



2025–2026 CAHPS Children Population Medicaid Survey Results Summary

Wyoming Department of Health (WDH), Division
of Healthcare Financing (DHCF)

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CAHPS Children Survey Summary

The Wyoming Department of Health (WDH), Division of Healthcare Financing (DHCF), partnered with Public Knowledge® (PK) to administer the 2025–2026 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey to members in the General Children population.

The CAHPS Health Plan Survey is a standardized survey developed by the Agency for Healthcare Research and Quality (AHRQ) to collect information about Medicaid and Children’s Health Insurance (CHIP) members’ experiences with their health plans and the care they receive. The survey collects information about key aspects of health care, including access to services, provider quality, plan quality, communication, and frequency of care. Wyoming Medicaid uses the CAHPS survey results to better understand member experiences, monitor health plan performance, and identify opportunities to improve the quality of care provided to members.

Wyoming Medicaid health plans provide critical health plan coverage for children across the state. Survey respondents provided data for the Children’s Health Insurance Program (CHIP) and Children’s Medicaid.

The AHRQ survey was used for distribution with no modifications. The survey consisted of 68 quantitative questions to allow for precise data analytics. This report focuses on General Children population survey results. The questions focused on:

- Member health in the last six months
- Frequency and quality of medical care received by members from specialists and personal doctors
- Member experience with their health plan’s customer service
- Utilization of primary care services and personal doctors
- Members’ age category, gender, and race

A random sample of Medicaid and CHIP members were selected to receive the survey. Survey participants received an initial email with a link to complete the survey, as well as a hard copy delivered by mail. This allowed participants flexibility in how they chose to complete the survey. The survey remained open from February 13, 2026 to May 15, 2026. During that time, DHCF distributed twelve email reminders and eleven text message reminders to encourage participation. Survey distribution information is detailed in **Table 1**.

Table 1. CAHPS General Children Survey Information

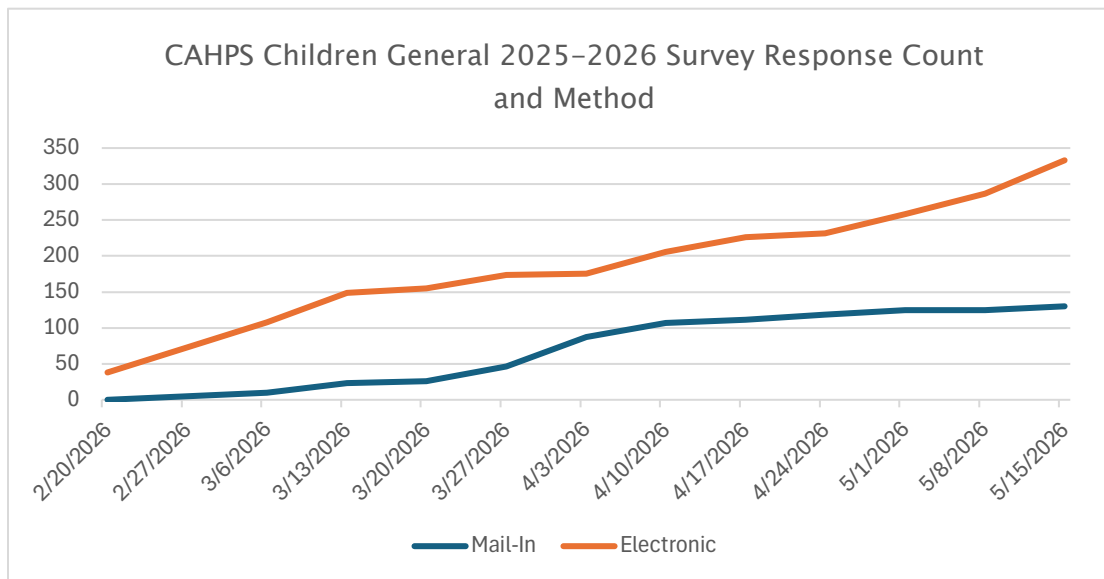
Date Electronic Survey Opened	February 13, 2026
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Table 1. CAHPS General Children Survey Information

Date Electronic Survey Closed	May 15, 2026
Minimum Number of Valid Responses	411
General Children Population Caregivers Who Received Survey	3,712
Total Valid Responses	463
Electronic Valid Responses	333
Mail Valid Responses	130

Figure 1 demonstrates the cumulative number of CAHPS General Children Survey responses received by submission from February 20, 2026 to May 15, 2026. Survey reminders were distributed every Friday by email and text message during the survey window. Electronic responses increased steadily throughout the survey period, rising from 38 responses on February 20, 2026 to 333 responses on May 15, 2026. Mail-in responses grew more quickly during the early weeks of the survey, increasing to 26 responses on March 20, 2026 before leveling off and reaching 130 total responses on May 15, 2026.

Figure 1. Count and Method of CAHPS General Children Survey Response Rates



1 Overview of CAHPS Survey Results

Survey results and findings are detailed in this section along with an interactive dashboard of the [2025-2026 CAHPS General Children Population Medicaid and CHIP Survey Results](#). The dashboard features detailed respondent answers and data graphics.

Table 2 presents key indicators of the Medicaid and CHIP programs' overall effectiveness and recipient satisfaction. **Figures 2 through 8** provide a detailed breakdown of responses for each key indicator listed in Table 2.

Table 2. CAHPS Survey Results

Measure	2025–2026
Health Plan Rating* (Q49)	92.1%
Health Care Rating* (Q9)	87.9%
Personal Care Doctor Rating* (Q36)	94.3%
Specialist Rating* (Q43)	97.0%
Customer Service Rating** (Q46)	98.2%
Receiving Needed Care Rating** (Q4)	94.7%
Coordination of Care Rating** (Q10)	97.8%

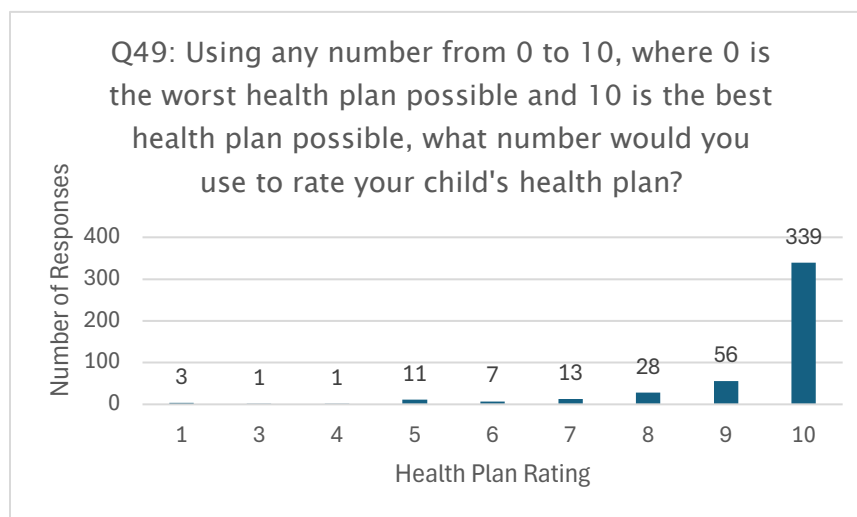
Key

** % based on ratings of 8–10*

*** based on ratings of "Usually" or "Always"*

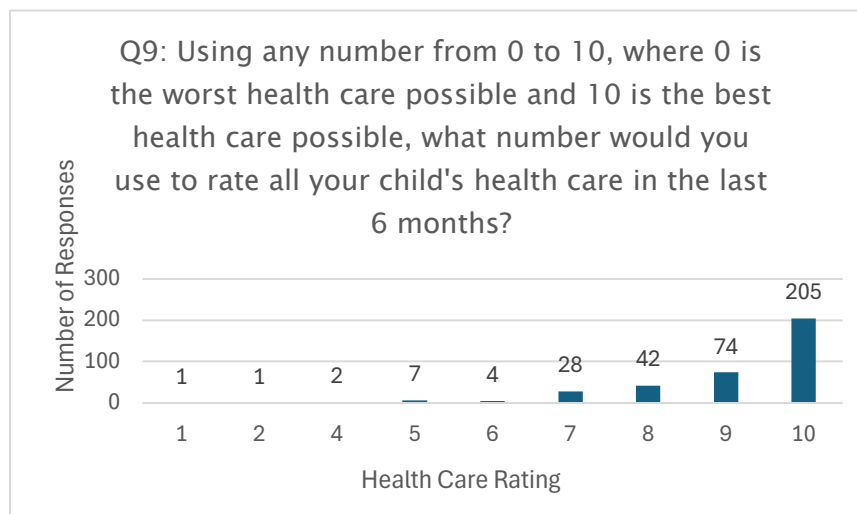
Figures 2 through 8 show the response data for each of the "Key Indicator" questions identified in **Table 2**.

Figure 2. CAHPS General Q49 Results



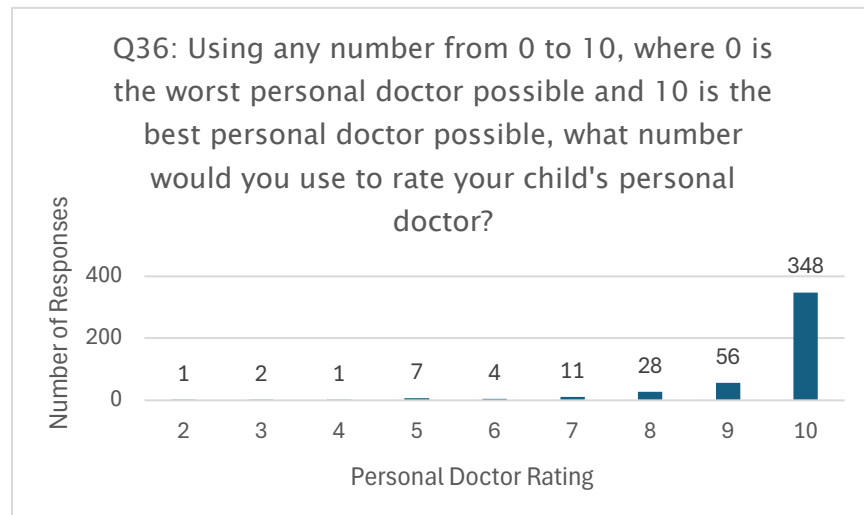
Health Plan Rating. Question 49 asked caregivers to provide an overall rating for their child's health plan. Out of the 459 caregiver responses to Q49, nearly two-thirds (73.8%) of caregiver respondents rated their child's health plan as a 10, indicating that most caregivers feel positively about their child's overall plan and coverage.

Figure 3. CAHPS General Q9 Results



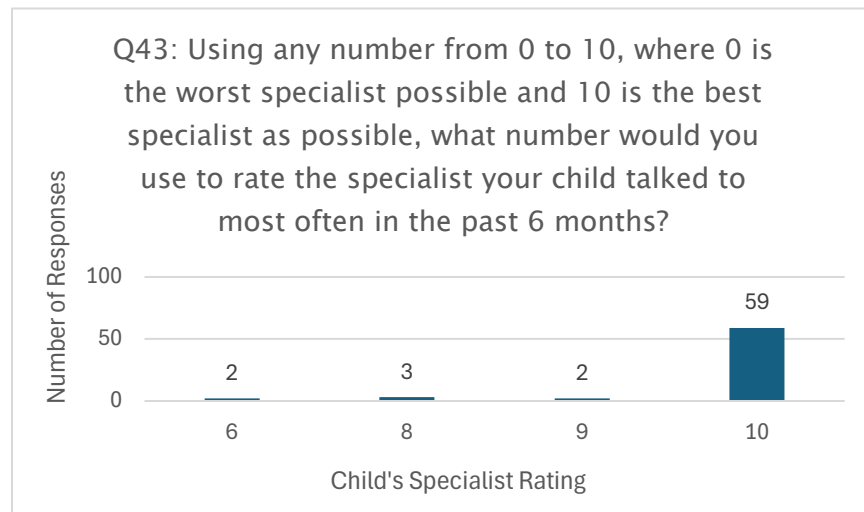
Health Care Rating. Question 9 asked caregivers to rate their child's overall health care from the past six months. Of the 364 respondents to Q9, 56.3% rated their child's overall health care a 10. Relatively few caregivers provided lower ratings, with only 11.8% rating their child's health care below a 7.

Figure 4. CAHPS General Q36 Results



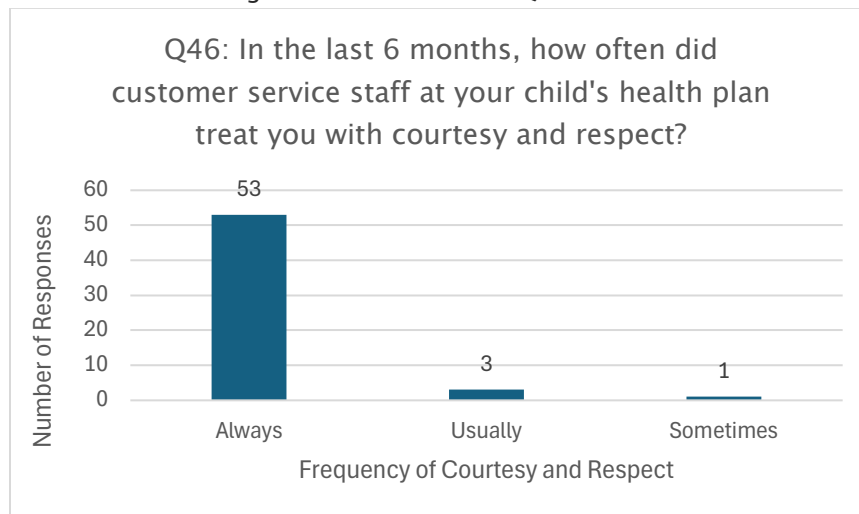
Personal Doctor Rating. Question 36 asked caregivers to rate their child's personal doctor. Of the 395 respondents to Q36, 76.0% of caregiver respondents rated their child's personal doctor as a 10 out of 10, indicating that most caregivers rated their child's personal doctor as highly as possible.

Figure 5. CAHPS General Q43 Results



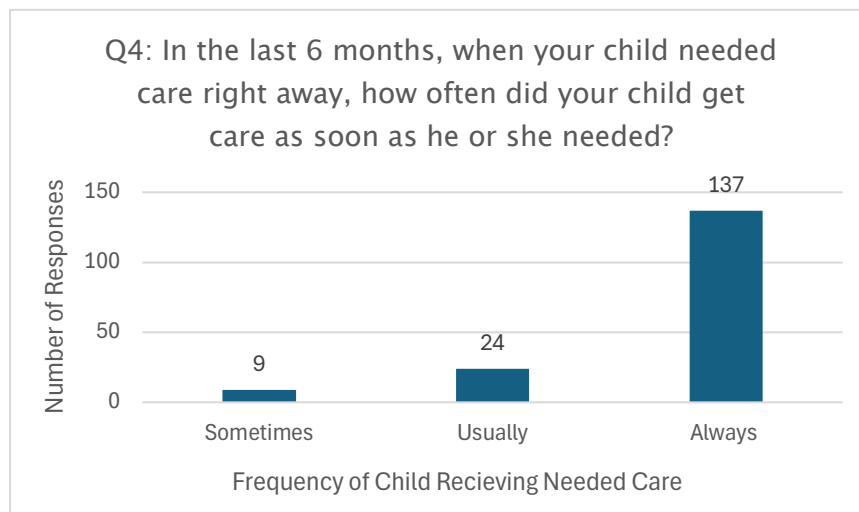
Specialist Rating. Question 43 gathered information pertaining to specialists visited in the past six months. Most caregiver respondents (89.3%) rated the specialist their child interacted with most often during the past six months as a 10 out of 10.

Figure 6. CAHPS General Q46 Results



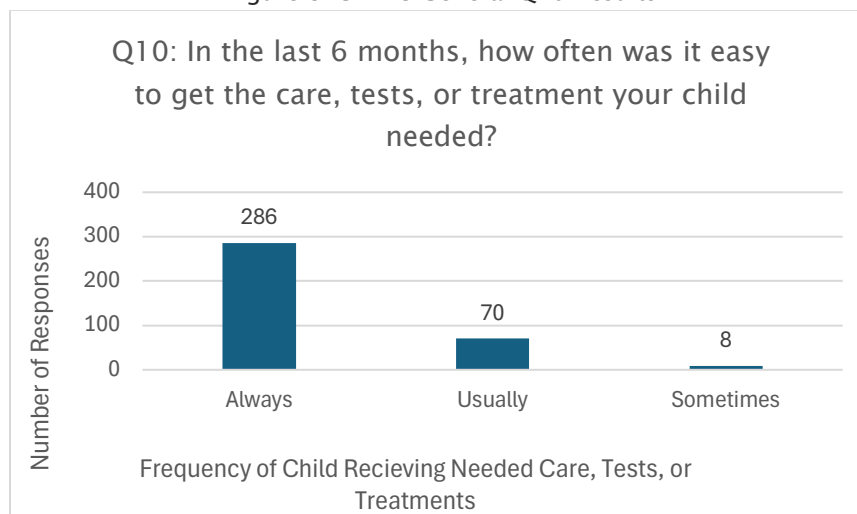
Customer Service Rating. Question 46 asked respondents about their experience with health plan customer service support. Most caregiver respondents (98.2%) reported that the customer service at their child's health plan always or usually treated them with courtesy and respect.

Figure 7. CAHPS General Q4 Results



Care Accessibility. Question 4 asked respondents about their ability to receive prompt care when needed during the past 6 months. Most caregiver respondents (85.6%) reported that their child always received urgent care right away, indicating that the health care system met most urgent care needs.

Figure 8. CAHPS General Q10 Results



Ease of Care, Tests, and Treatments. Question 10 evaluated the level of ease members experienced when receiving care, tests, or treatment. Of the 364 respondents to Q10, 78.6% reported “Always” experiencing ease in obtaining healthcare. Most caregiver respondents (97.8%) reported that it was always or usually easy to get the care, tests, or treatment their child needed.

2 Care Frequency Data

This section summarizes how frequently caregivers for children interacted with different health care systems. Most respondent caregivers had some type of contact with the health care system for their child in the past six months. Over two-thirds of caregivers reported having some type of health care visit for their child, receiving health care, or visiting with their child’s personal doctor in the past six months. 93.7% reported receiving care from a provider other than their child’s personal doctor and only 14.3% reported seeing a specialist in the past six months.

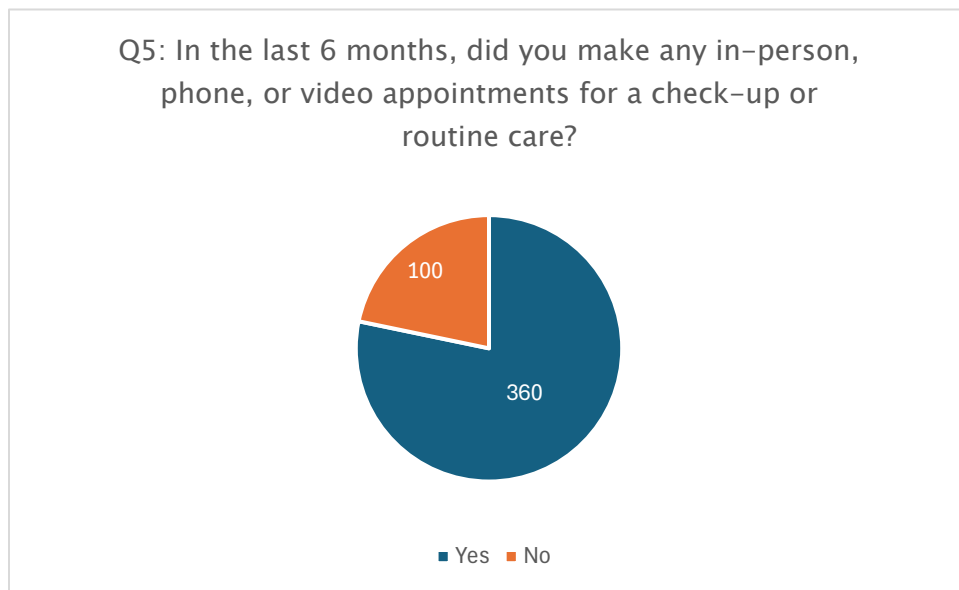
Overall, survey results indicate a high level of utilization and engagement in health care services. This includes routine primary care as well as specialist care. **Table 3** provides response data for care frequency.

Table 3. CAHPS Children Survey Participants' Interactions with Health Care System

Measure	Response
Caregivers who made in-person, phone, or video appointments for a check-up or routine care for their child (Q5)	78.3%
Recipients who received health care at least once within the past six months in person, by phone, or by video (Q7)	76.5%
Recipients who had a visit with their personal doctor in person, by phone, or by video within the past six months (Q26)	78.8%
Recipients who received care from a doctor or health provider besides their personal doctor within the past six months (Q34)	93.7%
Caregivers who made an appointment with a specialist for their child within the past six months (Q40)	14.3%

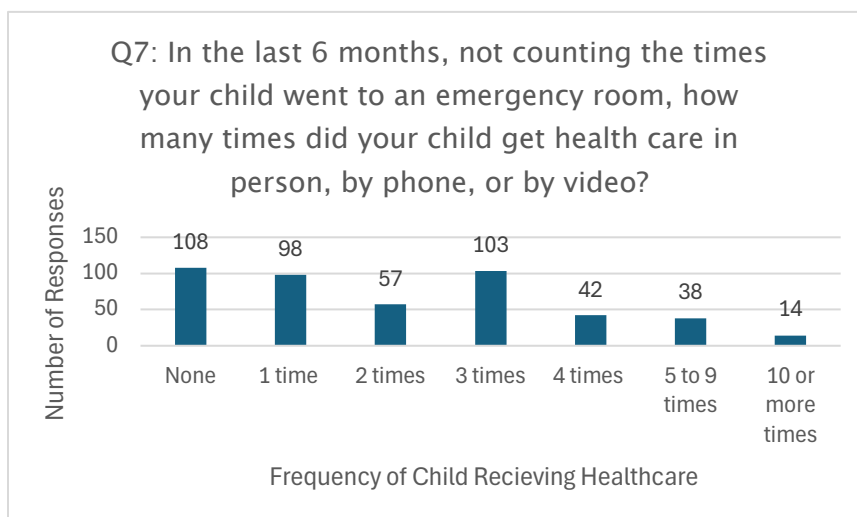
Figures 9 through 13 below demonstrate the health care measures represented in Table 3 above.

Figure 9. CAHPS General Q5 Results



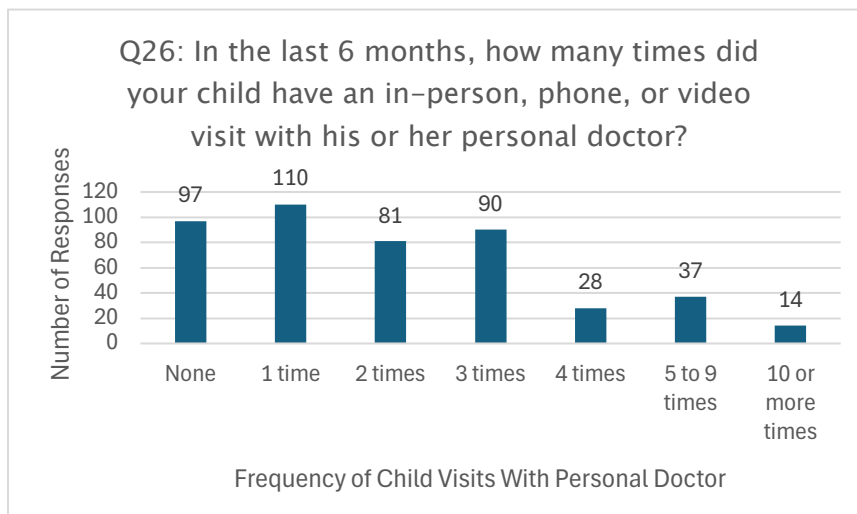
Routine Care Appointments. Question 5 asked respondents whether or not they made appointments for their child. Of the 460 caregiver responses to Q5, 78.3% stated they had made a routine appointment for their child. Less than a quarter (21.7%) had not made an appointment for routine care in the past six months.

Figure 10. CAHPS General Q7 Results



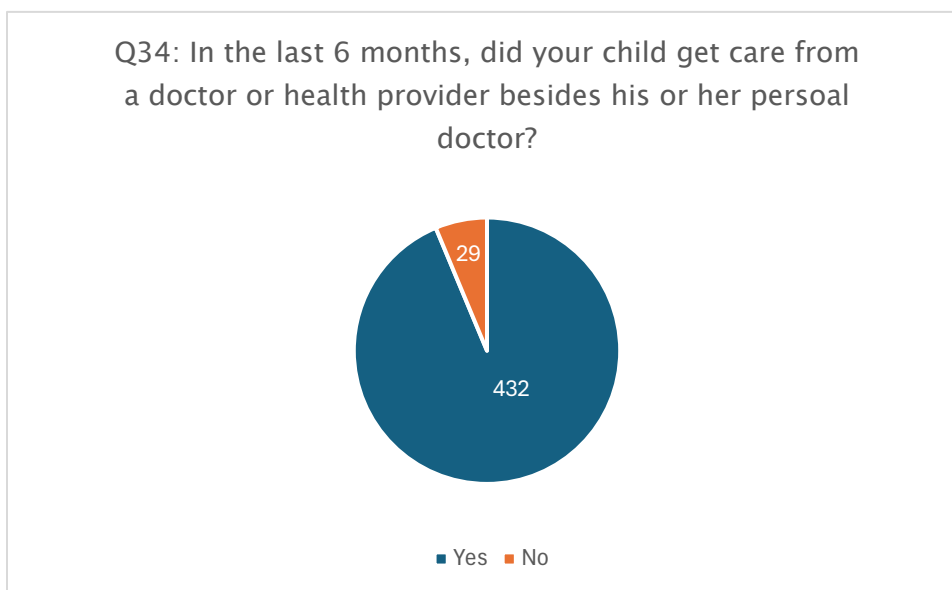
Obtaining Healthcare. Question 7 asked respondents how many times their child got health care in the past six months. Of the 460 caregiver responses to Q7, 76.5% of caregivers stated obtaining healthcare at least once in person, by phone, or by video in the past six months. Less than one quarter of respondents reported no visits (23.5%). This data indicates the majority of caregivers had sought care for their child outside of the emergency room in the past six months.

Figure 11. CAHPS General Q26 Results



Personal Health Visits. Question 26 measured the frequency with which caregivers had visits with their child's personal doctor. Of the 457 caregiver responses to Q26, 78.8% reported having at least one visit with their child's personal doctor in the past 6 months. Only 21.2% reported not having seen their child's personal doctor for a healthcare visit.

Figure 12. CAHPS General Q34 Results



Additional Provider Utilization. Question 34 quantified the number of visits members had with providers outside of their personal doctor. Of the 461 caregiver responses to Q34, 93.7% reported having seen a provider besides their child's personal doctor. A small minority (6.3%) reported that they had not seen a provider that was not their child's personal doctor. This indicated high levels of engagement with personal primary care.

Figure 13. CAHPS General Q40 Results



Specialist Appointments. Question 40 measured whether caregivers made appointments with a specialist in the past six months. Of the 461 caregiver responses received for Q40, 85.7% of caregivers had not seen a specialist for their child in the past six months. Only 66

respondents (14.3%) reported seeing a specialist for their child. This indicates high levels of primary care utilization and a low level of engagement with specialists for respondents.

3 Findings and Recommendations

The section below details survey findings and high-level recommendations for Wyoming Medicaid and CHIP programs based on the 2025–2026 CAHPS survey results.

3.1 Medicaid and CHIP Program Findings

3.1.1 Overall Health

The 2025–2026 survey results indicate that caregivers of children enrolled in Medicaid and CHIP reported overall positive experiences with their child’s health plan and high levels of engagement with healthcare services. A majority of respondents (92.2%) rated their child’s health plan an 8 or above, 97.2% reported their child’s health plan or doctor’s office supported care coordination, and 93.0% reported they always received support from health plan customer service. This indicates high levels of satisfaction with plan services and providers.

A majority of caregivers (88.1%) rated their child’s overall healthcare an 8 or above for the past six months. Approximately 21.7% of respondents reported that their child had a condition that had lasted more than 3 months. This is a moderate but notable percentage as this survey targeted children who do not have chronic diagnoses. 98.0% of caregivers rated their child’s overall health as good, very good, or excellent. A large majority (93.9%) also rated their child’s mental and emotional health as good, very good, or excellent. These findings correlate to high levels of routine care and ongoing relationships with personal doctors.

Caregivers largely reported ease of access and timeliness of care with 80.6% of respondents indicating their child was able to access care as soon as needed and 87.4% reported they were able to obtain healthcare appointments. Caregivers also indicated strong relationships and positive experiences with healthcare providers with 99.3% of respondents reporting their child had a personal doctor and 94.3% reporting the doctor treated them with respect.

Key findings related to member health experiences and health plan quality include:

- **High Levels of Positive Health Perception.** A strong majority of caregivers (98.5%) reported their child’s overall health as good, very good, or excellent and 93.9% reporting the same for mental and emotional health. This indicates strong caregiver perceptions of health and a correlation to consistent primary care utilization.

- **Strong Ratings of Providers.** Caregivers reported positive perceptions of their child's doctor with 94.3% rating that doctor an 8 or above and 76.0% rating their child's personal a 10. This correlates to an 88.1% rating of overall healthcare at 8 or above.
- **Positive Customer Service Experiences.** Respondent experiences with customer service were positive including getting the help they needed and being treated with respect. 87.9% reporting getting the help they needed from their health plan customer service with 93.0% reporting they "Always" received help and 93% indicating they were treated with respect.
- **Consistent Utilization of Primary and Routine Care.** Consistent primary and routine healthcare utilization as reported among respondents. 78.3% reported receiving routine healthcare for their child in the past six months and 76.5% reporting having received healthcare. This consistent utilization suggests healthy primary care relationships and positive experiences with providers and services.
- **Strong Coordination of Care.** Caregivers also reported positive experiences with care coordination across multiple providers and services. 70.8% reported receiving care from a provider other than their primary doctor and 97.2% reported that care was coordinated by the child's health plan, doctor's office or clinic.

Table 4 provides detailed results for overall health questions and ratings.

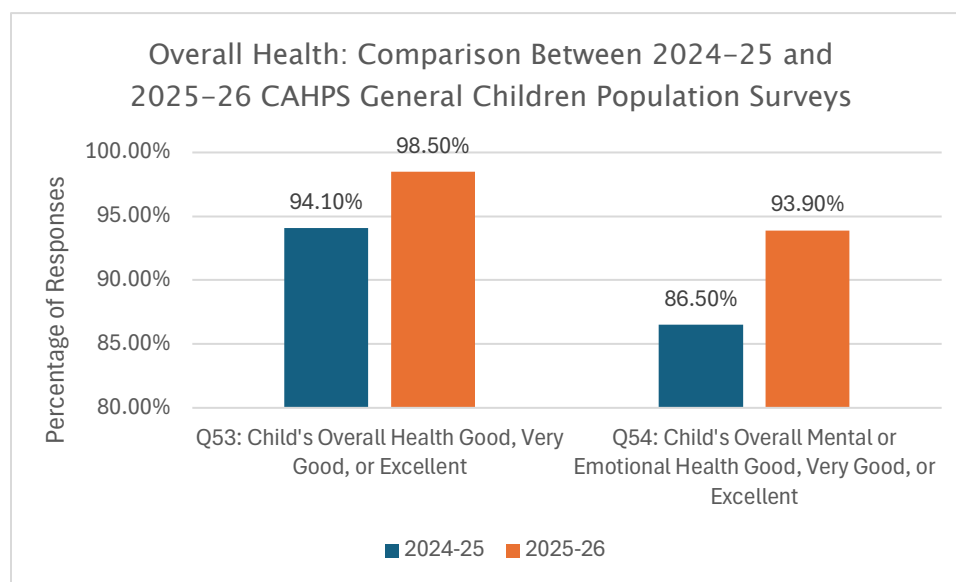
Table 4. Overall Health

Question	Survey Results	Corresponding Recommendations	Justification for Recommendations
Q53. In general, how would you rate your child's overall health?	98.5% of caregivers rated their child's health as good, very good, or excellent.	Continue to support primary care and patient relationships with personal doctors.	A large majority of caregivers rated their child's health positively. Only 6% rated their child's health as poor. A continued emphasis on primary care and patient relationships can continue to support this positive perception of health.
Q9. How would you rate your child's healthcare in	88.1% of caregivers rated their child's	Continue to support provider enrollment and care coordination for health plans	Not only do the majority of caregivers feel positively about their child's overall healthcare, over half (56.4%) rated their healthcare as a 10. Combined with strong

Table 4. Overall Health

Question	Survey Results	Corresponding Recommendations	Justification for Recommendations
last six months?	healthcare an 8 or above.		perceptions of healthcare providers and related supportive services, continued investments should be made in enrolled providers and plan services such as expanded networks, provider enrollment support, and customer service resources.

Figure 14. Overall Health Comparison From 2024–2025 to 2025–2026



Overall Member Health. Q53 and Q54 ask respondents to rate their child's overall and emotional health. Caregiver responses demonstrate an increase in both overall and emotional health from the 2024–2025 survey to the 2025–2026 survey. Overall health ratings increased by 4.4% and reported emotional health increased by 7.4%. These increases represent a positive trend in caregivers' perceptions of overall and mental health of their children.

3.1.2 Recommendations

Based on these results, PK recommends that the Medicaid and CHIP programs consider the following actions:

- **Support Existing Enrolled Providers and Care Coordination.** Caregivers reported very strong perceptions of their child’s personal doctors, specialists, and other healthcare professionals. Healthcare utilization is also notably high, suggesting that healthy and positive relationships with healthcare professionals may be driving routine healthcare visits. Additionally, caregivers report positive experiences with their health plan and doctor’s office coordinating care for different types of healthcare services. Medicaid and CHIP should continue to support providers that are enrolled in Medicaid to ensure a healthy and responsive pool of healthcare providers for children across the state. Providing robust customer service to enrolled providers ensures that the relationship between provider offices and Medicaid health plans is strong.
- **Examine Member Customer Service Practices.** An exceptionally high number of respondents reported positive experiences with customer support services for their health plan. This does not align with perceptions of customer service in the Adult plan. By examining the current processes, personnel, or vendor support for customer service for this population, Medicaid can enhance perceptions of and experiences with customer service for other populations.
- **Emphasize Primary and Routine Care.** Enrolled children are visiting with a personal doctor and attending routine primary care visits at very high rates. Caregivers also report high levels of overall and emotional health. Therefore, Medicaid and CHIP should continue to emphasize primary care and personal doctor visits. This high level of utilization and strong health perceptions suggests a relationship between frequency and positive outcomes.

4.2.1 Health Plan Customer Service

The 2025–2026 survey results indicate that many respondents do not communicate with their child’s health plan customer service representatives. Only 56 respondents reported interacting with customer service. However, of those who did need support, 93% reporting customer service was “Always” helpful and treated them with courtesy and respect. **Table 5** highlights an opportunity to improve customer service strategies among children’s health plans.

Table 5. Customer Service

Question	Survey Result	Corresponding Recommendations	Justification for Recommendations
Q44. In the last 6 months, did you get information or help from customer service at your child's health plan?	87.9% of caregivers reported that they did not get information or help from customer service for their child's health plan.	Continue to invest in customer service training and provide members with customer service resources.	Even though most members did not utilize customer service support, many reported positive experiences. A new emphasis on customer service resources may provide members in need with valuable support information.
Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	98.5% of respondents indicated they "Usually" or "Always" receive the courtesy and respect.	Provide a forum for members to give customer service feedback or submit customer service needs.	A feedback forum would give caregivers a clear way to share unresolved concerns and help the program identify patterns in customer service needs.

Figure 15. Health Plan Customer Service Comparison From 2024–2025 to 2025–2026

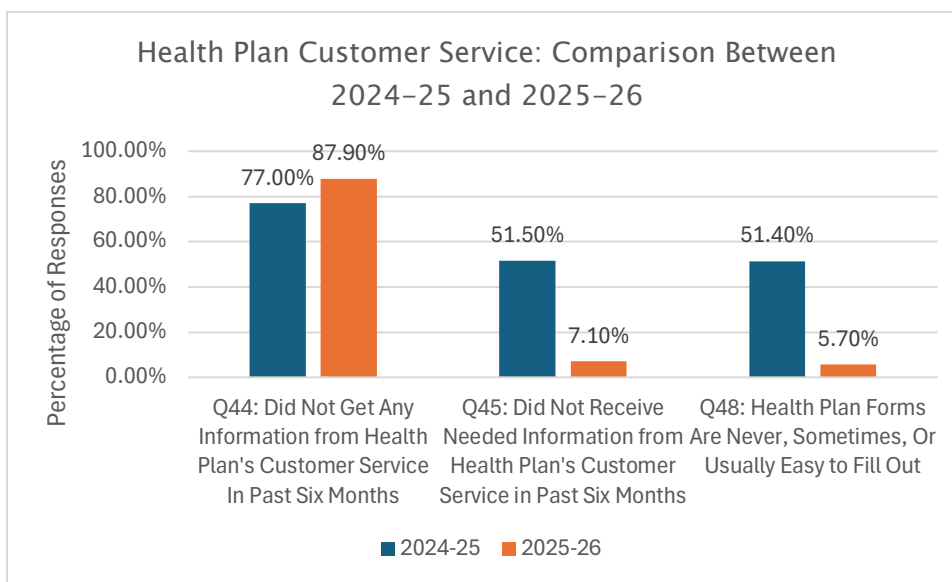


Figure 14 compares health plan customer service results from 2024–2025 to 2025–2026, highlighting caregivers' experiences with receiving information, help, and form support from their child's health plan.

3.2 Areas of Strength

Five survey questions emerged as areas of strength for the overall Wyoming Medicaid and CHIP program. These primarily relate to provider quality, frequency of primary care, ease of access, and timeliness of care. Results suggest that most caregivers view their doctors and other provider types as respectful, helpful, and attentive. **Table 6** details additional identified strengths and ratings

Table 6. Areas of Strength

Question	Survey Results
Q8. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?	Most respondents (98.3%) indicated that doctors or other health providers always or usually answered their questions.
Q10. In the last 6 months, how often was it easy to get the care, tests and treatment your child needed?	Most respondents (97.8%) indicated that it was always or usually easy to get the care, tests, and treatment their child needed.

Table 6. Areas of Strength

Question	Survey Results
Q27. 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?	Most respondents (98.5%) indicated that their child's doctor always or usually explained their child's health in a way that was easy to understand.
Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?	Most respondents (98.7%) indicated that their child's doctor always or usually listened carefully.
Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	Most respondents (98.7%) indicated that their child's doctor always or usually showed respect for what they had to say.

3.3 Areas of Opportunity

Although the survey results were positive overall, opportunities remain to improve access to urgent care and prescription medicine. **Table 7** provides detailed information and recommendations for the Medicaid and CHIP programs.

Table 7. Areas of Opportunity

Question	Survey Results
Q19. Did anyone from your child's doctor's office, health plan, or clinic help you get therapy for your child?	More than half (59.6%) of respondents indicated that their child's doctor's office, health plan, or clinic helped them procure therapy services for their child. However, a sizeable portion of respondents (40.8%) indicated that they did not receive help getting therapy for their child.
Q22. Did anyone from your child's health plan, doctors, office, or clinic help you get treatment or counseling for your child?	More than half (58.8%) of respondents indicated that their child's doctor's office, health plan, or clinic helped them procure treatment or counseling services for their

Table 7. Areas of Opportunity

Question	Survey Results
	child. However, a sizeable portion of respondents (41.2%) indicated that they did not receive help getting treatment or counseling for their child.
Q52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?	Less than half (39.7%) of respondents indicated that they received help from their child's health plan, doctor's office, or clinic obtaining prescription medication for their child. More than half (60.3%) of respondents indicated that they did not receive help regarding their child's prescription medication from the aforementioned resources.

4 Methodology

Survey results were evaluated using multiple methods. Quantitative data was collected through both paper and electronic surveys, with follow-up reminders sent via email and text messages. The survey was open from February 13, 2026, to May 15, 2026. Participants received an initial mailing of the survey along with an email containing the online survey link. Additionally, DHCF distributed twelve email reminders and eleven text message reminders throughout the data collection period to encourage participation.

The Child CAHPS Survey targets child enrollees in both the Medicaid and CHIP programs as part of the standardized national instruments developed under the CAHPS program. To qualify, participants must have experienced no more than one enrollment gap of up to 45 days within the continuous enrollment period. Participants were required to be actively enrolled at the time of survey completion. These criteria ensured that the survey targeted individuals with consistent Medicaid and CHIP coverage during the specified period. The CAHPS Health Plan Survey remains part of the Medicaid Core Set reporting requirements that are mandatory for states. The survey aimed to gather insights into participants' experiences with their health plans and identify areas for improvement, in accordance with Center for Medicare and Medicaid (CMS) requirements for the CAHPS survey. PK collaborated with the Department of Healthcare Financing (DHCF) to finalize the survey questions and coordinate distribution logistics.

Responses were consolidated into a standardized database for analysis. Upon completion of data collection, PK analyzed the responses and prepared a comprehensive report of the findings.

5 Conclusion

This report summarizes findings from the 2025–2026 CAHPS General Children survey, with data collected through online and mail-in responses from sampled participants between February 13, 2026 and May 15, 2026. The survey was conducted through a partnership between the Wyoming Department of Health, Division of Healthcare Financing, and Public Knowledge®. Overall, the survey achieved the minimum response threshold and provides DHCF with actionable insight into caregiver experiences across Wyoming’s Medicaid and CHIP programs.

Overall, Medicaid and CHIP participants and caregivers reported positive program and provider experiences. Overall results indicate that caregivers of children participating in Medicaid and CHIP had positive experiences with their health plan, doctors, and related support services. Caregivers reported strong physical health outcomes with 98.4% rating their child’s physical health as good, very good, or excellent. This strong indication of physical health is seen in tandem with high utilization of regular primary care and personal doctor interactions in the past six months. When rating the quality of their personal doctor, 94.3% rated their doctor an 8 or above. Respondent’s experience with care interactions is also strong with a majority reporting timely care (94.7%) and 97.8% reporting ease of accessing care.

Survey findings offer quantifiable data to support ongoing quality improvement efforts for Wyoming Medicaid and CHIP programs. Continued emphasis on primary care, provider communication, access to needed care, customer service, prescription medicine support, and behavioral health resources will help preserve existing strengths while addressing identified opportunities for improvement. Continued analysis of future survey results will support data-informed decisions that strengthen services for children and families across Wyoming.