

2017 CAHPS® 5.0 Member Survey

Child Medicaid – PPO

Prepared for:
Blue Cross Blue Shield of Wyoming
June 2017

Prepared by:
DSS Research



Looking Beyond the Expected

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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 2017 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 2017 CAHPS 5.0 member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

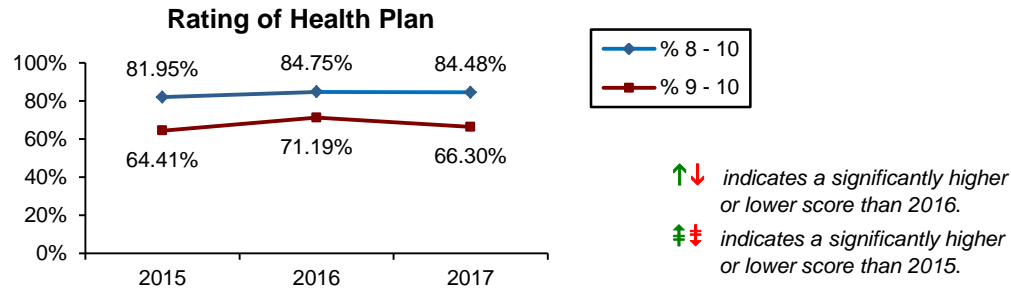
Assessment of member perceptions related to:

- 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.

Blue Cross Blue Shield of Wyoming performed similar to last year on the overall health plan rating and performed similar to two years ago.

- More than eight in 10 (84.48%) 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 and not significantly different from two years ago.
- About two-thirds (66.30%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.



No significant improvements were seen on the overall ratings or composite scores compared to last year or two years ago.

Significant changes	2016 vs. 2015	2017 vs. 2016	2017 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.

Resources for improvement

AHRQ best practices

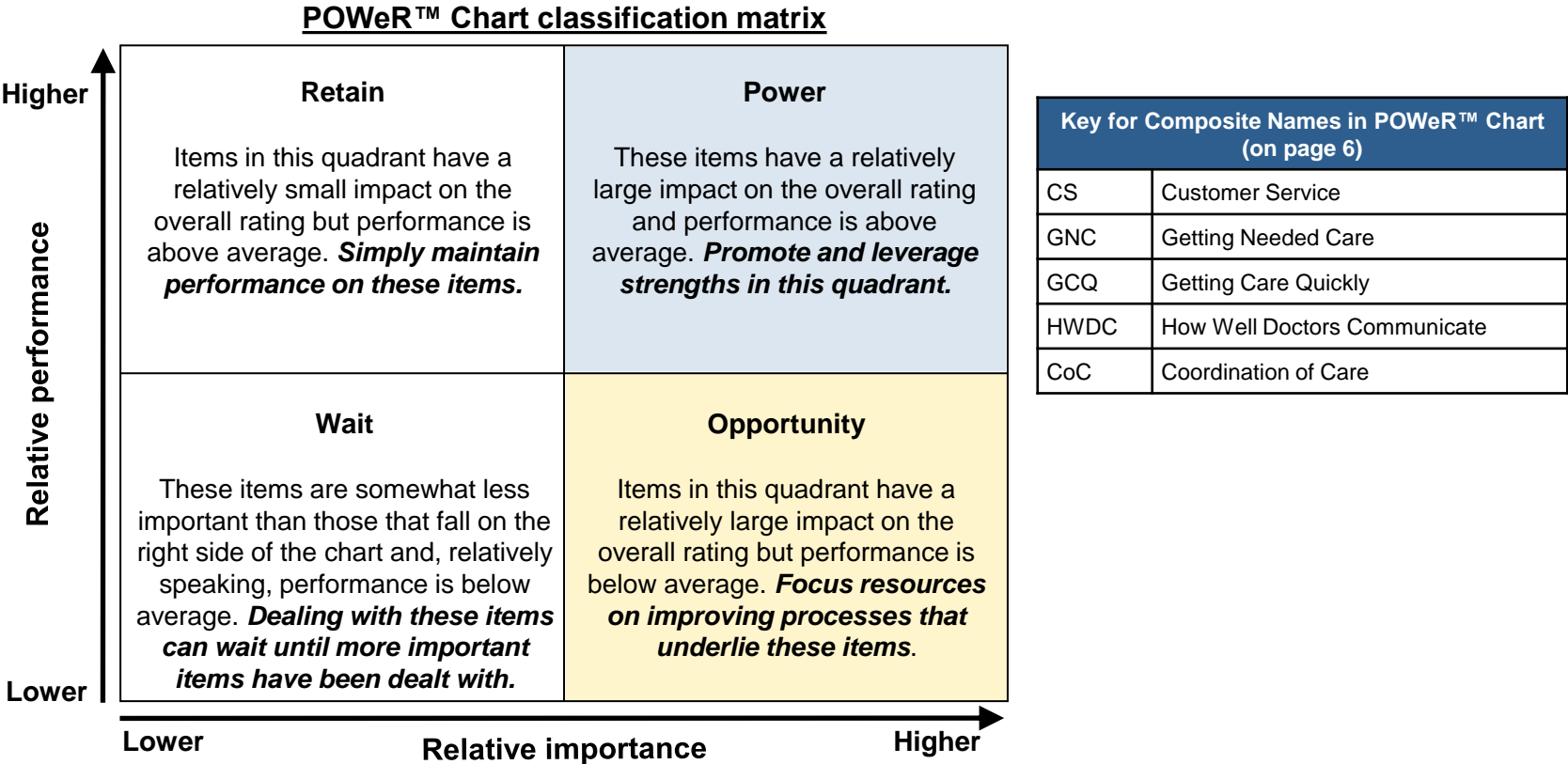
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

Voice of the Member

DSS also provides feedback from adult consumers across the country with coverage for their child. See [Appendix E](#).

Key drivers of 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.

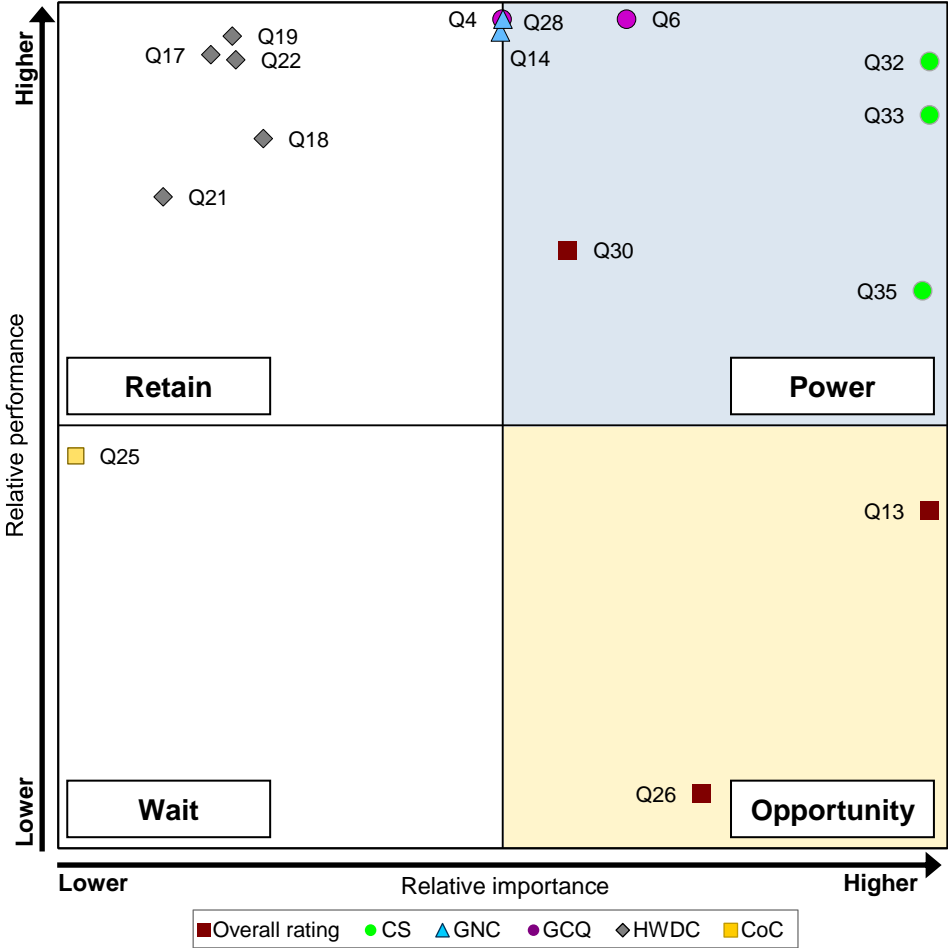


Executive summary

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 - BCBS WY



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q32	CS provided info./help	87.96%	95th	5
Q33	CS courtesy/respect	96.30%	90th	5
Q35	Easy to fill out forms	95.61%	50th	3
Q6	Got routine care	96.47%	95th	5
Q30	Specialist overall*	88.35%	75th	4
Q28	Got specialist appt.	93.27%	95th	5
Opportunity				
Q13	Health care overall*	87.42%	75th	4
Q26	Personal doctor overall*	86.70%	10th	2
Wait				
Q25	Dr. informed about care	82.30%	50th	3
Retain				
Q4	Got urgent care	96.76%	95th	5
Q14	Got care/tests/treatment	95.12%	95th	5
Q18	Dr. listened carefully	96.53%	75th	4
Q22	Dr. spent enough time	93.75%	95th	5
Q19	Dr. showed respect	98.07%	95th	5
Q17	Dr. explained things	96.91%	90th	5
Q21	Dr. explained things for child	94.59%	---	---

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

Executive summary

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.

Survey measure	Mean score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³	
				2014 Standards ⁴	2017 Standards ⁴
Overall mean ratings					
Rating of Health Plan ⁵	2.5831	38.79%	25th	1.1556	1.1556
Rating of Health Care	2.6166	55.50%	50th	0.9822	0.9822
Rating of Personal Doctor	2.6729	44.08%	25th	0.5778	0.5778
Rating of Specialist	2.6699	68.69%	50th	0.9822	0.9822
Composite mean scores					
Customer Service	2.4907	23.82%	<25th	0.2889	0.2889
Getting Needed Care	2.6241	91.46%	90th	1.4444	1.4444
Getting Care Quickly	2.7803	91.21%	90th	1.4444	1.4444
How Well Doctors Communicate ⁶	2.7876	88.80%	75th	1.2711	---
Coordination of Care ⁶	2.2920	22.76%	<25th	---	0.2889
Total points				8.1466	7.1644

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

Percentile Threshold	Percentile	Points ⁴
90th	Greater than or equal to 90 th percentile	1.4444
75th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25th	Less than 25 th percentile	0.2889
Maximum number of points		13.0000

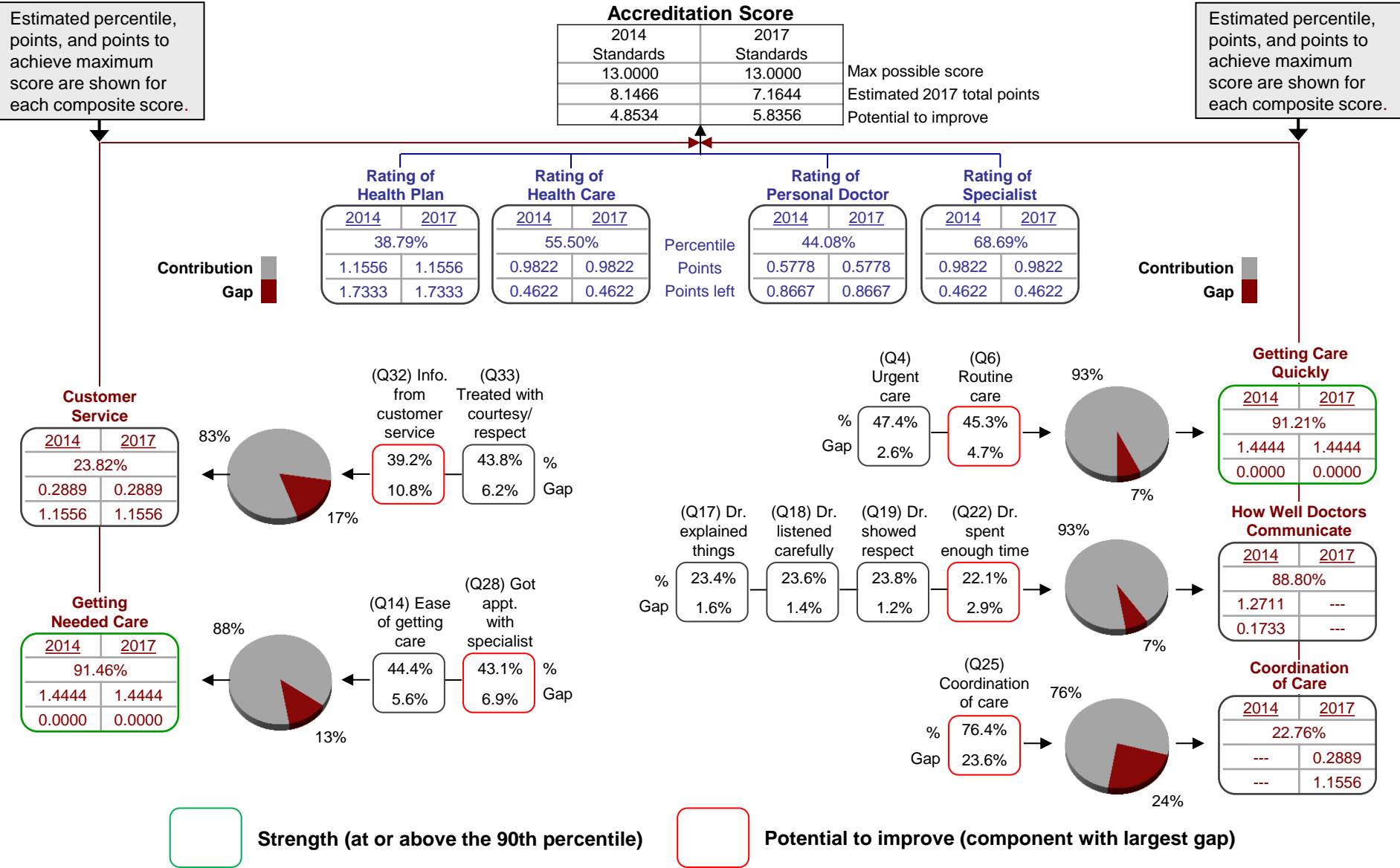
Notes:

- ¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.
- ² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
- ³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.
- ⁴ A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.
- ⁵ 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.
- ⁶ The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

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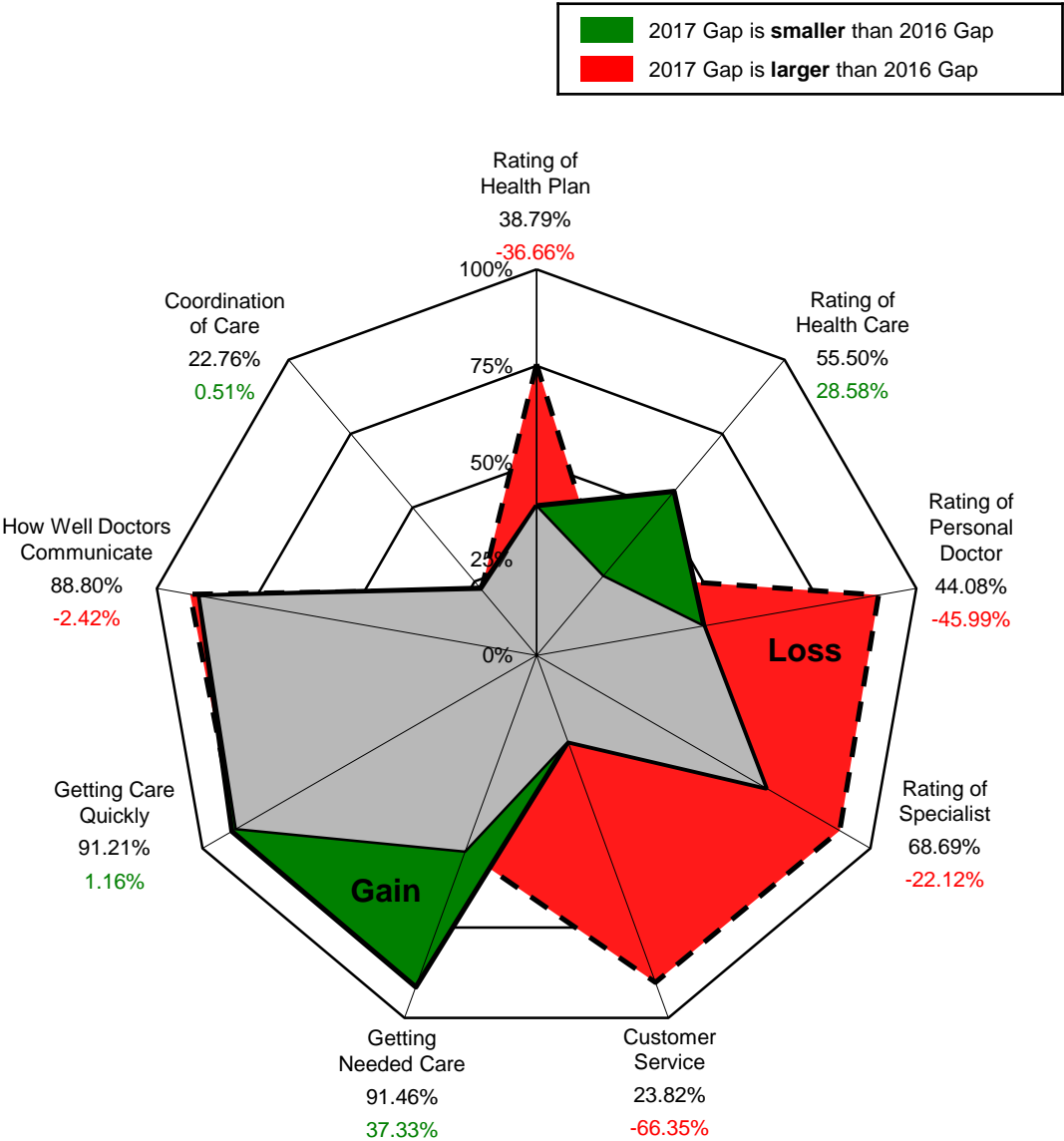
Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.



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



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 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			3.5
Getting Care			5.0
Getting care easily	94.20%	90th	5.0
Getting care quickly	96.61%	90th	5.0
Satisfaction with physicians			3.0
Rating of doctor	73.40%	33rd	3.0
Rating of specialists	74.76%	67th	4.0
Rating of care	66.26%	10th	2.0
Coordination of care	82.30%	33rd	3.0
Health promotion and education	68.20%	10th	2.0
Satisfaction with health plan services			3.5
Rating of health plan	66.30%	10th	2.0
Customer service	92.13%	90th	5.0

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

* 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® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/17/2017
First reminder postcard	4 - 10 days	1/24/2017
Second questionnaire mailing	35 days	2/21/2017
Second reminder postcard	39 - 45 days	2/28/2017
Initiate telephone interviewing	56 days	3/14/2017
Complete telephone interviewing	70 days	3/28/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2017

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 466 members was obtained with an overall sampling error of +/- 4.5% at 95% confidence, using the most pessimistic assumption regarding variance ($p=0.5$).

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

Item	2017
Total mailed	1,650
Total ineligible	6
Total completed surveys	466
Mail completes	451
Phone completes	15
Adjusted response rate	28.35%
Overall sampling error	+/- 4.5%

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

Comparison averages. Most measures are compared to the 2016 Quality Compass Average (2016 QC Avg.) and the 2017 DSS Child Medicaid Book of Business (2017 DSS Avg.). The DSS Child Medicaid Book of Business is made up of 76 child Medicaid plans with a total of 37,849 respondents.

Compared to the 2016 plan result:

- None of the differences are significant.

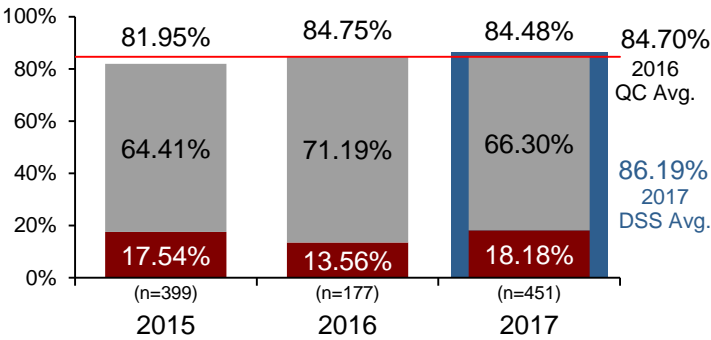
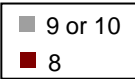
Compared to the 2016 QC Average:

- None of the differences are significant.

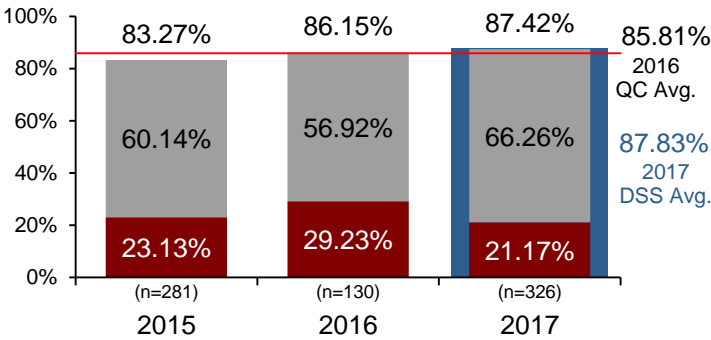
Compared to the 2017 DSS Average:

- None of the differences are significant.

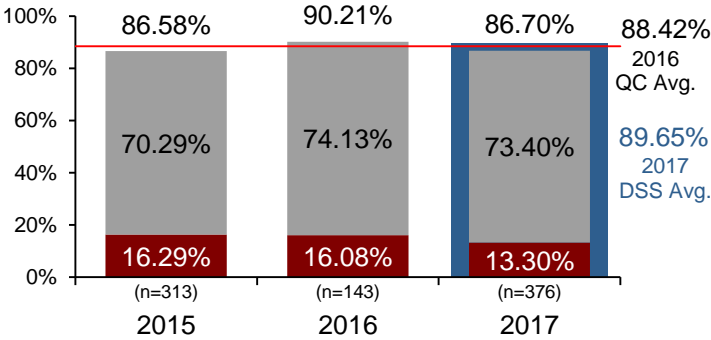
Q36. Rating of Health Plan



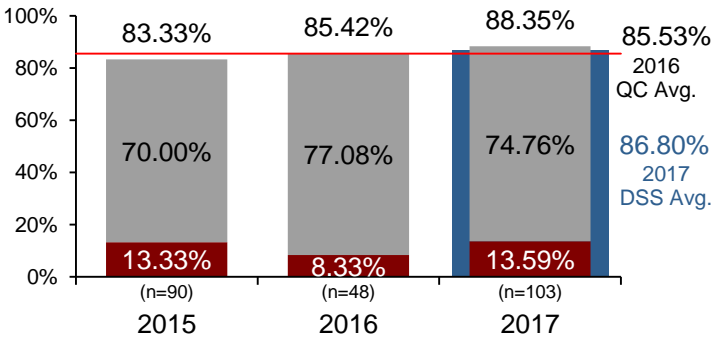
Q13. Rating of Health Care



Q26. Rating of Personal Doctor



Q30. Rating of Specialist

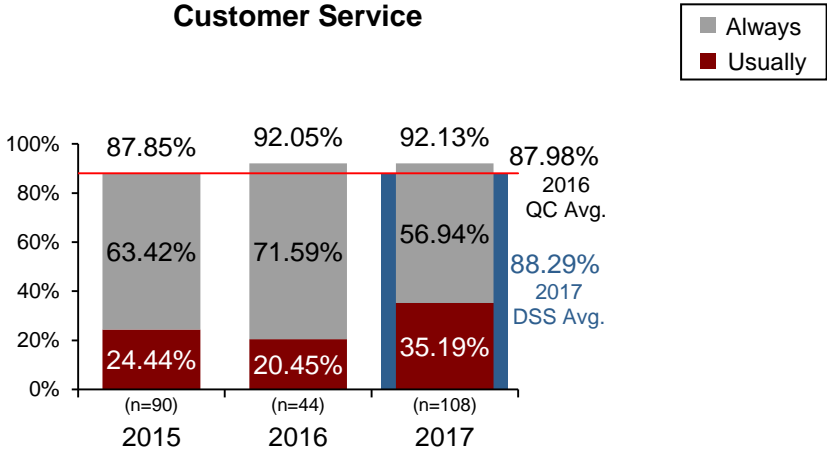


↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
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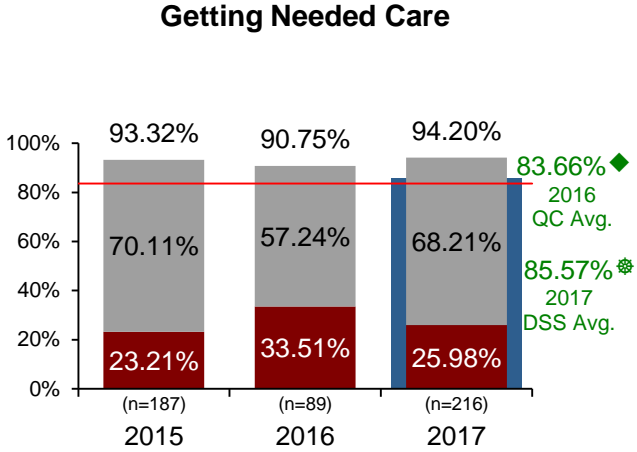
Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Composite global proportions

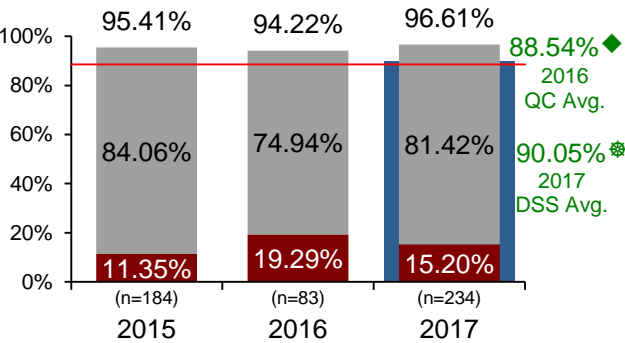
Customer Service



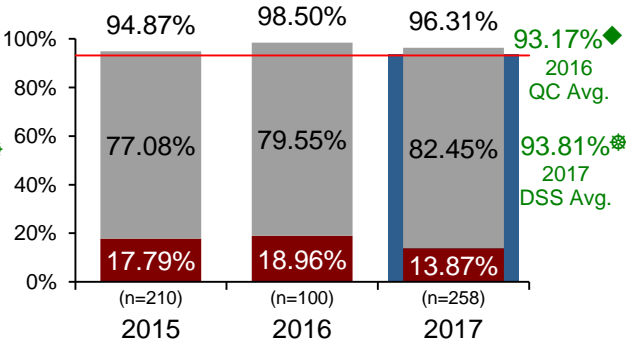
Getting Needed Care



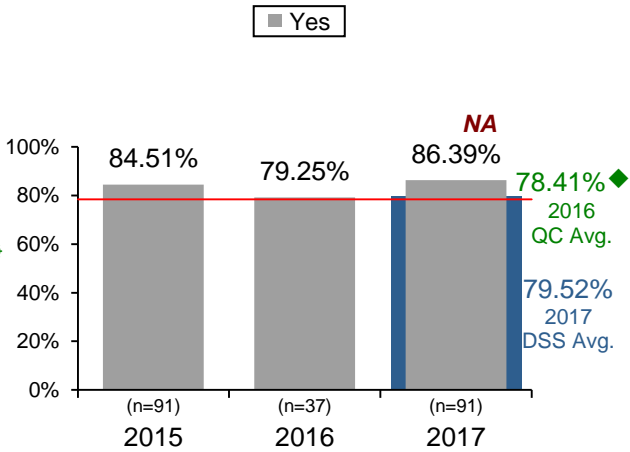
Getting Care Quickly



How Well Doctors Communicate



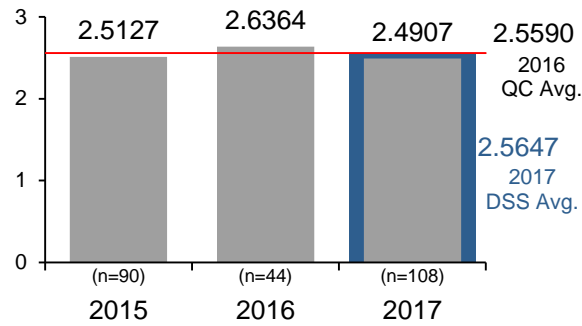
Shared Decision Making



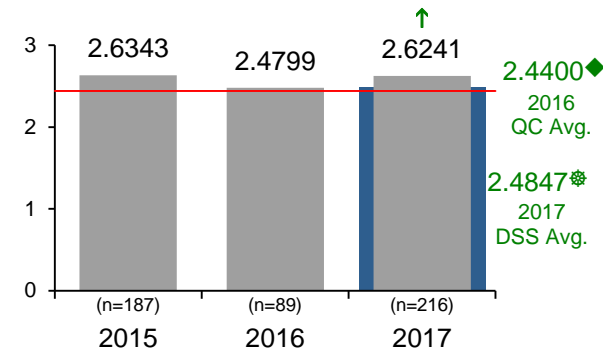
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Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

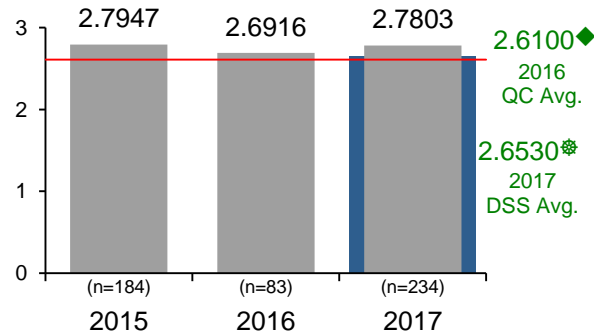
Customer Service



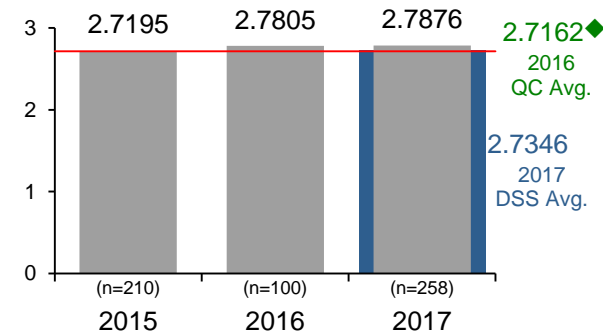
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2016 QC Average:

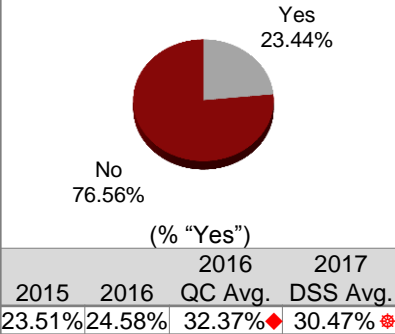
- None of the differences are significant.

Compared to the 2017 DSS Average:

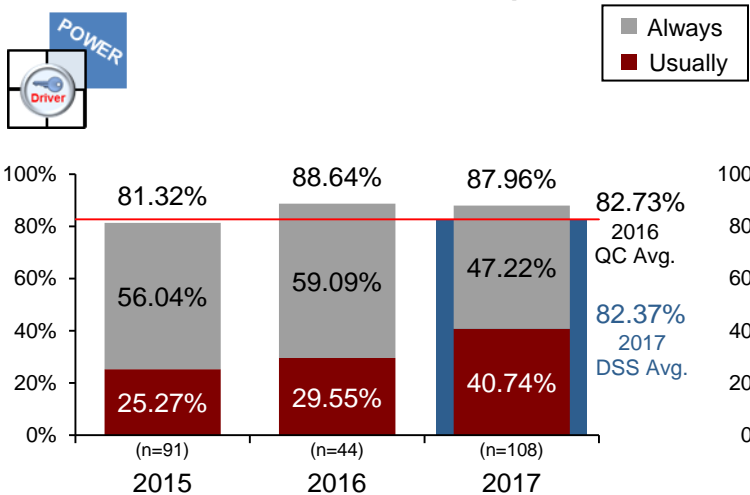
- None of the differences are significant.

Customer Service Composite					
	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Global proportion	87.85%	92.05%	92.13%	87.98%	88.29%
Mean score	2.5127	2.6364	2.4907	2.5590	2.5647

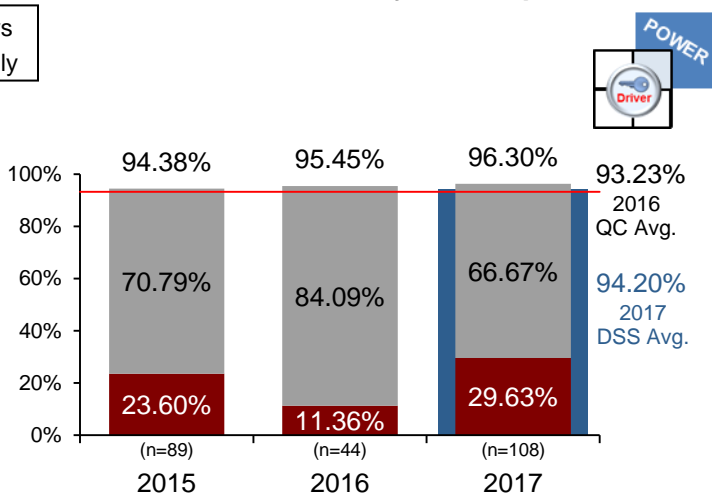
Q31. Tried to get information or help from health plan's customer service



Q32. Customer service provided needed information or help



Q33. Customer service treated member with courtesy and respect



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Compared to the 2016 plan result:

- The difference is not significant.

Compared to the 2016 QC Average:

- The difference is not significant.

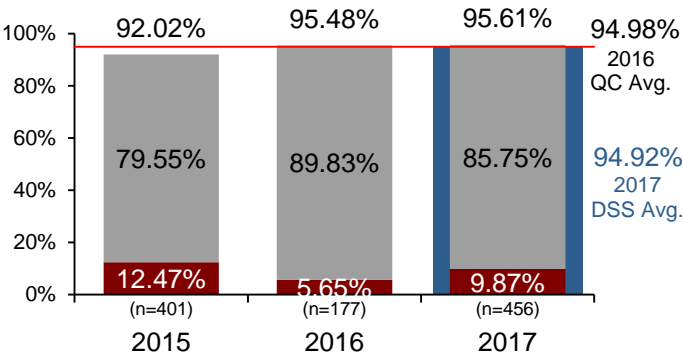
Compared to the 2017 DSS Average:

- The difference is not significant.

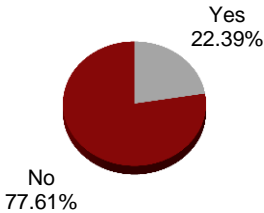
Q35. Health plan forms were easy to fill out



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



Q34. Health plan gave member forms to fill out



(% "Yes")

2015	2016	2016 QC Avg.	2017	2017 DSS Avg.
30.77%	19.55%	28.54%	28.74%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Getting Needed Care

Compared to the 2016 plan result:

- None of the differences are significant.

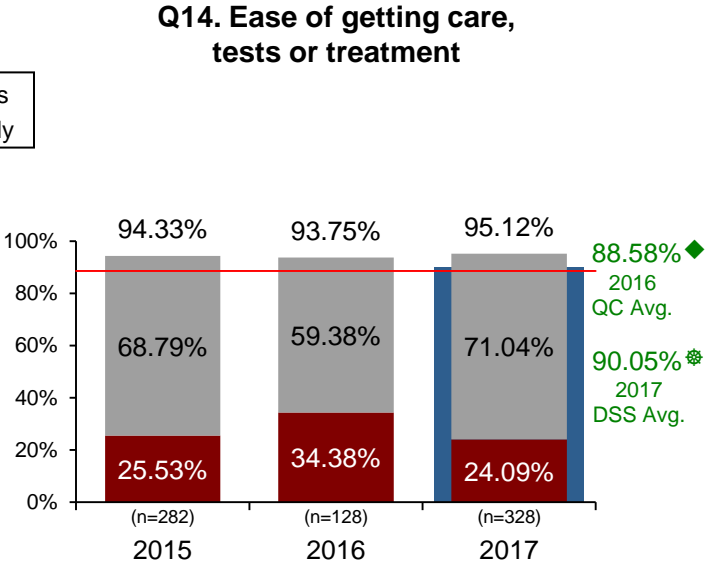
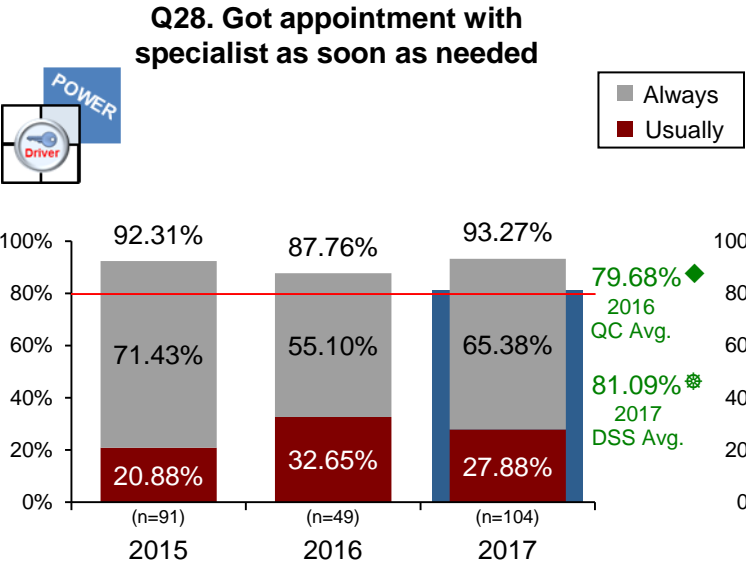
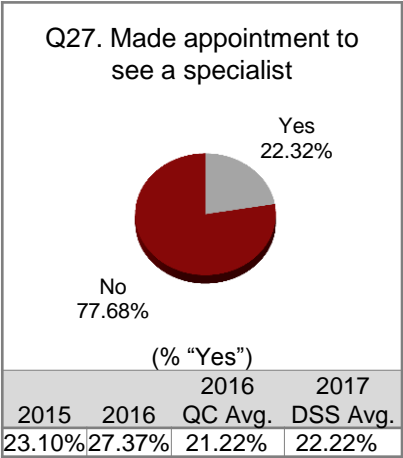
Compared to the 2016 QC Average:

- Got appointment with specialist and got care, tests or treatment are significantly higher.

Compared to the 2017 DSS Average:

- Got appointment with specialist and got care, tests or treatment are significantly higher.

Getting Needed Care Composite					
	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Global proportion	93.32%	90.75%	94.20%	83.66% ♦	85.57% ⚙
Mean score	2.6343	2.4799	2.6241 ↑	2.4400 ♦	2.4847 ⚙



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
♦ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Getting Care Quickly

Compared to the 2016 plan result:

- None of the differences are significant.

Compared to the 2016 QC Average:

- Got urgent care and got routine appointment are significantly higher.

Compared to the 2017 DSS Average:

- Got urgent care and got routine appointment are significantly higher.

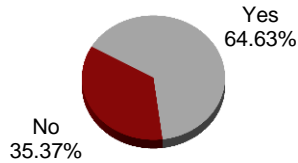
Q3. Had illness/injury/condition that needed care right away



(% "Yes")

2015	2016	2016 QC Avg.	2017 DSS Avg.
37.56%	37.22%	33.84%	35.19%

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



(% "Yes")

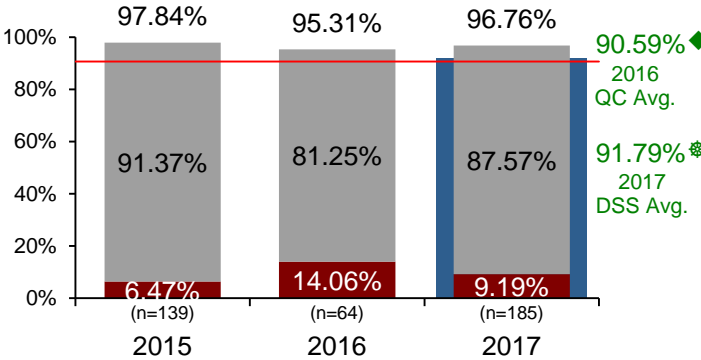
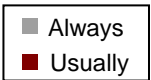
2015	2016	2016 QC Avg.	2017 DSS Avg.
59.66%	62.22%	71.54%	72.10%

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
- ✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

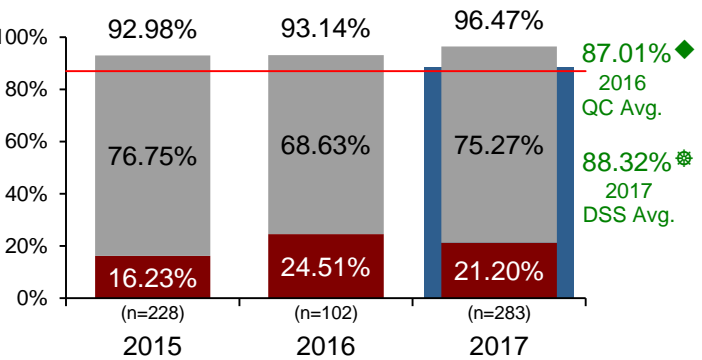
Getting Care Quickly Composite

	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Global proportion	95.41%	94.22%	96.61%	88.54% ◆	90.05% ✱
Mean score	2.7947	2.6916	2.7803	2.6100 ◆	2.6530 ✱

Q4. Got urgent care as soon as needed



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



Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Doctor or Specialist Visits

Compared to the 2016 plan result:

- None of the differences are significant.

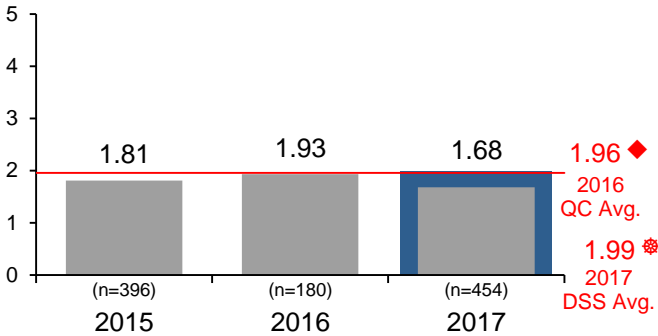
Compared to the 2016 QC Average:

- Average number of office visits and average number of personal doctor visits are significantly lower.

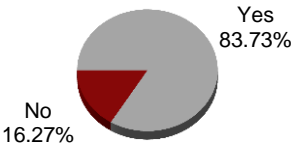
Compared to the 2017 DSS Average:

- Average number of office visits and average number of personal doctor visits are significantly lower.

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

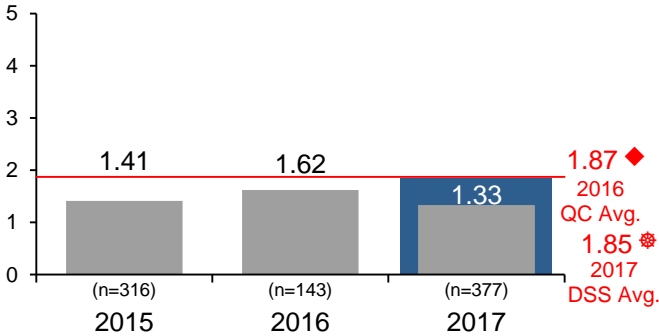


Q15. Have a personal doctor

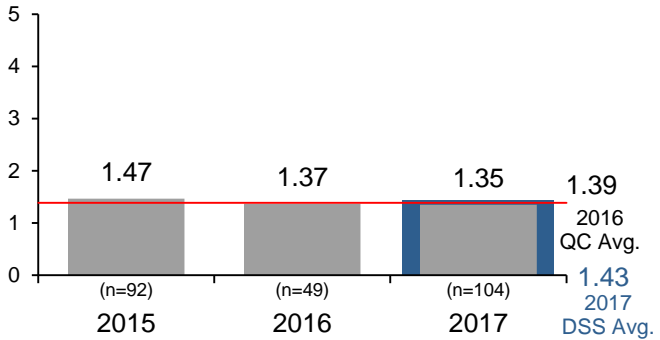


2015		2016		2017
2015		2016	QC Avg.	DSS Avg.
83.05%	82.32%	87.89%	87.92%	

Q16. Average number of visits to personal doctor



Q29. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

How Well Doctors Communicate

Compared to the 2016 plan result:

- Doctor explained things and doctor spent enough time are significantly lower.

Compared to the 2016 QC Average:

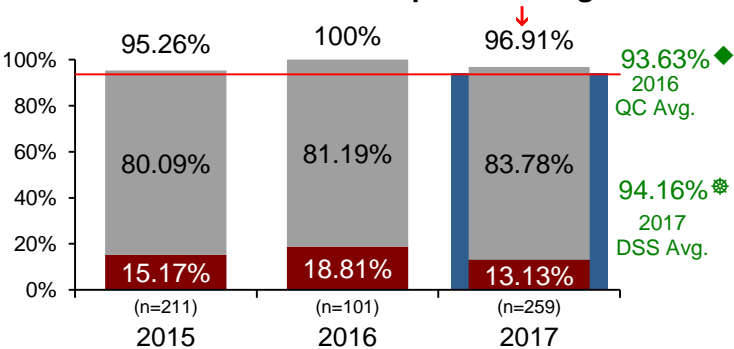
- Doctor explained things, doctor showed respect and doctor spent enough time are significantly higher.

Compared to the 2017 DSS Average:

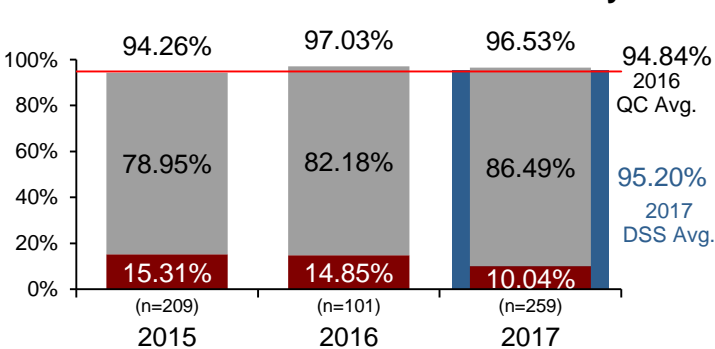
- Doctor explained things, doctor showed respect and doctor spent enough time are significantly higher.

How Well Doctors Communicate Composite					
	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Global proportion	94.87%	98.50%	96.31%	93.17% ♦	93.81% ❄
Mean score	2.7195	2.7805	2.7876	2.7162 ♦	2.7346

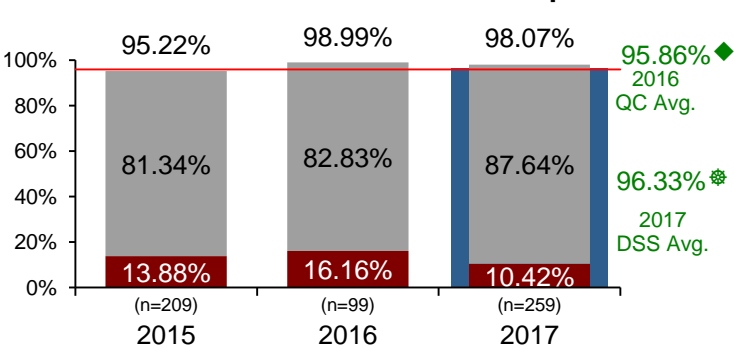
Q17. Personal doctor explained things



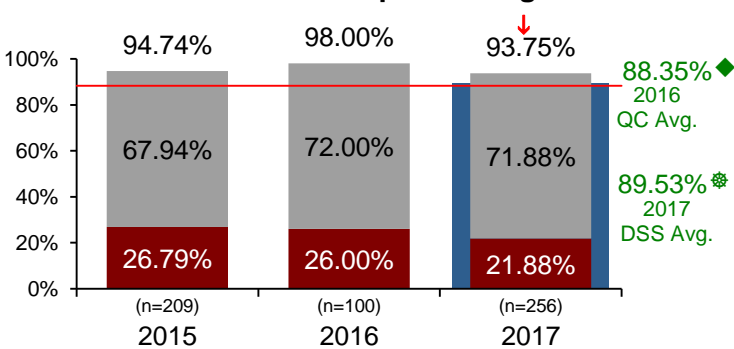
Q18. Personal doctor listened carefully



Q19. Personal doctor showed respect



Q22. Personal doctor spent enough time



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
♦ ❄ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
❄ ❄ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Compared to the 2016 plan result:

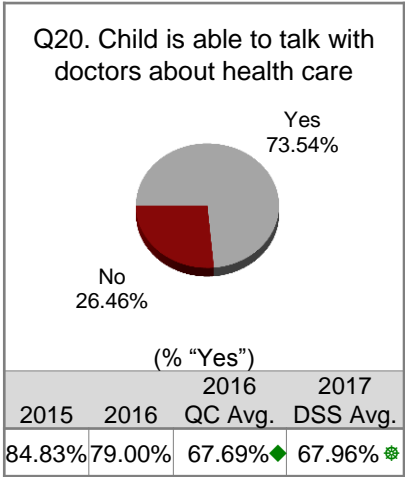
- None of the differences are significant.

Compared to the 2016 QC Average:

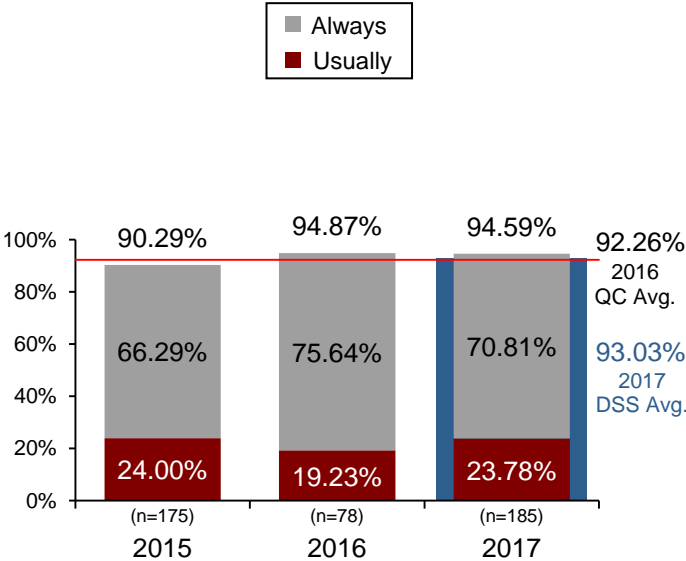
- None of the differences are significant.

Compared to the 2017 DSS Average:

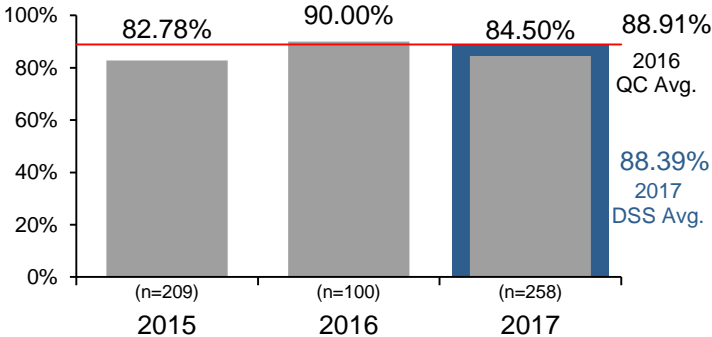
- None of the differences are significant.



Q21. Doctors explained things in a way child could understand



Q23. Doctor talked with you about how child is feeling/growing/behaving (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Shared Decision Making

Compared to the 2016 plan result:

- None of the differences are significant.

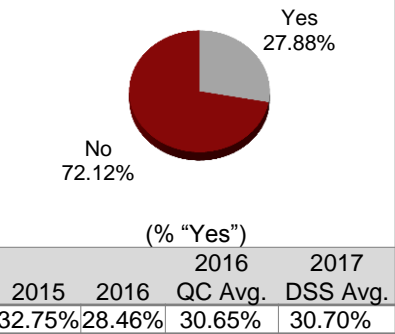
Compared to the 2016 QC Average:

- Doctor discussed reasons to take medicine and doctor discussed reasons not to take medicine are significantly higher.

Compared to the 2017 DSS Average:

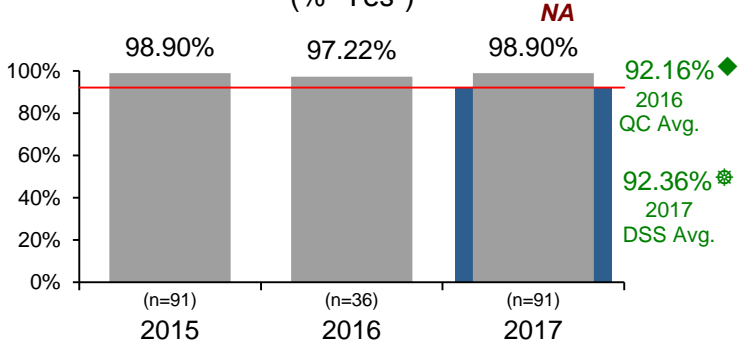
- Doctor discussed reasons to take medicine and doctor discussed reasons not to take medicine are significantly higher.

Q9. Doctor discussed starting or stopping a prescription medicine

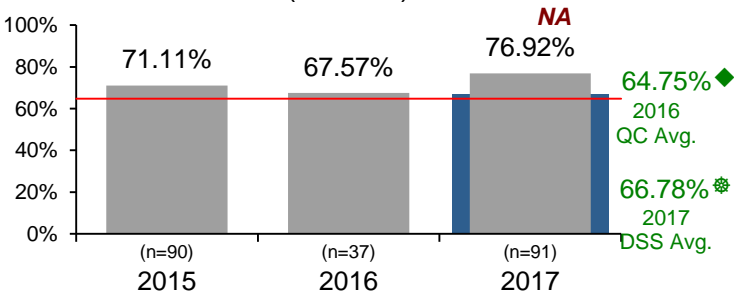


Shared Decision Making Composite					
	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Global proportion	84.51%	79.25%	86.39%	78.41% ◆	79.52%
NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.					

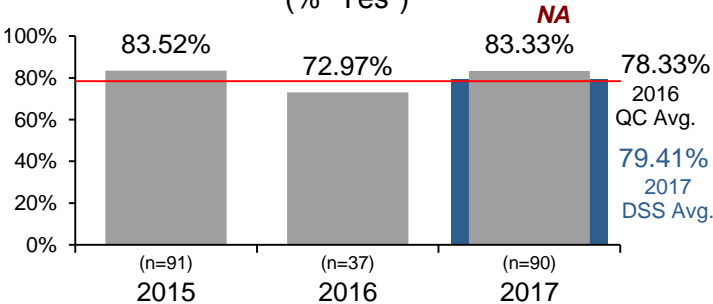
Q10. Doctor discussed reasons to take a medicine (% "Yes")



Q11. Doctor discussed reasons not to take a medicine (% "Yes")



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



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Compared to the 2016 plan result:

- The difference is not significant.

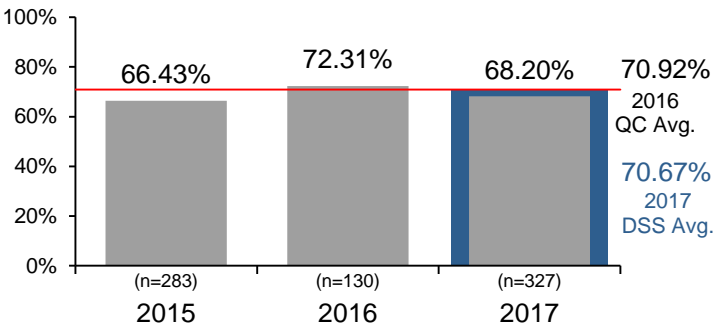
Compared to the 2016 QC Average:

- The difference is not significant.

Compared to the 2017 DSS Average:

- The difference is not significant.

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



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
⚙ ⚙ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Compared to the 2016 plan result:

- The difference is not significant.

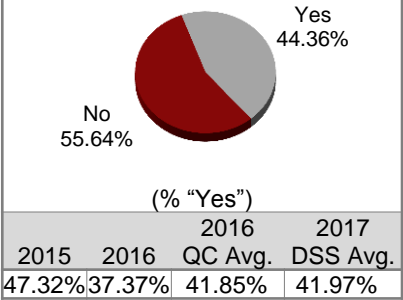
Compared to the 2016 QC Average:

- The difference is not significant.

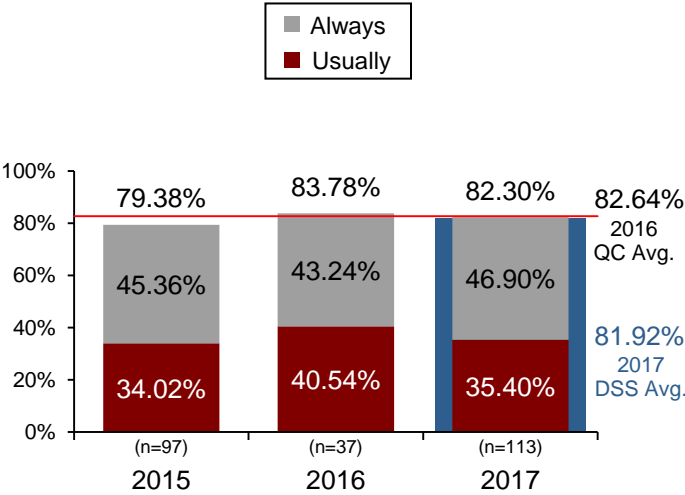
Compared to the 2017 DSS Average:

- The difference is not significant.

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



Q25. Personal doctor seemed informed about care from other providers



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✱ ✱ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Appendix A

Member profile

Member profile

	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Child's health					
Overall health (Q37)					
Excellent/Very good	83.08%	77.65%	84.02%	75.22%	76.22%
Good	13.93%	20.67%	15.12%	19.72%	19.25%
Fair/Poor	2.99%	1.68%	0.86%	5.06%	4.53%
Overall mental/emotional health (Q38)					
Excellent/Very good	79.90%	71.82%	80.91%	74.38%	74.64%
Good	14.64%	20.44%	13.23%	17.56%	17.68%
Fair/Poor	5.46%	7.73%	5.86%	8.06%	7.68%
Child's demographics					
Age (Q39)					
Less than 1	0.00%	0.00%	0.45%	2.22%	2.17%
1-5	14.21%	13.41%	20.95%	---	28.99%
6-10	32.42%	30.17%	34.68%	---	28.05%
11-15	36.66%	32.40%	31.53%	---	28.10%
16 or older	16.71%	24.02%	12.39%	---	12.69%
Gender (Q40)					
Male	52.01%	53.04%	52.53%	51.76%	51.83%
Female	47.99%	46.96%	47.47%	48.24%	48.17%
Race/ethnicity (Q41/Q42)					
White	92.21%	84.09%	88.20%	51.46%	65.56%
Hispanic or Latino	14.00%	25.14%	20.96%	35.68%	34.64%
Black or African-American	0.75%	2.84%	3.34%	22.46%	20.83%
Asian	2.01%	2.84%	2.67%	5.78%	6.39%
Native Hawaiian or other Pacific Islander	1.01%	0.57%	0.89%	1.31%	1.78%
American Indian or Alaska Native	3.77%	5.11%	2.90%	3.18%	3.79%
Other	6.78%	10.23%	8.24%	15.81%	18.04%
Parent's/respondent's demographics					
Age (Q43)					
Under 18	15.67%	12.78%	8.44%	6.13%	6.16%
18-34	30.85%	28.33%	37.01%	38.49%	36.78%
35-44	35.32%	25.56%	37.45%	34.04%	31.99%
45-54	13.93%	26.11%	14.07%	14.40%	16.57%
55 or older	4.23%	7.22%	3.03%	6.93%	8.51%
Gender (Q44)					
Male	11.69%	18.33%	13.02%	12.15%	13.26%
Female	88.31%	81.67%	86.98%	87.85%	86.74%
Education (Q45)					
High school or less	28.32%	44.20%	37.45%	55.62%	51.01%
Some college	51.13%	45.30%	47.40%	31.52%	33.05%
College graduate or more	20.55%	10.50%	15.15%	12.86%	15.94%
Relationship to child (Q46)					
Mother or Father	99.00%	96.61%	98.25%	92.52%	92.45%
Grandparent	0.00%	2.26%	1.09%	4.86%	5.01%
Other	1.00%	1.13%	0.66%	2.62%	2.54%

Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Appendix B

Overall ratings and composite score summary tables









Key measures – global proportions and summary rates







	2015	2016	2017	2017 Num.	2017 Den.	2016 QC Avg.	2017 DSS Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	81.95%	84.75%	84.48%	381	451	84.70%	86.19%
Rating of Health Care (Q13) (% 8, 9 or 10)	83.27%	86.15%	87.42%	285	326	85.81%	87.83%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	86.58%	90.21%	86.70%	326	376	88.42%	89.65%
Rating of Specialist (Q30) (% 8, 9 or 10)	83.33%	85.42%	88.35%	91	103	85.53%	86.80%
Customer Service (% Always or Usually)	87.85%	92.05%	92.13%	---	108	87.98%	88.29%
Q32. Got needed information from customer service	81.32%	88.64%	87.96%	95	108	82.73%	82.37%
Q33. Staff treated you with courtesy and respect	94.38%	95.45%	96.30%	104	108	93.23%	94.20%
Getting Needed Care (% Always or Usually)	93.32%	90.75%	94.20%	---	216	83.66%	85.57%
Q28. Got appointment with specialist as soon as needed	92.31%	87.76%	93.27%	97	104	79.68%	81.09%
Q14. Easy to get needed care, tests or treatment	94.33%	93.75%	95.12%	312	328	88.58%	90.05%
Getting Care Quickly (% Always or Usually)	95.41%	94.22%	96.61%	---	234	88.54%	90.05%
Q4. Got urgent care as soon as needed	97.84%	95.31%	96.76%	179	185	90.59%	91.79%
Q6. Got routine care as soon as needed	92.98%	93.14%	96.47%	273	283	87.01%	88.32%
How Well Doctors Communicate (% Always or Usually)	94.87%	98.50%	96.31%	---	258	93.17%	93.81%
Q17. Personal doctor explained things	95.26%	100%	96.91%	251	259	93.63%	94.16%
Q18. Personal doctor listened carefully	94.26%	97.03%	96.53%	250	259	94.84%	95.20%
Q19. Personal doctor showed respect	95.22%	98.99%	98.07%	254	259	95.86%	96.33%
Q22. Personal doctor spent enough time	94.74%	98.00%	93.75%	240	256	88.35%	89.53%
Shared Decision Making (% Yes)	84.51%	79.25%	86.39%	---	91	78.41%	79.52%
Q10. Doctor discussed reasons to take medicines	98.90%	97.22%	98.90%	90	91	92.16%	92.36%
Q11. Doctor discussed reasons to not take medicines	71.11%	67.57%	76.92%	70	91	64.75%	66.78%
Q12. Doctor asked what you thought was best	83.52%	72.97%	83.33%	75	90	78.33%	79.41%
Health Promotion and Education (Q8) (% Yes)	66.43%	72.31%	68.20%	223	327	70.92%	70.67%
Coordination of Care (Q25) (% Always or Usually)	79.38%	83.78%	82.30%	93	113	82.64%	81.92%

Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
 Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Overall ratings and composites – global proportions and summary rates

	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Overall ratings					
Rating of Health Plan (Q36) (% 8, 9 or 10)	81.95%	84.75%	84.48%	84.70%	86.19%
Rating of Health Care (Q13) (% 8, 9 or 10)	83.27%	86.15%	87.42%	85.81%	87.83%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	86.58%	90.21%	86.70%	88.42%	89.65%
Rating of Specialist (Q30) (% 8, 9 or 10)	83.33%	85.42%	88.35%	85.53%	86.80%
Overall ratings and composite scores					
Rating of Health Plan (Q36) (% 9 or 10)	64.41%	71.19%	66.30%	69.00%	70.77% 
Rating of Health Care (Q13) (% 9 or 10)	60.14%	56.92%	66.26%	67.67%	70.03%
Rating of Personal Doctor (Q26) (% 9 or 10)	70.29%	74.13%	73.40%	74.78%	75.78%
Rating of Specialist (Q30) (% 9 or 10)	70.00%	77.08%	74.76%	71.10%	73.66%
Customer Service (% Always or Usually)	87.85%	92.05%	92.13%	87.98%	88.29%
Getting Needed Care (% Always or Usually)	93.32%	90.75%	94.20%	83.66% 	85.57% 
Getting Care Quickly (% Always or Usually)	95.41%	94.22%	96.61%	88.54% 	90.05% 
How Well Doctors Communicate (% Always or Usually)	94.87%	98.50%	96.31%	93.17% 	93.81% 
Shared Decision Making (% Yes)	84.51%	79.25%	86.39%	78.41% 	79.52%
Health Promotion and Education (Q8) (% Yes)	66.43%	72.31%	68.20%	70.92%	70.67%
Coordination of Care (Q25) (% Always or Usually)	79.38%	83.78%	82.30%	82.64%	81.92%

  Indicates a significant difference between the 2017 plan result and the 2016 plan result.
  Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
  Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Overall ratings and composites – mean scores

	2015	2016	2017	2016 QC Avg.	2017 DSS Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q36)	8.7494	8.8418	8.8448	8.8535	8.9327
Rating of Health Care (Q13)	8.7011	8.7385	8.8681	8.8578	8.9514
Rating of Personal Doctor (Q26)	8.9265	9.1399	8.9894	9.0525	9.1114
Rating of Specialist (Q30)	8.8556	9.0208	8.9612	8.8822	8.9575
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q36)	2.5639	2.6215	2.5831	2.6044	2.6336
Rating of Health Care (Q13)	2.5374	2.4923	2.6166 ↑	2.6009	2.6397
Rating of Personal Doctor (Q26)	2.6326	2.6923	2.6729	2.6829	2.7026
Rating of Specialist (Q30)	2.6111	2.6875	2.6699	2.6287	2.6617
Customer Service	2.5127	2.6364	2.4907	2.5590	2.5647
Getting Needed Care	2.6343	2.4799	2.6241 ↑	2.4400 ◆	2.4847 ✿
Getting Care Quickly	2.7947	2.6916	2.7803	2.6100 ◆	2.6530 ✿
How Well Doctors Communicate	2.7195	2.7805	2.7876	2.7162 ◆	2.7346
Health Promotion and Education (Q8)	2.3286	2.4462	2.3639	2.4183	2.4135
Coordination of Care (Q25)	2.2474	2.2703	2.2920	2.4177	2.4010

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
◆ ◆ Indicates a significant difference between the 2017 plan result and the 2016 QC Average.
✿ ✿ Indicates a significant difference between the 2017 plan result and the 2017 DSS Average.

Note: The DSS Average is the 2017 DSS Child Medicaid Book of Business.

Overall ratings and composites – percentiles

	2017 Plan		National Percentiles from 2016 Quality Compass (Child Medicaid)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q36) (% 8, 9 or 10)	84.48%	33rd	76.84	78.77	82.34	83.14	85.16	86.64	87.87	90.55	91.21
Rating of Health Care (Q13) (% 8, 9 or 10)	87.42%	67th	79.58	81.48	83.87	84.56	85.85	87.39	88.14	90.10	91.24
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	86.70%	10th	83.48	85.06	86.81	87.23	88.56	89.56	90.40	91.82	93.19
Rating of Specialist (Q30) (% 8, 9 or 10)	88.35%	75th	78.95	79.65	83.33	84.35	86.24	87.83	88.14	89.47	90.71
Customer Service (% Always or Usually)	92.13%	90th	83.05	84.02	86.38	86.94	88.16	89.13	89.61	91.84	92.57
Q32. Got needed information from customer service	87.96%	90th	75.53	77.16	80.50	81.25	82.82	84.93	85.60	87.23	89.19
Q33. Staff treated you with courtesy and respect	96.30%	90th	88.54	90.10	92.11	92.52	93.37	94.20	94.94	96.03	96.88
Getting Needed Care (% Always or Usually)	94.20%	95th	75.49	76.78	81.01	82.15	84.25	86.10	87.07	89.19	90.23
Q28. Got appointment with specialist as soon as needed	93.27%	95th	67.28	70.97	77.06	77.78	80.66	83.04	83.57	85.29	88.33
Q14. Easy to get needed care, tests or treatment	95.12%	95th	80.78	82.01	86.18	87.40	89.31	91.08	91.73	93.28	93.93
Getting Care Quickly (% Always or Usually)	96.61%	95th	79.02	82.62	85.91	87.43	89.23	90.90	92.02	93.59	94.56
Q4. Got urgent care as soon as needed	96.76%	95th	81.58	84.86	88.27	89.50	90.98	92.95	93.94	95.77	96.39
Q6. Got routine care as soon as needed	96.47%	95th	77.65	80.33	84.62	85.85	87.72	89.38	90.43	92.81	93.98
How Well Doctors Communicate (% Always or Usually)	96.31%	95th	89.20	90.83	91.94	92.28	93.26	94.37	94.78	95.67	96.28
Q17. Personal doctor explained things	96.91%	90th	88.56	90.24	92.17	92.82	94.16	94.87	95.31	96.50	97.18
Q18. Personal doctor listened carefully	96.53%	75th	91.49	92.52	93.62	94.17	94.90	95.82	96.18	97.17	97.82
Q19. Personal doctor showed respect	98.07%	90th	93.09	93.94	95.02	95.29	95.88	96.55	96.90	97.69	98.45
Q22. Personal doctor spent enough time	93.75%	90th	81.10	83.73	86.10	87.25	88.89	90.28	90.91	92.73	93.85
Shared Decision Making (% Yes)	86.39%	95th	73.28	74.15	76.28	77.23	78.31	79.92	80.56	82.51	84.04
Q10. Doctor discussed reasons to take medicines	98.90%	95th	85.05	86.23	90.54	91.26	92.45	94.35	95.04	96.48	97.41
Q11. Doctor discussed reasons to not take medicines	76.92%	95th	56.10	58.41	61.74	63.12	64.54	66.67	67.74	72.09	74.02
Q12. Doctor asked what you thought was best	83.33%	75th	71.08	73.57	75.40	76.97	78.39	79.73	80.77	84.02	85.45
Health Promotion and Education (Q8) (% Yes)	68.20%	25th	64.37	66.01	68.18	69.04	71.05	72.37	73.40	76.32	77.59
Coordination of Care (Q25) (% Always or Usually)	82.30%	33rd	75.63	76.92	80.00	81.33	82.88	84.32	85.38	87.31	88.82
Other reported measures											
Q35. Health plan forms were easy to fill out (% Always or Usually)	95.61%	50th	91.87	92.86	94.07	94.36	95.17	95.82	96.19	96.80	97.29
Q37. Rating of overall health (% Excellent or Very good)	84.02%	95th	66.21	68.81	72.43	74.12	76.11	78.01	78.89	81.55	82.62
Q38. Rating of overall mental/emotional health (% Excellent or Very good)	80.91%	90th	64.67	68.82	72.70	73.80	75.71	77.45	78.13	80.12	82.48

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	389	74	2^	93	154	195	239	216	451	15^
Rating of Health Plan (Q36) (% 8, 9 or 10)	85.00%	81.69%	NR	86.81%	84.67%	83.51%	85.65%	83.81%	84.44%	85.71%
Rating of Health Care (Q13) (% 8, 9 or 10)	88.68%	81.03%	NR	86.84%	86.96%	89.29%	87.73%	87.18%	87.15%	NR
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	87.14%	83.87%	NR	90.70%	87.90%	84.25%	88.54%	85.31%	87.67%	54.55%
Rating of Specialist (Q30) (% 8, 9 or 10)	90.00%	84.38%	NR	85.71%	84.62%	91.53%	91.38%	88.10%	88.00%	NR
Customer Service (% Always or Usually)	91.40%	96.43%	NR	97.83%	92.65%	89.77%	93.64%	91.18%	91.83%	NR
Q32. Got needed information from customer service	87.10%	92.86%	NR	95.65%	91.18%	84.09%	92.73%	84.31%	87.50%	NR
Q33. Staff treated you with courtesy and respect	95.70%	100%	NR	100%	94.12%	95.45%	94.55%	98.04%	96.15%	NR
Getting Needed Care (% Always or Usually)	94.56%	93.59%	NR	98.70% ^{EF}	92.93%	94.05%	95.29%	93.95%	94.04%	NR
Q28. Got appointment with specialist as soon as needed	94.37%	90.63%	NR	100%	92.31%	91.67%	94.83%	93.02%	93.07%	NR
Q14. Easy to get needed care, tests or treatment	94.76%	96.55%	NR	97.40%	93.55%	96.43%	95.76%	94.87%	95.02%	NR
Getting Care Quickly (% Always or Usually)	96.95%	94.75%	NR	97.50%	96.59%	96.54%	96.97%	95.95%	96.53%	NR
Q4. Got urgent care as soon as needed	96.50%	97.50%	NR	95.00%	98.11%	97.47%	96.59%	96.70%	96.69%	NR
Q6. Got routine care as soon as needed	97.39%	92.00%	NR	100% ^{EF}	95.06%	95.61%	97.35%	95.20%	96.38%	NR
How Well Doctors Communicate (% Always or Usually)	96.16%	96.76%	NR	97.10%	95.00%	97.08%	96.39%	96.43%	96.35%	NR
Q17. Personal doctor explained things	96.67%	97.83%	NR	97.14%	95.71%	98.06%	97.62%	96.83%	97.25%	NR
Q18. Personal doctor listened carefully	96.65%	95.74%	NR	98.57%	95.71%	96.12%	95.24%	97.62%	96.47%	NR
Q19. Personal doctor showed respect	97.61%	100% ^A	NR	98.57%	97.14%	99.03%	97.60%	98.43%	98.04%	NR
Q22. Personal doctor spent enough time	93.72%	93.48%	NR	94.12%	91.43%	95.10%	95.12%	92.86%	93.65%	NR
Shared Decision Making (% Yes)	83.22%	94.44%	NR	81.48%	89.47%	88.80%	82.59%	91.67%	87.21%	NR
Q10. Doctor discussed reasons to take medicine	98.48%	100%	NR	100%	100%	100%	98.15%	100%	98.88%	NR
Q11. Doctor discussed reasons to not take medicine	72.73%	87.50%	NR	61.11%	89.47%	80.39%	70.37%	86.11%	77.53%	NR
Q12. Doctor asked what you thought was best	78.46%	95.83%	NR	83.33%	78.95%	86.00%	79.25%	88.89%	85.23%	NR
Health Promotion and Education (Q8) (% Yes)	65.41%	79.31% ^A	NR	82.05% ^{EF}	61.96%	66.19%	66.06%	70.13%	69.06%	NR
Coordination of Care (Q25) (% Always or Usually)	81.01%	84.85%	NR	88.00%	82.76%	78.00%	80.70%	82.00%	82.88%	NR

^Caution: small base size (n<20).

A capital letter and green font indicates that result is significantly higher than the corresponding column.

NR = Not reportable. Base size < 11.

Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

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

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

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.

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.

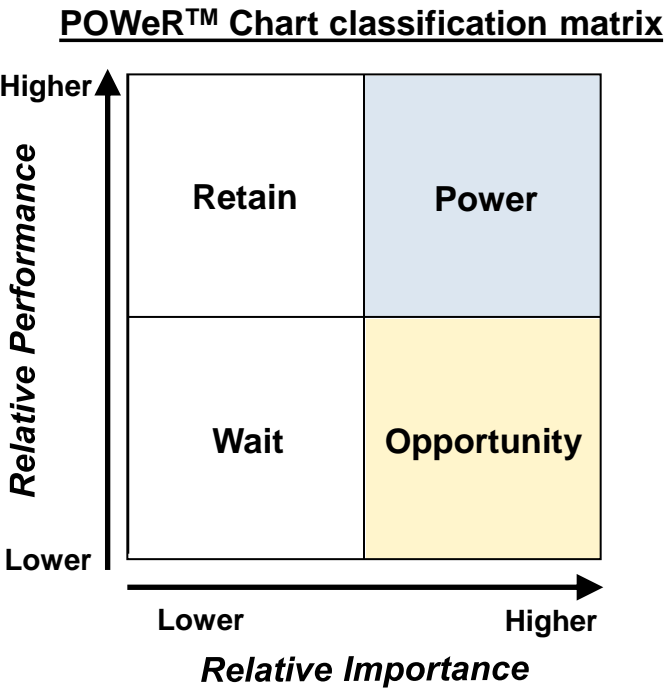
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction 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 the DSS Child Medicaid Book of Business 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.



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)
<i>Dependent Variable</i>		
Q36	Rating of overall health plan	0 through 10, All other = missing
<i>Independent Variables</i>		
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	

Factor analysis. Factor analysis reduced the 16 highly-correlated model variables to 7 orthogonal (uncorrelated) factors that explain 76.9% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors						
		1	2	3	4	5	6	7
Q18	Dr. listened carefully	0.877						
Q19	Dr. showed respect	0.836						
Q22	Dr. spent enough time	0.782						
Q21	Dr. explained things for child	0.732				0.257		
Q17	Dr. explained things	0.643			0.285			
Q6	Got routine care		0.862					
Q4	Got urgent care		0.790					
Q14	Got care/tests/treatment	0.252	0.698		0.251			
Q33	CS courtesy/respect			0.903				
Q32	CS provided info./help			0.859	0.254			
Q13	Health care overall				0.821	0.257		
Q26	Personal doctor overall	0.486			0.692			
Q30	Specialist overall				0.270	0.843		
Q28	Got specialist appt.		0.548			0.572	0.303	
Q25	Dr. informed about care						0.915	
Q35	Easy to fill out forms							0.997

Regression analysis. The 7 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 30.8% of the variation in the dependent variable ($R^2 = 0.308$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.0175	0.0000	0.0000
Factor 1 -- Q18, Q19, Q22, Q21, Q17	0.1354	0.1126	0.0061
Factor 2 -- Q6, Q4, Q14	0.2500	0.2012	0.0000
Factor 3 -- Q33, Q32	0.3840	0.2835	0.0000
Factor 4 -- Q13, Q26	0.3855	0.3087	0.0000
Factor 5 -- Q30, Q28	0.2040	0.1705	0.0000
Factor 6 -- Q25	0.0586	0.0494	0.2265
Factor 7 -- Q35	0.2731	0.2324	0.0000

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

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Child Medicaid Book of Business and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q33	CS courtesy/respect	100	87
Q32	CS provided info./help	99	93
Q13	Health care overall	98	40
Q35	Easy to fill out forms	97	66
Q26	Personal doctor overall	72	7
Q6	Got routine care	64	100
Q30	Specialist overall	57	71
Q28	Got specialist appt.	50	99
Q4	Got urgent care	50	99
Q14	Got care/tests/treatment	50	97
Q18	Dr. listened carefully	23	84
Q22	Dr. spent enough time	20	93
Q19	Dr. showed respect	20	96
Q17	Dr. explained things	17	94
Q21	Dr. explained things for child	12	77
Q25	Dr. informed about care	0	46

Appendix D

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 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 feedback is based on qualitative findings from DSS-funded online research communities consisting of consumers from across the country with Medicaid coverage for their child. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

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

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor on the same day or within two days for an urgent care issue.
SPECIALIST VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to three days.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait a week for a routine care appointment with a primary care doctor, but would wait up to a month.
SPECIALIST VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within two to three weeks for a routine care appointment, but would wait up to a month.

Q10/Q11. Doctor discussed reasons to take a medicine

Q11/Q12. Doctor discussed reasons not to take a medicine

Improvement action	Member comments
Ensure that parents are informed of the pros and cons of medications.	<p>It is vital for the doctor to explain the pros and cons of medications thoroughly to parents. This way the parent can help decide how this will fit in with the care and routine of the child.</p> <p>I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me.</p> <p>It is important that the doctor keeps me in the loop with everything that is going on. If there are possible pros and cons to medications, I expect to be told these and brought into the conversation about them.</p>
Ensure that parents are involved and informed about their child's treatment.	<p>It is important for the decision to be mutual between the doctor and the parent of the child.</p> <p>The parent needs to be comfortable with the treatment, since they most often are the administrator of it.</p> <p>It is very important that the doctor partners with me in choosing my child's medications.</p> <p>I think it is very important for doctors to partner with me in deciding what medications my child will take.</p> <p>It is very important that I am involved in every aspect of my daughter's health.</p>
Consider the parent's opinion.	<p>There was a time when my daughter was put on one medication for her allergies and then switched to a different one without consulting us. I later called her doctor and asked them to change it to something else because the one they gave her just was not working for her. Her doctor gave us something different right away and it did help.</p>

Q12/Q13. Doctor asked what you thought was best

Improvement action	Member comments
Invite the parent to provide input on prescriptions.	<p>My son's doctor often asks me "What do you think about us trying this medicine again? How did he do last time he took it?" Or "These are the two options we have for medicine, and here are the benefits of each. Which do you think would be best?" I like that she asks me how they worked, rather than just prescribing something that may not have worked well.</p> <p>It is very important that doctors get my input, and I've had these conversations in the past with other doctors, so I would press the issue if my doctor did not initiate the conversation herself.</p> <p>I have had a doctor ask what I thought was best for me but never for my child. I am not a doctor so I do not feel like I should have that kind of input, unless there is some kind of problem or side effect I have been witnessing while my child has been taking the medication.</p>
Ensure that all concerns are addressed.	<p>The pediatrician listened very carefully when I told him that I felt my two grandsons seemed to potentially have allergies even though they were suffering from minor colds at the time. He suggested prescribing an allergy medication as a result.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Ensure that providers have a child-friendly bedside manner.	<p>The doctor has to check my son's ears each visit, as he is prone to getting ear infections. As you can imagine, my son now HATES having the scope put in to look into his ears, but this doctor makes it fun and exciting for him. She lets him play with the scope first, pretends to tickle him with it, and by the time she is done looking in his ears he has not cried once. She genuinely cares about him.</p> <p>All of her doctors are very professional yet have great bedside manners.</p>
Ensure that doctors provide thorough assessments and explanations.	<p>She has a smaller office that gets very busy, but she is very close with all her patients and always gives great one-on-one care.</p> <p>These medical providers are really on top of their game and provide earnest and thorough care for my family.</p> <p>My son's pediatrician always talks with us thoroughly about certain issues and what my son should be eating and drinking at his age. She goes into deep detail on so many things as he grows up within his age group.</p>
Provide easily accessible care.	<p>My daughter has not been to the dentist in over a year, since the only dentist in the area stinks and it is impossible to get in to see them.</p> <p>My daughter finally got a vision appointment, but the glasses have been on order for three months and have still not come in.</p>
Ensure that plan representatives are courteous, professional and helpful.	<p>I love my son's health plan. They are always courteous and kind.</p> <p>I am unsatisfied with the miscommunications from plan representatives.</p> <p>My plan's representatives have always been polite and helpful, even when I was angry with them.</p> <p>I have contacted them about issues I have had, but I just feel like nobody there listens.</p> <p>My plan's representatives are very responsive and good with any issues I have ever had.</p> <p>My health plan is a very consistent company, and I love the very friendly and helpful staff.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Help members access resources to manage their conditions.	<p>The personal touch provided by the Case Manager helps to give additional unexpected support.</p> <p>My PCP called me and told me there was a program through the insurance company for people with chronic diseases to help manage their conditions that they would sign me up for. The very next day I had a case manager call me and she helped to coordinate care between all of my doctors in a way I did not realize was possible. She also reached out to try to find me other services and providers closer to me, and has offered to arrange an appointment at a clinic designed specifically to deal with my condition.</p>
Cover commonly used services.	<p>Everything is always covered, I could not ask for a better plan.</p> <p>Everything that has been done, such as immunizations and appointments, has been covered by her insurance.</p> <p>I like that they cover most things and I do not have to do anything extra to make things go smoothly.</p>
Ensure that the network includes an adequate number of dental and vision providers.	<p>It is hard to find dentists who take this particular coverage.</p> <p>We have only one provider that takes the dental plan in my area. This means it takes three to four months to get an appointment, the office is always packed, and the staff is rude. We have been paying out-of-pocket to see someone else just to have an easier, more pleasant experience.,</p> <p>There should be more than one provider for dental coverage.</p> <p>They need to stop using one lab exclusively for glasses. My daughter's glasses were ordered in January and have still not come in. We are told they are four months behind in getting glasses back for those covered through Medicaid.</p>
Help members replace lost or damaged items.	<p>My child scratched his glasses very badly and needs another pair, but we have to wait for the insurance to allow him another pair, which is still another six months.</p>
Minimize copays and out-of-pocket costs.	<p>I have no copays and could not think of a better plan.</p> <p>No problems or copays for my children, so I am totally satisfied.</p> <p>Medications go through the insurance company smoothly, and I almost always have a \$0 copay.</p>
Maintain an up-to-date list of in-network providers.	<p>It would be nice if there was always an updated list of doctors who accept the insurance.</p> <p>I would like an updated list of doctors accepting my insurance; it would be helpful.</p> <p>It was difficult to find a new provider who would accept my insurance. Most said they were not accepting new patients, even though they were on the list as providers.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Provide direct communication channels online.	<p>I would prefer that there were more ways to handle things online instead of calling. I get easily frustrated and can use my words better through text as opposed to arguing with someone with a heavy accent that I have a hard time understanding.</p> <p>Online chat would be a fantastic option for us.</p> <p>I am much better at typing than at verbal communication and find it easier to deal with people online.</p>
Provide and maintain formulary information for doctors and members.	<p>It would be nice if doctors had access to some sort of database that showed what medications were covered by which health plans. That would save everyone a lot of time and energy.</p> <p>My insurance should give me notice when a medication is no longer being covered instead of me finding out when I get to the pharmacy to fill the prescription.</p>
Be proactive in helping members stay informed.	<p>The health plan should be more proactive and send you any and all information you may need when you become a member. You should not have to call them about it so many times.</p> <p>I get regular newsletters and information about her Medicaid plan. They also provide a number to call just in case I still have questions.</p>
Make the website easy to navigate.	<p>I would like to be able to find more information on the website.</p> <p>Screen tips or FAQs would make it easier for me to navigate through the website.</p>
Ensure that plan representatives are friendly and professional.	<p>When problems do arise, customer service should handle them with professionalism, understanding and kindness. This is necessary for each person using their services.</p> <p>Each customer should be treated with kindness.</p>

Q14/Q15. Ease of getting care, tests or treatment

Improvement action	Member comments
Treat patients with urgent issues promptly.	<p>The doctor at that time told me "From now on, if you think he has an ear infection or he is really sick, just bring him by and I will check him. You don't even need an appointment, if you're already out just stop by." Those types of doctors are hard to find these days, so from that day forward we just stayed with her.</p> <p>When my youngest grandchild had a rare and severe infection, the urgent care team scheduled immediate, next day, appointments with a specialist. They did not ask me, but went ahead and got my child set up to get in quickly. All I had to do was get him there. I was happy because it only took one day, when it usually takes quite a while to get appointments with specialists.</p> <p>Our regular doctor made arrangements for him to be seen same day with a gastro doctor who diagnosed an obstruction. It was very fast, and the problem was corrected the same day. It could not have gone better.</p>

Q14/Q15. Ease of getting care, tests or treatment

Improvement action	Member comments
Minimize wait times and communicate reasons for long waits.	<p>I think having a long wait in the waiting room can be very annoying when your child is sick and needs to be seen. Then going to a room only to wait there for half an hour or more for the doctor to actually show up adds to the frustration. If the doctors really are so busy that you finally are seen a couple of hours after the appointment time, then perhaps they should think less about the bottom line financially and have more doctors on staff.</p> <p>Updates on waiting times would certainly help to ease the stress of waiting, especially if it is going to take a while.</p>
Provide care and services quickly.	<p>It is always a simple and easy process to get an appointment for my daughter with her doctor.</p> <p>I liked that I did not have to wait long for my doctor to get me a referral when I needed it.</p> <p>The only time we have needed anything other than an annual check-up, my daughter's doctor referred her to a specialist and we were able to get in quickly to see her. She prescribed medication, and the issue was resolved.</p> <p>I took my youngest child to an appointment to get shots and they waited till the end of our appointment to tell us they did not have the shots in stock, so we had wasted our time.</p>
Provide the parent with access to medical records.	<p>I would love to have access to my child's information myself. It would save trips to the doctor's office.</p> <p>My child needed his shot records for school. We had lost them and the doctor's office said it would take a couple of weeks to get them to us. I did not understand why they could not just be pulled up on the computer and printed out for us.</p>

Q17/Q32. Personal doctor explained things

Improvement action	Member comments
Ensure that doctors provide thorough explanations.	<p>My doctors have always been very thorough and caring. They explain in detail anything I want or need to know.</p> <p>My children's pediatrician is very thorough and does not miss a beat.</p> <p>My pediatrician is wonderful and she answers your questions fully and in detail.</p> <p>My PCP is a wonderful doctor; she knows her stuff and talks you through everything. She gives wonderful advice and tips as well.</p>

Q17/Q32. Personal doctor explained things

Improvement action	Member comments
Show consideration for the patient's concerns.	<p>I went to the doctor with leg pain and the doctor had me stand and bend my knees. Without telling me what he saw, he said I had falling arches and that all my pain would go away once I wore arch supports. The doctor's suggestion did not work, and when I went back in for a routine check-up I told him that his recommendation did not help my pain. He brushed it off by saying I just need to wear the supports longer. It turns out I was developing edema in my legs, and it should not have taken another doctor to figure this out.</p> <p>I once requested something other than what the doctor was prescribing for my daughter because it had less side effects, but the doctor just shut me down and said it will not work.,It kind of made me feel like they just don't want to be questioned.</p>
Provide the parent with printed information about the appointment.	<p>At the end of the visit, the doctor gave me a printout detailing the information we had discussed along with stickers and books for the children. It was a nice touch to give me printed documentation supporting the discussion.</p> <p>I sometimes think I take it all in at the doctor's office, but then I often think of questions later. Having what they told me in print to look at and refer to later would be very helpful.</p> <p>I am better with written communication than verbal expression, and when things are particularly hectic or happening quickly, it is easy to forget important details.</p>
Provide direct communication channels online.	<p>I love my daughter's pediatrician because they have a "patient portal" online where we can send her messages. She always responds quickly and it helps us avoid unnecessary trips to the office.</p>
Ensure that all questions and concerns are addressed.	<p>If I was not clear on what my doctor was saying, I would ask questions until I was satisfied with the results. I have no problem with letting people know that I do not understand something and pushing to get clarity.</p> <p>If I did not understand, I would ask more questions before I left.</p>
Address language barriers.	<p>The only thing about our pediatrician is that she has a strong accent, so sometimes she is hard to understand, but I simply just tell her to repeat herself.</p> <p>Our doctor is a little hard to understand sometimes because she has a strong accent. You have to listen more closely to her.</p>
Avoid using medical jargon and technical language.	<p>My child's doctor always communicates in easy to understand ways. She does not use doctor language, she just puts it in regular terms.</p> <p>The reason we have always liked our doctor is she talks to us like we are just normal people at a regular social function. She uses easy to understand language and never comes across as if she is better than us or like she needs to dumb anything down.</p> <p>It is very frustrating when doctors use medical jargon. I just tell them I do not understand what they mean and ask if they could repeat it in a way that I would understand.</p> <p>Any time I ask my doctors a question and they answer me with doctor language, I ask them to please put it in simple terms so I can better understand.</p>

Q18/Q33. Personal doctor listened carefully

Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>To show they are actively listening to you, doctors should pay attention when you are speaking by making eye contact and occasionally nodding their head.</p> <p>If a doctor is actively listening to you, she is going to maintain direct eye contact with you. She will also shake her head yes when you are speaking because that means she is listening to what you are saying.</p> <p>One indicator that a doctor is not listening is if they are not making eye contact.</p> <p>Eye contact is very important to me. I will not tolerate a doctor who is on his phone/ tablet during a consult.</p>
Repeat the patient's concerns to ensure understanding.	<p>One way to show that doctors are actively listening is by repeating back certain phrases that I have said about my concerns.</p> <p>I think a doctor should explain back to me what I just told them so that I know they are listening and understanding my concerns.</p>
Avoid interruptions during the visit.	<p>I do not like it when a nurse or other staff member interrupts the appointment to pass on a message while the doctor is with my child. Unless the doctor has to go deal with some kind of emergency, the message can wait.</p>
Avoid multitasking.	<p>I have had doctors be on their phone or clicking on the computer while I was talking. I do not know if they hear what I am saying or not. It is quite annoying, disrespectful and rude.</p> <p>It is poor etiquette, as a rule, to be on the phone during most situations where people are meeting face-to-face. It is impossible to give the appropriate amount of attention to both parties. Doctors need to learn how to manage their time so that they do not spend the entire visit glued to the computer. Active listening is a critical part of providing good service to patients.</p> <p>We live in a multitasking culture, but there are some situations that require our full attention, and interacting with patients is one of those occasions.</p> <p>Doctors should avoid their cell phones. I have had doctors check their phone while listening to me.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should listen to what you have to say and answer all your questions thoroughly, and always ask if you have any additional questions.</p> <p>The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying.</p> <p>The doctor should always ask patients at the end of the session if there are any other items or issues that they need to discuss.</p> <p>Doctors can show that they are actively listening to me by addressing any and all of my concerns and by repeating my questions back to me in the way they answer.</p>

Q19/Q34. Personal doctor showed respect

Improvement action	Member comments
Ensure that providers actively listen to the parent/patient.	<p>Doctors can pay attention to you and actually LISTEN to show respect.</p> <p>My primary care doctor types on his computer the whole time I am talking to him. I hate that because I do not feel like he is listening.</p> <p>In order for a doctor to show they respect you, they should listen carefully to what you have to say and any of your concerns. They should also listen to your opinions about your child's condition, because parents know their children the best.</p> <p>Doctors should actively listen to you while you are speaking to them to show they respect you.</p>
Use proper titles when addressing the parent/patient.	<p>One of the most critical items is to address patients with the appropriate terms and by name, for example Ms., Mr., or Mrs. XYZ.</p> <p>As in all forms of jobs that deal with the public, doctors can use "sir" or "ma'am," although I do not recall a doctor ever referring to me in that manner. It is like there is a superior attitude going on.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should not make you feel as though you are wasting their time. I have had a doctor at the hospital tell me once when I went for bleeding during my pregnancy that "This is not a fertility clinic. I do not have time for this!" as he left and slammed the door. I ended up having a miscarriage and I will never forget how rude he was.</p> <p>If a doctor takes their time to hear all of your concerns, that shows respect.</p> <p>A lack of respect can be displayed by not taking your concerns seriously.</p> <p>Making sure all my questions and concerns are addressed at each visit shows respect.</p>
Avoid actions or language that can be interpreted as condescending.	<p>Doctors should avoid dismissing what we tell them. Most parents are not dumb. All a doctor has to do is not let the parent think that what they have told the doctor is ludicrous.</p> <p>While a parent is not a medical doctor, they do know their child well and can tell when something is not right with them. Respect goes both ways between parents and doctors.</p> <p>If doctors talk down to you, that does not show respect.</p>
Ensure that doctors are polite and friendly.	<p>They can show respect by talking to me in a way that is kind, professional, and thorough.</p> <p>Speak to me in a polite voice and not be sarcastic when talking to me.</p> <p>Doctors can show they respect me by smiling and speaking in a friendly manner.</p>
Provide constructive feedback.	<p>I appreciate it when a doctor tells me that I did something wrong or made a mistake, as long as it is constructive.</p>
Minimize wait times.	<p>I have also felt disrespected when I have been left to sit for an hour or longer in a waiting room or exam room. Just because I do not have an MD after my name does not mean my time is not valuable either.</p>

Q21/Q36. Doctors explained things in a way child could understand

Improvement action	Member comments
Utilize visuals to provide clear explanations.	<p>When my daughter had an inner ear infection the doctor drew pictures to explain the inner ear to my daughter.</p> <p>He actually drew me a picture of the inside of the ear canal and explained things like how the ear drains in a one year old as compared to an adult. He made it easy to understand the anatomy.</p>
Help the child understand, when appropriate.	<p>I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions.</p>
Speak to the child's level of understanding.	<p>I like how she communicates directly to my daughter and does not act like she is too young or immature to be responsible for her own treatment.</p> <p>Any time my kids' doctors speak with me they, make sure myself and my children understand what they are saying. It is very helpful.</p>
Address the child directly.	<p>The doctor explained to my 16-year-old son every aspect of what he was going to do and even sat and watched a video with him and answered all of his questions. Our son was very calm and knowledgeable about the whole thing because of this, and we could not have asked for a better experience.</p> <p>He calmly explained everything to both me and my daughter. He made me feel much more comfortable with the whole situation, and he explained it to her in a way that did not make her scared or hesitant at all.</p> <p>The doctor taking the time to go over using an inhaler and breathing treatment took away the fear that may have been involved for my daughter and that is obviously a good thing.,</p>

Q22/Q37. Personal doctor spent enough time

Improvement action	Member comments
Avoid rushing the visit.	<p>When we go to my child's pediatrician, she spends at least 15 minutes with us, if not 20. She does what she needs to do and then talks to us about him before asking us if we have any questions. There was never a time where she seemed rushed or hurried, and I definitely respect that about her. She is a great doctor.</p> <p>I have felt that when an appointment has been scheduled toward the end of the doctor's office work day, they tend to rush you through the visit. They are only human and want to get home as much as the rest of us do, but that should not come at the expense of a child's health and a quicker than usual diagnosis.</p> <p>We would wait up to an hour for the doctor, and when we finally saw her she would spend no more than five minutes with us and would often leave us with unanswered questions.</p>

Q22/Q37. Personal doctor spent enough time

Member poll		Response summary
PRIMARY CARE DOCTOR VISIT		
How long do patients expect a routine visit to last?	Patients expect routine visits to typically last 15 to 20 minutes.	
How long do patients expect an urgent visit to last?	Patients expect urgent visits to typically last longer than routine visits, approximately 20 to 30 minutes.	
Improvement action		Member comments
Ensure that doctors spend as much time as necessary to address patient concerns.		I expect the doctor to spend as much time as needed. There is not a specific time limit, it could take five minutes, or five hours if that is what is required to help my child.
		There have been several times when I went in for a 15-minute appointment and they ended up being in the room for more than half an hour due to my daughter being sick.
		I would expect the doctor to spend whatever amount of time is necessary to get the job done, whether it takes five minutes or an hour.
		If we were addressing a serious issue, I would expect them to give us as much time as needed to feel comfortable with a diagnosis and course of treatment.
		As long as the doctor has done a good job and accurately diagnosed the problem then time does not really matter.

Q25/Q40. Personal doctor seemed informed about care from other providers

Improvement action		Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.		Every time we go to see my child's doctor, she remembers us and remembers that he has ear problems. Even when we go for things unrelated to his ears, she will ask how his ears have been. This lets me know that she is paying attention and remembering my child.
		When I took my daughter to see her pulmonary doctor it was her second time seeing him, yet he remembered her very well. I know he can look in her chart, but he did very well and you would have never known it was only her second visit. It felt like we had been seeing him for years.
		The doctor did a complete physical work-up on my son. We discussed everything you could possibly discuss about one physical. So now the doctor has a complete work-up on my son, and since that visit she has remembered my son's favorite interests, which is helping my son become comfortable with her.
		He keeps track of not just the children's medical care, but also details about our family and home life that seem pertinent.

Q25/Q40. Personal doctor seemed informed about care from other providers

Improvement action	Member comments
Obtain and read records from hospitals and other providers.	<p>When my daughter went back to see her doctor after her treatments at the burn center, her doctor had all the notes from the hospital and was discussing everything they did at the burn unit with my daughter. I was happy I did not need to explain anything or show my paperwork on what was done, since the doctor had all the information already.</p> <p>When my daughter was born she had to return to the hospital after she had been taken home because her jaundice levels rose too high. At our first appointment with her primary doctor after her hospital stay, she was already fully informed on the treatments and activities of our stay at the hospital.</p> <p>It is really helpful and a relief when your provider is up to speed on your history. It makes things go so much smoother.</p>

Q26/Q41. Rating of Personal Doctor

Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Show personal concern for the patient.	<p>When my grandson was hospitalized for a rare condition, we actually were seen by an urgent care provider in the doctor's clinic. But within a couple of days, the pediatrician was at the hospital checking up on and following my grandson's case without notice from me. I was very grateful and surprised to the point of tears that he took the time on his own to find out what was happening.</p> <p>The fact that she knows the medical history of literally everyone in our entire family and has gone out of her way to help both my husband and myself with our own health issues in the past tells me she will do the same for our kids.</p>
Treat patients with urgent issues quickly.	<p>I rate her as the best doctor possible primarily because of her ability to see my son as soon as possible when he is sick.</p> <p>If I ever have an emergency, my doctor always finds an open spot for her to be seen in the same day. I could not have asked for a better doctor.</p>
Ensure that all questions and concerns are addressed.	<p>Our doctor always talks to my daughter and treats her as a person. She takes the time to make sure she is okay and even talks with her one-on-one.</p> <p>Our doctor never takes chances. If something comes up, he will bring her in to be seen and take the extra steps to make sure everything is well and good. He literally could not do anything more, he is the best doctor ever.</p> <p>The doctor herself is nice, experienced and gives you time to answer your questions.</p>

Q26/Q41. Rating of Personal Doctor	
Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Ensure that doctors are thorough and knowledgeable.	It is important that doctors are thorough in their assessment, rather than just jumping to conclusions. Knowledge is important. I have had an instance where my child was misdiagnosed and was taking medication for a week that she did not need.
Ensure that doctors have a child-friendly bedside manner.	Bedside manner is important when dealing with children. Doctors need a different type of personality that children feel comfortable around. My kids have the best doctor. They are always gentle with my kids. She is an amazing doctor and a caring person. She remembers you and your child. She seems like she genuinely cares and is not just pretending to because it is her job.
Ensure that office staff is courteous and helpful.	Their front desk staff and nurses could use some customer service training. They are always rude, short and often cannot answer questions.
Q30/Q48. Rating of Specialist	
Improvement action	Member comments
SPECIALIST VISIT	
Schedule appointments promptly.	We have been waiting for three weeks for a call from an ENT doctor's office to schedule an appointment for my son's ears. He has already had six ear infections this year, and he may need tubes put in his ears. I am irritated that they have not even bothered to call us yet. Most of the issues revolve around getting appointments and being seen on time, the same as with doctors.
Ensure that providers have a child-friendly bedside manner.	My child's specialist had a great bedside manner and made my daughter feel very comfortable. My child's specialist is very kid friendly. He always has a smile on his face and listens closely to myself and my child. They treated my daughter with care and were very patient and understanding at every visit.
Resolve issues quickly.	The specialist made her feel at ease and also made me feel at ease. He did the procedure and came out right away in the waiting room to tell me how everything went. It was a great experience. Between the doctor and staff, all of our issues were taken care of by the next day.
Foster relationships with patients.	The rheumatoid arthritis specialist who cared for my child during his hospitalization was wonderful. She visited us every day during our stay in the hospital to check my child's situation. The specialist also called us a month later to verify that my child was doing okay.
Help the patient overcome obstacles to manage his or her condition.	He has gone the extra mile for us already with prescriptions and dealing with the insurance company. My daughter has a great specialist for her peanut allergy. He has been quick on getting us prescriptions, answering our questions, and he has even given us books on allergies.

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Ensure that representatives are polite and friendly.	<p>The customer service representative I spoke with was very friendly and considerate.</p> <p>I was expecting the customer service representative to be polite and apologetic, and although they were polite, there was no sincerity in it. It felt like they would rather be anywhere else than dealing with my issue.</p> <p>I have seen my girlfriend become very frustrated and upset because of the way she is treated by the customer service representatives. When she tries to explain her situation, they simply write her off and act as if the mix up is her fault. Even after confirming we were correct just the day before, they still tell us that we are wrong.</p>
Ensure that representatives are helpful and knowledgeable.	<p>I've called my daughter's health plan, but instead of answering my questions, they just keep giving me the runaround.</p> <p>There is nothing I love more then to get on the phone and for the customer service person to be alert, knowledgeable about the topic and a very good listener.</p> <p>Even though they are nice and respectful when I call, I feel like they are being horrible people and just trying to make our lives harder due to their inability to help.</p> <p>I called and the representative I talked to was so clueless. I did not feel respected, because even though the lady was very friendly, she did not have a clue what she was talking about.</p> <p>I have called four times to try and get an insurance card. Every time someone has apologized and said they have re-ordered the card. I don't think anyone there knows what they are doing.</p>
Ensure that representatives are respectful.	<p>The customer service representative I spoke to did seem very respectful. She spoke kindly and was not rude.</p> <p>I needed to find out more information on getting my health insurance set up and receiving my card. The customer service representative on the phone was nothing but helpful. I felt she was very respectful and a very good listener.</p>
Work with the member to find acceptable alternatives to non-covered treatments.	<p>I contacted them about a prescription that the doctor prescribed for my child but the pharmacy said that my insurance would not cover it. After talking to customer service they still would not cover it and wanted him to try an inferior medicine. The issue was never resolved and I was very unhappy.</p> <p>I was not offered any alternative medication by the insurance after they refused to cover my prescribed treatment. They passed the buck to the doctor to prescribe something else and then take it from there.</p> <p>I have only contacted customer service once to find out why a certain medication was not covered and what alternatives were covered. All the representative did was refer me back to the doctor. I was frustrated that nothing was resolved and I had to go somewhere else for resolution.</p>

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Provide a consistent customer service experience.	Consistency is truly important in all situations! Consistency is key when dealing with customer service.
Help members access resources to manage their conditions.	They help to facilitate a large number of services that I did not know were available. The Care/Case Managers and Outreach Services also offer assistance in managing conditions such as asthma, diabetes, heart failure, and many other special or chronic conditions that we have.
Notify members of changes.	When I called to ask why I was being billed for something that had always been covered, they acted as if I should somehow magically know what is covered and what is not even though they did not tell me when that information changes. The best way to be informed about changes would be either via phone call or text, as it is instantaneous. Email would likely have issues, as it could easily go to the spam folder and not be seen. Perhaps a better solution would be via a letter supplemented by a text or phone call. Our insurance has a portal to use online where they could have left me a message, or they could have sent a letter to my home letting me know about the coverage changes, or they could have just called me instead of letting me find out that my coverage had changed on my own.

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Provide a representative to help members with forms.	The forms were a bit difficult, but luckily at my child's doctor's office they have a lady there that helps you to fill out parts that are confusing. Any questions I had when completing the paperwork, I knew I could call and get help with. That made me feel confident during the process. I was provided with a social worker who handled my case and helped with all the paperwork.
Make forms simple and straightforward.	I would suggest making clearer directions for paperwork. I would also suggest making the rules clearer, like who qualifies for what. It was a very simple form, so the paperwork was very easy. The very easy processes are what I enjoy about Medicaid. The application was simple to understand, fill out, and read.
Provide an online option for forms.	It was easy because it was done online, so I did not even have to leave the house. I have a messed up finger and had to take breaks from time to time because my hand would start hurting from writing so much. The online forms are very simple and usually take me less than five minutes to complete.

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Eliminate redundancies.	<p>My only suggestion would be that my paperwork I presented to ODJFS should have been forwarded to the health care agency when they enrolled me with the health plan, so I did not have to fill out all the same forms again.</p> <p>Every year I have to fill out the same re-certification forms for Medicaid.</p>

Q56. Easy to get prescription medicine

Improvement action	Member comments
Provide text alert services for prescription pickup.	<p>Prescription text message alerts are great! They are so convenient and quick, much easier than making a phone call!</p> <p>I receive a text message from Walmart letting me know my prescriptions are ready for me to go and pick it up. Even the very first time it was easy.</p>
Coordinate prescriptions between doctors and pharmacies.	<p>It is convenient when the doctor sends the prescriptions to the pharmacy electronically and they are ready when you get to the pharmacy.</p> <p>Filling prescriptions for my child has been very easy. We go to his pediatrician and she calls the medication in right to our CVS pharmacy, and it is available for pickup that day or usually the next day.</p>
Provide automated refill services and reminders.	<p>If the kids' prescriptions are out of refills, the pharmacy will contact me and also notify the pediatrician on my behalf.</p> <p>Each month the mail-order pharmacy calls me to remind me to order my refills.</p>
Minimize copays and out-of-pocket costs.	<p>We have had no problem getting what we need and it is usually either paid for or we have a very low copay, which is a tremendous help, since medicine is so expensive.</p>
Work with the member to find acceptable alternatives to non-covered medications.	<p>The doctor at the urgent care did not dose her medicine correctly for her weight. I noticed this after I picked up the prescription, since it was sent to the pharmacy electronically. I called and the doctor corrected the prescription. However, the insurance company would not let me get the rest of the prescription for five days, even though it was sent back stating it was not enough. Luckily she had enough to start the meds, but I thought it was so stupid that the insurance company would not work with us.</p> <p>There was a time that I was only able to get so many pills out of the amount my doctor prescribed because the insurance would not cover the prescribed amount.</p> <p>If that particular medicine cannot be acquired, then the doctor should work with the pharmacy to obtain the best possible comparable choice that will fulfill the patient's needs and be acceptable to the health plan.</p> <p>If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance.</p> <p>I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide secure and reliable delivery options.	<p>The one time I used a mail-order service I never got my prescription. I later found out the UPS driver happened to steal a bunch of packages and was arrested. The hassle of going back to the doctor and explaining the situation and contacting the insurance company was a big headache for me, so I would never use a mail-order service again.</p> <p>USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that.</p> <p>Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy.</p> <p>I would be worried that it would not come on time.</p>
Promote the use of mail-order pharmacy services as convenient.	<p>I love the convenience going out to the mailbox to get your medicines that come in sealed bags. It is pretty handy, for sure!</p> <p>Using a mail-order service could save time and be much more convenient! Especially for medications that she gets on a monthly basis. I would not have to worry about getting refills called in on time and getting into town to actually pick up the prescription.</p>
Ensure timely delivery.	<p>When ordering a prescription through my mail-order pharmacy, at the end of the call they confirm the shipping information and provide me with an expected date of receipt. They also always verify whether or not I need the medicine faster so that they can change the shipping speed if necessary. It is a great service.</p> <p>I think the mail-order service should be convenient and have very quick shipping, especially considering that when people run out of their medications they need them as soon as possible.</p> <p>I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled.</p> <p>I would expect that they would be on time consistently, and if there is a problem that I am notified as soon as possible.</p>
Coordinate with the pharmacy and doctors on the member's behalf to resolve issues.	<p>I do not understand why it always seems that the customer is the one who has to do all the calling and chasing around whenever there is an issue between the doctor, pharmacy, or insurance. It seems there is very little communication between those three entities.</p> <p>The customer service is amazing and I have had nothing but good experiences with it so far. My doctor's office is the one that did all the legwork to get insurance approval.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide efficient pre-authorization services.	<p>I have a couple of medications that needed pre-authorization and they were always handled very well by my daughter's doctor. It is always a quick and efficient process.</p> <p>The doctor, pharmacy, and insurance company all have to work together for any medicines requiring prior authorization. So far they have been very helpful and well-coordinated. It is just frustrating that it takes so long (three to four days).</p>
Provide and maintain formulary information for doctors and members.	<p>I think it would be pertinent for the doctor's office to have a list of medications that are covered by health providers.</p> <p>If the insurance company does have a list of covered medications, it should be available online for anyone to view, and not just members. This would let the doctor pull it up and write the appropriate prescription.</p>

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 mental or emotional health?

- ☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

39. What is your child's 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 your age?

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

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.





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 national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

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

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

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

An example is provided on the following page.

- 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?

	2017 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

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Yes	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	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%	0 0.0%
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	1 0.21%	0 0.0%	434 1.15% AB	1 0.55%	5 1.20% B	0 0.0%	1 0.26%	0 0.0%	1 0.35%	0 0.0%	1 1.35%	0 0.0%	0 0.0%	1 0.65%	0 0.0%	1 0.42%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	
BASE = Those who responded	465 99.79% C	62361 100.00% CE	37415 98.85%	180 99.45%	410 98.80%	70 100.00%	380 99.74%	41 100.00%	284 99.65%	389 100.00%	73 98.65%	2 100.00%	93 100.00%	153 99.35%	195 100.00%	238 99.58%	216 100.00%	450 99.78%	15 100.00%	0 0.0%	
Yes	196 42.15% BC	21103 33.84%	13166 35.19% B	67 37.22%	154 37.56%	20 28.57%	172 45.26% F	29 70.73% I	141 49.65%	152 39.07%	42 57.53% J	1 50.00%	40 43.01%	56 36.60%	86 44.10%	94 39.50%	95 43.98%	192 42.67%	4 26.67%	0 0.0%	
No	269 57.85%	41258 66.16% AC	24249 64.81% A	113 62.78%	256 62.44%	50 71.43% G	208 54.74%	12 29.27%	143 50.35% H	237 60.93% K	31 42.47%	1 50.00%	53 56.99%	97 63.40%	109 55.90%	144 60.50%	121 56.02%	258 57.33%	11 73.33%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	12 2.58% B	19 0.03%	911 2.41% B	4 2.21% B	18 4.34% B	1 1.43%	11 2.89%	2 4.88%	7 2.46%	9 2.31%	3 4.05%	0 0.0%	0 0.0%	4 2.60% M	7 3.59% M	7 2.93%	4 1.85%	12 2.66%	0 0.0%	0 0.0%	
Appropriately skipped	269 57.73%	41258 66.16% AC	24249 64.07% A	113 62.43%	256 61.69%	50 71.43% G	208 54.59%	12 29.27%	143 50.18% H	237 60.93% K	31 41.89%	1 50.00%	53 56.99%	97 62.99%	109 55.90%	144 60.25%	121 56.02%	258 57.21%	11 73.33%	0 0.0%	
BASE = Those who responded	185 39.70% BC	21084 33.81%	12689 33.53%	64 35.36%	139 33.49%	19 27.14%	162 42.52% F	27 65.85% I	135 47.37%	143 36.76%	40 54.05% J	1 50.00%	40 43.01%	53 34.42%	79 40.51%	88 36.82%	91 42.13%	181 40.13%	4 26.67%	0 0.0%	
Never	0 0.0%	249 1.18% ADE	112 0.88% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 3.24%	1734 8.22% AE	930 7.33% AE	3 4.69%	3 2.16%	0 0.0%	6 3.70%	0 0.0%	5 3.70%	5 3.50%	1 2.50%	0 0.0%	2 5.00%	1 1.89%	2 2.53%	3 3.41%	3 3.30%	6 3.31%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	6 3.24%	1983 9.41% ACE	1042 8.21% AE	3 4.69%	3 2.16%	0 0.0%	6 3.70%	0 0.0%	5 3.70%	5 3.50%	1 2.50%	0 0.0%	2 5.00%	1 1.89%	2 2.53%	3 3.41%	3 3.30%	6 3.31%	0 0.0%	0 0.0%	
Usually	17 9.19%	2482 11.77% E	1380 10.88% E	9 14.06%	9 6.47%	4 21.05%	13 8.02%	7 25.93%	10 7.41%	9 6.29%	8 20.00% J	0 0.0%	1 2.50%	3 5.66%	12 15.19% M	10 11.36%	6 6.59%	16 8.84%	1 25.00%	0 0.0%	
Always	162 87.57% BC	16619 78.82%	10267 80.91% B	52 81.25%	127 91.37% BC	15 78.95%	143 88.27%	20 74.07%	120 88.89%	129 90.21%	31 77.50%	1 100.00%	37 92.50%	49 92.45%	65 82.28%	75 85.23%	82 90.11%	159 87.85%	3 75.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	179 96.76% BC	19101 90.59%	11647 91.79% B	61 95.31%	136 97.84% BC	19 100.00%	156 96.30%	27 100.00%	130 96.30%	138 96.50%	39 97.50%	1 100.00%	38 95.00%	52 98.11%	77 97.47%	85 96.59%	88 96.70%	175 96.69%	4 100.00%	0 0.0%	
3-point composite mean	2.8432 BC	2.6942	2.7270 B	2.7656	2.8921 BC	2.7895	2.8457	2.7407	2.8519	2.8671	2.7500	3.0000	2.8750	2.9057	2.7975	2.8182	2.8681	2.8453	2.7500	0	
4-point composite mean	3.8432 BC	3.6823	3.7182 B	3.7656	3.8921 BC	3.7895	3.8457	3.7407	3.8519	3.8671	3.7500	4.0000	3.8750	3.9057	3.7975	3.8182	3.8681	3.8453	3.7500	0	

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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

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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?

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	8 1.72% B	0 0.0%	940 2.48% BDE	1 0.55%	5 1.20% B	2 2.86%	6 1.57%	1 2.44%	4 1.40%	6 1.54%	2 2.70%	0 0.0%	1 1.08%	3 1.95%	4 2.05%	1 0.42%	7 3.24% P	8 1.77%	0 0.0%	0 0.0%	
BASE = Those who responded	458 98.28%	62361 100.00% ACE	36909 97.52%	180 99.45% C	409 98.55%	68 97.14%	375 98.43%	40 97.56%	281 98.60%	383 98.46%	72 97.30%	2 100.00%	92 98.92%	151 98.05%	191 97.95%	238 99.58% Q	209 96.76%	443 98.23%	15 100.00%	0 0.0%	
Yes	296 64.63%	44613 71.54% ADE	26613 72.10% ADE	112 62.22%	244 59.66%	40 58.82%	246 65.60%	27 67.50%	232 82.56%	242 63.19%	51 70.83%	2 100.00%	77 83.70% NO	87 57.62%	117 61.26%	157 65.97%	131 62.68%	289 65.24%	7 46.67%	0 0.0%	
No	162 35.37% BC	17748 28.46%	10296 27.90%	68 37.78% BC	165 40.34% BC	28 41.18%	129 34.40%	13 32.50%	49 17.44%	141 36.81%	21 29.17%	0 0.0%	15 16.30%	64 42.38% M	74 38.74% M	81 34.03%	78 37.32%	154 34.76%	8 53.33%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	21 4.51% B	0 0.0%	1850 4.89% B	11 6.08% B	21 5.06% B	3 4.29%	18 4.72%	2 4.88%	14 4.91%	18 4.63%	3 4.05%	0 0.0%	4 4.30%	9 5.84%	7 3.59%	7 2.93%	13 6.02%	21 4.66%	0 0.0%	0 0.0%	
Appropriately skipped	162 34.76% BC	17748 28.46% C	10296 27.20%	68 37.57% BC	165 39.76% BC	28 40.00%	129 33.86%	13 31.71%	49 17.19%	141 36.25%	21 28.38%	0 0.0%	15 16.13%	64 41.56% M	74 37.95% M	81 33.89%	78 36.11%	154 34.15%	8 53.33%	0 0.0%	
BASE = Those who responded	283 60.73%	44613 71.54% ACDE	25703 67.91% ADE	102 56.35%	228 54.94%	39 55.71%	234 61.42%	26 63.41%	222 77.89%	230 59.13%	50 67.57%	2 100.00%	74 79.57% NO	81 52.60%	114 58.46%	151 63.18%	125 57.87%	276 61.20%	7 46.67%	0 0.0%	
Never	2 0.71%	605 1.36% CDE	259 1.01% D	0 0.0%	1 0.44%	1 2.56%	1 0.43%	1 3.85%	1 0.45%	2 0.87%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.75%	1 0.66%	1 0.80%	2 0.72%	0 0.0%	0 0.0%	
Sometimes	8 2.83%	5188 11.63% ACE	2744 10.68% AE	7 6.86%	15 6.58%	1 2.56%	5 2.14%	2 7.69%	4 1.80%	4 1.74%	4 8.00%	0 0.0%	0 0.0%	4 4.94% M	3 2.63%	3 1.99%	5 4.00%	8 2.90%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	10 3.53%	5793 12.99% ACDE	3003 11.68% AE	7 6.86%	16 7.02%	2 5.13%	6 2.56%	3 11.54%	5 2.25%	6 2.61%	4 8.00%	0 0.0%	0 0.0%	4 4.94% M	5 4.39% M	4 2.65%	6 4.80%	10 3.62%	0 0.0%	0 0.0%	
Usually	60 21.20%	8612 19.30%	4813 18.73%	25 24.51%	37 16.23%	17 43.59% G	42 17.95%	9 34.62%	39 17.57%	48 20.87%	12 24.00%	1 50.00%	11 14.86%	26 32.10% MO	21 18.42%	35 23.18%	24 19.20%	59 21.38%	1 14.29%	0 0.0%	
Always	213 75.27% BC	30208 67.71%	17887 69.59% B	70 68.63%	175 76.75% BC	20 51.28%	186 79.49% F	14 53.85%	178 80.18%	176 76.52%	34 68.00%	1 50.00%	63 85.14% N	51 62.96%	88 77.19% N	112 74.17%	95 76.00%	207 75.00%	6 85.71%	0 0.0%	
CAHPS Rate (%Always + %Usually)	273 96.47% BC	38820 87.01%	22700 88.32% B	95 93.14% B	212 92.98% BC	37 94.87%	228 97.44%	23 88.46%	217 97.75%	224 97.39%	46 92.00%	2 100.00%	74 100.00% NO	77 95.06%	109 95.61%	147 97.35%	119 95.20%	266 96.38%	7 100.00%	0 0.0%	
3-point composite mean	2.7173 BC	2.5472	2.5791 B	2.6176	2.6974 BC	2.4615	2.7692 F	2.4231	2.7793	2.7391	2.6000	2.5000	2.8514 N	2.5802	2.7281	2.7152	2.7120	2.7138	2.8571	0	
4-point composite mean	3.7102 BC	3.5337	3.5690 B	3.6176	3.6930 BC	3.4359	3.7650 F	3.3846	3.7748	3.7304	3.6000	3.5000	3.8514 NO	3.5802	3.7105	3.7086	3.7040	3.7065	3.8571	0	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BWY22303)

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?

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

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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

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	9 2.17% ABC	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	12 2.58% BD	6 0.01%	1843 4.87% ABDE	0 0.0%	10 2.41% BD	1 1.43%	10 2.62%	0 0.0%	0 0.0%	11 2.83%	1 1.35%	0 0.0%	0 0.0%	7 4.55% M	4 2.05% M	7 2.93%	5 2.31%	11 2.44%	1 6.67%	0 0.0%	
BASE = Those who responded	454 97.42% C	62355 99.99% ACE	36006 95.13%	180 99.45% ACE	396 95.42%	69 98.57%	371 97.38%	41 100.00%	285 100.00%	378 97.17%	73 98.65%	2 100.00%	93 100.00% NO	147 95.45%	191 97.95%	232 97.07%	211 97.69%	440 97.56%	14 93.33%	0 0.0%	
None	122 26.87%	15696 25.17%	8747 24.29%	48 26.67%	111 28.03%	24 34.78%	96 25.88%	0 0.0%	0 0.0%	107 28.31%	15 20.55%	0 0.0%	15 16.13%	53 36.05% M	50 26.18% M	66 28.45%	54 25.59%	115 26.14%	7 50.00%	0 0.0%	
1 time	124 27.31%	16507 26.47%	9586 26.62%	52 28.89%	104 26.26%	14 20.29%	106 28.57%	12 29.27%	109 38.25%	112 29.63% K	12 16.44%	0 0.0%	28 30.11%	38 25.85%	53 27.75%	58 25.00%	64 30.33%	122 27.73%	2 14.29%	0 0.0%	
2	115 25.33% E	13763 22.07% E	8152 22.64% E	35 19.44%	69 17.42%	15 21.74%	96 25.88%	12 29.27%	102 35.79%	96 25.40%	17 23.29%	1 50.00%	32 34.41% NO	33 22.45%	43 22.51%	57 24.57%	54 25.59%	110 25.00%	5 35.71%	0 0.0%	
3	48 10.57%	7670 12.30%	4425 12.29%	16 8.89%	57 14.39% D	9 13.04%	36 9.70%	9 21.95%	39 13.68%	38 10.05%	10 13.70%	0 0.0%	6 6.45%	13 8.84%	25 13.09%	27 11.64%	20 9.48%	48 10.91%	0 0.0%	0 0.0%	
4	23 5.07%	3823 6.13%	2221 6.17%	16 8.89%	33 8.33%	4 5.80%	18 4.85%	3 7.32%	18 6.32%	16 4.23%	6 8.22%	1 50.00%	9 9.68% O	5 3.40%	6 3.14%	12 5.17%	9 4.27%	23 5.23%	0 0.0%	0 0.0%	
5 to 9	19 4.19%	3841 6.16% A	2256 6.27% A	9 5.00%	19 4.80%	3 4.35%	16 4.31%	4 9.76%	15 5.26%	8 2.12%	11 15.07% J	0 0.0%	2 2.15%	5 3.40%	12 6.28%	11 4.74%	8 3.79%	19 4.32%	0 0.0%	0 0.0%	
10 or more times	3 0.66%	1054 1.69% AE	619 1.72% AE	4 2.22%	3 0.76%	0 0.0%	3 0.81%	1 2.44%	2 0.70%	1 0.26%	2 2.74%	0 0.0%	1 1.08%	0 0.0%	2 1.05%	1 0.43%	2 0.95%	3 0.68%	0 0.0%	0 0.0%	
Average number of times	1.6751	1.9629 A	1.9880 A	1.9278	1.8068	1.5652	1.6914	2.8171	2.2175	1.4563	2.7671 J	3.0000	1.8548 N	1.3469 N	1.8168 N	1.6832	1.6540	1.7011	0.8571	0	
Standard deviation	1.8236	2.2455	2.2515	2.3441	1.9643	1.6895	1.8672	2.2946	1.6775	1.4912	2.7661	1.0000	1.7607	1.5327	2.0671	1.8087	1.8616	1.8392	0.9147		

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	17 3.65% B	6 0.01%	2181 5.76% ABD	3 1.66%	21 5.06% BD	2 2.86%	14 3.67%	1 2.44%	2 0.70%	16 4.11%	1 1.35%	0 0.0%	0 0.0%	9 5.84% M	6 3.08% M	8 3.35%	8 3.70%	16 3.55%	1 6.67%	0 0.0%	
Appropriately skipped	122 26.18%	15696 25.17% C	8747 23.11%	48 26.52%	111 26.75%	24 34.29%	96 25.20%	0 0.0%	0 0.0%	107 27.51%	15 20.27%	0 0.0%	15 16.13%	53 34.42% M	50 25.64%	66 27.62%	54 25.00%	115 25.50%	7 46.67%	0 0.0%	
BASE = Those who responded	327 70.17%	46659 74.82% ACE	26921 71.13%	130 71.82%	283 68.19%	44 62.86%	271 71.13%	40 97.56%	283 99.30%	266 68.38%	58 78.38%	2 100.00%	78 83.87% NO	92 59.74%	139 71.28% N	165 69.04%	154 71.30%	320 70.95%	7 46.67%	0 0.0%	
Yes	223 68.20%	33089 70.92%	19026 70.67%	94 72.31%	188 66.43%	31 70.45%	184 67.90%	30 75.00%	190 67.14%	174 65.41%	46 79.31% J	1 50.00%	64 82.05% NO	57 61.96%	92 66.19%	109 66.06%	108 70.13%	221 69.06%	2 28.57%	0 0.0%	
No	104 31.80%	13570 29.08%	7895 29.33%	36 27.69%	95 33.57%	13 29.55%	87 32.10%	10 25.00%	93 32.86%	92 34.59% K	12 20.69%	1 50.00%	14 17.95%	35 38.04% M	47 33.81% M	56 33.94%	46 29.87%	99 30.94%	5 71.43%	0 0.0%	
3-point composite mean	2.3639	2.4183	2.4135	2.4462	2.3286	2.4091	2.3579	2.5000	2.3428	2.3083	2.5862 J	2.0000	2.6410 NO	2.2391	2.3237	2.3212	2.4026	2.3813	1.5714	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

2017 Plan Results																					
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	14 3.00% B	6 0.01%	2199 5.81% ABD	2 1.10%	20 4.82% BD	1 1.43%	12 3.15%	0 0.0%	0 0.0%	13 3.34%	1 1.35%	0 0.0%	0 0.0%	7 4.55% M	5 2.56% M	7 2.93%	6 2.78%	13 2.88%	1 6.67%	0 0.0%	
Appropriately skipped	122 26.18%	15696 25.17% C	8747 23.11%	48 26.52%	111 26.75%	24 34.29%	96 25.20%	0 0.0%	0 0.0%	107 27.51%	15 20.27%	0 0.0%	15 16.13%	53 34.42% M	50 25.64%	66 27.62%	54 25.00%	115 25.50%	7 46.67%	0 0.0%	
BASE = Those who responded	330 70.82%	46659 74.82% CE	26903 71.08%	130 71.82%	284 68.43%	45 64.29%	273 71.65%	41 100.00%	285 100.00%	269 69.15%	58 78.38%	2 100.00%	78 83.87% NO	94 61.04%	140 71.79% N	166 69.46%	156 72.22%	323 71.62%	7 46.67%	0 0.0%	
Yes	92 27.88%	14299 30.65%	8259 30.70%	37 28.46%	93 32.75%	16 35.56%	72 26.37%	14 34.15%	77 27.02%	67 24.91%	24 41.38% J	1 50.00%	18 23.08%	20 21.28%	51 36.43% MN	55 23.13% Q	36 23.08%	90 27.86%	2 28.57%	0 0.0%	
No	238 72.12%	32359 69.35%	18644 69.30%	93 71.54%	191 67.25%	29 64.44%	201 73.63%	27 65.85%	208 72.98%	202 75.09% K	34 58.62%	1 50.00%	60 76.92% O	74 78.72% O	89 63.57%	111 66.87%	120 76.92% P	233 72.14%	5 71.43%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

						2017 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total	2016 Child Medicaid Quality Compass	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)		(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Total	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	15	62	2286	4	22	1	13	1	0	14	1	0	0	8	5	8	6	14	1	0	
	3.22% B	0.10%	6.04% ABD	2.21%	5.30% BD	1.43%	3.41%	2.44%	0.0%	3.60%	1.35%	0.0%	0.0%	5.19% M	2.56% M	3.35%	2.78%	3.10%	6.67%	0.0%	
Appropriately skipped	360	48055	27391	141	302	53	297	27	208	309	49	1	75	127	139	177	174	348	12	0	
	77.25% C	77.06% C	72.37%	77.90%	72.77%	75.71%	77.95%	65.85%	72.98%	79.43% K	66.22%	50.00%	80.65%	82.47% O	71.28%	74.06%	80.56%	77.16%	80.00%	0.0%	
BASE = Those who responded	91	14243	8172	36	91	16	71	13	77	66	24	1	18	19	51	54	36	89	2	0	
	19.53%	22.84% C	21.59%	19.89%	21.93%	22.86%	18.64%	31.71%	27.02%	16.97%	32.43% J	50.00%	19.35%	12.34%	26.15% N	22.59%	16.67%	19.73%	13.33%	0.0%	
Yes	90	13127	7548	35	90	16	70	13	76	65	24	1	18	19	51	53	36	88	2	0	
	98.90% BC	92.16%	92.36%	97.22%	98.90% BC	100.00%	98.59%	100.00%	98.70%	98.48%	100.00%	100.00%	100.00%	100.00%	100.00%	98.15%	100.00%	98.88%	100.00%	0.0%	
No	1	1116	624	1	1	0	1	0	1	1	0	0	0	0	0	1	0	1	0	0	
	1.10%	7.84% AE	7.64% AE	2.78%	1.10%	0.0%	1.41%	0.0%	1.30%	1.52%	0.0%	0.0%	0.0%	0.0%	0.0%	1.85%	0.0%	1.12%	0.0%	0.0%	
Sigma	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	15 3.22% B	12 0.02%	2312 6.11% ABD	3 1.66%	23 5.54% BD	1 1.43%	13 3.41%	1 2.44%	0 0.0%	14 3.60%	1 1.35%	0 0.0%	0 0.0%	8 5.19% M	5 2.56% M	8 3.35%	6 2.78%	14 3.10%	1 6.67%	0 0.0%	
Appropriately skipped	360 77.25% C	48055 77.06% C	27391 72.37%	141 77.90%	302 72.77%	53 75.71%	297 77.95%	27 65.85%	208 72.98%	309 79.43% K	49 66.22%	1 50.00%	75 80.65%	127 82.47% O	139 71.28%	177 74.06%	174 80.56%	348 77.16%	12 80.00%	0 0.0%	
BASE = Those who responded	91 19.53%	14293 22.92% C	8146 21.52%	37 20.44%	90 21.69%	16 22.86%	71 18.64%	13 31.71%	77 27.02%	66 16.97%	24 32.43% J	1 50.00%	18 19.35%	19 12.34%	51 26.15% N	54 22.59%	36 16.67%	89 19.73%	2 13.33%	0 0.0%	
Yes	70 76.92% BC	9254 64.75%	5440 66.78%	25 67.57%	64 71.11%	12 75.00%	55 77.46%	10 76.92%	59 76.62%	48 72.73%	21 87.50%	0 0.0%	11 61.11%	17 89.47%	41 80.39%	38 70.37%	31 86.11%	69 77.53%	1 50.00%	0 0.0%	
No	21 23.08%	5039 35.25% A	2706 33.22% A	12 32.43%	26 28.89%	4 25.00%	16 22.54%	3 23.08%	18 23.38%	18 27.27%	3 12.50%	1 100.00%	7 38.89%	2 10.53%	10 19.61%	16 29.63%	5 13.89%	20 22.47%	1 50.00%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BWY22303)

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?

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 3.43% B	6 0.01%	2347 6.20% ABD	3 1.66%	22 5.30% BD	1 1.43%	14 3.67%	1 2.44%	1 0.35%	15 3.86%	1 1.35%	0 0.0%	0 0.0%	8 5.19% M	6 3.08% M	9 3.77%	6 2.78%	15 3.33%	1 6.67%	0 0.0%
Appropriately skipped	360 77.25% C	48055 77.06% C	27391 72.37%	141 77.90%	302 72.77%	53 75.71%	297 77.95%	27 65.85%	208 72.98%	309 79.43% K	49 66.22%	1 50.00%	75 80.65%	127 82.47% O	139 71.28%	177 74.06%	174 80.56%	348 77.16%	12 80.00%	0 0.0%
BASE = Those who responded	90 19.31%	14299 22.93% C	8111 21.43%	37 20.44%	91 21.93%	16 22.86%	70 18.37%	13 31.71%	76 26.67%	65 16.71%	24 32.43% J	1 50.00%	18 19.35%	19 12.34%	50 25.64% N	53 22.18%	36 16.67%	88 19.51%	2 13.33%	0 0.0%
Yes	75 83.33%	11200 78.33%	6441 79.41%	27 72.97%	76 83.52%	15 93.75%	57 81.43%	11 84.62%	64 84.21%	51 78.46%	23 95.83%	1 100.00%	15 83.33%	15 78.95%	43 86.00%	42 79.25%	32 88.89%	75 85.23%	0 0.0%	0 0.0%
No	15 16.67%	3099 21.67%	1670 20.59%	10 27.03%	15 16.48%	1 6.25%	13 18.57%	2 15.38%	12 15.79%	14 21.54%	1 4.17%	0 0.0%	3 16.67%	4 21.05%	7 14.00%	11 20.75%	4 11.11%	13 14.77%	2 100.00%	0 0.0%
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	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	18 3.86% BD	6 0.01%	2165 5.72% ABD	2 1.10%	22 5.30% BD	2 2.86%	15 3.94%	0 0.0%	0 0.0%	17 4.37%	1 1.35%	0 0.0%	2 2.15%	9 5.84%	5 2.56%	10 4.18%	6 2.78%	17 3.77%	1 6.67%	0 0.0%	
Appropriately skipped	122 26.18%	15696 25.17% C	8747 23.11%	48 26.52%	111 26.75%	24 34.29%	96 25.20%	0 0.0%	0 0.0%	107 27.51%	15 20.27%	0 0.0%	15 16.13%	53 34.42% M	50 25.64%	66 27.62%	54 25.00%	115 25.50%	7 46.67%	0 0.0%	
BASE = Those who responded	326 69.96%	46659 74.82% ACE	26937 71.17%	130 71.82%	281 67.71%	44 62.86%	270 70.87%	41 100.00%	285 100.00%	265 68.12%	58 78.38%	2 100.00%	76 81.72% N	92 59.74%	140 71.79% N	163 68.20%	156 72.22%	319 70.73%	7 46.67%	0 0.0%	
10 - Best health care possible	146 44.79%	23042 49.39% E	13850 51.42% ABE	57 43.85%	112 39.86%	16 36.36%	127 47.04%	0 0.0%	146 51.23% H	127 47.92% K	18 31.03%	0 0.0%	34 44.74%	36 39.13%	67 47.86%	69 42.33%	74 47.44%	144 45.14%	2 28.57%	0 0.0%	
9 -	70 21.47% D	8531 18.28%	5015 18.62%	17 13.08%	57 20.28%	7 15.91%	59 21.85%	0 0.0%	70 24.56% H	56 21.13%	12 20.69%	1 50.00%	19 25.00%	23 25.00%	27 19.29%	36 22.09%	34 21.79%	70 21.94%	0 0.0%	0 0.0%	
Top Two Box	216 66.26%	31573 67.67% DE	18865 70.03% BDE	74 56.92%	169 60.14%	23 52.27%	186 68.89% F	0 0.0%	216 75.79% H	183 69.06% K	30 51.72%	1 50.00%	53 69.74%	59 64.13%	94 67.14%	105 64.42%	108 69.23%	214 67.08%	2 28.57%	0 0.0%	
8 -	69 21.17%	8462 18.14%	4794 17.80%	38 29.23% BC	65 23.13% C	6 13.64%	59 21.85%	0 0.0%	69 24.21% H	52 19.62%	17 29.31%	1 50.00%	13 17.11%	21 22.83%	31 22.14%	38 23.31%	28 17.95%	64 20.06%	5 71.43%	0 0.0%	
CAHPS Rate (Top Three Box)	285 87.42%	40036 85.81%	23659 87.83% BE	112 86.15%	234 83.27%	29 65.91%	245 90.74% F	0 0.0%	285 100.00% H	235 88.68%	47 81.03%	2 100.00%	66 86.84%	80 86.96%	125 89.29%	143 87.73%	136 87.18%	278 87.15%	7 100.00%	0 0.0%	
7 -	26 7.98%	3087 6.62%	1645 6.11%	8 6.15%	29 10.32% BC	8 18.18% G	17 6.30%	26 63.41% I	0 0.0%	20 7.55%	6 10.34%	0 0.0%	5 6.58%	10 10.87%	8 5.71%	18 11.04% Q	7 4.49%	26 8.15%	0 0.0%	0 0.0%	
6 -	4 1.23%	1297 2.78% AC	585 2.17%	5 3.85%	4 1.42%	0 0.0%	4 1.48% F	4 9.76% I	0 0.0%	2 0.75%	2 3.45%	0 0.0%	1 1.32%	2 2.17%	1 0.71%	1 0.61%	3 1.92%	4 1.25%	0 0.0%	0 0.0%	
5 -	4 1.23%	1316 2.82% AC	619 2.30%	3 2.31%	10 3.56%	4 9.09% G	0 0.0%	4 9.76% I	0 0.0%	3 1.13%	1 1.72%	0 0.0%	2 2.63%	0 0.0%	1 0.71%	1 0.61%	3 1.92%	4 1.25%	0 0.0%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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?

2017 Plan Results																					
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type							
		2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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 -		5 1.53%	349 0.75% C	140 0.52%	2 1.07%	3 4.55%	2 1.11%	5 12.20%	0 0.0%	3 1.13%	2 3.45%	0 0.0%	1 1.32%	0 0.0%	4 2.86% N	0 0.0%	5 3.21% P	5 1.57%	0 0.0%	0 0.0%	
3 -		0 0.0%	206 0.44% AD	86 0.32% AD	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 -		1 0.31%	143 0.31% DE	69 0.26% DE	0 0.0%	1 2.27%	0 0.0%	1 2.44%	0 0.0%	1 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.71%	0 0.0%	1 0.64%	1 0.31%	0 0.0%	0 0.0%	
1 -		1 0.31%	118 0.25% DE	60 0.22% DE	0 0.0%	0 0.0%	1 0.37%	1 2.44%	0 0.0%	1 0.38%	0 0.0%	0 0.0%	1 1.32%	0 0.0%	0 0.0%	0 0.0%	1 0.64%	1 0.31%	0 0.0%	0 0.0%	
0 - Worst health care possible		0 0.0%	106 0.23% ADE	74 0.27% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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)		41 12.58%	6623 14.19% C	3278 12.17%	18 13.85%	47 16.73% C	15 34.09% G	25 9.26%	41 100.00% I	0 0.0%	30 11.32%	11 18.97%	0 0.0%	10 13.16%	12 13.04%	15 10.71%	20 12.27%	20 12.82%	41 12.85%	0 0.0%	0 0.0%
Bottom Three Box		2 0.61%	368 0.79% DE	203 0.75% DE	0 0.0%	1 2.27%	1 0.37%	2 4.88%	0 0.0%	2 0.75%	0 0.0%	0 0.0%	1 1.32%	0 0.0%	1 0.71%	0 0.0%	2 1.28%	2 0.63%	0 0.0%	0 0.0%	
Bottom Two Box		1 0.31%	224 0.48% DE	134 0.50% DE	0 0.0%	0 0.0%	1 0.37%	1 2.44%	0 0.0%	1 0.38%	0 0.0%	0 0.0%	1 1.32%	0 0.0%	0 0.0%	0 0.0%	1 0.64%	1 0.31%	0 0.0%	0 0.0%	
Average rating		8.8681	8.8578	8.9514 BE	8.7385	8.7011	8.1136	8.9963 F	6.0732	9.2702 H	8.9509 K	8.4655	8.5000	8.8289	8.8804	8.9000	8.9264	8.8141	8.8746	8.5714	0
Standard deviation		1.4135	1.5698	1.4942	1.4172	1.4303	2.0362	1.2605	1.4880	0.8255	1.3905	1.4764	0.5000	1.6009	1.1116	1.4702	1.1163	1.6749	1.4219	0.9035	0
3-point composite mean		2.6166 D	2.6009 D	2.6397 BDE	2.4923	2.5374	2.3636	2.6593 F	1.6341	2.7579 H	2.6528 K	2.4310	2.5000	2.6316	2.6196	2.6214	2.6319	2.6090	2.6238	2.2857	0
Sigma		466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	16 3.43% B	69 0.11%	2176 5.75% ABD	4 2.21%	22 5.30% BD	2 2.86%	13 3.41%	0 0.0%	0 0.0%	15 3.86%	1 1.35%	0 0.0%	1 1.08%	8 5.19% M	5 2.56%	8 3.35%	6 2.78%	15 3.33%	1 6.67%	0 0.0%	
Appropriately skipped	122 26.18%	15696 25.17% C	8747 23.11%	48 26.52%	111 26.75%	24 34.29%	96 25.20%	0 0.0%	0 0.0%	107 27.51%	15 20.27%	0 0.0%	15 16.13%	53 34.42% M	50 25.64%	66 27.62%	54 25.00%	115 25.50%	7 46.67%	0 0.0%	
BASE = Those who responded	328 70.39%	46596 74.72% ACE	26926 71.14%	128 70.72%	282 67.95%	44 62.86%	272 71.39%	41 100.00%	285 100.00%	267 68.64%	58 78.38%	2 100.00%	77 82.80% NO	93 60.39%	140 71.79% N	165 69.04%	156 72.22%	321 71.18%	7 46.67%	0 0.0%	
Never	1 0.30%	898 1.93% AD	438 1.63% AD	0 0.0%	3 1.06%	0 0.0%	1 0.37%	0 0.0%	1 0.35%	1 0.37%	0 0.0%	0 0.0%	0 0.0%	1 1.08%	0 0.0%	1 0.61%	0 0.0%	1 0.31%	0 0.0%	0 0.0%	
Sometimes	15 4.57%	4421 9.49% ACE	2242 8.33% AE	8 6.25%	13 4.61%	4 9.09%	9 3.31%	7 17.07% I	8 2.81%	13 4.87%	2 3.45%	0 0.0%	2 2.60%	5 5.38%	5 3.57%	6 3.64%	8 5.13%	15 4.67%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	16 4.88%	5319 11.42% ACDE	2680 9.95% AE	8 6.25%	16 5.67%	4 9.09%	10 3.68%	7 17.07% I	9 3.16%	14 5.24%	2 3.45%	0 0.0%	2 2.60%	6 6.45%	5 3.57%	7 4.24%	8 5.13%	16 4.98%	0 0.0%	0 0.0%	
Usually	79 24.09%	10782 23.14%	5989 22.24%	44 34.38% ABC	72 25.53%	16 36.36%	60 22.06%	16 39.02% I	63 22.11%	61 22.85%	18 31.03%	1 50.00%	12 15.58%	29 31.18% M	33 23.57%	37 22.42%	39 25.00%	78 24.30%	1 14.29%	0 0.0%	
Always	233 71.04% BD	30495 65.44%	18257 67.80% B	76 59.38%	194 68.79%	24 54.55%	202 74.26% F	18 43.90%	213 74.74% H	192 71.91%	38 65.52%	1 50.00%	63 81.82% N	58 62.37%	102 72.86%	121 73.33%	109 69.87%	227 70.72%	6 85.71%	0 0.0%	
CAHPS Rate (%Always + %Usually)	312 95.12% BC	41277 88.58%	24246 90.05% B	120 93.75% B	266 94.33% BC	40 90.91%	262 96.32%	34 82.93%	276 96.84% H	253 94.76%	56 96.55%	2 100.00%	75 97.40%	87 93.55%	135 96.43%	158 95.76%	148 94.87%	305 95.02%	7 100.00%	0 0.0%	
3-point composite mean	2.6616 BCD	2.5403	2.5785 B	2.5313	2.6312 B	2.4545	2.7059 F	2.2683	2.7158 H	2.6667	2.6207	2.5000	2.7922 N	2.5591	2.6929	2.6909	2.6474	2.6573	2.8571	0	
4-point composite mean	3.6585 BCD	3.5210	3.5622 B	3.5313	3.6206 B	3.4545	3.7022 F	3.2683	3.7123 H	3.6629	3.6207	3.5000	3.7922 N	3.5484	3.6929	3.6848	3.6474	3.6542	3.8571	0	

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

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

					2017 Plan Results																
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type				
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	5 1.07% BD	0 0.0%	419 1.11% BD	0 0.0%	8 1.93% BD	2 2.86%	3 0.79%	0 0.0%	0 0.0%	4 1.03%	1 1.35%	0 0.0%	1 1.08%	2 1.30%	2 1.03%	4 1.67% Q	0 0.0%	5 1.11%	0 0.0%	0 0.0%	
BASE = Those who responded	461 98.93%	62361 100.00% ACE	37430 98.89%	181 100.00% ACE	407 98.07%	68 97.14%	378 99.21%	41 100.00%	285 100.00%	385 98.97%	73 98.65%	2 100.00%	92 98.92%	152 98.70%	193 98.97%	235 98.33%	216 100.00% P	446 98.89%	15 100.00%	0 0.0%	
Yes	386 83.73%	54809 87.89% AE	32908 87.92% ADE	149 82.32%	338 83.05%	50 73.53%	323 85.45% F	32 78.05%	258 90.53%	321 83.38%	62 84.93%	2 100.00%	87 94.57% NO	126 82.89%	151 78.24%	198 84.26%	180 83.33%	375 84.08%	11 73.33%	0 0.0%	
No	75 16.27% BC	7552 12.11%	4522 12.08%	32 17.68% C	69 16.95% BC	18 26.47% G	55 14.55%	9 21.95%	27 9.47%	64 16.62%	11 15.07%	0 0.0%	5 5.43%	26 17.11% M	42 21.76% M	37 15.74%	36 16.67%	71 15.92%	4 26.67%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	4 0.96% ABC	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	14 3.00% B	19 0.03%	1568 4.14% B	5 2.76% B	26 6.27% ABD	2 2.86%	12 3.15%	0 0.0%	3 1.05%	13 3.34%	1 1.35%	0 0.0%	1 1.08%	5 3.25%	6 3.08%	11 4.60% Q	1 0.46%	14 3.10%	0 0.0%	0 0.0%
Appropriately skipped	75 16.09% BC	7552 12.11%	4522 11.95%	32 17.68% C	69 16.63% BC	18 25.71% G	55 14.44%	9 21.95%	27 9.47%	64 16.45%	11 14.86%	0 0.0%	5 5.38%	26 16.88% M	42 21.54% M	37 15.48%	36 16.67%	71 15.74%	4 26.67%	0 0.0%
BASE = Those who responded	377 80.90%	54790 87.86% ACDE	31759 83.91% E	143 79.01%	316 76.14%	50 71.43%	314 82.41%	32 78.05%	255 89.47%	312 80.21%	62 83.78%	2 100.00%	87 93.55% NO	123 79.87%	147 75.38%	191 79.92%	179 82.87%	366 81.15%	11 73.33%	0 0.0%
None	117 31.03% BC	11543 21.07%	6492 20.44%	42 29.37% BC	105 33.23% BC	13 26.00%	101 32.17%	6 18.75%	37 14.51%	102 32.69%	15 24.19%	0 0.0%	17 19.54%	53 43.09% MO	43 29.25%	65 34.03%	52 29.05%	110 30.05%	7 63.64%	0 0.0%
1 time	124 32.89%	17692 32.29%	10475 32.98%	46 32.17%	96 30.38%	13 26.00%	109 34.71%	11 34.38%	99 38.82%	113 36.22% K	11 17.74%	0 0.0%	33 37.93%	40 32.52%	47 31.97%	56 29.32%	65 36.31%	123 33.61%	1 9.09%	0 0.0%
2	82 21.75%	12441 22.71% E	7414 23.34% E	29 20.28%	57 18.04%	12 24.00%	66 21.02%	10 31.25%	71 27.84%	61 19.55%	19 30.65%	1 50.00%	27 31.03% N	16 13.01%	31 21.09%	42 21.99%	38 21.23%	79 21.58%	3 27.27%	0 0.0%
3	31 8.22%	6442 11.76% AD	3676 11.57% AD	9 6.29%	31 9.81%	5 10.00%	23 7.32%	2 6.25%	28 10.98%	25 8.01%	6 9.68%	0 0.0%	5 5.75%	10 8.13%	14 9.52%	19 9.95%	11 6.15%	31 8.47%	0 0.0%	0 0.0%
4	14 3.71%	3124 5.70% A	1755 5.53%	10 6.99%	17 5.38%	5 10.00%	8 2.55%	1 3.13%	13 5.10%	6 1.92%	7 11.29% J	1 50.00%	4 4.60%	4 3.25%	4 2.72%	5 2.62%	8 4.47%	14 3.83%	0 0.0%	0 0.0%
5 to 9	9 2.39%	2950 5.38% AE	1617 5.09% AE	5 3.50%	9 2.85%	2 4.00%	7 2.23%	2 6.25%	7 2.75%	5 1.60%	4 6.45%	0 0.0%	1 1.15%	0 0.0%	8 5.44% N	4 2.09%	5 2.79%	9 2.46%	0 0.0%	0 0.0%
10 or more times	0 0.0%	599 1.09% AE	330 1.04% AE	2 1.40%	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%
Average	1.3263	1.8713 AE	1.8513 AE	1.6154	1.4130	1.7200	1.2452	1.7188	1.6706	1.1827	1.9839 J	3.0000	1.4368 N	0.9593	1.5170 N	1.2827	1.3464	1.3470	0.6364	0

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total	2016 Child Medicaid Quality Compass	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Standard deviation	1.3943	2.0113	1.9699	2.0267	1.6317	1.6497	1.3404	1.6627	1.3639	1.2488	1.8183	1.0000	1.1715	1.0850	1.6796	1.3666	1.4270	1.4015	0.8814	0
Sigma	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	15 3.22% B	25 0.04%	1710 4.52% B	6 3.31% B	30 7.23% ABCD	2 2.86%	13 3.41%	0 0.0%	4 1.40% H	13 3.34%	2 2.70%	0 0.0%	1 1.08%	5 3.25%	7 3.59%	11 4.60% Q	2 0.93%	15 3.33%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	259 55.58%	43241 69.34% ACDE	25125 66.38% ADE	101 55.80%	211 50.84%	37 52.86%	212 55.64%	26 63.41%	217 76.14%	210 53.98%	46 62.16%	2 100.00%	70 75.27% NO	70 45.45%	103 52.82%	126 52.72%	126 58.33%	255 56.54%	4 26.67%	0 0.0%	
Never	2 0.77%	561 1.30% D	274 1.09% D	0 0.0%	2 0.95%	0 0.0%	2 0.94%	0 0.0%	1 0.46%	2 0.95%	0 0.0%	0 0.0%	1 1.43%	0 0.0%	1 0.97%	0 0.0%	1 0.79%	1 0.39%	1 25.00%	0 0.0%	
Sometimes	6 2.32% D	2195 5.08% AD	1194 4.75% AD	0 0.0%	8 3.79% D	2 5.41%	3 1.42%	3 11.54%	2 0.92%	5 2.38%	1 2.17%	0 0.0%	1 1.43%	3 4.29%	1 0.97%	3 2.38%	3 2.38%	6 2.35%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	8 3.09% D	2756 6.37% AD	1468 5.84% AD	0 0.0%	10 4.74% D	2 5.41%	5 2.36%	3 11.54%	3 1.38%	7 3.33%	1 2.17%	0 0.0%	2 2.86%	3 4.29%	2 1.94%	3 2.38%	4 3.17%	7 2.75%	1 25.00%	0 0.0%	
Usually	34 13.13%	6086 14.08% C	3296 13.12%	19 18.81%	32 15.17%	4 10.81%	29 13.68%	9 34.62%	21 9.68%	26 12.38%	7 15.22%	0 0.0%	6 8.57%	9 12.86%	17 16.50%	18 14.29%	15 11.90%	33 12.94%	1 25.00%	0 0.0%	
Always	217 83.78%	34398 79.55%	20361 81.04% B	82 81.19%	169 80.09%	31 83.78%	178 83.96%	14 53.85%	193 88.94%	177 84.29%	38 82.61%	2 100.00%	62 88.57%	58 82.86%	84 81.55%	105 83.33%	107 84.92%	215 84.31%	2 50.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	251 96.91% BC	40485 93.63%	23657 94.16%	101 100.00% ABCE	201 95.26%	35 94.59%	207 97.64%	23 88.46%	214 98.62%	203 96.67%	45 97.83%	2 100.00%	68 97.14%	67 95.71%	101 98.06%	123 97.62%	122 96.83%	248 97.25%	3 75.00%	0 0.0%	
3-point composite mean	2.8069 B	2.7318	2.7520 B	2.8119 B	2.7536	2.7838	2.8160	2.4231	2.8756	2.8095	2.8043	3.0000	2.8571	2.7857	2.7961	2.8095	2.8175	2.8157	2.2500	0	
4-point composite mean	3.7992 B	3.7188	3.7411 B	3.8119 B	3.7441	3.7838	3.8066	3.4231	3.8710	3.8000	3.8043	4.0000	3.8429	3.7857	3.7864	3.8095	3.8095	3.8118	3.0000	0	

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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?

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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18. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	15 3.22% B	31 0.05%	1716 4.53% B	6 3.31% B	31 7.47% ABCD	2 2.86%	13 3.41%	0 0.0%	3 1.05%	14 3.60%	1 1.35%	0 0.0%	1 1.08%	5 3.25%	7 3.59%	11 4.60% Q	2 0.93%	15 3.33%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	259 55.58%	43235 69.33% ACDE	25119 66.37% ADE	101 55.80%	209 50.36%	37 52.86%	212 55.64%	26 63.41%	218 76.49%	209 53.73%	47 63.51%	2 100.00%	70 75.27% NO	70 45.45%	103 52.82%	126 52.72%	126 58.33%	255 56.54%	4 26.67%	0 0.0%	
Never	1 0.39%	393 0.91% CD	151 0.60% D	0 0.0%	1 0.48%	0 0.0%	1 0.47%	1 3.85%	0 0.0%	1 0.48%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.97%	0 0.0%	1 0.79%	1 0.39%	0 0.0%	0 0.0%	
Sometimes	8 3.09%	1840 4.26%	1054 4.20%	3 2.97%	11 5.26%	1 2.70%	6 2.83%	3 11.54%	4 1.83%	6 2.87%	2 4.26%	0 0.0%	1 1.43%	3 4.29%	3 2.91%	6 4.76%	2 1.59%	8 3.14%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	9 3.47%	2233 5.16%	1205 4.80%	3 2.97%	12 5.74%	1 2.70%	7 3.30%	4 15.38%	4 1.83%	7 3.35%	2 4.26%	0 0.0%	1 1.43%	3 4.29%	4 3.88%	6 4.76%	3 2.38%	9 3.53%	0 0.0%	0 0.0%	
Usually	26 10.04%	5644 13.05%	3173 12.63%	15 14.85%	32 15.31%	5 13.51%	21 9.91%	7 26.92%	16 7.34%	21 10.05%	5 10.64%	0 0.0%	5 7.14%	11 15.71%	8 7.77%	10 7.94%	13 10.32%	26 10.20%	0 0.0%	0 0.0%	
Always	224 86.49% BE	35359 81.78%	20741 82.57%	83 82.18%	165 78.95%	31 83.78%	184 86.79%	15 57.69%	198 90.83%	181 86.60%	40 85.11%	2 100.00%	64 91.43%	56 80.00%	91 88.35%	110 87.30%	110 87.30%	220 86.27%	4 100.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	250 96.53%	41002 94.84%	23914 95.20%	98 97.03%	197 94.26%	36 97.30%	205 96.70%	22 84.62%	214 98.17%	202 96.65%	45 95.74%	2 100.00%	69 98.57%	67 95.71%	99 96.12%	120 95.24%	123 97.62%	246 96.47%	4 100.00%	0 0.0%	
3-point composite mean	2.8301 BE	2.7662	2.7777	2.7921	2.7321	2.8108	2.8349	2.4231	2.8899	2.8325	2.8085	3.0000	2.9000	2.7571	2.8447	2.8254	2.8492	2.8275	3.0000	0	
4-point composite mean	3.8263 BE	3.7571	3.7717	3.7921	3.7273	3.8108	3.8302	3.3846	3.8899	3.8278	3.8085	4.0000	3.9000	3.7571	3.8350	3.8254	3.8413	3.8235	4.0000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	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	15 3.22% B	50 0.08%	1703 4.50% B	7 3.87% B	31 7.47% ABC	2 2.86%	13 3.41%	0 0.0%	4 1.40% H	14 3.60%	1 1.35%	0 0.0%	1 1.08%	5 3.25%	7 3.59%	12 5.02% Q	1 0.46%	15 3.33%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	259 55.58%	43216 69.30% ACDE	25132 66.40% ADE	99 54.70%	209 50.36%	37 52.86%	212 55.64%	26 63.41%	217 76.14%	209 53.73%	47 63.51%	2 100.00%	70 75.27% NO	70 45.45%	103 52.82%	125 52.30%	127 58.80%	255 56.54%	4 26.67%	0 0.0%	
Never	1 0.39%	318 0.74% D	147 0.58% D	0 0.0%	1 0.48%	0 0.0%	1 0.47%	1 3.85%	0 0.0%	1 0.48%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.97%	0 0.0%	1 0.79%	1 0.39%	0 0.0%	0 0.0%	
Sometimes	4 1.54%	1472 3.41% AD	775 3.08% AD	1 1.01%	9 4.31%	1 2.70%	2 0.94%	3 11.54%	0 0.0%	4 1.91% K	0 0.0%	0 0.0%	1 1.43%	2 2.86%	0 0.0%	3 2.40%	1 0.79%	4 1.57%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	5 1.93%	1790 4.14% AD	922 3.67% AD	1 1.01%	10 4.78% D	1 2.70%	3 1.42%	4 15.38%	0 0.0%	5 2.39% K	0 0.0%	0 0.0%	1 1.43%	2 2.86%	1 0.97%	3 2.40%	2 1.57%	5 1.96%	0 0.0%	0 0.0%	
Usually	27 10.42%	4478 10.36%	2512 10.00%	16 16.16%	29 13.88%	3 8.11%	23 10.85%	6 23.08%	17 7.83%	16 7.66%	11 23.40% J	0 0.0%	2 2.86%	11 15.71% M	12 11.65% M	12 9.60%	14 11.02%	26 10.20%	1 25.00%	0 0.0%	
Always	227 87.64%	36949 85.50%	21698 86.34%	82 82.83%	170 81.34%	33 89.19%	186 87.74%	16 61.54%	200 92.17%	188 89.95% K	36 76.60%	2 100.00%	67 95.71% NO	57 81.43%	90 87.38%	110 88.00%	111 87.40%	224 87.84%	3 75.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	254 98.07% BC	41426 95.86%	24210 96.33%	98 98.99% BCE	199 95.22%	36 97.30%	209 98.58%	22 84.62%	217 100.00%	204 97.61%	47 100.00% J	2 100.00%	69 98.57%	68 97.14%	102 99.03%	122 97.60%	125 98.43%	250 98.04%	4 100.00%	0 0.0%	
3-point composite mean	2.8571 E	2.8136	2.8267 B	2.8182	2.7656	2.8649	2.8632	2.4615	2.9217	2.8756	2.7660	3.0000	2.9429 N	2.7857	2.8641	2.8560	2.8583	2.8588	2.7500	0	
4-point composite mean	3.8533 E	3.8062	3.8208 B	3.8182	3.7608	3.8649	3.8585	3.4231	3.9217	3.8708	3.7660	4.0000	3.9429 N	3.7857	3.8544	3.8560	3.8504	3.8549	3.7500	0	

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

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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20. Is your child able to talk with doctors about his or her health care?

2017 Plan Results																					
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type							
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	17 3.65% B	19 0.03%	1882 4.97% B	6 3.31% B	30 7.23% ABD	2 2.86%	15 3.94%	0 0.0%	6 2.11% H	14 3.60%	3 4.05%	0 0.0%	2 2.15%	5 3.25%	8 4.10%	14 5.86% Q	1 0.46%	17 3.77%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	257 55.15%	43247 69.35% ACDE	24953 65.93% ADE	100 55.25%	211 50.84%	37 52.86%	210 55.12%	26 63.41%	215 75.44%	209 53.73%	45 60.81%	2 100.00%	69 74.19% NO	70 45.45%	102 52.31%	123 51.46%	127 58.80%	253 56.10%	4 26.67%	0 0.0%	
Yes	189 73.54% BC	29272 67.69%	16958 67.96%	79 79.00% BC	179 84.83% ABC	28 75.68%	153 72.86%	18 69.23%	158 73.49%	149 71.29%	37 82.22%	0 0.0%	19 27.54%	59 84.29% M	101 99.02% MN	85 69.11%	98 77.17%	185 73.12%	4 100.00%	0 0.0%	
No	68 26.46% E	13975 32.31% ADE	7995 32.04% ADE	21 21.00%	32 15.17%	9 24.32%	57 27.14%	8 30.77%	57 26.51%	60 28.71%	8 17.78%	2 100.00%	50 72.46% NO	11 15.71% O	1 0.98%	38 30.89%	29 22.83%	68 26.88%	0 0.0%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	21 4.51% B	37 0.06%	2065 5.46% B	8 4.42% B	32 7.71% AB	3 4.29%	18 4.72%	0 0.0%	10 3.51% H	18 4.63%	3 4.05%	0 0.0%	2 2.15%	7 4.55%	10 5.13%	16 6.69% Q	3 1.39%	21 4.66%	0 0.0%	0 0.0%	
Appropriately skipped	260 55.79% C	33070 53.03% C	19009 50.22%	95 52.49%	206 49.64%	40 57.14%	213 55.91%	23 56.10%	121 42.46%	226 58.10%	34 45.95%	2 100.00%	72 77.42% NO	90 58.44% O	86 44.10%	140 58.58%	117 54.17%	249 55.21%	11 73.33%	0 0.0%	
BASE = Those who responded	185 39.70%	29254 46.91% AC	16775 44.32% A	78 43.09%	175 42.17%	27 38.57%	150 39.37%	18 43.90%	154 54.04%	145 37.28%	37 50.00% J	0 0.0%	19 20.43%	57 37.01% M	99 50.77% MN	83 34.73%	96 44.44% P	181 40.13%	4 26.67%	0 0.0%	
Never	2 1.08%	355 1.22% D	193 1.15% D	0 0.0%	1 0.57%	0 0.0%	2 1.33%	1 5.56%	1 0.65%	2 1.38%	0 0.0%	0 0.0%	1 5.26%	0 0.0%	1 1.01%	1 1.20%	1 1.04%	2 1.10%	0 0.0%	0 0.0%	
Sometimes	8 4.32%	1908 6.52%	977 5.82%	4 5.13%	16 9.14%	0 0.0%	7 4.67%	0 0.0%	7 4.55%	7 4.83%	1 2.70%	0 0.0%	4 21.05%	2 3.51%	2 2.02%	2 2.41%	5 5.21%	8 4.42%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	10 5.41%	2264 7.74%	1170 6.97%	4 5.13%	17 9.71%	0 0.0%	9 6.00%	1 5.56%	8 5.19%	9 6.21%	1 2.70%	0 0.0%	5 26.32%	2 3.51%	3 3.03%	3 3.61%	6 6.25%	10 5.52%	0 0.0%	0 0.0%	
Usually	44 23.78%	5313 18.16%	3011 17.95%	15 19.23%	42 24.00%	9 33.33%	34 22.67%	12 66.67%	27 17.53%	30 20.69%	13 35.14%	0 0.0%	2 10.53%	19 33.33%	20 20.20%	21 25.30%	21 21.88%	42 23.20%	2 50.00%	0 0.0%	
Always	131 70.81%	21677 74.10% E	12594 75.08% E	59 75.64%	116 66.29%	18 66.67%	107 71.33%	5 27.78%	119 77.27%	106 73.10%	23 62.16%	0 0.0%	12 63.16%	36 63.16%	76 76.77%	59 71.08%	69 71.88%	129 71.27%	2 50.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	175 94.59%	26990 92.26%	15605 93.03%	74 94.87%	158 90.29%	27 100.00%	141 94.00%	17 94.44%	146 94.81%	136 93.79%	36 97.30%	0 0.0%	14 73.68%	55 96.49%	96 96.97%	80 96.39%	90 93.75%	171 94.48%	4 100.00%	0 0.0%	
3-point composite mean	2.6541	2.6636 E	2.6810 E	2.7051	2.5657	2.6667	2.6533	2.2222	2.7208	2.6690	2.5946	0	2.3684	2.5965	2.7374	2.6747	2.6563	2.6575	2.5000	0	
4-point composite mean	3.6432	3.6515	3.6695 E	3.7051	3.5600	3.6667	3.6400	3.1667	3.7143	3.6552	3.5946	0	3.3158	3.5965	3.7273	3.6627	3.6458	3.6464	3.5000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	18 3.86% B	19 0.03%	1813 4.79% B	7 3.87% B	31 7.47% ABC	2 2.86%	16 4.20%	1 2.44%	5 1.75%	16 4.11%	2 2.70%	0 0.0%	3 3.23%	5 3.25%	8 4.10%	14 5.86% Q	2 0.93%	18 3.99%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	256 54.94%	43247 69.35% ACDE	25022 66.11% ADE	100 55.25%	209 50.36%	37 52.86%	209 54.86%	25 60.98%	216 75.79%	207 53.21%	46 62.16%	2 100.00%	68 73.12% NO	70 45.45%	102 52.31%	123 51.46%	126 58.33%	252 55.88%	4 26.67%	0 0.0%	
Never	2 0.78%	1035 2.39% ACD	495 1.98% AD	0 0.0%	3 1.44%	0 0.0%	2 0.96%	1 4.00%	1 0.46%	2 0.97%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.96%	0 0.0%	2 1.59%	2 0.79%	0 0.0%	0 0.0%	
Sometimes	14 5.47%	4004 9.26% ACDE	2124 8.49% ADE	2 2.00%	8 3.83%	4 10.81%	9 4.31%	4 16.00%	7 3.24%	11 5.31%	3 6.52%	0 0.0%	4 5.88%	6 8.57%	3 2.94%	6 4.88%	7 5.56%	14 5.56%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	16 6.25% D	5039 11.65% ACDE	2619 10.47% ADE	2 2.00%	11 5.26%	4 10.81%	11 5.26%	5 20.00%	8 3.70%	13 6.28%	3 6.52%	0 0.0%	4 5.88%	6 8.57%	5 4.90%	6 4.88%	9 7.14%	16 6.35%	0 0.0%	0 0.0%	
Usually	56 21.88%	9242 21.37%	5219 20.86%	26 26.00%	56 26.79%	9 24.32%	44 21.05%	13 52.00%	40 18.52%	45 21.74%	11 23.91%	1 50.00%	12 17.65%	21 30.00%	19 18.63%	31 25.20%	22 17.46%	55 21.83%	1 25.00%	0 0.0%	
Always	184 71.88%	28967 66.98%	17184 68.68% B	72 72.00%	142 67.94%	24 64.86%	154 73.68%	7 28.00%	168 77.78%	149 71.98%	32 69.57%	1 50.00%	52 76.47%	43 61.43%	78 76.47% N	86 69.92%	95 75.40%	181 71.83%	3 75.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	240 93.75% BC	38209 88.35%	22403 89.53% B	98 98.00% ABC	198 94.74% BC	33 89.19%	198 94.74%	20 80.00%	208 96.30%	194 93.72%	43 93.48%	2 100.00%	64 94.12%	64 91.43%	97 95.10%	117 95.12%	117 92.86%	236 93.65%	4 100.00%	0 0.0%	
3-point composite mean	2.6563 BC	2.5533	2.5821 B	2.7000 BC	2.6268	2.5405	2.6842	2.0800	2.7407	2.6570	2.6304	2.5000	2.7059	2.5286	2.7157 N	2.6504	2.6825	2.6548	2.7500	0	
4-point composite mean	3.6484 BC	3.5293	3.5623 B	3.7000 BC	3.6124	3.5405	3.6746	3.0400	3.7361	3.6473	3.6304	3.5000	3.7059	3.5286	3.6961	3.6504	3.6667	3.6468	3.7500	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	16 3.43% B	19 0.03%	1801 4.76% B	7 3.87% B	32 7.71% ABCD	2 2.86%	14 3.67%	0 0.0%	5 1.75% H	15 3.86%	1 1.35%	0 0.0%	2 2.15%	6 3.90%	6 3.08%	12 5.02% Q	2 0.93%	16 3.55%	0 0.0%	0 0.0%	
Appropriately skipped	192 41.20% BC	19095 30.62% C	11014 29.10%	74 40.88% BC	174 41.93% BC	31 44.29%	156 40.94%	15 36.59%	64 22.46%	166 42.67%	26 35.14%	0 0.0%	22 23.66%	79 51.30% M	85 43.59% M	102 42.68%	88 40.74%	181 40.13%	11 73.33%	0 0.0%	
BASE = Those who responded	258 55.36%	43247 69.35% ACDE	25034 66.14% ADE	100 55.25%	209 50.36%	37 52.86%	211 55.38%	26 63.41%	216 75.79%	208 53.47%	47 63.51%	2 100.00%	69 74.19% NO	69 44.81%	104 53.33%	125 52.30%	126 58.33%	254 56.32%	4 26.67%	0 0.0%	
Yes	218 84.50%	38452 88.91% E	22128 88.39% E	90 90.00%	173 82.78%	32 86.49%	176 83.41%	21 80.77%	186 86.11%	175 84.13%	40 85.11%	2 100.00%	65 94.20% O	59 85.51%	82 78.85%	111 88.80%	103 81.75%	216 85.04%	2 50.00%	0 0.0%	
No	40 15.50%	4796 11.09%	2906 11.61%	10 10.00%	36 17.22% BC	5 13.51%	35 16.59%	5 19.23%	30 13.89%	33 15.87%	7 14.89%	0 0.0%	4 5.80%	10 14.49%	22 21.15% M	14 11.20%	23 18.25%	38 14.96%	2 50.00%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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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

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

						2017 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total	2016 Child Medicaid Quality Compass	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Total	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.55%	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%	
No response	17	19	1840	7	34	2	15	0	6	15	2	0	2	7	6	13	2	17	0	0	
	3.65%	0.03%	4.86%	3.87%	8.19%	2.86%	3.94%	0.0%	2.11%	3.86%	2.70%	0.0%	2.15%	4.55%	3.08%	5.44%	0.93%	3.77%	0.0%	0.0%	
	B		B	B	ABCD				H							Q					
Appropriately skipped	192	19095	11014	74	174	31	156	15	64	166	26	0	22	79	85	102	88	181	11	0	
	41.20%	30.62%	29.10%	40.88%	41.93%	44.29%	40.94%	36.59%	22.46%	42.67%	35.14%	0.0%	23.66%	51.30%	43.59%	42.68%	40.74%	40.13%	73.33%	0.0%	
	BC	C		BC	BC									M	M						
BASE = Those who responded	257	43247	24995	99	205	37	210	26	215	208	46	2	69	68	104	124	126	253	4	0	
	55.15%	69.35%	66.04%	54.70%	49.40%	52.86%	55.12%	63.41%	75.44%	53.47%	62.16%	100.00%	74.19%	44.16%	53.33%	51.88%	58.33%	56.10%	26.67%	0.0%	
		ACDE	ADE										NO								
Yes	114	18097	10491	37	97	17	94	18	90	80	33	1	25	29	51	58	50	112	2	0	
	44.36%	41.85%	41.97%	37.37%	47.32%	45.95%	44.76%	69.23%	41.86%	38.46%	71.74%	50.00%	36.23%	42.65%	49.04%	46.77%	39.68%	44.27%	50.00%	0.0%	
											J										
No	143	25150	14504	62	108	20	116	8	125	128	13	1	44	39	53	66	76	141	2	0	
	55.64%	58.15%	58.03%	62.63%	52.68%	54.05%	55.24%	30.77%	58.14%	61.54%	28.26%	50.00%	63.77%	57.35%	50.96%	53.23%	60.32%	55.73%	50.00%	0.0%	
										K											
Sigma	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	18 3.86% B	50 0.08%	2060 5.44% B	8 4.42% B	36 8.67% ABCD	2 2.86%	16 4.20%	0 0.0%	7 2.46%	16 4.11% H	2 2.70%	0 0.0%	2 2.15%	7 4.55%	7 3.59%	14 5.86% Q	2 0.93%	18 3.99%	0 0.0%	0 0.0%	
Appropriately skipped	335 71.89% C	44245 70.95% C	25518 67.42% B	136 75.14% C	282 67.95%	51 72.86%	272 71.39%	23 56.10%	189 66.32%	294 75.58% K	39 52.70%	1 50.00%	66 70.97%	118 76.62%	138 70.77%	168 70.29%	164 75.93%	322 71.40%	13 86.67%	0 0.0%	
BASE = Those who responded	113 24.25%	18066 28.97% ACDE	10271 27.14% D	37 20.44%	97 23.37%	17 24.29%	93 24.41%	18 43.90%	89 31.23%	79 20.31%	33 44.59% J	1 50.00%	25 26.88%	29 18.83%	50 25.64%	57 23.85%	50 23.15%	111 24.61%	2 13.33%	0 0.0%	
Never	8 7.08%	1035 5.73%	593 5.77%	1 2.70%	12 12.37% BCD	3 17.65%	5 5.38%	3 16.67%	3 3.37%	6 7.59%	2 6.06%	0 0.0%	1 4.00%	4 13.79%	2 4.00%	3 5.26%	5 10.00%	8 7.21%	0 0.0%	0 0.0%	
Sometimes	12 10.62%	2102 11.63%	1264 12.31%	5 13.51%	8 8.25%	0 0.0%	11 11.83%	2 11.11%	9 10.11%	9 11.39%	3 9.09%	0 0.0%	2 8.00%	1 3.45%	9 18.00%	8 14.04%	4 8.00%	11 9.91%	1 50.00%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	20 17.70%	3137 17.36%	1857 18.08%	6 16.22%	20 20.62%	3 17.65%	16 17.20%	5 27.78%	12 13.48%	15 18.99%	5 15.15%	0 0.0%	3 12.00%	5 17.24%	11 22.00%	11 19.30%	9 18.00%	19 17.12%	1 50.00%	0 0.0%	
Usually	40 35.40% BC	4247 23.51%	2438 23.74%	15 40.54% BC	33 34.02% BC	5 29.41%	33 35.48%	7 38.89%	30 33.71%	29 36.71%	10 30.30%	0 0.0%	11 44.00%	11 37.93%	16 32.00%	22 38.60%	15 30.00%	39 35.14%	1 50.00%	0 0.0%	
Always	53 46.90%	10682 59.13% AE	5976 58.18% AE	16 43.24%	44 45.36%	9 52.94%	44 47.31%	6 33.33%	47 52.81%	35 44.30%	18 54.55%	1 100.00%	11 44.00%	13 44.83%	23 46.00%	24 42.11%	26 52.00%	53 47.75%	0 0.0%	0 0.0%	
CAHPS Rate (%Always + %Usually)	93 82.30%	14929 82.64%	8414 81.92%	31 83.78%	77 79.38%	14 82.35%	77 82.80%	13 72.22%	77 86.52%	64 81.01%	28 84.85%	1 100.00%	22 88.00%	24 82.76%	39 78.00%	46 80.70%	41 82.00%	92 82.88%	1 50.00%	0 0.0%	
3-point composite mean	2.2920	2.4177 E	2.4010	2.2703	2.2474	2.3529	2.3011	2.0556	2.3933	2.2532	2.3939	3.0000	2.3200	2.2759	2.2400	2.2281	2.3400	2.3063	1.5000	0	
4-point composite mean	3.2212	3.3604 E	3.3433 E	3.2432	3.1237	3.1765	3.2473	2.8889	3.3596	3.1772	3.3333	4.0000	3.2800	3.1379	3.2000	3.1754	3.2400	3.2342	2.5000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.48%	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%
No response	15	31	1198	6	31	2	13	0	3	14	1	0	2	4	7	10	3	15	0	0
	3.22% B	0.05%	3.17% B	3.31% B	7.47% ABCD	2.86%	3.41%	0.0%	1.05%	3.60%	1.35%	0.0%	2.15%	2.60%	3.59%	4.18%	1.39%	3.33%	0.0%	0.0%
Appropriately skipped	75	7552	4522	32	69	18	55	9	27	64	11	0	5	26	42	37	36	71	4	0
	16.09% BC	12.11%	11.95%	17.68% C	16.63% BC	25.71% G	14.44%	21.95%	9.47%	16.45%	14.86%	0.0%	5.38%	16.88% M	21.54% M	15.48%	16.67%	15.74%	26.67%	0.0%
BASE = Those who responded	376	54778	32129	143	313	50	313	32	255	311	62	2	86	124	146	192	177	365	11	0
	80.69%	87.84% ACDE	84.89% AE	79.01%	75.42%	71.43%	82.15%	78.05%	89.47%	79.95%	83.78%	100.00%	92.47% NO	80.52%	74.87%	80.33%	81.94%	80.93%	73.33%	0.0%
10 - Best personal doctor possible	204	31729	18949	81	160	24	175	7	158	175	28	1	51	62	79	106	94	201	3	0
	54.26%	57.92% E	58.98% E	56.64%	51.12%	48.00%	55.91%	21.88%	61.96% H	56.27%	45.16%	50.00%	59.30%	50.00%	54.11%	55.21%	53.11%	55.07%	27.27%	0.0%
9 -	72	9236	5398	25	60	7	61	0	61	60	10	0	18	25	27	31	40	72	0	0
	19.15%	16.86%	16.80%	17.48%	19.17%	14.00%	19.49%	0.0%	23.92% H	19.29%	16.13%	0.0%	20.93%	20.16%	18.49%	16.15%	22.60%	19.73%	0.0%	0.0%
Top Two Box	276	40965	24347	106	220	31	236	7	219	235	38	1	69	87	106	137	134	273	3	0
	73.40%	74.78%	75.78% E	74.13%	70.29%	62.00%	75.40%	21.88%	85.88% H	75.56% K	61.29%	50.00%	80.23%	70.16%	72.60%	71.35%	75.71%	74.79%	27.27%	0.0%
8 -	50	7471	4457	23	51	5	44	9	22	36	14	1	9	22	17	33	17	47	3	0
	13.30%	13.64%	13.87%	16.08%	16.29%	10.00%	14.06%	28.13% I	8.63%	11.58%	22.58%	50.00%	10.47%	17.74%	11.64%	17.19% Q	9.60%	12.88%	27.27%	0.0%
CAHPS Rate (Top Three Box)	326	48436	28804	129	271	36	280	16	241	271	52	2	78	109	123	170	151	320	6	0
	86.70%	88.42%	89.65% B	90.21%	86.58%	72.00%	89.46% F	50.00%	94.51% H	87.14%	83.87%	100.00%	90.70%	87.90%	84.25%	88.54%	85.31%	87.67%	54.55%	0.0%
7 -	27	2788	1553	7	20	7	19	10	7	20	7	0	6	7	12	15	11	24	3	0
	7.18%	5.09%	4.83%	4.90%	6.39%	14.00%	6.07%	31.25% I	2.75%	6.43%	11.29%	0.0%	6.98%	5.65%	8.22%	7.81%	6.21%	6.58%	27.27%	0.0%
6 -	6	1185	592	4	8	2	3	0	1	6	0	0	0	2	4	3	3	4	2	0
	1.60%	2.16%	1.84%	2.80%	2.56%	4.00%	0.96%	0.0%	0.39%	1.93% K	0.0%	0.0%	0.0%	1.61%	2.74% M	1.56%	1.69%	1.10%	18.18%	0.0%
5 -	8	1272	662	3	9	2	6	2	4	5	3	0	1	4	3	2	5	8	0	0
	2.13%	2.32%	2.06%	2.10%	2.88%	4.00%	1.92%	6.25%	1.57%	1.61%	4.84%	0.0%	1.16%	3.23%	2.05%	1.04%	2.82%	2.19%	0.0%	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?

					2017 Plan Results																			
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type							
					2016 Child Medicaid Quality Total (A)	2017 DSS Book of Bus. Compass (B)	2016 Plan Total (C)	2015 Plan Total (D)	0-7 (E)	8-10 (F)	0-7 (G)	8-10 (H)	Excel/ Very Good (I)	Good/ Fair/ Poor (J)	< 1 (K)	1-5 (L)	6-10 (M)	11 + (N)	Male (O)	Female (P)	Mail (Q)	Phone (R)	Internet (S)	
4 -					3 0.80%	355 0.65% D	166 0.52% D	0 0.0%	2 0.64%	2 4.00%	1 0.32%	0 0.0%	1 0.39%	3 0.96%	0 0.0%	0 0.0%	0 0.0%	1 0.81%	2 1.37%	1 0.52%	2 1.13%	3 0.82%	0 0.0%	0 0.0%
3 -					5 1.33% D	268 0.49% D	122 0.38% D	0 0.0%	1 0.32%	1 2.00%	3 0.96%	4 12.50% I	1 0.39%	5 1.61% K	0 0.0%	0 0.0%	1 1.16%	1 0.81%	1 0.68%	0 0.0%	5 2.82% P	5 1.37%	0 0.0%	0 0.0%
2 -					0 0.0%	181 0.33% ADE	89 0.28% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	125 0.23% AD	70 0.22% AD	0 0.0%	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					1 0.27%	168 0.31% DE	71 0.22% DE	0 0.0%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.68%	1 0.52%	0 0.0%	1 0.27%	0 0.0%	0 0.0%
0-7 (NET)					50 13.30%	6342 11.58% C	3325 10.35%	14 9.79%	42 13.42%	14 28.00% G	33 10.54%	16 50.00% I	14 5.49%	40 12.86%	10 16.13%	0 0.0%	8 9.30%	15 12.10%	23 15.75%	22 11.46%	26 14.69%	45 12.33%	5 45.45%	0 0.0%
Bottom Three Box					1 0.27%	474 0.87% AD	230 0.72% D	0 0.0%	2 0.64%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.68%	1 0.52%	0 0.0%	1 0.27%	0 0.0%	0 0.0%
Bottom Two Box					1 0.27%	293 0.54% D	141 0.44% D	0 0.0%	2 0.64%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.68%	1 0.52%	0 0.0%	1 0.27%	0 0.0%	0 0.0%
Average rating					8.9894	9.0525	9.1114 BE	9.1399	8.9265	8.5000	9.0895 F	7.3125	9.3608 H	9.0225	8.8065	9.0000	9.2326	8.9435	8.9247	9.0625	8.9209	9.0219	7.9091	0
Standard deviation					1.5298	1.5419	1.4577	1.2210	1.5160	1.9000	1.4182	2.0982	1.1005	1.5641	1.3659	1.0000	1.2358	1.4329	1.6431	1.3755	1.6654	1.5205	1.4431	0
3-point composite mean					2.6729	2.6829	2.7026 BE	2.6923	2.6326	2.4800	2.7093 F	2.0313	2.8314 H	2.6913	2.5645	2.5000	2.7791	2.6371	2.6507	2.6771	2.6723	2.6904	2.0909	0
Sigma					466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

											2017 Plan Results														
											Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	0 0.0%	6 0.01%	482 1.27% AB	2 1.10%	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%	
Appropriately skipped	362 77.68%	49128 78.78% CD	29184 77.11%	130 71.82%	313 75.42%	53 75.71%	298 78.22%	30 73.17%	206 72.28%	318 81.75% K	42 56.76%	2 100.00%	79 84.95% O	128 83.12% O	135 69.23%	181 75.73%	173 80.09%	350 77.61%	12 80.00%	0 0.0%	
BASE = Those who responded	104 22.32%	13227 21.21%	8183 21.62%	49 27.07%	91 21.93%	17 24.29%	83 21.78%	11 26.83%	79 27.72%	71 18.25%	32 43.24% J	0 0.0%	14 15.05%	26 16.88%	60 30.77% MN	58 24.27%	43 19.91%	101 22.39%	3 20.00%	0 0.0%	
Never	1 0.96%	586 4.43% ADE	318 3.89% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.27%	1 1.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.67%	1 1.72%	0 0.0%	1 0.99%	0 0.0%	0 0.0%	
Sometimes	6 5.77%	2102 15.89% AE	1229 15.02% AE	6 12.24%	7 7.69%	4 23.53%	2 2.41%	1 9.09%	4 5.06%	3 4.23%	3 9.38%	0 0.0%	0 0.0%	2 7.69%	4 6.67%	2 3.45%	3 6.98%	6 5.94%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	7 6.73%	2688 20.32% AE	1547 18.91% AE	6 12.24%	7 7.69%	4 23.53%	2 2.41%	1 9.09%	5 6.33%	4 5.63%	3 9.38%	0 0.0%	0 0.0%	2 7.69%	5 8.33%	3 5.17%	3 6.98%	7 6.93%	0 0.0%	0 0.0%	
Usually	29 27.88%	3087 23.34%	1891 23.11%	16 32.65%	19 20.88%	4 23.53%	24 28.92%	5 45.45%	20 25.32%	18 25.35%	11 34.38%	0 0.0%	5 35.71%	8 30.77%	14 23.33%	16 27.59%	11 25.58%	29 28.71%	0 0.0%	0 0.0%	
Always	68 65.38%	7452 56.34%	4745 57.99%	27 55.10%	65 71.43% BC	9 52.94%	57 68.67%	5 45.45%	54 68.35%	49 69.01%	18 56.25%	0 0.0%	9 64.29%	16 61.54%	41 68.33%	39 67.24%	29 67.44%	65 64.36%	3 100.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	97 93.27% BC	10539 79.68%	6636 81.09%	43 87.76%	84 92.31% BC	13 76.47%	81 97.59%	10 90.91%	74 93.67%	67 94.37%	29 90.63%	0 0.0%	14 100.00%	24 92.31%	55 91.67%	55 94.83%	40 93.02%	94 93.07%	3 100.00%	0 0.0%	
3-point composite mean	2.5865 BC	2.3602	2.3908	2.4286	2.6374 BC	2.2941	2.6627	2.3636	2.6203	2.6338	2.4688	0	2.6429	2.5385	2.6000	2.6207	2.6047	2.5743	3.0000	0	
4-point composite mean	3.5769 BC	3.3159	3.3519	3.4286	3.6374 BC	3.2941	3.6627	3.3636	3.6076	3.6197	3.4688	0	3.6429	3.5385	3.5833	3.6034	3.6047	3.5644	4.0000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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BLUE CROSS BLUE SHIELD OF WYOMING
2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	0 0.0%	25 0.04% A	490 1.29% AB	2 1.10%	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%	
Appropriately skipped	362 77.68%	49128 78.78% CD	29184 77.11%	130 71.82%	313 75.42%	53 75.71%	298 78.22%	30 73.17%	206 72.28%	318 81.75% K	42 56.76%	2 100.00%	79 84.95% O	128 83.12% O	135 69.23%	181 75.73%	173 80.09%	350 77.61%	12 80.00%	0 0.0%	
BASE = Those who responded	104 22.32%	13208 21.18%	8175 21.60%	49 27.07%	92 22.17%	17 24.29%	83 21.78%	11 26.83%	79 27.72%	71 18.25%	32 43.24% J	0 0.0%	14 15.05%	26 16.88%	60 30.77% MN	58 24.27%	43 19.91%	101 22.39%	3 20.00%	0 0.0%	
None (v 0)	1 0.96%	904 6.85% ACDE	424 5.19% AE	1 2.04%	1 1.09%	0 0.0%	1 1.20%	0 0.0%	1 1.27%	1 1.41%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.67%	0 0.0%	1 2.33%	1 0.99%	0 0.0%	0 0.0%	
Saw a specialist (NET)	103 99.04% BC	12304 93.15%	7751 94.81% B	48 97.96% B	91 98.91% BC	17 100.00%	82 98.80%	11 100.00%	78 98.73%	70 98.59%	32 100.00%	0 0.0%	14 100.00%	26 100.00%	59 98.33%	58 100.00%	42 97.67%	100 99.01%	3 100.00%	0 0.0%	
1 specialist (v 1)	76 73.08% B	8462 64.07%	5319 65.06%	38 77.55% BC	62 67.39%	13 76.47%	60 72.29%	6 54.55%	58 73.42%	54 76.06%	21 65.63%	0 0.0%	11 78.57%	17 65.38%	45 75.00%	41 70.69%	33 76.74%	73 72.28%	3 100.00%	0 0.0%	
2 (v 2)	21 20.19%	2576 19.50%	1588 19.43%	6 12.24%	21 22.83%	3 17.65%	18 21.69%	3 27.27%	16 20.25%	14 19.72%	7 21.88%	0 0.0%	2 14.29%	7 26.92%	11 18.33%	11 18.97%	9 20.93%	21 20.79%	0 0.0%	0 0.0%	
3 (v 3)	4 3.85%	767 5.81%	495 6.06% D	1 2.04%	5 5.43%	1 5.88%	3 3.61%	2 18.18%	2 2.53%	1 1.41%	3 9.38%	0 0.0%	1 7.14%	1 3.85%	2 3.33%	4 6.90% Q	0 0.0%	4 3.96%	0 0.0%	0 0.0%	
4 (v 4)	1 0.96%	262 1.98%	177 2.17%	2 4.08%	1 1.09%	0 0.0%	0 0.0%	0 0.0%	1 1.27%	0 0.0%	1 3.13%	0 0.0%	0 0.0%	0 0.0%	1 1.67%	1 1.72%	0 0.0%	1 0.99%	0 0.0%	0 0.0%	
5 or more specialists (v 6)	1 0.96%	237 1.79%	172 2.10%	1 2.04%	2 2.17%	0 0.0%	1 1.20%	0 0.0%	1 1.27%	1 1.41%	0 0.0%	0 0.0%	0 0.0%	1 3.85%	0 0.0%	1 1.72%	0 0.0%	1 0.99%	0 0.0%	0 0.0%	
Average	1.3462	1.3919	1.4336	1.3673	1.4674	1.2941	1.3373	1.6364	1.3418	1.2817	1.5000	0	1.2857	1.5385	1.2833	1.4655 Q	1.1860	1.3564	1.0000	0	
Standard deviation	0.7566	0.9845	1.0105	0.9834	0.9377	0.5703	0.7489	0.7714	0.7937	0.7351	0.7906	0	0.5890	1.0463	0.6349	0.9138	0.4449	0.7654	0		

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BLUE CROSS BLUE SHIELD OF WYOMING
2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Sigma

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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

BLUE CROSS BLUE SHIELD OF WYOMING
2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	50	588	2	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.08% A	1.55% AB	1.10%	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%	
Appropriately skipped	363	50032	29608	131	314	53	299	30	207	319	42	2	79	128	136	181	174	351	12	0	
	77.90%	80.23% CDE	78.23%	72.38%	75.66%	75.71%	78.48%	73.17%	72.63%	82.01% K	56.76%	100.00%	84.95% O	83.12% O	69.74%	75.73%	80.56%	77.83%	80.00%	0.0%	
BASE = Those who responded	103	12279	7653	48	90	17	82	11	78	70	32	0	14	26	59	58	42	100	3	0	
	22.10%	19.69%	20.22%	26.52% B	21.69%	24.29%	21.52%	26.83%	27.37%	17.99%	43.24% J	0.0%	15.05%	16.88%	30.26% MN	24.27%	19.44%	22.17%	20.00%	0.0%	
10 - Best specialist possible	54	6610	4256	29	49	8	46	3	44	42	12	0	7	15	29	30	23	52	2	0	
	52.43%	53.83%	55.61%	60.42%	54.44%	47.06%	56.10%	27.27%	56.41%	60.00% K	37.50%	0.0%	50.00%	57.69%	49.15%	51.72%	54.76%	52.00%	66.67%	0.0%	
9 -	23	2120	1381	8	14	2	19	2	19	12	10	0	2	4	17	14	9	23	0	0	
	22.33%	17.27%	18.05%	16.67%	15.56%	11.76%	23.17%	18.18%	24.36%	17.14%	31.25%	0.0%	14.29%	15.38%	28.81%	24.14%	21.43%	23.00%	0.0%	0.0%	
Top Two Box	77	8731	5637	37	63	10	65	5	63	54	22	0	9	19	46	44	32	75	2	0	
	74.76%	71.10%	73.66% B	77.08%	70.00%	58.82%	79.27%	45.45%	80.77%	77.14%	68.75%	0.0%	64.29%	73.08%	77.97%	75.86%	76.19%	75.00%	66.67%	0.0%	
8 -	14	1771	1006	4	12	1	11	4	8	9	5	0	3	3	8	9	5	13	1	0	
	13.59%	14.42%	13.15%	8.33%	13.33%	5.88%	13.41%	36.36%	10.26%	12.86%	15.63%	0.0%	21.43%	11.54%	13.56%	15.52%	11.90%	13.00%	33.33%	0.0%	
CAHPS Rate (Top Three Box)	91	10502	6643	41	75	11	76	9	71	63	27	0	12	22	54	53	37	88	3	0	
	88.35%	85.53%	86.80%	85.42%	83.33%	64.71%	92.68%	81.82%	91.03%	90.00%	84.38%	0.0%	85.71%	84.62%	91.53%	91.38%	88.10%	88.00%	100.00%	0.0%	
7 -	4	767	437	3	7	2	2	1	2	2	2	0	1	1	1	0	2	4	0	0	
	3.88%	6.25%	5.71%	6.25%	7.78%	11.76%	2.44%	9.09%	2.56%	2.86%	6.25%	0.0%	7.14%	3.85%	1.69%	0.0%	4.76%	4.00%	0.0%	0.0%	
6 -	4	293	173	0	4	2	2	0	3	3	1	0	0	2	2	3	1	4	0	0	
	3.88% D	2.39% D	2.26% D	0.0%	4.44% D	11.76%	2.44%	0.0%	3.85%	4.29%	3.13%	0.0%	0.0%	7.69%	3.39%	5.17%	2.38%	4.00%	0.0%	0.0%	
5 -	2	331	194	3	2	0	2	0	2	0	2	0	1	1	0	2	0	2	0	0	
	1.94%	2.69%	2.53%	6.25%	2.22%	0.0%	2.44%	0.0%	2.56%	0.0%	6.25%	0.0%	7.14%	3.85%	0.0%	3.45%	0.0%	2.00%	0.0%	0.0%	
4 -	0	118	53	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.96% ADE	0.69% ADE	0.0%	0.0%	0.0%	0.0%	0.0%	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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

2017 Plan Results																					
		Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type							
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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%	87 0.71% AE	43 0.56% AE	1 2.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	69 0.56% AD	39 0.51% AD	0 0.0%	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 0.0%
1 -	2 1.94%	56 0.46% DE	29 0.38% DE	0 0.0%	0 0.0%	2 11.76%	0 0.0%	1 9.09%	0 0.0%	2 2.86%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.39%	0 0.0%	2 4.76%	2 2.00%	0 0.0%	0 0.0%	0 0.0%
0 - Worst specialist possible	0 0.0%	56 0.46% AD	42 0.55% AD	0 0.0%	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 0.0%
0-7 (NET)	12 11.65%	1777 14.47%	1010 13.20%	7 14.58%	15 16.67%	6 35.29%	6 7.32%	2 18.18%	7 8.97%	7 10.00%	5 15.63%	0 0.0%	2 14.29%	4 15.38%	5 8.47%	5 8.62%	5 11.90%	12 12.00%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	2 1.94%	181 1.47% D	110 1.44% D	0 0.0%	2 2.22%	2 11.76%	0 0.0%	1 9.09%	0 0.0%	2 2.86%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.39%	0 0.0%	2 4.76%	2 2.00%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	2 1.94%	112 0.91% D	71 0.93% D	0 0.0%	1 1.11%	2 11.76%	0 0.0%	1 9.09%	0 0.0%	2 2.86%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.39%	0 0.0%	2 4.76%	2 2.00%	0 0.0%	0 0.0%	0 0.0%
Average rating	8.9612	8.8822	8.9575	9.0208	8.8556	7.8824	9.2073	8.0000	9.1923	9.0571	8.7500	0	8.8571	9.0000	8.9492	9.0690	8.8810	8.9500	9.3333	0	0
Standard deviation	1.6483	1.7314	1.6839	1.6392	1.7799	2.8878	1.1660	2.4121	1.2201	1.7475	1.4142	0	1.4569	1.4676	1.7796	1.2980	2.0260	1.6636	0.9428	0	0
3-point composite mean	2.6699	2.6287	2.6617 B	2.6875	2.6111	2.3529	2.7439	2.3636	2.7436	2.7000	2.5938	0	2.5714	2.6154	2.7119	2.6724	2.6905	2.6700	2.6667	0	0
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.21%	0 0.0%	749 1.98% AB	2 1.10%	10 2.41% AB	1 1.43%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.35%	0 0.0%	0 0.0%	0 0.0%	1 0.51%	0 0.0%	1 0.46%	0 0.0%	1 6.67%	0 0.0%	
BASE = Those who responded	465 99.79% CE	62361 100.00% CE	37100 98.02%	179 98.90%	404 97.35%	69 98.57%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	73 98.65%	2 100.00%	93 100.00%	154 100.00%	194 99.49%	239 100.00%	215 99.54%	451 100.00%	14 93.33%	0 0.0%	
Yes	109 23.44%	20186 32.37% ACDE	11305 30.47% AE	44 24.58%	95 23.51%	19 27.54%	89 23.36%	12 29.27%	70 24.56%	94 24.16%	14 19.18%	1 50.00%	24 25.81%	34 22.08%	44 22.68%	56 23.43%	51 23.72%	105 23.28%	4 28.57%	0 0.0%	
No	356 76.56% BC	42175 67.63%	25795 69.53% B	135 75.42% B	309 76.49% BC	50 72.46%	292 76.64%	29 70.73%	215 75.44%	295 75.84%	59 80.82%	1 50.00%	69 74.19%	120 77.92%	150 77.32%	183 76.57%	164 76.28%	346 76.72%	10 71.43%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	2 0.43%	6 0.01%	953 2.52% AB	2 1.10%	15 3.61% ABD	1 1.43%	1 0.26%	0 0.0%	1 0.35%	1 0.26%	1 1.35%	0 0.0%	1 1.08%	0 0.0%	1 0.51%	1 0.42%	1 0.46%	1 0.22%	1 6.67%	0 0.0%	
Appropriately skipped	356 76.39% BC	42175 67.63%	25795 68.15%	135 74.59% BC	309 74.46% BC	50 71.43%	292 76.64%	29 70.73%	215 75.44%	295 75.84%	59 79.73%	1 50.00%	69 74.19%	120 77.92%	150 76.92%	183 76.57%	164 75.93%	346 76.72%	10 66.67%	0 0.0%	
BASE = Those who responded	108 23.18%	20180 32.36% ACDE	11101 29.33% AE	44 24.31%	91 21.93%	19 27.14%	88 23.10%	12 29.27%	69 24.21%	93 23.91%	14 18.92%	1 50.00%	23 24.73%	34 22.08%	44 22.56%	55 23.01%	51 23.61%	104 23.06%	4 26.67%	0 0.0%	
Never	2 1.85%	536 2.66%	278 2.50%	1 2.27%	2 2.20%	1 5.26%	1 1.14%	1 8.33%	0 0.0%	2 2.15%	0 0.0%	0 0.0%	0 0.0%	1 2.94%	1 2.27%	1 1.82%	1 1.96%	2 1.92%	0 0.0%	0 0.0%	
Sometimes	11 10.19%	2950 14.62%	1679 15.12%	4 9.09%	15 16.48%	5 26.32%	6 6.82%	3 25.00%	4 5.80%	10 10.75%	1 7.14%	0 0.0%	1 4.35%	2 5.88%	6 13.64%	3 5.45%	7 13.73%	11 10.58%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	13 12.04%	3486 17.27%	1957 17.63%	5 11.36%	17 18.68%	6 31.58%	7 7.95%	4 33.33%	4 5.80%	12 12.90%	1 7.14%	0 0.0%	1 4.35%	3 8.82%	7 15.91%	4 7.27%	8 15.69%	13 12.50%	0 0.0%	0 0.0%	
Usually	44 40.74% BCE	4933 24.44%	2753 24.80%	13 29.55%	23 25.27%	11 57.89%	33 37.50%	6 50.00%	33 47.83%	40 43.01%	4 28.57%	1 100.00%	12 52.17%	16 47.06%	12 27.27%	26 47.27%	17 33.33%	42 40.38%	2 50.00%	0 0.0%	
Always	51 47.22%	11761 58.28% A	6391 57.57% A	26 59.09%	51 56.04%	2 10.53%	48 54.55%	2 16.67%	32 46.38%	41 44.09%	9 64.29%	0 0.0%	10 43.48%	15 44.12%	25 56.82%	25 45.45%	26 50.98%	49 47.12%	2 50.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	95 87.96%	16694 82.73%	9144 82.37%	39 88.64%	74 81.32%	13 68.42%	81 92.05%	8 66.67%	65 94.20%	81 87.10%	13 92.86%	1 100.00%	22 95.65%	31 91.18%	37 84.09%	51 92.73%	43 84.31%	91 87.50%	4 100.00%	0 0.0%	
3-point composite mean	2.3519	2.4101	2.3994	2.4773	2.3736	1.7895	2.4659	1.8333	2.4058	2.3118	2.5714	2.0000	2.3913	2.3529	2.4091	2.3818	2.3529	2.3462	2.5000	0	
4-point composite mean	3.3333	3.3835	3.3744	3.4545	3.3516	2.7368	3.4545	2.7500	3.4058	3.2903	3.5714	3.0000	3.3913	3.3235	3.3864	3.3636	3.3333	3.3269	3.5000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	2 0.43%	0 0.0%	976 2.58% AB	2 1.10%	17 4.10% ABD	1 1.43%	1 0.26%	0 0.0%	1 0.35%	1 0.26%	1 1.35%	0 0.0%	1 1.08%	0 0.0%	1 0.51%	1 0.42%	1 0.46%	1 0.22%	1 6.67%	0 0.0%	
Appropriately skipped	356 76.39% BC	42175 67.63%	25795 68.15%	135 74.59% BC	309 74.46% BC	50 71.43%	292 76.64%	29 70.73%	215 75.44%	295 75.84%	59 79.73%	1 50.00%	69 74.19%	120 77.92%	150 76.92%	183 76.57%	164 75.93%	346 76.72%	10 66.67%	0 0.0%	
BASE = Those who responded	108 23.18%	20186 32.37% ACDE	11078 29.27% AE	44 24.31%	89 21.45%	19 27.14%	88 23.10%	12 29.27%	69 24.21%	93 23.91%	14 18.92%	1 50.00%	23 24.73%	34 22.08%	44 22.56%	55 23.01%	51 23.61%	104 23.06%	4 26.67%	0 0.0%	
Never	1 0.93%	324 1.61% D	143 1.29% D	0 0.0%	1 1.12%	0 0.0%	1 1.14%	0 0.0%	0 0.0%	1 1.08%	0 0.0%	0 0.0%	0 0.0%	1 2.94%	0 0.0%	1 1.82%	0 0.0%	1 0.96%	0 0.0%	0 0.0%	
Sometimes	3 2.78%	1041 5.16%	499 4.50%	2 4.55%	4 4.49%	2 10.53%	1 1.14%	0 0.0%	2 2.90%	3 3.23%	0 0.0%	0 0.0%	0 0.0%	1 2.94%	2 4.55%	2 3.64%	1 1.96%	3 2.88%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	4 3.70%	1366 6.77% C	642 5.80%	2 4.55%	5 5.62%	2 10.53%	2 2.27%	0 0.0%	2 2.90%	4 4.30%	0 0.0%	0 0.0%	0 0.0%	2 5.88%	2 4.55%	3 5.45%	1 1.96%	4 3.85%	0 0.0%	0 0.0%	
Usually	32 29.63% BCD	3162 15.66%	1708 15.42%	5 11.36%	21 23.60%	13 68.42%	19 21.59%	7 58.33%	21 30.43%	28 30.11%	4 28.57%	1 100.00%	5 21.74%	10 29.41%	13 29.55%	14 25.45%	17 33.33%	32 30.77%	0 0.0%	0 0.0%	
Always	72 66.67%	15659 77.57% A	8728 78.79% A	37 84.09% A	63 70.79%	4 21.05%	67 76.14%	5 41.67%	46 66.67%	61 65.59%	10 71.43%	0 0.0%	18 78.26%	22 64.71%	29 65.91%	38 69.09%	33 64.71%	68 65.38%	4 100.00%	0 0.0%	
CAHPS Rate (%Always + %Usually)	104 96.30%	18821 93.23%	10436 94.20% B	42 95.45%	84 94.38%	17 89.47%	86 97.73%	12 100.00%	67 97.10%	89 95.70%	14 100.00%	1 100.00%	23 100.00%	32 94.12%	42 95.45%	52 94.55%	50 98.04%	100 96.15%	4 100.00%	0 0.0%	
3-point composite mean	2.6296	2.7081	2.7299	2.7955	2.6517	2.1053	2.7386	2.4167	2.6377	2.6129	2.7143	2.0000	2.7826	2.5882	2.6136	2.6364	2.6275	2.6154	3.0000	0	
4-point composite mean	3.6204	3.6920	3.7170 B	3.7955	3.6404	3.1053	3.7273	3.4167	3.6377	3.6022	3.7143	3.0000	3.7826	3.5588	3.6136	3.6182	3.6275	3.6058	4.0000	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	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	6 1.29% B	0 0.0%	1282 3.39% ABD	1 0.55%	11 2.65% BD	2 2.86%	2 0.52%	0 0.0%	1 0.35%	5 1.29% K	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 2.56% MN	3 1.26%	3 1.39%	5 1.11%	1 6.67%	0 0.0%
BASE = Those who responded	460 98.71% C	62361 100.00% ACE	36567 96.61%	179 98.90% C	403 97.11%	68 97.14%	379 99.48%	41 100.00%	284 99.65%	384 98.71%	74 100.00% J	2 100.00%	93 100.00% O	154 100.00% O	190 97.44%	236 98.74%	213 98.61%	446 98.89%	14 93.33%	0 0.0%
Yes	103 22.39%	17798 28.54% AD	10508 28.74% AD	35 19.55%	124 30.77% AD	18 26.47%	85 22.43%	10 24.39%	67 23.59%	85 22.14%	18 24.32%	0 0.0%	21 22.58%	30 19.48%	47 24.74%	53 22.46%	50 23.47%	98 21.97%	5 35.71%	0 0.0%
No	357 77.61% BCE	44563 71.46%	26059 71.26%	144 80.45% BCE	279 69.23%	50 73.53%	294 77.57%	31 75.61%	217 76.41%	299 77.86%	56 75.68%	2 100.00%	72 77.42%	124 80.52%	143 75.26%	183 77.54%	163 76.53%	348 78.03%	9 64.29%	0 0.0%
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	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	10 2.15% B	6 0.01%	1570 4.15% ABD	3 1.66%	13 3.13% B	3 4.29%	5 1.31%	0 0.0%	2 0.70%	8 2.06%	1 1.35%	0 0.0%	2 2.15%	0 0.0%	6 3.08% N	6 2.51%	4 1.85%	8 1.77%	2 13.33%	0 0.0%	
BASE = Those who responded	456 97.85% C	62355 99.99% ACDE	36279 95.85%	177 97.79%	401 96.63%	67 95.71%	376 98.69%	41 100.00%	283 99.30%	381 97.94%	73 98.65%	2 100.00%	91 97.85%	154 100.00% O	189 96.92%	233 97.49%	212 98.15%	443 98.23%	13 86.67%	0 0.0%	
Never	3 0.66%	543 0.87%	324 0.89%	1 0.56%	2 0.50%	2 2.99%	1 0.27%	0 0.0%	2 0.71%	2 0.52%	1 1.37%	0 0.0%	2 2.20%	0 0.0%	1 0.53%	0 0.0%	3 1.42%	2 0.45%	1 7.69%	0 0.0%	
Sometimes	17 3.73%	2588 4.15%	1519 4.19%	7 3.95%	30 7.48% ABC	4 5.97%	13 3.46%	2 4.88%	11 3.89%	14 3.67%	3 4.11%	0 0.0%	2 2.20%	7 4.55%	7 3.70%	8 3.43%	9 4.25%	17 3.84%	0 0.0%	0 0.0%	
Bottom Two Box (%Never + %Sometimes)	20 4.39%	3131 5.02%	1843 5.08%	8 4.52%	32 7.98% ABC	6 8.96%	14 3.72%	2 4.88%	13 4.59%	16 4.20%	4 5.48%	0 0.0%	4 4.40%	7 4.55%	8 4.23%	8 3.43%	12 5.66%	19 4.29%	1 7.69%	0 0.0%	
Usually	45 9.87%	4877 7.82%	2955 8.15%	10 5.65%	50 12.47% BCD	8 11.94%	37 9.84%	3 7.32%	31 10.95%	36 9.45%	9 12.33%	0 0.0%	6 6.59%	15 9.74%	23 12.17%	21 9.01%	24 11.32%	43 9.71%	2 15.38%	0 0.0%	
Always	34 7.46%	9784 15.69% ADE	5422 14.95% ADE	15 8.47%	40 9.98%	3 4.48%	31 8.24%	5 12.20%	22 7.77%	30 7.87%	4 5.48%	0 0.0%	9 9.89%	8 5.19%	15 7.94%	21 9.01%	13 6.13%	33 7.45%	1 7.69%	0 0.0%	
Always - q34 = "No"	357 78.29% BCE	44563 71.47%	26059 71.83%	144 81.36% BCE	279 69.58%	50 74.63%	294 78.19%	31 75.61%	217 76.68%	299 78.48%	56 76.71%	2 100.00%	72 79.12%	124 80.52%	143 75.66%	183 78.54%	163 76.89%	348 78.56%	9 69.23%	0 0.0%	
Always (Net)	391 85.75% E	54348 87.16% E	31481 86.77% E	159 89.83% E	319 79.55%	53 79.10%	325 86.44%	36 87.80%	239 84.45%	329 86.35%	60 82.19%	2 100.00%	81 89.01%	132 85.71%	158 83.60%	204 87.55%	176 83.02%	381 86.00%	10 76.92%	0 0.0%	
CAHPS Rate (%Always+%Usually)	436 95.61% E	59224 94.98% E	34436 94.92% E	169 95.48%	369 92.02%	61 91.04%	362 96.28%	39 95.12%	270 95.41%	365 95.80%	69 94.52%	2 100.00%	87 95.60%	147 95.45%	181 95.77%	225 96.57%	200 94.34%	424 95.71%	12 92.31%	0 0.0%	
3-point composite mean	2.8136 E	2.8214 E	2.8169 E	2.8531 E	2.7157	2.7015	2.8271	2.8293	2.7986	2.8215	2.7671	3.0000	2.8462	2.8117	2.7937	2.8412	2.7736	2.8172	2.6923	0	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

		2017 Plan Results																			
							Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
		2016 Child Plan Total (A)	2016 Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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		3.8070 E	3.8127 E	3.8080 E	3.8475 E	3.7107	3.6716	3.8245	3.8293	3.7915	3.8163	3.7534	4.0000	3.8242	3.8117	3.7884	3.8412	3.7594	3.8126	3.6154	0
Sigma		466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.00%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.96% ABCD	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	15 3.22% B	0 0.0%	969 2.56% B	4 2.21% B	12 2.89% B	0 0.0%	0 0.0%	1 2.44%	11 3.86%	9 2.31%	3 4.05%	0 0.0%	2 2.15%	4 2.60%	7 3.59%	9 3.77%	6 2.78%	14 3.10%	1 6.67%	0 0.0%	
BASE = Those who responded	451 96.78% ACDE	62361 100.00%	36880 97.44%	177 97.79%	399 96.14%	70 100.00%	381 100.00%	40 97.56%	274 96.14%	380 97.69%	71 95.95%	2 100.00%	91 97.85%	150 97.40%	188 96.41%	230 96.23%	210 97.22%	437 96.90%	14 93.33%	0 0.0%	
10 - Best health plan possible	221 49.00%	32440 52.02% E	19824 53.75% ABE	88 49.72%	175 43.86%	0 0.0%	221 58.01% F	12 30.00%	148 54.01% H	194 51.05% K	27 38.03%	0 0.0%	54 59.34% N	65 43.33%	91 48.40%	115 50.00%	104 49.52%	215 49.20%	6 42.86%	0 0.0%	
9 -	78 17.29%	10589 16.98%	6275 17.01%	38 21.47%	82 20.55%	0 0.0%	78 20.47% F	4 10.00%	52 18.98%	61 16.05%	17 23.94%	0 0.0%	19 20.88%	27 18.00%	28 14.89%	38 16.52%	37 17.62%	78 17.85%	0 0.0%	0 0.0%	
Top Two Box	299 66.30%	43029 69.00%	26099 70.77% ABE	126 71.19%	257 64.41%	0 0.0%	299 78.48% F	16 40.00%	200 72.99% H	255 67.11%	44 61.97%	0 0.0%	73 80.22% NO	92 61.33%	119 63.30%	153 66.52%	141 67.14%	293 67.05%	6 42.86%	0 0.0%	
8 -	82 18.18%	9791 15.70%	5689 15.43%	24 13.56%	70 17.54%	0 0.0%	82 21.52% F	9 22.50%	45 16.42%	68 17.89%	14 19.72%	1 50.00%	6 6.59%	35 23.33% M	38 20.21% M	44 19.13%	35 16.67%	76 17.39%	6 42.86%	0 0.0%	
CAHPS Rate (Top Three Box)	381 84.48%	52820 84.70%	31788 86.19% BE	150 84.75%	327 81.95%	0 0.0%	381 100.00% F	25 62.50%	245 89.42% H	323 85.00%	58 81.69%	1 50.00%	79 86.81%	127 84.67%	157 83.51%	197 85.65%	176 83.81%	369 84.44%	12 85.71%	0 0.0%	
7 -	34 7.54%	4203 6.74%	2362 6.40%	11 6.21%	40 10.03% BC	34 48.57% G	0 0.0%	5 12.50%	12 4.38%	27 7.11%	7 9.86%	1 50.00%	4 4.40%	13 8.67%	14 7.45%	19 8.26%	12 5.71%	33 7.55%	1 7.14%	0 0.0%	
6 -	15 3.33%	1796 2.88% C	902 2.45%	3 1.69%	13 3.26%	15 21.43% G	0 0.0%	5 12.50% I	4 1.46%	13 3.42%	2 2.82%	0 0.0%	4 4.40%	4 2.67%	7 3.72%	8 3.48%	7 3.33%	15 3.43%	0 0.0%	0 0.0%	
5 -	16 3.55%	2127 3.41% C	1107 3.00%	7 3.95%	13 3.26%	16 22.86% G	0 0.0%	3 7.50%	10 3.65%	14 3.68%	2 2.82%	0 0.0%	3 3.30%	5 3.33%	8 4.26%	5 2.17%	11 5.24%	15 3.43%	1 7.14%	0 0.0%	
4 -	0 0.0%	437 0.70% A	233 0.63% A	5 2.82% 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%	

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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?

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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 -	4 0.89% D	312 0.50% D	157 0.43% D	0 0.0%	2 0.50%	4 5.71% G	0 0.0%	1 2.50%	3 1.09%	2 0.53%	2 2.82%	0 0.0%	0 0.0%	1 0.67%	2 1.06%	1 0.43%	3 1.43%	4 0.92%	0 0.0%	0 0.0%
2 -	0 0.0%	212 0.34% AD	127 0.34% AD	0 0.0%	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 0.22%	150 0.24% E	73 0.20% E	1 0.56%	0 0.0%	1 1.43%	0 0.0%	1 2.50%	0 0.0%	1 0.26%	0 0.0%	0 0.0%	1 1.10%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	1 0.23%	0 0.0%	0 0.0%
0 - Worst health plan possible	0 0.0%	306 0.49% ADE	131 0.36% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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)	70 15.52%	9541 15.30% C	5092 13.81%	27 15.25%	72 18.05% C	70 100.00% G	0 0.0%	15 37.50% I	29 10.58%	57 15.00%	13 18.31%	1 50.00%	12 13.19%	23 15.33%	31 16.49%	33 14.35%	34 16.19%	68 15.56%	2 14.29%	0 0.0%
Bottom Three Box	1 0.22%	667 1.07% AE	331 0.90% AE	1 0.56%	1 0.25%	1 1.43%	0 0.0%	1 2.50%	0 0.0%	1 0.26%	0 0.0%	0 0.0%	1 1.10%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	1 0.23%	0 0.0%	0 0.0%
Bottom Two Box	1 0.22%	455 0.73% AE	204 0.55% E	1 0.56%	0 0.0%	1 1.43%	0 0.0%	1 2.50%	0 0.0%	1 0.26%	0 0.0%	0 0.0%	1 1.10%	0 0.0%	0 0.0%	0 0.0%	1 0.48%	1 0.23%	0 0.0%	0 0.0%
Average rating	8.8448	8.8535	8.9327 BE	8.8418	8.7494	6.0143	9.3648 F	7.8000	9.0328 H	8.8868	8.6197	7.5000	9.0879	8.7733	8.7872	8.9261	8.7810	8.8535	8.5714	0
Standard deviation	1.5091	1.6740	1.5932	1.6460	1.5027	1.2592	0.8137	2.1000	1.4100	1.4887	1.5955	0.5000	1.5665	1.4054	1.5290	1.3541	1.6732	1.5102	1.4498	0
3-point composite mean	2.5831	2.6044	2.6336 BE	2.6215	2.5639	1.4857	2.7848 F	2.1500	2.6679 H	2.5921	2.5352	2.0000	2.7143 NO	2.5467	2.5426	2.6043	2.5667	2.5904	2.3571	0
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

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

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	2 1.10%	3 0.72%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.64%	0 0.0%	615 1.62% ABD	0 0.0%	10 2.41% ABD	0 0.0%	0 0.0%	0 0.0%	3 1.05%	0 0.0%	0 0.0%	0 0.0%	1 1.08%	1 0.65%	1 0.51%	1 0.42%	2 0.93%	3 0.67%	0 0.0%	0 0.0%	
BASE = Those who responded	463 99.36% CE	62361 100.00% CE	37234 98.38%	179 98.90%	402 96.87%	70 100.00%	381 100.00%	41 100.00%	282 98.95%	389 100.00%	74 100.00%	2 100.00%	92 98.92%	153 99.35%	194 99.49%	238 99.58%	214 99.07%	448 99.33%	15 100.00%	0 0.0%	
5 - Excellent	193 41.68%	25655 41.14%	15251 40.96%	62 34.64%	175 43.53% D	24 34.29%	165 43.31%	12 29.27%	110 39.01%	193 49.61% K	0 0.0%	0 0.0%	48 52.17% O	66 43.14%	69 35.57%	98 41.18%	92 42.99%	184 41.07%	9 60.00%	0 0.0%	
4 - Very good	196 42.33% BC	21253 34.08%	13129 35.26% B	77 43.02% BC	159 39.55% B	33 47.14%	158 41.47%	18 43.90%	125 44.33%	196 50.39% K	0 0.0%	2 100.00%	33 35.87%	65 42.48%	86 44.33%	101 42.44%	89 41.59%	193 43.08%	3 20.00%	0 0.0%	
CAHPS Rate (Top Two Box)	389 84.02% BC	46908 75.22%	28380 76.22% B	139 77.65%	334 83.08% BC	57 81.43%	323 84.78%	30 73.17%	235 83.33%	389 100.00% K	0 0.0%	2 100.00%	81 88.04%	131 85.62%	155 79.90%	199 83.61%	181 84.58%	377 84.15%	12 80.00%	0 0.0%	
3 - Good	70 15.12%	12298 19.72% AE	7166 19.25% AE	37 20.67%	56 13.93%	12 17.14%	55 14.44%	10 24.39%	44 15.60%	0 0.0%	70 94.59% J	0 0.0%	10 10.87%	21 13.73%	37 19.07%	36 15.13%	32 14.95%	67 14.96%	3 20.00%	0 0.0%	
Top Three Box	459 99.14% BCE	59206 94.94%	35546 95.47% B	176 98.32% BC	390 97.01% B	69 98.57%	378 99.21%	40 97.56%	279 98.94%	389 100.00% K	70 94.59%	2 100.00%	91 98.91%	152 99.35%	192 98.97%	235 98.74%	213 99.53%	444 99.11%	15 100.00%	0 0.0%	
2 - Fair	4 0.86%	2912 4.67% ADE	1572 4.22% ADE	3 1.68%	9 2.24%	1 1.43%	3 0.79%	1 2.44%	3 1.06%	0 0.0%	4 5.41% J	0 0.0%	1 1.09%	1 0.65%	2 1.03%	3 1.26%	1 0.47%	4 0.89%	0 0.0%	0 0.0%	
1 - Poor	0 0.0%	243 0.39% AD	116 0.31% AD	0 0.0%	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	4 0.86%	3155 5.06% ACDE	1688 4.53% AD	3 1.68%	12 2.99% A	1 1.43%	3 0.79%	1 2.44%	3 1.06%	0 0.0%	4 5.41% J	0 0.0%	1 1.09%	1 0.65%	2 1.03%	3 1.26%	1 0.47%	4 0.89%	0 0.0%	0 0.0%	
Average rating	4.2484 BCD	4.1091	4.1234	4.1061	4.2289 BC	4.1429	4.2730	4.0000	4.2128	4.4961 K	2.9459	4.0000	4.3913 O	4.2810	4.1443	4.2353	4.2710	4.2433	4.4000	0	

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

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total	2016 Child Medicaid Quality Compass	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Standard deviation	0.7355	0.9048	0.8853	0.7803	0.8240	0.7423	0.7310	0.7963	0.7371	0.5000	0.2261	0	0.7217	0.7182	0.7529	0.7470	0.7243	0.7327	0.8000	0
Sigma	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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38. In general, how would you rate your child's overall mental or emotional health?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	5 1.07% BD	25 0.04% D	694 1.83% BD	0 0.0%	10 2.41% BD	0 0.0%	3 0.79%	1 2.44%	3 1.05%	2 0.51%	1 1.35%	1 50.00%	1 1.08%	1 0.65%	2 1.03%	3 1.26%	2 0.93%	5 1.11%	0 0.0%	0 0.0%	
BASE = Those who responded	461 98.93%	62336 99.96% ACE	37155 98.17% BD	181 100.00% ABCE	403 97.11%	70 100.00%	378 99.21%	40 97.56%	282 98.95%	387 99.49%	73 98.65%	1 50.00%	92 98.92%	153 99.35%	193 98.97%	236 98.74%	214 99.07%	446 98.89%	15 100.00%	0 0.0%	
5 - Excellent	218 47.29%	30607 49.10% D	18104 48.73% D	73 40.33%	196 48.64%	26 37.14%	187 49.47%	17 42.50%	130 46.10%	207 53.49% K	10 13.70%	0 0.0%	60 65.22% NO	74 48.37% O	73 37.82%	99 41.95%	114 53.27% P	211 47.31%	7 46.67%	0 0.0%	
4 - Very good	155 33.62% BC	15759 25.28%	9628 25.91%	57 31.49%	126 31.27% BC	28 40.00%	123 32.54%	13 32.50%	93 32.98%	130 33.59%	25 34.25%	1 100.00%	22 23.91%	52 33.99%	73 37.82% M	82 34.75%	69 32.24%	151 33.86%	4 26.67%	0 0.0%	
CAHPS Rate (Top Two Box)	373 80.91% BCD	46365 74.38% A	27732 74.64% A	130 71.82% A	322 79.90% BCD	54 77.14%	310 82.01%	30 75.00%	223 79.08%	337 87.08% K	35 47.95%	1 100.00%	82 89.13% O	126 82.35%	146 75.65%	181 76.69%	183 85.51% P	362 81.17%	11 73.33%	0 0.0%	
3 - Good	61 13.23%	10944 17.56% A	6570 17.68% A	37 20.44% A	59 14.64%	13 18.57%	45 11.90%	9 22.50%	40 14.18%	33 8.53%	28 38.36% J	0 0.0%	9 9.78%	21 13.73%	28 14.51%	38 16.10%	22 10.28%	59 13.23%	2 13.33%	0 0.0%	
2 - Fair	21 4.56%	4103 6.58% A	2374 6.39%	11 6.08%	19 4.71%	3 4.29%	18 4.76%	1 2.50%	13 4.61%	14 3.62%	7 9.59%	0 0.0%	1 1.09%	6 3.92%	14 7.25% M	15 6.36%	6 2.80%	19 4.26%	2 13.33%	0 0.0%	
1 - Poor	6 1.30%	923 1.48%	479 1.29%	3 1.66%	3 0.74%	0 0.0%	5 1.32% F	0 0.0%	6 2.13% H	3 0.78%	3 4.11%	0 0.0%	0 0.0%	0 0.0%	5 2.59% MN	2 0.85%	3 1.40%	6 1.35%	0 0.0%	0 0.0%	
Bottom Two Box	27 5.86%	5026 8.06% E	2853 7.68%	14 7.73%	22 5.46%	3 4.29%	23 6.08%	1 2.50%	19 6.74%	17 4.39%	10 13.70% J	0 0.0%	1 1.09%	6 3.92%	19 9.84% MN	17 7.20%	9 4.21%	25 5.61%	2 13.33%	0 0.0%	
Average	4.2104 D	4.1394	4.1440	4.0276	4.2233 D	4.1000	4.2407	4.1500	4.1631	4.3540 K	3.4384	4.0000	4.5326 NO	4.2680 O	4.0104	4.1059	4.3318 P	4.2152	4.0667	0	
Standard deviation	0.9275	1.0216	1.0075	0.9996	0.9157	0.8477	0.9302	0.8529	0.9758	0.8422	0.9790	0	0.7140	0.8402	1.0230	0.9486	0.8739	0.9222	1.0625	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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39. What is your child's age?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	22 4.72% BD	0 0.0%	1431 3.78% BD	2 1.10%	14 3.37% B	3 4.29%	17 4.46%	4 9.76%	12 4.21%	20 5.14%	2 2.70%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 2.09%	9 4.17%	22 4.88%	0 0.0%	0 0.0%	
BASE = Those who responded	444 95.28%	62361 100.00% ACE	36418 96.22%	179 98.90% AC	401 96.63%	67 95.71%	364 95.54%	37 90.24%	273 95.79%	369 94.86%	72 97.30%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	234 97.91%	207 95.83%	429 95.12%	15 100.00%	0 0.0%	
Less than 1 year old	2 0.45%	1384 2.22% ADE	790 2.17% ADE	0 0.0%	0 0.0%	1 1.49%	1 0.27%	0 0.0%	2 0.73%	2 0.54%	0 0.0%	2 100.00%	0 0.0%	0 0.0%	0 0.0%	2 0.85%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	
1 year or more (NET)	442 99.55% BC	60977 97.78%	35628 97.83%	179 100.00% BC	401 100.00% BC	66 98.51%	363 99.73%	37 100.00%	271 99.27%	367 99.46%	72 100.00%	0 0.0%	93 100.00%	154 100.00%	195 100.00%	232 99.15%	207 100.00%	427 99.53%	15 100.00%	0 0.0%	
1 - 5 years old	93 20.95% BDE	0 0.0%	10557 28.99% ABDE	24 13.41% B	57 14.21% B	12 17.91%	79 21.70%	10 27.03%	66 24.18%	81 21.95%	11 15.28%	0 0.0%	93 100.00% NO	0 0.0%	0 0.0%	46 19.66%	45 21.74%	93 21.68%	0 0.0%	0 0.0%	
6 - 10 years old	154 34.68% BC	0 0.0%	10214 28.05% B	54 30.17% B	130 32.42% B	23 34.33%	127 34.89%	12 32.43%	80 29.30%	131 35.50%	22 30.56%	0 0.0%	0 0.0%	154 100.00% MO	0 0.0%	85 36.32%	68 32.85%	152 35.43%	2 13.33%	0 0.0%	
11 - 15 years old	140 31.53% B	0 0.0%	10235 28.10% B	58 32.40% B	147 36.66% BC	22 32.84%	111 30.49%	6 16.22%	95 34.80% H	111 30.08%	28 38.89%	0 0.0%	0 0.0%	0 0.0%	140 71.79% MN	69 29.49%	71 34.30%	131 30.54%	9 60.00%	0 0.0%	
Over 15 years old	55 12.39% B	0 0.0%	4622 12.69% B	43 24.02% ABCE	67 16.71% BC	9 13.43%	46 12.64%	9 24.32%	30 10.99%	44 11.92%	11 15.28%	0 0.0%	0 0.0%	0 0.0%	55 28.21% MN	32 13.68%	23 11.11%	51 11.89%	4 26.67%	0 0.0%	
2 years or more (NET)	431 97.07% BC	0 0.0%	33726 92.61% B	173 96.65% BC	398 99.25% ABC	63 94.03%	355 97.53%	34 91.89%	264 96.70%	357 96.75%	71 98.61%	0 0.0%	82 88.17% M	154 100.00% M	195 100.00% M	226 96.58%	202 97.58%	416 96.97%	15 100.00%	0 0.0%	
Average age	9.5968 BC	0.9778	8.8801 B	11.0223 ABC	10.7232 ABC	9.7910	9.5467	9.4324	9.4725	9.3957	10.7083 J	0	3.0108	8.1039 M	14.0154 MN	9.5769	9.6763	9.4592	13.5333	0	
Standard deviation	4.6511	0.1473	5.1124	4.7999	4.3357	4.7804	4.6333	5.3552	4.8206	4.6282	4.5839	0	1.2993	1.2336	2.0816	4.6221	4.6756	4.6446	2.7047	0	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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40. Is your child male or female?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 1.20% ABCD	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 2.36% BD	0 0.0%	1006 2.66% BD	0 0.0%	12 2.89% BD	3 4.29%	8 2.10%	1 2.44%	6 2.11%	9 2.31%	2 2.70%	0 0.0%	2 2.15%	1 0.65%	0 0.0%	0 0.0%	0 0.0%	11 2.44%	0 0.0%	0 0.0%	
BASE = Those who responded	455 97.64%	62361 100.00% ACE	36843 97.34%	181 100.00% ACE	398 95.90%	67 95.71%	373 97.90%	40 97.56%	279 97.89%	380 97.69%	72 97.30%	2 100.00%	91 97.85%	153 99.35%	195 100.00%	239 100.00%	216 100.00%	440 97.56%	15 100.00%	0 0.0%	
Male	239 52.53%	32278 51.76%	19096 51.83%	96 53.04%	207 52.01%	33 49.25%	197 52.82%	20 50.00%	143 51.25%	199 52.37%	39 54.17%	2 100.00%	46 50.55%	85 55.56%	101 51.79%	239 100.00% Q	0 0.0%	230 52.27%	9 60.00%	0 0.0%	
Female	216 47.47%	30083 48.24%	17747 48.17%	85 46.96%	191 47.99%	34 50.75%	176 47.18%	20 50.00%	136 48.75%	181 47.63%	33 45.83%	0 0.0%	45 49.45%	68 44.44%	94 48.21%	0 0.0%	216 100.00% P	210 47.73%	6 40.00%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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41. Is your child of Hispanic or Latino origin or descent?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	8 1.72% B	0 0.0%	1477 3.90% ABD	2 1.10%	15 3.61% BD	1 1.43%	7 1.84%	0 0.0%	5 1.75% H	6 1.54%	2 2.70%	0 0.0%	2 2.15%	3 1.95%	3 1.54%	3 1.26%	4 1.85%	8 1.77%	0 0.0%	0 0.0%	
BASE = Those who responded	458 98.28% C	62361 100.00% ACE	36372 96.10%	179 98.90% CE	400 96.39%	69 98.57%	374 98.16%	41 100.00% I	280 98.25%	383 98.46%	72 97.30%	2 100.00%	91 97.85%	151 98.05%	192 98.46%	236 98.74%	212 98.15%	443 98.23%	15 100.00%	0 0.0%	
Yes, Hispanic or Latino	96 20.96% E	22250 35.68% ADE	12598 34.64% ADE	45 25.14% E	56 14.00%	7 10.14%	84 22.46% F	6 14.63%	63 22.50%	74 19.32%	20 27.78%	0 0.0%	12 13.19%	38 25.17% M	40 20.83%	45 19.07%	49 23.11%	94 21.22%	2 13.33%	0 0.0%	
No, not Hispanic or Latino	362 79.04% BC	40111 64.32%	23774 65.36%	134 74.86% BC	344 86.00% ABCD	62 89.86% G	290 77.54%	35 85.37%	217 77.50%	309 80.68%	52 72.22%	2 100.00%	79 86.81% N	113 74.83%	152 79.17%	191 80.93%	163 76.89%	349 78.78%	13 86.67%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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42. What is your child's race?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
No response	17 3.65% B	0 0.0%	3337 8.82% ABDE	5 2.76% B	17 4.10% B	2 2.86%	12 3.15%	3 7.32%	11 3.86%	11 2.83%	5 6.76%	0 0.0%	1 1.08%	8 5.19% M	6 3.08%	8 3.35%	8 3.70%	17 3.77%	0 0.0%	0 0.0%	
BASE = Those who responded	449 96.35% C	62361 100.00% ACDE	34512 91.18% C	176 97.24% C	398 95.90% C	68 97.14%	369 96.85%	38 92.68%	274 96.14%	378 97.17%	69 93.24%	2 100.00%	92 98.92% N	146 94.81%	189 96.92%	231 96.65%	208 96.30%	434 96.23%	15 100.00%	0 0.0%	
White	396 88.20% BC	32091 51.46%	22626 65.56% B	148 84.09% BC	367 92.21% ABCD	59 86.76%	326 88.35%	37 97.37% I	243 88.69%	336 88.89%	59 85.51%	2 100.00%	80 86.96%	125 85.62%	171 90.48%	209 90.48%	179 86.06%	381 87.79%	15 100.00%	0 0.0%	
Black or African-American	15 3.34% E	14006 22.46% ACDE	7188 20.83% ADE	5 2.84%	3 0.75%	0 0.0%	15 4.07% F	1 2.63%	8 2.92%	13 3.44%	2 2.90%	0 0.0%	4 4.35%	8 5.48%	3 1.59%	7 3.03%	8 3.85%	15 3.46%	0 0.0%	0 0.0%	
Asian	12 2.67%	3604 5.78% ADE	2207 6.39% ABDE	5 2.84%	8 2.01%	5 7.35%	6 1.63%	0 0.0%	3 1.09%	9 2.38%	3 4.35%	0 0.0%	1 1.09%	6 4.11%	5 2.65%	6 2.60%	5 2.40%	11 2.53%	1 6.67%	0 0.0%	
Native Hawaiian or other Pacific Islander	4 0.89%	817 1.31%	614 1.78% ABD	1 0.57%	4 1.01%	1 1.47%	3 0.81%	1 2.63%	2 0.73%	4 1.06% K	0 0.0%	0 0.0%	1 1.09%	2 1.37%	1 0.53%	2 0.87%	2 0.96%	4 0.92%	0 0.0%	0 0.0%	
American Indian or Alaska Native	13 2.90%	1983 3.18%	1309 3.79% B	9 5.11%	15 3.77%	3 4.41%	10 2.71%	1 2.63%	9 3.28%	12 3.17%	1 1.45%	0 0.0%	4 4.35%	3 2.05%	6 3.17%	4 1.73%	9 4.33%	13 3.00%	0 0.0%	0 0.0%	
Other	37 8.24%	9859 15.81% ADE	6225 18.04% ABDE	18 10.23%	27 6.78%	3 4.41%	33 8.94%	0 0.0%	22 8.03% H	28 7.41%	8 11.59%	0 0.0%	9 9.78%	15 10.27%	11 5.82%	15 6.49%	20 9.62%	37 8.53%	0 0.0%	0 0.0%	
Sigma	494 106.01%	62361 100.00%	43506 114.95%	191 105.52%	441 106.27%	73 104.29%	405 106.30%	43 104.88%	298 104.56%	413 106.17%	78 105.41%	2 100.00%	100 107.53%	167 108.44%	203 104.10%	251 105.02%	231 106.94%	478 105.99%	16 106.67%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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43. What is your age?

						2017 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type				
						0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet		
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 Plan Total (E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)			
Total	466	62361	37849	181	415	70	381	41	285	389	74	2	93	154	195	239	216	451	15	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.55%	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%		
No response	4	6	1190	0	11	1	3	0	3	3	1	0	1	1	1	1	1	4	0	0		
	0.86% BD	0.01%	3.14% ABD	0.0%	2.65% ABD	1.43%	0.79%	0.0%	1.05%	0.77%	1.35%	0.0%	1.08%	0.65%	0.51%	0.42%	0.46%	0.89%	0.0%	0.0%		
BASE = Those who responded	462	62355	36659	180	402	69	378	41	282	386	73	2	92	153	194	238	215	447	15	0		
	99.14% CE	99.99% ACE	96.86%	99.45% CE	96.87%	98.57%	99.21%	100.00%	98.95%	99.23%	98.65%	100.00%	98.92%	99.35%	99.49%	99.58%	99.54%	99.11%	100.00%	0.0%		
Under 18 (v 16)	39	3823	2257	23	63	4	35	3	26	30	9	0	4	11	20	18	21	39	0	0		
	8.44%	6.13%	6.16%	12.78% BC	15.67% ABC	5.80%	9.26%	7.32%	9.22%	7.77%	12.33%	0.0%	4.35%	7.19%	10.31%	7.56%	9.77%	8.72%	0.0%	0.0%		
18-34 (NET)	171	24003	13483	51	124	29	136	19	106	151	19	2	65	73	26	92	78	169	2	0		
	37.01% D	38.49% CDE	36.78% DE	28.33%	30.85%	42.03%	35.98%	46.34%	37.59%	39.12% K	26.03%	100.00%	70.65% NO	47.71% O	13.40%	38.66%	36.28%	37.81%	13.33%	0.0%		
18 to 24 (v 21)	18	3611	2248	8	7	3	14	2	15	16	2	1	12	2	0	10	8	18	0	0		
	3.90%	5.79% AE	6.13% AE	4.44%	1.74%	4.35%	3.70%	4.88%	5.32%	4.15%	2.74%	50.00%	13.04% NO	1.31%	0.0%	4.20%	3.72%	4.03%	0.0%	0.0%		
25 to 34 (v 29.5)	153	20392	11235	43	117	26	122	17	91	135	17	1	53	71	26	82	70	151	2	0		
	33.12% D	32.70% CD	30.65% D	23.89%	29.10%	37.68%	32.28%	41.46%	32.27%	34.97% K	23.29%	50.00%	57.61% O	46.41% O	13.40%	34.45%	32.56%	33.78%	13.33%	0.0%		
35 to 44 (v 39.5)	173	21228	11727	46	142	24	145	11	102	143	29	0	21	50	94	79	89	164	9	0		
	37.45% CD	34.04% CD	31.99% D	25.56%	35.32% D	34.78%	38.36%	26.83%	36.17%	37.05%	39.73%	0.0%	22.83%	32.68%	48.45% MN	33.19%	41.40%	36.69%	60.00%	0.0%		
45 to 54 (v 49.5)	65	8980	6074	47	56	11	50	8	40	50	14	0	2	15	44	40	22	61	4	0		
	14.07%	14.40%	16.57% B	26.11% ABCE	13.93%	15.94%	13.23%	19.51%	14.18%	12.95%	19.18%	0.0%	2.17%	9.80% M	22.68% MN	16.81% Q	10.23%	13.65%	26.67%	0.0%		
55 or older (NET)	14	4322	3118	13	17	1	12	0	8	12	2	0	0	4	10	9	5	14	0	0		
	3.03%	6.93% AE	8.51% ABE	7.22% A	4.23%	1.45%	3.17%	0.0%	2.84% H	3.11%	2.74%	0.0%	0.0%	2.61% M	5.15% M	3.78%	2.33%	3.13%	0.0%	0.0%		
55 to 64 (v 59.5)	9	3037	2155	9	11	0	8	0	5	7	2	0	0	1	8	5	4	9	0	0		
	1.95%	4.87% AE	5.88% ABE	5.00%	2.74%	0.0%	2.12% F	0.0%	1.77% H	1.81%	2.74%	0.0%	0.0%	0.65%	4.12% MN	2.10%	1.86%	2.01%	0.0%	0.0%		
65 to 74 (v 69.5)	5	1060	796	4	5	1	4	0	3	5	0	0	0	3	2	4	1	5	0	0		
	1.08%	1.70%	2.17% AB	2.22%	1.24%	1.45%	1.06%	0.0%	1.06%	1.30% K	0.0%	0.0%	0.0%	1.96%	1.03%	1.68%	0.47%	1.12%	0.0%	0.0%		

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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43. What is your age?

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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 0.0%	224 0.36% AD	167 0.46% AD	0 0.0%	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%
Average age	35.6050	36.7860 AE	37.5202 ABE	37.5639 E	34.9975	35.5942	35.4749	34.6829	35.2145	35.4560	36.2329	25.2500	30.5217	34.6275 M	39.1392 MN	36.1050	34.7953	35.4295	40.8333	0
Standard deviation	10.4642	11.5740	12.1914	13.1159	11.8907	9.9150	10.5404	9.7404	10.6713	10.3727	10.9642	4.2500	6.9156	9.8441	10.8930	10.9275	9.9479	10.5330	6.1824	0
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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44. Are you male or female?

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	5 1.07% BD	0 0.0%	1072 2.83% ABD	0 0.0%	13 3.13% ABD	1 1.43%	4 1.05%	0 0.0%	2 0.70%	4 1.03%	1 1.35%	0 0.0%	3 3.23%	2 1.30%	0 0.0%	2 0.84%	2 0.93%	5 1.11%	0 0.0%	0 0.0%
BASE = Those who responded	461 98.93% CE	62361 100.00% ACE	36777 97.17%	180 99.45% CE	402 96.87%	69 98.57%	377 98.95%	41 100.00%	283 99.30%	385 98.97%	73 98.65%	2 100.00%	90 96.77%	152 98.70%	195 100.00%	237 99.16%	214 99.07%	446 98.89%	15 100.00%	0 0.0%
Male	60 13.02%	7577 12.15%	4877 13.26% B	33 18.33% BE	47 11.69%	7 10.14%	52 13.79%	7 17.07%	29 10.25%	46 11.95%	14 19.18%	0 0.0%	8 8.89%	21 13.82%	25 12.82%	32 13.50%	24 11.21%	59 13.23%	1 6.67%	0 0.0%
Female	401 86.98%	54784 87.85% CD	31900 86.74%	147 81.67%	355 88.31% D	62 89.86%	325 86.21%	34 82.93%	254 89.75%	339 88.05%	59 80.82%	2 100.00%	82 91.11%	131 86.18%	170 87.18%	205 86.50%	190 88.79%	387 86.77%	14 93.33%	0 0.0%
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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45. What is the highest grade or level of school that you have completed?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
No response	4 0.86% BD	0 0.0%	1654 4.37% ABD	0 0.0%	16 3.86% ABD	1 1.43%	3 0.79%	0 0.0%	2 0.70%	3 0.77%	1 1.35%	0 0.0%	1 1.08%	1 0.65%	2 1.03%	3 1.26%	0 0.0%	4 0.89%	0 0.0%	0 0.0%	
BASE = Those who responded	462 99.14% CE	62361 100.00% ACE	36195 95.63% ACE	181 100.00% ACE	399 96.14% ACE	69 98.57%	378 99.21%	41 100.00%	283 99.30%	386 99.23%	73 98.65%	2 100.00%	92 98.92%	153 99.35%	193 98.97%	236 98.74%	216 100.00%	447 99.11%	15 100.00%	0 0.0%	
High school or less (NET)	173 37.45% E	34685 55.62% ACE	18463 51.01% AE	80 44.20% E	113 28.32% E	20 28.99%	144 38.10%	15 36.59%	96 33.92%	134 34.72%	38 52.05% J	0 0.0%	28 30.43%	55 35.95%	80 41.45%	85 36.02%	84 38.89%	168 37.58%	5 33.33%	0 0.0%	
8th grade or less	11 2.38%	5407 8.67% ACE	2878 7.95% AE	11 6.08% E	3 0.75%	0 0.0%	10 2.65% F	0 0.0%	5 1.77% H	7 1.81%	4 5.48%	0 0.0%	0 0.0%	5 3.27% M	6 3.11% M	9 3.81% Q	2 0.93%	11 2.46%	0 0.0%	0 0.0%	
Some high school, but did not graduate	26 5.63%	8412 13.49% ACE	4039 11.16% ADE	13 7.18%	21 5.26%	5 7.25%	21 5.56%	5 12.20%	15 5.30%	19 4.92%	7 9.59%	0 0.0%	5 5.43%	11 7.19%	8 4.15%	13 5.51%	13 6.02%	26 5.82%	0 0.0%	0 0.0%	
High school graduate or GED	136 29.44% E	20866 33.46% CE	11546 31.90% E	56 30.94% E	89 22.31% E	15 21.74%	113 29.89%	10 24.39%	76 26.86%	108 27.98%	27 36.99%	0 0.0%	23 25.00%	39 25.49%	66 34.20%	63 26.69%	69 31.94%	131 29.31%	5 33.33%	0 0.0%	
Some college or 2-year degree	219 47.40% BC	19656 31.52% B	11961 33.05% B	82 45.30% BC	204 51.13% BC	31 44.93%	183 48.41%	21 51.22%	142 50.18%	190 49.22% K	27 36.99%	2 100.00%	46 50.00%	75 49.02%	88 45.60%	120 50.85%	96 44.44%	213 47.65%	6 40.00%	0 0.0%	
College graduate or more (NET)	70 15.15%	8020 12.86%	5771 15.94% BD	19 10.50%	82 20.55% ABCD	18 26.09% G	51 13.49%	5 12.20%	45 15.90%	62 16.06%	8 10.96%	0 0.0%	18 19.57%	23 15.03%	25 12.95%	31 13.14%	36 16.67%	66 14.77%	4 26.67%	0 0.0%	
4-year college graduate	54 11.69% B	5163 8.28%	3706 10.24% B	14 7.73%	66 16.54% ABCD	13 18.84%	40 10.58%	3 7.32%	34 12.01%	50 12.95% K	4 5.48%	0 0.0%	16 17.39%	17 11.11%	20 10.36%	22 9.32%	31 14.35%	50 11.19%	4 26.67%	0 0.0%	
More than 4-year college degree	16 3.46%	2856 4.58%	2065 5.71% ABD	5 2.76%	16 4.01%	5 7.25%	11 2.91%	2 4.88%	11 3.89%	12 3.11%	4 5.48%	0 0.0%	2 2.17%	6 3.92%	5 2.59%	9 3.81%	5 2.31%	16 3.58%	0 0.0%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

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46. How are you related to the child?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 1.72% B	0 0.0%	1740 4.60% ABD	4 2.21% B	13 3.13% B	1 1.43%	6 1.57%	1 2.44%	3 1.05%	6 1.54%	1 1.35%	0 0.0%	1 1.08%	3 1.95%	3 1.54%	3 1.26%	4 1.85%	8 1.77%	0 0.0%	0 0.0%	
BASE = Those who responded	458 98.28% C	62361 100.00% ACDE	36109 95.40%	177 97.79% C	400 96.39%	69 98.57%	375 98.43%	40 97.56%	282 98.95%	383 98.46%	73 98.65%	2 100.00%	92 98.92%	151 98.05%	192 98.46%	236 98.74%	212 98.15%	443 98.23%	15 100.00%	0 0.0%	
Mother or father	450 98.25% BC	57696 92.52% BC	33381 92.45% BC	171 96.61% BC	396 99.00% BC	68 98.55%	368 98.13%	40 100.00% I	277 98.23%	375 97.91%	73 100.00% J	2 100.00%	91 98.91%	149 98.68%	188 97.92%	231 97.88%	209 98.58%	435 98.19%	15 100.00%	0 0.0%	
Grandparent	5 1.09% E	3031 4.86% ADE	1810 5.01% ADE	4 2.26% E	0 0.0%	1 1.45%	4 1.07%	0 0.0%	4 1.42% H	5 1.31% K	0 0.0%	0 0.0%	0 0.0%	2 1.32%	2 1.04%	4 1.69%	1 0.47%	5 1.13%	0 0.0%	0 0.0%	
Other (NET)	3 0.66%	1634 2.62% AE	918 2.54% AE	2 1.13%	4 1.00%	0 0.0%	3 0.80%	0 0.0%	1 0.35%	3 0.78%	0 0.0%	0 0.0%	1 1.09%	0 0.0%	2 1.04%	1 0.42%	2 0.94%	3 0.68%	0 0.0%	0 0.0%	
Aunt or uncle	1 0.22%	412 0.66% DE	240 0.66% ADE	0 0.0%	0 0.0%	0 0.0%	1 0.27%	0 0.0%	0 0.0%	1 0.26%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.52%	0 0.0%	1 0.47%	1 0.23%	0 0.0%	0 0.0%	
Older brother or sister	0 0.0%	168 0.27% AE	78 0.22% AE	1 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Other relative	0 0.0%	75 0.12% ADE	68 0.19% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	2 0.44%	792 1.27% AD	430 1.19% AD	0 0.0%	3 0.75%	0 0.0%	2 0.53%	0 0.0%	1 0.35%	2 0.52%	0 0.0%	0 0.0%	1 1.09%	0 0.0%	1 0.52%	1 0.42%	1 0.47%	2 0.45%	0 0.0%	0 0.0%	
Someone else	0 0.0%	187 0.30% A	102 0.28% A	1 0.56%	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%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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47. Did someone help you complete this survey?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Quality (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	434 93.13% BCDE	0 0.0%	406 1.07% B	5 2.76% B	3 0.72%	68 97.14%	353 92.65%	40 97.56%	268 94.04%	367 94.34%	64 86.49%	2 100.00%	93 100.00% NO	146 94.81% O	172 88.21%	220 92.05%	203 93.98%	434 96.23%	0 0.0%	0 0.0%	
Appropriately skipped	15 3.22% B	0 0.0%	17254 45.59% ABDE	4 2.21% B	24 5.78% BD	2 2.86%	12 3.15%	0 0.0%	7 2.46% H	12 3.08%	3 4.05%	0 0.0%	0 0.0%	2 1.30%	13 6.67% MN	9 3.77%	6 2.78%	0 0.0%	15 100.00%	0 0.0%	
BASE = Those who responded	17 3.65%	62361 100.00% ACDE	20189 53.34% A	172 95.03% AC	388 93.49% AC	0 0.0%	16 4.20% F	1 2.44%	10 3.51%	10 2.57%	7 9.46% J	0 0.0%	0 0.0%	6 3.90% M	10 5.13% M	10 4.18%	7 3.24%	17 3.77%	0 0.0%	0 0.0%	
Yes	14 82.35%	3629 5.82% E	1142 5.66% E	8 4.65%	12 3.09%	0 0.0%	13 81.25%	1 100.00%	10 100.00%	8 80.00%	6 85.71%	0 0.0%	0 0.0%	5 83.33%	8 80.00%	8 80.00%	6 85.71%	14 82.35%	0 0.0%	0 0.0%	
No	3 17.65%	58732 94.18%	19047 94.34%	164 95.35%	376 96.91% BC	0 0.0%	3 18.75%	0 0.0%	0 0.0%	2 20.00%	1 14.29%	0 0.0%	0 0.0%	1 16.67%	2 20.00%	2 20.00%	1 14.29%	3 17.65%	0 0.0%	0 0.0%	
Sigma	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

48. How did that person help you?

	2017 Plan Results																				
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
	2017 Plan Total (A)	2016 Child Medicaid Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	62361 100.00%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%	
No response	434 93.13% BCDE	12 0.02%	429 1.13% B	5 2.76% B	4 0.96% B	68 97.14%	353 92.65%	40 97.56%	268 94.04%	367 94.34%	64 86.49%	2 100.00%	93 100.00% NO	146 94.81% O	172 88.21%	220 92.05%	203 93.98%	434 96.23%	0 0.0%	0 0.0%	
Appropriately skipped	18 3.86%	58732 94.18% A	36301 95.91% AB	168 92.82% A	400 96.39% AB	2 2.86%	15 3.94%	0 0.0%	7 2.46% H	14 3.60%	4 5.41%	0 0.0%	0 0.0%	3 1.95%	15 7.69% MN	11 4.60%	7 3.24%	3 0.67%	15 100.00%	0 0.0%	
BASE = Those who responded	14 3.00%	3617 5.80% ACE	1119 2.96%	8 4.42%	11 2.65%	0 0.0%	13 3.41% F	1 2.44%	10 3.51%	8 2.06%	6 8.11%	0 0.0%	0 0.0%	5 3.25% M	8 4.10% M	8 3.35%	6 2.78%	14 3.10%	0 0.0%	0 0.0%	
Read the questions to me	6 42.86%	1029 28.45%	533 47.63% B	3 37.50%	2 18.18%	0 0.0%	5 38.46%	0 0.0%	6 60.00%	5 62.50%	1 16.67%	0 0.0%	0 0.0%	1 20.00%	5 62.50%	4 50.00%	2 33.33%	6 42.86%	0 0.0%	0 0.0%	
Wrote down the answers I gave	2 14.29%	474 13.10%	302 26.99% B	2 25.00%	2 18.18%	0 0.0%	2 15.38%	0 0.0%	2 20.00%	1 12.50%	1 16.67%	0 0.0%	0 0.0%	1 20.00%	1 12.50%	1 12.50%	1 16.67%	2 14.29%	0 0.0%	0 0.0%	
Answered the questions for me	3 21.43%	231 6.38%	152 13.58% B	1 12.50%	1 9.09%	0 0.0%	3 23.08%	1 100.00%	1 10.00%	1 12.50%	2 33.33%	0 0.0%	0 0.0%	0 0.0%	3 37.50%	1 12.50%	2 33.33%	3 21.43%	0 0.0%	0 0.0%	
Translated the questions into my language	9 64.29%	1771 48.97%	587 52.46%	7 87.50%	6 54.55%	0 0.0%	9 69.23%	0 0.0%	7 70.00%	6 75.00%	3 50.00%	0 0.0%	0 0.0%	5 100.00%	3 37.50%	6 75.00%	3 50.00%	9 64.29%	0 0.0%	0 0.0%	
Helped in some other way	0 0.0%	112 3.10%	105 9.38% B	0 0.0%	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	472 101.29%	62361 100.00%	38409 101.48%	186 102.76%	419 100.96%	70 100.00%	387 101.57%	41 100.00%	291 102.11%	394 101.29%	75 101.35%	2 100.00%	93 100.00%	156 101.30%	199 102.05%	243 101.67%	218 100.93%	457 101.33%	15 100.00%	0 0.0%	

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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Survey Language

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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	466 100.00%	0 0.0%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	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%	0 0.0%
BASE = Those who responded	466 100.00%	0 0.0%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
English	466 100.00%	0 0.0%	32691 86.37%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%
	C			C	C															
Spanish	0 0.0%	0 0.0%	5158 13.63%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
			ADE																	
Sigma	466 100.00%	0 0.0%	37849 100.00%	181 100.00%	415 100.00%	70 100.00%	381 100.00%	41 100.00%	285 100.00%	389 100.00%	74 100.00%	2 100.00%	93 100.00%	154 100.00%	195 100.00%	239 100.00%	216 100.00%	451 100.00%	15 100.00%	0 0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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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Customer Service Composite Score

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total	2016 Child Medicaid Quality Compass	2017 DSS Book of Bus.	2016 Plan Total	2015 Plan Total	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	< 1	1-5	6-10	11 +	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Customer Service Composite Score (BASE)	108	20186 ACDE	11160 AE	44	91	19	88	12	69	93	14	1	23	34	44	55	51	104	4	0
NEVER/SOMETIMES COMPOSITE	7.87%	12.02%	11.71%	7.95%	12.15%	21.05%	5.11%	16.67%	4.35%	8.60%	3.57%	0.0%	2.17%	7.35%	10.23%	6.36%	8.82%	8.17%	0.0%	0.0%
USUALLY COMPOSITE	35.19% BC	20.06%	20.11%	20.45%	24.44%	63.16%	29.55%	54.17%	39.13%	36.56%	28.57%	100.00%	36.96%	38.24%	28.41%	36.36%	33.33%	35.58%	25.00%	0.0%
ALWAYS COMPOSITE	56.94% A	67.92% A	68.18% A	71.59%	63.42%	15.79%	65.34%	29.17%	56.52%	54.84%	67.86%	0.0%	60.87%	54.41%	61.36%	57.27%	57.84%	56.25%	75.00%	0.0%
CAHPS RATE	92.13%	87.98%	88.29%	92.05%	87.85%	78.95%	94.89%	83.33%	95.65%	91.40%	96.43%	100.00%	97.83%	92.65%	89.77%	93.64%	91.18%	91.83%	100.00%	0.0%
AVERAGE	2.4907	2.5590	2.5647	2.6364	2.5127	1.9474	2.6023	2.1250	2.5217	2.4624	2.6429	2.0000	2.5870	2.4706	2.5114	2.5091	2.4902	2.4808	2.7500	0
Standard deviation	0.6195	0.6756	0.6646	0.5970	0.6810	0.5829	0.5635	0.5901	0.5676	0.6280	0.5372	0	0.4913	0.6181	0.6605	0.6006	0.6294	0.6251	0.2500	0

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Getting Needed Care Composite Score

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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)
Getting Needed Care Composite Score (BASE)	341	59892 ACDE	28135	133	294	49	279	41	285	278	60	2	78 N	99	146 N	171	162	333	8	0
NEVER/SOMETIMES COMPOSITE	5.80%	16.34% ACDE	14.43% ADE	9.25%	6.68%	16.31% G	3.04%	13.08%	4.74%	5.44%	6.41%	0.0%	1.30%	7.07% M	5.95% M	4.71%	6.05%	5.96%	0.0%	0.0%
USUALLY COMPOSITE	25.98%	23.33%	22.68%	33.51% BCE	23.21%	29.95%	25.49%	42.24% I	23.71%	24.10%	32.70%	0.0%	25.65%	30.98%	23.45%	25.01%	25.29%	26.51%	7.14%	0.0%
ALWAYS COMPOSITE	68.21% BCD	60.34%	62.90% B	57.24%	70.11% BCD	53.74%	71.47% F	44.68%	71.55% H	70.46%	60.88%	0.0%	73.05%	61.95%	70.60%	70.29%	68.66%	67.54%	92.86%	0.0%
CAHPS RATE	94.20% BC	83.66%	85.57% B	90.75% BC	93.32% BC	83.69%	96.96% F	86.92%	95.26%	94.56%	93.59%	0.0%	98.70% NO	92.93%	94.05%	95.29%	93.95%	94.04%	100.00%	0.0%
AVERAGE	2.6241	2.4400	2.4847	2.4799	2.6343	2.3743	2.6843	2.3160	2.6680	2.6502	2.5447	0	2.7175	2.5488	2.6464	2.6558	2.6260	2.6158	2.9286	0
Standard deviation	0.5905	0.7499	0.7252	0.6557	0.6045	0.7395	0.5258	0.6881	0.5590	0.5795	0.6062	0.2500	0.4723	0.6236	0.5854	0.5642	0.5952	0.5945	0.1750	0

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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

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Getting Care Quickly Composite Score

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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)
Getting Care Quickly Composite Score (BASE)	341	44594	28542 BDE	119	280	46	285	35	259	278	60	2	80 NO	106	135	172	161	333	8	0
NEVER/SOMETIMES COMPOSITE	3.39%	11.46% ACDE	9.95% AE	5.78%	4.59%	2.56%	3.13%	5.77%	2.98%	3.05%	5.25%	0.0%	2.50%	3.41%	3.46%	3.03%	4.05%	3.47%	0.0%	0.0%
USUALLY COMPOSITE	15.20%	16.08% CE	14.80%	19.29%	11.35%	32.32% G	12.99%	30.27% I	12.49%	13.58%	22.00%	25.00%	8.68%	18.88% M	16.81%	17.27%	12.90%	15.11%	19.64%	0.0%
ALWAYS COMPOSITE	81.42% BC	72.46%	75.25% B	74.94%	84.06% BCD	65.11%	83.88% F	63.96%	84.53% H	83.37%	72.75%	75.00%	88.82% N	77.71%	79.74%	79.70%	83.05%	81.42%	80.36%	0.0%
CAHPS RATE	96.61% BC	88.54%	90.05% B	94.22% B	95.41% BC	97.44%	96.87%	94.23%	97.02%	96.95%	94.75%	100.00%	97.50%	96.59%	96.54%	96.97%	95.95%	96.53%	100.00%	0.0%
AVERAGE	2.7803	2.6100	2.6530	2.6916	2.7947	2.6255	2.8075	2.5819	2.8156	2.8031	2.6750	2.7500	2.8632	2.7430	2.7628	2.7667	2.7901	2.7795	2.8036	0
Standard deviation	0.4834	0.6784	0.6466	0.5669	0.4831	0.5001	0.4653	0.5637	0.4567	0.4626	0.5599	0.2500	0.4067	0.4680	0.4976	0.4862	0.4867	0.4850	0.3915	0

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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

BLUE CROSS BLUE SHIELD OF WYOMING
2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

How Well Doctors Communicate Composite Score

	2017 Plan Results																			
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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)	260	43247 ACDE	25210 ADE	101	211	37	213	26	218	210	47	2	70 NO	70	104	126	127	256	4	0
NEVER/SOMETIMES COMPOSITE	3.69%	6.83% AD	6.19% AD	1.50%	5.13%	5.41%	3.08%	15.58%	1.73%	3.84%	3.24%	0.0%	2.90%	5.00%	2.92%	3.61%	3.57%	3.65%	6.25%	0.0%
USUALLY COMPOSITE	13.87%	14.71%	14.15%	18.96%	17.79%	14.19%	13.87%	34.15%	10.84%	12.96%	18.29%	12.50%	9.05%	18.57%	13.64%	14.26%	12.68%	13.79%	18.75%	0.0%
ALWAYS COMPOSITE	82.45%	78.45%	79.66% B	79.55%	77.08%	80.41%	83.04%	50.27%	87.43%	83.21%	78.47%	87.50%	88.05%	76.43%	83.44%	82.14%	83.76%	82.56%	75.00%	0.0%
CAHPS RATE	96.31% BC	93.17%	93.81%	98.50% BC	94.87%	94.59%	96.92%	84.42%	98.27%	96.16%	96.76%	100.00%	97.10%	95.00%	97.08%	96.39%	96.43%	96.35%	93.75%	0.0%
AVERAGE	2.7876	2.7162	2.7346	2.7805	2.7195	2.7500	2.7996	2.3469	2.8570	2.7937	2.7523	2.8750	2.8515	2.7143	2.8051	2.7853	2.8019	2.7892	2.6875	0
Standard deviation	0.4797	0.5694	0.5519	0.4438	0.5486	0.5193	0.4613	0.7165	0.3803	0.4782	0.4911	0.1250	0.4064	0.5367	0.4561	0.4806	0.4678	0.4774	0.4238	0

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BLUE CROSS BLUE SHIELD OF WYOMING
2017 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY22303)

Shared Decision Making Composite Score

					2017 Plan Results															
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type			
2017 Plan Total (A)	2016 Child Medicaid Quality Compass (B)	2017 DSS Book of Bus. (C)	2016 Plan Total (D)	2015 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)	91	14299 C	8209	37	91	16	71	13	77	66	24 J	1	18	19	51 N	54	36	89	2	0
YES COMPOSITE	86.39% B	78.41%	79.52%	79.25%	84.51%	89.58%	85.83%	87.18%	86.51%	83.22%	94.44%	66.67%	81.48%	89.47%	88.80%	82.59%	91.67%	87.21%	50.00%	0.0%

Note: The Quality Compass 2016 average distributions for individual questions are estimated from aggregate data from NOQA 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