2018 CAHPS® 5.0 Member Survey
Child Medicaid – HMO

Prepared for:
Blue Cross Blue Shield of Wyoming
July 2018

Prepared by:
DSS Research

Table of contents

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 2018 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 2018 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)

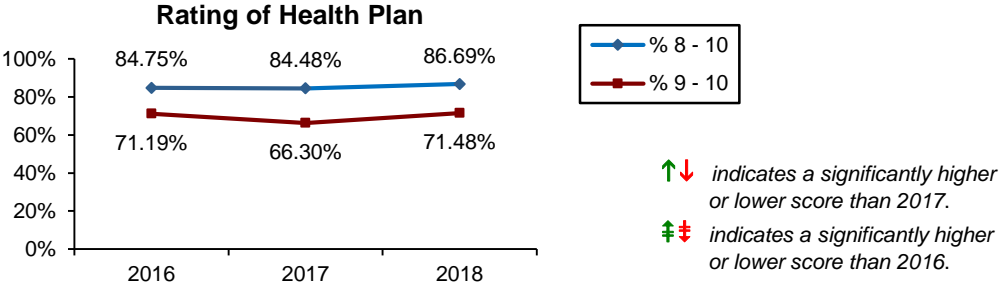- Getting Needed Care (GNC)

- Getting Care Quickly (GCQ)

- How Well Doctors Communicate (HWDC)

- Shared Decision Making (SDM)

- Health Promotion and Education (HPE)

- Coordination of Care (CoC)

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

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

Executive summary

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

- About nine in 10 (86.69%) gave their health plan a 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 seven in 10 (71.48%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.

Rating of Health Plan

% 8 - 10
% 9 - 10

84.75%   84.48%   86.69%
71.19%   66.30%   71.48%

↑↓ *indicates a significantly higher or lower score than 2017.*

⇑⇓ *indicates a significantly higher or lower score than 2016.*

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

Significant Changes	2017 vs. 2016	2018 vs. 2017	2018 vs. 2016
Overall ratings			
Rating of Health Plan (% 8, 9 or 10) (Q36)			
Rating of Health Care (% 8, 9 or 10) (Q13)			
Rating of Personal Doctor (% 8, 9 or 10) (Q26)			
Rating of Specialist (% 8, 9 or 10) (Q30)			
Composite global proportions			
Customer Service (% Always or Usually)			
Getting Needed Care (% Always or Usually)		🟥	
Getting Care Quickly (% Always or Usually)			
How Well Doctors Communicate (% Always or Usually)			
Shared Decision Making (% Yes)			
Health Promotion and Education (% Yes) (Q8)			
Coordination of Care (% Always or Usually) (Q25)		🟥	

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

Executive summary

Resources for improvement

AHRQ best practices

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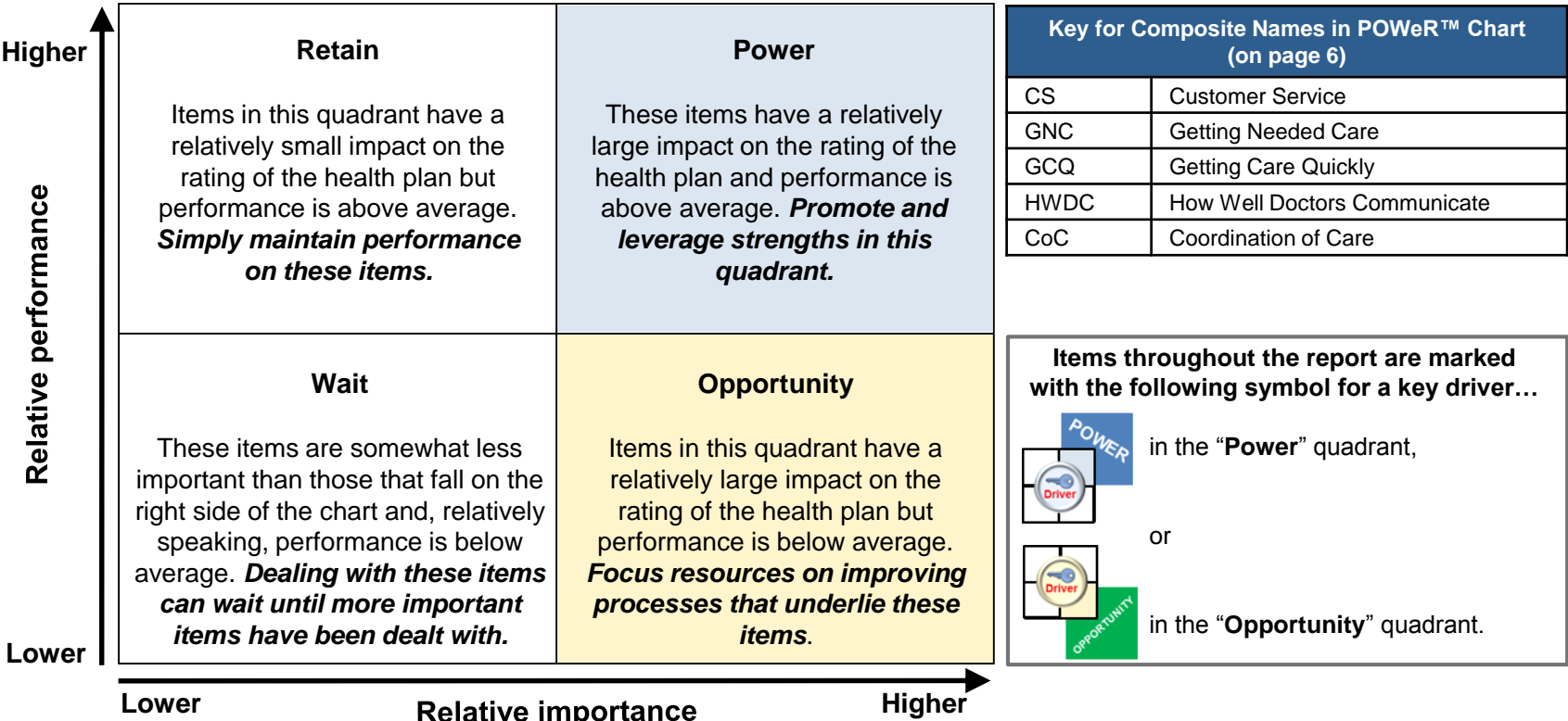
https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html

Voice of the Member

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

Key drivers of the rating of the health plan

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

POWeR™ Chart classification matrix

Higher (Relative performance)

Retain

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

Power

These items have a relatively large impact on the rating of the health plan and performance is above average. *Promote and leverage strengths in this quadrant.*

Wait

These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. *Dealing with these items can wait until more important items have been dealt with.*

Opportunity

Items in this quadrant have a relatively large impact on the rating of the health plan but performance is below average. *Focus resources on improving processes that underlie these items.*

Lower (Relative performance)

Lower — **Relative importance** — **Higher**

Key for Composite Names in POWeR™ Chart (on page 6)	
CS	Customer Service
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CoC	Coordination of Care

Items throughout the report are marked with the following symbol for a key driver…

in the "**Power**" quadrant,

or

in the "**Opportunity**" quadrant.

Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the rating of the health plan 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 rating of the health plan (see Appendix C for more details).

POWeR™ Chart classification matrix
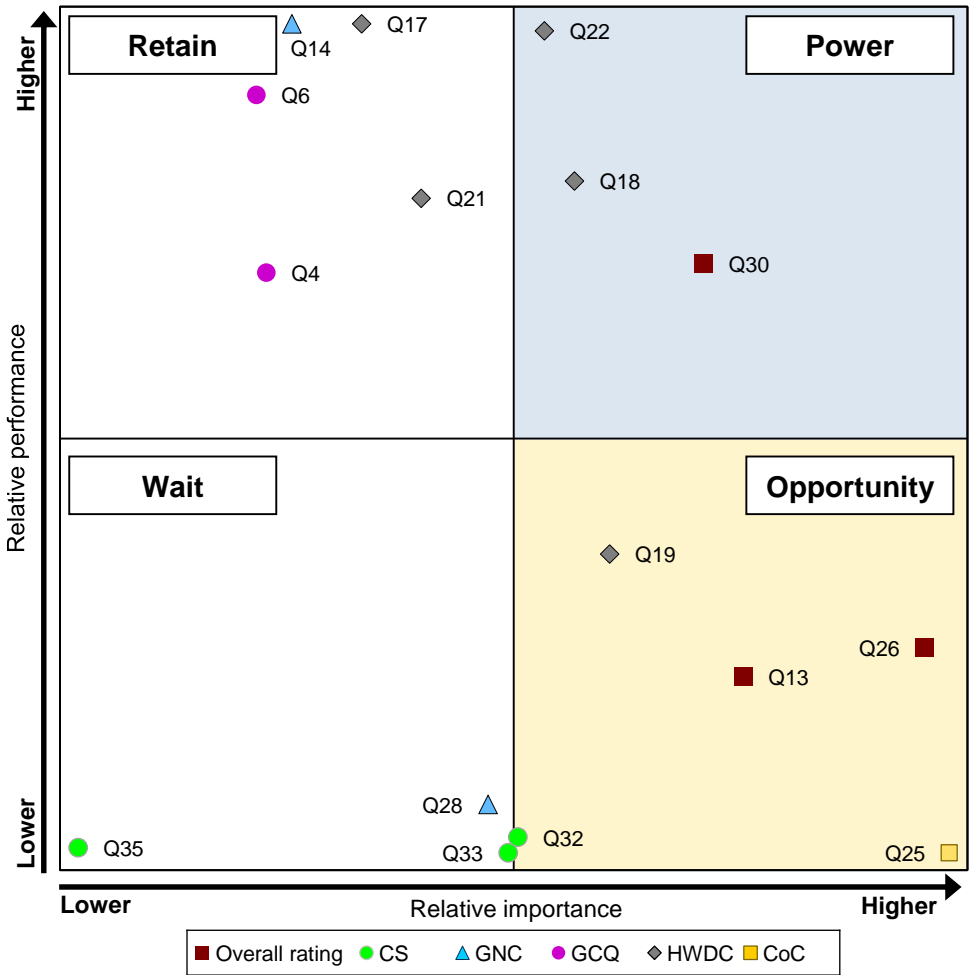
	Survey Measure	Score	Estimated Percentile	Estimated Rating
Power				
Q30	Specialist overall*	88.64%	50th	3
Q18	Dr. listened carefully	96.55%	75th	4
Q22	Dr. spent enough time	95.07%	95th	5
Opportunity				
Q25	Dr. informed about care	68.75%	<5th	1
Q26	Personal doctor overall*	87.95%	25th	2
Q13	Health care overall*	85.03%	10th	2
Q19	Dr. showed respect	95.86%	25th	2
Q32	CS provided info./help	77.36%	5th	1
Wait				
Q33	CS courtesy/respect	88.68%	<5th	1
Q28	Got specialist appt.	72.09%	10th	2
Q35	Easy to fill out forms	91.19%	<5th	1
Retain				
Q21	Dr. explained things for child	94.55%	---	---
Q17	Dr. explained things	98.62%	95th	5
Q14	Got care/tests/treatment	95.70%	95th	5
Q4	Got urgent care	93.14%	67th	4
Q6	Got routine care	93.24%	90th	5

* 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] 2018 Standards
Overall mean ratings				
Rating of Health Plan[4]	2.6502	84.06%	75th	3.8133
Rating of Health Care	2.5882	88.65%	75th	1.9067
Rating of Personal Doctor	2.6518	75.68%	75th	1.9067
Rating of Specialist	2.6364	81.15%	75th	NA
Composite mean scores				
Customer Service	2.4057	21.07%	<25th	NA
Getting Needed Care	2.4594	47.06%	25th	0.8667
Getting Care Quickly	2.7285	91.24%	90th	2.1667
Coordination of Care	2.1094	16.98%	<25th	NA
Total points				**10.6601**

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

Percentile Threshold	Percentile	Points[3]
90th	Greater than or equal to 90th percentile	1.4444
75th	Greater than or equal to 75th percentile but less than 90th percentile	1.2711
50th	Greater than or equal to 50th percentile but less than 75th percentile	0.9822
25th	Greater than or equal to 25th percentile but less than 50th percentile	0.5778
<25th	Less than 25th 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] Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.6000, 2.2880, 1.7680, 1.0400 and 0.5200, respectively.

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

Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2018 estimated accreditation score perform relative to each other. See Appendix D for more details.
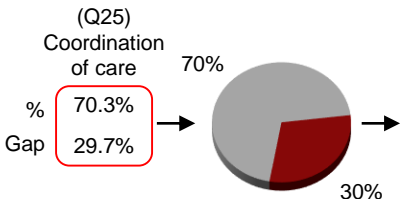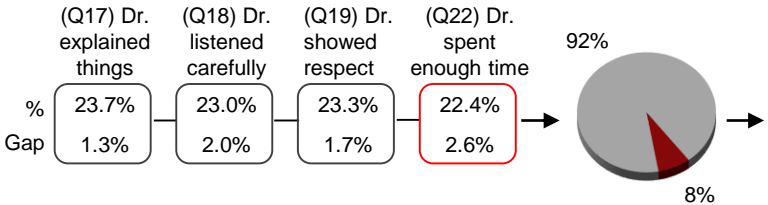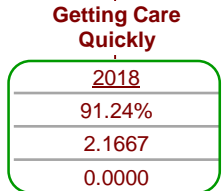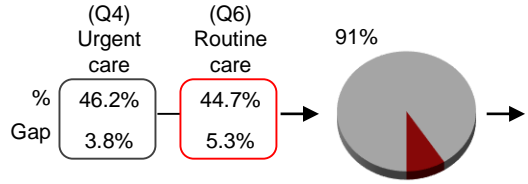
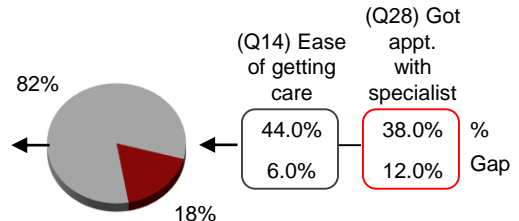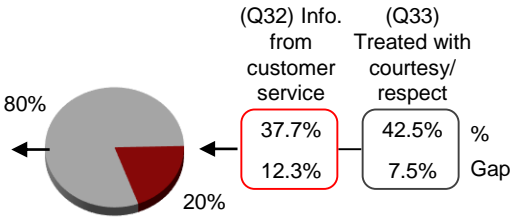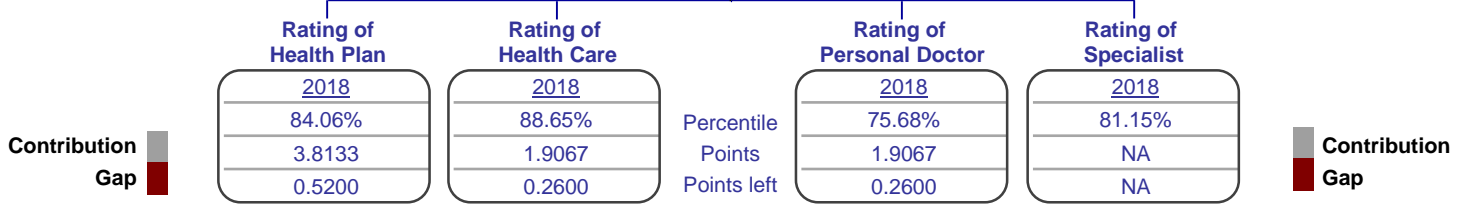Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

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

Accreditation Score

	2018 Standards	
	13.0000	Max possible score
	10.6601	Estimated 2018 total points
	2.3399	Potential to improve

Rating of Health Plan

2018	
84.06%	Percentile
3.8133	Points
0.5200	Points left

Rating of Health Care

2018
88.65%
1.9067
0.2600

Rating of Personal Doctor

2018
75.68%
1.9067
0.2600

Rating of Specialist

2018
81.15%
NA
NA

Contribution ▮
Gap ▮

Contribution ▮
Gap ▮

Customer Service

2018
21.07%
NA
NA

(Q32) Info. from customer service

37.7%
12.3%

(Q33) Treated with courtesy/ respect

42.5%	%
7.5%	Gap

80%
20%

Getting Needed Care

2018
47.06%
0.8667
1.3000

(Q14) Ease of getting care

44.0%
6.0%

(Q28) Got appt. with specialist

38.0%	%
12.0%	Gap

82%
18%

(Q4) Urgent care

%	46.2%
Gap	3.8%

(Q6) Routine care

44.7%
5.3%

91%
9%

Getting Care Quickly

2018
91.24%
2.1667
0.0000

(Q17) Dr. explained things

%	23.7%
Gap	1.3%

(Q18) Dr. listened carefully

23.0%
2.0%

(Q19) Dr. showed respect

23.3%
1.7%

(Q22) Dr. spent enough time

22.4%
2.6%

92%
8%

How Well Doctors Communicate

2018
90.97%

(Q25) Coordination of care

%	70.3%
Gap	29.7%

70%
30%

Coordination of Care

2018
16.98%
NA
NA

▭ **Strength (at or above the 90th percentile)**

▭ **Potential to improve (component with largest gap)**
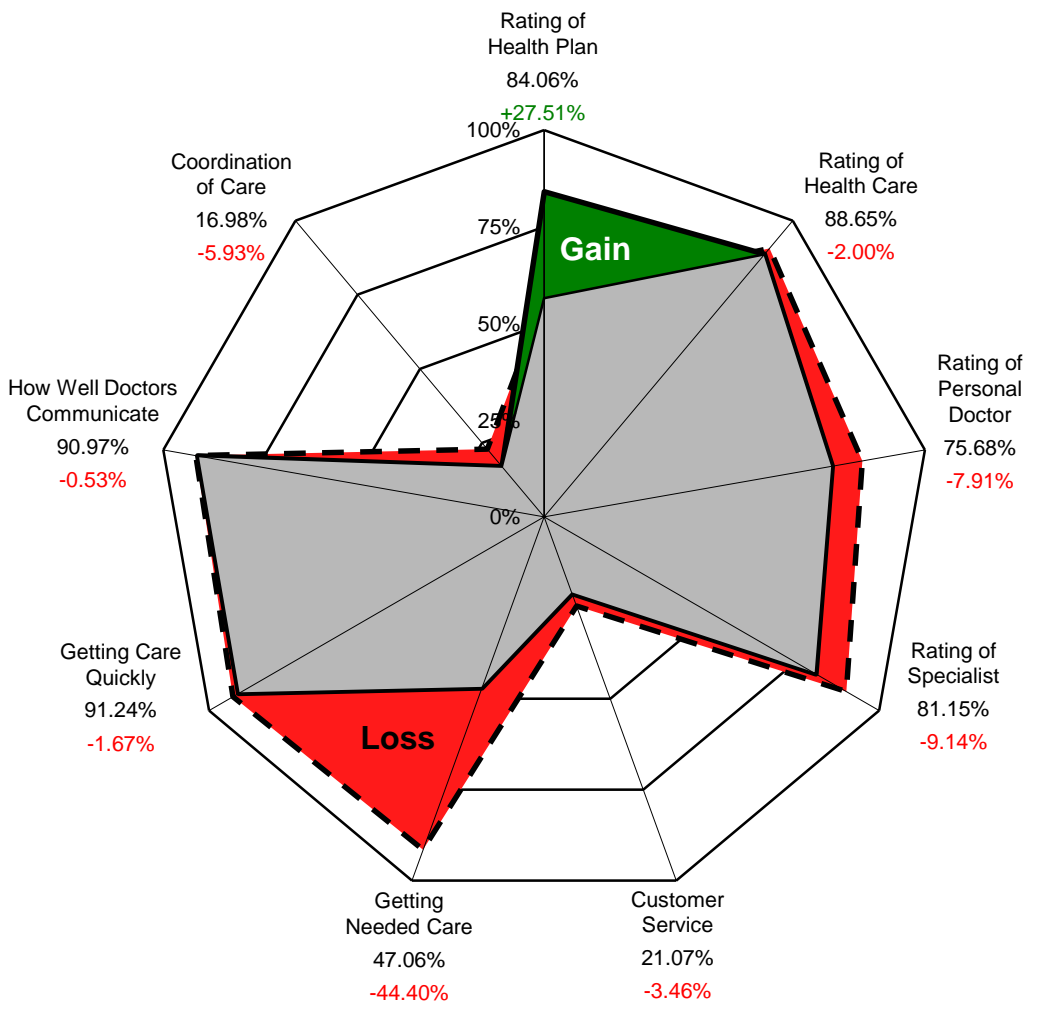
Executive summary

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

- The percentile gap was closed compared to last year on the following measure:
    - Rating of Health Plan
- However, the percentile gap increased on these measures:
    - Getting Needed Care
    - Rating of Specialist
    - Rating of Personal Doctor
    - Coordination of Care
    - Customer Service
    - Rating of Health Care
    - Getting Care Quickly
    - How Well Doctors Communicate

Legend:
- 2018 Gap is **smaller** than 2017 Gap (green)
- 2018 Gap is **larger** than 2017 Gap (red)

Rating of Health Plan
84.06%
+27.51%

Rating of Health Care
88.65%
-2.00%

Rating of Personal Doctor
75.68%
-7.91%

Rating of Specialist
81.15%
-9.14%

Customer Service
21.07%
-3.46%

Getting Needed Care
47.06%
-44.40%

Getting Care Quickly
91.24%
-1.67%

How Well Doctors Communicate
90.97%
-0.53%

Coordination of Care
16.98%
-5.93%

Gain

Loss

Executive summary

NCQA Health Insurance Plan Ratings

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

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

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

- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2017 Quality Compass® National All Lines of Business (LOB) data since the 2018 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			**2.5**
Getting Care			3.5
Getting care easily	83.90%	33rd	3.0
Getting care quickly	93.19%	67th	4.0
Satisfaction with Plan Physicians			2.0
Rating of primary-care doctor	70.98%	10th	2.0
Rating of specialists	72.73%	33rd	NA
Rating of care	64.71%	10th	2.0
Coordination of care	68.75%	<10th	NA
Health promotion and education	67.20%	10th	2.0
Satisfaction with Plan Services			3.0
Rating of health plan	71.48%	33rd	3.0
Customer service	83.02%	<10th	NA

Percentile		Rating
<10th	=	1
10th	=	2
33rd	=	3
67th	=	4
90th	=	5

Lower Performance								**Higher Performance**
≤1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
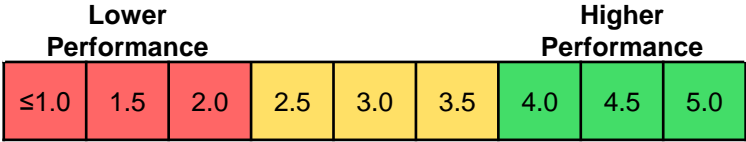
- * Scores are top-two-box ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

- 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.

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

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® 2018 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	4/20/2018
First reminder postcard	4 - 10 days	4/27/2018
Second questionnaire mailing	35 days	5/25/2018
Second reminder postcard	39 - 45 days	6/1/2018
Initiate telephone interviewing	56 days	6/15/2018
Complete telephone interviewing	70 days	6/29/2018
Last day to accept completed surveys	Minimum of 81 days	6/29/2018

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 271 members was obtained with an overall sampling error of +/- 6.0% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

Methodology

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

Item	2018
Total mailed	1,462
Undeliverable	76
Total ineligible	22
Total completed surveys	271
Mail completes	266
Phone completes	5
Adjusted response rate*	18.82%
Overall sampling error	+/- 6.0%

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

Comparison averages. Most measures are compared to the 2017 Quality Compass Average (2017 QC Avg.), which is displayed as a red line throughout the report, and the 2018 DSS Child Medicaid Book of Business (2018 DSS Avg.), which is displayed as a blue bar throughout the report. The DSS Child Medicaid Book of Business is made up of 79 child Medicaid plans with a total of 39,662 respondents.

* Adjusted response rate is calculated using the following formula: $\dfrac{\text{Total completed surveys}}{\text{Total mailed} - \text{Total ineligible}} \times 100$

Percentages lower than 5% are not labeled in charts where space does not permit.

Overall ratings

Compared to the 2017 plan result:
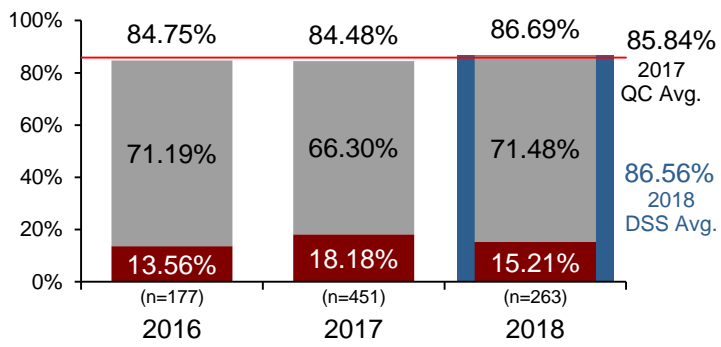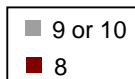- None of the differences are significant.

Compared to the 2017 QC Average:
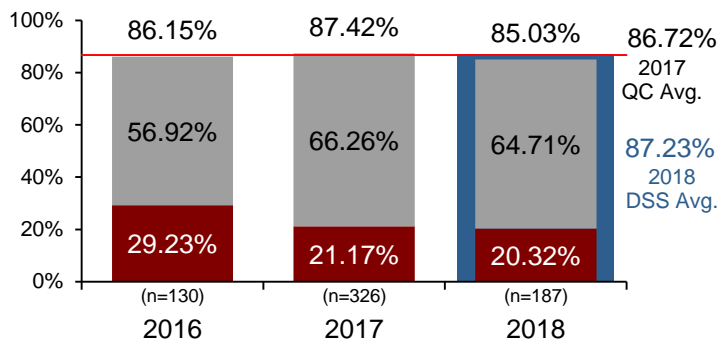- None of the differences are significant.

Compared to the 2018 DSS Average:
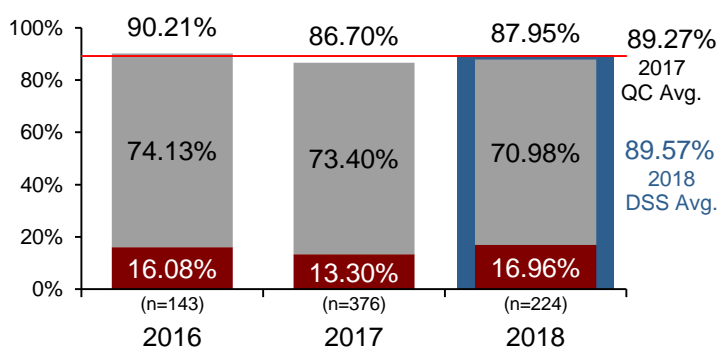- None of the differences are significant.

Q36. Rating of Health Plan

Legend:
- ■ 9 or 10
- ■ 8

Year	8	9 or 10	Total
2016 (n=177)	13.56%	71.19%	84.75%
2017 (n=451)	18.18%	66.30%	84.48%
2018 (n=263)	15.21%	71.48%	86.69%

85.84% 2017 QC Avg.
86.56% 2018 DSS Avg.

Q13. Rating of Health Care

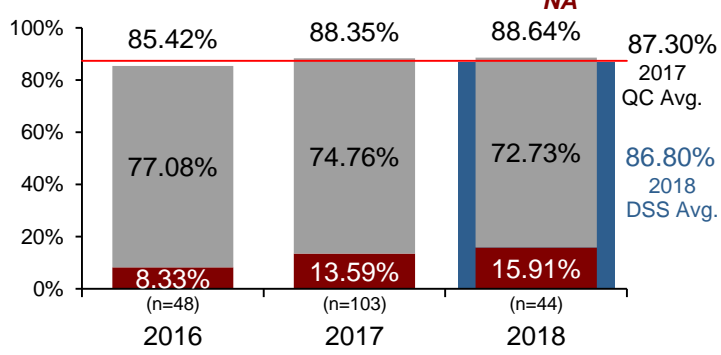| Year	8	9 or 10	Total
2016 (n=130)	29.23%	56.92%	86.15%
2017 (n=326)	21.17%	66.26%	87.42%
2018 (n=187)	20.32%	64.71%	85.03%

86.72% 2017 QC Avg.
87.23% 2018 DSS Avg.

NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

Q26. Rating of Personal Doctor

Year	8	9 or 10	Total
2016 (n=143)	16.08%	74.13%	90.21%
2017 (n=376)	13.30%	73.40%	86.70%
2018 (n=224)	16.96%	70.98%	87.95%

89.27% 2017 QC Avg.
89.57% 2018 DSS Avg.

Q30. Rating of Specialist

NA

Year	8	9 or 10	Total
2016 (n=48)	8.33%	77.08%	85.42%
2017 (n=103)	13.59%	74.76%	88.35%
2018 (n=44)	15.91%	72.73%	88.64%

87.30% 2017 QC Avg.
86.80% 2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❀ ❀ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Composite global proportions

Customer Service

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

	2016 (n=44)	2017 (n=108)	2018 (n=53)
Total	92.05%	92.13%	*NA* 83.02%
Always	71.59%	56.94%	57.55%
Usually	20.45%	35.19%	25.47%

88.09% 2017 QC Avg.
88.70% 2018 DSS Avg.

Getting Needed Care

	2016 (n=89)	2017 (n=216)	2018 (n=115)
Total	90.75%	94.20%	↓ 83.90%
Always	57.24%	68.21%	62.05%
Usually	33.51%	25.98%	21.85%

84.50% 2017 QC Avg.
85.17% 2018 DSS Avg.

Getting Care Quickly

	2016 (n=83)	2017 (n=234)	2018 (n=125)
Total	94.22%	96.61%	93.19%
Always	74.94%	81.42%	79.66%
Usually	19.29%	15.20%	13.53%

88.83% ◆ 2017 QC Avg.
89.91% 2018 DSS Avg.

How Well Doctors Communicate

	2016 (n=100)	2017 (n=258)	2018 (n=144)
Total	98.50%	96.31%	96.53%
Always	79.55%	82.45%	80.90%
Usually	18.96%	13.87%	15.63%

93.49% 2017 QC Avg.
93.60% 2018 DSS Avg.

Shared Decision Making

Legend: ■ Yes

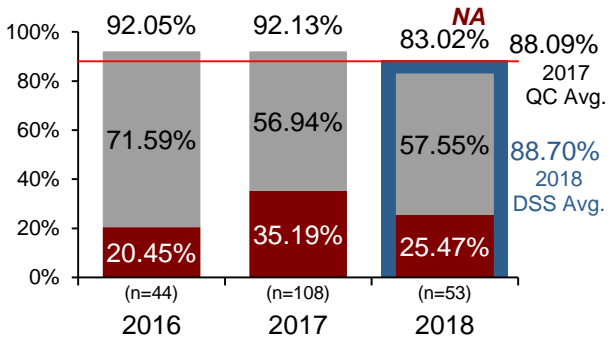|	2016 (n=37)	2017 (n=91)	2018 (n=48)
Yes	79.25%	86.39%	*NA* 86.81%

78.70% 2017 QC Avg.
78.81% 2018 DSS Avg.

> *NA* = NCQA will assign a measure result of NA for 2018 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.
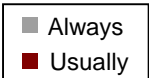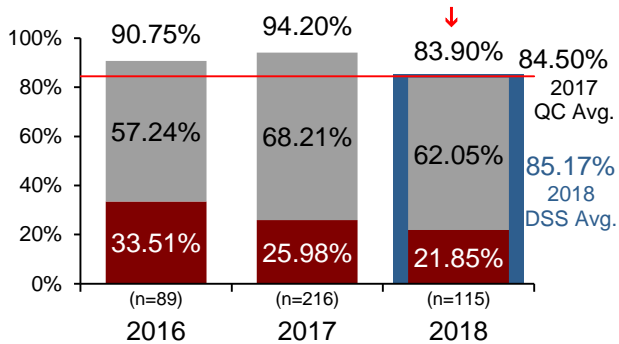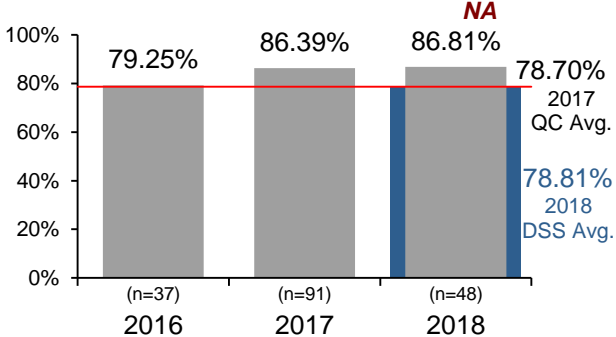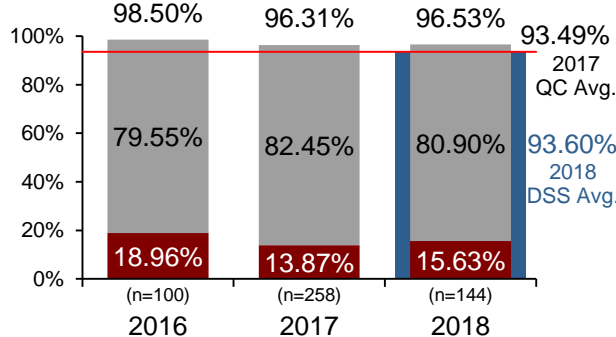
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✸ ✸ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Composite mean scores

Customer Service

	2016	2017	2018
Score	2.6364	2.4907	2.4057
n	(n=44)	(n=108)	(n=53)

NA

2.5682
2017
QC Avg.

2.5765
2018
DSS Avg.

Getting Needed Care

	2016	2017	2018
Score	2.4799	2.6241	2.4594
n	(n=89)	(n=216)	(n=115)

↓

2.4637
2017
QC Avg.

2.4748
2018
DSS Avg.

Getting Care Quickly

	2016	2017	2018
Score	2.6916	2.7803	2.7285
n	(n=83)	(n=234)	(n=125)

2.6247◆
2017
QC Avg.

2.6440❈
2018
DSS Avg.

How Well Doctors Communicate

	2016	2017	2018
Score	2.7805	2.7876	2.7743
n	(n=100)	(n=258)	(n=144)

2.7270
2017
QC Avg.

2.7292
2018
DSS Avg.

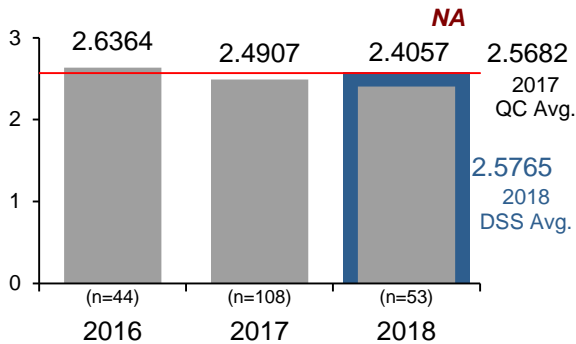> **NA** = NCQA will assign a measure result of NA for 2018 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.
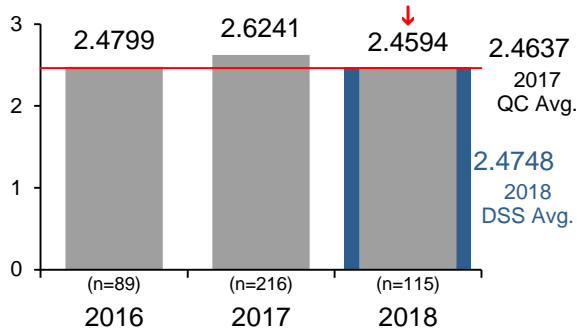
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❈ ❈ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

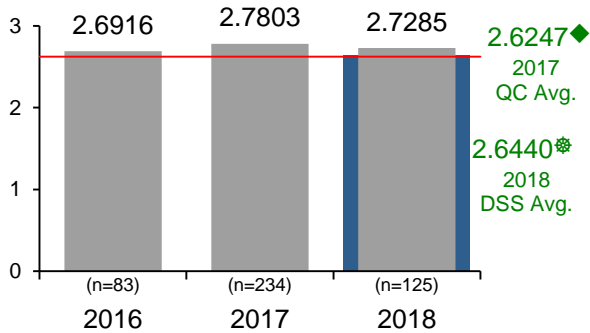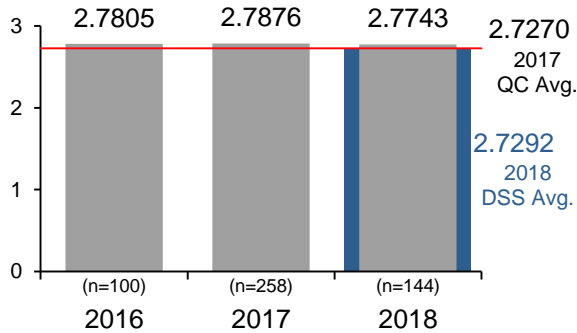Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Customer Service

Customer Service Composite

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Global proportion	92.05%	92.13%	83.02%	88.09%	88.70%
Mean score	2.6364	2.4907	2.4057	2.5682	2.5765

NCQA will assign a measure result of NA for 2018 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

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

Yes 20.07%

No 79.93%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
24.58%	23.44%	32.66% ◆	30.45% ❈

Q32. Customer service provided needed information or help

■ Always
■ Usually

88.64% — 2016 (n=44): Usually 29.55%, Always 59.09%
87.96% — 2017 (n=108): Usually 40.74%, Always 47.22%
77.36% — 2018 (n=53): Usually 28.30%, Always 49.06% *NA*

82.59% 2017 QC Avg.
83.44% 2018 DSS Avg.

Q33. Customer service treated member with courtesy and respect

95.45% — 2016 (n=44): 11.36%, 84.09%
96.30% — 2017 (n=108): 29.63%, 66.67%
88.68% — 2018 (n=53): 22.64%, 66.04% *NA*

93.60% 2017 QC Avg.
93.96% 2018 DSS Avg.

NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❈ ❈ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Compared to the 2017 plan result:
- Ease of filling out forms is significantly lower.

Compared to the 2017 QC Average:
- Ease of filling out forms is significantly lower.

Compared to the 2018 DSS Average:
- Ease of filling out forms is significantly lower.

Q35. Health plan forms were easy to fill out

■ Always
■ Usually
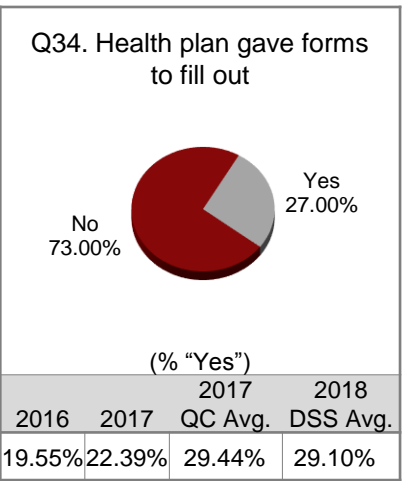
Note: The rate for this question is calculated using the responses to this question and "No" responses to Q34.
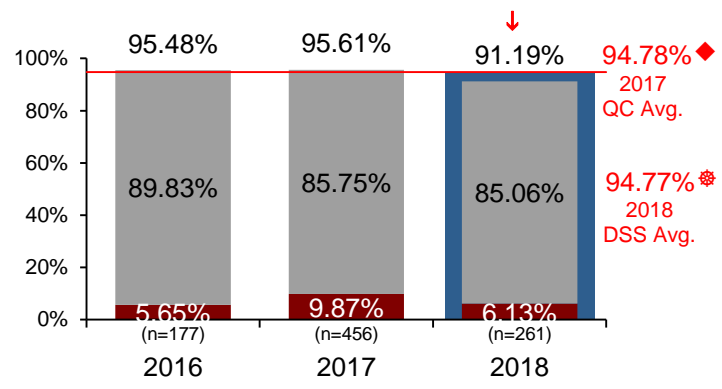
Q34. Health plan gave forms to fill out

Yes 27.00%
No 73.00%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
19.55%	22.39%	29.44%	29.10%

95.48%   95.61%   91.19%   ↓   94.78% ◆
                                 2017 QC Avg.

89.83%   85.75%   85.06%   94.77% ❀
                                   2018 DSS Avg.

5.65%   9.87%   6.13%
(n=177) (n=456) (n=261)

2016   2017   2018

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❀ ❀ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Getting Needed Care

Compared to the 2017 plan result:
- Got appointment with specialist is significantly lower.

Compared to the 2017 QC Average:
- Got care, tests or treatment is significantly higher.

Compared to the 2018 DSS Average:
- Got care, tests or treatment is significantly higher.

Getting Needed Care Composite					
	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Global proportion	90.75%	94.20%	83.90% ↓	84.50%	85.17%
Mean score	2.4799	2.6241	2.4594 ↓	2.4637	2.4748

Q27. Made appointment to see a specialist
↓
Yes 16.30%

No 83.70%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
27.37%	22.32%	22.49%◆	23.65%✤

Q28. Got appointment with specialist as soon as needed

■ Always
■ Usually

- 2016 (n=49): 87.76% — Always 55.10%, Usually 32.65%
- 2017 (n=104): 93.27% — Always 65.38%, Usually 27.88%
- 2018 (n=43): *NA* ↓ 72.09% — Always 55.81%, Usually 16.28%

80.38% 2017 QC Avg.
80.42% 2018 DSS Avg.

NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

Q14. Ease of getting care, tests or treatment

- 2016 (n=128): 93.75% — Always 59.38%, Usually 34.38%
- 2017 (n=328): 95.12% — Always 71.04%, Usually 24.09%
- 2018 (n=186): 95.70% — Always 68.28%, Usually 27.42%

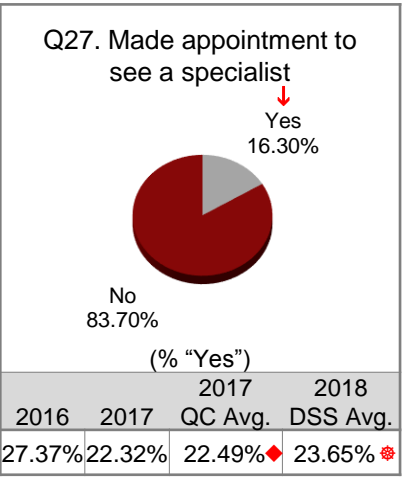89.21%◆ 2017 QC Avg.
89.93%✤ 2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✤ ✤ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

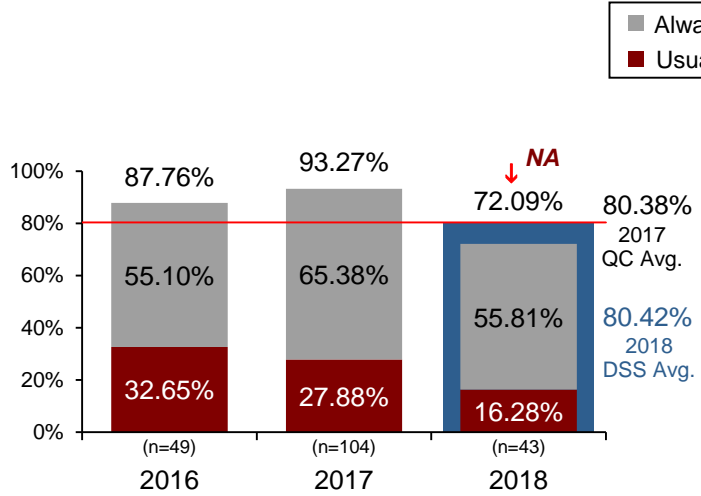Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Getting Care Quickly

Compared to the 2017 plan result:
- None of the differences are significant.

Compared to the 2017 QC Average:
- Got routine appointment is significantly higher.

Compared to the 2018 DSS Average:
- Got routine appointment is significantly higher.

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

Yes 39.03%
No 60.97%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
37.22%	42.15%	35.77%	35.46%

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

Yes 57.46%
No 42.54%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
62.22%	64.63%	73.14% ◆	72.46% ✸

Getting Care Quickly Composite

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Global proportion	94.22%	96.61%	93.19%	88.83% ◆	89.91%
Mean score	2.6916	2.7803	2.7285	2.6247 ◆	2.6440 ✸

Q4. Got urgent care as soon as needed
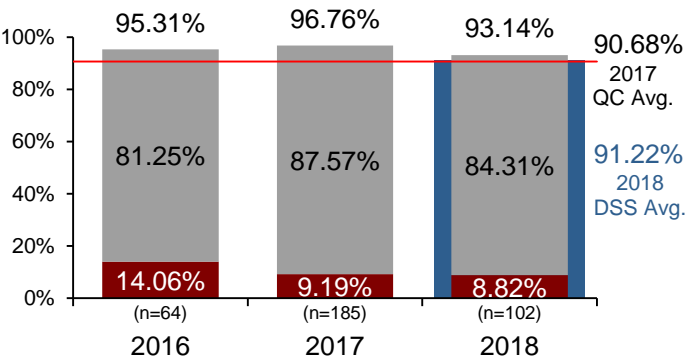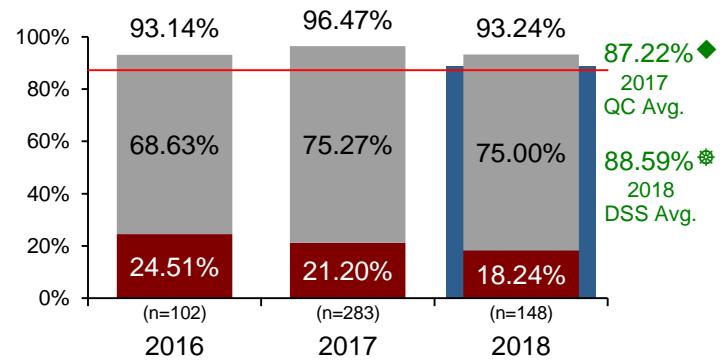
- ■ Always
- ■ Usually

	2016	2017	2018
Total	95.31%	96.76%	93.14%
Always	81.25%	87.57%	84.31%
Usually	14.06%	9.19%	8.82%
	(n=64)	(n=185)	(n=102)

90.68% 2017 QC Avg.
91.22% 2018 DSS Avg.

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

	2016	2017	2018
Total	93.14%	96.47%	93.24%
Always	68.63%	75.27%	75.00%
Usually	24.51%	21.20%	18.24%
	(n=102)	(n=283)	(n=148)

87.22% ◆ 2017 QC Avg.
88.59% ✸ 2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✸ ✸ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Doctor or specialist visits

Compared to the 2017 plan result:
- None of the differences are significant.

Compared to the 2017 QC Average:
- Average number of office visits, average number of personal doctor visits and average number of specialists seen are significantly lower.

Compared to the 2018 DSS Average:
- Average number of office visits, average number of personal doctor visits and average number of specialists seen are significantly lower.

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

	2016	2017	2018
Value	1.93	1.68	1.55
	(n=180)	(n=454)	(n=264)

2.02 ◆ 2017 QC Avg.
2.02 ❀ 2018 DSS Avg.

Q15. Have a personal doctor

Yes 83.90%
No 16.10%

(% "Yes")			
2016	2017	2017 QC Avg.	2018 DSS Avg.
82.32%	83.73%	88.02%	87.38%

Q16. Average number of visits to personal doctor

	2016	2017	2018
Value	1.62	1.33	1.23
	(n=143)	(n=377)	(n=220)

1.91 ◆ 2017 QC Avg.
1.88 ❀ 2018 DSS Avg.

Q29. Average number of specialists seen

	2016	2017	2018
Value	1.37	1.35	1.20
	(n=49)	(n=104)	(n=44)

1.44 ◆ 2017 QC Avg.
1.51 ❀ 2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❀ ❀ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

How Well Doctors Communicate

Compared to the 2017 plan result:
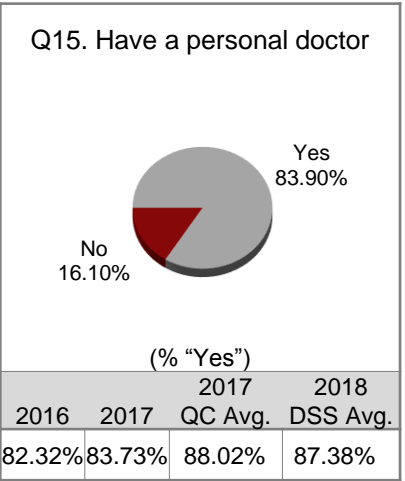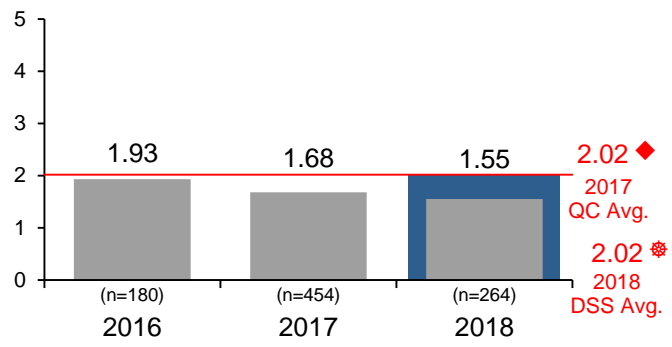- None of the differences are significant.

Compared to the 2017 QC Average:
- Doctor explained things and doctor spent enough time are significantly higher.

Compared to the 2018 DSS Average:
- Doctor explained things and doctor spent enough time are significantly higher.

How Well Doctors Communicate Composite					
	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Global proportion	98.50%	96.31%	96.53%	93.49%	93.60%
Mean score	2.7805	2.7876	2.7743	2.7270	2.7292

Q17. Personal doctor explained things

- Legend: ■ Always ■ Usually

	2016	2017	2018
Total	100%	96.91%	98.62%
Always	81.19%	83.78%	85.52%
Usually	18.81%	13.13%	13.10%
n	(n=101)	(n=259)	(n=145)

93.99% ◆ 2017 QC Avg.
94.07% ✹ 2018 DSS Avg.

Q18. Personal doctor listened carefully

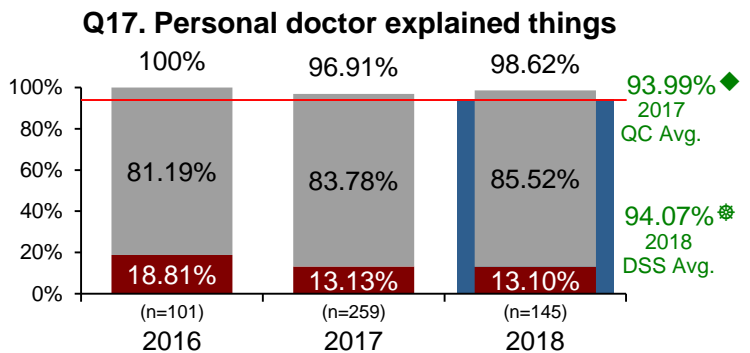|	2016	2017	2018
Total	97.03%	96.53%	96.55%
Always	82.18%	86.49%	80.00%
Usually	14.85%	10.04%	16.55%
n	(n=101)	(n=259)	(n=145)

94.99% 2017 QC Avg.
95.20% 2018 DSS Avg.

POWER Driver

Q19. Personal doctor showed respect

	2016	2017	2018
Total	98.99%	98.07%	95.86%
Always	82.83%	87.64%	84.14%
Usually	16.16%	10.42%	11.72%
n	(n=99)	(n=259)	(n=145)

96.18% 2017 QC Avg.
96.19% 2018 DSS Avg.

Driver OPPORTUNITY

Q22. Personal doctor spent enough time

	2016	2017	2018
Total	98.00%	93.75%	95.07%
Always	72.00%	71.88%	73.94%
Usually	26.00%	21.88%	21.13%
n	(n=100)	(n=256)	(n=142)

88.81% ◆ 2017 QC Avg.
88.92% ✹ 2018 DSS Avg.

POWER Driver

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✹ ✹ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

How Well Doctors Communicate

Compared to the 2017 plan result:
- None of the differences are significant.

Compared to the 2017 QC Average:
- Doctor discussed how child is feeling, growing and behaving is significantly lower.

Compared to the 2018 DSS Average:
- Doctor discussed how child is feeling, growing and behaving is significantly lower.

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

No
22.22%

Yes
77.78%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
79.00%	73.54%	66.25%◆	66.98%❀

Q21. Doctors explained things in a way child could understand

■ Always
■ Usually

	2016	2017	2018
Always	75.64%	70.81%	68.18%
Usually	19.23%	23.78%	26.36%
Total	94.87%	94.59%	94.55%
n	(n=78)	(n=185)	(n=110)

92.59%
2017 QC Avg.

92.82%
2018 DSS Avg.

Q23. Doctor talked with you about how child is feeling/growing/behaving
(% "Yes")
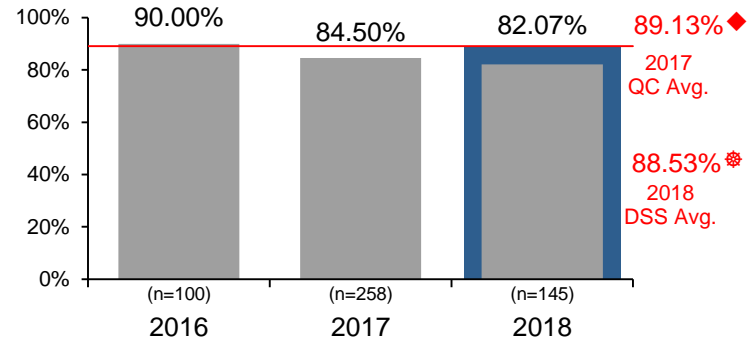
2016	2017	2018
90.00%	84.50%	82.07%
(n=100)	(n=258)	(n=145)

89.13%◆
2017 QC Avg.

88.53%❀
2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❀ ❀ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Shared Decision Making

Compared to the 2017 plan result:
- None of the differences are significant.

Compared to the 2017 QC Average:
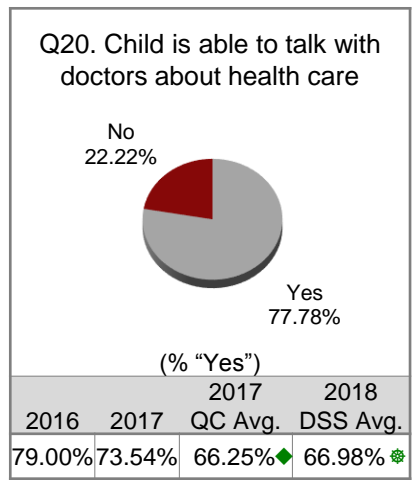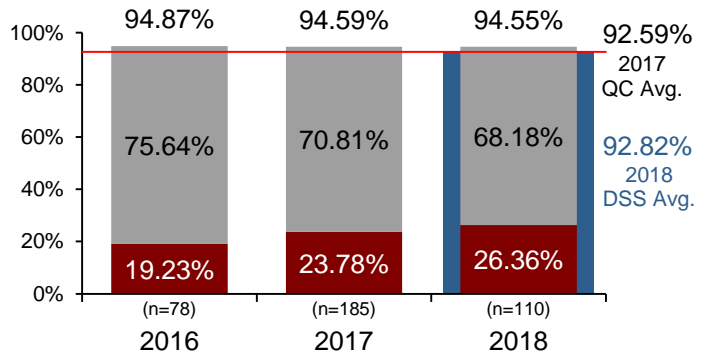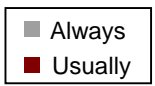- Doctor discussed reasons to take medicine is significantly higher.
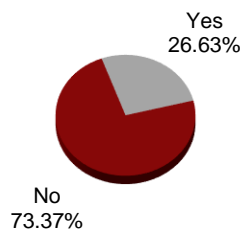
Compared to the 2018 DSS Average:
- Doctor discussed reasons to take medicine is significantly higher.

Q9. Doctor discussed starting or stopping a prescription medicine

Yes 26.63%

No 73.37%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
28.46%	27.88%	31.31%	30.84%

Shared Decision Making Composite*

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Global proportion	79.25%	86.39%	86.81%	78.70%	78.81%

NCQA will assign a measure result of NA for 2018 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")
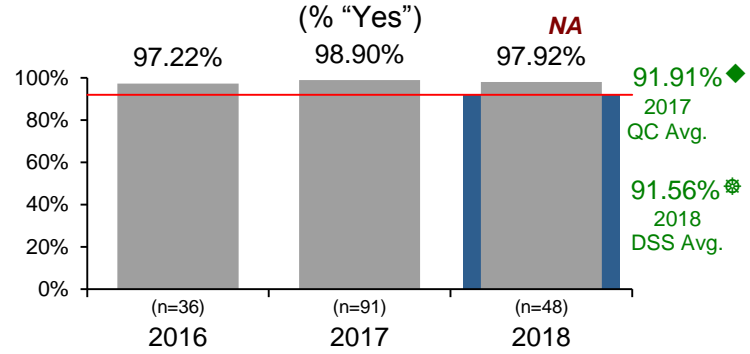
NA

- 2016: 97.22% (n=36)
- 2017: 98.90% (n=91)
- 2018: 97.92% (n=48)

91.91% ◆ 2017 QC Avg.

91.56% ✻ 2018 DSS Avg.

NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

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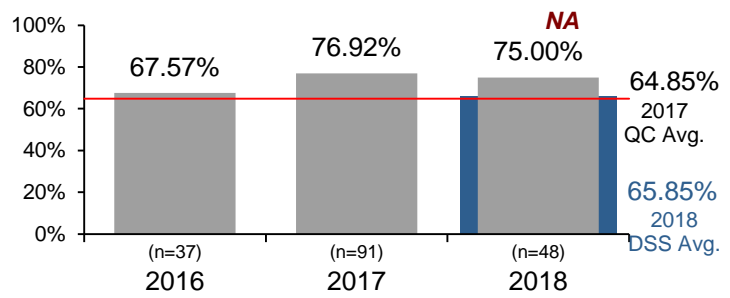
NA

- 2016: 67.57% (n=37)
- 2017: 76.92% (n=91)
- 2018: 75.00% (n=48)

64.85% 2017 QC Avg.

65.85% 2018 DSS Avg.

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

NA

- 2016: 72.97% (n=37)
- 2017: 83.33% (n=90)
- 2018: 87.50% (n=48)

79.32% 2017 QC Avg.

79.02% 2018 DSS Avg.
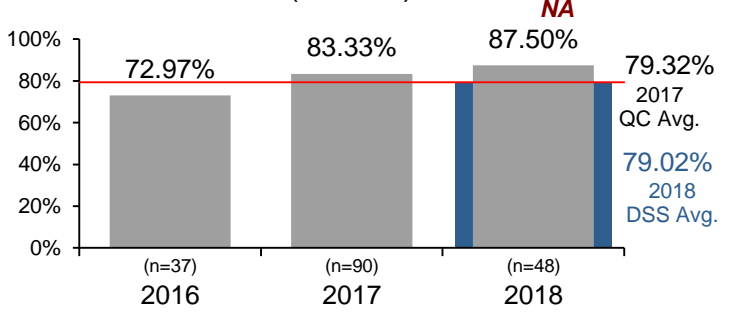
↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✻ ✻ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

*Composite mean scores are not calculated for Yes/No composites.
Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Compared to the 2017 plan result:
- The difference is not significant.

Compared to the 2017 QC Average:
- The difference is not significant.

Compared to the 2018 DSS Average:
- The difference is not significant.

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

	2016	2017	2018
% "Yes"	72.31%	68.20%	67.20%
n	(n=130)	(n=327)	(n=186)

71.73% 2017 QC Avg.

71.75% 2018 DSS Avg.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
�֎ ✖ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Coordination of Care

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

Yes
44.76%

No
55.24%

(% "Yes")

2016	2017	2017 QC Avg.	2018 DSS Avg.
37.37%	44.36%	43.28%	44.56%

Q25. Personal doctor seemed informed about care from other providers

Driver

OPPORTUNITY

- ■ Always
- ■ Usually

	2016	2017	2018
Total	83.78%	82.30%	↓ NA
Always	43.24%	46.90%	42.19% (68.75%)
Usually	40.54%	35.40%	26.56%
n	(n=37)	(n=113)	(n=64)

82.91% ◆
2017 QC Avg.

82.37% ❁
2018 DSS Avg.

NA = NCQA will assign a measure result of NA for 2018 because the denominator is less than 100.

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❁ ❁ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Appendix A
Member profile

Member profile

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Child's profile					
Overall health (Q37)					
Excellent/Very good	77.65%	84.02%	87.36%	74.69% ◆	74.38% ✿
Good	20.67%	15.12%	10.41%	19.90% ◆	20.36% ✿
Fair/Poor	1.68%	0.86%	2.23%	5.41% ◆	5.26% ✿
Overall mental/emotional health (Q38)					
Excellent/Very good	71.82%	80.91%	82.90%	73.13% ◆	72.49% ✿
Good	20.44%	13.23%	14.87%	17.96%	18.46%
Fair/Poor	7.73%	5.86%	2.23% ↓	8.91% ◆	9.05% ✿
Age (Q39)					
Less than 1	0.00%	0.45%	0.00%	2.35% ◆	2.34% ✿
1-5	13.41%	20.95%	19.62%	---	27.93% ✿
6-10	30.17%	34.68%	34.34%	---	27.69% ✿
11-15	32.40%	31.53%	33.21%	---	29.15%
16 or older	24.02%	12.39%	12.83%	---	12.89%
Gender (Q40)					
Male	53.04%	52.53%	53.01%	52.02%	52.74%
Female	46.96%	47.47%	46.99%	47.98%	47.26%
Race/ethnicity (Q41/Q42)					
White	84.09%	88.20%	90.60%	51.50% ◆	64.13% ✿
Hispanic or Latino	25.14%	20.96%	18.66%	35.83% ◆	35.50% ✿
Black or African-American	2.84%	3.34%	3.38%	23.19% ◆	22.45% ✿
Asian	2.84%	2.67%	2.26%	5.22% ◆	6.38% ✿
Native Hawaiian or other Pacific Islander	0.57%	0.89%	1.50%	1.52%	1.45%
American Indian or Alaska Native	5.11%	2.90%	1.88%	3.19%	3.55% ✿
Other	10.23%	8.24%	8.65%	15.38% ◆	17.46% ✿
Parent's/Respondent's profile					
Age (Q43)					
Under 18	12.78%	8.44%	7.04%	6.01%	6.94%
18-34	28.33%	37.01%	34.81%	37.32%	34.46%
35-44	25.56%	37.45%	40.37%	31.42% ◆	32.84% ✿
45-54	26.11%	14.07%	13.70%	15.97%	16.49%
55 or older	7.22%	3.03%	4.07%	9.27% ◆	9.27% ✿
Gender (Q44)					
Male	18.33%	13.02%	10.33%	12.13%	13.09%
Female	81.67%	86.98%	89.67%	87.87%	86.91%
Education (Q45)					
High school or less	44.20%	37.45%	33.58%	55.04% ◆	51.96% ✿
Some college	45.30%	47.40%	50.18%	31.31% ◆	31.79% ✿
College graduate or more	10.50%	15.15%	16.24%	13.65%	16.25%
Relationship to child (Q46)					
Mother or Father	96.61%	98.25%	98.15%	90.63% ◆	91.69% ✿
Grandparent	2.26%	1.09%	0.74%	6.34% ◆	5.44% ✿
Other	1.13%	0.66%	1.11%	3.02% ◆	2.87% ✿

↑ ↓   Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆◆   Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✿✿   Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

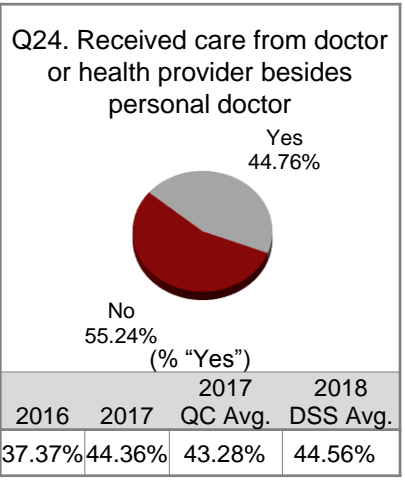Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

**Appendix B
Overall ratings and
composite score
summary tables**

Key measures – global proportions and summary rates

	2016	2017	2018	2018 Num.	2018 Den.	2017 QC Avg.	2018 DSS Avg.
Rating of Health Plan (Q36) (% 8, 9 or 10)	**84.75%**	**84.48%**	**86.69%**	*228*	*263*	**85.84%**	**86.56%**
Rating of Health Care (Q13) (% 8, 9 or 10)	**86.15%**	**87.42%**	**85.03%**	*159*	*187*	**86.72%**	**87.23%**
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**90.21%**	**86.70%**	**87.95%**	*197*	*224*	**89.27%**	**89.57%**
Rating of Specialist (Q30) (% 8, 9 or 10)	**85.42%**	**88.35%**	**88.64%**	*39*	*44*	**87.30%**	**86.80%**
Customer Service (% Always or Usually)	**92.05%**	**92.13%**	**83.02%**	---	*53*	**88.09%**	**88.70%**
Q32. CS provided needed information or help	88.64%	87.96%	77.36%	*41*	*53*	82.59%	83.44%
Q33. CS treated member with courtesy and respect	95.45%	96.30%	88.68%	*47*	*53*	93.60%	93.96%
Getting Needed Care (% Always or Usually)	**90.75%**	**94.20%**	**83.90%** ↓	---	*115*	**84.50%**	**85.17%**
Q28. Got appointment with specialist as soon as needed	87.76%	93.27%	72.09% ↓	*31*	*43*	80.38%	80.42%
Q14. Ease of getting needed care, tests or treatment	93.75%	95.12%	95.70%	*178*	*186*	89.21% ◆	89.93% ❂
Getting Care Quickly (% Always or Usually)	**94.22%**	**96.61%**	**93.19%**	---	*125*	**88.83%** ◆	**89.91%**
Q4. Got urgent care as soon as needed	95.31%	96.76%	93.14%	*95*	*102*	90.68%	91.22%
Q6. Got check-up or routine appointment as soon as needed	93.14%	96.47%	93.24%	*138*	*148*	87.22% ◆	88.59% ❂
How Well Doctors Communicate (% Always or Usually)	**98.50%**	**96.31%**	**96.53%**	---	*144*	**93.49%**	**93.60%**
Q17. Personal doctor explained things	100%	96.91%	98.62%	*143*	*145*	93.99% ◆	94.07% ❂
Q18. Personal doctor listened carefully	97.03%	96.53%	96.55%	*140*	*145*	94.99%	95.20%
Q19. Personal doctor showed respect	98.99%	98.07%	95.86%	*139*	*145*	96.18%	96.19%
Q22. Personal doctor spent enough time	98.00%	93.75%	95.07%	*135*	*142*	88.81% ◆	88.92% ❂
Shared Decision Making (% Yes)	**79.25%**	**86.39%**	**86.81%**	---	*48*	**78.70%**	**78.81%**
Q10. Doctor discussed reasons to take a medicine	97.22%	98.90%	97.92%	*47*	*48*	91.91% ◆	91.56% ❂
Q11. Doctor discussed reasons not to take a medicine	67.57%	76.92%	75.00%	*36*	*48*	64.85%	65.85%
Q12. Doctor asked what you thought was best	72.97%	83.33%	87.50%	*42*	*48*	79.32%	79.02%
Health Promotion and Education (Q8) (% Yes)	**72.31%**	**68.20%**	**67.20%**	*125*	*186*	**71.73%**	**71.75%**
Coordination of Care (Q25) (% Always or Usually)	**83.78%**	**82.30%**	**68.75%** ↓	*44*	*64*	**82.91%** ◆	**82.37%** ❂

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❂❂ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Overall ratings and composites – global proportions and summary rates

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Overall ratings					
Rating of Health Plan (Q36) (% 8, 9 or 10)	84.75%	84.48%	86.69%	85.84%	86.56%
Rating of Health Care (Q13) (% 8, 9 or 10)	86.15%	87.42%	85.03%	86.72%	87.23%
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	90.21%	86.70%	87.95%	89.27%	89.57%
Rating of Specialist (Q30) (% 8, 9 or 10)	85.42%	88.35%	88.64%	87.30%	86.80%
Overall ratings and composite scores					
Rating of Health Plan (Q36) (% 9 or 10)	71.19%	66.30%	71.48%	70.80%	71.86%
Rating of Health Care (Q13) (% 9 or 10)	56.92%	66.26%	64.71%	69.32%	70.13%
Rating of Personal Doctor (Q26) (% 9 or 10)	74.13%	73.40%	70.98%	76.12%	76.37%
Rating of Specialist (Q30) (% 9 or 10)	77.08%	74.76%	72.73%	73.94%	73.76%
Customer Service (% Always or Usually)	92.05%	92.13%	83.02%	88.09%	88.70%
Getting Needed Care (% Always or Usually)	90.75%	94.20%	83.90% ↓	84.50%	85.17%
Getting Care Quickly (% Always or Usually)	94.22%	96.61%	93.19%	88.83% ◆	89.91%
How Well Doctors Communicate (% Always or Usually)	98.50%	96.31%	96.53%	93.49%	93.60%
Shared Decision Making (% Yes)	79.25%	86.39%	86.81%	78.70%	78.81%
Health Promotion and Education (Q8) (% Yes)	72.31%	68.20%	67.20%	71.73%	71.75%
Coordination of Care (Q25) (% Always or Usually)	83.78%	82.30%	68.75% ↓	82.91% ◆	82.37% ❀

↑ ↓   Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆   Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
❀ ❀   Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Overall ratings and composites – mean scores

	2016	2017	2018	2017 QC Avg.	2018 DSS Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q36)	8.8418	8.8448	8.8973	8.9203	8.9574
Rating of Health Care (Q13)	8.7385	8.8681	8.8289	8.9129	8.9353
Rating of Personal Doctor (Q26)	9.1399	8.9894	8.9688	9.1088	9.1128
Rating of Specialist (Q30)	9.0208	8.9612	8.7727	8.9910	8.9616
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q36)	2.6215	2.5831	2.6502	2.6296	2.6454
Rating of Health Care (Q13)	2.4923	2.6166	2.5882	2.6243	2.6358
Rating of Personal Doctor (Q26)	2.6923	2.6729	2.6518	2.7024	2.7077
Rating of Specialist (Q30)	2.6875	2.6699	2.6364	2.6652	2.6593
Customer Service	2.6364	2.4907	2.4057	2.5682	2.5765
Getting Needed Care	2.4799	2.6241	2.4594 ↓	2.4637	2.4748
Getting Care Quickly	2.6916	2.7803	2.7285	2.6247 ◆	2.6440 ✲
How Well Doctors Communicate	2.7805	2.7876	2.7743	2.7270	2.7292
Health Promotion and Education (Q8)	2.4462	2.3639	2.3441	2.4346	2.4350
Coordination of Care (Q25)	2.2703	2.2920	2.1094	2.4182 ◆	2.4109 ✲

↑ ↓ Indicates a significant difference between the 2018 plan result and the 2017 plan result.
◆ ◆ Indicates a significant difference between the 2018 plan result and the 2017 QC Average.
✲ ✲ Indicates a significant difference between the 2018 plan result and the 2018 DSS Average.

Note: The DSS Average is the 2018 DSS Child Medicaid Book of Business.

Overall ratings and composites – percentiles

	2018 Plan		National Percentiles from 2017 Quality Compass (Child Medicaid)								
	Score	Percentile	5th	10th	25th	33rd	50th	67th	75th	90th	95th
Rating of Health Plan (Q36) (% 8, 9 or 10)	**86.69%**	**50th**	**79.03**	**81.47**	**83.83**	**84.62**	**86.04**	**88.09**	88.86	90.34	91.20
Rating of Health Care (Q13) (% 8, 9 or 10)	**85.03%**	**10th**	**81.14**	**82.61**	85.14	85.90	87.14	88.19	88.68	90.05	91.13
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**87.95%**	**25th**	**85.27**	**86.42**	**87.87**	88.45	89.46	90.38	90.69	91.86	92.55
Rating of Specialist (Q30) (% 8, 9 or 10)	**88.64%**	**50th**	**81.56**	**82.84**	**84.88**	**85.71**	**87.16**	89.11	89.71	91.37	92.98
Customer Service (% Always or Usually)	**83.02%**	**<5th**	83.63	84.50	86.36	87.06	88.05	89.23	89.68	91.22	91.94
Q32. CS provided needed information or help	77.36%	5th	76.30	77.64	80.40	81.39	82.32	84.30	85.00	87.41	88.30
Q33. CS treated member with courtesy and respect	88.68%	<5th	89.42	90.76	92.04	92.82	93.91	94.78	95.29	96.23	96.82
Getting Needed Care (% Always or Usually)	**83.90%**	**33rd**	**75.87**	**77.86**	**80.80**	**82.22**	85.14	87.60	88.66	90.62	91.43
Q28. Got appointment with specialist as soon as needed	72.09%	10th	69.51	71.43	76.03	77.97	80.95	83.49	85.12	88.12	89.34
Q14. Ease of getting needed care, tests or treatment	95.70%	95th	82.07	83.53	86.52	87.84	89.80	91.30	92.42	93.75	94.48
Getting Care Quickly (% Always or Usually)	**93.19%**	**75th**	**79.48**	**82.56**	**86.14**	**87.20**	**89.46**	**91.10**	**92.12**	93.74	94.69
Q4. Got urgent care as soon as needed	93.14%	67th	82.30	85.37	88.29	89.08	91.67	93.06	93.82	95.50	96.98
Q6. Got check-up or routine appointment as soon as needed	93.24%	90th	78.07	80.63	84.52	85.67	87.65	89.31	90.82	92.88	94.12
How Well Doctors Communicate (% Always or Usually)	**96.53%**	**95th**	**89.85**	**90.53**	**92.29**	**92.86**	**93.81**	**94.44**	**94.97**	**95.84**	**96.45**
Q17. Personal doctor explained things	98.62%	95th	89.32	90.55	92.73	93.20	94.38	95.24	95.54	96.56	97.11
Q18. Personal doctor listened carefully	96.55%	75th	91.89	92.61	94.00	94.44	95.12	95.87	96.31	97.04	97.47
Q19. Personal doctor showed respect	95.86%	25th	92.86	94.23	95.55	95.93	96.30	96.86	97.04	97.92	98.13
Q22. Personal doctor spent enough time	95.07%	95th	81.97	83.96	86.41	87.29	89.24	90.67	91.62	93.50	94.18
Shared Decision Making (% Yes)	**86.81%**	**95th**	**71.18**	**74.21**	**77.15**	**78.15**	**79.31**	**80.49**	**81.13**	**82.50**	**83.21**
Q10. Doctor discussed reasons to take a medicine	97.92%	95th	83.65	87.14	89.87	90.98	92.59	94.22	94.62	96.14	96.72
Q11. Doctor discussed reasons not to take a medicine	75.00%	95th	55.30	57.39	61.54	63.04	65.44	67.31	68.70	71.15	72.12
Q12. Doctor asked what you thought was best	87.50%	95th	72.73	75.00	76.64	77.67	79.87	81.25	81.90	83.17	84.62
Health Promotion and Education (Q8) (% Yes)	**67.20%**	**10th**	**65.38**	**66.36**	68.62	70.04	71.86	73.39	74.74	76.76	78.25
Coordination of Care (Q25) (% Always or Usually)	**68.75%**	**<5th**	74.82	78.17	80.18	81.15	83.18	84.91	85.84	88.27	89.62
Other reported measure (% Always or Usually)											
Q35. Health plan forms were easy to fill out	**91.19%**	**<5th**	91.62	92.41	93.68	94.21	94.89	95.70	96.01	97.17	97.46

Shading indicates that the plan has achieved the percentile level in the column header.

	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	*235*	*34*	*0^*	*52*	*91*	*122*	*141*	*125*	*266*	*5^*
Rating of Health Plan (Q36) (% 8, 9 or 10)	**87.72%**	**79.41%**	---	**84.31%**	**88.64%**	**87.29%**	**85.61%**	**89.08%**	**86.49%**	**NR**
Rating of Health Care (Q13) (% 8, 9 or 10)	**85.80%**	**79.17%**	---	**86.67%**	**82.54%**	**85.14%**	**82.47%**	**87.21%**	**84.78%**	**NR**
Rating of Personal Doctor (Q26) (% 8, 9 or 10)	**88.66%**	**82.76%**	---	**87.50%**	**93.67% F**	**82.80%**	**82.88%**	**92.73% G**	**88.18%**	**NR**
Rating of Specialist (Q30) (% 8, 9 or 10)	**86.21%**	**92.86%**	---	**90.91%**	**91.67%**	**85.71%**	**86.36%**	**90.91%**	**88.37%**	**NR**
Customer Service (% Always or Usually)	**81.11%**	**NR**	---	**70.83%**	**85.29%**	**86.36%**	**87.10%**	**75.00%**	**83.33%**	**NR**
Q32. CS provided needed information or help	75.56%	NR	---	66.67%	82.35%	77.27%	83.87%	65.00%	76.47%	NR
Q33. CS treated member with courtesy and respect	86.67%	NR	---	75.00%	88.24%	95.45%	90.32%	85.00%	90.20%	NR
Getting Needed Care (% Always or Usually)	**82.62%**	**84.29%**	---	**89.80%**	**86.69%**	**79.80%**	**81.25%**	**87.47%**	**83.53%**	**NR**
Q28. Got appointment with specialist as soon as needed	68.97%	76.92%	---	81.82%	75.00%	65.00%	66.67%	77.27%	71.43%	NR
Q14. Ease of getting care, tests or treatment	96.27%	91.67%	---	97.78%	98.39%	94.59%	95.83%	97.67%	95.63%	NR
Getting Care Quickly (% Always or Usually)	**93.63%**	**90.63%**	---	**91.03%**	**95.33%**	**95.73%**	**94.73%**	**93.85%**	**93.12%**	**NR**
Q4. Got urgent care as soon as needed	92.94%	93.75%	---	92.31%	93.10%	97.62%	96.23%	93.33%	93.14%	NR
Q6. Got check-up or routine appointment as soon as needed	94.31%	87.50%	---	89.74%	97.56%	93.85%	93.24%	94.37%	93.10%	NR
How Well Doctors Communicate (% Always or Usually)	**96.23%**	**97.92%**	---	**97.35%**	**97.83%**	**94.74%**	**94.42%**	**98.56%**	**96.63%**	**NR**
Q17. Personal doctor explained things	99.17%	95.83%	---	100%	97.83%	98.25%	97.22%	100%	98.59%	NR
Q18. Personal doctor listened carefully	95.83%	100%	---	97.37%	97.83%	94.74%	94.44%	98.57%	96.48%	NR
Q19. Personal doctor showed respect	95.00%	100%	---	94.74%	97.83%	94.74%	93.06%	98.57%	95.77%	NR
Q22. Personal doctor spent enough time	94.92%	95.83%	---	97.30%	97.83%	91.23%	92.96%	97.10%	95.68%	NR
Shared Decision Making (% Yes)	**85.19%**	**90.91%**	---	**NR**	**93.94%**	**88.46%**	**90.67%**	**81.82%**	**86.81%**	**NR**
Q10. Doctor discussed reasons to take a medicine	100%	90.91%	---	NR	100%	100%	100%	95.45%	97.92%	NR
Q11. Doctor discussed reasons not to take a medicine	69.44%	90.91%	---	NR	81.82%	73.08%	80.00%	68.18%	75.00%	NR
Q12. Doctor asked what you thought was best	86.11%	90.91%	---	NR	100%	92.31%	92.00%	81.82%	87.50%	NR
Health Promotion and Education (Q8) (% Yes)	**65.84%**	**75.00%**	---	**60.00%**	**70.97%**	**67.57%**	**74.23% H**	**58.82%**	**66.67%**	**NR**
Coordination of Care (Q25) (% Always or Usually)	**66.00%**	**78.57%**	---	**47.06%**	**87.50%**	**68.97%**	**67.74%**	**68.75%**	**68.25%**	**NR**

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

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

NR = Not reportable. Base size < 11.

Appendix C
SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on <u>page 6</u>.

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.**

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the 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. DSS Research has been successfully using this approach since 1997.

The model provides the following:

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

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

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

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

Methodology

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

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

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

- Leverage points and outliers are eliminated.

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

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

Regression Analysis. Regression analysis is then used to predict the 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 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 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 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 health plan rating.

- *Wait.* Though these items still impact the 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 rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWeR™ Chart classification matrix
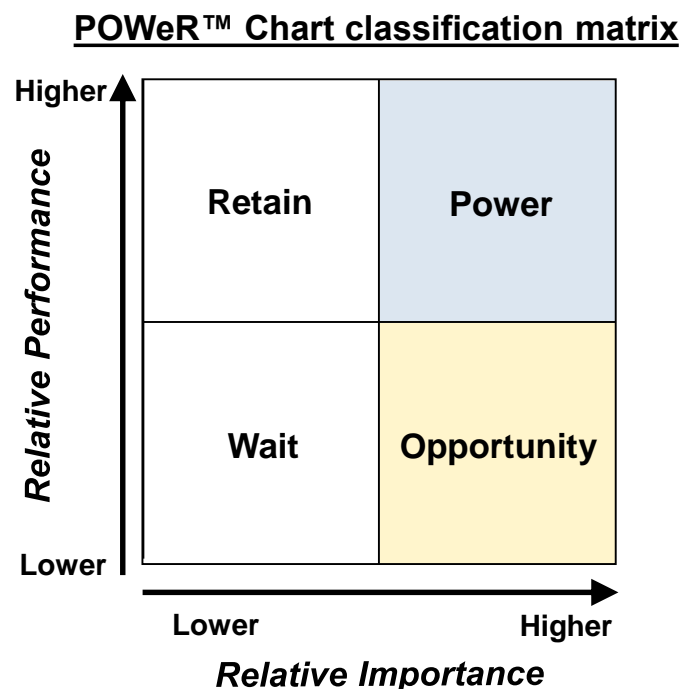
Variables in the model

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

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

Results

Factor analysis. Factor analysis reduced the 16 highly-correlated model variables to 6 orthogonal (uncorrelated) factors that explain 78.0% 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
Q18	Dr. listened carefully	0.846			0.307		
Q17	Dr. explained things	0.804					
Q22	Dr. spent enough time	0.779		0.317			
Q19	Dr. showed respect	0.735		0.328	0.345		
Q21	Dr. explained things for child	0.702		0.302			
Q4	Got urgent care		0.880				
Q6	Got routine care		0.849				
Q14	Got care/tests/treatment	0.341	0.719				
Q28	Got specialist appt.		0.647		0.583		
Q25	Dr. informed about care			0.781			
Q26	Personal doctor overall	0.394		0.716	0.271		
Q13	Health care overall	0.285		0.564	0.518		
Q30	Specialist overall				0.885		
Q33	CS courtesy/respect					0.923	
Q32	CS provided info./help					0.908	
Q35	Easy to fill out forms						0.987

Results

Regression analysis. The 6 factors identified in the previous step were used as predictors in a regression model with Q36, rating of health plan, 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 rating of the health plan. These coefficients provide estimates of the relative importance of each factor in determining the rating of the health plan. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 19.3% of the variation in the dependent variable ($R^2 = 0.193$).

Regression Coefficients

Variable	Unstandardized Coefficients	Standardized (Beta) Coefficients	Significance Level
Constant	9.1777	0.0000	0.0000
Factor 1 -- Q18, Q17, Q22, Q19, Q21	0.1757	0.1557	0.0103
Factor 2 -- Q4, Q6, Q14, Q28	0.1190	0.1128	0.0564
Factor 3 -- Q25, Q26, Q13	0.3472	0.3271	0.0000
Factor 4 -- Q30	0.2588	0.1898	0.0019
Factor 5 -- Q33, Q32	0.1497	0.1431	0.0158
Factor 6 -- Q35	0.0668	0.0595	0.3139

Results

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

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

Question	Survey Items	Importance	Performance
Q25	Dr. informed about care	100	0
Q26	Personal doctor overall	95	26
Q13	Health care overall	75	22
Q30	Specialist overall	71	70
Q19	Dr. showed respect	61	37
Q18	Dr. listened carefully	57	80
Q22	Dr. spent enough time	53	97
Q32	CS provided info./help	50	4
Q33	CS courtesy/respect	49	2
Q28	Got specialist appt.	47	8
Q21	Dr. explained things for child	40	78
Q17	Dr. explained things	33	100
Q14	Got care/tests/treatment	26	98
Q4	Got urgent care	23	69
Q6	Got routine care	22	90
Q35	Easy to fill out forms	0	3

Appendix D
Gap analysis

Gap analysis

The flowchart on <u>page 8</u> shows how the items used in the calculation of the plan's 2018 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
(DSS National Sample)**

Voice of the Member (DSS National Sample)

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.

Voice of the Member (DSS National Sample)

Q10/Q11. Doctor discussed reasons to take a medicine Q11/Q12. Doctor discussed reasons <u>not</u> to take a medicine	
Improvement action	**Member comments**
Ensure that parents are informed of the pros and cons of medications.	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. I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me. 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.
Ensure that parents are involved and informed about their child's treatment.	It is important for the decision to be mutual between the doctor and the parent of the child. The parent needs to be comfortable with the treatment, since they most often are the administrator of it. It is very important that the doctor partners with me in choosing my child's medications. I think it is very important for doctors to partner with me in deciding what medications my child will take. It is very important that I am involved in every aspect of my daughter's health.
Consider the parent's opinion.	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.

Q12/Q13. Doctor asked what you thought was best	
Improvement action	**Member comments**
Invite the parent to provide input on prescriptions.	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. 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. 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.
Ensure that all concerns are addressed.	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.

Voice of the Member (DSS National Sample)

Q13/Q14. Rating of Health Care	
Improvement action	**Member comments**
Ensure that providers have a child-friendly bedside manner.	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. All of her doctors are very professional yet have great bedside manners.
Ensure that doctors provide thorough assessments and explanations.	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. These medical providers are really on top of their game and provide earnest and thorough care for my family. 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.
Provide easily accessible care.	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. My daughter finally got a vision appointment, but the glasses have been on order for three months and have still not come in.
Ensure that plan representatives are courteous, professional and helpful.	I love my son's health plan. They are always courteous and kind. I am unsatisfied with the miscommunications from plan representatives. My plan's representatives have always been polite and helpful, even when I was angry with them. I have contacted them about issues I have had, but I just feel like nobody there listens. My plan's representatives are very responsive and good with any issues I have ever had. My health plan is a very consistent company, and I love the very friendly and helpful staff.

Q13/Q14. Rating of Health Care	
Improvement action	**Member comments**
Help members access resources to manage their conditions.	The personal touch provided by the Case Manager helps to give additional unexpected support. 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.
Cover commonly used services.	Everything is always covered, I could not ask for a better plan. Everything that has been done, such as immunizations and appointments, has been covered by her insurance. I like that they cover most things and I do not have to do anything extra to make things go smoothly.
Ensure that the network includes an adequate number of dental and vision providers.	It is hard to find dentists who take this particular coverage. 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., There should be more than one provider for dental coverage. 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.
Help members replace lost or damaged items.	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.
Minimize copays and out-of-pocket costs.	I have no copays and could not think of a better plan. No problems or copays for my children, so I am totally satisfied. Medications go through the insurance company smoothly, and I almost always have a $0 copay.
Maintain an up-to-date list of in-network providers.	It would be nice if there was always an updated list of doctors who accept the insurance. I would like an updated list of doctors accepting my insurance; it would be helpful. 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.

Voice of the Member (DSS National Sample)

Q13/Q14. Rating of Health Care	
Improvement action	**Member comments**
Provide direct communication channels online.	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. Online chat would be a fantastic option for us. I am much better at typing than at verbal communication and find it easier to deal with people online.
Provide and maintain formulary information for doctors and members.	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. 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.
Be proactive in helping members stay informed.	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. I get regular newsletters and information about her Medicaid plan. They also provide a number to call just in case I still have questions.
Make the website easy to navigate.	I would like to be able to find more information on the website. Screen tips or FAQs would make it easier for me to navigate through the website.
Ensure that plan representatives are friendly and professional.	When problems do arise, customer service should handle them with professionalism, understanding and kindness. This is necessary for each person using their services. Each customer should be treated with kindness.
Q14/Q15. Ease of getting care, tests or treatment	
Improvement action	**Member comments**
Treat patients with urgent issues promptly.	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. 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. 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.

Voice of the Member (DSS National Sample)

Q14/Q15. Ease of getting care, tests or treatment	
Improvement action	**Member comments**
Minimize wait times and communicate reasons for long waits.	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. Updates on waiting times would certainly help to ease the stress of waiting, especially if it is going to take a while.
Provide care and services quickly.	It is always a simple and easy process to get an appointment for my daughter with her doctor. I liked that I did not have to wait long for my doctor to get me a referral when I needed it. 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. 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.
Provide the parent with access to medical records.	I would love to have access to my child's information myself. It would save trips to the doctor's office. 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.

Q17/Q32. Personal doctor explained things	
Improvement action	**Member comments**
Ensure that doctors provide thorough explanations.	My doctors have always been very thorough and caring. They explain in detail anything I want or need to know. My children's pediatrician is very thorough and does not miss a beat. My pediatrician is wonderful and she answers your questions fully and in detail. My PCP is a wonderful doctor; she knows her stuff and talks you through everything. She gives wonderful advice and tips as well.

Voice of the Member (DSS National Sample)

Q17/Q32. Personal doctor explained things	
Improvement action	**Member comments**
Show consideration for the patient's concerns.	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. 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.
Provide the parent with printed information about the appointment.	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. 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. 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.
Provide direct communication channels online.	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.
Ensure that all questions and concerns are addressed.	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. If I did not understand, I would ask more questions before I left.
Address language barriers.	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. Our doctor is a little hard to understand sometimes because she has a strong accent. You have to listen more closely to her.
Avoid using medical jargon and technical language.	My child's doctor always communicates in easy to understand ways. She does not use doctor language, she just puts it in regular terms. 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. 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. 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.

Voice of the Member (DSS National Sample)

Q18/Q33. Personal doctor listened carefully	
Improvement action	**Member comments**
Make eye contact and use non-verbal cues to indicate attention.	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. 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. One indicator that a doctor is not listening is if they are not making eye contact. Eye contact is very important to me. I will not tolerate a doctor who is on his phone/ tablet during a consult.
Repeat the patient's concerns to ensure understanding.	One way to show that doctors are actively listening is by repeating back certain phrases that I have said about my concerns. 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.
Avoid interruptions during the visit.	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.
Avoid multitasking.	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. 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. 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. Doctors should avoid their cell phones. I have had doctors check their phone while listening to me.
Ensure that all questions and concerns are addressed.	Doctors should listen to what you have to say and answer all your questions thoroughly, and always ask if you have any additional questions. The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying. 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. 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.

Voice of the Member (DSS National Sample)

Q19/Q34. Personal doctor showed respect	
Improvement action	**Member comments**
Ensure that providers actively listen to the parent/patient.	Doctors can pay attention to you and actually LISTEN to show respect.
	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.
	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.
	Doctors should actively listen to you while you are speaking to them to show they respect you.
Use proper titles when addressing the parent/patient.	One of the most critical items is to address patients with the appropriate terms and by name, for example Ms., Mr., or Mrs. XYZ.
	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.
Ensure that all questions and concerns are addressed.	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.
	If a doctor takes their time to hear all of your concerns, that shows respect.
	A lack of respect can be displayed by not taking your concerns seriously.
	Making sure all my questions and concerns are addressed at each visit shows respect.
Avoid actions or language that can be interpreted as condescending.	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.
	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.
	If doctors talk down to you, that does not show respect.
Ensure that doctors are polite and friendly.	They can show respect by talking to me in a way that is kind, professional, and thorough.
	Speak to me in a polite voice and not be sarcastic when talking to me.
	Doctors can show they respect me by smiling and speaking in a friendly manner.
Provide constructive feedback.	I appreciate it when a doctor tells me that I did something wrong or made a mistake, as long as it is constructive.
Minimize wait times.	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.

Voice of the Member (DSS National Sample)

Q21/Q36. Doctors explained things in a way child could understand	
Improvement action	**Member comments**
Utilize visuals to provide clear explanations.	When my daughter had an inner ear infection the doctor drew pictures to explain the inner ear to my daughter. 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.
Help the child understand, when appropriate.	I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions.
Speak to the child's level of understanding.	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. Any time my kids' doctors speak with me they, make sure myself and my children understand what they are saying. It is very helpful.
Address the child directly.	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. 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. 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.,

Q22/Q37. Personal doctor spent enough time	
Improvement action	**Member comments**
Avoid rushing the visit.	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. 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. 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.

Voice of the Member (DSS National Sample)

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.

Voice of the Member (DSS National Sample)

Q25/Q40. Personal doctor seemed informed about care from other providers	
Improvement action	**Member comments**
Obtain and read records from hospitals and other providers.	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. 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. It is really helpful and a relief when your provider is up to speed on your history. It makes things go so much smoother.

Q26/Q41. Rating of Personal Doctor	
Improvement action	**Member comments**
PRIMARY CARE DOCTOR VISIT	
Show personal concern for the patient.	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. 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.
Treat patients with urgent issues quickly.	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. 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.
Ensure that all questions and concerns are addressed.	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. 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. The doctor herself is nice, experienced and gives you time to answer your questions.

Voice of the Member (DSS National Sample)

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.

Voice of the Member (DSS National Sample)

Q32/Q50. Customer service provided needed information or help	
Improvement action	**Member comments**
Ensure that representatives are polite and friendly.	The customer service representative I spoke with was very friendly and considerate.

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.

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. |
| Ensure that representatives are helpful and knowledgeable. | I've called my daughter's health plan, but instead of answering my questions, they just keep giving me the runaround.

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.

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.

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.

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. |
| Ensure that representatives are respectful. | The customer service representative I spoke to did seem very respectful. She spoke kindly and was not rude.

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. |
| Work with the member to find acceptable alternatives to non-covered treatments. | 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.

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.

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. |

Voice of the Member (DSS National Sample)

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 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.	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. Every year I have to fill out the same re-certification forms for Medicaid.

Q56. Easy to get prescription medicine	
Improvement action	**Member comments**
Provide text alert services for prescription pickup.	Prescription text message alerts are great! They are so convenient and quick, much easier than making a phone call! 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.
Coordinate prescriptions between doctors and pharmacies.	It is convenient when the doctor sends the prescriptions to the pharmacy electronically and they are ready when you get to the pharmacy. 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.
Provide automated refill services and reminders.	If the kids' prescriptions are out of refills, the pharmacy will contact me and also notify the pediatrician on my behalf. Each month the mail-order pharmacy calls me to remind me to order my refills.
Minimize copays and out-of-pocket costs.	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.
Work with the member to find acceptable alternatives to non-covered medications.	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. 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. 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. If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance. I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered.

Q56. Easy to get prescription medicine	
Improvement action	**Member comments**
Provide secure and reliable delivery options.	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. USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that. Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy. I would be worried that it would not come on time.
Promote the use of mail-order pharmacy services as convenient.	I love the convenience going out to the mailbox to get your medicines that come in sealed bags. It is pretty handy, for sure! 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.
Ensure timely delivery.	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. 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. I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled. I would expect that they would be on time consistently, and if there is a problem that I am notified as soon as possible.
Coordinate with the pharmacy and doctors on the member's behalf to resolve issues.	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. 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.

Q56. Easy to get prescription medicine	
Improvement action	**Member comments**
Provide efficient pre-authorization services.	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. 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).
Provide and maintain formulary information for doctors and members.	I think it would be pertinent for the doctor's office to have a list of medications that are covered by health providers. 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.

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, <u>not</u> 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 <u>not</u> 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 <u>your child</u> 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 explanation

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 may be 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.

Crosstabulations explanation – example

[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.

| | 2018 Plan Total (A) | ===== GENDER[1] ===== | |
		Male (B)	Female (C)
	----------	----------	----------
Total	159[2] 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139[3] 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually)[4]	126 90.6%	32 74.4%	92 97.9% B[5]

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Yes	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	385	1	1	0	2	0	1	1	1	0	0	2	0	1	1	2	0	0
	0.74%	0.0%	0.97%	0.21%	0.55%	0.0%	0.88%	0.0%	0.63%	0.43%	2.94%	0.0%	0.0%	2.20%	0.0%	0.71%	0.80%	0.75%	0.0%	0.0%
			BD																	
BASE = Those who responded	269	57839	39277	465	180	35	226	28	158	234	33	0	52	89	122	140	124	264	5	0
	99.26%	100.00%	99.03%	99.79%	99.45%	100.00%	99.12%	100.00%	99.37%	99.57%	97.06%	0.0%	100.00%	97.80%	100.00%	99.29%	99.20%	99.25%	100.00%	0.0%
		C		C																
Yes	105	20689	13927	196	67	14	88	16	81	88	16	0	26	31	43	53	48	105	0	0
	39.03%	35.77%	35.46%	42.15%	37.22%	40.00%	38.94%	57.14%	51.27%	37.61%	48.48%	0.0%	50.00%	34.83%	35.25%	37.86%	38.71%	39.77%	0.0%	0.0%
				BC																
No	164	37150	25350	269	113	21	138	12	77	146	17	0	26	58	79	87	76	159	5	0
	60.97%	64.23%	64.54%	57.85%	62.78%	60.00%	61.06%	42.86%	48.73%	62.39%	51.52%	0.0%	50.00%	65.17%	64.75%	62.14%	61.29%	60.23%	100.00%	0.0%
		D	D																	
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
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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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 1.85% B	17 0.03%	915 2.31% B	12 2.58% B	4 2.21% B	1 2.86%	4 1.75%	1 3.57%	1 0.63%	4 1.70%	1 2.94%	0 0.0%	0 0.0%	4 4.40% M	1 0.82%	1 0.71%	4 3.20%	5 1.88%	0 0.0%	0 0.0%
Appropriately skipped	164 60.52%	37150 64.23% D	25350 63.92% D	269 57.73%	113 62.43%	21 60.00%	138 60.53%	12 42.86%	77 48.43%	146 62.13%	17 50.00%	0 0.0%	26 50.00%	58 63.74%	79 64.75%	87 61.70%	76 60.80%	159 59.77%	5 100.00%	0 0.0%
BASE = Those who responded	102 37.64%	20672 35.74% C	13397 33.78%	185 39.70% C	64 35.36%	13 37.14%	86 37.72%	15 53.57%	81 50.94%	85 36.17%	16 47.06%	0 0.0%	26 50.00%	29 31.87% N	42 34.43%	53 37.59%	45 36.00%	102 38.35%	0 0.0%	0 0.0%
Never	0 0.0%	226 1.09% ADE	145 1.08% 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	7 6.86%	1700 8.23% D	1031 7.70% D	6 3.24%	3 4.69%	0 0.0%	7 8.14%	0 0.0%	5 6.17%	6 7.06%	1 6.25%	0 0.0%	2 7.69%	2 6.90%	1 2.38%	2 3.77%	3 6.67%	7 6.86%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	7 6.86%	1926 9.32% D	1176 8.78% D	6 3.24%	3 4.69%	0 0.0%	7 8.14%	0 0.0%	5 6.17%	6 7.06%	1 6.25%	0 0.0%	2 7.69%	2 6.90%	1 2.38%	2 3.77%	3 6.67%	7 6.86%	0 0.0%	0 0.0%
Usually	9 8.82%	2441 11.81%	1529 11.41%	17 9.19%	9 14.06%	5 38.46%	4 4.65%	4 26.67%	5 6.17%	6 7.06%	3 18.75%	0 0.0%	2 7.69%	2 6.90%	5 11.90%	6 11.32%	3 6.67%	9 8.82%	0 0.0%	0 0.0%
Always	86 84.31%	16305 78.88%	10692 79.81%	162 87.57% BC	52 81.25%	8 61.54%	75 87.21%	11 73.33%	71 87.65%	73 85.88%	12 75.00%	0 0.0%	22 84.62%	25 86.21%	36 85.71%	45 84.91%	39 86.67%	86 84.31%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	95 93.14%	18746 90.68%	12221 91.22%	179 96.76% BC	61 95.31%	13 100.00%	79 91.86%	15 100.00%	76 93.83%	79 92.94%	15 93.75%	0 0.0%	24 92.31%	27 93.10%	41 97.62%	51 96.23%	42 93.33%	95 93.14%	0 0.0%	0 0.0%
3-point composite mean	2.7745	2.6956	2.7103	2.8432 BC	2.7656	2.6154	2.7907	2.7333	2.8148	2.7882	2.6875	0	2.7692	2.7931	2.8333	2.8113	2.8000	2.7745	0	0
4-point composite mean	3.7745	3.6847	3.6995	3.8432 BC	3.7656	3.6154	3.7907	3.7333	3.8148	3.7882	3.6875	0	3.7692	3.7931	3.8333	3.8113	3.8000	3.7745	0	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

| | | | | | | 2018 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	3 1.11%	0 0.0%	567 1.43% B	8 1.72% B	1 0.55%	1 2.86%	2 0.88%	1 3.57%	2 1.26%	1 0.43%	2 5.88%	0 0.0%	0 0.0%	0 0.0%	3 2.46%	3 2.13%	0 0.0%	3 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	268 98.89%	57839 100.00% CD	39095 98.57%	458 98.28%	180 99.45%	34 97.14%	226 99.12%	27 96.43%	157 98.74%	234 99.57%	32 94.12%	0 0.0%	52 100.00%	91 100.00%	119 97.54%	138 97.87%	125 100.00%	263 98.87%	5 100.00%	0 0.0%
Yes	154 57.46%	42303 73.14% ADE	28329 72.46% ADE	296 64.63%	112 62.22%	16 47.06%	134 59.29%	21 77.78%	113 71.97%	129 55.13%	24 75.00% J	0 0.0%	40 76.92% NO	45 49.45%	66 55.46%	77 55.80%	74 59.20%	151 57.41%	3 60.00%	0 0.0%
No	114 42.54% BC	15536 26.86%	10766 27.54%	162 35.37% BC	68 37.78% BC	18 52.94%	92 40.71%	6 22.22%	44 28.03%	105 44.87% K	8 25.00%	0 0.0%	12 23.08%	46 50.55% M	53 44.54% M	61 44.20%	51 40.80%	112 42.59%	2 40.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	9 3.32% B	29 0.05%	1571 3.96% B	21 4.51% B	11 6.08% B	2 5.71%	7 3.07%	2 7.14%	6 3.77%	7 2.98%	2 5.88%	0 0.0%	1 1.92%	4 4.40%	4 3.28%	6 4.26%	3 2.40%	9 3.38%	0 0.0%	0 0.0%
Appropriately skipped	114 42.07% BC	15536 26.86%	10766 27.14%	162 34.76% BC	68 37.57% BC	18 51.43%	92 40.35%	6 21.43%	44 27.67%	105 44.68% K	8 23.53%	0 0.0%	12 23.08%	46 50.55% M	53 43.44% M	61 43.26%	51 40.80%	112 42.11%	2 40.00%	0 0.0%
BASE = Those who responded	148 54.61%	42275 73.09% ACDE	27325 68.89% ADE	283 60.73%	102 56.35%	15 42.86%	129 56.58%	20 71.43%	109 68.55%	123 52.34% J	24 70.59%	0 0.0%	39 75.00% NO	41 45.05%	65 53.28%	74 52.48%	71 56.80%	145 54.51%	3 60.00%	0 0.0%
Never	1 0.68%	549 1.30% CE	260 0.95% E	2 0.71%	0 0.0%	0 0.0%	1 0.78%	0 0.0%	0 0.0%	0 0.0%	1 4.17%	0 0.0%	0 0.0%	0 0.0%	1 1.54%	1 1.35%	0 0.0%	1 0.69%	0 0.0%	0 0.0%
Sometimes	9 6.08%	4853 11.48% ACD	2857 10.46% AD	8 2.83%	7 6.86%	1 6.67%	8 6.20%	1 5.00%	7 6.42%	7 5.69%	2 8.33%	0 0.0%	4 10.26%	1 2.44%	3 4.62%	4 5.41%	4 5.63%	9 6.21%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	10 6.76%	5402 12.78% ACDE	3117 11.41% AD	10 3.53%	7 6.86%	1 6.67%	9 6.98%	1 5.00%	7 6.42%	7 5.69%	3 12.50%	0 0.0%	4 10.26%	1 2.44%	4 6.15%	5 6.76%	4 5.63%	10 6.90%	0 0.0%	0 0.0%
Usually	27 18.24%	7808 18.47%	5303 19.41%	60 21.20%	25 24.51%	4 26.67%	23 17.83%	6 30.00%	19 17.43%	22 17.89%	4 16.67%	0 0.0%	6 15.38%	8 19.51%	13 20.00%	11 14.86%	16 22.54%	27 18.62%	0 0.0%	0 0.0%
Always	111 75.00%	29064 68.75%	18905 69.19%	213 75.27% BC	70 68.63%	10 66.67%	97 75.19%	13 65.00%	83 76.15%	94 76.42%	17 70.83%	0 0.0%	29 74.36%	32 78.05%	48 73.85%	58 78.38%	51 71.83%	108 74.48%	3 100.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	138 93.24% BC	36872 87.22%	24208 88.59% B	273 96.47% BC	95 93.14% B	14 93.33%	120 93.02%	19 95.00%	102 93.58%	116 94.31%	21 87.50%	0 0.0%	35 89.74%	40 97.56%	61 93.85%	69 93.24%	67 94.37%	135 93.10%	3 100.00%	0 0.0%
3-point composite mean	2.6824 BC	2.5597	2.5778	2.7173 BC	2.6176	2.6000	2.6822	2.6000	2.6972	2.7073	2.5833	0	2.6410	2.7561	2.6769	2.7162	2.6620	2.6759	3.0000	0
4-point composite mean	3.6757 BC	3.5467	3.5683 B	3.7102 BC	3.6176	3.6000	3.6744	3.6000	3.6972	3.7073	3.5417	0	3.6410	3.7561	3.6615	3.7027	3.6620	3.6690	4.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

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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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	7 2.58% BE	0 0.0%	1460 3.68% BE	12 2.58% BE	0 0.0%	1 2.86%	6 2.63%	0 0.0%	0 0.0%	5 2.13%	2 5.88%	0 0.0%	1 1.92%	2 2.20%	4 3.28%	5 3.55%	2 1.60%	7 2.63%	0 0.0%	0 0.0%
BASE = Those who responded	264 97.42%	57839 100.00% ACD	38202 96.32%	454 97.42%	180 99.45% CD	34 97.14%	222 97.37%	28 100.00%	159 100.00%	230 97.87%	32 94.12%	0 0.0%	51 98.08%	89 97.80%	118 96.72%	136 96.45%	123 98.40%	259 97.37%	5 100.00%	0 0.0%
None	77 29.17%	13748 23.77%	9156 23.97%	122 26.87%	48 26.67%	12 35.29%	62 27.93%	0 0.0%	0 0.0%	68 29.57%	8 25.00%	0 0.0%	6 11.76%	26 29.21% M	44 37.29% M	39 28.68%	37 30.08%	75 28.96%	2 40.00%	0 0.0%
1 time	80 30.30%	15171 26.23%	10096 26.43%	124 27.31%	52 28.89%	8 23.53%	71 31.98%	6 21.43%	74 46.54%	76 33.04% K	4 12.50%	0 0.0%	16 31.37%	35 39.33% O	27 22.88%	42 30.88%	36 29.27%	80 30.89%	0 0.0%	0 0.0%
2	57 21.59%	13176 22.78%	8570 22.43%	115 25.33%	35 19.44%	7 20.59%	48 21.62%	10 35.71%	47 29.56%	50 21.74%	7 21.88%	0 0.0%	17 33.33% N	11 12.36%	26 22.03%	27 19.85%	28 22.76%	56 21.62%	1 20.00%	0 0.0%
3	29 10.98%	7398 12.79%	4775 12.50%	48 10.57%	16 8.89%	4 11.76%	24 10.81%	4 14.29%	25 15.72%	24 10.43%	4 12.50%	0 0.0%	6 11.76%	11 12.36%	12 10.17%	18 13.24%	11 8.94%	27 10.42%	2 40.00%	0 0.0%
4	12 4.55%	3598 6.22%	2447 6.41%	23 5.07%	16 8.89%	2 5.88%	9 4.05%	4 14.29%	8 5.03%	9 3.91%	3 9.38%	0 0.0%	4 7.84%	3 3.37%	5 4.24%	6 4.41%	6 4.88%	12 4.63%	0 0.0%	0 0.0%
5 to 9	6 2.27%	3742 6.47% AD	2493 6.53% AD	19 4.19%	9 5.00%	1 2.94%	5 2.25%	2 7.14%	4 2.52%	2 0.87%	4 12.50% J	0 0.0%	1 1.96%	1 1.12%	4 3.39%	2 1.47%	4 3.25%	6 2.32%	0 0.0%	0 0.0%
10 or more times	3 1.14%	1006 1.74% D	665 1.74% D	3 0.66%	4 2.22%	0 0.0%	3 1.35%	2 7.14%	1 0.63%	1 0.43%	2 6.25%	0 0.0%	1 1.96%	2 2.25%	0 0.0%	2 1.47%	1 0.81%	3 1.16%	0 0.0%	0 0.0%
Average number of times	1.5473	2.0208 AD	2.0185 AD	1.6751	1.9278	1.4412	1.5653	3.3214	1.9843	1.3500	2.9688 J	0	2.0294	1.5056 O	1.3814	1.5662	1.5407	1.5463	1.6000	0
Standard deviation	1.8378	2.2639	2.2703	1.8236	2.3441	1.5566	1.8898	2.9737	1.4649	1.4311	3.2714	0	1.9664	2.0819	1.5672	1.8882	1.8108	1.8458	1.3565	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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?

| | | | | | | 2018 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 2.95% B	0 0.0%	1838 4.63% BE	17 3.65% B	3 1.66%	1 2.86%	6 2.63%	0 0.0%	1 0.63%	6 2.55%	2 5.88%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	77 28.41%	13748 23.77%	9156 23.09%	122 26.18%	48 26.52%	12 34.29%	62 27.19%	0 0.0%	0 0.0%	68 28.94%	8 23.53%	0 0.0%	6 11.54%	26 28.57% M	44 36.07% M	39 27.66%	37 29.60%	75 28.20%	2 40.00%	0 0.0%
BASE = Those who responded	186 68.63%	44091 76.23% ACD	28668 72.28%	327 70.17%	130 71.82%	22 62.86%	160 70.18%	28 100.00%	158 99.37%	161 68.51%	24 70.59%	0 0.0%	45 86.54% NO	62 68.13%	74 60.66%	97 68.79%	85 68.00%	183 68.80%	3 60.00%	0 0.0%
Yes	125 67.20%	31626 71.73%	20570 71.75%	223 68.20%	94 72.31%	18 81.82%	103 64.38%	17 60.71%	108 68.35%	106 65.84%	18 75.00%	0 0.0%	27 60.00%	44 70.97%	50 67.57%	72 74.23% Q	50 58.82%	122 66.67%	3 100.00%	0 0.0%
No	61 32.80%	12464 28.27%	8098 28.25%	104 31.80%	36 27.69%	4 18.18%	57 35.63%	11 39.29%	50 31.65%	55 34.16%	6 25.00%	0 0.0%	18 40.00%	18 29.03%	24 32.43%	25 25.77%	35 41.18% P	61 33.33%	0 0.0%	0 0.0%
3-point composite mean	2.3441	2.4346	2.4350	2.3639	2.4462	2.6364	2.2875	2.2143	2.3671	2.3168	2.5000	0	2.2000	2.4194	2.3514	2.4845 Q	2.1765	2.3333	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	10 3.69% B	0 0.0%	1900 4.79% BDE	14 3.00% B	2 1.10%	1 2.86%	9 3.95%	1 3.57%	2 1.26%	8 3.40%	2 5.88%	0 0.0%	1 1.92%	4 4.40%	5 4.10%	8 5.67%	2 1.60%	10 3.76%	0 0.0%	0 0.0%
Appropriately skipped	77 28.41%	13748 23.77%	9156 23.09%	122 26.18%	48 26.52%	12 34.29%	62 27.19%	0 0.0%	0 0.0%	68 28.94%	8 23.53%	0 0.0%	6 11.54%	26 28.57% M	44 36.07% M	39 27.66%	37 29.60%	75 28.20%	2 40.00%	0 0.0%
BASE = Those who responded	184 67.90%	44091 76.23% ACD	28606 72.12%	330 70.82%	130 71.82%	22 62.86%	157 68.86%	27 96.43%	157 98.74%	159 67.66%	24 70.59%	0 0.0%	45 86.54% NO	61 67.03%	73 59.84%	94 66.67%	86 68.80%	181 68.05%	3 60.00%	0 0.0%
Yes	49 26.63%	13806 31.31%	8821 30.84%	92 27.88%	37 28.46%	8 36.36%	40 25.48%	7 25.93%	42 26.75%	37 23.27%	11 45.83%	0 0.0%	11 24.44%	11 18.03%	26 35.62% N	25 26.60%	23 26.74%	49 27.07%	0 0.0%	0 0.0%
No	135 73.37%	30284 68.69%	19785 69.16%	238 72.12%	93 71.54%	14 63.64%	117 74.52%	20 74.07%	115 73.25%	122 76.73%	13 54.17%	0 0.0%	34 75.56%	50 81.97%	47 64.38% O	69 73.40%	63 73.26%	132 72.93%	3 100.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	0	2010	15	4	1	10	1	3	9	2	0	2	4	5	8	3	11	0	0
	4.06% B	0.0%	5.07% BDE	3.22% B	2.21% B	2.86%	4.39%	3.57%	1.89%	3.83%	5.88%	0.0%	3.85%	4.40%	4.10%	5.67%	2.40%	4.14%	0.0%	0.0%
Appropriately skipped	212	44033	28941	360	141	26	179	20	115	190	21	0	40	76	91	108	100	207	5	0
	78.23% C	76.13% C	72.97%	77.25% C	77.90%	74.29%	78.51%	71.43%	72.33%	80.85% K	61.76%	0.0%	76.92%	83.52%	74.59%	76.60%	80.00%	77.82%	100.00%	0.0%
BASE = Those who responded	48	13806	8711	91	36	8	39	7	41	36	11	0	10	11	26	25	22	48	0	0
	17.71%	23.87% ACD	21.96%	19.53%	19.89%	22.86%	17.11%	25.00%	25.79%	15.32%	32.35% J	0.0%	19.23%	12.09%	21.31%	17.73%	17.60%	18.05%	0.0%	0.0%
Yes	47	12690	7976	90	35	8	38	7	40	36	10	0	9	11	26	25	21	47	0	0
	97.92% BC	91.91%	91.56%	98.90% BC	97.22% C	100.00%	97.44%	100.00%	97.56%	100.00%	90.91%	0.0%	90.00%	100.00%	100.00%	100.00%	95.45%	97.92%	0.0%	0.0%
No	1	1116	735	1	1	0	1	0	1	0	1	0	1	0	0	0	1	1	0	0
	2.08%	8.09% AD	8.44% ADE	1.10%	2.78%	0.0%	2.56%	0.0%	2.44%	0.0%	9.09%	0.0%	10.00%	0.0%	0.0%	0.0%	4.55%	2.08%	0.0%	0.0%
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	11 4.06% B	0 0.0%	2025 5.11% BDE	15 3.22% B	3 1.66%	1 2.86%	10 4.39%	1 3.57%	3 1.89%	9 3.83%	2 5.88%	0 0.0%	2 3.85%	4 4.40%	5 4.10%	8 5.67%	3 2.40%	11 4.14%	0 0.0%	0 0.0%
Appropriately skipped	212 78.23% C	44033 76.13% C	28941 72.97%	360 77.25% C	141 77.90%	26 74.29%	179 78.51%	20 71.43%	115 72.33%	190 80.85% K	21 61.76%	0 0.0%	40 76.92%	76 83.52%	91 74.59%	108 76.60%	100 80.00%	207 77.82%	5 100.00%	0 0.0%
BASE = Those who responded	48 17.71%	13806 23.87% ACD	8696 21.93%	91 19.53%	37 20.44%	8 22.86%	39 17.11%	7 25.00%	41 25.79%	36 15.32%	11 32.35% J	0 0.0%	10 19.23%	11 12.09%	26 21.31%	25 17.73%	22 17.60%	48 18.05%	0 0.0%	0 0.0%
Yes	36 75.00%	8953 64.85%	5726 65.85%	70 76.92% BC	25 67.57%	8 100.00%	27 69.23%	4 57.14%	32 78.05%	25 69.44%	10 90.91%	0 0.0%	7 70.00%	9 81.82%	19 73.08%	20 80.00%	15 68.18%	36 75.00%	0 0.0%	0 0.0%
No	12 25.00%	4853 35.15% D	2970 34.15% D	21 23.08%	12 32.43%	0 0.0%	12 30.77%	3 42.86%	9 21.95%	11 30.56%	1 9.09%	0 0.0%	3 30.00%	2 18.18%	7 26.92%	5 20.00%	7 31.82%	12 25.00%	0 0.0%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	11 4.06% B	17 0.03%	2066 5.21% BDE	16 3.43% B	3 1.66%	1 2.86%	10 4.39%	1 3.57%	3 1.89%	9 3.83%	2 5.88%	0 0.0%	2 3.85%	4 4.40%	5 4.10%	8 5.67%	3 2.40%	11 4.14%	0 0.0%	0 0.0%
Appropriately skipped	212 78.23% C	44033 76.13% C	28941 72.97%	360 77.25% C	141 77.90%	26 74.29%	179 78.51%	20 71.43%	115 72.33%	190 80.85% K	21 61.76%	0 0.0%	40 76.92%	76 83.52%	91 74.59%	108 76.60%	100 80.00%	207 77.82%	5 100.00%	0 0.0%
BASE = Those who responded	48 17.71%	13789 23.84% ACD	8655 21.82%	90 19.31%	37 20.44%	8 22.86%	39 17.11%	7 25.00%	41 25.79%	36 15.32%	11 32.35% J	0 0.0%	10 19.23%	11 12.09%	26 21.31%	25 17.73%	22 17.60%	48 18.05%	0 0.0%	0 0.0%
Yes	42 87.50%	10937 79.32%	6839 79.02%	75 83.33%	27 72.97%	7 87.50%	34 87.18%	5 71.43%	37 90.24%	31 86.11%	10 90.91%	0 0.0%	6 60.00%	11 100.00%	24 92.31%	23 92.00%	18 81.82%	42 87.50%	0 0.0%	0 0.0%
No	6 12.50%	2851 20.68%	1816 20.98%	15 16.67%	10 27.03%	1 12.50%	5 12.82%	2 28.57%	4 9.76%	5 13.89%	1 9.09%	0 0.0%	4 40.00%	0 0.0%	2 7.69%	2 8.00%	4 18.18%	6 12.50%	0 0.0%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
published in Quality Compass.
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13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	7 2.58% B	12 0.02%	1788 4.51% ABE	18 3.86% BE	2 1.10%	1 2.86%	6 2.63%	0 0.0%	0 0.0%	5 2.13%	2 5.88%	0 0.0%	1 1.92%	2 2.20%	4 3.28%	5 3.55%	2 1.60%	7 2.63%	0 0.0%	0 0.0%
Appropriately skipped	77 28.41%	13748 23.77%	9156 23.09%	122 26.18%	48 26.52%	12 34.29%	62 27.19%	0 0.0%	0 0.0%	68 28.94%	8 23.53%	0 0.0%	6 11.54%	26 28.57% M	44 36.07% M	39 27.66%	37 29.60%	75 28.20%	2 40.00%	0 0.0%
BASE = Those who responded	187 69.00%	44079 76.21% ACD	28718 72.41%	326 69.96%	130 71.82%	22 62.86%	160 70.18%	28 100.00%	159 100.00%	162 68.94%	24 70.59%	0 0.0%	45 86.54% NO	63 69.23%	74 60.66%	97 68.79%	86 68.80%	184 69.17%	3 60.00%	0 0.0%
10 - Best health care possible	80 42.78%	22372 50.75% AD	14796 51.52% AD	146 44.79%	57 43.85%	5 22.73%	73 45.63%	0 0.0%	80 50.31%	76 46.91%	3 12.50%	0 0.0%	21 46.67%	25 39.68%	31 41.89%	40 41.24%	38 44.19%	79 42.93%	1 33.33%	0 0.0%
9 -	41 21.93% E	8184 18.57%	5343 18.61%	70 21.47% E	17 13.08%	2 9.09%	37 23.13%	0 0.0%	41 25.79%	34 20.99%	7 29.17%	0 0.0%	10 22.22%	12 19.05%	18 24.32%	18 18.56%	22 25.58%	40 21.74%	1 33.33%	0 0.0%
Top Two Box	121 64.71%	30556 69.32% E	20139 70.13% E	216 66.26%	74 56.92%	7 31.82%	110 68.75%	0 0.0%	121 76.10%	110 67.90%	10 41.67%	0 0.0%	31 68.89%	37 58.73%	49 66.22%	58 59.79%	60 69.77%	119 64.67%	2 66.67%	0 0.0%
8 -	38 20.32%	7669 17.40%	4913 17.11%	69 21.17%	38 29.23% BC	7 31.82%	31 19.38%	0 0.0%	38 23.90%	29 17.90%	9 37.50%	0 0.0%	8 17.78%	15 23.81%	14 18.92%	22 22.68%	15 17.44%	37 20.11%	1 33.33%	0 0.0%
CAHPS Rate (Top Three Box)	159 85.03%	38226 86.72%	25052 87.23%	285 87.42%	112 86.15%	14 63.64%	141 88.13%	0 0.0%	159 100.00%	139 85.80%	19 79.17%	0 0.0%	39 86.67%	52 82.54%	63 85.14%	80 82.47%	75 87.21%	156 84.78%	3 100.00%	0 0.0%
7 -	17 9.09%	2817 6.39%	1785 6.22%	26 7.98%	8 6.15%	4 18.18%	12 7.50%	17 60.71%	0 0.0%	14 8.64%	3 12.50%	0 0.0%	5 11.11%	7 11.11%	5 6.76%	8 8.25%	9 10.47%	17 9.24%	0 0.0%	0 0.0%
6 -	5 2.67%	1111 2.52% D	698 2.43%	4 1.23%	5 3.85%	2 9.09%	3 1.88%	5 17.86%	0 0.0%	4 2.47%	1 4.17%	0 0.0%	1 2.22%	2 3.17%	2 2.70%	4 4.12%	1 1.16%	5 2.72%	0 0.0%	0 0.0%
5 -	5 2.67%	1151 2.61% D	662 2.31%	4 1.23%	3 2.31%	2 9.09%	3 1.88%	5 17.86%	0 0.0%	4 2.47%	1 4.17%	0 0.0%	0 0.0%	2 3.17%	3 4.05%	4 4.12%	1 1.16%	5 2.72%	0 0.0%	0 0.0%
4 -	1 0.53%	278 0.63%	172 0.60%	5 1.53%	2 1.54%	0 0.0%	1 0.63%	1 3.57%	0 0.0%	1 0.62%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.35%	1 1.03%	0 0.0%	1 0.54%	0 0.0%	0 0.0%

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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?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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%	179 0.41% ADE	106 0.37% 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%
2 -	0 0.0%	127 0.29% AE	89 0.31% AE	1 0.31%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	98 0.22% AE	76 0.26% AE	1 0.31%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Worst health care possible	0 0.0%	93 0.21% ADE	78 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 0.0%
0-7 (NET)	28 14.97%	5853 13.28%	3666 12.77%	41 12.58%	18 13.85%	8 36.36%	19 11.88%	28 100.00%	0 0.0%	23 14.20%	5 20.83%	0 0.0%	6 13.33%	11 17.46%	11 14.86%	17 17.53%	11 12.79%	28 15.22%	0 0.0%	0 0.0%
Bottom Three Box	0 0.0%	318 0.72% AE	243 0.85% AE	2 0.61%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Two Box	0 0.0%	191 0.43% AE	154 0.54% AE	1 0.31%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	8.8289	8.9129	8.9353	8.8681	8.7385	7.9091	8.9500	6.3571	9.2642	8.9136	8.2083	0	9.0000	8.7143	8.7838	8.6804	8.9767	8.8261	9.0000	0
Standard deviation	1.3295	1.5272	1.5304	1.4135	1.4172	1.5347	1.2540	0.8950	0.8200	1.3259	1.1895	0	1.1353	1.3384	1.4357	1.4682	1.1511	1.3360	0.8165	0
3-point composite mean	2.5882	2.6243 E	2.6358 E	2.6166 E	2.4923	2.1364	2.6438	1.6071	2.7610	2.6235	2.3333	0	2.6667	2.5238	2.5811	2.5052	2.6744	2.5870	2.6667	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	8 2.95% B	35 0.06%	1825 4.60% BE	16 3.43% B	4 2.21% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	6 2.55%	2 5.88%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	6 4.26%	2 1.60%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	77 28.41%	13748 23.77%	9156 23.09%	122 26.18%	48 26.52%	12 34.29%	62 27.19%	0 0.0%	0 0.0%	68 28.94%	8 23.53%	0 0.0%	6 11.54%	26 28.57% M	44 36.07% M	39 27.66%	37 29.60%	75 28.20%	2 40.00%	0 0.0%
BASE = Those who responded	186 68.63% ACD	44056 76.17%	28681 72.31%	328 70.39%	128 70.72%	22 62.86%	159 69.74%	28 100.00%	158 99.37%	161 68.51%	24 70.59%	0 0.0%	45 86.54% NO	62 68.13%	74 60.66%	96 68.09%	86 68.80%	183 68.80%	3 60.00%	0 0.0%
Never	0 0.0%	816 1.85% ADE	518 1.81% ADE	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	8 4.30%	3939 8.94% AD	2371 8.27% AD	15 4.57%	8 6.25%	2 9.09%	6 3.77%	3 10.71%	5 3.16%	6 3.73%	2 8.33%	0 0.0%	1 2.22%	1 1.61%	4 5.41%	4 4.17%	2 2.33%	8 4.37%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	8 4.30%	4754 10.79% ADE	2889 10.07% AD	16 4.88%	8 6.25%	2 9.09%	6 3.77%	3 10.71%	5 3.16%	6 3.73%	2 8.33%	0 0.0%	1 2.22%	1 1.61%	4 5.41%	4 4.17%	2 2.33%	8 4.37%	0 0.0%	0 0.0%
Usually	51 27.42%	9786 22.21%	6387 22.27%	79 24.09%	44 34.38% BCD	12 54.55%	39 24.53%	14 50.00%	37 23.42%	40 24.84%	11 45.83%	0 0.0%	18 40.00%	16 25.81%	16 21.62% O	27 28.13%	23 26.74%	50 27.32%	1 33.33%	0 0.0%
Always	127 68.28%	29515 66.99%	19405 67.66%	233 71.04% E	76 59.38%	8 36.36%	114 71.70%	11 39.29%	116 73.42%	115 71.43%	11 45.83%	0 0.0%	26 57.78%	45 72.58%	54 72.97%	65 67.71%	61 70.93%	125 68.31%	2 66.67%	0 0.0%
CAHPS Rate (%Always + %Usually)	178 95.70% BC	39302 89.21%	25792 89.93%	312 95.12% BC	120 93.75% B	20 90.91%	153 96.23%	25 89.29%	153 96.84%	155 96.27%	22 91.67%	0 0.0%	44 97.78%	61 98.39%	70 94.59%	92 95.83%	84 97.67%	175 95.63%	3 100.00%	0 0.0%
3-point composite mean	2.6398	2.5620	2.5759	2.6616 BCE	2.5313	2.2727	2.6792	2.2857	2.7025	2.6770	2.3750	0	2.5556	2.7097	2.6757	2.6354	2.6860	2.6393	2.6667	0
4-point composite mean	3.6398 BC	3.5435	3.5578	3.6585 BCE	3.5313	3.2727	3.6792	3.2857	3.7025	3.6770	3.3750	0	3.5556	3.7097	3.6757	3.6354	3.6860	3.6393	3.6667	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

						2018 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	4 1.48% BE	0 0.0%	481 1.21% BE	5 1.07% BE	0 0.0%	1 2.86%	3 1.32%	0 0.0%	1 0.63%	2 0.85%	2 5.88%	0 0.0%	1 1.92%	1 1.10%	2 1.64%	2 1.42%	2 1.60%	4 1.50%	0 0.0%	0 0.0%
BASE = Those who responded	267 98.52%	57839 100.00% ACD	39181 98.79%	461 98.93%	181 100.00% ACD	34 97.14%	225 98.68%	28 100.00%	158 99.37%	233 99.15%	32 94.12%	0 0.0%	51 98.08%	90 98.90%	120 98.36%	139 98.58%	123 98.40%	262 98.50%	5 100.00%	0 0.0%
Yes	224 83.90%	50910 88.02% DE	34236 87.38% D	386 83.73%	149 82.32%	29 85.29%	188 83.56%	27 96.43%	138 87.34%	194 83.26%	29 90.63%	0 0.0%	48 94.12%	79 87.78%	93 77.50% O	111 79.86%	110 89.43% P	220 83.97%	4 80.00%	0 0.0%
No	43 16.10%	6929 11.98%	4945 12.62%	75 16.27% BC	32 17.68% B	5 14.71%	37 16.44%	1 3.57%	20 12.66%	39 16.74%	3 9.38%	0 0.0%	3 5.88%	11 12.22%	27 22.50% MN	28 20.14% Q	13 10.57%	42 16.03%	1 20.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	8 2.95% B	0 0.0%	1580 3.98% B	14 3.00% B	5 2.76% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	43 15.87%	6929 11.98%	4945 12.47%	75 16.09% BC	32 17.68% B	5 14.29%	37 16.23%	1 3.57%	20 12.58%	39 16.60%	3 8.82%	0 0.0%	3 5.77%	11 12.09%	27 22.13% MN	28 19.86% Q	13 10.40%	42 15.79%	1 20.00%	0 0.0%
BASE = Those who responded	220 81.18%	50910 88.02% ACDE	33137 83.55%	377 80.90%	143 79.01%	29 82.86%	184 80.70%	27 96.43%	138 86.79%	191 81.28%	28 82.35%	0 0.0%	48 92.31% O	77 84.62%	91 74.59%	108 76.60%	109 87.20% P	216 81.20%	4 80.00%	0 0.0%
None	75 34.09% BC	9989 19.62%	6483 19.56%	117 31.03% BC	42 29.37% BC	11 37.93%	62 33.70%	3 11.11%	22 15.94%	71 37.17%	4 14.29%	0 0.0%	10 20.83%	31 40.26% M	34 37.36% M	36 33.33%	39 35.78%	74 34.26%	1 25.00%	0 0.0%
1 time	76 34.55%	16588 32.58%	11076 33.42%	124 32.89%	46 32.17%	7 24.14%	67 36.41%	9 33.33%	64 46.38%	72 37.70%	4 14.29%	0 0.0%	17 35.42%	28 36.36%	28 30.77%	34 31.48%	40 36.70%	76 35.19%	0 0.0%	0 0.0%
2	40 18.18%	11926 23.43% A	7630 23.03%	82 21.75%	29 20.28%	8 27.59%	30 16.30%	6 22.22%	32 23.19%	30 15.71%	10 35.71%	0 0.0%	11 22.92%	10 12.99%	18 19.78%	19 17.59%	20 18.35%	38 17.59%	2 50.00%	0 0.0%
3	18 8.18%	6096 11.97% ADE	3926 11.85% ADE	31 8.22%	9 6.29%	2 6.90%	16 8.70%	3 11.11%	15 10.87%	12 6.28%	5 17.86%	0 0.0%	5 10.42%	7 9.09%	6 6.59%	13 12.04% Q	5 4.59%	17 7.87%	1 25.00%	0 0.0%
4	7 3.18%	2996 5.89% AD	1944 5.87% AD	14 3.71%	10 6.99%	1 3.45%	5 2.72%	3 11.11%	4 2.90%	5 2.62%	2 7.14%	0 0.0%	3 6.25%	0 0.0%	4 4.40% N	3 2.78%	4 3.67%	7 3.24%	0 0.0%	0 0.0%
5 to 9	3 1.36%	2747 5.40% AD	1754 5.29% AD	9 2.39%	5 3.50%	0 0.0%	3 1.63%	2 7.41%	1 0.72%	1 0.52%	2 7.14%	0 0.0%	1 2.08%	1 1.30%	1 1.10%	2 1.85%	1 0.92%	3 1.39%	0 0.0%	0 0.0%
10 or more times	1 0.45%	567 1.11% D	324 0.98% D	0 0.0%	2 1.40%	0 0.0%	1 0.54%	1 3.70%	0 0.0%	0 0.0%	1 3.57%	0 0.0%	1 2.08%	0 0.0%	0 0.0%	1 0.93%	0 0.0%	1 0.46%	0 0.0%	0 0.0%
Average	1.2341	1.9059 AD	1.8776 AD	1.3263	1.6154	1.1379	1.2418	2.5370	1.4203	1.0209	2.6250	0	1.7813 N	0.9870	1.1538	1.3843	1.0826	1.2245	1.7500	0
Standard deviation	1.4743	2.0084	1.9637	1.3943	2.0267	1.1056	1.5296	2.6420	1.0822	1.0972	2.5517	0	2.0764	1.1677	1.2660	1.7275	1.1741	1.4788	1.0897	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

					2018 Plan Results														
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

| | | 2017 Child Medicaid Quality Compass | 2018 DSS Book of Bus. | | | 2018 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	(B)	(C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 2.95% B	23 0.04%	1772 4.47% B	15 3.22% B	6 3.31% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	118 43.54% BC	16918 29.25%	11428 28.81%	192 41.20% BC	74 40.88% BC	16 45.71%	99 43.42%	4 14.29%	42 26.42%	110 46.81% K	7 20.59%	0 0.0%	13 25.00%	42 46.15% M	61 50.00% M	64 45.39%	52 41.60%	116 43.61%	2 40.00%	0 0.0%
BASE = Those who responded	145 53.51%	40898 70.71% ACDE	26462 66.72% ADE	259 55.58%	101 55.80%	18 51.43%	122 53.51%	24 85.71%	116 72.96%	120 51.06%	24 70.59% J	0 0.0%	38 73.08% NO	46 50.55%	57 46.72%	72 51.06%	70 56.00%	142 53.38%	3 60.00%	0 0.0%
Never	0 0.0%	474 1.16% AE	344 1.30% AE	2 0.77%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	2 1.38%	1984 4.85% ADE	1224 4.63% ADE	6 2.32% E	0 0.0%	1 5.56%	1 0.82%	1 4.17%	1 0.86%	1 0.83%	1 4.17%	0 0.0%	0 0.0%	1 2.17%	1 1.75%	2 2.78%	0 0.0%	2 1.41%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	2 1.38%	2458 6.01% ADE	1568 5.93% ADE	8 3.09% E	0 0.0%	1 5.56%	1 0.82%	1 4.17%	1 0.86%	1 0.83%	1 4.17%	0 0.0%	0 0.0%	1 2.17%	1 1.75%	2 2.78%	0 0.0%	2 1.41%	0 0.0%	0 0.0%
Usually	19 13.10%	5564 13.60%	3606 13.63%	34 13.13%	19 18.81%	5 27.78%	14 11.48%	7 29.17%	10 8.62%	15 12.50%	4 16.67%	0 0.0%	8 21.05%	3 6.52%	8 14.04%	12 16.67%	7 10.00%	18 12.68%	1 33.33%	0 0.0%
Always	124 85.52%	32876 80.38%	21288 80.45%	217 83.78%	82 81.19%	12 66.67%	107 87.70%	16 66.67%	105 90.52%	104 86.67%	19 79.17%	0 0.0%	30 78.95%	42 91.30%	48 84.21%	58 80.56%	63 90.00%	122 85.92%	2 66.67%	0 0.0%
CAHPS Rate (%Always + %Usually)	143 98.62% BC	38440 93.99%	24894 94.07%	251 96.91% BC	101 100.00% BCD	17 94.44%	121 99.18%	23 95.83%	115 99.14%	119 99.17%	23 95.83%	0 0.0%	38 100.00%	45 97.83%	56 98.25%	70 97.22%	70 100.00%	140 98.59%	3 100.00%	0 0.0%
3-point composite mean	2.8414 BC	2.7437	2.7452	2.8069	2.8119	2.6111	2.8689	2.6250	2.8966	2.8583	2.7500	0	2.7895	2.8913	2.8246	2.7778	2.9000	2.8451	2.6667	0
				BC																
4-point composite mean	3.8414 BC	3.7321	3.7322	3.7992 BC	3.8119 BC	3.6111	3.8689	3.6250	3.8966	3.8583	3.7500	0	3.7895	3.8913	3.8246	3.7778	3.9000	3.8451	3.6667	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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18. In the last 6 months, how often did your child's personal doctor listen carefully to you?

| | 2018 Plan Total (A) | 2017 Child Medicaid Quality Compass (B) | 2018 DSS Book of Bus. (C) | 2017 Plan Total (D) | 2016 Plan Total (E) | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
						0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 2.95% B	46 0.08%	1757 4.43% B	15 3.22% B	6 3.31% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	118 43.54% BC	16918 29.25%	11428 28.81%	192 41.20% BC	74 40.88% BC	16 45.71%	99 43.42%	4 14.29%	42 26.42%	110 46.81% K	7 20.59%	0 0.0%	13 25.00%	42 46.15% M	61 50.00% M	64 45.39%	52 41.60%	116 43.61%	2 40.00%	0 0.0%
BASE = Those who responded	145 53.51%	40875 70.67% ACDE	26477 66.76% ADE	259 55.58%	101 55.80%	18 51.43%	122 53.51%	24 85.71%	116 72.96%	120 51.06%	24 70.59% J	0 0.0%	38 73.08% NO	46 50.55%	57 46.72%	72 51.06%	70 56.00%	142 53.38%	3 60.00%	0 0.0%
Never	0 0.0%	312 0.76% AE	209 0.79% AE	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	5 3.45%	1735 4.25%	1062 4.01%	8 3.09%	3 2.97%	2 11.11%	3 2.46%	4 16.67%	1 0.86%	5 4.17%	0 0.0%	0 0.0%	1 2.63%	1 2.17%	3 5.26%	4 5.56%	1 1.43%	5 3.52%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	5 3.45%	2048 5.01%	1271 4.80%	9 3.47%	3 2.97%	2 11.11%	3 2.46%	4 16.67%	1 0.86%	5 4.17%	0 0.0%	0 0.0%	1 2.63%	1 2.17%	3 5.26%	4 5.56%	1 1.43%	5 3.52%	0 0.0%	0 0.0%
Usually	24 16.55%	5182 12.68%	3368 12.72%	26 10.04%	15 14.85%	6 33.33%	18 14.75%	8 33.33%	15 12.93%	19 15.83%	5 20.83%	0 0.0%	9 23.68%	7 15.22%	8 14.04%	16 22.22%	8 11.43%	23 16.20%	1 33.33%	0 0.0%
Always	116 80.00%	33645 82.31%	21838 82.48%	224 86.49%	83 82.18%	10 55.56%	101 82.79%	12 50.00%	100 86.21%	96 80.00%	19 79.17%	0 0.0%	28 73.68%	38 82.61%	46 80.70%	52 72.22%	61 87.14% P	114 80.28%	2 66.67%	0 0.0%
CAHPS Rate (%Always + %Usually)	140 96.55%	38827 94.99%	25206 95.20%	250 96.53%	98 97.03%	16 88.89%	119 97.54%	20 83.33%	115 99.14%	115 95.83%	24 100.00%	0 0.0%	37 97.37%	45 97.83%	54 94.74%	68 94.44%	69 98.57%	137 96.48%	3 100.00%	0 0.0%
3-point composite mean	2.7655	2.7730	2.7768	2.8301	2.7921	2.4444	2.8033	2.3333	2.8534	2.7583	2.7917	0	2.7105	2.8043	2.7544	2.6667	2.8571 P	2.7676	2.6667	0
4-point composite mean	3.7655	3.7654	3.7689	3.8263 B	3.7921	3.4444	3.8033	3.3333	3.8534	3.7583	3.7917	0	3.7105	3.8043	3.7544	3.6667	3.8571 P	3.7676	3.6667	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	8 2.95% B	0 0.0%	1770 4.46% B	15 3.22% B	7 3.87% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	118 43.54% BC	16918 29.25%	11428 28.81%	192 41.20% BC	74 40.88% BC	16 45.71%	99 43.42%	4 14.29%	42 26.42%	110 46.81% K	7 20.59%	0 0.0%	13 25.00%	42 46.15% M	61 50.00% M	64 45.39%	52 41.60%	116 43.61%	2 40.00%	0 0.0%
BASE = Those who responded	145 53.51%	40921 70.75% ACDE	26464 66.72% ADE	259 55.58%	99 54.70%	18 51.43%	122 53.51%	24 85.71%	116 72.96%	120 51.06%	24 70.59% J	0 0.0%	38 73.08%	46 50.55%	57 46.72% NO	72 51.06%	70 56.00%	142 53.38%	3 60.00%	0 0.0%
Never	0 0.0%	260 0.64% AE	182 0.69% AE	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 4.14%	1301 3.18% DE	827 3.13% DE	4 1.54%	1 1.01%	3 16.67%	3 2.46%	5 20.83%	1 0.86%	6 5.00%	0 0.0%	0 0.0%	2 5.26%	1 2.17%	3 5.26%	5 6.94%	1 1.43%	6 4.23%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 4.14%	1562 3.82% DE	1009 3.81% DE	5 1.93%	1 1.01%	3 16.67%	3 2.46%	5 20.83%	1 0.86%	6 5.00%	0 0.0%	0 0.0%	2 5.26%	1 2.17%	3 5.26%	5 6.94%	1 1.43%	6 4.23%	0 0.0%	0 0.0%
Usually	17 11.72%	4014 9.81%	2706 10.23%	27 10.42%	16 16.16%	4 22.22%	13 10.66%	7 29.17%	10 8.62%	15 12.50%	2 8.33%	0 0.0%	5 13.16%	7 15.22%	5 8.77%	10 13.89%	7 10.00%	17 11.97%	0 0.0%	0 0.0%
Always	122 84.14%	35345 86.37%	22749 85.96%	227 87.64%	82 82.83%	11 61.11%	106 86.89%	12 50.00%	105 90.52%	99 82.50%	22 91.67%	0 0.0%	31 81.58%	38 82.61%	49 85.96%	57 79.17%	62 88.57%	119 83.80%	3 100.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	139 95.86%	39359 96.18%	25455 96.19%	254 98.07% BC	98 98.99% BC	15 83.33%	119 97.54%	19 79.17%	115 99.14%	114 95.00%	24 100.00%	0 0.0%	36 94.74%	45 97.83%	54 94.74%	67 93.06%	69 98.57%	136 95.77%	3 100.00%	0 0.0%
3-point composite mean	2.8000	2.8256	2.8215	2.8571	2.8182	2.4444	2.8443	2.2917	2.8966	2.7750	2.9167	0	2.7632	2.8043	2.8070	2.7222	2.8714	2.7958	3.0000	0
4-point composite mean	3.8000	3.8192	3.8146	3.8533	3.8182	3.4444	3.8443	3.2917	3.8966	3.7750	3.9167	0	3.7632	3.8043	3.8070	3.7222	3.8714	3.7958	4.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
   published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	9 3.32% B	0 0.0%	1936 4.88% B	17 3.65% B	6 3.31% B	2 5.71%	7 3.07%	0 0.0%	2 1.26%	6 2.55%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	9 3.38%	0 0.0%	0 0.0%
Appropriately skipped	118 43.54% BC	16918 29.25%	11428 28.81%	192 41.20% BC	74 40.88% BC	16 45.71%	99 43.42%	4 14.29%	42 26.42%	110 46.81% K	7 20.59%	0 0.0%	13 25.00%	42 46.15% M	61 50.00% M	64 45.39%	52 41.60%	116 43.61%	2 40.00%	0 0.0%
BASE = Those who responded	144 53.14%	40921 70.75% ACDE	26298 66.31% ADE	257 55.15%	100 55.25%	17 48.57%	122 53.51%	24 85.71%	115 72.33%	119 50.64% J	24 70.59%	0 0.0%	38 73.08% NO	46 50.55%	57 46.72%	72 51.06%	70 56.00%	141 53.01%	3 60.00%	0 0.0%
Yes	112 77.78% BC	27109 66.25%	17615 66.98%	189 73.54% BC	79 79.00% BC	14 82.35%	93 76.23%	20 83.33%	87 75.65%	90 75.63%	21 87.50%	0 0.0%	12 31.58%	43 93.48% M	55 96.49% M	57 79.17%	53 75.71%	109 77.30%	3 100.00%	0 0.0%
No	32 22.22% BC	13812 33.75% ADE	8683 33.02% ADE	68 26.46%	21 21.00%	3 17.65%	29 23.77%	4 16.67%	28 24.35%	29 24.37%	3 12.50%	0 0.0%	26 68.42% NO	3 6.52%	2 3.51%	15 20.83%	17 24.29%	32 22.70%	0 0.0%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
     published in Quality Compass.
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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?

| | | | | | | 2018 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	11 4.06% B	6 0.01%	2126 5.36% B	21 4.51% B	8 4.42% B	2 5.71%	9 3.95%	0 0.0%	4 2.52%	7 2.98%	3 8.82%	0 0.0%	2 3.85%	4 4.40%	4 3.28%	7 4.96%	3 2.40%	11 4.14%	0 0.0%	0 0.0%
Appropriately skipped	150 55.35%	30730 53.13% C	20111 50.71%	260 55.79% C	95 52.49%	19 54.29%	128 56.14%	8 28.57%	70 44.03%	139 59.15% K	10 29.41%	0 0.0%	39 75.00% NO	45 49.45%	63 51.64%	79 56.03%	69 55.20%	148 55.64%	2 40.00%	0 0.0%
BASE = Those who responded	110 40.59%	27103 46.86% ACD	17425 43.93%	185 39.70%	78 43.09%	14 40.00%	91 39.91%	20 71.43%	85 53.46%	89 37.87%	21 61.76% J	0 0.0%	11 21.15%	42 46.15% M	55 45.08% M	55 39.01%	53 42.40%	107 40.23%	3 60.00%	0 0.0%
Never	2 1.82% E	335 1.24%	195 1.12% E	2 1.08%	0 0.0%	2 14.29%	0 0.0%	2 10.00%	0 0.0%	2 2.25%	0 0.0%	0 0.0%	2 18.18%	0 0.0%	0 0.0%	2 3.64%	0 0.0%	2 1.87%	0 0.0%	0 0.0%
Sometimes	4 3.64%	1672 6.17%	1056 6.06%	8 4.32%	4 5.13%	2 14.29%	1 1.10%	3 15.00%	1 1.18%	4 4.49%	0 0.0%	0 0.0%	1 9.09%	1 2.38%	2 3.64%	4 7.27% Q	0 0.0%	3 2.80%	1 33.33%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 5.45%	2007 7.41%	1251 7.18%	10 5.41%	4 5.13%	4 28.57%	1 1.10%	5 25.00%	1 1.18%	6 6.74%	0 0.0%	0 0.0%	3 27.27%	1 2.38%	2 3.64%	6 10.91% Q	0 0.0%	5 4.67%	1 33.33%	0 0.0%
Usually	29 26.36% B	4772 17.61%	3172 18.20%	44 23.78%	15 19.23%	4 28.57%	25 27.47%	8 40.00%	19 22.35%	22 24.72%	7 33.33%	0 0.0%	2 18.18%	14 33.33%	13 23.64%	10 18.18%	19 35.85% P	28 26.17%	1 33.33%	0 0.0%
Always	75 68.18%	20325 74.99%	13002 74.62%	131 70.81%	59 75.64%	6 42.86%	65 71.43%	7 35.00%	65 76.47%	61 68.54%	14 66.67%	0 0.0%	6 54.55%	27 64.29%	40 72.73%	39 70.91%	34 64.15%	74 69.16%	1 33.33%	0 0.0%
CAHPS Rate (%Always + %Usually)	104 94.55%	25096 92.59%	16174 92.82%	175 94.59%	74 94.87%	10 71.43%	90 98.90%	15 75.00%	84 98.82%	83 93.26%	21 100.00%	0 0.0%	8 72.73%	41 97.62%	53 96.36%	49 89.09%	53 100.00% P	102 95.33%	2 66.67%	0 0.0%
3-point composite mean	2.6273	2.6758	2.6744	2.6541	2.7051	2.1429	2.7033	2.1000	2.7529	2.6180	2.6667	0	2.2727	2.6190	2.6909	2.6000	2.6415	2.6449	2.0000	0
4-point composite mean	3.6091	3.6635	3.6632	3.6432	3.7051	3.0000	3.7033	3.0000	3.7529	3.5955	3.6667	0	3.0909	3.6190	3.6909	3.5636	3.6415	3.6262	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	40	1882	18	7	2	9	0	4	7	3	0	2	3	4	6	4	11	0	0
	4.06% B	0.07%	4.75% B	3.86% B	3.87% B	5.71%	3.95%	0.0%	2.52%	2.98%	8.82%	0.0%	3.85%	3.30%	3.28%	4.26%	3.20%	4.14%	0.0%	0.0%
Appropriately skipped	118	16918	11428	192	74	16	99	4	42	110	7	0	13	42	61	64	52	116	2	0
	43.54% BC	29.25%	28.81%	41.20% BC	40.88% BC	45.71%	43.42%	14.29%	26.42%	46.81% K	20.59%	0.0%	25.00%	46.15% M	50.00% M	45.39%	41.60%	43.61%	40.00%	0.0%
BASE = Those who responded	142	40881	26352	256	100	17	120	24	113	118	24	0	37	46	57	71	69	139	3	0
	52.40%	70.68% ACDE	66.44% ADE	54.94%	55.25%	48.57%	52.63%	85.71%	71.07%	50.21%	70.59% J	0.0%	71.15% NO	50.55%	46.72%	50.35%	55.20%	52.26%	60.00%	0.0%
Never	1	908	578	2	0	1	0	1	0	1	0	0	0	0	1	1	0	1	0	0
	0.70%	2.22% ADE	2.19% ADE	0.78%	0.0%	5.88%	0.0%	4.17%	0.0%	0.85%	0.0%	0.0%	0.0%	0.0%	1.75%	1.41%	0.0%	0.72%	0.0%	0.0%
Sometimes	6	3667	2342	14	2	2	3	3	1	5	1	0	1	1	4	4	2	5	1	0
	4.23%	8.97% ADE	8.89% ADE	5.47%	2.00%	11.76%	2.50%	12.50%	0.88%	4.24%	4.17%	0.0%	2.70%	2.17%	7.02%	5.63%	2.90%	3.60%	33.33%	0.0%
Bottom Two Box (%Never + %Sometimes)	7	4575	2920	16	2	3	3	4	1	6	1	0	1	1	5	5	2	6	1	0
	4.93%	11.19% ADE	11.08% ADE	6.25% E	2.00%	17.65%	2.50%	16.67%	0.88%	5.08%	4.17%	0.0%	2.70%	2.17%	8.77%	7.04%	2.90%	4.32%	33.33%	0.0%
Usually	30	8612	5403	56	26	6	24	9	20	23	7	0	11	11	8	15	15	29	1	0
	21.13%	21.07%	20.50%	21.88%	26.00%	35.29%	20.00%	37.50%	17.70%	19.49%	29.17%	0.0%	29.73%	23.91%	14.04%	21.13%	21.74%	20.86%	33.33%	0.0%
Always	105	27693	18029	184	72	8	93	11	92	89	16	0	25	34	44	51	52	104	1	0
	73.94%	67.74%	68.42%	71.88%	72.00%	47.06%	77.50%	45.83%	81.42%	75.42%	66.67%	0.0%	67.57%	73.91%	77.19%	71.83%	75.36%	74.82%	33.33%	0.0%
CAHPS Rate (%Always + %Usually)	135	36306	23432	240	98	14	117	20	112	112	23	0	36	45	52	66	67	133	2	0
	95.07% BC	88.81%	88.92%	93.75% BC	98.00% BCD	82.35%	97.50%	83.33%	99.12%	94.92%	95.83%	0.0%	97.30%	97.83%	91.23%	92.96%	97.10%	95.68%	66.67%	0.0%
3-point composite mean	2.6901 BC	2.5655	2.5734	2.6563 BC	2.7000 BC	2.2941	2.7500	2.2917	2.8053	2.7034	2.6250	0	2.6486	2.7174	2.6842	2.6479	2.7246	2.7050	2.0000	0
4-point composite mean	3.6831 BC	3.5433	3.5514	3.6484 BC	3.7000 BC	3.2353	3.7500	3.2500	3.8053	3.6949	3.6250	0	3.6486	3.7174	3.6667	3.6338	3.7246	3.6978	3.0000	0
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 2.95% B	0 0.0%	1853 4.67% B	16 3.43% B	7 3.87% B	1 2.86%	7 3.07%	0 0.0%	1 0.63%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	5 3.55%	3 2.40%	8 3.01%	0 0.0%	0 0.0%
Appropriately skipped	118 43.54% BC	16918 29.25%	11428 28.81%	192 41.20% BC	74 40.88% BC	16 45.71%	99 43.42%	4 14.29%	42 26.42%	110 46.81% K	7 20.59%	0 0.0%	13 25.00%	42 46.15% M	61 50.00% M	64 45.39%	52 41.60%	116 43.61%	2 40.00%	0 0.0%
BASE = Those who responded	145 53.51%	40921 70.75% ACDE	26381 66.51% ADE	258 55.36%	100 55.25%	18 51.43%	122 53.51%	24 85.71%	116 72.96%	120 51.06%	24 70.59% J	0 0.0%	38 73.08% NO	46 50.55%	57 46.72%	72 51.06%	70 56.00%	142 53.38%	3 60.00%	0 0.0%
Yes	119 82.07%	36473 89.13% AD	23354 88.53% A	218 84.50%	90 90.00%	14 77.78%	102 83.61%	18 75.00%	98 84.48%	100 83.33%	18 75.00%	0 0.0%	35 92.11% O	37 80.43%	43 75.44%	60 83.33%	56 80.00%	116 81.69%	3 100.00%	0 0.0%
No	26 17.93% BC	4448 10.87%	3027 11.47%	40 15.50% B	10 10.00%	4 22.22%	20 16.39%	6 25.00%	18 15.52%	20 16.67%	6 25.00%	0 0.0%	3 7.89%	9 19.57%	14 24.56% M	12 16.67%	14 20.00%	26 18.31%	0 0.0%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	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%
No response	10	0	1919	17	7	1	9	0	3	6	3	0	2	3	5	6	4	10	0	0
	3.69%	0.0%	4.84%	3.65%	3.87%	2.86%	3.95%	0.0%	1.89%	2.55%	8.82%	0.0%	3.85%	3.30%	4.10%	4.26%	3.20%	3.76%	0.0%	0.0%
	B		B	B	B															
Appropriately skipped	118	16918	11428	192	74	16	99	4	42	110	7	0	13	42	61	64	52	116	2	0
	43.54%	29.25%	28.81%	41.20%	40.88%	45.71%	43.42%	14.29%	26.42%	46.81%	20.59%	0.0%	25.00%	46.15%	50.00%	45.39%	41.60%	43.61%	40.00%	0.0%
	BC			BC	BC					K				M	M					
BASE = Those who responded	143	40921	26315	257	99	18	120	24	114	119	24	0	37	46	56	71	69	140	3	0
	52.77%	70.75%	66.35%	55.15%	54.70%	51.43%	52.63%	85.71%	71.70%	50.64%	70.59%	0.0%	71.15%	50.55%	45.90%	50.35%	55.20%	52.63%	60.00%	0.0%
		ACDE	ADE								J		NO							
Yes	64	17710	11725	114	37	8	53	19	44	50	14	0	17	16	29	31	32	63	1	0
	44.76%	43.28%	44.56%	44.36%	37.37%	44.44%	44.17%	79.17%	38.60%	42.02%	58.33%	0.0%	45.95%	34.78%	51.79%	43.66%	46.38%	45.00%	33.33%	0.0%
No	79	23211	14590	143	62	10	67	5	70	69	10	0	20	30	27	40	37	77	2	0
	55.24%	56.72%	55.44%	55.64%	62.63%	55.56%	55.83%	20.83%	61.40%	57.98%	41.67%	0.0%	54.05%	65.22%	48.21%	56.34%	53.62%	55.00%	66.67%	0.0%
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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?

| | | | | | | 2018 Plan Results | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	10 3.69% B	6 0.01%	2163 5.45% B	18 3.86% B	8 4.42% B	1 2.86%	9 3.95%	0 0.0%	3 1.89%	6 2.55%	3 8.82%	0 0.0%	2 3.85%	3 3.30%	5 4.10%	6 4.26%	4 3.20%	10 3.76%	0 0.0%	0 0.0%
Appropriately skipped	197 72.69% C	40129 69.38% C	26018 65.60%	335 71.89% C	136 75.14% C	26 74.29%	166 72.81%	9 32.14%	112 70.44%	179 76.17% K	17 50.00%	0 0.0%	33 63.46%	72 79.12%	88 72.13%	104 73.76%	89 71.20%	193 72.56%	4 80.00%	0 0.0%
BASE = Those who responded	64 23.62%	17705 30.61% ACDE	11481 28.95% ADE	113 24.25%	37 20.44%	8 22.86%	53 23.25%	19 67.86%	44 27.67%	50 21.28%	14 41.18% J	0 0.0%	17 32.69%	16 17.58% N	29 23.77%	31 21.99%	32 25.60%	63 23.68%	1 20.00%	0 0.0%
Never	8 12.50% E	908 5.13%	619 5.39%	8 7.08%	1 2.70%	3 37.50%	5 9.43%	4 21.05%	4 9.09%	6 12.00%	2 14.29%	0 0.0%	3 17.65%	2 12.50%	3 10.34%	4 12.90%	4 12.50%	8 12.70%	0 0.0%	0 0.0%
Sometimes	12 18.75%	2117 11.96%	1405 12.24%	12 10.62%	5 13.51%	1 12.50%	11 20.75%	3 15.79%	8 18.18%	11 22.00%	1 7.14%	0 0.0%	6 35.29%	0 0.0%	6 20.69%	6 19.35%	6 18.75%	12 19.05%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	20 31.25% BCD	3025 17.09%	2024 17.63%	20 17.70%	6 16.22%	4 50.00%	16 30.19%	7 36.84%	12 27.27%	17 34.00%	3 21.43%	0 0.0%	9 52.94%	2 12.50%	9 31.03%	10 32.26%	10 31.25%	20 31.75%	0 0.0%	0 0.0%
Usually	17 26.56%	4251 24.01%	2716 23.66%	40 35.40% BC	15 40.54% BC	4 50.00%	12 22.64%	7 36.84%	10 22.73%	13 26.00%	4 28.57%	0 0.0%	2 11.76%	7 43.75%	8 27.59%	7 22.58%	10 31.25%	16 25.40%	1 100.00%	0 0.0%
Always	27 42.19%	10428 58.90% AD	6741 58.71% AD	53 46.90%	16 43.24%	0 0.0%	25 47.17%	5 26.32%	22 50.00%	20 40.00%	7 50.00%	0 0.0%	6 35.29%	7 43.75%	12 41.38%	14 45.16%	12 37.50%	27 42.86%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	44 68.75%	14680 82.91% A	9457 82.37% A	93 82.30% A	31 83.78%	4 50.00%	37 69.81%	12 63.16%	32 72.73%	33 66.00%	11 78.57%	0 0.0%	8 47.06%	14 87.50%	20 68.97%	21 67.74%	22 68.75%	43 68.25%	1 100.00%	0 0.0%
3-point composite mean	2.1094	2.4182 A	2.4109 A	2.2920	2.2703	1.5000	2.1698	1.8947	2.2273	2.0600	2.2857	0	1.8235	2.3125	2.1034	2.1290	2.0625	2.1111	2.0000	0
4-point composite mean	2.9844	3.3669 A	3.3569 A	3.2212	3.2432	2.1250	3.0755	2.6842	3.1364	2.9400	3.1429	0	2.6471	3.1875	3.0000	3.0000	2.9375	2.9841	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

						2018 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
		2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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)
	2018 Plan Total (A)																			
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	4 1.48% B	17 0.03%	1283 3.23% AB	15 3.22% B	6 3.31% B	1 2.86%	3 1.32%	0 0.0%	1 0.63%	2 0.85%	2 5.88%	0 0.0%	1 1.92%	1 1.10%	2 1.64%	2 1.42%	2 1.60%	4 1.50%	0 0.0%	0 0.0%
Appropriately skipped	43 15.87%	6929 11.98%	4945 12.47%	75 16.09% BC	32 17.68% B	5 14.29%	37 16.23%	1 3.57%	20 12.58%	39 16.60%	3 8.82%	0 0.0%	3 5.77%	11 12.09%	27 22.13% MN	28 19.86% Q	13 10.40%	42 15.79%	1 20.00%	0 0.0%
BASE = Those who responded	224 82.66%	50893 87.99% ACDE	33434 84.30% D	376 80.69%	143 79.01%	29 82.86%	188 82.46%	27 96.43%	138 86.79%	194 82.55%	29 85.29%	0 0.0%	48 92.31% O	79 86.81% O	93 76.23%	111 78.72%	110 88.00% P	220 82.71%	4 80.00%	0 0.0%
10 - Best personal doctor possible	115 51.34%	30308 59.55% AD	19747 59.06% A	204 54.26%	81 56.64%	8 27.59%	100 53.19%	6 22.22%	82 59.42%	103 53.09%	11 37.93%	0 0.0%	29 60.42%	44 55.70%	41 44.09%	52 46.85%	62 56.36%	114 51.82%	1 25.00%	0 0.0%
9 -	44 19.64%	8433 16.57%	5785 17.30%	72 19.15%	25 17.48%	6 20.69%	38 20.21%	2 7.41%	29 21.01%	38 19.59%	6 20.69%	0 0.0%	7 14.58%	18 22.78%	16 17.20%	16 14.41%	26 23.64%	43 19.55%	1 25.00%	0 0.0%
Top Two Box	159 70.98%	38741 76.12%	25532 76.37%	276 73.40%	106 74.13%	14 48.28%	138 73.40%	8 29.63%	111 80.43%	141 72.68%	17 58.62%	0 0.0%	36 75.00%	62 78.48% O	57 61.29%	68 61.26%	88 80.00% P	157 71.36%	2 50.00%	0 0.0%
8 -	38 16.96%	6692 13.15%	4414 13.20%	50 13.30%	23 16.08%	8 27.59%	30 15.96%	5 18.52%	20 14.49%	31 15.98%	7 24.14%	0 0.0%	6 12.50%	12 15.19%	20 21.51%	24 21.62%	14 12.73%	37 16.82%	1 25.00%	0 0.0%
CAHPS Rate (Top Three Box)	197 87.95%	45433 89.27%	29946 89.57%	326 86.70%	129 90.21%	22 75.86%	168 89.36%	13 48.15%	131 94.93%	172 88.66%	24 82.76%	0 0.0%	42 87.50%	74 93.67% O	77 82.80%	92 82.88%	102 92.73% P	194 88.18%	3 75.00%	0 0.0%
7 -	14 6.25%	2464 4.84%	1618 4.84%	27 7.18%	7 4.90%	1 3.45%	13 6.91%	5 18.52%	5 3.62%	10 5.15%	4 13.79%	0 0.0%	4 8.33%	3 3.80%	7 7.53%	9 8.11%	5 4.55%	13 5.91%	1 25.00%	0 0.0%
6 -	5 2.23%	1035 2.03%	608 1.82%	6 1.60%	4 2.80%	2 6.90%	3 1.60%	4 14.81%	1 0.72%	4 2.06%	1 3.45%	0 0.0%	0 0.0%	1 1.27%	4 4.30% M	3 2.70%	2 1.82%	5 2.27%	0 0.0%	0 0.0%
5 -	4 1.79%	1087 2.14%	714 2.14%	8 2.13%	3 2.10%	2 6.90%	2 1.06%	3 11.11%	1 0.72%	4 2.06%	0 0.0%	0 0.0%	2 4.17%	0 0.0%	2 2.15%	3 2.70%	1 0.91%	4 1.82%	0 0.0%	0 0.0%
4 -	1 0.45%	289 0.57% E	159 0.48% E	3 0.80%	0 0.0%	0 0.0%	1 0.53%	1 3.70%	0 0.0%	1 0.52%	0 0.0%	0 0.0%	0 0.0%	1 1.27%	0 0.0%	1 0.90%	0 0.0%	1 0.45%	0 0.0%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
		2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)																		
	2018 Plan Total (A)			2017 Plan Total (D)	2016 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 -	1 0.45%	208 0.41% E	123 0.37% E	5 1.33% E	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	1 0.52%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.08%	1 0.90%	0 0.0%	1 0.45%	0 0.0%	0 0.0%
2 -	2 0.89%	133 0.26% DE	113 0.34% DE	0 0.0%	0 0.0%	1 3.45%	1 0.53%	1 3.70%	0 0.0%	2 1.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.15%	2 1.80%	0 0.0%	2 0.91%	0 0.0%	0 0.0%
1 -	0 0.0%	116 0.23% ADE	56 0.17% 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 - Worst personal doctor possible	0 0.0%	127 0.25% AE	97 0.29% AE	1 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	27 12.05%	5460 10.73%	3488 10.43%	50 13.30%	14 9.79%	7 24.14%	20 10.64%	14 51.85%	7 5.07%	22 11.34%	5 17.24%	0 0.0%	6 12.50%	5 6.33%	16 17.20% N	19 17.12%	8 7.27% Q	26 11.82%	1 25.00%	0 0.0%
Bottom Three Box	2 0.89%	376 0.74% E	266 0.80% DE	1 0.27%	0 0.0%	1 3.45%	1 0.53%	1 3.70%	0 0.0%	2 1.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.15%	2 1.80%	0 0.0%	2 0.91%	0 0.0%	0 0.0%
Bottom Two Box	0 0.0%	243 0.48% AE	153 0.46% AE	1 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average rating	8.9688	9.1088	9.1128	8.9894	9.1399	8.0000	9.0798	7.3333	9.3261	8.9948	8.7586	0	9.1458	9.2278 O	8.6452	8.6757	9.2545 P	8.9773	8.5000	0
Standard deviation	1.4589	1.4830	1.4724	1.5298	1.2210	2.0844	1.2920	2.0548	0.9792	1.4940	1.1935	0	1.3069	1.1132	1.7330	1.7355	1.0569	1.4630	1.1180	0
3-point composite mean	2.6518	2.7024	2.7077	2.6729	2.6923	2.2759	2.6968	1.9630	2.7899	2.6649	2.5517	0	2.7083	2.7595 O	2.5161	2.5225	2.7727 P	2.6545	2.5000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.37%	0 0.0%	372 0.94% BD	0 0.0%	2 1.10%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.38%	0 0.0%	0 0.0%
BASE = Those who responded	270 99.63%	57839 100.00% C	39290 99.06%	466 100.00%	179 98.90%	35 100.00%	227 99.56%	28 100.00%	158 99.37%	234 99.57%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	265 99.62%	5 100.00%	0 0.0%
			C																	
Yes	44 16.30%	13008 22.49% A	9291 23.65% AB	104 22.32% A	49 27.37% A	5 14.29%	38 16.74%	8 28.57%	29 18.35%	29 12.39%	14 41.18% J	0 0.0%	11 21.15%	12 13.19%	21 17.21%	22 15.60%	22 17.60%	43 16.23%	1 20.00%	0 0.0%
No	226 83.70% BCDE	44831 77.51% C	29999 76.35%	362 77.68%	130 72.63%	30 85.71%	189 83.26%	20 71.43%	129 81.65%	205 87.61%	20 58.82% K	0 0.0%	41 78.85%	79 86.81%	101 82.79%	119 84.40%	103 82.40%	222 83.77%	4 80.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11+ (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.74%	35 0.06% D	521 1.31% BD	0 0.0%	2 1.10%	0 0.0%	2 0.88%	0 0.0%	1 0.63%	1 0.43%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	1 0.82%	1 0.71%	0 0.0%	2 0.75%	0 0.0%	0 0.0%
Appropriately skipped	226 83.39% BCE	44831 77.51% C	29999 75.64%	362 77.68%	130 71.82%	30 85.71%	189 82.89%	20 71.43%	129 81.13%	205 87.23% K	20 58.82%	0 0.0%	41 78.85%	79 86.81%	101 82.79%	119 84.40%	103 82.40%	222 83.46%	4 80.00%	0 0.0%
BASE = Those who responded	43 15.87%	12973 22.43% A	9142 23.05% A	104 22.32% A	49 27.07% A	5 14.29%	37 16.23%	8 28.57%	29 18.24%	29 12.34%	13 38.24% J	0 0.0%	11 21.15%	12 13.19%	20 16.39%	21 14.89%	22 17.60%	42 15.79%	1 20.00%	0 0.0%
Never	1 2.33%	544 4.19% DE	358 3.92% DE	1 0.96%	0 0.0%	0 0.0%	1 2.70%	0 0.0%	1 3.45%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.00%	0 0.0%	1 4.55%	1 2.38%	0 0.0%	0 0.0%
Sometimes	11 25.58% D	2001 15.43% D	1432 15.66% D	6 5.77%	6 12.24%	4 80.00%	7 18.92%	4 50.00%	4 13.79%	8 27.59%	3 23.08%	0 0.0%	2 18.18%	3 25.00%	6 30.00%	7 33.33%	4 18.18%	11 26.19%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	12 27.91% D	2545 19.62% D	1790 19.58% D	7 6.73%	6 12.24%	4 80.00%	8 21.62%	4 50.00%	5 17.24%	9 31.03%	3 23.08%	0 0.0%	2 18.18%	3 25.00%	7 35.00%	7 33.33%	5 22.73%	12 28.57%	0 0.0%	0 0.0%
Usually	7 16.28%	3019 23.27%	2145 23.46%	29 27.88%	16 32.65%	0 0.0%	6 16.22%	0 0.0%	7 24.14%	4 13.79%	3 23.08%	0 0.0%	3 27.27%	2 16.67%	2 10.00%	4 19.05%	3 13.64%	6 14.29%	1 100.00%	0 0.0%
Always	24 55.81%	7409 57.11%	5207 56.96%	68 65.38%	27 55.10%	1 20.00%	23 62.16%	4 50.00%	17 58.62%	16 55.17%	7 53.85%	0 0.0%	6 54.55%	7 58.33%	11 55.00%	10 47.62%	14 63.64%	24 57.14%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	31 72.09%	10428 80.38%	7352 80.42%	97 93.27% ABC	43 87.76%	1 20.00%	29 78.38%	4 50.00%	24 82.76%	20 68.97%	10 76.92%	0 0.0%	9 81.82%	9 75.00%	13 65.00%	14 66.67%	17 77.27%	30 71.43%	1 100.00%	0 0.0%
3-point composite mean	2.2791	2.3749	2.3738	2.5865 ABC	2.4286	1.4000	2.4054	2.0000	2.4138	2.2414	2.3077	0	2.3636	2.3333	2.2000	2.1429	2.4091	2.2857	2.0000	0
4-point composite mean	3.2558	3.3330	3.3346	3.5769 ABC	3.4286	2.4000	3.3784	3.0000	3.3793	3.2069	3.3077	0	3.3636	3.3333	3.1500	3.1429	3.3636	3.2619	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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29. How many specialists has your child seen in the last 6 months?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.37%	0 0.0%	530 1.34% ABD	0 0.0%	2 1.10%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.38%	0 0.0%	0 0.0%
Appropriately skipped	226 83.39% BCE	44831 77.51% C	29999 75.64%	362 77.68%	130 71.82%	30 85.71%	189 82.89%	20 71.43%	129 81.13%	205 87.23% K	20 58.82%	0 0.0%	41 78.85%	79 86.81%	101 82.79%	119 84.40%	103 82.40%	222 83.46%	4 80.00%	0 0.0%
BASE = Those who responded	44 16.24%	13008 22.49% A	9133 23.03% A	104 22.32% A	49 27.07% A	5 14.29%	38 16.67%	8 28.57%	29 18.24%	29 12.34%	14 41.18% J	0 0.0%	11 21.15%	12 13.19%	21 17.21%	22 15.60%	22 17.60%	43 16.17%	1 20.00%	0 0.0%
None (v 0)	0 0.0%	827 6.36% ADE	570 6.24% ADE	1 0.96%	1 2.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Saw a specialist (NET)	44 100.00% BC	12181 93.64%	8563 93.76%	103 99.04% BC	48 97.96% BC	5 100.00%	38 100.00%	8 100.00%	29 100.00%	29 100.00%	14 100.00%	0 0.0%	11 100.00%	12 100.00%	21 100.00%	22 100.00%	22 100.00%	43 100.00%	1 100.00%	0 0.0%
1 specialist (v 1)	37 84.09% BC	8190 62.96%	5547 60.74%	76 73.08% BC	38 77.55% BC	4 80.00%	32 84.21%	5 62.50%	25 86.21%	27 93.10%	9 64.29%	0 0.0%	11 100.00%	9 75.00%	17 80.95%	17 77.27%	20 90.91%	36 83.72%	1 100.00%	0 0.0%
2 (v 2)	6 13.64%	2609 20.05%	1889 20.68%	21 20.19%	6 12.24%	1 20.00%	5 13.16%	2 25.00%	4 13.79%	1 3.45%	5 35.71%	0 0.0%	0 0.0%	3 25.00%	3 14.29%	4 18.18%	2 9.09%	6 13.95%	0 0.0%	0 0.0%
3 (v 3)	0 0.0%	804 6.18% AE	622 6.81% AE	4 3.85% A	1 2.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4 (v 4)	1 2.27%	307 2.36%	222 2.43%	1 0.96%	2 4.08%	0 0.0%	1 2.63%	1 12.50%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.76%	1 4.55%	0 0.0%	1 2.33%	0 0.0%	0 0.0%
5 or more specialists (v 6)	0 0.0%	272 2.09% A	283 3.10% ABD	1 0.96%	1 2.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	1.2045	1.4357 A	1.5085 ABD	1.3462	1.3673	1.2000	1.2105	1.6250	1.1379	1.1379	1.3571	0	1.0000	1.2500	1.2857	1.3182	1.0909	1.2093	1.0000	0
Standard deviation	0.5469	1.0276	1.1298	0.7566	0.9834	0.4000	0.5693	0.9922	0.3448	0.5708	0.4792	0	0	0.4330	0.6999	0.6998	0.2875	0.5523	0	0

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	< 1 (L)	Child Age 1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.37%	17 0.03%	652 1.64% ABD	0 0.0%	2 1.10%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.38%	0 0.0%	0 0.0%
Appropriately skipped	226 83.39% CE	45658 78.94% CE	30569 77.07%	363 77.90%	131 72.38%	30 85.71%	189 82.89%	20 71.43%	129 81.13%	205 87.23% K	20 58.82%	0 0.0%	41 78.85%	79 86.81%	101 82.79%	119 84.40%	103 82.40%	222 83.46%	4 80.00%	0 0.0%
BASE = Those who responded	44 16.24%	12164 21.03% A	8441 21.28% A	103 22.10% A	48 26.52% A	5 14.29%	38 16.67%	8 28.57%	29 18.24%	29 12.34%	14 41.18% J	0 0.0%	11 21.15%	12 13.19%	21 17.21%	22 15.60%	22 17.60%	43 16.17%	1 20.00%	0 0.0%
10 - Best specialist possible	23 52.27%	6854 56.35%	4754 56.32%	54 52.43%	29 60.42%	2 40.00%	21 55.26%	1 12.50%	17 58.62%	16 55.17%	6 42.86%	0 0.0%	6 54.55%	9 75.00%	8 38.10%	12 54.55%	11 50.00%	23 53.49%	0 0.0%	0 0.0%
9 -	9 20.45%	2140 17.59%	1472 17.44%	23 22.33%	8 16.67%	0 0.0%	9 23.68%	2 25.00%	5 17.24%	4 13.79%	5 35.71%	0 0.0%	3 27.27%	1 8.33%	5 23.81%	5 22.73%	4 18.18%	9 20.93%	0 0.0%	0 0.0%
Top Two Box	32 72.73%	8994 73.94%	6226 73.76%	77 74.76%	37 77.08%	2 40.00%	30 78.95%	3 37.50%	22 75.86%	20 68.97%	11 78.57%	0 0.0%	9 81.82%	10 83.33%	13 61.90%	17 77.27%	15 68.18%	32 74.42%	0 0.0%	0 0.0%
8 -	7 15.91%	1625 13.36%	1101 13.04%	14 13.59%	4 8.33%	1 20.00%	5 13.16%	1 12.50%	6 20.69%	5 17.24%	2 14.29%	0 0.0%	1 9.09%	1 8.33%	5 23.81%	2 9.09%	5 22.73%	6 13.95%	1 100.00%	0 0.0%
CAHPS Rate (Top Three Box)	39 88.64%	10619 87.30%	7327 86.80%	91 88.35%	41 85.42%	3 60.00%	35 92.11%	4 50.00%	28 96.55%	25 86.21%	13 92.86%	0 0.0%	10 90.91%	11 91.67%	18 85.71%	19 86.36%	20 90.91%	38 88.37%	1 100.00%	0 0.0%
7 -	1 2.27%	642 5.28%	453 5.37%	4 3.88%	3 6.25%	0 0.0%	1 2.63%	1 12.50%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	1 8.33%	0 0.0%	0 0.0%	1 4.55%	1 2.33%	0 0.0%	0 0.0%
6 -	1 2.27%	307 2.52% E	194 2.30% E	4 3.88% E	0 0.0%	1 20.00%	0 0.0%	1 12.50%	0 0.0%	0 0.0%	1 7.14%	0 0.0%	0 0.0%	0 0.0%	1 4.76%	1 4.55%	0 0.0%	1 2.33%	0 0.0%	0 0.0%
5 -	0 0.0%	301 2.47% A	231 2.74% A	2 1.94%	3 6.25%	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%
4 -	0 0.0%	104 0.86% ADE	76 0.90% 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%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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 -	1 2.27%	58 0.48% D	47 0.56% D	0 0.0%	1 2.08%	0 0.0%	1 2.63%	0 0.0%	1 3.45%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.76%	0 0.0%	1 4.55%	1 2.33%	0 0.0%	0 0.0%
2 -	1 2.27%	52 0.43% DE	43 0.51% DE	0 0.0%	0 0.0%	1 20.00%	0 0.0%	1 12.50%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	1 9.09%	0 0.0%	0 0.0%	1 4.55%	0 0.0%	1 2.33%	0 0.0%	0 0.0%
1 -	1 2.27%	29 0.24% E	28 0.33% E	2 1.94%	0 0.0%	0 0.0%	1 2.63%	1 12.50%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.76%	1 4.55%	0 0.0%	1 2.33%	0 0.0%	0 0.0%
0 - Worst specialist possible	0 0.0%	52 0.43% ADE	42 0.50% 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)	5 11.36%	1544 12.70%	1114 13.20%	12 11.65%	7 14.58%	2 40.00%	3 7.89%	4 50.00%	1 3.45%	4 13.79%	1 7.14%	0 0.0%	1 9.09%	1 8.33%	3 14.29%	3 13.64%	2 9.09%	5 11.63%	0 0.0%	0 0.0%
Bottom Three Box	2 4.55%	133 1.09% E	113 1.34% E	2 1.94%	0 0.0%	1 20.00%	1 2.63%	2 25.00%	0 0.0%	2 6.90%	0 0.0%	0 0.0%	1 9.09%	0 0.0%	1 4.76%	2 9.09%	0 0.0%	2 4.65%	0 0.0%	0 0.0%
Bottom Two Box	1 2.27%	81 0.67% E	70 0.83% E	2 1.94%	0 0.0%	0 0.0%	1 2.63%	1 12.50%	0 0.0%	1 3.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.76%	1 4.55%	0 0.0%	1 2.33%	0 0.0%	0 0.0%
Average rating	8.7727	8.9910	8.9616	8.9612	9.0208	7.2000	9.0000	6.5000	9.1724	8.5862	9.0714	0	8.8182	9.5000	8.3333	8.6364	8.9091	8.7907	8.0000	0
Standard deviation	2.0765	1.6200	1.6858	1.6483	1.6392	2.9933	1.8496	3.1225	1.4159	2.4143	1.0996	0	2.2490	0.9574	2.3163	2.4596	1.5929	2.0972	0	0
3-point composite mean	2.6364	2.6652	2.6593	2.6699	2.6875	2.0000	2.7368	2.0000	2.7241	2.5862	2.7143	0	2.7273	2.8333	2.4762	2.6364	2.6364	2.6512	2.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.74%	0 0.0%	810 2.04% ABD	1 0.21%	2 1.10%	0 0.0%	1 0.44%	0 0.0%	2 1.26%	1 0.43%	1 2.94%	0 0.0%	0 0.0%	1 1.10%	1 0.82%	2 1.42%	0 0.0%	1 0.38%	1 20.00%	0 0.0%
BASE = Those who responded	269 99.26% C	57839 100.00% C	38852 97.96%	465 99.79% C	179 98.90%	35 100.00%	227 99.56%	28 100.00%	157 98.74%	234 99.57%	33 97.06%	0 0.0%	52 100.00%	90 98.90%	121 99.18%	139 98.58%	125 100.00%	265 99.62%	4 80.00%	0 0.0%
Yes	54 20.07%	18890 32.66% ACDE	11830 30.45% AD	109 23.44%	44 24.58%	7 20.00%	47 20.70%	6 21.43%	36 22.93%	46 19.66%	7 21.21%	0 0.0%	12 23.08%	17 18.89%	23 19.01%	31 22.30%	21 16.80%	52 19.62%	2 50.00%	0 0.0%
No	215 79.93% BC	38949 67.34%	27022 69.55% B	356 76.56% BC	135 75.42% B	28 80.00%	180 79.30%	22 78.57%	121 77.07%	188 80.34%	26 78.79%	0 0.0%	40 76.92%	73 81.11%	98 80.99%	108 77.70%	104 83.20%	213 80.38%	2 50.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

BLUE CROSS BLUE SHIELD OF WYOMING
2018 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY25526)

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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	3 1.11%	23 0.04%	1066 2.69% ABDE	2 0.43%	2 1.10%	0 0.0%	2 0.88%	0 0.0%	2 1.26%	2 0.85%	1 2.94%	0 0.0%	0 0.0%	1 1.10%	2 1.64%	2 1.42%	1 0.80%	2 0.75%	1 20.00%	0 0.0%
Appropriately skipped	215 79.34% BC	38949 67.34%	27022 68.13%	356 76.39% BC	135 74.59% BC	28 80.00%	180 78.95%	22 78.57%	121 76.10%	188 80.00%	26 76.47%	0 0.0%	40 76.92%	73 80.22%	98 80.33%	108 76.60%	104 83.20%	213 80.08%	2 40.00%	0 0.0%
BASE = Those who responded	53 19.56%	18867 32.62% ACDE	11574 29.18% AD	108 23.18%	44 24.31%	7 20.00%	46 20.18%	6 21.43%	36 22.64%	45 19.15%	7 20.59%	0 0.0%	12 23.08%	17 18.68%	22 18.03%	31 21.99%	20 16.00%	51 19.17%	2 40.00%	0 0.0%
Never	2 3.77%	451 2.39%	263 2.27%	2 1.85%	1 2.27%	0 0.0%	2 4.35%	1 16.67%	1 2.78%	2 4.44%	0 0.0%	0 0.0%	1 8.33%	0 0.0%	1 4.55%	1 3.23%	1 5.00%	2 3.92%	0 0.0%	0 0.0%
Sometimes	10 18.87%	2834 15.02%	1654 14.29%	11 10.19%	4 9.09%	2 28.57%	8 17.39%	2 33.33%	5 13.89%	9 20.00%	1 14.29%	0 0.0%	3 25.00%	3 17.65%	4 18.18%	4 12.90%	6 30.00%	10 19.61%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	12 22.64%	3285 17.41%	1917 16.56%	13 12.04%	5 11.36%	2 28.57%	10 21.74%	3 50.00%	6 16.67%	11 24.44%	1 14.29%	0 0.0%	4 33.33%	3 17.65%	5 22.73%	5 16.13%	7 35.00%	12 23.53%	0 0.0%	0 0.0%
Usually	15 28.30%	4494 23.82%	2829 24.44%	44 40.74% BC	13 29.55%	4 57.14%	11 23.91%	1 16.67%	9 25.00%	11 24.44%	4 57.14%	0 0.0%	3 25.00%	4 23.53%	8 36.36%	8 25.81%	7 35.00%	13 25.49%	2 100.00%	0 0.0%
Always	26 49.06%	11088 58.77% D	6828 58.99% D	51 47.22%	26 59.09%	1 14.29%	25 54.35%	2 33.33%	21 58.33%	23 51.11%	2 28.57%	0 0.0%	5 41.67%	10 58.82%	9 40.91%	18 58.06%	6 30.00%	26 50.98%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	41 77.36%	15582 82.59%	9657 83.44%	95 87.96%	39 88.64%	5 71.43%	36 78.26%	3 50.00%	30 83.33%	34 75.56%	6 85.71%	0 0.0%	8 66.67%	14 82.35%	17 77.27%	26 83.87%	13 65.00%	39 76.47%	2 100.00%	0 0.0%
3-point composite mean	2.2642	2.4135	2.4243	2.3519	2.4773	1.8571	2.3261	1.8333	2.4167	2.2667	2.1429	0	2.0833	2.4118	2.1818	2.4194	1.9500	2.2745	2.0000	0
4-point composite mean	3.2264	3.3896	3.4016	3.3333	3.4545	2.8571	3.2826	2.6667	3.3889	3.2222	3.1429	0	3.0000	3.4118	3.1364	3.3871	2.9000	3.2353	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/Very Good (J)	Health Status Good/Fair/Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	3 1.11%	0 0.0%	1094 2.76% ABDE	2 0.43%	2 1.10%	0 0.0%	2 0.88%	0 0.0%	2 1.26%	2 0.85%	1 2.94%	0 0.0%	0 0.0%	1 1.10%	2 1.64%	2 1.42%	1 0.80%	2 0.75%	1 20.00%	0 0.0%
Appropriately skipped	215 79.34% BC	38949 67.34%	27022 68.13%	356 76.39% BC	135 74.59% BC	28 80.00%	180 78.95%	22 78.57%	121 76.10%	188 80.00%	26 76.47%	0 0.0%	40 76.92%	73 80.22%	98 80.33%	108 76.60%	104 83.20%	213 80.08%	2 40.00%	0 0.0%
BASE = Those who responded	53 19.56%	18890 32.66% ACDE	11546 29.11% AD	108 23.18%	44 24.31%	7 20.00%	46 20.18%	6 21.43%	36 22.64%	45 19.15%	7 20.59%	0 0.0%	12 23.08%	17 18.68%	22 18.03%	31 21.99%	20 16.00%	51 19.17%	2 40.00%	0 0.0%
Never	1 1.89%	266 1.41% E	164 1.42% E	1 0.93%	0 0.0%	0 0.0%	1 2.17%	0 0.0%	1 2.78%	1 2.22%	0 0.0%	0 0.0%	1 8.33%	0 0.0%	0 0.0%	0 0.0%	1 5.00%	1 1.96%	0 0.0%	0 0.0%
Sometimes	5 9.43%	943 4.99%	533 4.62%	3 2.78%	2 4.55%	2 28.57%	3 6.52%	0 0.0%	3 8.33%	5 11.11%	0 0.0%	0 0.0%	2 16.67%	2 11.76%	1 4.55%	3 9.68%	2 10.00%	4 7.84%	1 50.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 11.32%	1209 6.40%	697 6.04%	4 3.70%	2 4.55%	2 28.57%	4 8.70%	0 0.0%	4 11.11%	6 13.33%	0 0.0%	0 0.0%	3 25.00%	2 11.76%	1 4.55%	3 9.68%	3 15.00%	5 9.80%	1 50.00%	0 0.0%
Usually	12 22.64%	2817 14.91%	1739 15.06%	32 29.63% BCE	5 11.36%	2 28.57%	10 21.74%	2 33.33%	6 16.67%	10 22.22%	2 28.57%	0 0.0%	2 16.67%	4 23.53%	6 27.27%	5 16.13%	7 35.00%	11 21.57%	1 50.00%	0 0.0%
Always	35 66.04%	14865 78.69% D	9110 78.90% AD	72 66.67%	37 84.09% AD	3 42.86%	32 69.57%	4 66.67%	26 72.22%	29 64.44%	5 71.43%	0 0.0%	7 58.33%	11 64.71%	15 68.18%	23 74.19%	10 50.00%	35 68.63%	0 0.0%	0 0.0%
CAHPS Rate (%Always + %Usually)	47 88.68%	17681 93.60%	10849 93.96%	104 96.30%	42 95.45%	5 71.43%	42 91.30%	6 100.00%	32 88.89%	39 86.67%	7 100.00%	0 0.0%	9 75.00%	15 88.24%	21 95.45%	28 90.32%	17 85.00%	46 90.20%	1 50.00%	0 0.0%
3-point composite mean	2.5472	2.7229	2.7287	2.6296	2.7955 A	2.1429	2.6087	2.6667	2.6111	2.5111	2.7143	0	2.3333	2.5294	2.6364	2.6452	2.3500	2.5882	1.5000	0
4-point composite mean	3.5283	3.7088	3.7144	3.6204	3.7955 A	3.1429	3.5870	3.6667	3.5833	3.4889	3.7143	0	3.2500	3.5294	3.6364	3.6452	3.3000	3.5686	2.5000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
   A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	8 2.95% BE	0 0.0%	1390 3.50% BDE	6 1.29% B	1 0.55%	1 2.86%	7 3.07%	1 3.57%	5 3.14%	5 2.13%	3 8.82%	0 0.0%	0 0.0%	3 3.30%	4 3.28% M	5 3.55%	2 1.60%	6 2.26%	2 40.00%	0 0.0%
BASE = Those who responded	263 97.05%	57839 100.00% ACD	38272 96.50%	460 98.71% C	179 98.90% C	34 97.14%	221 96.93%	27 96.43%	154 96.86%	230 97.87%	31 91.18%	0 0.0%	52 100.00%	88 96.70%	118 96.72% O	136 96.45%	123 98.40%	260 97.74%	3 60.00%	0 0.0%
Yes	71 27.00%	17028 29.44% DE	11136 29.10% DE	103 22.39%	35 19.55%	8 23.53%	61 27.60%	8 29.63%	43 27.92%	62 26.96%	9 29.03%	0 0.0%	14 26.92%	25 28.41%	30 25.42%	37 27.21%	32 26.02%	69 26.54%	2 66.67%	0 0.0%
No	192 73.00%	40811 70.56%	27136 70.90%	357 77.61% BC	144 80.45% BC	26 76.47%	160 72.40%	19 70.37%	111 72.08%	168 73.04%	22 70.97%	0 0.0%	38 73.08%	63 71.59%	88 74.58%	99 72.79%	91 73.98%	191 73.46%	1 33.33%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	10 3.69% B	0 0.0%	1742 4.39% BDE	10 2.15%	3 1.66%	1 2.86%	8 3.51%	1 3.57%	6 3.77%	7 2.98%	3 8.82%	0 0.0%	0 0.0%	3 3.30%	6 4.92% M	6 4.26%	3 2.40%	7 2.63%	3 60.00%	0 0.0%
BASE = Those who responded	261 96.31%	57839 100.00% ACDE	37920 95.61%	456 97.85% C	177 97.79% C	34 97.14%	220 96.49%	27 96.43%	153 96.23%	228 97.02%	31 91.18%	0 0.0%	52 100.00%	88 96.70%	116 95.08% O	135 95.74%	122 97.60%	259 97.37%	2 40.00%	0 0.0%
Never	4 1.53%	538 0.93%	353 0.93%	3 0.66%	1 0.56%	2 5.88%	2 0.91%	0 0.0%	1 0.65%	3 1.32%	1 3.23%	0 0.0%	1 1.92%	1 1.14%	2 1.72%	4 2.96% Q	0 0.0%	4 1.54%	0 0.0%	0 0.0%
Sometimes	19 7.28%	2481 4.29%	1630 4.30%	17 3.73%	7 3.95%	5 14.71%	14 6.36%	6 22.22%	7 4.58%	15 6.58%	4 12.90%	0 0.0%	3 5.77%	8 9.09%	8 6.90%	9 6.67%	10 8.20%	18 6.95%	1 50.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	23 8.81% BCD	3019 5.22%	1983 5.23%	20 4.39%	8 4.52%	7 20.59%	16 7.27%	6 22.22%	8 5.23%	18 7.89%	5 16.13%	0 0.0%	4 7.69%	9 10.23%	10 8.62%	13 9.63%	10 8.20%	22 8.49%	1 50.00%	0 0.0%
Usually	16 6.13%	4818 8.33%	3118 8.22%	45 9.87%	10 5.65%	1 2.94%	14 6.36%	2 7.41%	9 5.88%	15 6.58%	1 3.23%	0 0.0%	3 5.77%	7 7.95%	6 5.17%	8 5.93%	8 6.56%	16 6.18%	0 0.0%	0 0.0%
Always	30 11.49% ACDE	9191 15.89%	5683 14.99% DE	34 7.46%	15 8.47%	0 0.0%	30 13.64%	0 0.0%	25 16.34%	27 11.84%	3 9.68%	0 0.0%	7 13.46%	9 10.23%	12 10.34%	15 11.11%	13 10.66%	30 11.58%	0 0.0%	0 0.0%
Always - q34 = "No"	192 73.56%	40811 70.56%	27136 71.56%	357 78.29% BC	144 81.36% BC	26 76.47%	160 72.73%	19 70.37%	111 72.55%	168 73.68%	22 70.97%	0 0.0%	38 73.08%	63 71.59%	88 75.86%	99 73.33%	91 74.59%	191 73.75%	1 50.00%	0 0.0%
Always (Net)	222 85.06%	50002 86.45%	32819 86.55%	391 85.75%	159 89.83%	26 76.47%	190 86.36%	19 70.37%	136 88.89%	195 85.53%	25 80.65%	0 0.0%	45 86.54%	72 81.82%	100 86.21%	114 84.44%	104 85.25%	221 85.33%	1 50.00%	0 0.0%
CAHPS Rate (%Always+%Usually)	238 91.19%	54820 94.78% A	35937 94.77% A	436 95.61% A	169 95.48%	27 79.41%	204 92.73%	21 77.78%	145 94.77%	210 92.11%	26 83.87%	0 0.0%	48 92.31%	79 89.77%	106 91.38%	122 90.37%	112 91.80%	237 91.51%	1 50.00%	0 0.0%
3-point composite mean	2.7625	2.8123	2.8132	2.8136	2.8531	2.5588	2.7909	2.4815	2.8366	2.7763	2.6452	0	2.7885	2.7159	2.7759	2.7481	2.7705	2.7683	2.0000	0
4-point composite mean	3.7471	3.8030	3.8039	3.8070	3.8475	3.5000	3.7818	3.4815	3.8301	3.7632	3.6129	0	3.7692	3.7045	3.7586	3.7185	3.7705	3.7529	3.0000	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11+ (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 2.95% B	0 0.0%	1053 2.65% B	15 3.22% B	4 2.21% B	0 0.0%	0 0.0%	1 3.57%	4 2.52%	7 2.98% K	0 0.0%	0 0.0%	1 1.92%	3 3.30%	4 3.28%	2 1.42%	6 4.80%	7 2.63%	1 20.00%	0 0.0%
BASE = Those who responded	263 97.05%	57839 100.00% ACDE	38609 97.35%	451 96.78%	177 97.79%	35 100.00%	228 100.00%	27 96.43%	155 97.48%	228 97.02%	34 100.00% J	0 0.0%	51 98.08%	88 96.70%	118 96.72%	139 98.58%	119 95.20%	259 97.37%	4 80.00%	0 0.0%
10 - Best health plan possible	133 50.57%	31135 53.83% D	21126 54.72% D	221 49.00%	88 49.72%	0 0.0%	133 58.33% F	10 37.04%	88 56.77%	118 51.75%	14 41.18%	0 0.0%	26 50.98%	50 56.82%	53 44.92%	72 51.80%	58 48.74%	132 50.97%	1 25.00%	0 0.0%
9 -	55 20.91%	9815 16.97%	6620 17.15%	78 17.29%	38 21.47%	0 0.0%	55 24.12% F	5 18.52%	34 21.94%	49 21.49%	6 17.65%	0 0.0%	12 23.53%	11 12.50%	32 27.12% N	23 16.55%	32 26.89% P	55 21.24%	0 0.0%	0 0.0%
Top Two Box	188 71.48%	40950 70.80% D	27746 71.86% BD	299 66.30%	126 71.19%	0 0.0%	188 82.46% F	15 55.56%	122 78.71%	167 73.25%	20 58.82%	0 0.0%	38 74.51%	61 69.32%	85 72.03%	95 68.35%	90 75.63%	187 72.20%	1 25.00%	0 0.0%
8 -	40 15.21%	8699 15.04%	5674 14.70%	82 18.18%	24 13.56%	0 0.0%	40 17.54% F	4 14.81%	19 12.26%	33 14.47%	7 20.59%	0 0.0%	5 9.80%	17 19.32%	18 15.25%	24 17.27%	16 13.45%	37 14.29%	3 75.00%	0 0.0%
CAHPS Rate (Top Three Box)	228 86.69%	49649 85.84%	33420 86.56%	381 84.48%	150 84.75%	0 0.0%	228 100.00% F	19 70.37%	141 90.97%	200 87.72%	27 79.41%	0 0.0%	43 84.31%	78 88.64%	103 87.29%	119 85.61%	106 89.08%	224 86.49%	4 100.00%	0 0.0%
7 -	18 6.84%	3655 6.32%	2360 6.11%	34 7.54%	11 6.21%	18 51.43% G	0 0.0%	3 11.11%	8 5.16%	14 6.14%	4 11.76%	0 0.0%	4 7.84%	4 4.55%	9 7.63%	10 7.19%	7 5.88%	18 6.95%	0 0.0%	0 0.0%
6 -	1 0.38%	1567 2.71% AC	897 2.32% A	15 3.33% A	3 1.69%	1 2.86%	0 0.0%	1 3.70%	0 0.0%	0 0.0%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	1 0.85%	1 0.72%	0 0.0%	1 0.39%	0 0.0%	0 0.0%
5 -	11 4.18%	1776 3.07%	1218 3.15%	16 3.55%	7 3.95%	11 31.43% G	0 0.0%	3 11.11%	5 3.23%	10 4.39%	1 2.94%	0 0.0%	2 3.92%	5 5.68%	3 2.54%	5 3.60%	5 4.20%	11 4.25%	0 0.0%	0 0.0%
4 -	1 0.38%	393 0.68% D	222 0.57% D	0 0.0%	5 2.82% D	1 2.86%	0 0.0%	0 0.0%	0 0.0%	1 0.44%	0 0.0%	0 0.0%	0 0.0%	1 1.14%	0 0.0%	0 0.0%	1 0.84%	1 0.39%	0 0.0%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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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?

| | | | | | | 2018 Plan Results | | | | | | | | | | | | | | |
| | | | | | | Overall Rating of Plan | | Overall Rating of Health Care | | Health Status | | Child Age | | | | Child Gender | | Survey Type | | |
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	243	156	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.42% AE	0.40% AE	0.89% AE	0.0%	0.0%	0.0%	0.0%	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	185	92	0	0	1	0	0	0	1	0	0	0	0	1	1	0	1	0	0
	0.38%	0.32% DE	0.24% DE	0.0%	0.0%	2.86%	0.0%	0.0%	0.0%	0.44%	0.0%	0.0%	0.0%	0.0%	0.85%	0.72%	0.0%	0.39%	0.0%	0.0%
1 -	2	121	71	1	1	2	0	0	1	1	1	0	1	0	1	2	0	2	0	0
	0.76%	0.21%	0.18%	0.22%	0.56%	5.71%	0.0%	0.0%	0.65%	0.44%	2.94%	0.0%	1.96%	0.0%	0.85%	1.44%	0.0%	0.77%	0.0%	0.0%
0 - Worst health plan possible	1	249	173	0	0	1	0	1	0	1	0	0	1	0	0	1	0	1	0	0
	0.38%	0.43% DE	0.45% DE	0.0%	0.0%	2.86%	0.0%	3.70%	0.0%	0.44%	0.0%	0.0%	1.96%	0.0%	0.0%	0.72%	0.0%	0.39%	0.0%	0.0%
0-7 (NET)	35	8190	5189	70	27	35	0	8	14	28	7	0	8	10	15	20	13	35	0	0
	13.31%	14.16%	13.44%	15.52%	15.25%	100.00% G	0.0%	29.63%	9.03%	12.28%	20.59%	0.0%	15.69%	11.36%	12.71%	14.39%	10.92%	13.51%	0.0%	0.0%
Bottom Three Box	4	555	336	1	1	4	0	1	1	3	1	0	2	0	2	4	0	4	0	0
	1.52%	0.96% D	0.87% D	0.22%	0.56%	11.43% G	0.0%	3.70%	0.65%	1.32%	2.94%	0.0%	3.92%	0.0%	1.69%	2.88% Q	0.0%	1.54%	0.0%	0.0%
Bottom Two Box	3	370	244	1	1	3	0	1	1	2	1	0	2	0	1	3	0	3	0	0
	1.14%	0.64%	0.63%	0.22%	0.56%	8.57%	0.0%	3.70%	0.65%	0.88%	2.94%	0.0%	3.92%	0.0%	0.85%	2.16%	0.0%	1.16%	0.0%	0.0%
Average rating	8.8973	8.9203	8.9574 B	8.8448	8.8418	5.5714	9.4079 F	8.1111	9.1613	8.9474	8.5294	0	8.7647	9.0000	8.8898	8.8058	9.0252	8.9035	8.5000	0
Standard deviation	1.6433	1.6220	1.5929	1.5091	1.6460	1.9166	0.7697	2.2987	1.3416	1.6023	1.8667	0	2.0825	1.4616	1.5282	1.8539	1.3187	1.6517	0.8660	0
3-point composite mean	2.6502	2.6296	2.6454 BD	2.5831	2.6215	1.5143	2.8246 F	2.3704	2.7484	2.6711	2.5000	0	2.6667	2.6250	2.6695	2.6115	2.7059	2.6564	2.2500	0
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
    published in Quality Compass.
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37. In general, how would you rate your child's overall health?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.74%	0 0.0%	742 1.87% ABDE	3 0.64%	0 0.0%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	0 0.0%	0 0.0%	0 0.0%	1 1.92%	0 0.0%	1 0.82%	1 0.71%	1 0.80%	2 0.75%	0 0.0%	0 0.0%
BASE = Those who responded	269 99.26% C	57839 100.00% C	38920 98.13%	463 99.36% C	179 98.90%	35 100.00%	227 99.56%	28 100.00%	158 99.37%	235 100.00%	34 100.00%	0 0.0%	51 98.08%	91 100.00%	121 99.18%	140 99.29%	124 99.20%	264 99.25%	5 100.00%	0 0.0%
5 - Excellent	130 48.33% BCE	23274 40.24%	15528 39.90%	193 41.68%	62 34.64%	14 40.00%	113 49.78%	9 32.14%	77 48.73%	130 55.32% K	0 0.0%	0 0.0%	25 49.02%	52 57.14% O	48 39.67%	68 48.57%	58 46.77%	128 48.48%	2 40.00%	0 0.0%
4 - Very good	105 39.03%	19926 34.45%	13422 34.49%	196 42.33% BC	77 43.02% BC	14 40.00%	87 38.33%	14 50.00%	62 39.24%	105 44.68% K	0 0.0%	0 0.0%	23 45.10%	32 35.16%	49 40.50%	51 36.43%	53 42.74%	103 39.02%	2 40.00%	0 0.0%
CAHPS Rate (Top Two Box)	235 87.36% BCE	43200 74.69%	28950 74.38%	389 84.02% BC	139 77.65%	28 80.00%	200 88.11%	23 82.14%	139 87.97%	235 100.00% K	0 0.0%	0 0.0%	48 94.12% O	84 92.31% O	97 80.17%	119 85.00%	111 89.52%	231 87.50%	4 80.00%	0 0.0%
3 - Good	28 10.41%	11510 19.90% AD	7924 20.36% AD	70 15.12% A	37 20.67%	6 17.14%	22 9.69%	4 14.29%	14 8.86%	0 0.0%	28 82.35% J	0 0.0%	2 3.92%	5 5.49%	21 17.36% MN	16 11.43%	12 9.68%	28 10.61%	0 0.0%	0 0.0%
Top Three Box	263 97.77% BC	54710 94.59%	36874 94.74%	459 99.14% BC	176 98.32% BC	34 97.14%	222 97.80%	27 96.43%	153 96.84%	235 100.00% K	28 82.35%	0 0.0%	50 98.04%	89 97.80%	118 97.52%	135 96.43%	123 99.19%	259 98.11%	4 80.00%	0 0.0%
2 - Fair	6 2.23%	2904 5.02% ADE	1853 4.76% ADE	4 0.86%	3 1.68%	1 2.86%	5 2.20%	1 3.57%	5 3.16%	0 0.0%	6 17.65% J	0 0.0%	1 1.96%	2 2.20%	3 2.48%	5 3.57%	1 0.81%	5 1.89%	1 20.00%	0 0.0%
1 - Poor	0 0.0%	226 0.39% ADE	193 0.50% 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%
Bottom Two Box	6 2.23%	3129 5.41% ADE	2046 5.26% ADE	4 0.86%	3 1.68%	1 2.86%	5 2.20%	1 3.57%	5 3.16%	0 0.0%	6 17.65% J	0 0.0%	1 1.96%	2 2.20%	3 2.48%	5 3.57%	1 0.81%	5 1.89%	1 20.00%	0 0.0%
Average rating	4.3346 BCE	4.0913	4.0853	4.2484 BCE	4.1061	4.1714	4.3568	4.1071	4.3354	4.5532 K	2.8235	0	4.4118	4.4725 O	4.1736	4.3000	4.3548	4.3409	4.0000	0
Standard deviation	0.7514	0.9105	0.9112	0.7355	0.7803	0.8101	0.7453	0.7718	0.7681	0.4972	0.3812	0	0.6620	0.7007	0.7996	0.8080	0.6862	0.7419	1.0954	0

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

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
      A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

BLUE CROSS BLUE SHIELD OF WYOMING
2018 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY25526)

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

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/ Very Good (J)	Good/ Fair/ Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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 0.74%	40 0.07% E	819 2.06% ABDE	5 1.07% BE	0 0.0%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.82%	0 0.0%	2 1.60%	2 0.75%	0 0.0%	0 0.0%
BASE = Those who responded	269 99.26% C	57799 99.93% CD	38843 97.94%	461 98.93% C	181 100.00% BCD	35 100.00%	227 99.56%	28 100.00%	158 99.37%	234 99.57%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	121 99.18%	141 100.00%	123 98.40%	264 99.25%	5 100.00%	0 0.0%
5 - Excellent	143 53.16% CE	27682 47.89% CE	17974 46.27%	218 47.29%	73 40.33%	18 51.43%	122 53.74%	11 39.29%	92 58.23%	138 58.97% K	5 14.71%	0 0.0%	41 78.85% NO	49 53.85%	49 40.50%	76 53.90%	63 51.22%	142 53.79%	1 20.00%	0 0.0%
4 - Very good	80 29.74%	14587 25.24% B	10182 26.21% BC	155 33.62%	57 31.49%	9 25.71%	69 30.40%	8 28.57%	42 26.58%	70 29.91%	10 29.41%	0 0.0%	7 13.46%	31 34.07% M	41 33.88% M	41 29.08%	38 30.89%	77 29.17%	3 60.00%	0 0.0%
CAHPS Rate (Top Two Box)	223 82.90% BCE	42269 73.13%	28156 72.49%	373 80.91% BCE	130 71.82%	27 77.14%	191 84.14%	19 67.86%	134 84.81%	208 88.89% K	15 44.12%	0 0.0%	48 92.31% O	80 87.91% O	90 74.38%	117 82.98%	101 82.11%	219 82.95%	4 80.00%	0 0.0%
3 - Good	40 14.87%	10382 17.96% D	7170 18.46% D	61 13.23%	37 20.44% D	7 20.00%	32 14.10%	9 32.14%	21 13.29%	22 9.40%	17 50.00% J	0 0.0%	4 7.69%	11 12.09%	25 20.66% M	20 14.18%	20 16.26%	40 15.15%	0 0.0%	0 0.0%
2 - Fair	5 1.86%	4222 7.31% AD	2858 7.36% AD	21 4.56% A	11 6.08% A	1 2.86%	3 1.32%	0 0.0%	3 1.90%	4 1.71%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	5 4.13% MN	3 2.13%	2 1.63%	4 1.52%	1 20.00%	0 0.0%
1 - Poor	1 0.37%	925 1.60% A	659 1.70% A	6 1.30%	3 1.66%	0 0.0%	1 0.44%	0 0.0%	0 0.0%	0 0.0%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	1 0.83%	1 0.71%	0 0.0%	1 0.38%	0 0.0%	0 0.0%
Bottom Two Box	6 2.23%	5148 8.91% AD	3517 9.05% AD	27 5.86% A	14 7.73% A	1 2.86%	4 1.76%	0 0.0%	3 1.90%	4 1.71%	2 5.88%	0 0.0%	0 0.0%	0 0.0%	6 4.96% MN	4 2.84%	2 1.63%	5 1.89%	1 20.00%	0 0.0%
Average	4.3346 BCE	4.1052 C	4.0801	4.2104 BCE	4.0276	4.2571	4.3568	4.0714	4.4114	4.4615 K	3.5000	0	4.7115 NO	4.4176 O	4.0909	4.3333	4.3171	4.3447	3.8000	0
Standard deviation	0.8223	1.0411	1.0430	0.9275	0.9996	0.8732	0.8022	0.8421	0.7886	0.7342	0.8828	0	0.5992	0.6964	0.9181	0.8477	0.7996	0.8156	0.9798	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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39. What is your child's age?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	6 2.21% B	0 0.0%	1328 3.35% BE	22 4.72% BE	2 1.10%	2 5.71%	4 1.75%	0 0.0%	5 3.14%	6 2.55% K	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.80%	6 2.26%	0 0.0%	0 0.0%
BASE = Those who responded	265 97.79% ACD	57839 100.00%	38334 96.65%	444 95.28%	179 98.90% CD	33 94.29%	224 98.25%	28 100.00%	154 96.86%	229 97.45% J	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	124 99.20%	260 97.74%	5 100.00%	0 0.0%
Less than 1 year old	0 0.0%	1359 2.35% ADE	897 2.34% ADE	2 0.45%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 year or more (NET)	265 100.00% BC	56480 97.65%	37437 97.66%	442 99.55% BC	179 100.00% BC	33 100.00%	224 100.00%	28 100.00%	154 100.00%	229 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	124 100.00%	260 100.00%	5 100.00%	0 0.0%
1 - 5 years old	52 19.62% B	0 0.0%	10706 27.93% ABDE	93 20.95% BE	24 13.41% B	8 24.24%	43 19.20%	6 21.43%	39 25.32%	48 20.96% K	3 8.82%	0 0.0%	52 100.00% NO	0 0.0%	0 0.0%	30 21.28%	22 17.74%	52 20.00%	0 0.0%	0 0.0%
6 - 10 years old	91 34.34% BC	0 0.0%	10613 27.69% B	154 34.68% BC	54 30.17% B	10 30.30%	78 34.82%	11 39.29%	52 33.77%	84 36.68% K	7 20.59%	0 0.0%	0 0.0%	91 100.00% MO	0 0.0%	47 33.33%	44 35.48%	89 34.23%	2 40.00%	0 0.0%
11 - 15 years old	88 33.21% B	0 0.0%	11176 29.15% B	140 31.53% B	58 32.40% B	12 36.36%	72 32.14%	7 25.00%	49 31.82%	71 31.00%	16 47.06%	0 0.0%	0 0.0%	0 0.0%	88 72.13% MN	45 31.91%	43 34.68%	85 32.69%	3 60.00%	0 0.0%
Over 15 years old	34 12.83% B	0 0.0%	4942 12.89% B	55 12.39% B	43 24.02% ABCD	3 9.09%	31 13.84%	4 14.29%	14 9.09%	26 11.35%	8 23.53%	0 0.0%	0 0.0%	0 0.0%	34 27.87% MN	19 13.48%	15 12.10%	34 13.08%	0 0.0%	0 0.0%
2 years or more (NET)	259 97.74% BC	0 0.0%	35521 92.66% B	431 97.07% BC	173 96.65% BC	31 93.94%	220 98.21%	28 100.00%	149 96.75%	223 97.38% J	34 100.00%	0 0.0%	46 88.46%	91 100.00% M	122 100.00% M	138 97.87%	121 97.58%	254 97.69%	5 100.00%	0 0.0%
Average age	10.0377 BC	0.9765	9.0036 B	9.5968 BC	11.0223 ABCD	9.8182	10.0714	9.9643	9.3506	9.7293	12.2353 J	0	3.4038	8.2418 M	14.2049 MN	10.0000	10.0806	10.0308	10.4000	0
Standard deviation	4.5265	0.1515	5.1124	4.6511	4.7999	4.6675	4.5468	4.4198	4.6270	4.4912	4.1449	0	1.3339	1.2345	2.0201	4.6249	4.4115	4.5555	2.5768	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
  A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

40. Is your child male or female?

						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	0	960	11	0	2	3	0	4	5	0	0	0	0	0	0	0	5	0	0
	1.85% BE	0.0%	2.42%	2.36% BE	0.0%	5.71%	1.32%	0.0%	2.52%	2.13% K	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.88%	0.0%	0.0%
BASE = Those who responded	266	57839	38702	455	181	33	225	28	155	230	34	0	52	91	122	141	125	261	5	0
	98.15%	100.00% ACD	97.58%	97.64%	100.00% ACD	94.29%	98.68%	100.00%	97.48%	97.87%	100.00% J	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	98.12%	100.00%	0.0%
Male	141	30088	20413	239	96	20	119	17	80	119	21	0	30	47	64	141	0	137	4	0
	53.01%	52.02%	52.74%	52.53%	53.04%	60.61%	52.89%	60.71%	51.61%	51.74%	61.76%	0.0%	57.69%	51.65%	52.46%	100.00% Q	0.0%	52.49%	80.00%	0.0%
Female	125	27751	18289	216	85	13	106	11	75	111	13	0	22	44	58	0	125	124	1	0
	46.99%	47.98%	47.26%	47.47%	46.96%	39.39%	47.11%	39.29%	48.39%	48.26%	38.24%	0.0%	42.31%	48.35%	47.54%	0.0%	100.00% P	47.51%	20.00%	0.0%
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
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41. Is your child of Hispanic or Latino origin or descent?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	3 1.11%	0 0.0%	1618 4.08% ABDE	8 1.72% B	2 1.10%	0 0.0%	3 1.32%	1 3.57%	1 0.63%	3 1.28%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.46%	2 1.42%	1 0.80%	3 1.13%	0 0.0%	0 0.0%
BASE = Those who responded	268 98.89% C	57839 100.00% CD	38044 95.92%	458 98.28% C	179 98.90% C	35 100.00%	225 98.68%	27 96.43%	158 99.37%	232 98.72%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	119 97.54%	139 98.58%	124 99.20%	263 98.87%	5 100.00%	0 0.0%
Yes, Hispanic or Latino	50 18.66%	20724 35.83% ADE	13507 35.50% ADE	96 20.96%	45 25.14%	1 2.86%	47 20.89% F	3 11.11%	32 20.25%	37 15.95%	12 35.29% J	0 0.0%	6 11.54%	14 15.38%	27 22.69%	25 17.99%	22 17.74%	50 19.01%	0 0.0%	0 0.0%
No, not Hispanic or Latino	218 81.34% BC	37115 64.17%	24537 64.50%	362 79.04% BC	134 74.86% BC	34 97.14% G	178 79.11%	24 88.89%	126 79.75%	195 84.05% K	22 64.71%	0 0.0%	46 88.46%	77 84.62%	92 77.31%	114 82.01%	102 82.26%	213 80.99%	5 100.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
     published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

42. What is your child's race?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
No response	5 1.85% B	6 0.01%	3564 8.99% ABDE	17 3.65% B	5 2.76% B	0 0.0%	3 1.32%	0 0.0%	4 2.52%	3 1.28%	1 2.94%	0 0.0%	0 0.0%	2 2.20%	3 2.46%	1 0.71%	4 3.20%	5 1.88%	0 0.0%	0 0.0%
BASE = Those who responded	266 98.15% C	57833 99.99% ACDE	36098 91.01%	449 96.35% C	176 97.24% C	35 100.00%	225 98.68%	28 100.00%	155 97.48%	232 98.72%	33 97.06%	0 0.0%	52 100.00%	89 97.80%	119 97.54%	140 99.29%	121 96.80%	261 98.12%	5 100.00%	0 0.0%
White	241 90.60% BCE	29781 51.50%	23151 64.13% B	396 88.20% BC	148 84.09% BC	31 88.57%	204 90.67%	26 92.86%	142 91.61%	212 91.38%	28 84.85%	0 0.0%	47 90.38%	83 93.26%	108 90.76%	126 90.00%	112 92.56%	236 90.42%	5 100.00%	0 0.0%
Black or African-American	9 3.38%	13413 23.19% ADE	8103 22.45% ADE	15 3.34%	5 2.84%	1 2.86%	8 3.56%	0 0.0%	7 4.52%	7 3.02%	2 6.06%	0 0.0%	1 1.92%	5 5.62%	3 2.52%	3 2.14%	6 4.96%	9 3.45%	0 0.0%	0 0.0%
Asian	6 2.26%	3019 5.22% AD	2304 6.38% ABDE	12 2.67%	5 2.84%	1 2.86%	5 2.22%	1 3.57%	1 0.65%	6 2.59% K	0 0.0%	0 0.0%	1 1.92%	4 4.49%	1 0.84%	5 3.57%	1 0.83%	6 2.30%	0 0.0%	0 0.0%
Native Hawaiian or other Pacific Islander	4 1.50%	879 1.52%	523 1.45%	4 0.89%	1 0.57%	0 0.0%	4 1.78% F	0 0.0%	3 1.94%	4 1.72% K	0 0.0%	0 0.0%	0 0.0%	1 1.12%	3 2.52%	2 1.43%	2 1.65%	4 1.53%	0 0.0%	0 0.0%
American Indian or Alaska Native	5 1.88%	1845 3.19%	1283 3.55% A	13 2.90%	9 5.11%	3 8.57%	2 0.89%	0 0.0%	3 1.94%	2 0.86%	3 9.09%	0 0.0%	0 0.0%	0 0.0%	5 4.20% MN	3 2.14%	2 1.65%	5 1.92%	0 0.0%	0 0.0%
Other	23 8.65%	8896 15.38% ADE	6303 17.46% ABDE	37 8.24%	18 10.23%	4 11.43%	19 8.44%	2 7.14%	12 7.74%	17 7.33%	6 18.18%	0 0.0%	4 7.69%	3 3.37%	13 10.92% N	11 7.86%	10 8.26%	23 8.81%	0 0.0%	0 0.0%
Sigma	293 108.12%	57839 100.00%	45231 114.04%	494 106.01%	191 105.52%	40 114.29%	245 107.46%	29 103.57%	172 108.18%	251 106.81%	40 117.65%	0 0.0%	53 101.92%	98 107.69%	136 111.48%	151 107.09%	137 109.60%	288 108.27%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

43. What is your age?

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	8-10 (G)	Overall Rating of Health Care 0-7 (H)	8-10 (I)	Health Status Excel/Very Good (J)	Good/Fair/Poor (K)	Child Age < 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Child Gender Male (P)	Female (Q)	Survey Type Mail (R)	Phone (S)	Internet (T)
Total	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Multiple mark	0 0.0%	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%
No response	1 0.37%	6 0.01%	1291 3.26% ABDE	4 0.86% BE	0 0.0%	0 0.0%	1 0.44%	0 0.0%	1 0.63%	0 0.0%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	1 0.82%	1 0.71%	0 0.0%	1 0.38%	0 0.0%	0 0.0%
BASE = Those who responded	270 99.63% C	57833 99.99% CD	38371 96.74%	462 99.14% C	180 99.45% C	35 100.00%	227 99.56%	28 100.00%	158 99.37%	235 100.00%	33 97.06%	0 0.0%	52 100.00%	91 100.00%	121 99.18%	140 99.29%	125 100.00%	265 99.62%	5 100.00%	0 0.0%
Under 18 (v 16)	19 7.04%	3476 6.01%	2663 6.94% B	39 8.44%	23 12.78% BC	2 5.71%	17 7.49%	0 0.0%	15 9.49%	18 7.66%	1 3.03%	0 0.0%	2 3.85%	6 6.59%	11 9.09%	10 7.14%	9 7.20%	19 7.17%	0 0.0%	0 0.0%
18-34 (NET)	94 34.81% CE	21586 37.32%	13224 34.46%	171 37.01% E	51 28.33%	14 40.00%	79 34.80%	14 50.00%	54 34.18%	86 36.60% K	7 21.21%	0 0.0%	37 71.15% NO	39 42.86% O	16 13.22%	45 32.14%	48 38.40%	94 35.47%	0 0.0%	0 0.0%
18 to 24 (v 21)	7 2.59%	3690 6.38% ACD	2043 5.32% A	18 3.90%	8 4.44%	1 2.86%	6 2.64%	1 3.57%	3 1.90%	6 2.55%	1 3.03%	0 0.0%	3 5.77%	1 1.10%	3 2.48%	3 2.14%	4 3.20%	7 2.64%	0 0.0%	0 0.0%
25 to 34 (v 29.5)	87 32.22% CE	17895 30.94%	11181 29.14% E	153 33.12%	43 23.89%	13 37.14%	73 32.16%	13 46.43%	51 32.28%	80 34.04% K	6 18.18%	0 0.0%	34 65.38% NO	38 41.76% O	13 10.74%	42 30.00%	44 35.20%	87 32.83%	0 0.0%	0 0.0%
35 to 44 (v 39.5)	109 40.37% BCE	18173 31.42%	12600 32.84% BE	173 37.45% BCE	46 25.56%	14 40.00%	92 40.53%	10 35.71%	63 39.87%	97 41.28%	12 36.36%	0 0.0%	11 21.15%	37 40.66% M	58 47.93% M	52 37.14%	54 43.20%	107 40.38%	2 40.00%	0 0.0%
45 to 54 (v 49.5)	37 13.70%	9237 15.97%	6327 16.49%	65 14.07%	47 26.11% ABCD	4 11.43%	30 13.22%	4 14.29%	19 12.03%	26 11.06%	10 30.30% J	0 0.0%	2 3.85%	8 8.79%	26 21.49% MN	27 19.29% Q	9 7.20%	36 13.58%	1 20.00%	0 0.0%
55 or older (NET)	11 4.07%	5362 9.27% AD	3557 9.27% AD	14 3.03%	13 7.22% D	1 2.86%	9 3.96%	0 0.0%	7 4.43%	8 3.40%	3 9.09%	0 0.0%	0 0.0%	1 1.10%	10 8.26% MN	6 4.29%	5 4.00%	9 3.40%	2 40.00%	0 0.0%
55 to 64 (v 59.5)	10 3.70%	3580 6.19% AD	2334 6.08% AD	9 1.95%	9 5.00%	1 2.86%	8 3.52%	0 0.0%	7 4.43%	8 3.40%	2 6.06%	0 0.0%	0 0.0%	1 1.10%	9 7.44% MN	6 4.29%	4 3.20%	8 3.02%	2 40.00%	0 0.0%
65 to 74 (v 69.5)	0 0.0%	1458 2.52% AD	996 2.60% AD	5 1.08% A	4 2.22% A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

43. What is your age?

						2018 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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)	1 0.37%	324 0.56% DE	227 0.59% DE	0 0.0%	0 0.0%	0 0.0%	1 0.44%	0 0.0%	0 0.0%	0 0.0%	1 3.03%	0 0.0%	0 0.0%	0 0.0%	1 0.83%	0 0.0%	1 0.80%	1 0.38%	0 0.0%	0 0.0%
Average age	36.4037	37.6282 D	37.8509 AD	35.6050	37.5639	35.6286	36.2379	35.6250	35.7785	35.6106	41.8636 J	0	31.3750	34.6703 M	39.7975 MN	37.2107	35.3760	36.1566	49.5000	0
Standard deviation	10.2379	12.4438	12.5146	10.4642	13.1159	9.2923	10.3093	7.6106	10.3490	9.7280	11.9470	0	6.6484	8.4730	11.5675	10.3908	10.0850	10.0988	8.9443	0
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

44. Are you male or female?

		2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)					0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	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%
No response	0	0	1157	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	2.92%	1.07%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ABDE	ABE																
BASE = Those who responded	271	57839	38505	461	180	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	97.08%	98.93%	99.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	CD	CD		C	C															
Male	28	7016	5040	60	33	1	27	2	18	22	6	0	7	5	15	21	6	27	1	0
	10.33%	12.13%	13.09%	13.02%	18.33%	2.86%	11.84%	7.14%	11.32%	9.36%	17.65%	0.0%	13.46%	5.49%	12.30%	14.89%	4.80%	10.15%	20.00%	0.0%
			B		AB		F									Q				
Female	243	50823	33465	401	147	34	201	26	141	213	28	0	45	86	107	120	119	239	4	0
	89.67%	87.87%	86.91%	86.98%	81.67%	97.14%	88.16%	92.86%	88.68%	90.64%	82.35%	0.0%	86.54%	94.51%	87.70%	85.11%	95.20%	89.85%	80.00%	0.0%
	E	CE				G											P			
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
      published in Quality Compass.
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BLUE CROSS BLUE SHIELD OF WYOMING
2018 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY25526)

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

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
No response	0 0.0%	17 0.03%	1950 4.92% ABDE	4 0.86% AE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	271 100.00% CD	57822 99.97% C	37712 95.08%	462 99.14% C	181 100.00% CD	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
High school or less (NET)	91 33.58%	31823 55.04% ACDE	19597 51.96% ADE	173 37.45%	80 44.20% A	7 20.00%	81 35.53% F	9 32.14%	46 28.93%	73 31.06%	17 50.00% J	0 0.0%	15 28.85%	26 28.57%	46 37.70%	51 36.17%	37 29.60%	89 33.46%	2 40.00%	0 0.0%
8th grade or less	9 3.32%	4858 8.40% AD	3007 7.97% AD	11 2.38%	11 6.08%	0 0.0%	8 3.51% F	0 0.0%	5 3.14%	5 2.13%	3 8.82%	0 0.0%	1 1.92%	0 0.0%	6 4.92% N	3 2.13%	4 3.20%	9 3.38%	0 0.0%	0 0.0%
Some high school, but did not graduate	14 5.17%	7357 12.72% ACDE	4439 11.77% ADE	26 5.63%	13 7.18%	3 8.57%	11 4.82%	2 7.14%	6 3.77%	9 3.83%	5 14.71%	0 0.0%	1 1.92%	4 4.40%	9 7.38%	11 7.80% Q	3 2.40%	14 5.26%	0 0.0%	0 0.0%
High school graduate or GED	68 25.09%	19607 33.91% ACD	12151 32.22% A	136 29.44%	56 30.94%	4 11.43%	62 27.19% F	7 25.00%	35 22.01%	59 25.11%	9 26.47%	0 0.0%	13 25.00%	22 24.18%	31 25.41%	37 26.24%	30 24.00%	66 24.81%	2 40.00%	0 0.0%
Some college or 2-year degree	136 50.18% BC	18104 31.31%	11988 31.79%	219 47.40% BC	82 45.30% BC	18 51.43%	114 50.00%	15 53.57%	87 54.72%	125 53.19% K	10 29.41%	0 0.0%	25 48.08%	50 54.95%	59 48.36%	68 48.23%	66 52.80%	135 50.75%	1 20.00%	0 0.0%
College graduate or more (NET)	44 16.24%	7895 13.65%	6127 16.25% BE	70 15.15%	19 10.50%	10 28.57%	33 14.47%	4 14.29%	26 16.35%	37 15.74%	7 20.59%	0 0.0%	12 23.08%	15 16.48%	17 13.93%	22 15.60%	22 17.60%	42 15.79%	2 40.00%	0 0.0%
4-year college graduate	28 10.33%	4939 8.54%	3773 10.00% B	54 11.69% B	14 7.73%	6 17.14%	21 9.21%	3 10.71%	14 8.81%	22 9.36%	6 17.65%	0 0.0%	5 9.62%	12 13.19%	11 9.02%	14 9.93%	14 11.20%	27 10.15%	1 20.00%	0 0.0%
More than 4-year college degree	16 5.90%	2956 5.11%	2354 6.24% BDE	16 3.46%	5 2.76%	4 11.43%	12 5.26%	1 3.57%	12 7.55%	15 6.38%	1 2.94%	0 0.0%	7 13.46% N	3 3.30%	6 4.92%	8 5.67%	8 6.40%	15 5.64%	1 20.00%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
     A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

46. How are you related to the child?

		2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)					0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Total	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	35	1967	8	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.06%	4.96%	1.72%	2.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	ABDE	AB	AB															
BASE = Those who responded	271	57804	37695	458	177	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	99.94%	95.04%	98.28%	97.79%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	BCDE	CDE		C	C															
Mother or father	266	52391	34561	450	171	34	225	27	157	232	32	0	52	91	117	137	124	262	4	0
	98.15%	90.63%	91.69%	98.25%	96.61%	97.14%	98.68%	96.43%	98.74%	98.72%	94.12%	0.0%	100.00%	100.00%	95.90%	97.16%	99.20%	98.50%	80.00%	0.0%
	BC		B	BC	BC										O		O			
Grandparent	2	3667	2051	5	4	0	1	0	1	1	1	0	0	0	2	1	1	1	1	0
	0.74%	6.34%	5.44%	1.09%	2.26%	0.0%	0.44%	0.0%	0.63%	0.43%	2.94%	0.0%	0.0%	0.0%	1.64%	0.71%	0.80%	0.38%	20.00%	0.0%
		ACDE	ADE																	
Other (NET)	3	1747	1083	3	2	1	2	1	1	2	1	0	0	0	3	3	0	3	0	0
	1.11%	3.02%	2.87%	0.66%	1.13%	2.86%	0.88%	3.57%	0.63%	0.85%	2.94%	0.0%	0.0%	0.0%	2.46%	2.13%	0.0%	1.13%	0.0%	0.0%
		ADE	ADE																	
Aunt or uncle	0	486	303	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.84%	0.80%	0.22%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADE	ADE																	
Older brother or sister	0	133	91	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.23%	0.24%	0.0%	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%
		AD	AD																	
Other relative	0	81	43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.11%	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%
		ADE	ADE																	
Legal guardian	2	897	528	2	0	1	1	0	1	1	1	0	0	0	2	2	0	2	0	0
	0.74%	1.55%	1.40%	0.44%	0.0%	2.86%	0.44%	0.0%	0.63%	0.43%	2.94%	0.0%	0.0%	0.0%	1.64%	1.42%	0.0%	0.75%	0.0%	0.0%
		DE	DE																	
Someone else	1	150	118	0	1	0	1	1	0	1	0	0	0	0	1	1	0	1	0	0
	0.37%	0.26%	0.31%	0.0%	0.56%	0.0%	0.44%	3.57%	0.0%	0.43%	0.0%	0.0%	0.0%	0.0%	0.82%	0.71%	0.0%	0.38%	0.0%	0.0%
		D	D																	
Sigma	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

47. Did someone help you complete this survey?

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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%	525 1.32% AB	434 93.13% ABCE	5 2.76% 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	5 1.85% B	0 0.0%	17727 44.70% ABDE	15 3.22% B	4 2.21% B	0 0.0%	4 1.75% F	0 0.0%	3 1.89%	4 1.70%	1 2.94%	0 0.0%	0 0.0%	2 2.20%	3 2.46%	4 2.84%	1 0.80%	0 0.0%	5 100.00%	0 0.0%
BASE = Those who responded	266 98.15% CD	57839 100.00% ACDE	21410 53.98% D	17 3.65%	172 95.03% CD	35 100.00%	224 98.25% G	28 100.00%	156 98.11%	231 98.30%	33 97.06%	0 0.0%	52 100.00%	89 97.80%	119 97.54%	137 97.16%	124 99.20%	266 100.00%	0 0.0%	0 0.0%
Yes	4 1.50%	3170 5.48% A	1081 5.05% A	14 82.35%	8 4.65%	0 0.0%	4 1.79% F	0 0.0%	2 1.28%	2 0.87%	2 6.06%	0 0.0%	0 0.0%	1 1.12%	3 2.52%	1 0.73%	3 2.42%	4 1.50%	0 0.0%	0 0.0%
No	262 98.50% BC	54669 94.52%	20329 94.95%	3 17.65%	164 95.35%	35 100.00%	220 98.21% G	28 100.00%	154 98.72%	229 99.13%	31 93.94%	0 0.0%	52 100.00%	88 98.88%	116 97.48%	136 99.27%	121 97.58%	262 98.50%	0 0.0%	0 0.0%
Sigma	271 100.00%	57839 100.00%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

48. How did that person help you?

						2018 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status			Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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	271	57839	39662	466	181	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	46	558	434	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.08%	1.41%	93.13%	2.76%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	AB	ABCE	AB															
Appropriately skipped	267	54669	38056	18	168	35	224	28	157	233	32	0	52	90	119	140	122	262	5	0
	98.52%	94.52%	95.95%	3.86%	92.82%	100.00%	98.25%	100.00%	98.74%	99.15%	94.12%	0.0%	100.00%	98.90%	97.54%	99.29%	97.60%	98.50%	100.00%	0.0%
	BCDE	D	BD		D		G													
BASE = Those who responded	4	3123	1048	14	8	0	4	0	2	2	2	0	0	1	3	1	3	4	0	0
	1.48%	5.40%	2.64%	3.00%	4.42%	0.0%	1.75%	0.0%	1.26%	0.85%	5.88%	0.0%	0.0%	1.10%	2.46%	0.71%	2.40%	1.50%	0.0%	0.0%
		ACD					F													
Read the questions to me	0	1001	494	6	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	32.04%	47.14%	42.86%	37.50%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			B																	
Wrote down the answers I gave	0	596	273	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	19.07%	26.05%	14.29%	25.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			B																	
Answered the questions for me	0	272	128	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	8.70%	12.21%	21.43%	12.50%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			B																	
Translated the questions into my language	4	1058	539	9	7	0	4	0	2	2	2	0	0	1	3	1	3	4	0	0
	100.00%	33.89%	51.43%	64.29%	87.50%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%
			B																	
Helped in some other way	0	197	93	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	6.30%	8.87%	0.0%	0.0%	0.0%	0.0%	0.0%	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	271	57839	40141	472	186	35	228	28	159	235	34	0	52	91	122	141	125	266	5	0
	100.00%	100.00%	101.21%	101.29%	102.76%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
    published in Quality Compass.
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Survey Language

	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan 0-7 (F)	Overall Rating of Plan 8-10 (G)	Overall Rating of Health Care 0-7 (H)	Overall Rating of Health Care 8-10 (I)	Health Status Excel/ Very Good (J)	Health Status Good/ Fair/ Poor (K)	Child Age < 1 (L)	Child Age 1-5 (M)	Child Age 6-10 (N)	Child Age 11 + (O)	Child Gender Male (P)	Child Gender Female (Q)	Survey Type Mail (R)	Survey Type Phone (S)	Survey Type Internet (T)
Total	271 100.00%	0 0.0%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	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	271 100.00%	0 0.0%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
English	271 100.00% C	0 0.0%	33577 84.66%	466 100.00% C	181 100.00% C	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%
Spanish	0 0.0%	0 0.0%	6085 15.34% 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%
Sigma	271 100.00%	0 0.0%	39662 100.00%	466 100.00%	181 100.00%	35 100.00%	228 100.00%	28 100.00%	159 100.00%	235 100.00%	34 100.00%	0 0.0%	52 100.00%	91 100.00%	122 100.00%	141 100.00%	125 100.00%	266 100.00%	5 100.00%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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BLUE CROSS BLUE SHIELD OF WYOMING
2018 CAHPS 5.0 Child Medicaid Satisfaction Survey (BCWY25526)

Customer Service Composite Score

						2018 Plan Results													
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)																	
2018 Plan Total (A)			2017 Plan Total (D)	2016 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)
Customer Service Composite Score (BASE)																			
53	18890 ACDE	11653 AD	108	44	7	46	6	36	45	7	0	12	17	22	31	20	51	2	0
NEVER/SOMETIMES COMPOSITE																			
16.98%	11.91%	11.30%	7.87%	7.95%	28.57%	15.22%	25.00%	13.89%	18.89%	7.14%	0.0%	29.17%	14.71%	13.64%	12.90%	25.00%	16.67%	25.00%	0.0%
USUALLY COMPOSITE																			
25.47%	19.37%	19.75%	35.19% BC	20.45%	42.86%	22.83%	25.00%	20.83%	23.33%	42.86%	0.0%	20.83%	23.53%	31.82%	20.97%	35.00%	23.53%	75.00%	0.0%
ALWAYS COMPOSITE																			
57.55%	68.73% D	68.95% D	56.94%	71.59%	28.57%	61.96%	50.00%	65.28%	57.78%	50.00%	0.0%	50.00%	61.76%	54.55%	66.13%	40.00%	59.80%	0.0%	0.0%
CAHPS RATE																			
83.02%	88.09%	88.70%	92.13%	92.05%	71.43%	84.78%	75.00%	86.11%	81.11%	92.86%	0.0%	70.83%	85.29%	86.36%	87.10%	75.00%	83.33%	75.00%	0.0%
AVERAGE																			
2.4057	2.5682	2.5765	2.4907	2.6364	2.0000	2.4674	2.2500	2.5139	2.3889	2.4286	0	2.2083	2.4706	2.4091	2.5323	2.1500	2.4314	1.7500	0
Standard deviation																			
0.7466	0.6708	0.6615	0.6195	0.5970	0.7359	0.7255	0.6845	0.7187	0.7730	0.5453	0	0.8559	0.7337	0.6722	0.7012	0.7655	0.7402	0.2500	0

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Getting Needed Care Composite Score

						2018 Plan Results														
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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)	192	57029 ACDE	29903	341	133	22	165	28	158	165	26	0	45 NO	63	79	98	90	189	3	0
NEVER/SOMETIMES COMPOSITE	16.10% D	15.50% DE	14.83% DE	5.80%	9.25%	44.55%	12.70%	30.36%	10.20%	17.38%	15.71%	0.0%	10.20%	13.31%	20.20%	18.75%	12.53%	16.47%	0.0%	0.0%
USUALLY COMPOSITE	21.85%	22.62%	22.87%	25.98%	33.51% ABC	27.27%	20.37%	25.00%	23.78%	19.32%	34.46%	0.0%	33.64% O	21.24%	15.81%	23.59%	20.19%	20.80%	66.67%	0.0%
ALWAYS COMPOSITE	62.05%	61.88%	62.31%	68.21% BCE	57.24%	28.18%	66.93%	44.64%	66.02%	63.30%	49.84%	0.0%	56.16%	65.46%	63.99%	57.66%	67.28%	62.72%	33.33%	0.0%
CAHPS RATE	83.90%	84.50%	85.17%	94.20% ABC	90.75% BC	55.45%	87.30%	69.64%	89.80%	82.62%	84.29%	0.0%	89.80%	86.69%	79.80%	81.25%	87.47%	83.53%	100.00%	0.0%
AVERAGE	2.4594	2.4637	2.4748	2.6241	2.4799	1.8364	2.5423	2.1429	2.5582	2.4592	2.3413	0	2.4596	2.5215	2.4378	2.3891	2.5476	2.4625	2.3333	0
Standard deviation	0.7170	0.7396	0.7293	0.5905	0.6557	0.7083	0.6811	0.8234	0.6441	0.7190	0.7273	0	0.6556	0.6690	0.7497	0.7248	0.6731	0.7223	0.2357	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

Getting Care Quickly Composite Score

		2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 Plan Total (E)	Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)					0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel/ Very Good (J)	Good/ Fair/ Poor (K)	< 1 (L)	1-5 (M)	6-10 (N)	11 + (O)	Male (P)	Female (Q)	Mail (R)	Phone (S)	Internet (T)
Getting Care Quickly Composite Score (BASE)	188	42275 E	29984 ABE	341	119	22	161	25	141	158	29 J	0	45 NO	58	80	95	89	185	3	0
NEVER/SOMETIMES COMPOSITE	6.81%	11.17% ACDE	10.09% DE	3.39%	5.78%	3.33%	7.56%	2.50%	6.30%	6.37%	9.38%	0.0%	8.97%	4.67%	4.27%	5.27%	6.15%	6.88%	0.0%	0.0%
USUALLY COMPOSITE	13.53%	15.19%	15.41%	15.20%	19.29%	32.56%	11.24%	28.33%	11.80%	12.47%	17.71%	0.0%	11.54%	13.20%	15.95%	13.09%	14.60%	13.72%	0.0%	0.0%
ALWAYS COMPOSITE	79.66% B	73.64%	74.50%	81.42% BC	74.94%	64.10%	81.20%	69.17%	81.90%	81.15%	72.92%	0.0%	79.49%	82.13%	79.78%	81.64%	79.25%	79.40%	0.0%	0.0%
CAHPS RATE	93.19% B	88.83%	89.91% B	96.61% BC	94.22% BC	96.67%	92.44%	97.50%	93.70%	93.63%	90.63%	0.0%	91.03%	95.33%	95.73%	94.73%	93.85%	93.12%	0.0%	0.0%
AVERAGE	2.7285	2.6247	2.6440	2.7803	2.6916	2.6077	2.7364	2.6667	2.7560	2.7478	2.6354		2.7051	2.7746	2.7551	2.7638	2.7310	2.7252	0	0
Standard deviation	0.5758	0.6720	0.6523	0.4834	0.5669	0.5488	0.5850	0.5127	0.5532	0.5607	0.6426		0.6177	0.5162	0.5082	0.5299	0.5608	0.5780	0	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T

How Well Doctors Communicate Composite Score

						2018 Plan Results													
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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)	145	40921 ACDE	26567 ADE	260	101	18	122	24	116	120	24 J	0	38 NO	46	57	72	70	142	3	0
NEVER/SOMETIMES COMPOSITE	3.47%	6.51% DE	6.40% DE	3.69%	1.50%	12.75%	2.06%	14.58%	0.87%	3.77%	2.08%	0.0%	2.65%	2.17%	5.26%	5.58%	1.44%	3.37%	8.33%	0.0%
USUALLY COMPOSITE	15.63%	14.29%	14.27%	13.87%	18.96%	29.66%	14.22%	32.29%	11.97%	15.08%	18.75%	0.0%	21.91%	15.22%	12.72%	18.48%	13.29%	15.43%	25.00%	0.0%
ALWAYS COMPOSITE	80.90%	79.20%	79.33%	82.45%	79.55%	57.60%	83.72%	53.13%	87.16%	81.15%	79.17%	0.0%	75.44%	82.61%	82.02%	75.94%	85.27%	81.21%	66.67%	0.0%
CAHPS RATE	96.53%	93.49%	93.60%	96.31% BC	98.50% BC	87.25%	97.94%	85.42%	99.13%	96.23%	97.92%	0.0%	97.35%	97.83%	94.74%	94.42%	98.56%	96.63%	91.67%	0.0%
AVERAGE	2.7743	2.7270	2.7292	2.7876	2.7805	2.4485	2.8166	2.3854	2.8630	2.7738	2.7708	0	2.7280	2.8043	2.7675	2.7036	2.8383	2.7784	2.5833	0
Standard deviation	0.4879	0.5593	0.5573	0.4797	0.4438	0.6965	0.4322	0.7083	0.3646	0.4923	0.4416	0	0.4954	0.4418	0.5249	0.5613	0.3928	0.4843	0.4398	0

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Shared Decision Making Composite Score

	2018 Plan Results																		
					Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2018 Plan Total (A)	2017 Child Medicaid Quality Compass (B)	2018 DSS Book of Bus. (C)	2017 Plan Total (D)	2016 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)	48	13806 ACD	8748	91	37	8	39	7	41	36	11 J	0	10	11	26	25	22	48	0	0
YES COMPOSITE	86.81%	78.70%	78.81% BC	86.39%	79.25%	95.83%	84.62%	76.19%	88.62%	85.19%	90.91%	0.0%	73.33%	93.94%	88.46%	90.67%	81.82%	86.81%	0.0%	0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures
    published in Quality Compass.
    A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S/T