averages. Most measures are compared to the 2015 Quality Compass Average (2015 QC Avg.) and the 2016 DSS Child Medicaid Book of Business (2016 DSS Avg.). The DSS Child Medicaid Book of Business is made up of 57 child Medicaid plans with a total of 32,708 respondents.

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

Overall ratings

Q36. Rating of Health Plan

Legend: ■ 9 or 10   ■ 8

	2014	2015	2016	
9 or 10		64.41%	71.19%	
8		17.54%	13.56%	
Total		81.95%	84.75%	
n		(n=399)	(n=177)	

84.35% 2015 QC Avg.
85.62% 2016 DSS Avg.

Q13. Rating of Health Care

	2014	2015	2016	
9 or 10		60.14%	56.92%	
8		23.13%	29.23%	
Total		83.27%	86.15%	
n		(n=281)	(n=130)	

85.07% 2015 QC Avg.
86.91% 2016 DSS Avg.

POWER Driver

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

Q26. Rating of Personal Doctor

	2014	2015	2016	
9 or 10		70.29%	74.13%	
8		16.29%	16.08%	
Total		86.58%	90.21%	
n		(n=313)	(n=143)	

88.17% 2015 QC Avg.
89.00% 2016 DSS Avg.

POWER Driver

Q30. Rating of Specialist

	2014	2015	2016	
9 or 10		70.00%	77.08%	
8		13.33%	8.33%	
Total		83.33%	*NA* 85.42%	
n		(n=90)	(n=48)	

84.95% 2015 QC Avg.
86.21% 2016 DSS Avg.

POWER Driver
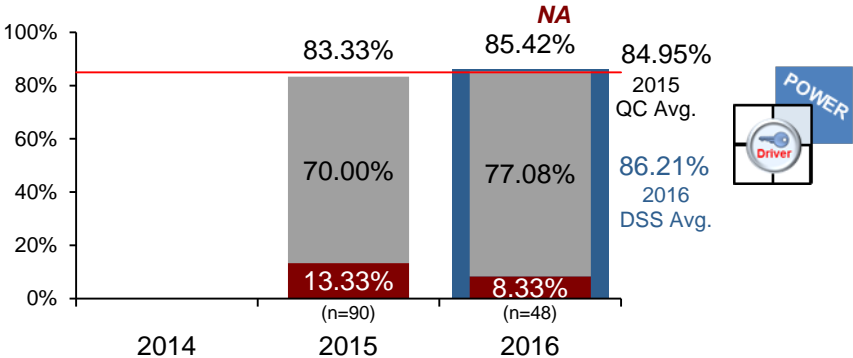
↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✿ ✿ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Composite global proportions

Legend: ■ Usually (dark red) ■ Always (gray)

Customer Service

2016 DSS Avg. 88.20%   2015 QC Avg. 87.52%   *NA*

- 2016: Usually 20.45% | Always 71.59% → 92.05%
- 2015: Usually 24.44% | Always 63.42% → 87.85%
- 2014:

Getting Needed Care

2016 DSS Avg. 84.35%❋   2015 QC Avg. 84.31%◆   *NA*

- 2016: Usually 33.51% | Always 57.24% → 90.75%
- 2015: Usually 23.21% | Always 70.11% → 93.32%
- 2014:

Getting Care Quickly

2016 DSS Avg. 89.06%❋   2015 QC Avg. 88.55%◆   *NA*

- 2016: Usually 19.29% | Always 74.94% → 94.22%
- 2015: Usually 1.35% | Always 84.06% → 95.41%
- 2014:

How Well Doctors Communicate

2016 DSS Avg. 93.14%❋   2015 QC Avg. 93.13%◆

- 2016: Usually 18.96% | Always 79.55% → 98.50%
- 2015: Usually 17.79% | Always 77.08% → 94.87%
- 2014:

Legend: ■ Yes

Shared Decision Making

2016 DSS Avg. 78.35%   2015 QC Avg. 78.00%   *NA*

- 2016: 79.25%
- 2015: 84.51%
- 2014:

> *NA = NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*
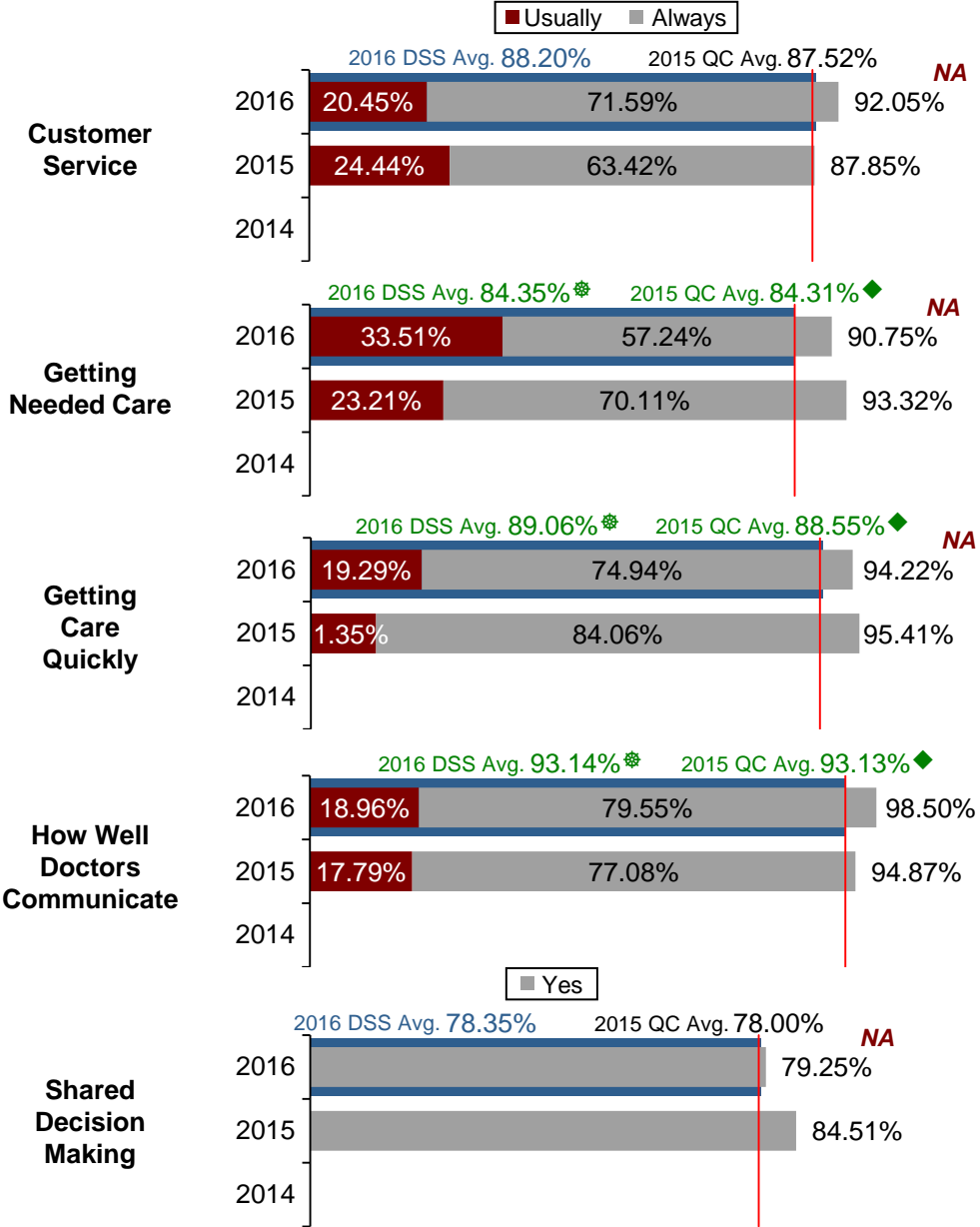
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◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❋ ❋ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Composite mean scores

Customer Service

2016 DSS Avg. 2.5592 2015 QC Avg. 2.5600 *NA*

2016	2.6364
2015	2.5127
2014	

Getting Needed Care

2016 DSS Avg. 2.4603 2015 QC Avg. 2.4602 *NA*

2016	2.4799 ↓
2015	2.6343
2014	

Getting Care Quickly

2016 DSS Avg. 2.6313 2015 QC Avg. 2.6200 *NA*

2016	2.6916
2015	2.7947
2014	

How Well Doctors Communicate

2016 DSS Avg. 2.7166 2015 QC Avg. 2.7174 *NA*

2016	2.7805
2015	2.7195
2014	

> *NA = NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
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Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.
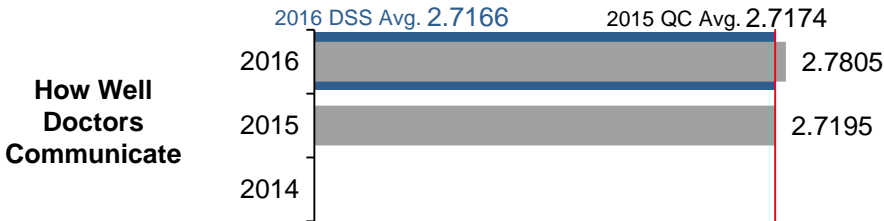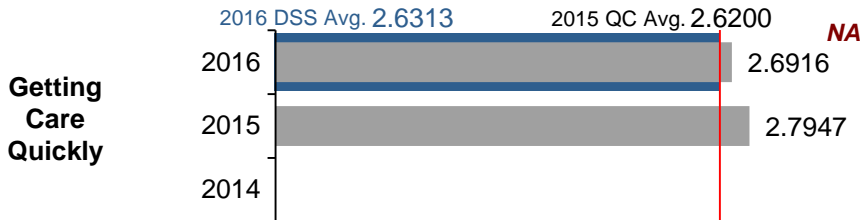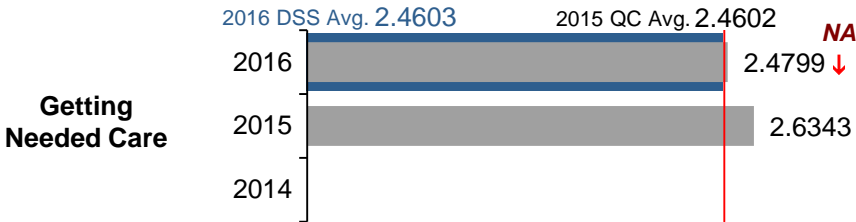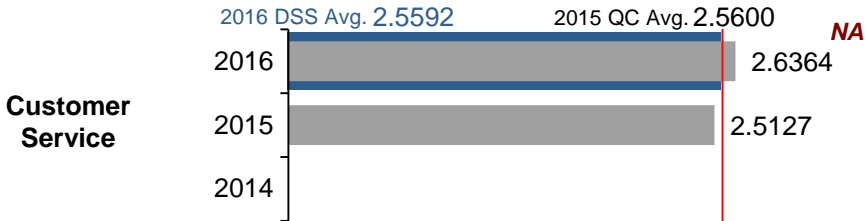
Customer Service

Customer Service Composite					
	2014	2015	2016	2015 QC Avg.	2016 DSS Avg.
Global proportion	---	87.85%	92.05%	87.52%	88.20%
Mean score	---	2.5127	2.6364	2.5600	2.5592

NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q31. Tried to get information or help from health plan's customer service

Yes 24.58%

No 75.42%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	23.51%	31.90%◆	32.37%❈

Q32. Customer service provided needed information or help

- ■ Always
- ■ Usually

NA 88.64%

81.32%

81.88% 2015 QC Avg.

82.81% 2016 DSS Avg.

59.09%

56.04%

29.55%

25.27%

(n=91)   (n=44)

2014   2015   2016

Q33. Customer service treated member with courtesy and respect

NA 95.45%

94.38%

93.10% 2015 QC Avg.

93.59% 2016 DSS Avg.

70.79%

84.09%

23.60%

11.36%

(n=89)   (n=44)

2014   2015   2016

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❈ ❈ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Compared to the 2015 plan result:
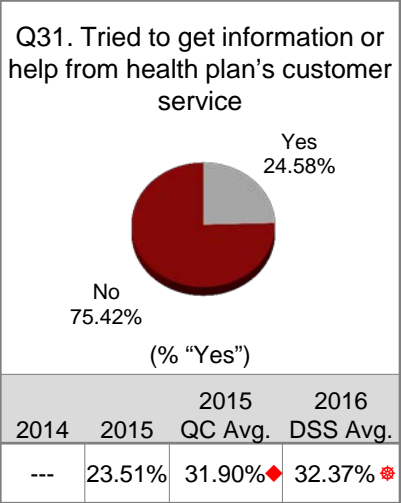- The difference is not significant.

Compared to the 2015 QC Average:
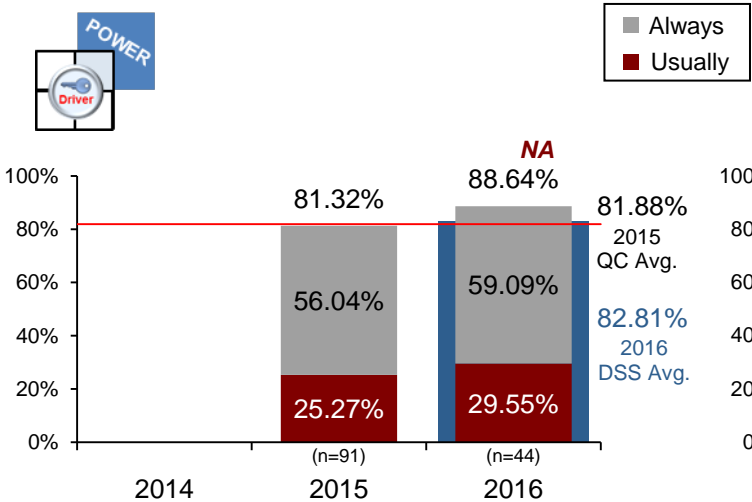- The difference is not significant.

Compared to the 2016 DSS Average:
- The difference is not significant.

Q35. Health plan forms were easy to fill out

Legend:
- ■ Always
- ■ Usually

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q34.

Q34. Health plan gave member forms to fill out

↓
Yes
19.55%

No
80.45%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	30.77%	28.01%◆	28.05%❀

Chart data:

	2014	2015	2016
Total		92.02%	95.48%
Always		79.55%	89.83%
Usually		12.47%	5.65%
n		(n=401)	(n=177)

95.19% 2015 QC Avg.

95.05% 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Getting Needed Care

Compared to the 2015 plan result:
- None of the differences are significant.

Compared to the 2015 QC Average:
- Got care, tests or treatment is significantly higher.

Compared to the 2016 DSS Average:
- Got care, tests or treatment is significantly higher.

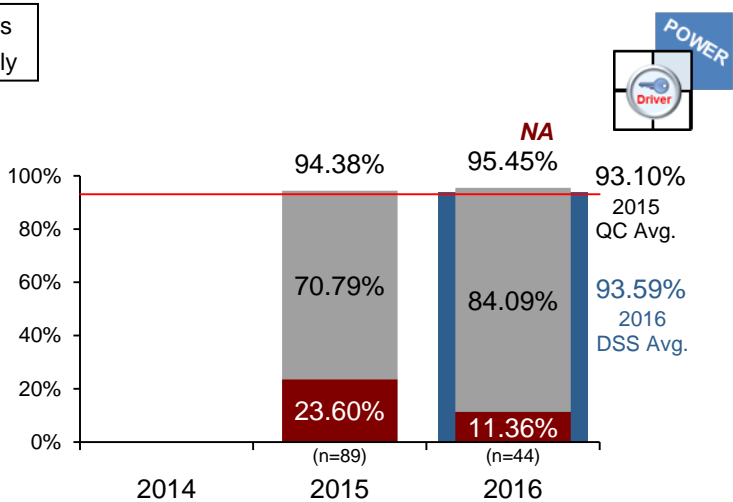| Getting Needed Care Composite					
	2014	2015	2016	2015 QC Avg.	2016 DSS Avg.
Global proportion	---	93.32%	90.75%	84.31% ◆	84.35% ❁
Mean score	---	2.6343	2.4799 ↓	2.4602	2.4603

NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q27. Made appointment to see a specialist

Yes 27.37%

No 72.63%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	23.10%	21.19%	21.51%

Q28. Got appointment with specialist as soon as needed

- ■ Always
- ■ Usually

2015: 92.31%
2016: 87.76% NA

- 2015: Always 71.43%, Usually 20.88% (n=91)
- 2016: Always 55.10%, Usually 32.65% (n=49)

80.79% 2015 QC Avg.
79.25% 2016 DSS Avg.

Q14. Ease of getting care, tests or treatment

2015: 94.33%
2016: 93.75%

- 2015: Always 68.79%, Usually 25.53% (n=282)
- 2016: Always 59.38%, Usually 34.38% (n=128)

88.77% ◆ 2015 QC Avg.
89.45% ❁ 2016 DSS Avg.

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❁ ❁ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Getting Care Quickly

Compared to the 2015 plan result:
- None of the differences are significant.

Compared to the 2015 QC Average:
- Got routine appointment is significantly higher.
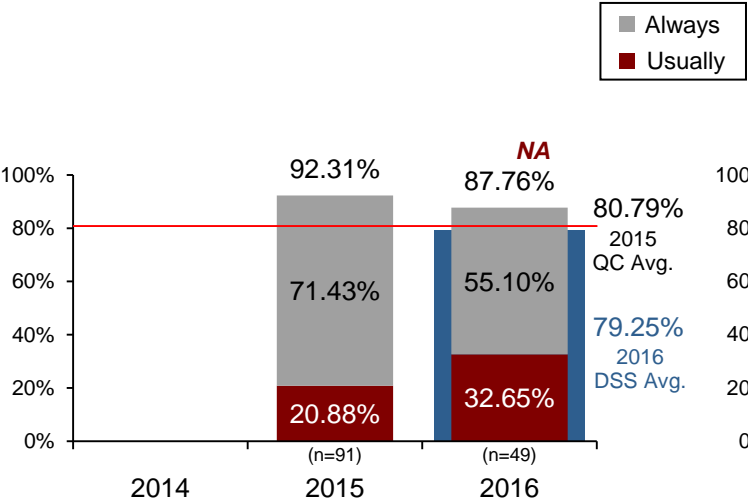
Compared to the 2016 DSS Average:
- Got routine appointment is significantly higher.

Q3. Had illness/injury/condition that needed care right away

Yes 37.22%
No 62.78%

(% "Yes")
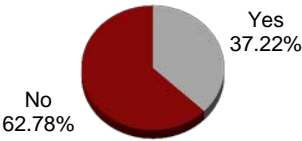
2014	2015	2015 QC Avg.	2016 DSS Avg.
---	37.56%	35.18%	34.08%

Q5. Made appointments for health care at doctor's office or clinic

Yes 62.22%
No 37.78%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	59.66%	71.70% ♦	72.04% ❄

Getting Care Quickly Composite

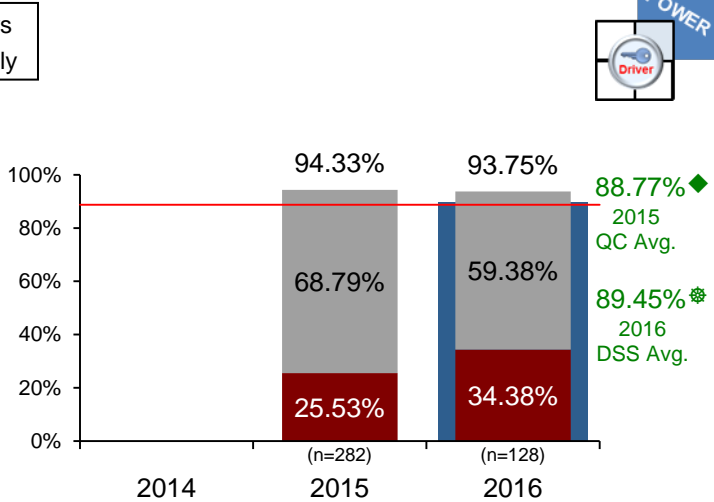|	2014	2015	2016	2015 QC Avg.	2016 DSS Avg.
Global proportion	---	95.41%	94.22%	88.55% ♦	89.06% ❄
Mean score	---	2.7947	2.6916	2.6200	2.6313

NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q4. Got urgent care as soon as needed

POWER Driver

- ■ Always
- ■ Usually

NA

97.84% (2015)
95.31% (2016, NA)

90.16% 2015 QC Avg.
90.54% 2016 DSS Avg.

2015: Always 91.37%, Usually 6.47% (n=139)
2016: Always 81.25%, Usually 14.06% (n=64)

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

POWER Driver

92.98% (2015)
93.14% (2016)

87.13% ♦ 2015 QC Avg.
87.58% ❄ 2016 DSS Avg.

2015: Always 76.75%, Usually 16.23% (n=228)
2016: Always 68.63%, Usually 24.51% (n=102)

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
♦ ♦ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❄ ❄ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Doctor or Specialist Visits

Compared to the 2015 plan result:
- None of the differences are significant.

Compared to the 2015 QC Average:
- None of the differences are significant.

Compared to the 2016 DSS Average:
- None of the differences are significant.

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

2014 — ; 2015 — 1.81 (n=396); 2016 — 1.93 (n=180)

2.02 — 2015 QC Avg.
2.00 — 2016 DSS Avg.

Q15. Have a personal doctor

Yes 82.32%
No 17.68%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	83.05%	87.86%	87.85%

Q16. Average number of visits to personal doctor

2014 — ; 2015 — 1.41 (n=316); 2016 — 1.62 (n=143)

1.94 — 2015 QC Avg.
1.92 — 2016 DSS Avg.

Q29. Average number of specialists seen

2014 — ; 2015 — 1.47 (n=92); 2016 — 1.37 (n=49)

1.42 — 2015 QC Avg.
1.40 — 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

How Well Doctors Communicate
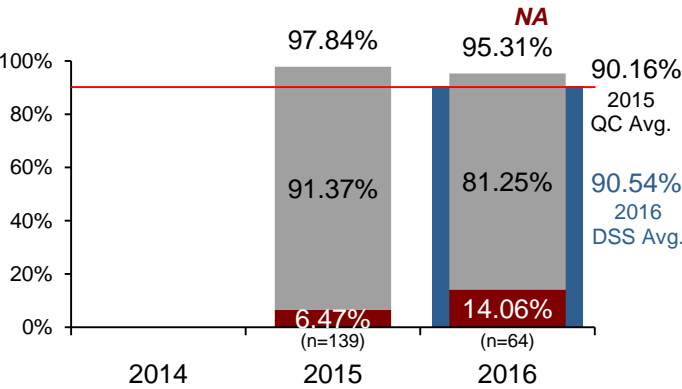
Compared to the 2015 plan result:
- Doctor explained things and doctor showed respect are significantly higher.

Compared to the 2015 QC Average:
- Doctor explained things, doctor showed respect and doctor spent enough time are significantly higher.

Compared to the 2016 DSS Average:
- Doctor explained things, doctor showed respect and doctor spent enough time are significantly higher.

How Well Doctors Communicate Composite					
	2014	2015	2016	2015 QC Avg.	2016 DSS Avg.
Global proportion	---	94.87%	98.50%	93.13% ◆	93.14% ❀
Mean score	---	2.7195	2.7805	2.7174	2.7166

Q17. Personal doctor explained things

Legend: ■ Always (grey) ■ Usually (dark red)

↑
- 2015: 95.26% (Usually 15.17%, Always 80.09%) (n=211)
- 2016: 100% (Usually 18.81%, Always 81.19%) (n=101)
- 93.58% ◆ 2015 QC Avg.
- 93.63% ❀ 2016 DSS Avg.

Q18. Personal doctor listened carefully

- 2015: 94.26% (Usually 15.31%, Always 78.95%) (n=209)
- 2016: 97.03% (Usually 14.85%, Always 82.18%) (n=101)
- 94.62% 2015 QC Avg.
- 94.93% 2016 DSS Avg.

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

Q19. Personal doctor showed respect

↑ *NA*
- 2015: 95.22% (Usually 13.88%, Always 81.34%) (n=209)
- 2016: 98.99% (Usually 16.16%, Always 82.83%) (n=99)
- 95.81% ◆ 2015 QC Avg.
- 95.98% ❀ 2016 DSS Avg.

Q22. Personal doctor spent enough time

- 2015: 94.74% (Usually 26.79%, Always 67.94%) (n=209)
- 2016: 98.00% (Usually 26.00%, Always 72.00%) (n=100)
- 88.53% ◆ 2015 QC Avg.
- 88.04% ❀ 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
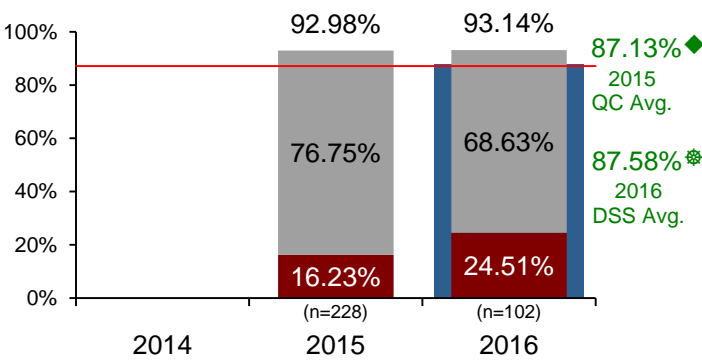❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

How Well Doctors Communicate

Compared to the 2015 plan result:
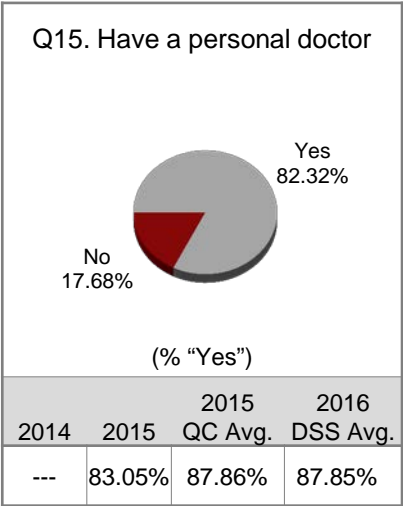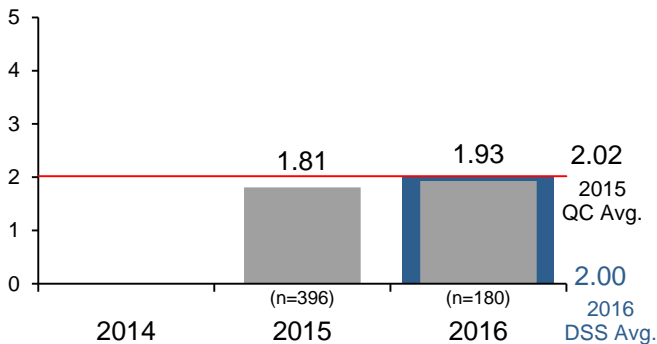- None of the differences are significant.

Compared to the 2015 QC Average:
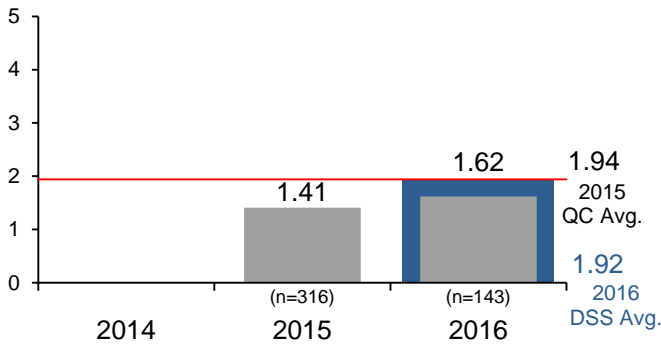- None of the differences are significant.

Compared to the 2016 DSS Average:
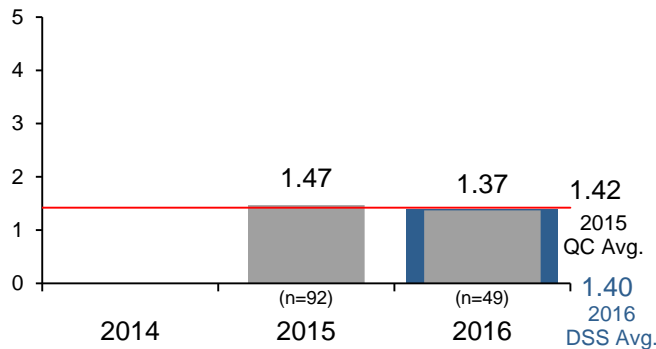- None of the differences are significant.

Q20. Child is able to talk with doctors about health care

No 21.00%

Yes 79.00%

(% "Yes")

2014	2015	2015 QC Avg.	2016 DSS Avg.
---	84.83%	66.02%◆	68.21%✿

Q21. Doctors explained things in a way child could understand

- ■ Always
- ■ Usually

2015: 90.29% (Always 66.29%, Usually 24.00%) (n=175)
2016: 94.87% (Always 75.64%, Usually 19.23%) (n=78)

91.87% 2015 QC Avg.

92.01% 2016 DSS Avg.

Q23. Doctor talked with you about how child is feeling/growing/behaving
(% "Yes")
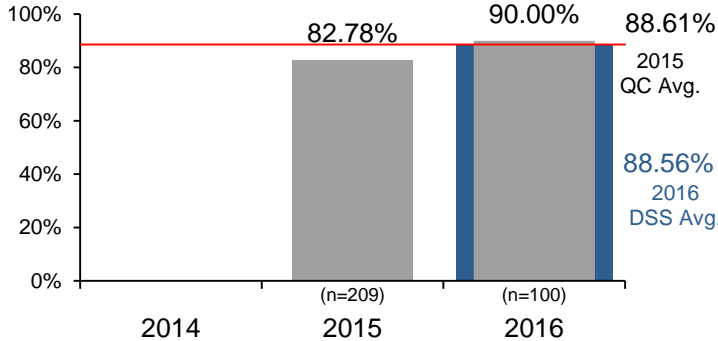
2015: 82.78% (n=209)
2016: 90.00% (n=100)

88.61% 2015 QC Avg.

88.56% 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✿ ✿ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Shared Decision Making

Compared to the 2015 plan result:
- None of the differences are significant.

Compared to the 2015 QC Average:
- None of the differences are significant.

Compared to the 2016 DSS Average:
- Doctor discussed reasons to take medicine is significantly higher.

Shared Decision Making Composite

	2014	2015	2016	2015 QC Avg.	2016 DSS Avg.
Global proportion	---	84.51%	79.25%	78.00%	78.35%

NCQA will assign a measure result of NA for 2016 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q9. Doctor discussed starting or stopping a prescription medicine

Yes 28.46%
No 71.54%

(% "Yes")
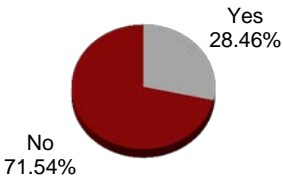
2014	2015	2015 QC Avg.	2016 DSS Avg.
---	32.75%	31.54%	30.63%

Q10. Doctor discussed reasons to take a medicine
(% "Yes")

- 2015: 98.90% (n=91)
- 2016: 97.22% *NA* (n=36)
- 91.80% 2015 QC Avg.
- 91.80% ❀ 2016 DSS Avg.
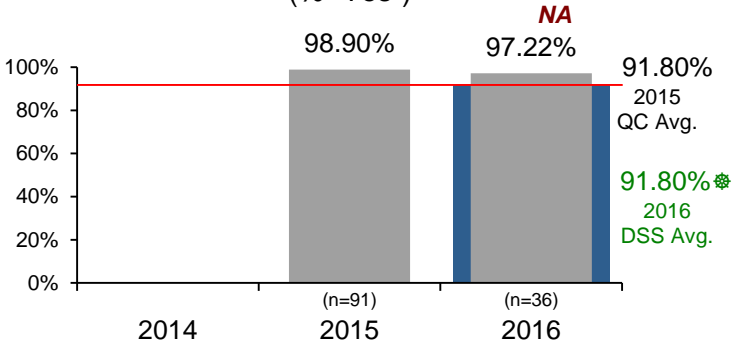
NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

Q11. Doctor discussed reasons <u>not</u> to take a medicine
(% "Yes")
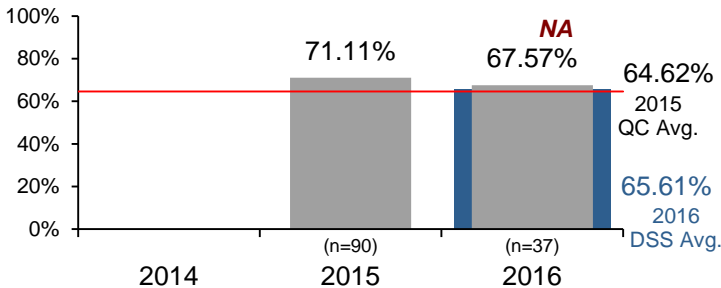
- 2015: 71.11% (n=90)
- 2016: 67.57% *NA* (n=37)
- 64.62% 2015 QC Avg.
- 65.61% 2016 DSS Avg.

Q12. Doctor asked what you thought was best
(% "Yes")

- 2015: 83.52% (n=91)
- 2016: 72.97% *NA* (n=37)
- 77.46% 2015 QC Avg.
- 77.65% 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.
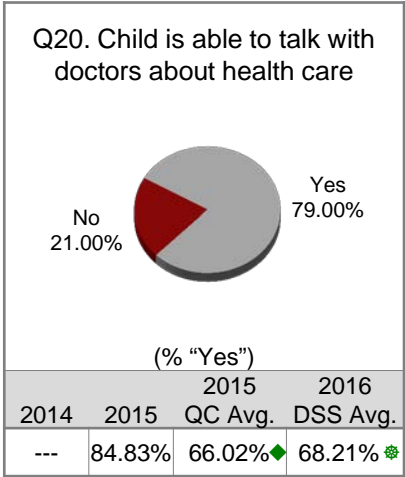
Health Promotion and Education

Compared to the 2015 plan result:
- The difference is not significant.

Compared to the 2015 QC Average:
- The difference is not significant.

Compared to the 2016 DSS Average:
- The difference is not significant.

Q8. You and doctor discussed ways to prevent illness
(% "Yes")
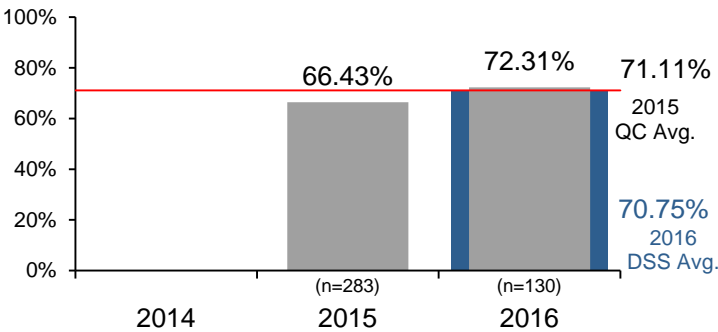
Bar chart showing:
- 2014: (no data)
- 2015: 66.43% (n=283)
- 2016: 72.31% (n=130)
- 71.11% 2015 QC Avg.
- 70.75% 2016 DSS Avg.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✿ ✿ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Coordination of Care

Q24. Received care from doctor or health provider besides personal doctor

(% "Yes")
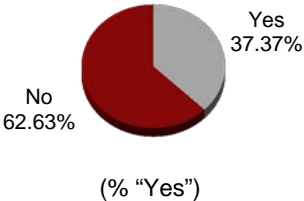
2014	2015	2015 QC Avg.	2016 DSS Avg.
---	47.32%	42.06%	40.73%

Q25. Personal doctor seemed informed about care from other providers
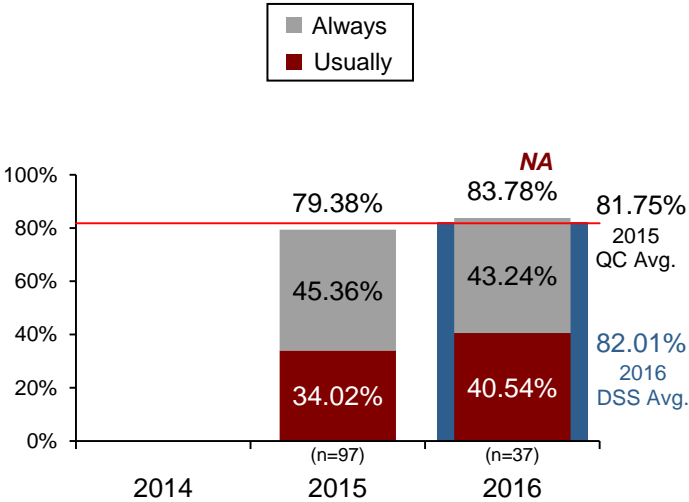
- Always
- Usually

2015 QC Avg.: 81.75%

2016 DSS Avg.: 82.01%

NA = NCQA will assign a measure result of NA for 2016 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.

Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Appendix A
Member profile

Member profile

	2015	2016	2015 QC Avg.		2016 DSS Avg.	
Child's health						
Overall health (Q37)						
Excellent/Very good	83.08%	77.65%	75.31%		75.70%	
Good	13.93%	20.67%	19.60%		19.65%	
Fair/Poor	2.99%	1.68%	5.09%	◆	4.65%	✿
Overall mental/emotional health (Q38)						
Excellent/Very good	79.90%	71.82% ↓	73.97%		76.18%	
Good	14.64%	20.44%	17.74%		16.83%	
Fair/Poor	5.46%	7.73%	8.29%		6.99%	
Child's demographics						
Age (Q39)						
Less than 1	0.00%	0.00%	2.36%	◆	1.87%	✿
1-5	14.21%	13.41%	---		29.19%	✿
6-10	32.42%	30.17%	---		30.27%	
11-15	36.66%	32.40%	---		27.53%	
16 or older	16.71%	24.02% ↑	---		11.15%	✿
Gender (Q40)						
Male	52.01%	53.04%	52.05%		51.58%	
Female	47.99%	46.96%	47.95%		48.42%	
Race/ethnicity (Q41/Q42)						
White	92.21%	84.09% ↓	52.36%	◆	62.57%	✿
Hispanic or Latino	14.00%	25.14% ↑	31.25%		36.13%	✿
Black or African-American	0.75%	2.84%	23.55%	◆	23.55%	✿
Asian	2.01%	2.84%	5.16%		6.17%	✿
Native Hawaiian or other Pacific Islander	1.01%	0.57%	1.81%	◆	1.27%	
American Indian or Alaska Native	3.77%	5.11%	3.24%		3.91%	
Other	6.78%	10.23%	13.88%		19.16%	✿
Parent's/respondent's demographics						
Age (Q43)						
Under 18	15.67%	12.78%	7.64%	◆	5.73%	✿
18-34	30.85%	28.33%	40.00%	◆	39.84%	✿
35-44	35.32%	25.56% ↓	30.36%		34.44%	✿
45-54	13.93%	26.11% ↑	14.26%	◆	13.88%	✿
55 or older	4.23%	7.22%	7.74%		6.10%	
Gender (Q44)						
Male	11.69%	18.33% ↑	12.20%	◆	12.56%	✿
Female	88.31%	81.67% ↓	87.80%	◆	87.44%	✿
Education (Q45)						
High school or less	28.32%	44.20% ↑	53.57%	◆	54.90%	✿
Some college	51.13%	45.30%	33.23%	◆	31.31%	✿
College graduate or more	20.55%	10.50% ↓	13.20%		13.79%	
Relationship to child (Q46)						
Mother or Father	99.00%	96.61%	91.27%	◆	93.20%	✿
Grandparent	0.00%	2.26% ↑	5.67%	◆	4.41%	
Other	1.00%	1.13%	3.06%	◆	2.39%	

↑ ↓   Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆   Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✿ ✿   Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.   Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Appendix B
Overall ratings and
composite score
summary tables

Key measures – global proportions and summary rates

	2015	2016	2016 Num.	2016 Den.	2015 QC Avg.	2016 DSS Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	**81.95%**	**84.75%**	*150*	*177*	**84.35%**	**85.62%**
Rating of Health Care (Q13) (% 8, 9 or 10)	**83.27%**	**86.15%**	*112*	*130*	**85.07%**	**86.91%**
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**86.58%**	**90.21%**	*129*	*143*	**88.17%**	**89.00%**
Rating of Specialist (Q30) (% 8, 9 or 10)	**83.33%**	**85.42%**	*41*	*48*	**84.95%**	**86.21%**
Customer Service (% Always or Usually)	**87.85%**	**92.05%**	*---*	*44*	**87.52%**	**88.20%**
Q32. Got needed information from customer service	81.32%	88.64%	*39*	*44*	81.88%	82.81%
Q33. Staff treated you with courtesy and respect	94.38%	95.45%	*42*	*44*	93.10%	93.59%
Getting Needed Care (% Always or Usually)	**93.32%**	**90.75%**	*---*	*89*	**84.31%** ◆	**84.35%** ✿
Q28. Got appointment with specialist as soon as needed	92.31%	87.76%	*43*	*49*	80.79%	79.25%
Q14. Easy to get needed care, tests or treatment	94.33%	93.75%	*120*	*128*	88.77% ◆	89.45% ✿
Getting Care Quickly (% Always or Usually)	**95.41%**	**94.22%**	*---*	*83*	**88.55%** ◆	**89.06%** ✿
Q4. Got urgent care as soon as needed	97.84%	95.31%	*61*	*64*	90.16%	90.54%
Q6. Got routine care as soon as needed	92.98%	93.14%	*95*	*102*	87.13% ◆	87.58% ✿
How Well Doctors Communicate (% Always or Usually)	**94.87%**	**98.50%**	*---*	*100%*	**93.13%** ◆	**93.14%** ✿
Q17. Personal doctor explained things	95.26%	100% ↑	*101*	*101*	93.58% ◆	93.63% ✿
Q18. Personal doctor listened carefully	94.26%	97.03%	*98*	*101*	94.62%	94.93%
Q19. Personal doctor showed respect	95.22%	98.99% ↑	*98*	*99*	95.81% ◆	95.98% ✿
Q22. Personal doctor spent enough time	94.74%	98.00%	*98*	*100%*	88.53% ◆	88.04% ✿
Shared Decision Making (% Yes)	**84.51%**	**79.25%**	*---*	*37*	**78.00%**	**78.35%**
Q10. Doctor discussed reasons to take medicines	98.90%	97.22%	*35*	*36*	91.80%	91.80% ✿
Q11. Doctor discussed reasons to not take medicines	71.11%	67.57%	*25*	*37*	64.62%	65.61%
Q12. Doctor asked what you thought was best	83.52%	72.97%	*27*	*37*	77.46%	77.65%
Health Promotion and Education (Q8) (% Yes)	**66.43%**	**72.31%**	*94*	*130*	**71.11%**	**70.75%**
Coordination of Care (Q25) (% Always or Usually)	**79.38%**	**83.78%**	*31*	*37*	**81.75%**	**82.01%**

↑ ↓   Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆   Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✿ ✿   Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.   Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Overall ratings and composites – global proportions and summary rates

	2015	2016	2015 QC Avg.	2016 DSS Avg.
Overall ratings				
Rating of Health Plan (Q36) (% 8, 9 or 10)	81.95%	84.75%	84.35%	85.62%
Rating of Health Care (Q13) (% 8, 9 or 10)	83.27%	86.15%	85.07%	86.91%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	86.58%	90.21%	88.17%	89.00%
Rating of Specialist (Q30) (% 8, 9 or 10)	83.33%	85.42%	84.95%	86.21%
Overall ratings and composite scores				
Rating of Health Plan (Q36) (% 9 or 10)	64.41%	71.19%	68.69%	70.07%
Rating of Health Care (Q13) (% 9 or 10)	60.14%	56.92%	66.42% ◆	68.68% ❀
Rating of Personal Doctor (Q26) (% 9 or 10)	70.29%	74.13%	74.56%	75.00%
Rating of Specialist (Q30) (% 9 or 10)	70.00%	77.08%	70.75%	72.25%
Customer Service (% Always or Usually)	87.85%	92.05%	87.52%	88.20%
Getting Needed Care (% Always or Usually)	93.32%	90.75%	84.31% ◆	84.35% ❀
Getting Care Quickly (% Always or Usually)	95.41%	94.22%	88.55% ◆	89.06% ❀
How Well Doctors Communicate (% Always or Usually)	94.87%	98.50%	93.13% ◆	93.14% ❀
Shared Decision Making (% Yes)	84.51%	79.25%	78.00%	78.35%
Health Promotion and Education (Q8) (% Yes)	66.43%	72.31%	71.11%	70.75%
Coordination of Care (Q25) (% Always or Usually)	79.38%	83.78%	81.75%	82.01%

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
❀ ❀ Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.   Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Overall ratings and composites – mean scores

	2015	2016	2015 QC Avg.	2016 DSS Avg.
Overall mean ratings: 0 - 10 scale				
Rating of Health Plan (Q36)	8.7494	8.8418	8.8328	8.8993
Rating of Health Care (Q13)	8.7011	8.7385	8.8189	8.9100
Rating of Personal Doctor (Q26)	8.9265	9.1399	9.0423	9.0687
Rating of Specialist (Q30)	8.8556	9.0208	8.8665	8.9167
Overall ratings and composite scores: Three-point mean scores				
Rating of Health Plan (Q36)	2.5639	2.6215	2.5994	2.6200
Rating of Health Care (Q13)	2.5374	2.4923	2.5863	2.6186 ✳
Rating of Personal Doctor (Q26)	2.6326	2.6923	2.6809	2.6889
Rating of Specialist (Q30)	2.6111	2.6875	2.6207	2.6431
Customer Service	2.5127	2.6364	2.5600	2.5592
Getting Needed Care	2.6343	2.4799 ↓	2.4602	2.4603
Getting Care Quickly	2.7947	2.6916	2.6200	2.6313
How Well Doctors Communicate	2.7195	2.7805	2.7174	2.7166
Health Promotion and Education (Q8)	2.3286	2.4462	2.4222	2.4151
Coordination of Care (Q25)	2.2474	2.2703	2.4054	2.3987

↑ ↓   Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆   Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
✳ ✳   Indicates a significant difference between the 2016 plan result and the 2016 DSS Average.   Note: The DSS Average is the 2016 DSS Child Medicaid Book of Business.

Overall ratings and composites – percentiles

	2016 Plan		National Percentiles from 2015 Quality Compass (Child Medicaid)								
	Score	Percentile	5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating of Health Plan (Q36) (% 8, 9 or 10)	**84.75%**	**33rd**	76.85	79.57	81.97	82.67	84.78	86.20	86.94	89.22	90.06
Rating of Health Care (Q13) (% 8, 9 or 10)	**86.15%**	**50th**	80.94	81.55	83.39	83.95	85.33	86.42	87.02	88.07	88.69
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**90.21%**	**75th**	84.21	84.91	86.87	87.34	88.32	89.23	89.64	90.78	92.16
Rating of Specialist (Q30) (% 8, 9 or 10)	**85.42%**	**50th**	79.29	80.95	82.91	83.19	84.81	86.56	87.27	90.00	90.76
Customer Service (% Always or Usually)	**92.05%**	**95th**	82.09	83.31	85.96	86.69	87.67	89.08	89.43	91.06	91.63
Q32. Got needed information from customer service	88.64%	95th	75.61	76.92	79.38	80.31	81.94	83.88	84.62	86.64	87.92
Q33. Staff treated you with courtesy and respect	95.45%	75th	88.24	89.60	91.51	92.11	93.37	94.29	94.86	96.20	97.93
Getting Needed Care (% Always or Usually)	**90.75%**	**95th**	76.46	78.75	81.32	82.64	84.96	86.58	87.83	89.67	90.65
Q28. Got appointment with specialist as soon as needed	87.76%	90th	72.64	74.00	77.13	78.85	80.93	82.73	83.19	87.76	89.40
Q14. Easy to get needed care, tests or treatment	93.75%	90th	81.02	83.78	86.04	87.46	89.77	91.30	91.90	93.39	94.10
Getting Care Quickly (% Always or Usually)	**94.22%**	**90th**	79.93	82.50	85.65	86.99	89.54	91.48	92.30	93.65	94.33
Q4. Got urgent care as soon as needed	95.31%	90th	80.99	83.72	87.93	88.79	91.00	92.96	93.84	95.27	95.92
Q6. Got routine care as soon as needed	93.14%	90th	76.92	80.00	83.92	85.84	88.05	90.41	91.18	92.48	93.55
How Well Doctors Communicate (% Always or Usually)	**98.50%**	**95th**	89.33	89.91	91.84	92.41	93.50	94.22	94.64	95.65	96.02
Q17. Personal doctor explained things	100%	95th	88.78	89.39	91.75	92.59	93.90	94.93	95.81	96.86	97.06
Q18. Personal doctor listened carefully	97.03%	90th	91.58	92.24	93.50	93.93	94.85	95.47	95.87	96.90	97.35
Q19. Personal doctor showed respect	98.99%	95th	93.49	93.96	94.94	95.31	95.86	96.50	96.86	97.61	97.88
Q22. Personal doctor spent enough time	98.00%	95th	80.43	82.23	85.96	87.29	89.25	91.07	91.54	92.79	93.56
Shared Decision Making (% Yes)	79.25%	50th	68.18	72.77	75.76	76.77	78.91	80.08	80.88	82.61	83.50
Q10. Doctor discussed reasons to take medicines	97.22%	95th	83.96	86.43	90.76	91.55	92.47	93.85	94.31	95.58	96.48
Q11. Doctor discussed reasons to not take medicines	67.57%	50th	53.27	55.33	59.80	62.41	66.14	67.80	68.81	71.64	73.61
Q12. Doctor asked what you thought was best	72.97%	10th	69.00	71.19	75.41	76.19	77.99	79.52	80.30	82.35	84.62
Health Promotion and Education (Q8) (% Yes)	**72.31%**	**67th**	65.74	66.67	68.29	69.33	70.83	72.31	73.45	76.50	76.73
Coordination of Care (Q25) (% Always or Usually)	**83.78%**	**67th**	73.73	77.52	79.83	80.48	81.97	83.72	84.38	87.00	88.10
Other reported measures											
Q35. Health plan forms were easy to fill out (% Always or Usually)	95.48%	50th	92.35	93.14	94.20	94.61	95.37	96.07	96.37	97.20	97.60
Q37. Rating of overall health (% Excellent or Very good)	77.65%	67th	68.55	69.99	72.75	73.97	76.06	77.58	78.86	80.87	81.38
Q38. Rating of overall mental/emotional health (% Excellent or Very good)	71.82%	10th	64.32	67.52	72.02	73.12	74.94	76.59	77.43	80.31	81.53

Overall ratings and composites – demographic analysis

	Health Status		Child's Age				Child's Gender		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	Less than 1 (C)	1 – 5 (D)	6 – 10 (E)	11+ (F)	Male (G)	Female (H)	Mail (I)	Phone (J)
Total respondents	*139*	*40*	*0^*	*24*	*54*	*101*	*96*	*85*	*177*	*4^*
Rating of Health Plan (Q36) (% 8, 9 or 10)	**86.76%**	**76.92%**	---	**95.83%**	**84.91%**	**82.65%**	**86.02%**	**83.33%**	**84.39%**	**NR**
Rating of Health Care (Q13) (% 8, 9 or 10)	**92.47% B**	**71.43%**	---	**94.74%**	**85.37%**	**83.82%**	**91.94%**	**80.88%**	**85.94%**	**NR**
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**91.67%**	**84.85%**	---	**90.48%**	**92.86%**	**88.46%**	**93.51%**	**86.36%**	**90.00%**	**NR**
Rating of Specialist (Q30) (% 8, 9 or 10)	**87.50%**	**80.00%**	---	**NR**	**85.71%**	**87.10%**	**80.95%**	**88.89%**	**85.42%**	**NR**
Customer Service (% Always or Usually)	**91.18%**	**NR**	---	**NR**	**NR**	**96.00%**	**92.00%**	**92.11%**	**92.05%**	**NR**
Q32. Got needed information from customer service	88.24%	NR	---	NR	NR	92.00%	88.00%	89.47%	88.64%	NR
Q33. Staff treated you with courtesy and respect	94.12%	NR	---	NR	NR	100%	96.00%	94.74%	95.45%	NR
Getting Needed Care (% Always or Usually)	**95.36% B**	**79.09%**	---	**83.33%**	**87.98%**	**92.33%**	**86.88%**	**94.02%**	**90.70%**	**NR**
Q28. Got appointment with specialist as soon as needed	93.94%	73.33%	---	NR	85.71%	90.63%	81.82%	92.59%	87.76%	NR
Q14. Easy to get needed care, tests or treatment	96.77%	84.85%	---	100%	90.24%	94.03%	91.94%	95.45%	93.65%	NR
Getting Care Quickly (% Always or Usually)	**97.47%**	**86.07%**	---	**100%**	**92.05%**	**93.71%**	**95.99%**	**92.50%**	**94.22%**	**NR**
Q4. Got urgent care as soon as needed	97.67%	90.00%	---	NR	94.44%	94.44%	93.94%	96.77%	95.31%	NR
Q6. Got routine care as soon as needed	97.26%	82.14%	---	100%	89.66%	92.98%	98.04% H	88.24%	93.14%	NR
How Well Doctors Communicate (% Always or Usually)	**99.32%**	**96.08%**	---	**96.25%**	**98.08%**	**99.53%**	**99.02%**	**97.98%**	**98.49%**	**NR**
Q17. Personal doctor explained things	100%	100%	---	100%	100%	100%	100%	100%	100%	NR
Q18. Personal doctor listened carefully	98.65%	92.31%	---	95.00%	96.15%	98.11%	98.04%	96.00%	97.00%	NR
Q19. Personal doctor showed respect	100%	96.00%	---	100%	96.15%	100%	100%	97.96%	98.98%	NR
Q22. Personal doctor spent enough time	98.65%	96.00%	---	90.00%	100%	100%	98.04%	97.96%	97.98%	NR
Shared Decision Making (% Yes)	**79.29%**	**79.17%**	---	**NR**	**NR**	**83.99%**	**75.00%**	**84.31%**	**79.25%**	**NR**
Q10. Doctor discussed reasons to take medicine	95.00%	100%	---	NR	NR	95.45%	95.00%	100%	97.22%	NR
Q11. Doctor discussed reasons to not take medicine	66.67%	68.75%	---	NR	NR	73.91%	60.00%	76.47%	67.57%	NR
Q12. Doctor asked what you thought was best	76.19%	68.75%	---	NR	NR	82.61%	70.00%	76.47%	72.97%	NR
Health Promotion and Education (Q8) (% Yes)	**74.19%**	**71.43%**	---	**68.42%**	**67.50%**	**76.81%**	**77.78%**	**67.16%**	**71.88%**	**NR**
Coordination of Care (Q25) (% Always or Usually)	**91.30%**	**71.43%**	---	**NR**	**72.73%**	**94.44%**	**73.68%**	**94.44%**	**83.78%**	**NR**

A capital letter and green font indicates that result is significantly higher than the corresponding column.
A caret (^) indicates a base size smaller than 20. Interpret results with caution.

NR = Not reportable. Base size < 11.

Appendix C
SatisAction^{TM} key driver statistical model

POWeR^{TM} Chart shown in the executive summary on page 5.

Instructions to access trAction^{TM} Decision (Impact Analysis) Tool:

1. **Log on to https://client.dssresearch.com using your current User Name and Password.**

2. **Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.**

3. **Once on the portal, select Reporting and then Tools.**

4. **Select the trAction^{TM} Decision Tool for access to the Impact Analysis Tool and to run "what if" scenarios.**

Background

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

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.

- Measurement of the relative importance of each of these elements.

- Measurement of how well members think the plan performed on those important elements.

- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Methodology

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

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.

- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.

- Leverage points and outliers are eliminated.

- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

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

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

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

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 57 child Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

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

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.

- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.

- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.

- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWeR™ Chart classification matrix
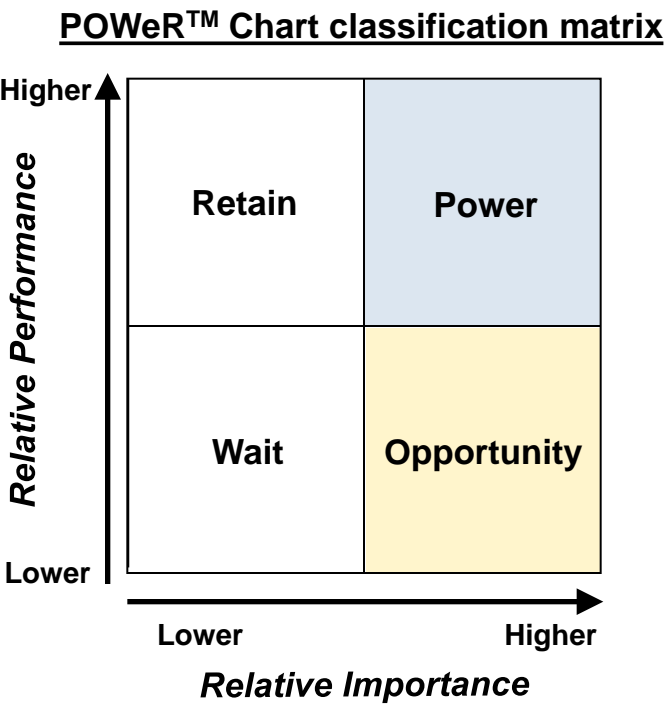
Variables in the model

Variables from the CAHPS 5.0 survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q36 – the overall rating of the health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q36	Rating of overall heath plan	0 through 10, All other = missing
Independent Variables		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q13	Health care overall	0 through 10, All other = missing
Q14	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	Dr. explained things	
Q18	Dr. listened carefully	
Q19	Dr. showed respect	
Q21	Dr. explained things for child	
Q22	Dr. spent enough time	
Q25	Dr. informed about care	
Q26	Personal doctor overall	0 through 10, All other = missing
Q28	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q30	Specialist overall	0 through 10, All other = missing
Q32	CS provided info./help	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q33	CS courtesy/respect	
Q35	Easy to fill out forms	

Results

Factor analysis. Factor analysis reduced the 16 highly-correlated model variables to 5 orthogonal (uncorrelated) factors that explain 68.6% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors 1	2	3	4	5
Q19	Dr. showed respect	0.839				
Q17	Dr. explained things	0.775		0.434		
Q18	Dr. listened carefully	0.769			0.422	
Q21	Dr. explained things for child	0.738				
Q32	CS provided info./help		0.915			
Q33	CS courtesy/respect		0.727	0.304		
Q25	Dr. informed about care	0.381	0.566			
Q22	Dr. spent enough time	0.529	0.531			
Q6	Got routine care	0.313		0.783		
Q14	Got care/tests/treatment		0.267	0.736	0.317	
Q4	Got urgent care			0.630		0.491
Q13	Health care overall			0.449	0.745	
Q26	Personal doctor overall	0.321			0.724	
Q30	Specialist overall				0.641	0.552
Q28	Got specialist appt.	0.267	0.377			0.634
Q35	Easy to fill out forms					0.505

Results

Regression analysis. The 5 factors identified in the previous step were used as predictors in a regression model with Q36, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 35.3% of the variation in the dependent variable ($R^2 = 0.353$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.0703	0.0000	0.0000
Factor 1 -- Q19, Q17, Q18, Q21	-0.1078	-0.0787	0.2133
Factor 2 -- Q32, Q33, Q25, Q22	0.3390	0.2716	0.0000
Factor 3 -- Q6, Q14, Q4	0.5505	0.4387	0.0000
Factor 4 -- Q13, Q26, Q30	0.3307	0.2631	0.0000
Factor 5 -- Q28, Q35	0.1393	0.1110	0.0800

Results

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

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 57 child Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q14	Got care/tests/treatment	100	95
Q6	Got routine care	98	95
Q13	Health care overall	83	100
Q32	CS provided info./help	80	94
Q4	Got urgent care	71	93
Q33	CS courtesy/respect	64	80
Q30	Specialist overall	55	100
Q26	Personal doctor overall	54	100
Q17	Dr. explained things	44	100
Q22	Dr. spent enough time	39	100
Q25	Dr. informed about care	37	64
Q28	Got specialist appt.	37	91
Q18	Dr. listened carefully	26	97
Q19	Dr. showed respect	12	100
Q21	Dr. explained things for child	9	86
Q35	Easy to fill out forms	0	58

Appendix D
Gap analysis

Gap analysis

The flowchart on page 7 shows how the items used in the calculation of the plan's 2016 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.

- Composite scores are shown in **red text**.

- Estimated percentiles are shown first.

- Estimated accreditation points are shown in the middle.

- Potential points remaining to receive the maximum accreditation points for each measure are shown third.

- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.

- Composite score components are shown in the black and red flowchart boxes.

- For each flowchart box:

  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.

  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.

- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E
Voice of the Member

Voice of the Member

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

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

Q4. Got urgent care as soon as needed	
Member poll	**Response summary**
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect a primary care doctor to see their child the same day or next for an urgent care issue.
SPECIALIST VISIT	
How long do members expect to wait for an URGENT CARE appointment to see a specialist?	Most expect a specialist to see their child within one week for an urgent care issue, but would wait up to two week for an appointment.
Improvement action	**Member comments**
Minimize in-office wait times.	I think we should be seen in 10, no more than 15, minutes; children do not sit long without becoming fussy. A reasonable amount of time to wait after your child's scheduled appointment time is no longer than 10 minutes, assuming you were there and signed in ahead of time. I know at 20 minutes I start getting very annoyed.
Apologize for delays.	I think an open line of communication is very important. If there are delays I would want to be aware of them right away so then I can make the decision to wait it out or not. An apology from staff makes you feel like they appreciate you being patient and that they are acknowledging that you are still waiting. I have had the office staff come out, be truthful about the situation and offer to just reschedule those who could.
Offer refreshments and things to keep the child occupied during long wait times.	Offering coffee or offering to change the station to something that would be more entertaining is helpful. A restless child is often what makes the wait time seem worse. Offering cartoons or coloring pages helps a lot. Having something for the kids is almost necessary for a long wait. Something as short as 15 minutes can seem like forever to a bored child. They also brought out water bottles, juice boxes, snacks, etc. I remember feeling more appreciated and less "hangry" with their small gesture. I always like it when the office has things for my kids to do while waiting, such as a play area, books, or a movie for them to watch.

Voice of the Member

Q4. Got urgent care as soon as needed	
Improvement action	**Member comments**
Offer updates on the remaining wait time to see the doctor.	It would also be nice if you could be given an updated approximate appointment time if they are running behind. The staff could give me an idea of how much longer I would need to wait for my appointment.
Offer to reschedule appointments.	I would reschedule if the doctor would be really behind.
Offer the option to see an alternate physician.	I use a group practice. If they are that far behind I would expect them to call in another doctor for help or staff accordingly. If a doctor is running behind schedule there should be someone else available to see my child.
Avoid overscheduling.	They schedule too many people in the same time slot.
Explain the reason for the delay.	If there is an emergency, then I'm all for the doctor taking their time. I would prefer to wait a little extra and have my child's doctor be thorough than have the doctor just rush through to get everyone in on time and not take the time to acknowledge each parent's concern.

Q6. Got check-up or routine appointment as soon as needed	
Member poll	**Response summary**
PRIMARY CARE DOCTOR VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most members expect a primary care doctor to see their child for a routine care appointment within two to four weeks.
SPECIALIST VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect a specialist to see their child for a routine care appointment within one to two months.
Improvement action	**Member comments**
Minimize in-office wait times.	I think we should be seen in 10, no more than 15, minutes; children do not sit long without becoming fussy. A reasonable amount of time to wait after your child's scheduled appointment time is no longer than 10 minutes, assuming you were there and signed in ahead of time. I know at 20 minutes I start getting very annoyed.
Offer updates on the remaining wait time to see the doctor.	It would also be nice if you could be given an updated approximate appointment time if they are running behind. The staff could give me an idea of how much longer I would need to wait for my appointment.
Offer to reschedule appointments.	I would reschedule if the doctor would be really behind.
Avoid overscheduling.	They schedule too many people in the same time slot.

Voice of the Member

Q6. Got check-up or routine appointment as soon as needed	
Improvement action	**Member comments**
Apologize for delays.	I think an open line of communication is very important. If there are delays I would want to be aware of them right away so then I can make the decision to wait it out or not. An apology from staff makes you feel like they appreciate you being patient and that they are acknowledging that you are still waiting. I have had the office staff come out, be truthful about the situation and offer to just reschedule those who could.
Offer refreshments and things to keep the child occupied during long wait times.	Offering coffee or offering to change the station to something that would be more entertaining is helpful. A restless child is often what makes the wait time seem worse. Offering cartoons or coloring pages helps a lot. Having something for the kids is almost necessary for a long wait. Something as short as 15 minutes can seem like forever to a bored child. They also brought out water bottles, juice boxes, snacks, etc. I remember feeling more appreciated and less "hangry" with their small gesture. I always like it when the office has things for my kids to do while waiting, such as a play area, books, or a movie for them to watch.
Offer the option to see an alternate physician.	I use a group practice. If they are that far behind I would expect them to call in another doctor for help or staff accordingly. If a doctor is running behind schedule there should be someone else available to see my child.
Explain the reason for the delay.	If there is an emergency, then I'm all for the doctor taking their time. I would prefer to wait a little extra and have my child's doctor be thorough than have the doctor just rush through to get everyone in on time and not take the time to acknowledge each parent's concern.

Voice of the Member

Q10/Q11. Doctor discussed reasons to take a medicine Q11/Q12. Doctor discussed reasons <u>not</u> to take a medicine	
Improvement action	**Member comments**
Give thorough explanations.	I want to be completely informed so I know how best to care for my child. I don't think there are any cons in knowing about the prescriptions.
Discuss side effects.	I need to know long term effects and how the medication may alter behavior or side effects, etc. I want to make sure that my children are only taking things they actually need, and that won't have tons of side effects that need to be counteracted with other medicines. My child's primary care doctor has always told me the pros and cons of each medication he has been prescribed, and the doctor is always really honest, without being "scary," about possible side-effects. It has made me and my son trust the doctor way more.
Offer lower cost alternatives.	A medicine might be too expensive and they might be able to find an alternative.
Offer alternate forms of medications.	Asking what form of medication (liquid, pill, etc.) is important, since some children may do better at actually taking all of the medication if it is given to them in a way that is easy for them to take.
Listen to parent concerns and treat them with respect.	I want someone who actually listens and responds to me like a regular person would in a conversation and gives me room to express my concerns. One of the things doctors should do is "parent talk," not "doctor speak." Talk to me as one parent to another. Never talk down to me or my wife, or our children. I want us to be a team that is trying to do what is best for the person under the doctor's care.
Discuss drug interactions and/or allergies.	I do not want a prescription that will cause an allergic reaction.
Provide written information.	My children's doctor always gives me a printout on all the prescriptions and explains them. She lets me know how to give it to my children and if there are side effects.
Provide your opinion of medications.	When doctors tell me that their kids take that medication it makes me feel more comfortable! Or that they always personally prescribe it and have a positive history with it. I like my child's doctor because he will tell me that he doesn't prescribe certain meds, when I have asked about them. I know that he is not just using a med because of a relationship with a pharmaceutical company. My doctor has always told me the chances of a medication actually working and how realistic it is to have my child take it. So that makes me feel comfortable knowing that she will always be honest with me.

Q12/Q13. Doctor asked what you thought was best	
Improvement action	**Member comments**
Does the doctor ask the parent which choice is best for their child?	Roughly half say that they have had a doctor ask them what medication was best for their child. Many who have not been asked mention that they would like to be involved.
Involve parents in the discussion.	I have been asked whether a nasal spray was working for my child, and since it didn't seem to help and caused nosebleeds, we decided together to discontinue use. My doctor has never given my daughter a medication without discussing what my opinion and concerns are first. The doctor asked me what I thought was best, and he also asked my son how he felt about everything. We both got to talk, and he listened, and that was really great.

Q13/Q14. Rating of Health Care	
Improvement action	**Member comments**
Emphasize good communication skills.	My son smiles and tells me he is feeling good. He likes his doctor. They communicate well together. A good understanding and communication is the best thing. Our doctor is the BEST. My doctor always asks detailed questions about how she is doing and progressing, and I am able to provide informative answers because of the way he asks questions instead of the closed answered questions (yes, no, maybe). We are able to have a genuine discussion on providing her with best possible health care. The doctor rolled their eyes and did not consider my thoughts and opinions, and the staff was rude.
Be prompt and efficient.	The last time that we took my daughter to the doctor, we were called in within a few minutes. Her vitals were taken by a nurse prior to seeing the doctor. A strep test was performed and came back positive. She was prescribed antibiotics for ten days and the strep is gone. I feel like the visit was fast, but still thorough. My son did not feel well after taking his medicine and I could not get any response from the office. Everyone was busy and could not help me in the time I felt appropriate.
Communicate with the parent.	The doctor avoided any communication with me whatsoever. I thought he was completely rude and did not value or even acknowledge my presence. The doctor has not avoided me when I sat in the room with my child. He/she has been thorough in the explanation of any diagnosis, any drug treatments or other treatments, and has respected the fact that the parent needs to know.
Show concern for patients.	How seriously my daughter's doctor took her depression and anxiety and how they have had us come in every few weeks for follow-ups. I have felt as though they really care how my daughter is doing.

Voice of the Member

Q13/Q14. Rating of Health Care	
Improvement action	**Member comments**
Avoid rushing.	The doctor actually talks to my child like they're a person and spends some time with us. That makes me feel like I'm receiving quality care.
	The doctor may have rushed us out of the office a little bit too quickly because it was a Friday. I felt we were being rushed and I don't like to be rushed if my child is not feeling good.
	There was a time when we tried to express concerns about our son and the doctor seemed to have a preconceived diagnosis in advance. He only seemed to be in a hurry to write a script and get to the next patient.
Take parent concerns seriously.	I only take my son to the doctor if it's serious. I think colds and childhood illnesses are not big deals and can be remedied at home. I don't like when I take my son into the doctor because he is very sick and they basically just act like it's nothing.

Q14/Q15. Ease of getting care, tests or treatment	
Improvement action	**Member comments**
Be prompt and efficient.	Once, my son was experiencing bad headaches and he kept getting sent home from school. We got him an appointment with his primary doctor right away, and then they immediately scheduled an appointment with a specialist (about three days later). They found out he had bad vertigo. The problem was taken care of it swiftly, without any waiting around.
Expand the provider network to prevent scheduling delays.	It was really difficult for me to get my son's care when I was trying to get him in to see a counselor and psychiatrist. It took months to find one who took the insurance and was accepting new clients. When they did make his appointment, it was for a date that was months away.☐
Follow through on requests.	The only time I had a problem was with getting referrals for specialists. My insurance doesn't require them, but the specialist usually wants one anyways. I called my child's primary doctor and asked for the referral and the staff said they would take care of it. Then nothing happened. Sometimes I have to call multiple times.

Q17/Q32. Personal doctor explained things	
Improvement action	**Member comments**
Emphasize good communication skills.	The vast majority feel that effective communication is among the most important qualities that they like to see in a doctor.
Make the effort to ensure patient understanding.	Our doctor talked real easy, plain and simple. He also wrote down the instructions and told me I could call if I had any questions.
	One time in specific was when my daughter was having really bad ear infections. I had no idea what was happening inside her ear and her doctor actually used a special machine thing they have that takes a picture of the inside of the ear canal so that I was able to actually SEE what was going on and my daughter could see it as well. It was a great way to learn about the issue she was having by being able to see what was going on.

Voice of the Member

Q17/Q32. Personal doctor explained things	
Improvement action	**Member comments**
Use simple language.	When my daughter had a stomach flu virus, the doctor communicated with me effectively. He told me "big" words in a simpler form for me to understand. My child understood it well, also, because he sorted it out. When my son was in the NICU, the doctors that came on rounds would come and talk with these scientific words that I had no idea what the meaning was. They didn't give me time to ask questions or say anything about my son to them before they left his room. I was able to get the nurse to go get the doctor at a later time to come back to his room and explain these conditions to me in terms that I could understand.
Communicate with the child directly, if appropriate.	Because my daughter is older now, the doctor addresses her directly and asks about her symptoms. He knows I am there to add anything, but he wants to hear it from her. After he diagnoses her, he addresses the both of us. The doctor was very thorough and even talked to my grandson, who is four, so he could know what she was doing. Even if he didn't remember at the time, it was very important. They put things into terms my child could understand and talked directly to my son, not around him. He let my son ask questions and wasn't impatient. I feel that the doctors talk to my child as an adult, but they really need to try and bring it down to their level. When my oldest daughter got sick the last time, the doctor did a great job at asking her directly what her symptoms were and making sure that everything he said was easy for both of us to understand. The doctor never spoke to our son and that made it difficult because the condition was something that we believed required a minimal amount of discussion with our child.
Work as a team with parents.	My doctor is really good at talking to us as "parent to parent" not "doctor to parent." It really adds to the whole teamwork feel. I had a doctor previously that would interrupt me while I was speaking all the time and I felt like she was missing information that would have been helpful.
Follow-up with patients.	Once, when I left an appointment with my sick child, already satisfied with the outcome of the visit, the doctor called the following day to let me know the status of the lab work. It isn't common nowadays for the physician themselves to actually make the phone call to follow up and it definitely reiterated to me that my child was receiving the best care possible.
Provide visit notes.	Our doctor always writes up everything we discuss and what the patient plan is and prints it out for us at the end of our visits! I find it super helpful and clear.
Address language barriers.	At the hospital, I expressed that I was having a hard time understanding the doctor and a nurse came in to help him communicate with us. My doctor is sometimes difficult to understand because she is from another culture. She needs to be patient, repeat herself if I need her to and use follow up questions to make sure we understand. I really do like her though.

Q18/Q33. Personal doctor listened carefully

Improvement action	Member comments
Make eye contact.	Eye contact is very important when I am speaking to anyone. When you make eye contact with me it shows me that you are listening and are present in the conversation. If you are just staring at your computer the entire time I am speaking, then to me it shows you don't really have much interest in the conversation and my concerns about my child. Eye contact is always necessary in communication for me to feel like I am being heard. Staring at a laptop or a notepad and writing makes me feel like they might be missing something when I am speaking.
Use appropriate body language and non-verbal cues.	Nodding is probably the most important way of telling if someone is paying attention. I am put off when doctors just nod while writing things down and then leave the room to go write a medication, or whatever, without telling me what is happening, or really talking to me. Body language is important, a smile, or shake of the head, or something to acknowledge what you've said goes a long way.
Avoid multitasking.	Doctors shouldn't talk over their shoulder about serious matters while washing their hands. If a doctor wants to make sure I know they are listening, then they shouldn't be on their cell phone, tablet, or computer.
Repeat back what parents/patients have said.	Hearing the doctor repeat my concerns shows that they have listened to me when I was speaking to them. Rephrasing what I have said in their reply is always an indication of them listening and understanding my concerns.
Avoid interrupting patients.	Cutting me off mid-sentence, avoiding what I just told them, not looking me in the eyes, not following along actively, changing the subject, not answering questions I have been asking, all of these are major clues that they do not care and are not listening to my problem whatsoever.

Q19/Q34. Personal doctor showed respect

Improvement action	Member comments
Be personable and friendly.	Call me by my name and do not speak so quickly. Not all doctors shake your hand, but I appreciate those that do. I take that as a sign of respect. Come in and greet me with a handshake or smile.
Apologize for delays.	They can apologize for the wait if there was one, because that shows that they respect my time as well.
Communicate with the child directly, if appropriate.	If the doctors show my kids respect and address them directly, then that shows that they don't think anyone, even the kids, are below them.
Do not discuss other patients.	I have actually heard doctors mumble to their staff about a difficult patient before. It made me wonder what was said about me when I was out of earshot.

Voice of the Member

Q19/Q34. Personal doctor showed respect	
Improvement action	**Member comments**
Avoid rushing.	Not trying to rush you out or hurry through an exam. Nothing is more disrespectful to me than when I am spending money on you, and you rush me like I don't even matter.
Involve parents during the child's exam.	Involving me in my child's care is number one to me. When they involve me and ask my opinion on medications and treatment it shows me that they respect me. I like when they include me in my child's exam. Treat me like I have some say in what is going on, or that I deserve to be included in the process of treating my child for whatever it may be.
Avoid actions or language that may appear condescending.	Do not talk down to me or to my children. If I feel like I may be talked down to I may feel hesitant to ask questions or discuss with my children's doctor. Talk to me with respect like an intelligent person, instead of having a tone like I have no clue what's going on. If I am expressing a concern, don't talk down to me and don't interrupt me.
Actively listen and respond to patients questions/concerns.	When a doctor listens to my concerns and takes into account what I am saying about my child, it shows that they respect me.
Avoid taking phone calls during the visit.	Taking a phone call in the middle of an appointment is one of the most disrespectful things a doctor can do. I hate doctors who mix their personal life with their professional life. When you are dealing with my child, no cell phone, no texting or phone calls to your girlfriend.

Q21/Q36. Doctors explained things in a way child could understand	
Improvement action	**Member comments**
Use simple language.	When my daughter had a stomach flu virus, the doctor communicated with me effectively. He told me "big" words in a simpler form for me to understand. My child understood it well, also, because he sorted it out. When my son was in the NICU, the doctors that came on rounds would come and talk with these scientific words that I had no idea what the meaning was. They didn't give me time to ask questions or say anything about my son to them before they left his room. I was able to get the nurse to go get the doctor at a later time to come back to his room and explain these conditions to me in terms that I could understand.

Voice of the Member

Q21/Q36. Doctors explained things in a way child could understand	
Improvement action	**Member comments**
Communicate with the child directly, if appropriate.	Because my daughter is older now, the doctor addresses her directly and asks about her symptoms. He knows I am there to add anything, but he wants to hear it from her. After he diagnoses her, he addresses the both of us. The doctor was very thorough and even talked to my grandson, who is four, so he could know what she was doing. Even if he didn't remember at the time, it was very important. They put things into terms my child could understand and talked directly to my son, not around him. He let my son ask questions and wasn't impatient. I feel that the doctors talk to my child as an adult, but they really need to try and bring it down to their level. When my oldest daughter got sick the last time, the doctor did a great job at asking her directly what her symptoms were and making sure that everything he said was easy for both of us to understand. The doctor never spoke to our son and that made it difficult because the condition was something that we believed required a minimal amount of discussion with our child.
Make the effort to ensure patient understanding.	Our doctor talked real easy, plain and simple. He also wrote down the instructions and told me I could call if I had any questions. One time in specific was when my daughter was having really bad ear infections. I had no idea what was happening inside her ear and her doctor actually used a special machine thing they have that takes a picture of the inside of the ear canal so that I was able to actually SEE what was going on and my daughter could see it as well. It was a great way to learn about the issue she was having by being able to see what was going on.

Q22/Q37. Personal doctor spent enough time	
Member poll	**Response summary**
PRIMARY CARE DOCTOR VISIT	
How long do members expect a primary care visit to last?	Most expect a routine primary care visit for their child to last 15 to 30 minutes and say an urgent care visit could last up to 45 minutes. Some say the visit should take as long as needed to address their issues.
SPECIALIST VISIT	
How long do members expect a specialist visit to last?	Members expect a routine visit for their child with a specialist to last 15 to 30 minutes, but should not take longer than an hour.
Improvement action	**Member comments**
Take the time to discuss symptoms before making a diagnosis.	Once, I felt that my child's doctor diagnosed her too quickly - within 10 minutes of stepping into the room and without asking me further questions of any symptoms my child may or may not have had.
In a group practice, try to keep the doctor a child sees consistent.	There was a group of doctors and every time we went we would get a different doctor. That bothered me, because that doctor did not know my child and my child did not know them.

Voice of the Member

Q22/Q37. Personal doctor spent enough time	
Improvement action	**Member comments**
Limit patient wait times and don't rush appointments.	Once, our doctor was in a hurry, and I think he was behind in his schedule. He spent time with us, but I feel he could have spent more quality time. We had one visit where we sat in the waiting room for 25 minutes, then sat in the exam room for 20 more minutes, only to have the doctor come into the room and essentially have his mind made up. He barely asked any questions, did a cursory exam and was out of the room in less than five minutes.

Q25/Q40. Personal doctor seemed informed about care from other providers	
Member poll	**Response summary**
PRIMARY CARE DOCTOR VISIT	
What should a primary care doctor know about your child's medical history?	Most members agree that a primary care doctor should know their child's name, age, medical history, immunizations, current medications and allergies.
SPECIALIST VISIT	
What should a specialist know about your child's medical history?	Most members agree that a specialist should know the same as a primary care doctor, as well as the reason for the visit, and have ideas for tests and/or treatments.
Improvement action	**Member comments**
Use technology to transfer/share medical records	At my first appointment for my child with her specialist, they already knew her basic information because the primary care doctor faxed information over. I was very impressed! I can access my child's medical chart online that her doctor uses. I am able to schedule appointments there and see what vaccines are due. I can even read test results once they are back. I feel more in control of my child's health management. My son had to go to get his eyes checked, and the doctors knew of all the problems my son had been having with his eyes and his past problems with vertigo. They took these all into account when deciding how to test and what to do.
Reevaluate medications periodically.	My son has ADHD. He had been on one certain kind of medication for almost a year and started having problems. The doctor worked with me for two months on different kinds of medications to find a new one that would work for him. The doctor would call me at home to get updates each time we started a new medication to see how well it was working and would have us come in every two weeks to keep check on him.

Voice of the Member

Q25/Q40. Personal doctor seemed informed about care from other providers	
Improvement action	**Member comments**
Know about past medical issues and the reason for the visit.	The last time we visited our doctor they were reminding us of things we had discussed in our last visit that I even forgot about. She even quoted my wife and I back to us. We were blown away. My daughter has had issues with the psychiatric medicine she takes. Her physician needed no reminding as to the reason for our last visit and seemed to take us seriously. I just felt like we were on the same page. Our last visit was a follow-up on medication for my child. The doctor walked into the room and got straight to the point of exactly how the medicine was going. He was very prepared and very informed and didn't need to be reminded of why we were there to see him, or thinking it was just a regular checkup. I was very impressed and he performed very well.
Use technology to transfer/share medical records.	At my first appointment for my child with her specialist, they already knew her basic information because the primary care doctor faxed information over. I was very impressed! I can access my child's medical chart online that her doctor uses. I am able to schedule appointments there and see what vaccines are due. I can even read test results once they are back. I feel more in control of my child's health management. My son had to go to get his eyes checked, and the doctors knew of all the problems my son had been having with his eyes and his past problems with vertigo. They took these all into account when deciding how to test and what to do.
Q26/Q41. Rating of Personal Doctor	
Improvement action	**Member comments**
Take the time to discuss symptoms before making a diagnosis.	There is one area that is a pet peeve of mine about my son's pediatrician. For years I felt "blown off" about my son being autistic. The pediatrician in question even went so far to say, prior to our official diagnosis, that my son didn't have autism. Fast forward to his diagnosis done by several specialists, and it made the pediatrician look incompetent. In the past, I have had doctors that have been too quick to diagnose and have not really listened to what we have to say.
Develop a personal connection with patients and their parents.	The doctor calls us by our name. He always has a treat for my son. He treats us like family. He really listens and he is concerned. The doctor talks to my daughter and gets to know her. She genuinely cares about her and gives us that personal touch. It's like talking to a friend. The doctor always asks my son about his day, and remembers things my son told him the last time he was there. It makes my son feel like he has a relationship with the doctor.
Offer the child a treat or a prize to make the visit more enjoyable.	The doctor made jokes and made my child laugh. At the end, she got to pick a prize out of the treasure chest, which she loved!! The doctor always jokes around with her, gives her a lollipop and offers the kids a drink or popsicle.

Voice of the Member

Q26/Q41. Rating of Personal Doctor	
Improvement action	**Member comments**
Communicate with the child directly, if appropriate.	My child's primary care doctor is very thorough. She is good at getting my child to tell her exactly what is wrong, which is sometimes hard for a child to explain.
	I appreciate that my child's primary care doctor talks to her like an adult. She is 12 and thinks she is grown-up. I know she likes that and will respect him more.
	Our primary care doctor always makes sure to chitchat with our kids and actually addresses them when asking questions, instead of ignoring them and just asking us. It makes them feel a little more in control of their own situation and it's nice to see him give them that kind of respect.
	I don't like it when they ask me what is wrong with my children. They are 12 and 13, old enough to speak for themselves and let me fill in where needed.
Offer extended office hours.	I rave about my daughter's doctor's office. They are open 7 days a week with appointments starting at 7am. They are so accommodating to sick children and newborns it's amazing. I appreciate always knowing I can get ahold of a doctor when I have a question. I recommend them to other parents whenever I can.
Do not criticize a child where they can hear it.	My child's primary doctor tries to say my son should know more at his age and my daughter knows more things than him. She told me my daughter knows how to hold a pen better than my son, and he heard it. My son is 4 and my daughter is 2. They are just babies and still learning things.
Minimize staff turnover.	My child's doctor has a high turnover rate in their office with physician assistants and nurses. I just feel like, as soon as they get to know my child, they are quitting and a new physician assistant or nurse is working.
Don't rush appointments.	I hate when a doctor rushes. I want them to take their time and explain things so I will fully understand.

Q28/Q46. Got appointment with specialist as soon as needed	
Member poll	**Response summary**
SPECIALIST VISIT	
How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect a specialist to see their child within one to two months for a routine care appointment.
How long do members expect to wait for an URGENT CARE appointment to see a specialist?	Most expect a specialist to see their child within one week for an urgent care issue, but would wait up to two week for an appointment.
Improvement action	**Member comments**
Minimize in-office wait times.	I think we should be seen in 10, no more than 15, minutes; children do not sit long without becoming fussy.
	A reasonable amount of time to wait after your child's scheduled appointment time is no longer than 10 minutes, assuming you were there and signed in ahead of time. I know at 20 minutes I start getting very annoyed.

Voice of the Member

Q28/Q46. Got appointment with specialist as soon as needed	
Improvement action	**Member comments**
Apologize for delays.	I think an open line of communication is very important. If there are delays I would want to be aware of them right away so then I can make the decision to wait it out or not. An apology from staff makes you feel like they appreciate you being patient and that they are acknowledging that you are still waiting. I have had the office staff come out, be truthful about the situation and offer to just reschedule those who could.
Offer refreshments and things to keep the child occupied during long wait times.	Offering coffee or offering to change the station to something that would be more entertaining is helpful. A restless child is often what makes the wait time seem worse. Offering cartoons or coloring pages helps a lot. Having something for the kids is almost necessary for a long wait. Something as short as 15 minutes can seem like forever to a bored child. They also brought out water bottles, juice boxes, snacks, etc. I remember feeling more appreciated and less "hangry" with their small gesture. I always like it when the office has things for my kids to do while waiting, such as a play area, books, or a movie for them to watch.
Offer updates on the remaining wait time to see the doctor.	It would also be nice if you could be given an updated approximate appointment time if they are running behind. The staff could give me an idea of how much longer I would need to wait for my appointment.
Offer to reschedule appointments.	I would reschedule if the doctor would be really behind.
Offer the option to see an alternate physician.	I use a group practice. If they are that far behind I would expect them to call in another doctor for help or staff accordingly. If a doctor is running behind schedule there should be someone else available to see my child.
Avoid overscheduling.	They schedule too many people in the same time slot.
Explain the reason for the delay	If there is an emergency, then I'm all for the doctor taking their time. I would prefer to wait a little extra and have my child's doctor be thorough than have the doctor just rush through to get everyone in on time and not take the time to acknowledge each parent's concern.

Voice of the Member

Q30/Q48. Rating of Specialist

Improvement action	Member comments
Schedule the patient to see the same provider each visit.	My daughter sees an ear, nose and throat specialist. Every time we would go, she would see a different doctor and they kept canceling and rescheduling her appointments. I got so annoyed we finally went somewhere else.
Make the effort to put the patient/parent at ease.	The ENT specialist that my child saw was outstanding. He made me feel very at ease about my son's surgery. He even gave me his cell phone number to call any time after the surgery if I had any questions. This is above and beyond what I would expect.

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Ensure that representatives are courteous and polite.	An upbeat and positive tone, addressing you by sir or ma'am, making sure that all of your questions or concerns are completely resolved and taken care of, and asking if you have any additional questions.
	Be courteous. After all, I am calling them to get answers.
Minimize hold times and transfers.	I have been put on hold for over an hour at one point and then they hung up on me. I have also had a bad experience where they connected me to the wrong person and lied to me about information.
Do not rush to finish the call.	Representatives should take the time to help you, not rush you off the phone.
Address member and parents by name.	Customer service should always call you and your child by name, provide their best effort to solve a problem and always thank you for your call and ask if there is anything else you need.
	One thing customer service can do to show respect is calling me by my first name.

Q33/Q51. Customer service treated member with courtesy and respect

Improvement action	Member comments
Ensure that representatives are patient, kind and friendly.	Some of the customer service representatives are rude. Sometimes they have a bad day or a patient that is being rude and we get the bad end of it.
	I had to call my daughter's health plan to change her provider. The rep was very nice and had the change done very quickly. It was great to have a knowledgeable and friendly rep.
	When I called customer service the person who answered the call was extremely rude from the start. She had a horrible, condescending tone in her voice and it instantly made me more angry! I explained my situation and how important this medication was and I didn't understand why creams are covered but powders were not. Her response was "Because it isn't. You get almost everything covered, so I am sure you can pay for ONE medication" I was appalled!!
Ensure that representatives are knowledgeable.	The first representative we talked to wasn't very helpful. He was nice, but wasn't very knowledgeable. The other representatives were nice and gave me more information.

Voice of the Member

Q35/Q53. Health plan forms were easy to fill out	
Improvement action	**Member comments**
Utilize technology.	There were a lot of papers and it was time consuming. I think it would have been easier if I could have filled the papers out online at my convenience.
	Being able to take care of all of the paperwork online would be wonderful.
	I would prefer that the history be pre-filled and then you just confirm. Let's face it, if my son had his tonsils out at five, that's not going to change.
	I would love it if more things were done online instead of by hand....Online was an option, but it wasn't an easy option. The health plan wanted me to scan a million papers that I didn't have. It was easier to just fill them out.
	The basics are always easy. The nightmare is detailing medicines and shot records. Having exact dates down for surgeries and previous visits can also be hectic. I wish there was a universal medical card for each individual that could be swiped that would have all of these questions answered for one person.
Keep forms simple and allow adequate space.	Increase the space so I won't have trouble writing down info.
	In the past, we did paper applications and they were fairly straightforward. Now, in my state, they have moved to electronic applications. These are very long and the wording on the questions is confusing. They would ask questions that were worded in ways that I wasn't sure how to answer them.
Minimize the number of forms.	I think that there should be less paperwork. One signature should count for consent to many of the forms that are separate.
	I think the applications should be shorter and less time consuming.

Q56. Easy to get prescription medicine	
Improvement action	**Member comments**
Continue to partner with pharmacies to fill prescriptions quickly.	Her doctor writes a prescription and faxes it over to my preferred pharmacy. I don't have to do a thing but go to the pharmacy an hour or two later and just pick it right up!
	I like that now the doctor just puts the prescriptions in the computer and it goes right to the pharmacy. By the time you get there, it's done and you just have to pick it up.
Avoid frequent changes to the formulary.	All three of my children have had to change their medications from one brand or one form at many points. I think I would go into shock if they made it a whole year without their medications being switched in some way or another.
Ensure that the mail order pharmacy service is prompt and accurate.	I tried to switch to a mail service and it was nothing but problems. They didn't give me all the medications, some were the wrong strength, and the whole process took too long for them to get it wrong. I just canceled it and went back to the pharmacy.

Voice of the Member

Q56. Easy to get prescription medicine	
Improvement action	**Member comments**
Prescribe medications covered under the patient's plan.	I have never had any surprising prescription costs or been unable to fill a prescription because it wasn't covered. The doctor knows what medicines are covered under our plan, so makes sure to prescribe those. The doctor was rude after I told them the medication they prescribed wasn't covered by my insurance. My pediatrician only prescribes those drugs that he knows are approved by my insurance, and when in doubt, he checks for me on the approved medications list and goes from there. I did have one issue with the pharmacist letting me know that our insurance would only cover a once-daily dose of a medicine that the doctor wrote for twice daily.

Appendix F
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 you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

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

1. **Our records show that your child is now in Kid Care CHIP. Is that right?**

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

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

   _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

   ☐ Never
   ☐ Sometimes
   ☐ Usually
   ☐ Always

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

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

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

   ☐ Never
   ☐ Sometimes
   ☐ Usually
   ☐ Always

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

☐ None ➔ *If None, Go to Question 15*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

☐ Yes
☐ No

9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

☐ Yes
☐ No ➔ *If No, Go to Question 13*

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

☐ Yes
☐ No

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

☐ Yes
☐ No

12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

☐ Yes
☐ No

13. 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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR CHILD'S PERSONAL DOCTOR

15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐ Yes
☐ No ➔ *If No, Go to Question 27*

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

☐ None ➔ *If None, Go to Question 26*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

17. **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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

19. **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

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

☐ Yes
☐ No ➜ *If No, Go to Question 22*

21. **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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

23. **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

24. **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 26*

25. **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

26. **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

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

☐ Yes
☐ No ➔ *If No, Go to Question 31*

28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ None ➔ *If None, Go to Question 31*
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

30. We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

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

YOUR CHILD'S HEALTH PLAN

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

31. 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 34*

32. 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

33. 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

34. 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 36*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

36. 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

ABOUT YOUR CHILD AND YOU

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

☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

38. In general, how would you rate your child's overall <u>mental or emotional</u> health?

☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

39. What is <u>your child's</u> age?

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

40. Is your child male or female?

☐ Male
☐ Female

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

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

42. 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

43. What is <u>your</u> age?

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

44. Are you male or female?

☐ Male
☐ Female

45. 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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

- ☐ Yes ➔ *If Yes, Go to Question 48*
- ☐ No ➔ *Thank you. Please return the completed survey in the postage-paid envelope.*

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

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

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

If you have any questions,
please call 1-888-797-3605, ext. 4190.

SU13803 - 20115

Appendix G

Crosstabulations

Crosstabulations instructions

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

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

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

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

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

An example is provided on the following page.

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

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

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

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

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

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

| | 2016 Plan Total (A) | ===== GENDER[1] ===== | |
		Male (B)	Female (C)
Total	159[2] 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139[3] 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually)[4]	126 90.6%	32 74.4%	92 97.9% B[5]

1. Our records show that your child is now in Kid Care CHIP. Is that right?

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Yes	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

| | | | | | | 2016 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | | | Child Age | | | | Child Gender | | Survey Type | | |
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	15 0.05% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	1 0.55%	0 0.0%	308 0.94% B	5 1.20% B		0 0.0%	1 0.67%	0 0.0%	1 0.89%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
BASE = Those who responded	180 99.45%	54194 100.00% CD	32385 99.01%	410 98.80%		27 100.00%	149 99.33%	18 100.00%	111 99.11%	139 100.00%	39 97.50%	0 0.0%	24 100.00%	54 100.00%	100 99.01%	96 100.00%	84 98.82%	176 99.44%	4 100.00%	0 0.0%
Yes	67 37.22%	19065 35.18% C	11038 34.08%	154 37.56%		9 33.33%	57 38.26%	12 66.67%	50 45.05%	46 33.09%	20 51.28% J	0 0.0%	10 41.67%	19 35.19%	38 38.00%	35 36.46%	32 38.10%	67 38.07%	0 0.0%	0 0.0%
No	113 62.78%	35129 64.82%	21347 65.92% B	256 62.44%		18 66.67%	92 61.74%	6 33.33%	61 54.95%	93 66.91% K	19 48.72%	0 0.0%	14 58.33%	35 64.81%	62 62.00%	61 63.54%	52 61.90%	109 61.93%	4 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	9 0.03% AB	2 0.48%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	4 2.21% B	0 0.0%	657 2.01% B	18 4.34% BC		0 0.0%	4 2.67%	0 0.0%	4 3.57%	3 2.16%	1 2.50%	0 0.0%	0 0.0%	1 1.85%	3 2.97%	2 2.08%	2 2.35%	4 2.26%	0 0.0%	0 0.0%
Appropriately skipped	113 62.43%	35129 64.82%	21347 65.27%	256 61.69%		18 66.67%	92 61.33%	6 33.33%	61 54.46%	93 66.91%	19 47.50% K	0 0.0%	14 58.33%	35 64.81%	62 61.39%	61 63.54%	52 61.18%	109 61.58%	4 100.00%	0 0.0%
BASE = Those who responded	64 35.36%	19065 35.18% C	10695 32.70%	139 33.49%		9 33.33%	54 36.00%	12 66.67%	47 41.96%	43 30.94%	20 50.00% J	0 0.0%	10 41.67%	18 33.33%	36 35.64%	33 34.38%	31 36.47%	64 36.16%	0 0.0%	0 0.0%
Never	0 0.0%	255 1.34% AD	117 1.09% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	3 4.69%	1620 8.50% D	895 8.37% D	3 2.16%		2 22.22%	1 1.85%	1 8.33%	2 4.26%	1 2.33%	2 10.00%	0 0.0%	0 0.0%	1 5.56%	2 5.56%	2 6.06%	1 3.23%	3 4.69%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	3 4.69%	1875 9.84% D	1012 9.46% D	3 2.16%		2 22.22%	1 1.85%	1 8.33%	2 4.26%	1 2.33%	2 10.00%	0 0.0%	0 0.0%	1 5.56%	2 5.56%	2 6.06%	1 3.23%	3 4.69%	0 0.0%	0 0.0%
Usually	9 14.06%	2211 11.60% D	1191 11.14% D	9 6.47%		2 22.22%	7 12.96%	4 33.33%	5 10.64%	2 4.65%	7 35.00%	0 0.0%	0 0.0%	3 16.67%	6 16.67%	4 12.12%	5 16.13%	9 14.06%	0 0.0%	0 0.0%
Always	52 81.25%	14979 78.57%	8492 79.40%	127 91.37% BC		5 55.56%	46 85.19%	7 58.33%	40 85.11%	40 93.02%	11 55.00%	0 0.0%	10 100.00%	14 77.78%	28 77.78%	27 81.82%	25 80.65%	52 81.25%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	61 95.31%	17190 90.16%	9683 90.54%	136 97.84% BC		7 77.78%	53 98.15%	11 91.67%	45 95.74%	42 97.67%	18 90.00%	0 0.0%	10 100.00%	17 94.44%	34 94.44%	31 93.94%	30 96.77%	61 95.31%	0 0.0%	0 0.0%
3-point composite mean	2.7656	2.6873	2.6994	2.8921 BC		2.3333	2.8333	2.5000	2.8085	2.9070	2.4500	0	3.0000	2.7222	2.7222	2.7576	2.7742	2.7656	0	0
4-point composite mean	3.7656	3.6740	3.6885	3.8921 BC		3.3333	3.8333	3.5000	3.8085	3.9070	3.4500	0	4.0000	3.7222	3.7222	3.7576	3.7742	3.7656	0	0

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	19 0.06% AB	1 0.24%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	1 0.55%	0 0.0%	424 1.30% B	5 1.20% B		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
BASE = Those who responded	180 99.45%	54194 100.00% CD	32265 98.65%	409 98.55%		27 100.00%	149 99.33%	18 100.00%	111 99.11%	138 99.28%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	100 99.01%	95 98.96%	85 100.00%	176 99.44%	4 100.00%	0 0.0%
Yes	112 62.22%	38857 71.70% AD	23245 72.04% AD	244 59.66%		13 48.15%	96 64.43%	12 66.67%	90 81.08%	82 59.42%	29 72.50%	0 0.0%	16 66.67%	30 55.56%	64 64.00%	54 56.84%	58 68.24%	112 63.64%	0 0.0%	0 0.0%
No	68 37.78% BC	15337 28.30%	9020 27.96%	165 40.34% BC		14 51.85%	53 35.57%	6 33.33%	21 18.92%	56 40.58%	11 27.50%	0 0.0%	8 33.33%	24 44.44%	36 36.00%	41 43.16%	27 31.76%	64 36.36%	4 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	19 0.06% AB	1 0.24%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	11 6.08% B	0 0.0%	1167 3.57% B	21 5.06% B		1 3.70%	9 6.00%	0 0.0%	8 7.14%	10 7.19%	1 2.50%	0 0.0%	2 8.33%	1 1.85%	8 7.92%	4 4.17%	7 8.24%	11 6.21%	0 0.0%	0 0.0%
Appropriately skipped	68 37.57% BC	15337 28.30%	9020 27.58%	165 39.76% BC		14 51.85%	53 35.33%	6 33.33%	21 18.75%	56 40.29%	11 27.50%	0 0.0%	8 33.33%	24 44.44%	36 35.64%	41 42.71%	27 31.76%	64 36.16%	4 100.00%	0 0.0%
BASE = Those who responded	102 56.35%	38857 71.70% ACD	22502 68.80% AD	228 54.94%		12 44.44%	88 58.67%	12 66.67%	83 74.11%	73 52.52%	28 70.00% J	0 0.0%	14 58.33%	29 53.70%	57 56.44%	51 53.13%	51 60.00%	102 57.63%	0 0.0%	0 0.0%
Never	0 0.0%	531 1.37% AD	262 1.16% A	1 0.44%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	7 6.86%	4471 11.51% D	2533 11.26% D	15 6.58%		3 25.00%	4 4.55%	3 25.00%	4 4.82%	2 2.74%	5 17.86%	0 0.0%	0 0.0%	3 10.34%	4 7.02%	1 1.96%	6 11.76% P	7 6.86%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	7 6.86%	5002 12.87% AD	2795 12.42% AD	16 7.02%		3 25.00%	4 4.55%	3 25.00%	4 4.82%	2 2.74%	5 17.86%	0 0.0%	0 0.0%	3 10.34%	4 7.02%	1 1.96%	6 11.76% P	7 6.86%	0 0.0%	0 0.0%
Usually	25 24.51%	7284 18.74%	4239 18.84%	37 16.23%		5 41.67%	19 21.59%	4 33.33%	20 24.10%	17 23.29%	8 28.57%	0 0.0%	4 28.57%	9 31.03%	12 21.05%	11 21.57%	14 27.45%	25 24.51%	0 0.0%	0 0.0%
Always	70 68.63%	26571 68.38%	15468 68.74%	175 76.75% BC		4 33.33%	65 73.86%	5 41.67%	59 71.08%	54 73.97%	15 53.57%	0 0.0%	10 71.43%	17 58.62%	41 71.93%	39 76.47%	31 60.78%	70 68.63%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	95 93.14% BC	33855 87.13%	19707 87.58%	212 92.98% BC		9 75.00%	84 95.45%	9 75.00%	79 95.18%	71 97.26%	23 82.14%	0 0.0%	14 100.00%	26 89.66%	53 92.98%	50 98.04% Q	45 88.24%	95 93.14%	0 0.0%	0 0.0%
3-point composite mean	2.6176	2.5551	2.5632	2.6974 BC		2.0833	2.6932	2.1667	2.6627	2.7123	2.3571	0	2.7143	2.4828	2.6491	2.7451 Q	2.4902	2.6176	0	0
4-point composite mean	3.6176	3.5414	3.5516	3.6930 BC		3.0833	3.6932	3.1667	3.6627	3.7123	3.3571	0	3.7143	3.4828	3.6491	3.7451 Q	3.4902	3.6176	0	0

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Sigma	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	110 0.34% B	9 2.17% BC		0 0.0%	1 0.67%	0 0.0%	0 0.0%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	1080 3.30% AB	10 2.41% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	180 99.45% CD	54194 100.00% CD	31518 96.36%	396 95.42%		27 100.00%	149 99.33%	18 100.00%	112 100.00%	138 99.28%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	100 99.01%	95 98.96%	85 100.00%	176 99.44%	4 100.00%	0 0.0%
None	48 26.67%	13115 24.20%	7736 24.54%	111 28.03%		9 33.33%	37 24.83%	0 0.0%	0 0.0%	43 31.16% K	5 12.50%	0 0.0%	5 20.83%	13 24.07%	30 30.00%	32 33.68% Q	16 18.82%	46 26.14%	2 50.00%	0 0.0%
1	52 28.89%	14036 25.90%	8205 26.03%	104 26.26%		8 29.63%	43 28.86%	6 33.33%	44 39.29%	43 31.16%	8 20.00%	0 0.0%	8 33.33%	17 31.48%	26 26.00%	28 29.47%	24 28.24%	51 28.98%	1 25.00%	0 0.0%
2	35 19.44%	12286 22.67% D	6995 22.19% D	69 17.42%		3 11.11%	32 21.48%	3 16.67%	32 28.57%	31 22.46% K	4 10.00%	0 0.0%	5 20.83%	10 18.52%	20 20.00%	20 21.05%	15 17.65%	35 19.89%	0 0.0%	0 0.0%
3	16 8.89%	6758 12.47%	4058 12.88%	57 14.39% A		1 3.70%	15 10.07%	4 22.22%	12 10.71%	7 5.07%	8 20.00% J	0 0.0%	3 12.50%	4 7.41%	9 9.00%	6 6.32%	10 11.76%	16 9.09%	0 0.0%	0 0.0%
4	16 8.89%	3517 6.49%	1954 6.20%	33 8.33%		2 7.41%	14 9.40%	1 5.56%	15 13.39%	9 6.52%	7 17.50%	0 0.0%	3 12.50%	5 9.26%	7 7.00%	6 6.32%	10 11.76%	16 9.09%	0 0.0%	0 0.0%
5 to 9	9 5.00%	3501 6.46%	2043 6.48%	19 4.80%		3 11.11%	5 3.36%	2 11.11%	7 6.25%	4 2.90%	5 12.50%	0 0.0%	0 0.0%	3 5.56%	6 6.00%	3 3.16%	6 7.06%	8 4.55%	1 25.00%	0 0.0%
10 or more	4 2.22%	981 1.81% D	527 1.67% D	3 0.76%		1 3.70%	3 2.01%	2 11.11%	2 1.79%	1 0.72%	3 7.50%	0 0.0%	0 0.0%	2 3.70%	2 2.00%	0 0.0%	4 4.71% P	4 2.27%	0 0.0%	0 0.0%
Average number of times	1.9278	2.0246 D	2.0012	1.8068		2.1667	1.8826	3.7222	2.4821	1.4674	3.5125 J	0	1.6250	2.1296	1.8800	1.3789	2.5412 P	1.9261	2.0000	0
Standard deviation	2.3441	2.2850	2.2545	1.9643		2.9659	2.1916	3.5832	2.0819	1.7634	3.2720	0	1.2849	2.6791	2.3496	1.5368	2.8781	2.3295	2.9155	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

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8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	7 0.02% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	3 1.66%	0 0.0%	1489 4.55% AB	21 5.06% AB		1 3.70%	2 1.33%	0 0.0%	1 0.89%	3 2.16%	0 0.0%	0 0.0%	0 0.0%	1 1.85%	2 1.98%	1 1.04%	2 2.35%	3 1.69%	0 0.0%	0 0.0%
Appropriately skipped	48 26.52%	13115 24.20%	7736 23.65%	111 26.75%		9 33.33%	37 24.67%	0 0.0%	0 0.0%	43 30.94% K	5 12.50%	0 0.0%	5 20.83%	13 24.07%	30 29.70%	32 33.33% Q	16 18.82%	46 25.99%	2 50.00%	0 0.0%
BASE = Those who responded	130 71.82%	41079 75.80% CD	23476 71.77%	283 68.19%		17 62.96%	111 74.00%	18 100.00%	111 99.11%	93 66.91%	35 87.50% J	0 0.0%	19 79.17%	40 74.07%	69 68.32%	63 65.63%	67 78.82% P	128 72.32%	2 50.00%	0 0.0%
Yes	94 72.31%	29211 71.11%	16610 70.75%	188 66.43%		9 52.94%	83 74.77%	11 61.11%	83 74.77%	69 74.19%	25 71.43%	0 0.0%	13 68.42%	27 67.50%	53 76.81%	49 77.78%	45 67.16%	92 71.88%	2 100.00%	0 0.0%
No	36 27.69%	11868 28.89%	6866 29.25%	95 33.57%		8 47.06%	28 25.23%	7 38.89%	28 25.23%	24 25.81%	10 28.57%	0 0.0%	6 31.58%	13 32.50%	16 23.19%	14 22.22%	22 32.84%	36 28.13%	0 0.0%	0 0.0%
3-point composite mean	2.4462	2.4222	2.4151	2.3286		2.0588	2.4955	2.2222	2.4955	2.4839	2.4286	0	2.3684	2.3500	2.5362	2.5556	2.3433	2.4375	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	19 0.06% BD	0 0.0%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	1483 4.53% AB	20 4.82% AB		1 3.70%	1 0.67%	0 0.0%	0 0.0%	2 1.44%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.98%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	48 26.52%	13115 24.20%	7736 23.65%	111 26.75%		9 33.33%	37 24.67%	0 0.0%	0 0.0%	43 30.94% K	5 12.50%	0 0.0%	5 20.83%	13 24.07%	30 29.70%	32 33.33% Q	16 18.82%	46 25.99%	2 50.00%	0 0.0%
BASE = Those who responded	130 71.82%	41079 75.80% CD	23470 71.76%	284 68.43%		17 62.96%	111 74.00%	18 100.00%	111 99.11%	93 66.91%	35 87.50% J	0 0.0%	19 79.17%	41 75.93%	68 67.33%	62 64.58%	68 80.00% P	128 72.32%	2 50.00%	0 0.0%
Yes	37 28.46%	12958 31.54%	7189 30.63%	93 32.75%		3 17.65%	33 29.73%	6 33.33%	31 27.93%	21 22.58%	16 45.71% J	0 0.0%	4 21.05%	9 21.95%	23 33.82%	20 32.26%	17 25.00%	37 28.91%	0 0.0%	0 0.0%
No	93 71.54%	28121 68.46%	16281 69.37%	191 67.25%		14 82.35%	78 70.27%	12 66.67%	80 72.07%	72 77.42% K	19 54.29%	0 0.0%	15 78.95%	32 78.05%	45 66.18%	42 67.74%	51 75.00%	91 71.09%	2 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

					2016 Plan Results														
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	2 0.01%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	4 2.21% B	0 0.0%	1564 4.78% AB	22 5.30% AB		1 3.70%	3 2.00%	0 0.0%	2 1.79%	4 2.88% K	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 3.96% N	2 2.08%	2 2.35%	4 2.26%	0 0.0%	0 0.0%
Appropriately skipped	141 77.90%	41236 76.09% C	24017 73.43%	302 72.77%		23 85.19%	115 76.67%	12 66.67%	80 71.43%	115 82.73% K	24 60.00%	0 0.0%	20 83.33%	45 83.33%	75 74.26%	74 77.08%	67 78.82%	137 77.40%	4 100.00%	0 0.0%
BASE = Those who responded	36 19.89%	12958 23.91% C	7125 21.78%	91 21.93%		3 11.11%	32 21.33%	6 33.33%	30 26.79%	20 14.39%	16 40.00% J	0 0.0%	4 16.67%	9 16.67%	22 21.78%	20 20.83%	16 18.82%	36 20.34%	0 0.0%	0 0.0%
Yes	35 97.22% C	11896 91.80%	6541 91.80%	90 98.90% BC		3 100.00%	31 96.88%	6 100.00%	29 96.67%	19 95.00%	16 100.00%	0 0.0%	4 100.00%	9 100.00%	21 95.45%	19 95.00%	16 100.00%	35 97.22%	0 0.0%	0 0.0%
No	1 2.78%	1062 8.20% D	584 8.20% AD	1 1.10%		0 0.0%	1 3.13%	0 0.0%	1 3.33%	1 5.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.55%	1 5.00%	0 0.0%	1 2.78%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
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11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

						2016 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.01%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	3 1.66%	0 0.0%	1593 4.87% AB	23 5.54% AB		1 3.70%	2 1.33%	0 0.0%	1 0.89%	3 2.16%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.97%	2 2.08%	1 1.18%	3 1.69%	0 0.0%	0 0.0%
Appropriately skipped	141 77.90%	41236 76.09% C	24017 73.43%	302 72.77%		23 85.19%	115 76.67%	12 66.67%	80 71.43%	115 82.73% K	24 60.00%	0 0.0%	20 83.33%	45 83.33%	75 74.26%	74 77.08%	67 78.82%	137 77.40%	4 100.00%	0 0.0%
BASE = Those who responded	37 20.44%	12958 23.91% C	7095 21.69%	90 21.69%		3 11.11%	33 22.00%	6 33.33%	31 27.68%	21 15.11%	16 40.00% J	0 0.0%	4 16.67%	9 16.67%	23 22.77%	20 20.83%	17 20.00%	37 20.90%	0 0.0%	0 0.0%
Yes	25 67.57%	8373 64.62%	4655 65.61%	64 71.11%		1 33.33%	23 69.70%	6 100.00%	19 61.29%	14 66.67%	11 68.75%	0 0.0%	2 50.00%	5 55.56%	17 73.91%	12 60.00%	13 76.47%	25 67.57%	0 0.0%	0 0.0%
No	12 32.43%	4585 35.38%	2440 34.39%	26 28.89%		2 66.67%	10 30.30%	0 0.0%	12 38.71%	7 33.33%	5 31.25%	0 0.0%	2 50.00%	4 44.44%	6 26.09%	8 40.00%	4 23.53%	12 32.43%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11+ (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.01%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	3 1.66%	0 0.0%	1624 4.97% AB	22 5.30% AB		1 3.70%	2 1.33%	0 0.0%	1 0.89%	3 2.16%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.97%	2 2.08%	1 1.18%	3 1.69%	0 0.0%	0 0.0%
Appropriately skipped	141 77.90%	41236 76.09% C	24017 73.43%	302 72.77%		23 85.19%	115 76.67%	12 66.67%	80 71.43%	115 82.73% K	24 60.00%	0 0.0%	20 83.33%	45 83.33%	75 74.26%	74 77.08%	67 78.82%	137 77.40%	4 100.00%	0 0.0%
BASE = Those who responded	37 20.44%	12958 23.91% C	7064 21.60%	91 21.93%		3 11.11%	33 22.00%	6 33.33%	31 27.68%	21 15.11%	16 40.00% J	0 0.0%	4 16.67%	9 16.67%	23 22.77%	20 20.83%	17 20.00%	37 20.90%	0 0.0%	0 0.0%
Yes	27 72.97%	10037 77.46%	5485 77.65%	76 83.52%		2 66.67%	24 72.73%	5 83.33%	22 70.97%	16 76.19%	11 68.75%	0 0.0%	2 50.00%	5 55.56%	19 82.61%	14 70.00%	13 76.47%	27 72.97%	0 0.0%	0 0.0%
No	10 27.03%	2921 22.54%	1579 22.35%	15 16.48%		1 33.33%	9 27.27%	1 16.67%	9 29.03%	5 23.81%	5 31.25%	0 0.0%	2 50.00%	4 44.44%	4 17.39%	6 30.00%	4 23.53%	10 27.03%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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13. 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?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	33 0.10% B	1 0.24%		0 0.0%	1 0.67%	0 0.0%	0 0.0%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	1437 4.39% AB	22 5.30% AB		1 3.70%	1 0.67%	0 0.0%	0 0.0%	2 1.44%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.98%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	48 26.52%	13115 24.20%	7736 23.65%	111 26.75%		9 33.33%	37 24.67%	0 0.0%	0 0.0%	43 30.94% K	5 12.50%	0 0.0%	5 20.83%	13 24.07%	30 29.70%	32 33.33% Q	16 18.82%	46 25.99%	2 50.00%	0 0.0%
BASE = Those who responded	130 71.82% CD	41079 75.80%	23502 71.85%	281 67.71%		17 62.96%	111 74.00%	18 100.00%	112 100.00%	93 66.91%	35 87.50% J	0 0.0%	19 79.17%	41 75.93%	68 67.33%	62 64.58%	68 80.00% P	128 72.32%	2 50.00%	0 0.0%
10 - Best health care possible	57 43.85%	19830 48.27% D	12012 51.11% BD	112 39.86%		3 17.65%	53 47.75%	0 0.0%	57 50.89%	46 49.46%	11 31.43%	0 0.0%	9 47.37%	22 53.66%	25 36.76%	31 50.00%	26 38.24%	56 43.75%	1 50.00%	0 0.0%
9 -	17 13.08%	7457 18.15%	4130 17.57%	57 20.28%		2 11.76%	15 13.51%	0 0.0%	17 15.18%	13 13.98%	4 11.43%	0 0.0%	3 15.79%	5 12.20%	8 11.76%	7 11.29%	10 14.71%	16 12.50%	1 50.00%	0 0.0%
Top Two Box	74 56.92%	27287 66.42% AD	16142 68.68% ABD	169 60.14%		5 29.41%	68 61.26%	0 0.0%	74 66.07%	59 63.44% K	15 42.86%	0 0.0%	12 63.16%	27 65.85%	33 48.53%	38 61.29%	36 52.94%	72 56.25%	2 100.00%	0 0.0%
8 -	38 29.23% BC	7658 18.64%	4283 18.22%	65 23.13%		6 35.29%	31 27.93%	0 0.0%	38 33.93%	27 29.03%	10 28.57%	0 0.0%	6 31.58%	8 19.51%	24 35.29%	19 30.65%	19 27.94%	38 29.69%	0 0.0%	0 0.0%
CAHPS Rate (Top Three Box)	112 86.15%	34944 85.07%	20425 86.91% B	234 83.27%		11 64.71%	99 89.19%	0 0.0%	112 100.00%	86 92.47% K	25 71.43%	0 0.0%	18 94.74%	35 85.37%	57 83.82%	57 91.94%	55 80.88%	110 85.94%	2 100.00%	0 0.0%
7 -	8 6.15%	2932 7.14% C	1474 6.27%	29 10.32% C		2 11.76%	6 5.41%	8 44.44%	0 0.0%	5 5.38%	2 5.71%	0 0.0%	0 0.0%	3 7.32%	5 7.35%	1 1.61%	7 10.29% P	8 6.25%	0 0.0%	0 0.0%
6 -	5 3.85%	1160 2.82% C	554 2.36%	4 1.42%		2 11.76%	3 2.70%	5 27.78%	0 0.0%	1 1.08%	4 11.43%	0 0.0%	1 5.26%	1 2.44%	3 4.41%	2 3.23%	3 4.41%	5 3.91%	0 0.0%	0 0.0%
5 -	3 2.31%	1171 2.85%	618 2.63%	10 3.56%		0 0.0%	3 2.70%	3 16.67%	0 0.0%	1 1.08%	2 5.71%	0 0.0%	0 0.0%	1 2.44%	2 2.94%	1 1.61%	2 2.94%	3 2.34%	0 0.0%	0 0.0%
4 -	2 1.54%	314 0.77%	153 0.65%	3 1.07%		2 11.76%	0 0.0%	2 11.11%	0 0.0%	0 0.0%	2 5.71%	0 0.0%	0 0.0%	1 2.44%	1 1.47%	1 1.61%	1 1.47%	2 1.56%	0 0.0%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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13. 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?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11+ (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
3 -	0 0.0%	211 0.51% A	104 0.44% A	1 0.36%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 -	0 0.0%	141 0.34% AD	71 0.30% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 -	0 0.0%	92 0.22% AD	51 0.22% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst health care possible	0 0.0%	114 0.28% AD	52 0.22% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	18 13.85%	6135 14.93% C	3077 13.09%	47 16.73%		6 35.29%	12 10.81%	18 100.00%	0 0.0%	7 7.53%	10 28.57% J	0 0.0%	1 5.26%	6 14.63%	11 16.18%	5 8.06%	13 19.12%	18 14.06%	0 0.0%	0 0.0%
Bottom Three Box	0 0.0%	347 0.84% AD	174 0.74% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	0 0.0%	206 0.50% AD	103 0.44% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	8.7385	8.8189	8.9100 BD	8.7011		7.6471	8.9009	6.0556	9.1696	9.0215 K	8.0571	0	9.0000	8.9024	8.5441	8.9194	8.5735	8.7266	9.5000	0
Standard deviation	1.4172	1.5951	1.5353	1.4303		1.7803	1.2802	1.0259	0.9052	1.1262	1.8196	0	1.1239	1.4948	1.4290	1.3476	1.4584	1.4237	0.5000	0
3-point composite mean	2.4923	2.5863	2.6186 ABD	2.5374		2.0588	2.5586	1.4444	2.6607	2.6129 K	2.2000	0	2.5789	2.5854	2.3971	2.5484	2.4412	2.4844	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	8 0.02% BD	0 0.0%		1 3.70%	0 0.0%	0 0.0%	1 0.89%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	4 2.21% B	0 0.0%	1466 4.48% AB	22 5.30% AB		1 3.70%	3 2.00%	0 0.0%	2 1.79%	3 2.16%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	3 2.97%	2 2.08%	2 2.35%	4 2.26%	0 0.0%	0 0.0%
Appropriately skipped	48 26.52%	13115 24.20%	7736 23.65%	111 26.75%		9 33.33%	37 24.67%	0 0.0%	0 0.0%	43 30.94% K	5 12.50%	0 0.0%	5 20.83%	13 24.07%	30 29.70%	32 33.33% Q	16 18.82%	46 25.99%	2 50.00%	0 0.0%
BASE = Those who responded	128 70.72%	41079 75.80% CD	23498 71.84%	282 67.95%		16 59.26%	110 73.33%	18 100.00%	109 97.32%	93 66.91%	33 82.50% J	0 0.0%	19 79.17%	41 75.93%	67 66.34%	62 64.58%	66 77.65%	126 71.19%	2 50.00%	0 0.0%
Never	0 0.0%	748 1.82% A	420 1.79% A	3 1.06%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	8 6.25%	3864 9.41% D	2060 8.77% D	13 4.61%		4 25.00%	4 3.64%	5 27.78%	3 2.75%	3 3.23%	5 15.15%	0 0.0%	0 0.0%	4 9.76%	4 5.97%	5 8.06%	3 4.55%	8 6.35%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	8 6.25%	4612 11.23% AD	2480 10.55% AD	16 5.67%		4 25.00%	4 3.64%	5 27.78%	3 2.75%	3 3.23%	5 15.15%	0 0.0%	0 0.0%	4 9.76%	4 5.97%	5 8.06%	3 4.55%	8 6.35%	0 0.0%	0 0.0%
Usually	44 34.38% BC	9381 22.84%	5280 22.47%	72 25.53%		8 50.00%	35 31.82%	9 50.00%	35 32.11%	25 26.88%	18 54.55% J	0 0.0%	7 36.84%	14 34.15%	23 34.33%	20 32.26%	24 36.36%	44 34.92%	0 0.0%	0 0.0%
Always	76 59.38%	27086 65.94%	15738 66.98%	194 68.79%		4 25.00%	71 64.55%	4 22.22%	71 65.14%	65 69.89% K	10 30.30%	0 0.0%	12 63.16%	23 56.10%	40 59.70%	37 59.68%	39 59.09%	74 58.73%	2 100.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	120 93.75% BC	36467 88.77%	21018 89.45%	266 94.33% BC		12 75.00%	106 96.36%	13 72.22%	106 97.25%	90 96.77%	28 84.85%	0 0.0%	19 100.00%	37 90.24%	63 94.03%	57 91.94%	63 95.45%	118 93.65%	2 100.00%	0 0.0%
3-point composite mean	2.5313	2.5471	2.5642	2.6312 B		2.0000	2.6091	1.9444	2.6239	2.6667 K	2.1515	0	2.6316	2.4634	2.5373	2.5161	2.5455	2.5238	3.0000	0
4-point composite mean	3.5313	3.5289	3.5463	3.6206 BC		3.0000	3.6091	2.9444	3.6239	3.6667 K	3.1515	0	3.6316	3.4634	3.5373	3.5161	3.5455	3.5238	4.0000	0

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Sigma	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	39 0.12% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	330 1.01% AB	8 1.93% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	181 100.00% CD	54194 100.00% CD	32339 98.87%	407 98.07%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Yes	149 82.32%	47615 87.86% D	28410 87.85% D	338 83.05%		19 70.37%	128 85.33%	15 83.33%	98 87.50%	114 82.01%	33 82.50%	0 0.0%	23 95.83%	43 79.63%	81 80.20%	79 82.29%	70 82.35%	146 82.49%	3 75.00%	0 0.0%
No	32 17.68%	6579 12.14%	3929 12.15%	69 16.95% BC		8 29.63%	22 14.67%	3 16.67%	14 12.50%	25 17.99%	7 17.50%	0 0.0%	1 4.17%	11 20.37%	20 19.80%	17 17.71%	15 17.65%	31 17.51%	1 25.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
     published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	94 0.29% B	4 0.96% B		0 0.0%	1 0.67%	1 5.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	5 2.76% B	0 0.0%	1088 3.33% B	26 6.27% ABC		1 3.70%	4 2.67%	0 0.0%	2 1.79%	5 3.60% K	0 0.0%	0 0.0%	1 4.17%	0 0.0%	4 3.96% N	2 2.08%	3 3.53%	5 2.82%	0 0.0%	0 0.0%
Appropriately skipped	32 17.68% C	6579 12.14%	3929 12.01%	69 16.63% BC		8 29.63%	22 14.67%	3 16.67%	14 12.50%	25 17.99%	7 17.50%	0 0.0%	1 4.17%	11 20.37%	20 19.80%	17 17.71%	15 17.65%	31 17.51%	1 25.00%	0 0.0%
BASE = Those who responded	143 79.01% ACD	47615 87.86% D	27597 84.37%	316 76.14%		18 66.67%	123 82.00%	14 77.78%	96 85.71%	109 78.42%	33 82.50%	0 0.0%	22 91.67%	43 79.63%	76 75.25%	77 80.21%	66 77.65%	140 79.10%	3 75.00%	0 0.0%
None	42 29.37% BC	9565 20.09%	5552 20.12%	105 33.23% BC		9 50.00%	33 26.83%	5 35.71%	11 11.46%	35 32.11%	7 21.21%	0 0.0%	2 9.09%	17 39.53%	23 30.26%	26 33.77%	16 24.24%	40 28.57%	2 66.67%	0 0.0%
1	46 32.17%	15055 31.62%	8846 32.05%	96 30.38%		3 16.67%	42 34.15%	2 14.29%	38 39.58%	39 35.78% K	6 18.18%	0 0.0%	12 54.55%	13 30.23%	20 26.32%	26 33.77%	20 30.30%	45 32.14%	1 33.33%	0 0.0%
2	29 20.28%	10985 23.07% D	6301 22.83% D	57 18.04%		3 16.67%	25 20.33%	2 14.29%	26 27.08%	23 21.10%	6 18.18%	0 0.0%	5 22.73%	6 13.95%	18 23.68%	15 19.48%	14 21.21%	29 20.71%	0 0.0%	0 0.0%
3	9 6.29%	5799 12.18% A	3350 12.14% A	31 9.81%		0 0.0%	9 7.32%	2 14.29%	7 7.29%	6 5.50%	3 9.09%	0 0.0%	1 4.55%	3 6.98%	5 6.58%	3 3.90%	6 9.09%	9 6.43%	0 0.0%	0 0.0%
4	10 6.99%	2905 6.10%	1628 5.90%	17 5.38%		2 11.11%	8 6.50%	0 0.0%	10 10.42%	4 3.67%	6 18.18% J	0 0.0%	2 9.09%	2 4.65%	5 6.58%	6 7.79%	4 6.06%	10 7.14%	0 0.0%	0 0.0%
5 to 9	5 3.50%	2742 5.76% D	1625 5.89% D	9 2.85%		1 5.56%	4 3.25%	2 14.29%	3 3.13%	1 0.92%	4 12.12%	0 0.0%	0 0.0%	1 2.33%	4 5.26%	1 1.30%	4 6.06%	5 3.57%	0 0.0%	0 0.0%
10 or more	2 1.40%	564 1.18% D	295 1.07% D	1 0.32%		0 0.0%	2 1.63%	1 7.14%	1 1.04%	1 0.92%	1 3.03%	0 0.0%	0 0.0%	1 2.33%	1 1.32%	0 0.0%	2 3.03%	2 1.43%	0 0.0%	0 0.0%
Average	1.6154	1.9381 D	1.9231 D	1.4130		1.3333	1.6585	2.7500	1.9219	1.2706	2.7727 J	0	1.5000	1.4302	1.7303	1.2468	2.0455 P	1.6429	0.3333	0

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Standard deviation	2.0267	2.0559	2.0316	1.6317		1.8856	2.0584	3.5494	1.8076	1.5978	2.7609	0	1.0335	2.2272	2.1205	1.3402	2.5417	2.0383	0.4714	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

17.   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?

					2016 Plan Results														
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	15 0.05% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	6 3.31% B	0 0.0%	1290 3.94% B	30 7.23% ABC		1 3.70%	5 3.33%	1 5.56%	2 1.79%	5 3.60% K	0 0.0%	0 0.0%	1 4.17%	0 0.0%	5 4.95% N	2 2.08%	4 4.71%	6 3.39%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	101 55.80%	38050 70.21% ACD	21922 67.02% AD	211 50.84%		9 33.33%	90 60.00%	9 50.00%	85 75.89%	74 53.24%	26 65.00%	0 0.0%	20 83.33%	26 48.15%	53 52.48%	51 53.13%	50 58.82%	100 56.50%	1 25.00%	0 0.0%
Never	0 0.0%	482 1.27% A	287 1.31% A	2 0.95%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	0 0.0%	1962 5.16% A	1110 5.06% A	8 3.79% A		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	2444 6.42% A	1397 6.37% A	10 4.74% A		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Usually	19 18.81%	5289 13.90%	3031 13.83%	32 15.17%		3 33.33%	16 17.78%	6 66.67%	13 15.29%	10 13.51%	9 34.62%	0 0.0%	1 5.00%	5 19.23%	13 24.53%	6 11.76%	13 26.00%	18 18.00%	1 100.00%	0 0.0%
Always	82 81.19%	30316 79.68%	17494 79.80%	169 80.09%		6 66.67%	74 82.22%	3 33.33%	72 84.71%	64 86.49%	17 65.38%	0 0.0%	19 95.00%	21 80.77%	40 75.47%	45 88.24%	37 74.00%	82 82.00%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	101 100.00% BCD	35605 93.58%	20525 93.63%	201 95.26%		9 100.00%	90 100.00%	9 100.00%	85 100.00%	74 100.00%	26 100.00%	0 0.0%	20 100.00%	26 100.00%	53 100.00%	51 100.00%	50 100.00%	100 100.00%	1 100.00%	0 0.0%
3-point composite mean	2.8119 BC	2.7325	2.7343	2.7536		2.6667	2.8222	2.3333	2.8471	2.8649	2.6538	0	2.9500	2.8077	2.7547	2.8824	2.7400	2.8200	2.0000	0
4-point composite mean	3.8119 BC	3.7198	3.7212	3.7441		3.6667	3.8222	3.3333	3.8471	3.8649	3.6538	0	3.9500	3.8077	3.7547	3.8824	3.7400	3.8200	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

		2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	2016 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)					0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	7	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.02%	0.24%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			AB																	
No response	6	0	1281	31		1	5	1	2	5	0	0	1	0	5	2	4	6	0	0
	3.31%	0.0%	3.92%	7.47%		3.70%	3.33%	5.56%	1.79%	3.60%	0.0%	0.0%	4.17%	0.0%	4.95%	2.08%	4.71%	3.39%	0.0%	0.0%
	B		B	ABC						K					N					
Appropriately skipped	74	16144	9481	174		17	55	8	25	60	14	0	3	28	43	43	31	71	3	0
	40.88%	29.79%	28.99%	41.93%		62.96%	36.67%	44.44%	22.32%	43.17%	35.00%	0.0%	12.50%	51.85%	42.57%	44.79%	36.47%	40.11%	75.00%	0.0%
	BC			BC																
BASE = Those who responded	101	38050	21939	209		9	90	9	85	74	26	0	20	26	53	51	50	100	1	0
	55.80%	70.21%	67.08%	50.36%		33.33%	60.00%	50.00%	75.89%	53.24%	65.00%	0.0%	83.33%	48.15%	52.48%	53.13%	58.82%	56.50%	25.00%	0.0%
		ACD	AD																	
Never	0	341	217	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.90%	0.99%	0.48%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A																	
Sometimes	3	1707	896	11		2	1	3	0	1	2	0	1	1	1	1	2	3	0	0
	2.97%	4.49%	4.08%	5.26%		22.22%	1.11%	33.33%	0.0%	1.35%	7.69%	0.0%	5.00%	3.85%	1.89%	1.96%	4.00%	3.00%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	3	2049	1113	12		2	1	3	0	1	2	0	1	1	1	1	2	3	0	0
	2.97%	5.38%	5.07%	5.74%		22.22%	1.11%	33.33%	0.0%	1.35%	7.69%	0.0%	5.00%	3.85%	1.89%	1.96%	4.00%	3.00%	0.0%	0.0%
Usually	15	4921	2865	32		1	14	2	12	12	3	0	2	4	8	6	9	15	0	0
	14.85%	12.93%	13.06%	15.31%		11.11%	15.56%	22.22%	14.12%	16.22%	11.54%	0.0%	10.00%	15.38%	15.09%	11.76%	18.00%	15.00%	0.0%	0.0%
Always	83	31080	17961	165		6	75	4	73	61	21	0	17	21	44	44	39	82	1	0
	82.18%	81.68%	81.87%	78.95%		66.67%	83.33%	44.44%	85.88%	82.43%	80.77%	0.0%	85.00%	80.77%	83.02%	86.27%	78.00%	82.00%	100.00%	0.0%
CAHPS Rate (%Always + %Usually)	98	36001	20826	197		7	89	6	85	73	24	0	19	25	52	50	48	97	1	0
	97.03%	94.62%	94.93%	94.26%		77.78%	98.89%	66.67%	100.00%	98.65%	92.31%	0.0%	95.00%	96.15%	98.11%	98.04%	96.00%	97.00%	100.00%	0.0%
3-point composite mean	2.7921	2.7630	2.7679	2.7321		2.4444	2.8222	2.1111	2.8588	2.8108	2.7308	0	2.8000	2.7692	2.8113	2.8431	2.7400	2.7900	3.0000	0
4-point composite mean	3.7921	3.7540	3.7581	3.7273		3.4444	3.8222	3.1111	3.8588	3.8108	3.7308	0	3.8000	3.7692	3.8113	3.8431	3.7400	3.7900	4.0000	0
Sigma	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	6 0.02% B	1 0.24%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	7 3.87% B	0 0.0%	1281 3.92% B	31 7.47% BC		2 7.41%	5 3.33%	1 5.56%	3 2.68%	5 3.60%	1 2.50%	0 0.0%	1 4.17%	0 0.0%	6 5.94% N	3 3.13%	4 4.71%	7 3.95%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	99 54.70%	38050 70.21% ACD	21940 67.08% AD	209 50.36%		8 29.63%	89 59.33%	9 50.00%	83 74.11%	73 52.52%	25 62.50%	0 0.0%	20 83.33%	26 48.15%	51 50.50%	50 52.08%	49 57.65%	98 55.37%	1 25.00%	0 0.0%
Never	0 0.0%	271 0.71% A	153 0.70% A	1 0.48%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	1 1.01%	1322 3.48% A	728 3.32% A	9 4.31%		1 12.50%	0 0.0%	1 11.11%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	0 0.0%	1 3.85%	0 0.0%	0 0.0%	1 2.04%	1 1.02%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	1 1.01%	1593 4.19% A	881 4.02% A	10 4.78% A		1 12.50%	0 0.0%	1 11.11%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	0 0.0%	1 3.85%	0 0.0%	0 0.0%	1 2.04%	1 1.02%	0 0.0%	0 0.0%
Usually	16 16.16%	3962 10.41%	2321 10.58%	29 13.88%		2 25.00%	14 15.73%	3 33.33%	13 15.66%	11 15.07%	5 20.00%	0 0.0%	3 15.00%	3 11.54%	9 17.65%	8 16.00%	8 16.33%	16 16.33%	0 0.0%	0 0.0%
Always	82 82.83%	32495 85.40%	18738 85.41%	170 81.34%		5 62.50%	75 84.27%	5 55.56%	70 84.34%	62 84.93%	19 76.00%	0 0.0%	17 85.00%	22 84.62%	42 82.35%	42 84.00%	40 81.63%	81 82.65%	1 100.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	98 98.99% BCD	36456 95.81%	21059 95.98%	199 95.22%		7 87.50%	89 100.00%	8 88.89%	83 100.00%	73 100.00%	24 96.00%	0 0.0%	20 100.00%	25 96.15%	51 100.00%	50 100.00%	48 97.96%	97 98.98%	1 100.00%	0 0.0%
3-point composite mean	2.8182	2.8121	2.8139	2.7656		2.5000	2.8427	2.4444	2.8434	2.8493	2.7200	0	2.8500	2.8077	2.8235	2.8400	2.7959	2.8163	3.0000	0
4-point composite mean	3.8182	3.8050	3.8069	3.7608		3.5000	3.8427	3.4444	3.8434	3.8493	3.7200	0	3.8500	3.8077	3.8235	3.8400	3.7959	3.8163	4.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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20. Is your child able to talk with doctors about his or her health care?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	21 0.06% BD	0 0.0%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	1 4.17%	0 0.0%	0 0.0%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
No response	6 3.31% B	0 0.0%	1397 4.27% B	30 7.23% ABC		1 3.70%	5 3.33%	1 5.56%	2 1.79%	5 3.60% K	0 0.0%	0 0.0%	1 4.17%	0 0.0%	5 4.95% N	2 2.08%	4 4.71%	6 3.39%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	100 55.25%	38050 70.21% ACD	21809 66.68% AD	211 50.84%		9 33.33%	89 59.33%	9 50.00%	84 75.00%	73 52.52%	26 65.00%	0 0.0%	19 79.17%	26 48.15%	53 52.48%	50 52.08%	50 58.82%	99 55.93%	1 25.00%	0 0.0%
Yes	79 79.00% BC	25119 66.02%	14875 68.21% B	179 84.83% BC		7 77.78%	70 78.65%	8 88.89%	66 78.57%	54 73.97%	24 92.31%	0 0.0%	4 21.05%	22 84.62%	52 98.11%	40 80.00%	39 78.00%	78 78.79%	1 100.00%	0 0.0%
No	21 21.00%	12931 33.98% ACD	6934 31.79% AD	32 15.17%		2 22.22%	19 21.35%	1 11.11%	18 21.43%	19 26.03%	2 7.69%	0 0.0%	15 78.95%	4 15.38%	1 1.89%	10 20.00%	11 22.00%	21 21.21%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

21. 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?

| | | | | | 2016 Plan Results | | | | | | | | | | | | | | |
| | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	6 0.02% AB	2 0.48%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 4.42% B	0 0.0%	1550 4.74% B	32 7.71% BC		1 3.70%	7 4.67%	1 5.56%	4 3.57%	7 5.04% K	0 0.0%	0 0.0%	2 8.33%	1 1.85%	5 4.95%	3 3.13%	5 5.88%	8 4.52%	0 0.0%	0 0.0%
Appropriately skipped	95 52.49%	29075 53.65% C	16415 50.19%	206 49.64%		19 70.37%	74 49.33%	9 50.00%	43 38.39%	79 56.83%	16 40.00%	0 0.0%	18 75.00%	32 59.26%	44 43.56%	53 55.21%	42 49.41%	92 51.98%	3 75.00%	0 0.0%
BASE = Those who responded	78 43.09%	25119 46.35% C	14737 45.06%	175 42.17%		7 25.93%	69 46.00%	8 44.44%	65 58.04%	53 38.13%	24 60.00% J	0 0.0%	4 16.67%	21 38.89%	52 51.49%	40 41.67%	38 44.71%	77 43.50%	1 25.00%	0 0.0%
Never	0 0.0%	336 1.34% A	174 1.18% A	1 0.57%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	4 5.13%	1707 6.80%	1003 6.81%	16 9.14%		1 14.29%	3 4.35%	2 25.00%	2 3.08%	1 1.89%	3 12.50%	0 0.0%	0 0.0%	1 4.76%	3 5.77%	3 7.50%	1 2.63%	4 5.19%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	4 5.13%	2043 8.13%	1177 7.99%	17 9.71%		1 14.29%	3 4.35%	2 25.00%	2 3.08%	1 1.89%	3 12.50%	0 0.0%	0 0.0%	1 4.76%	3 5.77%	3 7.50%	1 2.63%	4 5.19%	0 0.0%	0 0.0%
Usually	15 19.23%	4552 18.12%	2665 18.08%	42 24.00%		0 0.0%	14 20.29%	2 25.00%	12 18.46%	9 16.98%	6 25.00%	0 0.0%	1 25.00%	5 23.81%	9 17.31%	5 12.50%	10 26.32%	14 18.18%	1 100.00%	0 0.0%
Always	59 75.64%	18524 73.74% D	10895 73.93% D	116 66.29%		6 85.71%	52 75.36%	4 50.00%	51 78.46%	43 81.13%	15 62.50%	0 0.0%	3 75.00%	15 71.43%	40 76.92%	32 80.00%	27 71.05%	59 76.62%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	74 94.87%	23076 91.87%	13560 92.01%	158 90.29%		6 85.71%	66 95.65%	6 75.00%	63 96.92%	52 98.11%	21 87.50%	0 0.0%	4 100.00%	20 95.24%	49 94.23%	37 92.50%	37 97.37%	73 94.81%	1 100.00%	0 0.0%
3-point composite mean	2.7051	2.6561	2.6594	2.5657 D		2.7143	2.7101	2.2500	2.7538	2.7925	2.5000	0	2.7500	2.6667	2.7115	2.7250	2.6842	2.7143	2.0000	0
4-point composite mean	3.7051	3.6427	3.6476	3.5600		3.7143	3.7101	3.2500	3.7538	3.7925	3.5000	0	3.7500	3.6667	3.7115	3.7250	3.6842	3.7143	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	8 0.02% AB	1 0.24%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	7 3.87% B	0 0.0%	1389 4.25% B	31 7.47% BC		1 3.70%	6 4.00%	1 5.56%	3 2.68%	5 3.60%	1 2.50%	0 0.0%	1 4.17%	0 0.0%	6 5.94% N	2 2.08%	5 5.88%	7 3.95%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	100 55.25%	38050 70.21% ACD	21830 66.74% AD	209 50.36%		9 33.33%	89 59.33%	9 50.00%	84 75.00%	74 53.24%	25 62.50%	0 0.0%	20 83.33%	26 48.15%	52 51.49%	51 53.13%	49 57.65%	99 55.93%	1 25.00%	0 0.0%
Never	0 0.0%	921 2.42% A	515 2.36% A	3 1.44%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	2 2.00%	3441 9.04% AD	2096 9.60% AD	8 3.83%		1 11.11%	1 1.12%	1 11.11%	1 1.19%	1 1.35%	1 4.00%	0 0.0%	2 10.00%	0 0.0%	0 0.0%	1 1.96%	1 2.04%	2 2.02%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	2 2.00%	4363 11.47% AD	2611 11.96% AD	11 5.26%		1 11.11%	1 1.12%	1 11.11%	1 1.19%	1 1.35%	1 4.00%	0 0.0%	2 10.00%	0 0.0%	0 0.0%	1 1.96%	1 2.04%	2 2.02%	0 0.0%	0 0.0%
Usually	26 26.00%	7945 20.88%	4595 21.05%	56 26.79%		4 44.44%	22 24.72%	4 44.44%	20 23.81%	17 22.97%	9 36.00%	0 0.0%	4 20.00%	8 30.77%	14 26.92%	11 21.57%	15 30.61%	25 25.25%	1 100.00%	0 0.0%
Always	72 72.00%	25742 67.65%	14624 66.99%	142 67.94%		4 44.44%	66 74.16%	4 44.44%	63 75.00%	56 75.68%	15 60.00%	0 0.0%	14 70.00%	18 69.23%	38 73.08%	39 76.47%	33 67.35%	72 72.73%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	98 98.00% BC	33687 88.53%	19219 88.04%	198 94.74% BC		8 88.89%	88 98.88%	8 88.89%	83 98.81%	73 98.65%	24 96.00%	0 0.0%	18 90.00%	26 100.00%	52 100.00%	50 98.04%	48 97.96%	97 97.98%	1 100.00%	0 0.0%
3-point composite mean	2.7000 BC	2.5619	2.5503	2.6268		2.3333	2.7303	2.3333	2.7381	2.7432	2.5600	0	2.6000	2.6923	2.7308	2.7451	2.6531	2.7071	2.0000	0
4-point composite mean	3.7000 BC	3.5377	3.5267	3.6124		3.3333	3.7303	3.3333	3.7381	3.7432	3.5600	0	3.6000	3.6923	3.7308	3.7451	3.6531	3.7071	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2016 Plan Results												
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	18 0.06% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	7 3.87% B	0 0.0%	1364 4.17% B	32 7.71% ABC		1 3.70%	6 4.00%	1 5.56%	3 2.68%	5 3.60%	1 2.50%	0 0.0%	1 4.17%	0 0.0%	6 5.94% N	2 2.08%	5 5.88%	7 3.95%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	100 55.25%	38050 70.21% ACD	21845 66.79% AD	209 50.36%		9 33.33%	89 59.33%	9 50.00%	84 75.00%	74 53.24%	25 62.50%	0 0.0%	20 83.33%	26 48.15%	52 51.49%	51 53.13%	49 57.65%	99 55.93%	1 25.00%	0 0.0%
Yes	90 90.00%	33714 88.61% D	19346 88.56% D	173 82.78%		8 88.89%	80 89.89%	7 77.78%	78 92.86%	69 93.24%	20 80.00%	0 0.0%	19 95.00%	26 100.00%	43 82.69%	45 88.24%	45 91.84%	89 89.90%	1 100.00%	0 0.0%
No	10 10.00%	4336 11.39%	2499 11.44%	36 17.22% BC		1 11.11%	9 10.11%	2 22.22%	6 7.14%	5 6.76%	5 20.00%	0 0.0%	1 5.00%	0 0.0%	9 17.31%	6 11.76%	4 8.16%	10 10.10%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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BCBS OF WYOMING
2016 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY20115)

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	21 0.06% B	2 0.48%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	7 3.87% B	0 0.0%	1395 4.27% B	34 8.19% ABC		1 3.70%	6 4.00%	1 5.56%	3 2.68%	5 3.60%	1 2.50%	0 0.0%	1 4.17%	0 0.0%	5 4.95% N	3 3.13%	4 4.71%	7 3.95%	0 0.0%	0 0.0%
Appropriately skipped	74 40.88% BC	16144 29.79%	9481 28.99%	174 41.93% BC		17 62.96%	55 36.67%	8 44.44%	25 22.32%	60 43.17%	14 35.00%	0 0.0%	3 12.50%	28 51.85%	43 42.57%	43 44.79%	31 36.47%	71 40.11%	3 75.00%	0 0.0%
BASE = Those who responded	99 54.70% ACD	38050 70.21%	21811 66.68% AD	205 49.40%		9 33.33%	88 58.67%	9 50.00%	83 74.11%	74 53.24%	24 60.00%	0 0.0%	20 83.33%	26 48.15%	52 51.49%	50 52.08%	49 57.65%	98 55.37%	1 25.00%	0 0.0%
Yes	37 37.37%	16003 42.06% C	8884 40.73%	97 47.32%		3 33.33%	33 37.50%	5 55.56%	29 34.94%	23 31.08%	14 58.33%	0 0.0%	7 35.00%	11 42.31%	18 34.62%	19 38.00%	18 36.73%	37 37.76%	0 0.0%	0 0.0%
No	62 62.63%	22046 57.94%	12927 59.27% B	108 52.68%		6 66.67%	55 62.50%	4 44.44%	54 65.06%	51 68.92%	10 41.67%	0 0.0%	13 65.00%	15 57.69%	34 65.38%	31 62.00%	31 63.27%	61 62.24%	1 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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25. 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?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	6 0.02% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 4.42% B	0 0.0%	1596 4.88% B	36 8.67% ABC		1 3.70%	7 4.67%	1 5.56%	4 3.57%	5 3.60%	2 5.00%	0 0.0%	1 4.17%	0 0.0%	6 5.94% N	3 3.13%	5 5.88%	8 4.52%	0 0.0%	0 0.0%
Appropriately skipped	136 75.14% C	38191 70.47% C	22408 68.51%	282 67.95%		23 85.19%	110 73.33%	12 66.67%	79 70.54%	111 79.86% K	24 60.00%	0 0.0%	16 66.67%	43 79.63%	77 76.24%	74 77.08%	62 72.94%	132 74.58%	4 100.00%	0 0.0%
BASE = Those who responded	37 20.44% ACD	16003 29.53%	8698 26.59% A	97 23.37%		3 11.11%	33 22.00%	5 27.78%	29 25.89%	23 16.55%	14 35.00% J	0 0.0%	7 29.17%	11 20.37%	18 17.82%	19 19.79%	18 21.18%	37 20.90%	0 0.0%	0 0.0%
Never	1 2.70%	910 5.69%	518 5.96%	12 12.37% AB		0 0.0%	1 3.03%	0 0.0%	0 0.0%	1 4.35%	0 0.0%	0 0.0%	1 14.29%	0 0.0%	0 0.0%	1 5.26%	0 0.0%	1 2.70%	0 0.0%	0 0.0%
Sometimes	5 13.51%	2011 12.56%	1047 12.04%	8 8.25%		1 33.33%	4 12.12%	2 40.00%	3 10.34%	1 4.35%	4 28.57%	0 0.0%	1 14.29%	3 27.27%	1 5.56%	4 21.05%	1 5.56%	5 13.51%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 16.22%	2921 18.25%	1565 17.99%	20 20.62%		1 33.33%	5 15.15%	2 40.00%	3 10.34%	2 8.70%	4 28.57%	0 0.0%	2 28.57%	3 27.27%	1 5.56%	5 26.32%	1 5.56%	6 16.22%	0 0.0%	0 0.0%
Usually	15 40.54% BC	3674 22.96%	2100 24.14%	33 34.02% BC		0 0.0%	14 42.42%	2 40.00%	13 44.83%	8 34.78%	7 50.00%	0 0.0%	2 28.57%	6 54.55%	7 38.89%	6 31.58%	9 50.00%	15 40.54%	0 0.0%	0 0.0%
Always	16 43.24%	9408 58.79% D	5033 57.86% D	44 45.36%		2 66.67%	14 42.42%	1 20.00%	13 44.83%	13 56.52%	3 21.43%	0 0.0%	3 42.86%	2 18.18%	10 55.56%	8 42.11%	8 44.44%	16 43.24%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	31 83.78%	13082 81.75%	7133 82.01%	77 79.38%		2 66.67%	28 84.85%	3 60.00%	26 89.66%	21 91.30%	10 71.43%	0 0.0%	5 71.43%	8 72.73%	17 94.44%	14 73.68%	17 94.44%	31 83.78%	0 0.0%	0 0.0%
3-point composite mean	2.2703	2.4054 D	2.3987	2.2474		2.3333	2.2727	1.8000	2.3448	2.4783	1.9286	0	2.1429	1.9091	2.5000	2.1579	2.3889	2.2703	0	0
4-point composite mean	3.2432	3.3485 D	3.3392 D	3.1237		3.3333	3.2424	2.8000	3.3448	3.4348	2.9286	0	3.0000	2.9091	3.5000	3.1053	3.3889	3.2432	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

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26. 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?

<table>
<tr><th></th><th colspan="5"></th><th colspan="15">2016 Plan Results</th></tr>
<tr><th></th><th colspan="5"></th><th colspan="2">Overall Rating of Plan</th><th colspan="2">Overall Rating of Health Care</th><th colspan="2">Health Status</th><th colspan="4">Child Age</th><th colspan="2">Child Gender</th><th colspan="3">Survey Type</th></tr>
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<th>2016 Plan Total (A)</th>
<th>2015 Child Medicaid Quality Compass (B)</th>
<th>2016 DSS Book of Bus. (C)</th>
<th>2015 Plan Total (D)</th>
<th>2014 Plan Total (E)</th>
<th>0-7 (F)</th>
<th>8-10 (G)</th>
<th>0-7 (H)</th>
<th>8-10 (I)</th>
<th>Excel/ Very Good (J)</th>
<th>Good/ Fair/ Poor (K)</th>
<th>< 1 (L)</th>
<th>1-5 (M)</th>
<th>6-10 (N)</th>
<th>11 + (O)</th>
<th>Male (P)</th>
<th>Female (Q)</th>
<th>Mail (R)</th>
<th>Phone (S)</th>
<th>Internet (T)</th>
</tr>
<tr>
<td>Total</td>
<td>181
100.00%</td><td>54194
100.00%</td><td>32708
100.00%</td><td>415
100.00%</td><td></td>
<td>27
100.00%</td><td>150
100.00%</td><td>18
100.00%</td><td>112
100.00%</td><td>139
100.00%</td><td>40
100.00%</td><td>0
0.0%</td><td>24
100.00%</td><td>54
100.00%</td><td>101
100.00%</td><td>96
100.00%</td><td>85
100.00%</td><td>177
100.00%</td><td>4
100.00%</td><td>0
0.0%</td>
</tr>
<tr>
<td>Multiple mark</td>
<td>0
0.0%</td><td>0
0.0%</td><td>43
0.13%
AB</td><td>2
0.48%</td><td></td>
<td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>No response</td>
<td>6
3.31%
B</td><td>0
0.0%</td><td>911
2.79%
B</td><td>31
7.47%
ABC</td><td></td>
<td>2
7.41%</td><td>4
2.67%</td><td>1
5.56%</td><td>2
1.79%</td><td>6
4.32%
K</td><td>0
0.0%</td><td>0
0.0%</td><td>2
8.33%</td><td>1
1.85%</td><td>3
2.97%</td><td>2
2.08%</td><td>4
4.71%</td><td>6
3.39%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>Appropriately skipped</td>
<td>32
17.68%
C</td><td>6579
12.14%</td><td>3929
12.01%</td><td>69
16.63%
BC</td><td></td>
<td>8
29.63%</td><td>22
14.67%</td><td>3
16.67%</td><td>14
12.50%</td><td>25
17.99%</td><td>7
17.50%</td><td>0
0.0%</td><td>1
4.17%</td><td>11
20.37%</td><td>20
19.80%</td><td>17
17.71%</td><td>15
17.65%</td><td>31
17.51%</td><td>1
25.00%</td><td>0
0.0%</td>
</tr>
<tr>
<td>BASE = Those who responded</td>
<td>143
79.01%
ACD</td><td>47615
87.86%
AD</td><td>27825
85.07%</td><td>313
75.42%</td><td></td>
<td>17
62.96%</td><td>124
82.67%</td><td>14
77.78%</td><td>96
85.71%</td><td>108
77.70%</td><td>33
82.50%</td><td>0
0.0%</td><td>21
87.50%</td><td>42
77.78%</td><td>78
77.23%</td><td>77
80.21%</td><td>66
77.65%</td><td>140
79.10%</td><td>3
75.00%</td><td>0
0.0%</td>
</tr>
<tr>
<td>10 - Best personal doctor possible</td>
<td>81
56.64%</td><td>27276
57.28%
D</td><td>16213
58.27%
D</td><td>160
51.12%</td><td></td>
<td>6
35.29%</td><td>74
59.68%</td><td>3
21.43%</td><td>59
61.46%</td><td>64
59.26%</td><td>16
48.48%</td><td>0
0.0%</td><td>11
52.38%</td><td>26
61.90%</td><td>43
55.13%</td><td>48
62.34%</td><td>33
50.00%</td><td>79
56.43%</td><td>2
66.67%</td><td>0
0.0%</td>
</tr>
<tr>
<td>9 -</td>
<td>25
17.48%</td><td>8227
17.28%</td><td>4657
16.74%</td><td>60
19.17%</td><td></td>
<td>7
41.18%</td><td>17
13.71%</td><td>1
7.14%</td><td>21
21.88%</td><td>18
16.67%</td><td>7
21.21%</td><td>0
0.0%</td><td>4
19.05%</td><td>6
14.29%</td><td>14
17.95%</td><td>13
16.88%</td><td>12
18.18%</td><td>24
17.14%</td><td>1
33.33%</td><td>0
0.0%</td>
</tr>
<tr>
<td>   Top Two Box</td>
<td>106
74.13%</td><td>35502
74.56%</td><td>20870
75.00%</td><td>220
70.29%</td><td></td>
<td>13
76.47%</td><td>91
73.39%</td><td>4
28.57%</td><td>80
83.33%</td><td>82
75.93%</td><td>23
69.70%</td><td>0
0.0%</td><td>15
71.43%</td><td>32
76.19%</td><td>57
73.08%</td><td>61
79.22%</td><td>45
68.18%</td><td>103
73.57%</td><td>3
100.00%</td><td>0
0.0%</td>
</tr>
<tr>
<td>8 -</td>
<td>23
16.08%</td><td>6482
13.61%</td><td>3893
13.99%</td><td>51
16.29%</td><td></td>
<td>1
5.88%</td><td>22
17.74%</td><td>4
28.57%</td><td>13
13.54%</td><td>17
15.74%</td><td>5
15.15%</td><td>0
0.0%</td><td>4
19.05%</td><td>7
16.67%</td><td>12
15.38%</td><td>11
14.29%</td><td>12
18.18%</td><td>23
16.43%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>   CAHPS Rate (Top Three Box)</td>
<td>129
90.21%</td><td>41984
88.17%</td><td>24763
89.00%
B</td><td>271
86.58%</td><td></td>
<td>14
82.35%</td><td>113
91.13%</td><td>8
57.14%</td><td>93
96.88%</td><td>99
91.67%</td><td>28
84.85%</td><td>0
0.0%</td><td>19
90.48%</td><td>39
92.86%</td><td>69
88.46%</td><td>72
93.51%</td><td>57
86.36%</td><td>126
90.00%</td><td>3
100.00%</td><td>0
0.0%</td>
</tr>
<tr>
<td>7 -</td>
<td>7
4.90%</td><td>2547
5.35%</td><td>1361
4.89%</td><td>20
6.39%</td><td></td>
<td>2
11.76%</td><td>5
4.03%</td><td>3
21.43%</td><td>2
2.08%</td><td>5
4.63%</td><td>2
6.06%</td><td>0
0.0%</td><td>1
4.76%</td><td>1
2.38%</td><td>5
6.41%</td><td>2
2.60%</td><td>5
7.58%</td><td>7
5.00%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>6 -</td>
<td>4
2.80%</td><td>1051
2.21%</td><td>526
1.89%</td><td>8
2.56%</td><td></td>
<td>0
0.0%</td><td>4
3.23%</td><td>1
7.14%</td><td>1
1.04%</td><td>2
1.85%</td><td>2
6.06%</td><td>0
0.0%</td><td>0
0.0%</td><td>1
2.38%</td><td>3
3.85%</td><td>1
1.30%</td><td>3
4.55%</td><td>4
2.86%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>5 -</td>
<td>3
2.10%</td><td>1084
2.28%</td><td>628
2.26%</td><td>9
2.88%</td><td></td>
<td>1
5.88%</td><td>2
1.61%</td><td>2
14.29%</td><td>0
0.0%</td><td>2
1.85%</td><td>1
3.03%</td><td>0
0.0%</td><td>1
4.76%</td><td>1
2.38%</td><td>1
1.28%</td><td>2
2.60%</td><td>1
1.52%</td><td>3
2.14%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
<tr>
<td>4 -</td>
<td>0
0.0%</td><td>320
0.67%
A</td><td>180
0.65%
A</td><td>2
0.64%</td><td></td>
<td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td><td>0
0.0%</td>
</tr>
</table>

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

26. 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?

| | | | | | 2016 Plan Results | | | | | | | | | | | | | | |
| | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | | Child Age | | | | Child Gender | | Survey Type | | |
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
3 -	0 0.0%	222 0.47% A	113 0.41% A	1 0.32%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 -	0 0.0%	146 0.31% AD	101 0.36% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 -	0 0.0%	103 0.22% A	66 0.24% A	2 0.64%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	0 0.0%	157 0.33% AD	87 0.31% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	14 9.79%	5631 11.83% C	3062 11.00%	42 13.42%		3 17.65%	11 8.87%	6 42.86%	3 3.13%	9 8.33%	5 15.15%	0 0.0%	2 9.52%	3 7.14%	9 11.54%	5 6.49%	9 13.64%	14 10.00%	0 0.0%	0 0.0%
Bottom Three Box	0 0.0%	406 0.85% A	254 0.91% A	2 0.64%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	0 0.0%	260 0.55% A	153 0.55% A	2 0.64%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	9.1399	9.0423	9.0687	8.9265		8.8235	9.1774	7.7143	9.4063	9.2130	8.9091	0	9.0476	9.2381	9.1026	9.2857	8.9697	9.1286	9.6667	0
Standard deviation	1.2210	1.5415	1.5283	1.5160		1.3388	1.2052	1.6225	0.8730	1.1631	1.3787	0	1.2901	1.1914	1.2257	1.1493	1.2788	1.2297	0.4714	0
3-point composite mean	2.6923	2.6809	2.6889	2.6326		2.7059	2.6855	2.0714	2.8229	2.7222	2.6061	0	2.6667	2.7143	2.6795	2.7532	2.6212	2.6857	3.0000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments for your child to see a specialist?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	16 0.05% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	258 0.79% B	8 1.93% B		0 0.0%	2 1.33%	0 0.0%	2 1.79%	0 0.0%	2 5.00%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90%	54194 100.00% CD	32434 99.16%	407 98.07%		27 100.00%	148 98.67%	18 100.00%	110 98.21%	139 100.00%	38 95.00%	0 0.0%	24 100.00%	53 98.15%	101 100.00%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
Yes	49 27.37%	11484 21.19%	6977 21.51%	94 23.10%		6 22.22%	43 29.05%	8 44.44%	37 33.64%	33 23.74%	15 39.47%	0 0.0%	3 12.50%	14 26.42%	32 31.68%	22 23.16%	27 32.14%	49 28.00%	0 0.0%	0 0.0%
No	130 72.63%	42710 78.81%	25457 78.49%	313 76.90%		21 77.78%	105 70.95%	10 55.56%	73 66.36%	106 76.26%	23 60.53%	0 0.0%	21 87.50%	39 73.58%	69 68.32%	73 76.84%	57 67.86%	126 72.00%	4 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

28.   In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	8 0.02% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	384 1.17% B	11 2.65% B		0 0.0%	2 1.33%	0 0.0%	2 1.79%	0 0.0%	2 5.00%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	130 71.82% AC	42710 78.81%	25457 77.83%	313 75.42%		21 77.78%	105 70.00%	10 55.56%	73 65.18%	106 76.26% K	23 57.50%	0 0.0%	21 87.50%	39 72.22%	69 68.32%	73 76.04%	57 67.06%	126 71.19%	4 100.00%	0 0.0%
BASE = Those who responded	49 27.07%	11484 21.19%	6859 20.97%	91 21.93%		6 22.22%	43 28.67%	8 44.44%	37 33.04%	33 23.74%	15 37.50%	0 0.0%	3 12.50%	14 25.93%	32 31.68%	22 22.92%	27 31.76%	49 27.68%	0 0.0%	0 0.0%
Never	0 0.0%	455 3.96% AD	301 4.39% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	6 12.24%	1750 15.24% D	1122 16.36% D	7 7.69%		2 33.33%	4 9.30%	3 37.50%	3 8.11%	2 6.06%	4 26.67%	0 0.0%	1 33.33%	2 14.29%	3 9.38%	4 18.18%	2 7.41%	6 12.24%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 12.24%	2206 19.21% D	1423 20.75% D	7 7.69%		2 33.33%	4 9.30%	3 37.50%	3 8.11%	2 6.06%	4 26.67%	0 0.0%	1 33.33%	2 14.29%	3 9.38%	4 18.18%	2 7.41%	6 12.24%	0 0.0%	0 0.0%
Usually	16 32.65%	2618 22.79%	1569 22.88%	19 20.88%		2 33.33%	14 32.56%	3 37.50%	13 35.14%	9 27.27%	6 40.00%	0 0.0%	0 0.0%	5 35.71%	11 34.38%	5 22.73%	11 40.74%	16 32.65%	0 0.0%	0 0.0%
Always	27 55.10%	6660 58.00%	3867 56.38%	65 71.43% BC		2 33.33%	25 58.14%	2 25.00%	21 56.76%	22 66.67%	5 33.33%	0 0.0%	2 66.67%	7 50.00%	18 56.25%	13 59.09%	14 51.85%	27 55.10%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	43 87.76%	9278 80.79%	5436 79.25%	84 92.31% BC		4 66.67%	39 90.70%	5 62.50%	34 91.89%	31 93.94%	11 73.33%	0 0.0%	2 66.67%	12 85.71%	29 90.63%	18 81.82%	25 92.59%	43 87.76%	0 0.0%	0 0.0%
3-point composite mean	2.4286	2.3879	2.3563	2.6374 BC		2.0000	2.4884	1.8750	2.4865	2.6061	2.0667	0	2.3333	2.3571	2.4688	2.4091	2.4444	2.4286	0	0
4-point composite mean	3.4286	3.3483	3.3124	3.6374 BC		3.0000	3.4884	2.8750	3.4865	3.6061	3.0667	0	3.3333	3.3571	3.4688	3.4091	3.4444	3.4286	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
       published in Quality Compass.
       A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status				Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	18 0.06% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	370 1.13% B	10 2.41% B		0 0.0%	2 1.33%	0 0.0%	2 1.79%	0 0.0%	2 5.00%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	130 71.82% AC	42710 78.81% AC	25457 77.83%	313 75.42%		21 77.78%	105 70.00%	10 55.56%	73 65.18%	106 76.26%	23 57.50% K	0 0.0%	21 87.50%	39 72.22%	69 68.32%	73 76.04%	57 67.06%	126 71.19%	4 100.00%	0 0.0%
BASE = Those who responded	49 27.07%	11484 21.19%	6863 20.98%	92 22.17%		6 22.22%	43 28.67%	8 44.44%	37 33.04%	33 23.74%	15 37.50%	0 0.0%	3 12.50%	14 25.93%	32 31.68%	22 22.92%	27 31.76%	49 27.68%	0 0.0%	0 0.0%
None (v 0)	1 2.04%	683 5.95% D	437 6.37% AD	1 1.09%		0 0.0%	1 2.33%	0 0.0%	1 2.70%	1 3.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.13%	1 4.55%	0 0.0%	1 2.04%	0 0.0%	0 0.0%
Saw a specialist (NET)	48 97.96% C	10801 94.05%	6426 93.63%	91 98.91% BC		6 100.00%	42 97.67%	8 100.00%	36 97.30%	32 96.97%	15 100.00%	0 0.0%	3 100.00%	14 100.00%	31 96.88%	21 95.45%	27 100.00%	48 97.96%	0 0.0%	0 0.0%
1 specialist (v 1)	38 77.55% BC	7343 63.95%	4453 64.88%	62 67.39%		6 100.00%	32 74.42%	6 75.00%	28 75.68%	29 87.88%	9 60.00%	0 0.0%	3 100.00%	12 85.71%	23 71.88%	16 72.73%	22 81.48%	38 77.55%	0 0.0%	0 0.0%
2 (v 2)	6 12.24%	2298 20.01%	1302 18.97%	21 22.83%		0 0.0%	6 13.95%	2 25.00%	4 10.81%	2 6.06%	3 20.00%	0 0.0%	0 0.0%	0 0.0%	6 18.75%	3 13.64%	3 11.11%	6 12.24%	0 0.0%	0 0.0%
3 (v 3)	1 2.04%	699 6.09%	399 5.81%	5 5.43%		0 0.0%	1 2.33%	0 0.0%	1 2.70%	0 0.0%	1 6.67%	0 0.0%	0 0.0%	1 7.14%	0 0.0%	1 4.55%	0 0.0%	1 2.04%	0 0.0%	0 0.0%
4 (v 4)	2 4.08%	238 2.08%	141 2.05%	1 1.09%		0 0.0%	2 4.65%	0 0.0%	2 5.41%	0 0.0%	2 13.33%	0 0.0%	0 0.0%	1 7.14%	1 3.13%	1 4.55%	1 3.70%	2 4.08%	0 0.0%	0 0.0%
5 or more specialists (v 6)	1 2.04%	222 1.93%	131 1.91%	2 2.17%		0 0.0%	1 2.33%	0 0.0%	1 2.70%	1 3.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.13%	0 0.0%	1 3.70%	1 2.04%	0 0.0%	0 0.0%
Average	1.3673	1.4214	1.3994	1.4674		1.0000	1.4186	1.2500	1.4324	1.1818	1.7333	0	1.0000	1.3571	1.4063	1.3182	1.4074	1.3673	0	0
Standard deviation	0.9834	0.9980	0.9942	0.9377		0	1.0395	0.4330	1.1038	0.9030	1.0625	0	0	0.8950	1.0565	0.8194	1.0974	0.9834	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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30. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	14 0.04% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	471 1.44% B	11 2.65% B		0 0.0%	2 1.33%	0 0.0%	2 1.79%	0 0.0%	2 5.00%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	131 72.38%	43393 80.07% ACD	25894 79.17% A	314 75.66%		21 77.78%	106 70.67%	10 55.56%	74 66.07%	107 76.98% K	23 57.50%	0 0.0%	21 87.50%	39 72.22%	70 69.31%	74 77.08%	57 67.06%	127 71.75%	4 100.00%	0 0.0%
BASE = Those who responded	48 26.52% BC	10801 19.93%	6329 19.35%	90 21.69%		6 22.22%	42 28.00%	8 44.44%	36 32.14%	32 23.02%	15 37.50%	0 0.0%	3 12.50%	14 25.93%	31 30.69%	21 21.88%	27 31.76%	48 27.12%	0 0.0%	0 0.0%
10 - Best specialist possible	29 60.42%	5820 53.89%	3505 55.38%	49 54.44%		1 16.67%	28 66.67%	2 25.00%	23 63.89%	22 68.75%	7 46.67%	0 0.0%	1 33.33%	9 64.29%	19 61.29%	12 57.14%	17 62.96%	29 60.42%	0 0.0%	0 0.0%
9 -	8 16.67%	1821 16.86%	1068 16.87%	14 15.56%		2 33.33%	6 14.29%	1 12.50%	7 19.44%	3 9.38%	5 33.33%	0 0.0%	0 0.0%	2 14.29%	6 19.35%	3 14.29%	5 18.52%	8 16.67%	0 0.0%	0 0.0%
Top Two Box	37 77.08%	7641 70.75%	4573 72.25%	63 70.00%		3 50.00%	34 80.95%	3 37.50%	30 83.33%	25 78.13%	12 80.00%	0 0.0%	1 33.33%	11 78.57%	25 80.65%	15 71.43%	22 81.48%	37 77.08%	0 0.0%	0 0.0%
8 -	4 8.33%	1534 14.20%	883 13.95%	12 13.33%		0 0.0%	4 9.52%	1 12.50%	3 8.33%	3 9.38%	0 0.0%	0 0.0%	1 33.33%	1 7.14%	2 6.45%	2 9.52%	2 7.41%	4 8.33%	0 0.0%	0 0.0%
CAHPS Rate (Top Three Box)	41 85.42%	9175 84.95%	5456 86.21%	75 83.33%		3 50.00%	38 90.48%	4 50.00%	33 91.67%	28 87.50%	12 80.00%	0 0.0%	2 66.67%	12 85.71%	27 87.10%	17 80.95%	24 88.89%	41 85.42%	0 0.0%	0 0.0%
7 -	3 6.25%	688 6.37%	370 5.85%	7 7.78%		2 33.33%	1 2.38%	2 25.00%	1 2.78%	2 6.25%	1 6.67%	0 0.0%	1 33.33%	1 7.14%	1 3.23%	1 4.76%	2 7.41%	3 6.25%	0 0.0%	0 0.0%
6 -	0 0.0%	282 2.61% A	132 2.09% A	4 4.44% A		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5 -	3 6.25%	303 2.81%	181 2.86%	2 2.22%		1 16.67%	2 4.76%	1 12.50%	2 5.56%	2 6.25%	1 6.67%	0 0.0%	0 0.0%	1 7.14%	2 6.45%	2 9.52%	1 3.70%	3 6.25%	0 0.0%	0 0.0%
4 -	0 0.0%	125 1.15% AD	50 0.79% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

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30. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
3 -	1 2.08%	81 0.75% D	42 0.66% D	0 0.0%		0 0.0%	1 2.38%	1 12.50%	0 0.0%	0 0.0%	1 6.67%	0 0.0%	0 0.0%	0 0.0%	1 3.23%	1 4.76%	0 0.0%	1 2.08%	0 0.0%	0 0.0%
2 -	0 0.0%	49 0.45% A	35 0.55% A	1 1.11%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 -	0 0.0%	38 0.35% AD	25 0.40% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst specialist possible	0 0.0%	60 0.55% A	38 0.60% A	1 1.11%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	7 14.58%	1626 15.05%	873 13.79%	15 16.67%		3 50.00%	4 9.52%	4 50.00%	3 8.33%	4 12.50%	3 20.00%	0 0.0%	1 33.33%	2 14.29%	4 12.90%	4 19.05%	3 11.11%	7 14.58%	0 0.0%	0 0.0%
Bottom Three Box	0 0.0%	146 1.35% A	98 1.55% A	2 2.22%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	0 0.0%	98 0.90% A	63 1.00% A	1 1.11%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	9.0208	8.8665	8.9167	8.8556		7.8333	9.1905	7.3750	9.2778	9.2188	8.6667	0	8.3333	9.1429	9.0323	8.7143	9.2593	9.0208	0	0
Standard deviation	1.6392	1.7478	1.7355	1.7799		1.6750	1.5620	2.2879	1.2826	1.4083	2.0221	0	1.2472	1.4569	1.7318	2.0034	1.2351	1.6392	0	0
3-point composite mean	2.6875	2.6207	2.6431	2.6111		2.3333	2.7381	2.1250	2.7778	2.7188	2.6667	0	2.3333	2.7143	2.7097	2.5714	2.7778	2.6875	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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31. In the last 6 months, did you get information or help from customer service at your child's health plan?

						2016 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	32 0.10% AB	1 0.24%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	653 2.00% B	10 2.41% B		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90%	54194 100.00% CD	32023 97.91%	404 97.35%		27 100.00%	149 99.33%	18 100.00%	111 99.11%	138 99.28%	39 97.50%	0 0.0%	24 100.00%	54 100.00%	100 99.01%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
Yes	44 24.58%	17288 31.90% AD	10367 32.37% AD	95 23.51%		4 14.81%	40 26.85%	4 22.22%	31 27.93%	34 24.64%	10 25.64%	0 0.0%	9 37.50%	10 18.52%	25 25.00%	25 26.32%	19 22.62%	44 25.14%	0 0.0%	0 0.0%
No	135 75.42% BC	36906 68.10%	21656 67.63%	309 76.49% BC		23 85.19%	109 73.15%	14 77.78%	80 72.07%	104 75.36%	29 74.36%	0 0.0%	15 62.50%	44 81.48%	75 75.00%	70 73.68%	65 77.38%	131 74.86%	4 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

						2016 Plan Results												
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	6 0.02% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	851 2.60% B	15 3.61% AB		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	135 74.59% BC	36906 68.10% C	21656 66.21%	309 74.46% BC		23 85.19%	109 72.67%	14 77.78%	80 71.43%	104 74.82%	29 72.50%	0 0.0%	15 62.50%	44 81.48%	75 74.26%	70 72.92%	65 76.47%	131 74.01%	4 100.00%	0 0.0%
BASE = Those who responded	44 24.31%	17288 31.90% AD	10195 31.17% AD	91 21.93%		4 14.81%	40 26.67%	4 22.22%	31 27.68%	34 24.46%	10 25.00%	0 0.0%	9 37.50%	10 18.52%	25 24.75%	25 26.04%	19 22.35%	44 24.86%	0 0.0%	0 0.0%
Never	1 2.27%	488 2.82% C	222 2.18%	2 2.20%		0 0.0%	1 2.50%	0 0.0%	1 3.23%	0 0.0%	1 10.00%	0 0.0%	1 11.11%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	1 2.27%	0 0.0%	0 0.0%
Sometimes	4 9.09%	2645 15.30%	1531 15.02%	15 16.48%		2 50.00%	2 5.00%	1 25.00%	2 6.45%	4 11.76%	0 0.0%	0 0.0%	1 11.11%	1 10.00%	2 8.00%	2 8.00%	2 10.53%	4 9.09%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5 11.36%	3132 18.12%	1753 17.19%	17 18.68%		2 50.00%	3 7.50%	1 25.00%	3 9.68%	4 11.76%	1 10.00%	0 0.0%	2 22.22%	1 10.00%	2 8.00%	3 12.00%	2 10.53%	5 11.36%	0 0.0%	0 0.0%
Usually	13 29.55%	4097 23.70%	2563 25.14%	23 25.27%		2 50.00%	11 27.50%	2 50.00%	9 29.03%	9 26.47%	4 40.00%	0 0.0%	3 33.33%	4 40.00%	6 24.00%	8 32.00%	5 26.32%	13 29.55%	0 0.0%	0 0.0%
Always	26 59.09%	10058 58.18%	5879 57.67%	51 56.04%		0 0.0%	26 65.00%	1 25.00%	19 61.29%	21 61.76%	5 50.00%	0 0.0%	4 44.44%	5 50.00%	17 68.00%	14 56.00%	12 63.16%	26 59.09%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	39 88.64%	14155 81.88%	8442 82.81%	74 81.32%		2 50.00%	37 92.50%	3 75.00%	28 90.32%	30 88.24%	9 90.00%	0 0.0%	7 77.78%	9 90.00%	23 92.00%	22 88.00%	17 89.47%	39 88.64%	0 0.0%	0 0.0%
3-point composite mean	2.4773	2.4006	2.4047	2.3736		1.5000	2.5750	2.0000	2.5161	2.5000	2.4000	0	2.2222	2.4000	2.6000	2.4400	2.5263	2.4773	0	0
4-point composite mean	3.4545	3.3724	3.3829	3.3516		2.5000	3.5500	3.0000	3.4839	3.5000	3.3000	0	3.1111	3.4000	3.6000	3.4000	3.5263	3.4545	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	4 0.01% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	887 2.71% AB	17 4.10% AB		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
Appropriately skipped	135 74.59% BC	36906 68.10% C	21656 66.21%	309 74.46% BC		23 85.19%	109 72.67%	14 77.78%	80 71.43%	104 74.82%	29 72.50%	0 0.0%	15 62.50%	44 81.48%	75 74.26%	70 72.92%	65 76.47%	131 74.01%	4 100.00%	0 0.0%
BASE = Those who responded	44 24.31%	17288 31.90% AD	10161 31.07% AD	89 21.45%		4 14.81%	40 26.67%	4 22.22%	31 27.68%	34 24.46%	10 25.00%	0 0.0%	9 37.50%	10 18.52%	25 24.75%	25 26.04%	19 22.35%	44 24.86%	0 0.0%	0 0.0%
Never	0 0.0%	293 1.69% A	156 1.54% A	1 1.12%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	2 4.55%	900 5.20%	495 4.87%	4 4.49%		2 50.00%	0 0.0%	1 25.00%	1 3.23%	2 5.88%	0 0.0%	0 0.0%	1 11.11%	1 10.00%	0 0.0%	1 4.00%	1 5.26%	2 4.55%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	2 4.55%	1192 6.90%	651 6.41%	5 5.62%		2 50.00%	0 0.0%	1 25.00%	1 3.23%	2 5.88%	0 0.0%	0 0.0%	1 11.11%	1 10.00%	0 0.0%	1 4.00%	1 5.26%	2 4.55%	0 0.0%	0 0.0%
Usually	5 11.36%	2634 15.24%	1608 15.83%	21 23.60%		1 25.00%	4 10.00%	1 25.00%	4 12.90%	3 8.82%	2 20.00%	0 0.0%	1 11.11%	2 20.00%	2 8.00%	3 12.00%	2 10.53%	5 11.36%	0 0.0%	0 0.0%
Always	37 84.09%	13462 77.87%	7902 77.77%	63 70.79%		1 25.00%	36 90.00%	2 50.00%	26 83.87%	29 85.29%	8 80.00%	0 0.0%	7 77.78%	7 70.00%	23 92.00%	21 84.00%	16 84.21%	37 84.09%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	42 95.45%	16096 93.10%	9510 93.59%	84 94.38%		2 50.00%	40 100.00%	3 75.00%	30 96.77%	32 94.12%	10 100.00%	0 0.0%	8 88.89%	9 90.00%	25 100.00%	24 96.00%	18 94.74%	42 95.45%	0 0.0%	0 0.0%
3-point composite mean	2.7955	2.7097	2.7136	2.6517		1.7500	2.9000	2.2500	2.8065	2.7941	2.8000	0	2.6667	2.6000	2.9200	2.8000	2.7895	2.7955	0	0
4-point composite mean	3.7955	3.6928	3.6983	3.6404		2.7500	3.9000	3.2500	3.8065	3.7941	3.8000	0	3.6667	3.6000	3.9200	3.8000	3.7895	3.7955	0	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	25 0.08% B	1 0.24%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	1 0.55%	0 0.0%	1106 3.38% AB	11 2.65% AB		0 0.0%	1 0.67%	0 0.0%	1 0.89%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.04%	0 0.0%	1 0.56%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90% C	54194 100.00% CD	31577 96.54%	403 97.11%		27 100.00%	148 98.67%	18 100.00%	110 98.21%	138 99.28%	39 97.50%	0 0.0%	24 100.00%	53 98.15%	101 100.00%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
Yes	35 19.55%	15180 28.01% A	8858 28.05% A	124 30.77% A		2 7.41%	32 21.62%	2 11.11%	21 19.09%	30 21.74%	4 10.26%	0 0.0%	6 25.00%	8 15.09%	21 20.79%	20 21.05%	15 17.86%	34 19.43%	1 25.00%	0 0.0%
No	144 80.45% BCD	39014 71.99%	22719 71.95%	279 69.23%		25 92.59%	116 78.38%	16 88.89%	89 80.91%	108 78.26%	35 89.74%	0 0.0%	18 75.00%	45 84.91%	80 79.21%	75 78.95%	69 82.14%	141 80.57%	3 75.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	31 0.09% B	1 0.24%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	1 1.85%	0 0.0%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	3 1.66%	0 0.0%	1351 4.13% AB	13 3.13% B		0 0.0%	2 1.33%	0 0.0%	2 1.79%	2 1.44%	1 2.50%	0 0.0%	1 4.17%	0 0.0%	1 0.99%	1 1.04%	2 2.35%	3 1.69%	0 0.0%	0 0.0%
BASE = Those who responded	177 97.79%	54194 100.00% ACD	31326 95.77%	401 96.63%		27 100.00%	147 98.00%	18 100.00%	109 97.32%	136 97.84%	39 97.50%	0 0.0%	23 95.83%	53 98.15%	100 99.01%	95 98.96%	82 96.47%	173 97.74%	4 100.00%	0 0.0%
Never	1 0.56%	385 0.71%	281 0.90%	2 0.50%		0 0.0%	1 0.68%	0 0.0%	0 0.0%	1 0.74%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.00%	1 1.05%	0 0.0%	1 0.58%	0 0.0%	0 0.0%
Sometimes	7 3.95%	2222 4.10%	1269 4.05%	30 7.48% BC		1 3.70%	6 4.08%	1 5.56%	4 3.67%	5 3.68%	1 2.56%	0 0.0%	1 4.35%	2 3.77%	4 4.00%	5 5.26%	2 2.44%	6 3.47%	1 25.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	8 4.52%	2607 4.81%	1550 4.95%	32 7.98% BC		1 3.70%	7 4.76%	1 5.56%	4 3.67%	6 4.41%	1 2.56%	0 0.0%	1 4.35%	2 3.77%	5 5.00%	6 6.32%	2 2.44%	7 4.05%	1 25.00%	0 0.0%
Usually	10 5.65%	4211 7.77%	2391 7.63%	50 12.47% ABC		0 0.0%	10 6.80%	1 5.56%	6 5.50%	8 5.88%	2 5.13%	0 0.0%	2 8.70%	3 5.66%	5 5.00%	6 6.32%	4 4.88%	10 5.78%	0 0.0%	0 0.0%
Always	15 8.47%	8362 15.43% AD	4666 14.89% AD	40 9.98%		1 3.70%	14 9.52%	0 0.0%	10 9.17%	14 10.29% K	1 2.56%	0 0.0%	2 8.70%	3 5.66%	10 10.00%	8 8.42%	7 8.54%	15 8.67%	0 0.0%	0 0.0%
Always - q34 = "No"	144 81.36% BCD	39014 71.99%	22719 72.52%	279 69.58%		25 92.59%	116 78.91%	16 88.89%	89 81.65%	108 79.41%	35 89.74%	0 0.0%	18 78.26%	45 84.91%	80 80.00%	75 78.95%	69 84.15%	141 81.50%	3 75.00%	0 0.0%
Always (Net)	159 89.83% D	47376 87.42% D	27385 87.42% D	319 79.55%		26 96.30%	130 88.44%	16 88.89%	99 90.83%	122 89.71%	36 92.31%	0 0.0%	20 86.96%	48 90.57%	90 90.00%	83 87.37%	76 92.68%	156 90.17%	3 75.00%	0 0.0%
CAHPS Rate (%Always+%Usually)	169 95.48%	51587 95.19% D	29776 95.05% D	369 92.02%		26 96.30%	140 95.24%	17 94.44%	105 96.33%	130 95.59%	38 97.44%	0 0.0%	22 95.65%	51 96.23%	95 95.00%	89 93.68%	80 97.56%	166 95.95%	3 75.00%	0 0.0%
3-point composite mean	2.8531 D	2.8261 D	2.8247 D	2.7157		2.9259	2.8367	2.8333	2.8716	2.8529	2.8974	0	2.8261	2.8679	2.8500	2.8105	2.9024	2.8613	2.5000	0

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

					2016 Plan Results														
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
4-point composite mean	3.8475 D	3.8190 D	3.8157 D	3.7107		3.9259	3.8299	3.8333	3.8716	3.8456	3.8974	0	3.8261	3.8679	3.8400	3.8000	3.9024	3.8555	3.5000	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

36. 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?

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	46 0.14% AB	4 0.96% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	4 2.21% B	0 0.0%	837 2.56% B	12 2.89% B		0 0.0%	0 0.0%	0 0.0%	2 1.79%	3 2.16%	1 2.50%	0 0.0%	0 0.0%	1 1.85%	3 2.97%	3 3.13%	1 1.18%	4 2.26%	0 0.0%	0 0.0%
BASE = Those who responded	177 97.79%	54194 100.00% ACD	31825 97.30%	399 96.14%		27 100.00%	150 100.00%	18 100.00%	110 98.21%	136 97.84%	39 97.50%	0 0.0%	24 100.00%	53 98.15%	98 97.03%	93 96.88%	84 98.82%	173 97.74%	4 100.00%	0 0.0%
10 - Best health plan possible	88 49.72%	27536 50.81% D	17019 53.48% BD	175 43.86%		0 0.0%	88 58.67%	5 27.78%	57 51.82%	73 53.68%	15 38.46%	0 0.0%	12 50.00%	23 43.40%	52 53.06%	48 51.61%	40 47.62%	85 49.13%	3 75.00%	0 0.0%
9 -	38 21.47%	9690 17.88% C	5281 16.59%	82 20.55%		0 0.0%	38 25.33%	2 11.11%	28 25.45%	28 20.59%	9 23.08%	0 0.0%	8 33.33%	13 24.53%	17 17.35%	19 20.43%	19 22.62%	38 21.97%	0 0.0%	0 0.0%
Top Two Box	126 71.19%	37226 68.69%	22300 70.07% BD	257 64.41%		0 0.0%	126 84.00%	7 38.89%	85 77.27%	101 74.26%	24 61.54%	0 0.0%	20 83.33%	36 67.92%	69 70.41%	67 72.04%	59 70.24%	123 71.10%	3 75.00%	0 0.0%
8 -	24 13.56%	8487 15.66%	4949 15.55%	70 17.54%		0 0.0%	24 16.00%	5 27.78%	14 12.73%	17 12.50%	6 15.38%	0 0.0%	3 12.50%	9 16.98%	12 12.24%	13 13.98%	11 13.10%	23 13.29%	1 25.00%	0 0.0%
CAHPS Rate (Top Three Box)	150 84.75%	45713 84.35%	27249 85.62% B	327 81.95%		0 0.0%	150 100.00%	12 66.67%	99 90.00%	118 86.76%	30 76.92%	0 0.0%	23 95.83%	45 84.91%	81 82.65%	80 86.02%	70 83.33%	146 84.39%	4 100.00%	0 0.0%
7 -	11 6.21%	3739 6.90% C	2007 6.31%	40 10.03% BC		11 40.74%	0 0.0%	0 0.0%	6 5.45%	7 5.15%	4 10.26%	0 0.0%	0 0.0%	2 3.77%	8 8.16%	6 6.45%	5 5.95%	11 6.36%	0 0.0%	0 0.0%
6 -	3 1.69%	1626 3.00%	862 2.71%	13 3.26%		3 11.11%	0 0.0%	0 0.0%	3 2.73%	2 1.47%	1 2.56%	0 0.0%	0 0.0%	0 0.0%	3 3.06%	0 0.0%	3 3.57%	3 1.73%	0 0.0%	0 0.0%
5 -	7 3.95%	1891 3.49%	1022 3.21%	13 3.26%		7 25.93%	0 0.0%	3 16.67%	1 0.91%	5 3.68%	2 5.13%	0 0.0%	1 4.17%	2 3.77%	4 4.08%	4 4.30%	3 3.57%	7 4.05%	0 0.0%	0 0.0%
4 -	5 2.82%	396 0.73%	211 0.66%	3 0.75%		5 18.52%	0 0.0%	3 16.67%	1 0.91%	3 2.21%	2 5.13%	0 0.0%	0 0.0%	4 7.55%	1 1.02%	2 2.15%	3 3.57%	5 2.89%	0 0.0%	0 0.0%
3 -	0 0.0%	260 0.48% A	150 0.47% A	2 0.50%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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36. 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?

2016 Plan Results

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
2 -	0 0.0%	173 0.32% A	104 0.33% A	1 0.25%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 -	1 0.56%	125 0.23% D	75 0.24% D	0 0.0%		1 3.70%	0 0.0%	0 0.0%	0 0.0%	1 0.74%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.02%	1 1.08%	0 0.0%	1 0.58%	0 0.0%	0 0.0%
0 - Worst health plan possible	0 0.0%	271 0.50% AD	145 0.46% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	27 15.25%	8481 15.65% C	4576 14.38%	72 18.05%		27 100.00%	0 0.0%	6 33.33%	11 10.00%	18 13.24%	9 23.08%	0 0.0%	1 4.17%	8 15.09%	17 17.35%	13 13.98%	14 16.67%	27 15.61%	0 0.0%	0 0.0%
Bottom Three Box	1 0.56%	569 1.05% D	324 1.02% D	1 0.25%		1 3.70%	0 0.0%	0 0.0%	0 0.0%	1 0.74%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.02%	1 1.08%	0 0.0%	1 0.58%	0 0.0%	0 0.0%
Bottom Two Box	1 0.56%	396 0.73% D	220 0.69% D	0 0.0%		1 3.70%	0 0.0%	0 0.0%	0 0.0%	1 0.74%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.02%	1 1.08%	0 0.0%	1 0.58%	0 0.0%	0 0.0%
Average rating	8.8418	8.8328	8.8993 BD	8.7494		5.5926	9.4267	7.5000	9.1182	8.9485	8.4872	0	9.2083	8.6604	8.8571	8.8817	8.7976	8.8266	9.5000	0
Standard deviation	1.6460	1.6749	1.6448	1.5027		1.4722	0.7514	2.2669	1.2115	1.6148	1.7375	0	1.1173	1.7692	1.6721	1.6775	1.6093	1.6567	0.8660	0
3-point composite mean	2.6215	2.5994	2.6200 B	2.5639		1.4074	2.8400	2.0556	2.7273	2.6618	2.4872	0	2.7917	2.5660	2.6122	2.6452	2.5952	2.6185	2.7500	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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37. In general, how would you rate your child's overall health?

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	2 1.10%	0 0.0%	67 0.20% B	3 0.72%		0 0.0%	2 1.33%	1 5.56%	1 0.89%	0 0.0%	0 0.0%	0 0.0%	1 4.17%	0 0.0%	1 0.99%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	512 1.57% AB	10 2.41% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90%	54194 100.00% CD	32129 98.23%	402 96.87%		27 100.00%	148 98.67%	17 94.44%	111 99.11%	139 100.00%	40 100.00%	0 0.0%	23 95.83%	54 100.00%	100 99.01%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
5 - Excellent	62 34.64%	22171 40.91%	13324 41.47%	175 43.53% A		9 33.33%	51 34.46%	1 5.88%	37 33.33%	62 44.60% K	0 0.0%	0 0.0%	14 60.87%	17 31.48%	30 30.00%	32 33.68%	30 35.71%	60 34.29%	2 50.00%	0 0.0%
4 - Very good	77 43.02% BC	18643 34.40%	10998 34.23%	159 39.55% BC		9 33.33%	67 45.27%	6 35.29%	49 44.14%	77 55.40% K	0 0.0%	0 0.0%	8 34.78%	24 44.44%	45 45.00%	45 47.37%	32 38.10%	76 43.43%	1 25.00%	0 0.0%
CAHPS Rate (Top Two Box)	139 77.65%	40814 75.31%	24322 75.70%	334 83.08% BC		18 66.67%	118 79.73%	7 41.18%	86 77.48%	139 100.00% K	0 0.0%	0 0.0%	22 95.65%	41 75.93%	75 75.00%	77 81.05%	62 73.81%	136 77.71%	3 75.00%	0 0.0%
3 - Good	37 20.67%	10622 19.60% D	6314 19.65% D	56 13.93%		9 33.33%	27 18.24%	9 52.94%	23 20.72%	0 0.0%	37 92.50% J	0 0.0%	1 4.35%	13 24.07%	22 22.00%	18 18.95%	19 22.62%	36 20.57%	1 25.00%	0 0.0%
Top Three Box	176 98.32% BC	51436 94.91%	30636 95.35%	390 97.01% B		27 100.00%	145 97.97%	16 94.12%	109 98.20%	139 100.00%	37 92.50%	0 0.0%	23 100.00%	54 100.00%	97 97.00%	95 100.00%	81 96.43%	172 98.29%	4 100.00%	0 0.0%
2 - Fair	3 1.68%	2515 4.64% AD	1372 4.27% AD	9 2.24%		0 0.0%	3 2.03%	1 5.88%	2 1.80%	0 0.0%	3 7.50%	0 0.0%	0 0.0%	0 0.0%	3 3.00%	0 0.0%	3 3.57%	3 1.71%	0 0.0%	0 0.0%
1 - Poor	0 0.0%	244 0.45% A	121 0.38% A	3 0.75%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	3 1.68%	2758 5.09% AD	1493 4.65% A	12 2.99%		0 0.0%	3 2.03%	1 5.88%	2 1.80%	0 0.0%	3 7.50%	0 0.0%	0 0.0%	0 0.0%	3 3.00%	0 0.0%	3 3.57%	3 1.71%	0 0.0%	0 0.0%
Average rating	4.1061	4.1068	4.1215	4.2289 BC		4.0000	4.1216	3.4118	4.0901	4.4460 K	2.9250	0	4.5652	4.0741	4.0200	4.1474	4.0595	4.1029	4.2500	0

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

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Standard deviation	0.7803	0.9054	0.8951	0.8240		0.8165	0.7703	0.6910	0.7775	0.4971	0.2634	0	0.5768	0.7417	0.7997	0.7104	0.8501	0.7788	0.8292	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
    published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

					2016 Plan Results														
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	60 0.18% AB	2 0.48% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	619 1.89% AB	10 2.41% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	181 100.00% CD	54194 100.00% CD	32029 97.92%	403 97.11%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
5 – Excellent	73 40.33%	26338 48.60% A	16134 50.37% AB	196 48.64%		10 37.04%	61 40.67%	5 27.78%	45 40.18%	68 48.92% K	5 12.50%	0 0.0%	17 70.83%	18 33.33%	37 36.63%	41 42.71%	32 37.65%	72 40.68%	1 25.00%	0 0.0%
4 – Very good	57 31.49%	13749 25.37%	8265 25.80%	126 31.27% BC		6 22.22%	50 33.33%	3 16.67%	37 33.04%	48 34.53%	8 20.00%	0 0.0%	6 25.00%	21 38.89%	30 29.70%	29 30.21%	28 32.94%	57 32.20%	0 0.0%	0 0.0%
CAHPS Rate (Top Two Box)	130 71.82%	40087 73.97% B	24399 76.18% AB	322 79.90% AB		16 59.26%	111 74.00%	8 44.44%	82 73.21%	116 83.45% K	13 32.50%	0 0.0%	23 95.83%	39 72.22%	67 66.34%	70 72.92%	60 70.59%	129 72.88%	1 25.00%	0 0.0%
3 – Good	37 20.44%	9614 17.74% C	5391 16.83%	59 14.64%		11 40.74%	26 17.33%	8 44.44%	21 18.75%	18 12.95%	19 47.50% J	0 0.0%	1 4.17%	13 24.07%	23 22.77%	21 21.88%	16 18.82%	34 19.21%	3 75.00%	0 0.0%
2 – Fair	11 6.08%	3620 6.68% C	1855 5.79%	19 4.71%		0 0.0%	10 6.67%	2 11.11%	7 6.25%	4 2.88%	6 15.00% J	0 0.0%	0 0.0%	2 3.70%	8 7.92%	5 5.21%	6 7.06%	11 6.21%	0 0.0%	0 0.0%
1 – Poor	3 1.66%	873 1.61% C	384 1.20%	3 0.74%		0 0.0%	3 2.00%	0 0.0%	2 1.79%	1 0.72%	2 5.00%	0 0.0%	0 0.0%	0 0.0%	3 2.97%	0 0.0%	3 3.53%	3 1.69%	0 0.0%	0 0.0%
Bottom Two Box	14 7.73% CD	4493 8.29%	2239 6.99%	22 5.46%		0 0.0%	13 8.67%	2 11.11%	9 8.04%	5 3.60%	8 20.00% J	0 0.0%	0 0.0%	2 3.70%	11 10.89%	5 5.21%	9 10.59%	14 7.91%	0 0.0%	0 0.0%
Average	4.0276	4.1267	4.1836 AB	4.2233 AB		3.9630	4.0400	3.6111	4.0357	4.2806 K	3.2000	0	4.6667	4.0185	3.8911	4.1042	3.9412	4.0395	3.5000	0
Standard deviation	0.9996	1.0293	0.9889	0.9157		0.8811	1.0125	1.0077	0.9994	0.8484	1.0050	0	0.5528	0.8496	1.0800	0.9183	1.0776	0.9992	0.8660	0

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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38. In general, how would you rate your child's overall mental or emotional health?

							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)		0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Sigma	181	54194	32708	415			27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
    published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

39. What is your child's age?

		2016 Plan Results																
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	1045 3.19% AB	14 3.37% B		1 3.70%	1 0.67%	0 0.0%	2 1.79%	1 0.72%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90% C	54194 100.00% CD	31663 96.81%	401 96.63%		26 96.30%	149 99.33%	18 100.00%	110 98.21%	138 99.28%	39 97.50%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
Less than 1 year old	0 0.0%	1279 2.36% ACD	591 1.87% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 year or more (NET)	179 100.00% BC	52915 97.64%	31072 98.13% B	401 100.00% BC		26 100.00%	149 100.00%	18 100.00%	110 100.00%	138 100.00%	39 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	95 100.00%	84 100.00%	175 100.00%	4 100.00%	0 0.0%
1 - 5 years old	24 13.41% B	0 0.0%	9242 29.19% ABD	57 14.21% B		1 3.85%	23 15.44%	1 5.56%	18 16.36%	22 15.94% K	1 2.56%	0 0.0%	24 100.00%	0 0.0%	0 0.0%	13 13.68%	11 13.10%	24 13.71%	0 0.0%	0 0.0%
6 - 10 years old	54 30.17% B	0 0.0%	9584 30.27% B	130 32.42% B		8 30.77%	45 30.20%	6 33.33%	35 31.82%	41 29.71%	13 33.33%	0 0.0%	0 0.0%	54 100.00% O	0 0.0%	29 30.53%	25 29.76%	51 29.14%	3 75.00%	0 0.0%
11 - 15 years old	58 32.40% B	0 0.0%	8716 27.53% B	147 36.66% BC		5 19.23%	50 33.56%	4 22.22%	38 34.55%	43 31.16%	14 35.90%	0 0.0%	0 0.0%	0 0.0%	58 57.43% N	29 30.53%	29 34.52%	58 33.14%	0 0.0%	0 0.0%
Over 15 years old	43 24.02% BCD	0 0.0%	3530 11.15% B	67 16.71% BC		12 46.15%	31 20.81%	7 38.89%	19 17.27%	32 23.19%	11 28.21%	0 0.0%	0 0.0%	0 0.0%	43 42.57% N	24 25.26%	19 22.62%	42 24.00%	1 25.00%	0 0.0%
2 years or more (NET)	173 96.65% BC	0 0.0%	29397 92.84% B	398 99.25% BC		25 96.15%	144 96.64%	17 94.44%	105 95.45%	132 95.65%	39 100.00% J	0 0.0%	18 75.00%	54 100.00%	101 100.00%	92 96.84%	81 96.43%	169 96.57%	4 100.00%	0 0.0%
Average age	11.0223 BC	0.9764	8.7295 B	10.7232 BC		12.9231	10.6711	12.1111	10.3000	10.7246	12.1538	0	2.5833	8.1111	14.5842 N	11.0000	11.0476	11.0343	10.5000	0
Standard deviation	4.7999	0.1518	4.9794	4.3357		4.7468	4.7705	4.6653	4.7301	4.9119	4.1358	0	1.3819	1.1653	2.3474	4.8384	4.7557	4.8284	3.2787	0
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

40. Is your child male or female?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	110	5		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.34% AB	1.20% AB		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	662	12		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	2.02% AB	2.89% AB		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	181	54194	31936	398		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00% CD	100.00% CD	97.64%	95.90%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Male	96	28208	16473	207		13	80	5	57	77	18	0	13	29	53	96	0	94	2	0
	53.04%	52.05%	51.58%	52.01%		48.15%	53.33%	27.78%	50.89%	55.40%	45.00%	0.0%	54.17%	53.70%	52.48%	100.00% Q	0.0%	53.11%	50.00%	0.0%
Female	85	25986	15463	191		14	70	13	55	62	22	0	11	25	48	0	85	83	2	0
	46.96%	47.95%	48.42%	47.99%		51.85%	46.67%	72.22%	49.11%	44.60%	55.00%	0.0%	45.83%	46.30%	47.52%	0.0%	100.00% P	46.89%	50.00%	0.0%
Sigma	181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

| | | | | | | 2016 Plan Results | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	3 0.01%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	2 1.10%	0 0.0%	1249 3.82% AB	15 3.61% AB		0 0.0%	2 1.33%	0 0.0%	1 0.89%	1 0.72%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	2 1.98%	1 1.04%	1 1.18%	2 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	179 98.90% CD	54194 100.00% CD	31456 96.17%	400 96.39%		27 100.00%	148 98.67%	18 100.00%	111 99.11%	138 99.28%	39 97.50%	0 0.0%	24 100.00%	54 100.00%	99 98.02%	95 98.96%	84 98.82%	175 98.87%	4 100.00%	0 0.0%
Yes, Hispanic or Latino	45 25.14% D	16936 31.25% D	11364 36.13% ABD	56 14.00%		6 22.22%	38 25.68%	4 22.22%	24 21.62%	36 26.09%	9 23.08%	0 0.0%	7 29.17%	17 31.48%	20 20.20%	26 27.37%	19 22.62%	44 25.14%	1 25.00%	0 0.0%
No, not Hispanic or Latino	134 74.86% C	37258 68.75% C	20092 63.87%	344 86.00% ABC		21 77.78%	110 74.32%	14 77.78%	87 78.38%	102 73.91%	30 76.92%	0 0.0%	17 70.83%	37 68.52%	79 79.80%	69 72.63%	65 77.38%	131 74.86%	3 75.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

42. What is your child's race?

						2016 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
No response	5 2.76% B	0 0.0%	2974 9.09% ABD	17 4.10% B		1 3.70%	4 2.67%	0 0.0%	3 2.68%	2 1.44%	3 7.50%	0 0.0%	0 0.0%	2 3.70%	2 1.98%	3 3.13%	2 2.35%	5 2.82%	0 0.0%	0 0.0%
BASE = Those who responded	176 97.24% C	54194 100.00% ACD	29734 90.91%	398 95.90% C		26 96.30%	146 97.33%	18 100.00%	109 97.32%	137 98.56%	37 92.50%	0 0.0%	24 100.00%	52 96.30%	99 98.02%	93 96.88%	83 97.65%	172 97.18%	4 100.00%	0 0.0%
White	148 84.09% BC	28376 52.36%	18605 62.57% B	367 92.21% ABC		23 88.46%	121 82.88%	15 83.33%	97 88.99%	117 85.40%	29 78.38%	0 0.0%	22 91.67%	42 80.77%	83 83.84%	81 87.10%	67 80.72%	144 83.72%	4 100.00%	0 0.0%
Black or African-American	5 2.84%	12763 23.55% AD	7002 23.55% AD	3 0.75%		0 0.0%	5 3.42%	0 0.0%	4 3.67%	4 2.92%	1 2.70%	0 0.0%	1 4.17%	2 3.85%	2 2.02%	2 2.15%	3 3.61%	5 2.91%	0 0.0%	0 0.0%
Asian	5 2.84%	2796 5.16% D	1835 6.17% ABD	8 2.01%		0 0.0%	5 3.42%	0 0.0%	3 2.75%	4 2.92%	1 2.70%	0 0.0%	1 4.17%	0 0.0%	4 4.04% N	3 3.23%	2 2.41%	5 2.91%	0 0.0%	0 0.0%
Native Hawaiian or other Pacific Islander	1 0.57%	981 1.81% AC	377 1.27%	4 1.01%		1 3.85%	0 0.0%	1 5.56%	0 0.0%	0 0.0%	1 2.70%	0 0.0%	0 0.0%	1 1.92%	0 0.0%	0 0.0%	1 1.20%	1 0.58%	0 0.0%	0 0.0%
American Indian or Alaska Native	9 5.11%	1756 3.24%	1162 3.91% B	15 3.77%		1 3.85%	8 5.48%	1 5.56%	7 6.42%	6 4.38%	3 8.11%	0 0.0%	0 0.0%	4 7.69%	5 5.05%	1 1.08%	8 9.64% P	8 4.65%	1 25.00%	0 0.0%
Other	18 10.23%	7522 13.88% D	5696 19.16% ABD	27 6.78%		1 3.85%	17 11.64%	1 5.56%	7 6.42%	15 10.95%	3 8.11%	0 0.0%	2 8.33%	8 15.38%	8 8.08%	10 10.75%	8 9.64%	18 10.47%	0 0.0%	0 0.0%
Sigma	191 105.52%	54194 100.00%	37651 115.11%	441 106.27%		27 100.00%	160 106.67%	18 100.00%	121 108.04%	148 106.47%	41 102.50%	0 0.0%	26 108.33%	59 109.26%	104 102.97%	100 104.17%	91 107.06%	186 105.08%	5 125.00%	0 0.0%

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       published in Quality Compass.
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43. What is your age?

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	64 0.20% B	2 0.48%		0 0.0%	1 0.67%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	1 4.17%	0 0.0%	0 0.0%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	992 3.03% AB	11 2.65% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	180 99.45% CD	54194 100.00% CD	31652 96.77%	402 96.87%		27 100.00%	149 99.33%	18 100.00%	111 99.11%	138 99.28%	40 100.00%	0 0.0%	23 95.83%	54 100.00%	101 100.00%	96 100.00%	84 98.82%	176 99.44%	4 100.00%	0 0.0%
Under 18 (v 16)	23 12.78% BC	4140 7.64% C	1815 5.73%	63 15.67% BC		4 14.81%	19 12.75%	2 11.11%	13 11.71%	16 11.59%	7 17.50%	0 0.0%	2 8.70%	1 1.85%	19 18.81% N	13 13.54%	10 11.90%	23 13.07%	0 0.0%	0 0.0%
18-34 (NET)	51 28.33% AD	21678 40.00% AD	12611 39.84%	124 30.85%		6 22.22%	42 28.19%	4 22.22%	36 32.43%	42 30.43%	8 20.00%	0 0.0%	12 52.17%	25 46.30%	13 12.87% O	27 28.13%	24 28.57%	49 27.84%	2 50.00%	0 0.0%
18 to 24 (v 21)	8 4.44% ACD	4086 7.54% D	1867 5.90%	7 1.74%		2 7.41%	5 3.36%	1 5.56%	5 4.50%	6 4.35%	2 5.00%	0 0.0%	3 13.04%	1 1.85%	3 2.97%	4 4.17%	4 4.76%	8 4.55%	0 0.0%	0 0.0%
25 to 34 (v 29.5)	43 23.89% A	17591 32.46% ABD	10744 33.94%	117 29.10%		4 14.81%	37 24.83%	3 16.67%	31 27.93%	36 26.09%	6 15.00%	0 0.0%	9 39.13%	24 44.44%	10 9.90% O	23 23.96%	20 23.81%	41 23.30%	2 50.00%	0 0.0%
35 to 44 (v 39.5)	46 25.56%	16453 30.36% AB	10901 34.44% AB	142 35.32%		8 29.63%	38 25.50%	4 22.22%	30 27.03%	39 28.26%	7 17.50%	0 0.0%	6 26.09%	16 29.63%	24 23.76%	23 23.96%	23 27.38%	46 26.14%	0 0.0%	0 0.0%
45 to 54 (v 49.5)	47 26.11% BCD	7728 14.26%	4393 13.88%	56 13.93%		8 29.63%	39 26.17%	7 38.89%	26 23.42%	30 21.74%	16 40.00% J	0 0.0%	2 8.70%	9 16.67%	36 35.64% N	30 31.25%	17 20.24%	46 26.14%	1 25.00%	0 0.0%
55 or older (NET)	13 7.22% CD	4195 7.74%	1932 6.10%	17 4.23%		1 3.70%	11 7.38%	1 5.56%	6 5.41%	11 7.97%	2 5.00%	0 0.0%	1 4.35%	3 5.56%	9 8.91%	3 3.13%	10 11.90% P	12 6.82%	1 25.00%	0 0.0%
55 to 64 (v 59.5)	9 5.00% CD	2878 5.31% D	1403 4.43%	11 2.74%		1 3.70%	8 5.37%	1 5.56%	4 3.60%	7 5.07%	2 5.00%	0 0.0%	0 0.0%	2 3.70%	7 6.93%	0 0.0%	9 10.71% P	8 4.55%	1 25.00%	0 0.0%
65 to 74 (v 69.5)	4 2.22% C	1062 1.96%	443 1.40%	5 1.24%		0 0.0%	3 2.01%	0 0.0%	2 1.80%	4 2.90% K	0 0.0%	0 0.0%	1 4.35%	1 1.85%	2 1.98%	3 3.13%	1 1.19%	4 2.27%	0 0.0%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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43. What is your age?

					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
75 or older (v 79.5)																			
0	255	86	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0.0%	0.47%	0.27%	0.25%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	AC	A																	
Average age																			
37.5639	36.3277	36.4698	34.9975		36.8704	37.6946	39.1944	36.7252	37.4203	37.9625	0	33.3043	37.2407	39.0842	37.2135	37.9643	37.4631	42.0000	0
D	D	D																	
Standard deviation																			
13.1159	12.2904	11.1879	11.8907		12.6298	13.0096	12.5722	12.4249	12.9918	13.6526	0	11.8842	10.2006	14.3168	12.9286	13.3155	13.1013	12.9904	0
Sigma																			
181	54194	32708	415		27	150	18	112	139	40	0	24	54	101	96	85	177	4	0
100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

44. Are you male or female?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	1 0.55%	0 0.0%	13 0.04% BD	0 0.0%		1 3.70%	0 0.0%	0 0.0%	1 0.89%	1 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.99%	0 0.0%	1 1.18%	1 0.56%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	901 2.75% AB	13 3.13% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	180 99.45% CD	54194 100.00% CD	31794 97.21%	402 96.87%		26 96.30%	150 100.00%	18 100.00%	111 99.11%	138 99.28%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	100 99.01%	96 100.00%	84 98.82%	176 99.44%	4 100.00%	0 0.0%
Male	33 18.33% BCD	6612 12.20%	3993 12.56%	47 11.69%		3 11.54%	29 19.33%	2 11.11%	16 14.41%	26 18.84%	6 15.00%	0 0.0%	7 29.17%	5 9.26%	21 21.00% N	19 19.79%	14 16.67%	33 18.75%	0 0.0%	0 0.0%
Female	147 81.67%	47582 87.80% A	27801 87.44% A	355 88.31% A		23 88.46%	121 80.67%	16 88.89%	95 85.59%	112 81.16%	34 85.00%	0 0.0%	17 70.83%	49 90.74%	79 79.00% O	77 80.21%	70 83.33%	143 81.25%	4 100.00%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

		2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	2016 Plan Results														
	2016 Plan Total (A)					Overall Rating of Plan		Overall Rating of Health Care		Health Status				Child Age				Child Gender		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
No response	0 0.0%	0 0.0%	1563 4.78% AB	16 3.86% AB		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	181 100.00% CD	54194 100.00% CD	31145 95.22%	399 96.14%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
High school or less (NET)	80 44.20% D	29032 53.57% AD	17100 54.90% ABD	113 28.32%		9 33.33%	71 47.33%	11 61.11%	42 37.50%	58 41.73%	21 52.50%	0 0.0%	10 41.67%	21 38.89%	48 47.52%	47 48.96%	33 38.82%	76 42.94%	4 100.00%	0 0.0%
8th grade or less	11 6.08% D	4037 7.45% D	2620 8.41% BD	3 0.75%		1 3.70%	10 6.67%	2 11.11%	5 4.46%	6 4.32%	5 12.50%	0 0.0%	1 4.17%	3 5.56%	6 5.94%	9 9.38% Q	2 2.35%	11 6.21%	0 0.0%	0 0.0%
Some high school, but did not graduate	13 7.18%	6964 12.85% AD	4116 13.22% AD	21 5.26%		1 3.70%	12 8.00%	2 11.11%	5 4.46%	8 5.76%	4 10.00%	0 0.0%	0 0.0%	4 7.41%	9 8.91%	5 5.21%	8 9.41%	13 7.34%	0 0.0%	0 0.0%
High school graduate or GED	56 30.94% D	18030 33.27% D	10364 33.28% D	89 22.31%		7 25.93%	49 32.67%	7 38.89%	32 28.57%	44 31.65%	12 30.00%	0 0.0%	9 37.50%	14 25.93%	33 32.67%	33 34.38%	23 27.06%	52 29.38%	4 100.00%	0 0.0%
Some college or 2-year degree	82 45.30% BC	18009 33.23% C	9751 31.31%	204 51.13% BC		13 48.15%	65 43.33%	6 33.33%	55 49.11%	64 46.04%	17 42.50%	0 0.0%	11 45.83%	30 55.56%	41 40.59%	37 38.54%	45 52.94%	82 46.33%	0 0.0%	0 0.0%
College graduate or more (NET)	19 10.50%	7154 13.20%	4294 13.79%	82 20.55% ABC		5 18.52%	14 9.33%	1 5.56%	15 13.39%	17 12.23%	2 5.00%	0 0.0%	3 12.50%	3 5.56%	12 11.88%	12 12.50%	7 8.24%	19 10.73%	0 0.0%	0 0.0%
4-year college graduate	14 7.73%	4688 8.65%	2775 8.91%	66 16.54% ABC		4 14.81%	10 6.67%	1 5.56%	10 8.93%	13 9.35%	1 2.50%	0 0.0%	2 8.33%	1 1.85%	10 9.90% N	8 8.33%	6 7.06%	14 7.91%	0 0.0%	0 0.0%
More than 4-year college degree	5 2.76%	2466 4.55%	1519 4.88%	16 4.01%		1 3.70%	4 2.67%	0 0.0%	5 4.46%	4 2.88%	1 2.50%	0 0.0%	1 4.17%	2 3.70%	2 1.98%	4 4.17%	1 1.18%	5 2.82%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

46. How are you related to the child?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	326 1.00% AB	2 0.48%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	4 2.21% B	0 0.0%	1083 3.31% B	13 3.13% B		2 7.41%	2 1.33%	0 0.0%	3 2.68%	4 2.88% K	0 0.0%	0 0.0%	0 0.0%	2 3.70%	2 1.98%	2 2.08%	2 2.35%	4 2.26%	0 0.0%	0 0.0%
BASE = Those who responded	177 97.79%	54194 100.00% ACD	31299 95.69%	400 96.39%		25 92.59%	148 98.67%	18 100.00%	109 97.32%	135 97.12%	40 100.00% J	0 0.0%	24 100.00%	52 96.30%	99 98.02%	94 97.92%	83 97.65%	173 97.74%	4 100.00%	0 0.0%
Mother or father	171 96.61% BC	49463 91.27%	29171 93.20% B	396 99.00% BC		25 100.00%	143 96.62%	18 100.00%	105 96.33%	130 96.30%	39 97.50%	0 0.0%	24 100.00%	49 94.23%	96 96.97%	93 98.94%	78 93.98%	167 96.53%	4 100.00%	0 0.0%
Grandparent	4 2.26% D	3073 5.67% ACD	1380 4.41% D	0 0.0%		0 0.0%	3 2.03%	0 0.0%	2 1.83%	4 2.96% K	0 0.0%	0 0.0%	0 0.0%	3 5.77%	1 1.01%	1 1.06%	3 3.61%	4 2.31%	0 0.0%	0 0.0%
Other (NET)	2 1.13%	1658 3.06% ACD	748 2.39% D	4 1.00%		0 0.0%	2 1.35%	0 0.0%	2 1.83%	1 0.74%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	2 2.02%	0 0.0%	2 2.41%	2 1.16%	0 0.0%	0 0.0%
Aunt or uncle	0 0.0%	466 0.86% ACD	201 0.64% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Older brother or sister	1 0.56%	135 0.25% D	110 0.35% D	0 0.0%		0 0.0%	1 0.68%	0 0.0%	1 0.92%	1 0.74%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.01%	0 0.0%	1 1.20%	1 0.58%	0 0.0%	0 0.0%
Other relative	0 0.0%	65 0.12% AD	43 0.14% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	0 0.0%	840 1.55% AC	314 1.00% A	3 0.75%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Someone else	1 0.56%	152 0.28%	80 0.26%	1 0.25%		0 0.0%	1 0.68%	0 0.0%	1 0.92%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 1.01%	0 0.0%	1 1.20%	1 0.58%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

47. Did someone help you complete this survey?

						2016 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	7 0.02% ABD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	5 2.76% B	0 0.0%	355 1.09% B	3 0.72%		2 7.41%	3 2.00%	0 0.0%	4 3.57%	4 2.88%	1 2.50%	0 0.0%	0 0.0%	2 3.70%	2 1.98%	3 3.13%	2 2.35%	5 2.82%	0 0.0%	0 0.0%
Appropriately skipped	4 2.21% B	0 0.0%	16387 50.10% ABD	24 5.78% AB		0 0.0%	4 2.67%	0 0.0%	2 1.79%	3 2.16%	1 2.50%	0 0.0%	0 0.0%	3 5.56%	1 0.99%	2 2.08%	2 2.35%	0 0.0%	4 100.00%	0 0.0%
BASE = Those who responded	172 95.03% C	54194 100.00% ACD	15959 48.79%	388 93.49% C		25 92.59%	143 95.33%	18 100.00%	106 94.64%	132 94.96%	38 95.00%	0 0.0%	24 100.00%	49 90.74%	98 97.03%	91 94.79%	81 95.29%	172 97.18%	0 0.0%	0 0.0%
Yes	8 4.65%	3057 5.64% D	926 5.80% D	12 3.09%		1 4.00%	7 4.90%	1 5.56%	3 2.83%	5 3.79%	3 7.89%	0 0.0%	1 4.17%	4 8.16%	3 3.06%	5 5.49%	3 3.70%	8 4.65%	0 0.0%	0 0.0%
No	164 95.35%	51137 94.36%	15033 94.20%	376 96.91% BC		24 96.00%	136 95.10%	17 94.44%	103 97.17%	127 96.21%	35 92.11%	0 0.0%	23 95.83%	45 91.84%	95 96.94%	86 94.51%	78 96.30%	164 95.35%	0 0.0%	0 0.0%
Sigma	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

Note: The Quality Compass 2015 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

48. How did that person help you?

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	181 100.00%	54194 100.00%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
No response	5 2.76%	3057 5.64% ACD	380 1.16%	4 0.96%		2 7.41%	3 2.00%	0 0.0%	4 3.57%	4 2.88%	1 2.50%	0 0.0%	0 0.0%	2 3.70%	2 1.98%	3 3.13%	2 2.35%	5 2.82%	0 0.0%	0 0.0%
Appropriately skipped	168 92.82%	51137 94.36%	31420 96.06% B	400 96.39% B		24 88.89%	140 93.33%	17 94.44%	105 93.75%	130 93.53%	36 90.00%	0 0.0%	23 95.83%	48 88.89%	96 95.05%	88 91.67%	80 94.12%	164 92.66%	4 100.00%	0 0.0%
BASE = Those who responded	8 4.42% B	0 0.0%	908 2.78% B	11 2.65% B		1 3.70%	7 4.67%	1 5.56%	3 2.68%	5 3.60%	3 7.50%	0 0.0%	1 4.17%	4 7.41%	3 2.97%	5 5.21%	3 3.53%	8 4.52%	0 0.0%	0 0.0%
Read the questions to me	3 37.50%	0 0.0%	415 45.70%	2 18.18%		0 0.0%	3 42.86%	0 0.0%	2 66.67%	2 40.00%	1 33.33%	0 0.0%	1 100.00%	2 50.00%	0 0.0%	2 40.00%	1 33.33%	3 37.50%	0 0.0%	0 0.0%
Wrote down the answers I gave	2 25.00%	0 0.0%	265 29.19%	2 18.18%		0 0.0%	2 28.57%	1 100.00%	1 33.33%	1 20.00%	1 33.33%	0 0.0%	0 0.0%	0 0.0%	2 66.67%	0 0.0%	2 66.67%	2 25.00%	0 0.0%	0 0.0%
Answered the questions for me	1 12.50%	0 0.0%	109 12.00%	1 9.09%		0 0.0%	1 14.29%	0 0.0%	1 33.33%	1 20.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 33.33%	0 0.0%	1 33.33%	1 12.50%	0 0.0%	0 0.0%
Translated the questions into my language	7 87.50%	0 0.0%	446 49.12%	6 54.55%		1 100.00%	6 85.71%	1 100.00%	2 66.67%	4 80.00%	3 100.00%	0 0.0%	0 0.0%	4 100.00%	3 100.00%	4 80.00%	3 100.00%	7 87.50%	0 0.0%	0 0.0%
Helped in some other way	0 0.0%	0 0.0%	81 8.92%	4 36.36%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sigma	186 102.76%	54194 100.00%	33116 101.25%	419 100.96%		27 100.00%	155 103.33%	19 105.56%	115 102.68%	142 102.16%	42 105.00%	0 0.0%	24 100.00%	56 103.70%	104 102.97%	97 101.04%	89 104.71%	182 102.82%	4 100.00%	0 0.0%

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      published in Quality Compass.
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Survey Language

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	181 100.00%	0 0.0%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	181 100.00%	0 0.0%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
English	181 100.00% C	0 0.0%	27624 84.46%	415 100.00% C		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%
Spanish	0 0.0%	0 0.0%	5084 15.54% AD	0 0.0%		0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sigma	181 100.00%	0 0.0%	32708 100.00%	415 100.00%		27 100.00%	150 100.00%	18 100.00%	112 100.00%	139 100.00%	40 100.00%	0 0.0%	24 100.00%	54 100.00%	101 100.00%	96 100.00%	85 100.00%	177 100.00%	4 100.00%	0 0.0%

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Customer Service Composite Score

	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	2016 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Customer Service Composite Score (BASE)	44	17288 AD	10246 AD	91		4	40	4	31	34	10	0	9	10	25	25	19	44	0	0
NEVER/SOMETIMES COMPOSITE	7.95%	12.48%	11.80%	12.15%		50.00%	3.75%	25.00%	6.45%	8.82%	5.00%	0.0%	16.67%	10.00%	4.00%	8.00%	7.89%	7.95%	0.0%	0.0%
USUALLY COMPOSITE	20.45%	19.04%	20.48%	24.44%		37.50%	18.75%	37.50%	20.97%	17.65%	30.00%	0.0%	22.22%	30.00%	16.00%	22.00%	18.42%	20.45%	0.0%	0.0%
ALWAYS COMPOSITE	71.59%	68.48%	67.72%	63.42%		12.50%	77.50%	37.50%	72.58%	73.53%	65.00%	0.0%	61.11%	60.00%	80.00%	70.00%	73.68%	71.59%	0.0%	0.0%
CAHPS RATE	92.05%	87.52%	88.20%	87.85%		50.00%	96.25%	75.00%	93.55%	91.18%	95.00%	0.0%	83.33%	90.00%	96.00%	92.00%	92.11%	92.05%	0.0%	0.0%
AVERAGE	2.6364	2.5600	2.5592	2.5127		1.6250	2.7375	2.1250	2.6613	2.6471	2.6000	0	2.4444	2.5000	2.7600	2.6200	2.6579	2.6364	0	0
Standard deviation	0.5970	0.6803	0.6707	0.6810		0.6646	0.4640	0.7681	0.5677	0.6134	0.5317	0	0.7262	0.6633	0.4519	0.5937	0.5996	0.5970	0	0

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Getting Needed Care Composite Score

		2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)					0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Getting Needed Care Composite Score (BASE)	133	52563 ACD	24430	294		16	115	18	110	98	33	0	19	41	72	66	67	131	2	0
NEVER/SOMETIMES COMPOSITE	9.25%	15.69% AD	15.65% AD	6.68%		29.17%	6.47%	32.64%	5.43%	4.64%	20.91% J	0.0%	16.67%	12.02%	7.67%	13.12%	5.98%	9.30%	0.0%	0.0%
USUALLY COMPOSITE	33.51% BCD	22.60%	22.67%	23.21%		41.67%	32.19%	43.75%	33.62%	27.08%	47.27% J	0.0%	18.42%	34.93%	34.35%	27.49%	38.55%	33.79%	0.0%	0.0%
ALWAYS COMPOSITE	57.24%	61.71%	61.68%	70.11% ABC		29.17%	61.34%	23.61%	60.95%	68.28% K	31.82%	0.0%	64.91%	53.05%	57.98%	59.38%	55.47%	56.92%	0.0%	0.0%
CAHPS RATE	90.75% BC	84.31%	84.35%	93.32% BC		70.83%	93.53%	67.36%	94.57%	95.36% K	79.09%	0.0%	83.33%	87.98%	92.33%	86.88%	94.02%	90.70%	0.0%	0.0%
AVERAGE	2.4799	2.4602	2.4603	2.6343		2.0000	2.5487	1.9097	2.5552	2.6364	2.1091	0	2.4825	2.4103	2.5030	2.4626	2.4949	2.4762	0	0
Standard deviation	0.6557	0.7440	0.7393	0.6045		0.7618	0.6089	0.7428	0.5901	0.5677	0.7143	0	0.7126	0.6920	0.6337	0.7096	0.6053	0.6567	0	0

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Getting Care Quickly Composite Score

		2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	2016 Plan Results														
	2016 Plan Total (A)					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Getting Care Quickly Composite Score (BASE)	119	38857	24645 ABD	280		15	102	17	93	86	32 J	0	18	34	65	59	60	119	0	0
NEVER/SOMETIMES COMPOSITE	5.78%	11.45% AD	10.94% AD	4.59%		23.61%	3.20%	16.67%	4.54%	2.53%	13.93%	0.0%	0.0%	7.95%	6.29%	4.01%	7.50%	5.78%	0.0%	0.0%
USUALLY COMPOSITE	19.29%	15.09%	14.99%	11.35%		31.94%	17.28%	33.33%	17.37%	13.97%	31.79%	0.0%	14.29%	23.85%	18.86%	16.84%	21.79%	19.29%	0.0%	0.0%
ALWAYS COMPOSITE	74.94%	73.45%	74.07%	84.06% ABC		44.44%	79.52%	50.00%	78.10%	83.50% K	54.29%	0.0%	85.71%	68.20%	74.85%	79.14%	70.71%	74.94%	0.0%	0.0%
CAHPS RATE	94.22% BC	88.55%	89.06%	95.41% BC		76.39%	96.80%	83.33%	95.46%	97.47%	86.07%	0.0%	100.00%	92.05%	93.71%	95.99%	92.50%	94.22%	0.0%	0.0%
AVERAGE	2.6916	2.6200	2.6313	2.7947		2.2083	2.7633	2.3333	2.7356	2.8097	2.4036		2.8571	2.6025	2.6857	2.7513	2.6322	2.6916	0	0
Standard deviation	0.5669	0.6776	0.6676	0.4831		0.7878	0.4852	0.7224	0.5277	0.4357	0.7175		0.2259	0.6170	0.5825	0.5154	0.5929	0.5669	0	0

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How Well Doctors Communicate Composite Score

						2016 Plan Results												
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
How Well Doctors Communicate Composite Score (BASE)	101	38050 ACD	22006 AD	211		9	90	9	85	74	26	0	20	26	53	51	50	100	1	0
NEVER/SOMETIMES COMPOSITE	1.50%	6.87% A	6.86% A	5.13%		11.46%	0.56%	13.89%	0.30%	0.68%	3.92%	0.0%	3.75%	1.92%	0.47%	0.98%	2.02%	1.51%	0.0%	0.0%
USUALLY COMPOSITE	18.96%	14.53%	14.63%	17.79%		28.47%	18.45%	41.67%	17.22%	16.94%	25.54%	0.0%	12.50%	19.23%	21.05%	15.27%	22.73%	18.64%	50.00%	0.0%
ALWAYS COMPOSITE	79.55%	78.60%	78.52%	77.08%		60.07%	81.00%	44.44%	82.48%	82.38%	70.54%	0.0%	83.75%	78.85%	78.48%	83.75%	75.24%	79.85%	50.00%	0.0%
CAHPS RATE	98.50% BC	93.13%	93.14%	94.87%		88.54%	99.44%	86.11%	99.70%	99.32%	96.08%	0.0%	96.25%	98.08%	99.53%	99.02%	97.98%	98.49%	100.00%	0.0%
AVERAGE	2.7805	2.7174	2.7166	2.7195		2.4861	2.8044	2.3056	2.8218	2.8171	2.6662	0	2.8000	2.7692	2.7801	2.8276	2.7322	2.7833	2.5000	0
Standard deviation	0.4438	0.5706	0.5690	0.5486		0.6692	0.4063	0.6745	0.3844	0.3978	0.5425	0	0.4371	0.4605	0.4230	0.3954	0.4821	0.4424	0	0

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Shared Decision Making Composite Score

						2016 Plan Results													
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2016 Plan Total (A)	2015 Child Medicaid Quality Compass (B)	2016 DSS Book of Bus. (C)	2015 Plan Total (D)	2014 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Shared Decision Making Composite Score (BASE)	37	12958 C	7157	91		3	33	6	31	21	16 J	0	4	9	23	20	17	37	0	0
YES COMPOSITE	79.25%	78.00%	78.35%	84.51%		66.67%	79.77%	94.44%	76.31%	79.29%	79.17%	0.0%	66.67%	70.37%	83.99%	75.00%	84.31%	79.25%	0.0%	0.0%

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      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T