2023 CAHPS® 5.1H Member Survey

Medicaid Child Washington All Plan Report

Washington Medicaid Child

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OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Comagine Health to report its MY 2022 CAHPS® 5.1H Medicaid Child Survey.

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

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

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

HEDIS ® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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ACRONYMS

- **CAHPS** - Consumer Assessment of Healthcare Providers and Systems
  - Nationally run survey program aimed to measure consumer and patient experience with health care services.
- **HEDIS** – Healthcare Effectiveness Data and Information Set
  - A widely used set of performance metrics in the managed care industry.
- **NCQA** – National Committee for Quality Assurance
  - Government Agency aimed to improve the quality of healthcare, oversees Commercial and Medicaid CAHPS surveys.
- **PG** – Press Ganey
  - Certified CAHPS Vendor, purchased SPH Analytics in 2021.
- **HPR** – Health Plan Rating
  - 5 Star Ranking System of HEDIS and CAHPS measure ratings, plus Accreditation bonus points rounded to the nearest half point.
- **QC** – NCQA Quality Compass
  - National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance.
- **BOB** – Book of Business
  - All plans surveyed by Press Ganey, whether they submit to NCQA or not,
- **SRS** – Summary Rate Score
  - Percentage of respondents answering Yes, Always or Usually, 9,10 or 8,9,10 for the corresponding scaled questions

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS) surveys address such areas as the timeliness of getting care, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. The survey aims to measure how well MCPs are meeting their members' expectations and goals; determine which areas of service have the greatest effect on members' overall satisfaction; and identify areas of opportunity for improvement. Results of the survey provide consumers, purchasers, health plans, and state Medicaid programs with information about a broad range of key consumer issues. Data in this report was collected by Washington State MCO's from members who participate in Apple Health.

General findings:

- Scores for the State of Washington tend to fall below National Averages, consistent with the other states in their Health and Human Services Region (HHS) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington).
- Coordination of Care and 'Doctor Explaining Things' shows as Key Drivers to Health Plan Satisfaction for many plans in the state. Most Doctor related questions do not tend to show as Key Drivers in the Industry but are present in Washington.
- Measures related to Getting Needed Care, Getting Care Quickly and How Well Doctors Communicate fall into the lowest percentile threshold for all plans in the State.

A comprehensive list of Key Measures comparing Apple Health plan performance with 2022 scores, Quality Compass Averages, and Regional Scores can be found in Appendix B.

PRESS GANEY RECOMMENDATIONS

- Access continues to be an issue in Washington as evident with the Getting Needed Care Scores. The size of the state and the rural East of the state are causes of this, but the utilization of telehealth and other technologies can help combat these issues

- Targeting high-risk members with a care coordination outreach program can be impactful

- Consider CG CAHPS Surveys to identify Clinician Groups to target communication and improvement efforts

- Collaborate with providers and share tools, resources, and best practices to support, or reinforce, a complete and effective information exchange with all patients

- Visit the Press Ganey Resource Library for more here.

METHODOLOGY

	Initial Sample Size	Undeliv-erables	Total Ineligible	Completed Surveys				Spanish Completes				Adjusted Response Rate*		
				Total	Mail Total	Phone Total	Internet Total	Total	Mail	Phone	Internet	2021	2022	2023
Washington Total	**15759**	**3463**	**209**	**2003**	**903**	**931**	**169**	**395**	**132**	**213**	**50**	**21.0%**	**12.2%**	**12.9%**
Amerigroup Washington (AMG)^	4208	NA	79	644	298	346	0	149	54	95	0	31.5%	NA	15.6%
Community Health Plan of Washington (CHPW)	3465	898	55	440	164	211	65	95	0	75	20	17.6%	12.8%	12.9%
Coordinated Care of Washington (CCW)	1650	857	18	243	82	110	51	42	0	23	19	11.6%	9.6%	14.9%
Molina Healthcare of Washington (MHW)	4125	826	34	465	268	190	7	87	67	18	2	18.9%	15.1%	11.4%
UnitedHealthcare Community Plan (UHC)	2311	882	23	211	91	74	46	22	11	2	9	12.9%	11.7%	9.2%

CHIP Members included in all Sample Frames

^ The survey for Amerigroup Washington was administered by CCS.

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

METHODOLOGY

DATA COLLECTION

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

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
NA	**NA**	**NA**	**NA**

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{2003 \text{ (Completed)}}{15759 \text{ (Sample)} - 209 \text{ (Ineligible)}} = \frac{2003}{15550} = \textbf{12.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	771	718	119	*83*	*0*	*36*	**1608**
Spanish	132	213	50	*47*	*0*	*3*	**395**
Total	**903**	**931**	**169**	*130*	*0*	*39*	**2003**

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	**2411**	**1447**	**2003**
Ineligible	Does not Meet Eligibility Criteria (01)	122	74	106
	Language Barrier (03)	57	69	101
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	2	0	2
	SUBTOTAL	**181**	**143**	**209**
Non-response	Break-off/Incomplete (02)	308	133	236
	Refusal (06)	546	336	448
	Maximum Attempts Made (07)	8214	9904	12838
	Added to DNC List (08)	23	0	25
	SUBTOTAL	**9091**	**10373**	**13547**
	Total Sample	**11683**	**11963**	**15759**
	Oversampling %	**608.1%**	**625.0%**	**855.1%**
	Response Rate	**21.0%**	**12.2%**	**12.9%**
	PG Response Rate	*12.8%*	*10.2%*	*9.9%*
	Total Completed (General Pop + CCC)	4371	2987	3706
	Total Ineligible (General Pop + CCC)	277	240	347
	Total Sample (General Pop + CCC)	21858	23923	27718
	Total Response Rate (General Pop + CCC)	**20.3%**	**12.6%**	**13.5%**
	Supplemental (CCC) Sample Size	10175	11960	11959
	Supplemental (CCC) Completes	1325	1160	1237

METHODOLOGY

DATA COLLECTION

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

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
NA^	NA	NA	NA

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{644 \text{ (Completed)}}{4208 \text{ (Sample)} - 79 \text{ (Ineligible)}} = \frac{644}{4129} = \textbf{15.6\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	244	251	0	0	0	0	495
Spanish	54	95	0	0	0	0	149
Total	**298**	**346**	**0**	0	0	0	**644**

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	1294	---	**644**
Ineligible	Does not Meet Eligibility Criteria (01)	84	---	43
	Language Barrier (03)	10	---	35
	Mentally/Physically Incapacitated (04)	0	---	0
	Deceased (05)	2	---	1
	SUBTOTAL	96	---	79
Non-response	Break-off/Incomplete (02)	225	---	115
	Refusal (06)	340	---	242
	Maximum Attempts Made (07)	2230	---	3103
	Added to DNC List (08)	23	---	25
	SUBTOTAL	2818	---	3485
Total Sample		4208	---	4208
Oversampling %		155.0%	---	155.0%
Response Rate		31.5%	---	15.6%
PG Response Rate		*12.8%*	---	*9.9%*
Total Completed (General Pop + CCC)		1874	---	977
Total Ineligible (General Pop + CCC)		120	---	103
Total Sample (General Pop + CCC)		6048	---	6048
Total Response Rate (General Pop + CCC)		31.6%	---	16.4%
Supplemental (CCC) Sample Size		1840	---	1840
Supplemental (CCC) Completes		464	---	280

^ The survey for Amerigroup Washington was administered by CCS.
The survey for Amerigroup Washington was administered in 2021 as contractually required by the HCA

METHODOLOGY

DATA COLLECTION

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

| First questionnaire mailed **2/14/2023** | Second questionnaire mailed **3/21/2023** | Initiate follow-up calls to non-responders **4/11/2023 – 4/25/2023** | Last day to accept completed surveys **5/3/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{440 \text{ (Completed)}}{3465 \text{ (Sample)} - 55 \text{ (Ineligible)}} = \frac{440}{3410} = \mathbf{12.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	164	136	45	*34*	*0*	*11*	**345**
Spanish	0	75	20	*19*	*0*	*1*	**95**
Total	**164**	**211**	**65**	*53*	*0*	*12*	**440**

Number of Undeliverables: 898
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	325	438	**440**
Ineligible	Does not Meet Eligibility Criteria (01)	6	19	20
	Language Barrier (03)	17	17	35
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	23	36	55
Non-response	Break-off/Incomplete (02)	20	40	39
	Refusal (06)	47	53	45
	Maximum Attempts Made (07)	1450	2898	2886
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1517	2991	2970
	Total Sample	**1865**	**3465**	**3465**
	Oversampling %	**13.0%**	**110.0%**	**110.0%**
	Response Rate	**17.6%**	**12.8%**	**12.9%**
	PG Response Rate	*12.8%*	*10.2%*	*9.9%*
	Total Completed (General Pop + CCC)	683	980	1019
	Total Ineligible (General Pop + CCC)	55	65	110
	Total Sample (General Pop + CCC)	3944	7329	7329
	Total Response Rate (General Pop + CCC)	**17.6%**	**13.5%**	**14.1%**
	Supplemental (CCC) Sample Size	2079	3864	3864
	Supplemental (CCC) Completes	196	316	328

METHODOLOGY

DATA COLLECTION

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

| First questionnaire mailed **2/24/2023** | Second questionnaire mailed **3/31/2023** | Initiate follow-up calls to non-responders **4/21/2023 - 5/5/2023** | Last day to accept completed surveys **5/10/2023** |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{243\ (Completed)}{1650\ (Sample) - 18\ (Ineligible)} = \frac{243}{1632} = 14.9\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	82	87	32	18	0	14	201
Spanish	0	23	19	17	0	2	42
Total	82	110	51	35	0	16	243

Number of Undeliverables: 857
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	**190**	**313**	**243**
Ineligible	Does not Meet Eligibility Criteria (01)	7	27	13
	Language Barrier (03)	7	17	4
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	1
	SUBTOTAL	**14**	**44**	**18**
Non-response	Break-off/Incomplete (02)	16	23	16
	Refusal (06)	32	101	26
	Maximum Attempts Made (07)	1398	2819	1347
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1446**	**2943**	**1389**
	Total Sample	**1650**	**3300**	**1650**
	Oversampling %	**0.0%**	**100%**	**0.0%**
	Response Rate	**11.6%**	**9.6%**	**14.9%**
	PG Response Rate	*12.8%*	*10.2%*	*9.9%*
	Total Completed (General Pop + CCC)	445	747	514
	Total Ineligible (General Pop + CCC)	30	77	35
	Total Sample (General Pop + CCC)	3490	6980	3490
	Total Response Rate (General Pop + CCC)	**12.9%**	**10.8%**	**14.9%**
	Supplemental (CCC) Sample Size	1840	3680	1840
	Supplemental (CCC) Completes	164	380	213

METHODOLOGY

DATA COLLECTION

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

| First questionnaire mailed 3/7/2023 | Second questionnaire mailed 4/11/2023 | Initiate follow-up calls to non-responders 5/2/2023 - 5/16/2023 | Last day to accept completed surveys 5/17/2023 |

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{465 \text{ (Completed)}}{4125 \text{ (Sample)} - 34 \text{ (Ineligible)}} = \frac{465}{4091} = \textbf{11.4\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	201	172	5	4	0	1	378
Spanish	67	18	2	2	0	0	87
Total	268	190	7	6	0	1	465

Number of Undeliverables: 826
Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	SUBTOTAL	309	429	465
Ineligible	Does not Meet Eligibility Criteria (01)	7	13	15
	Language Barrier (03)	9	25	19
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	16	38	34
Non-response	Break-off/Incomplete (02)	19	47	47
	Refusal (06)	41	99	81
	Maximum Attempts Made (07)	1265	2275	3498
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1325	2421	3626
Total Sample		1650	2888	4125
Oversampling %		0.0%	75.0%	150.0%
Response Rate		18.9%	15.1%	11.4%
PG Response Rate		12.8%	10.2%	9.9%
Total Completed (General Pop + CCC)		659	723	698
Total Ineligible (General Pop + CCC)		21	55	52
Total Sample (General Pop + CCC)		3490	4728	5965
Total Response Rate (General Pop + CCC)		19.0%	15.5%	11.8%
Supplemental (CCC) Sample Size		1840	1840	1840
Supplemental (CCC) Completes		234	264	239

METHODOLOGY

DATA COLLECTION

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

First questionnaire mailed **2/28/2023**	Second questionnaire mailed **4/4/2023**	Initiate follow-up calls to non-responders **4/25/2023 - 5/9/2023**	Last day to accept completed surveys **5/15/2023**

QUALIFIED RESPONDENTS

Included beneficiaries who were…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2023 RESPONSE RATE CALCULATION

$$\frac{211 \text{ (Completed)}}{2311 \text{ (Sample)} - 23 \text{ (Ineligible)}} = \frac{211}{2288} = \textbf{9.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	80	72	37	*27*	*0*	*10*	**189**
Spanish	11	2	9	*9*	*0*	*0*	**22**
Total	**91**	**74**	**46**	*36*	*0*	*10*	**211**

Number of Undeliverables: 882
Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

RESPONSE RATE TRENDING

		2021	2022	2023
Completed	**SUBTOTAL**	**293**	**267**	**211**
Ineligible	Does not Meet Eligibility Criteria (01)	18	15	15
	Language Barrier (03)	14	10	8
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	**32**	**25**	**23**
Non-response	Break-off/Incomplete (02)	28	23	19
	Refusal (06)	86	83	54
	Maximum Attempts Made (07)	1871	1912	2004
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**1985**	**2018**	**2077**
Total Sample		**2310**	**2310**	**2311**
Oversampling %		**40.0%**	**40.0%**	**40.1%**
Response Rate		**12.9%**	**11.7%**	**9.2%**
PG Response Rate		*12.8%*	*10.2%*	*9.9%*
Total Completed (General Pop + CCC)		710	537	498
Total Ineligible (General Pop + CCC)		51	43	47
Total Sample (General Pop + CCC)		4886	4886	4886
Total Response Rate (General Pop + CCC)		**14.7%**	**11.1%**	**10.3%**
Supplemental (CCC) Sample Size		2576	2576	2575
Supplemental (CCC) Completes		267	200	177

RESEARCH FINDINGS

OVERVIEW OF TERMS

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

	No	Yes

Never	Sometimes	Usually	Always

Rating questions are typically displayed with two Summary Rates:

0	1	2	3	4	5	6	7	8	9	10

0	1	2	3	4	5	6	7	8	9	10

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

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

NCQA BENCHMARK INFORMATION

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

COVID-19 IMPACT

Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1**
GETTING CARE						1
Getting Needed Care	Usually or Always	757	76.0%	86.6%	<10th	1
Getting Care Quickly	Usually or Always	807	78.8%	89.3%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						1
Rating of Personal Doctor	9 or 10	1530	70.9%	78.8%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	1936	68.5%	74.4%	10th	2
Rating of Health Care	9 or 10	1132	63.1%	73.1%	<10th	1

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	>90th Percentile

Notes:
- *NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.*
- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**1.5**
Getting Needed Care	Usually or Always	238	78.1%	86.6%	10th	2
Getting Care Quickly	Usually or Always	257	79.5%	89.3%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						**1**
Rating of Personal Doctor	9 or 10	504	71.0%	78.8%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	623	68.5%	74.4%	10th	2
Rating of Health Care	9 or 10	362	62.7%	73.1%	<10th	1

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	>90th Percentile

Notes:

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

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						1
Getting Needed Care	Usually or Always	154	73.2%	86.6%	<10th	1
Getting Care Quickly	Usually or Always	172	75.1%	89.3%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						1
Rating of Personal Doctor	9 or 10	319	69.9%	78.8%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						2
Rating of Health Plan	9 or 10	431	70.5%	74.4%	33rd	3
Rating of Health Care	9 or 10	233	64.8%	73.1%	<10th	1

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

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

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						**NA**
Getting Needed Care	Usually or Always	98	79.2%	86.6%	10th	NA
Getting Care Quickly	Usually or Always	93	79.1%	89.3%	<10th	NA
SATISFACTION WITH PLAN PHYSICIANS						**1**
Rating of Personal Doctor	9 or 10	191	69.1%	78.8%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						**2.5**
Rating of Health Plan	9 or 10	236	71.6%	74.4%	33rd	3
Rating of Health Care	9 or 10	143	67.1%	73.1%	10th	2

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

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Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**1**
Getting Needed Care	Usually or Always	181	71.1%	86.6%	<10th	1
Getting Care Quickly	Usually or Always	193	79.6%	89.3%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	358	72.9%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	446	65.7%	74.4%	10th	2
Rating of Health Care	9 or 10	268	61.9%	73.1%	<10th	1

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

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	≥90th Percentile

Notes:

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- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**1.5**
GETTING CARE						**NA**
Getting Needed Care	Usually or Always	84	82.1%	86.6%	10th	NA
Getting Care Quickly	Usually or Always	91	81.4%	89.3%	10th	NA
SATISFACTION WITH PLAN PHYSICIANS						1
Rating of Personal Doctor	9 or 10	158	70.8%	78.8%	<10th	1
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	200	67.0%	74.4%	10th	2
Rating of Health Care	9 or 10	126	59.5%	73.1%	<10th	1

EXPLANATION

NCQA calculates **health plan ratings (HPR)** by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 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.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2022 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	>90th Percentile

Notes:

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

- *Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.*

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

		0 – 4			5 - 8			9 - 13			14 or older	
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	27.8%	23.6%	24.4%↓‡	21.6%	20.1%	21.7%	27.9%	30.2%	26.2%↓	22.7%	26.1%	27.7%‡
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

		Male			Female	
	2021	2022	2023	2021	2022	2023
Plan	51.9%	52.2%	53.8%	48.1%	47.8%	46.2%
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

		Excellent/Very Good			Good			Fair/Poor	
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	80.3%	79.2%	73.5%↓‡	15.6%	15.8%	20.4%↑‡	4.1%	4.9%	6.1%‡
PG			73.2%			21.4%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

		Excellent/Very Good			Good			Fair/Poor	
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	72.0%	68.8%	69.1%‡	19.1%	19.3%	21.5%‡	8.9%	11.9%	9.4%↓
PG			66.9%▲			21.7%			11.4%▼
QC			NA			NA			NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	39.0%	37.9%	41.4%↑	61.0%	62.1%	58.6%↓
PG			36.8%▲			63.2%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	67.6%	65.7%	64.6%‡	13.5%	11.3%	11.7%	13.0%	12.9%	13.5%	4.0%	3.7%	3.8%	4.9%	4.8%	5.1%	20.7%	22.4%	21.4%
PG			63.4%			22.6%▼			6.4%▲			1.2%▲			3.2%▲			17.0%▲
QC			NA			NA			NA			NA			NA			NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	8.6%	8.2%	8.6%	30.6%	25.3%	26.7%‡	37.3%	33.9%	35.8%	23.5%	32.5%	28.9%↓‡
PG			12.2%▼			23.8%▲			33.0%▲			31.0%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	16.2%	16.0%	15.2%	83.8%	84.0%	84.8%
PG			12.7%▲			87.3%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	50.6%	45.1%	50.8%↑	32.9%	33.3%	28.8%↓‡	16.5%	21.6%	20.4%‡
PG			51.7%			29.8%			18.5%▲
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	94.8%	91.0%	93.4%↑	3.0%	5.1%	3.9%	2.2%	3.9%	2.6%
PG			88.9%▲			7.1%▼			4.0%▼
QC			NA			NA			NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	13.0%	14.4%	14.5%	20.2%	17.9%	21.6%↑	32.5%	34.2%	27.5%↓‡	34.2%	33.5%	36.4%
PG			10.6%▲			19.3%			33.5%▼			36.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	56.8%	55.9%	56.0%	43.2%	44.1%	44.0%
PG			58.4%			41.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	58.2%	58.4%	52.4%↓‡	29.3%	30.5%	33.1%‡	12.5%	11.1%	14.5%↑
PG			53.1%			33.0%			13.9%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	35.9%	34.4%	35.0%	32.2%	32.2%	33.7%	32.0%	33.4%	31.3%
PG			35.5%			32.5%			32.1%
QC			NA			NA			NA

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

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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	29.8%	29.9%	33.2%	70.2%	70.1%	66.8%
PG			24.9%▲			75.1%▼
QC			NA			NA

Child's Race

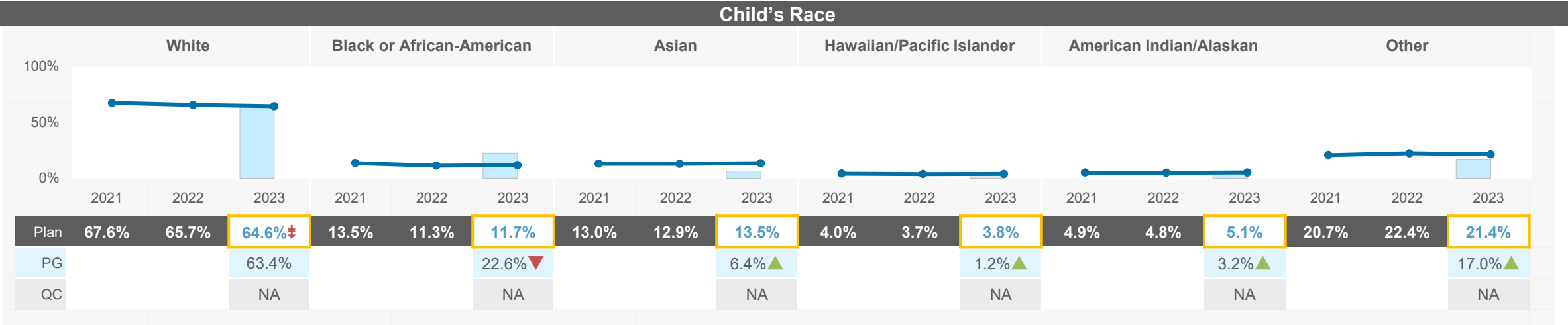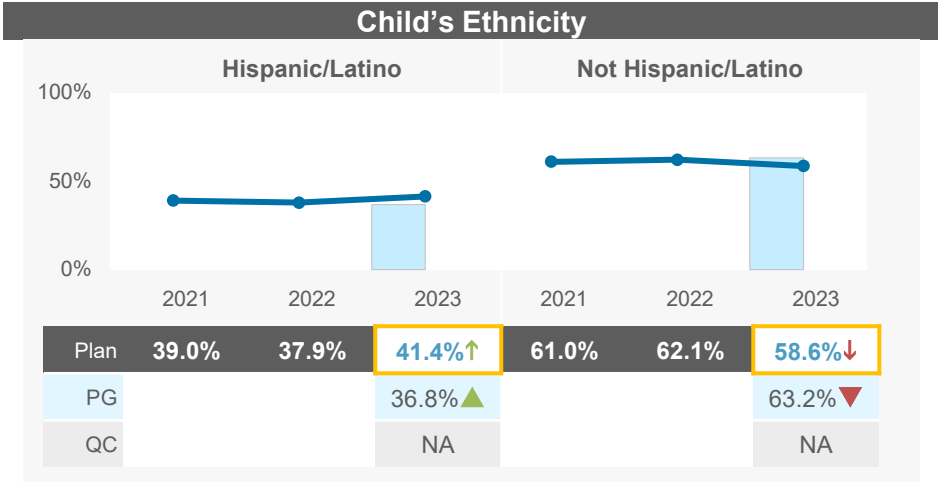|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	78.6%	78.0%	75.0%‡	12.8%	12.2%	10.8%	8.1%	7.1%	10.1%↑	3.1%	2.9%	3.7%	7.3%	6.1%	8.0%	14.8%	16.2%	17.2%
PG			72.4%▲			23.8%▼			3.0%▲			1.0%▲			3.2%▲			10.5%▲
QC			NA			NA			NA			NA			NA			NA

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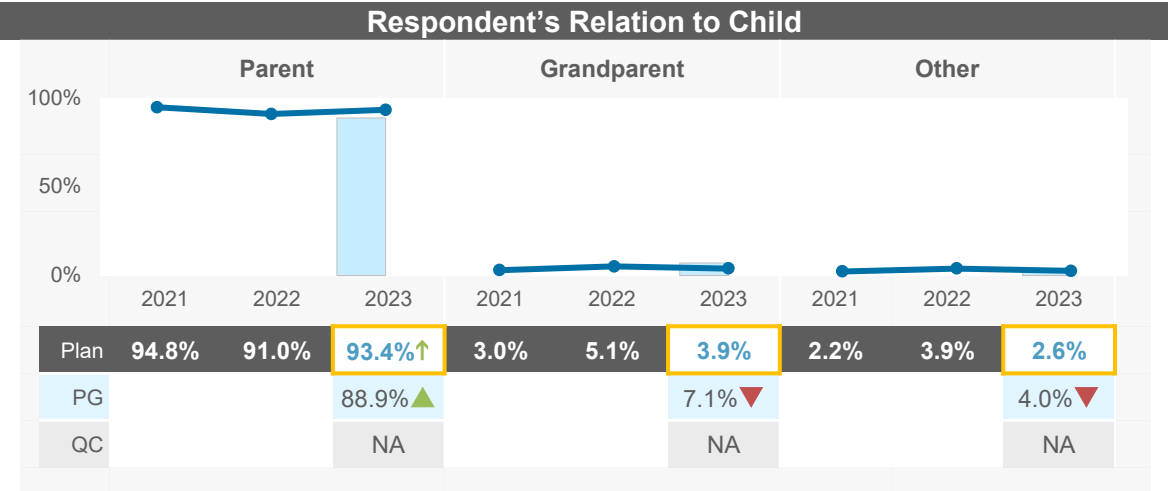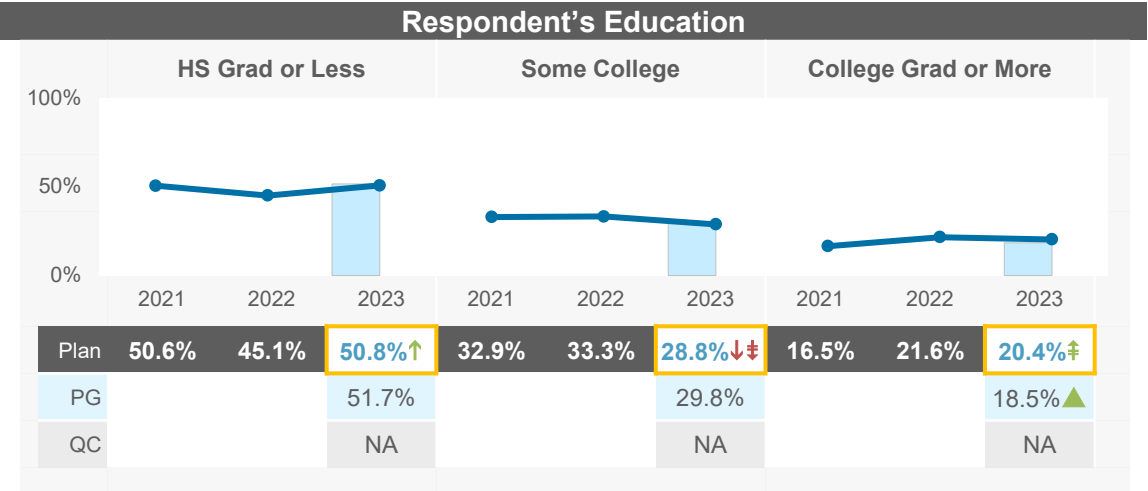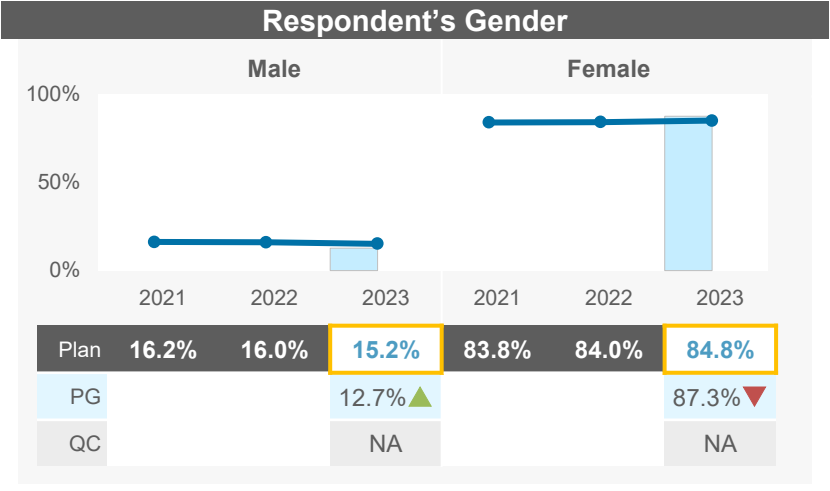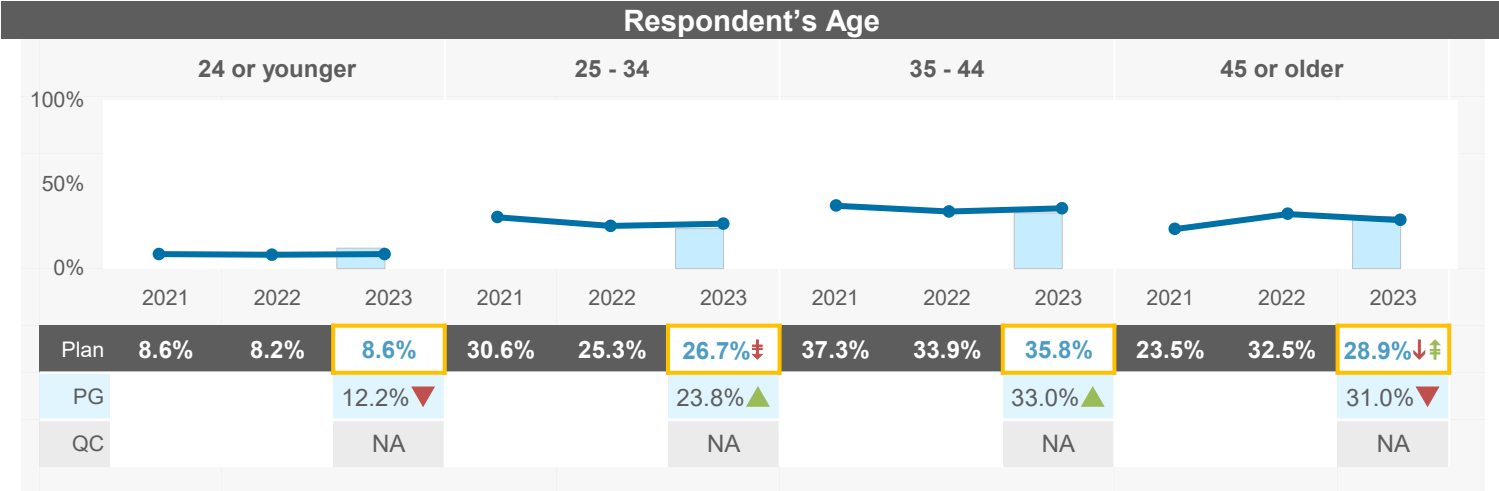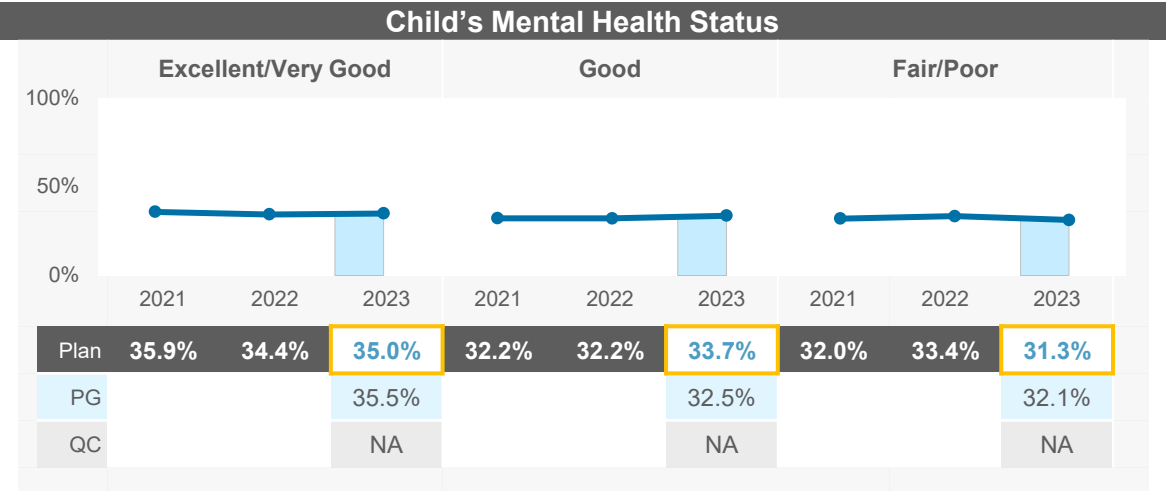
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	6.1%	8.1%	7.6%	20.1%	16.3%	21.1%↑	38.1%	33.2%	34.2%‡	35.8%	42.4%	37.1%↓
PG			10.9%▼			16.2%▲			31.6%			41.2%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	12.4%	13.8%	12.7%	87.6%	86.2%	87.3%
PG			10.3%▲			89.7%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	38.1%	37.2%	38.9%	39.8%	35.3%	37.9%	22.0%	27.6%	23.2%↓
PG			43.8%▼			36.0%			20.2%▲
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	88.7%	84.5%	87.7%↑	7.8%	8.3%	7.6%	3.5%	7.2%	4.8%↓
PG			82.5%▲			11.4%▼			6.1%▼
QC			NA			NA			NA

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

POWeR Chart: Explanation
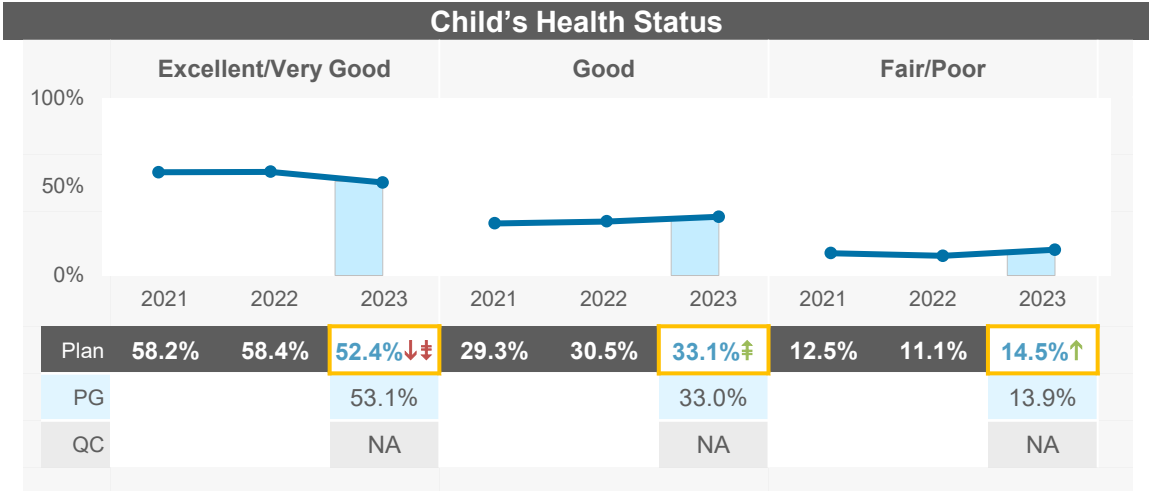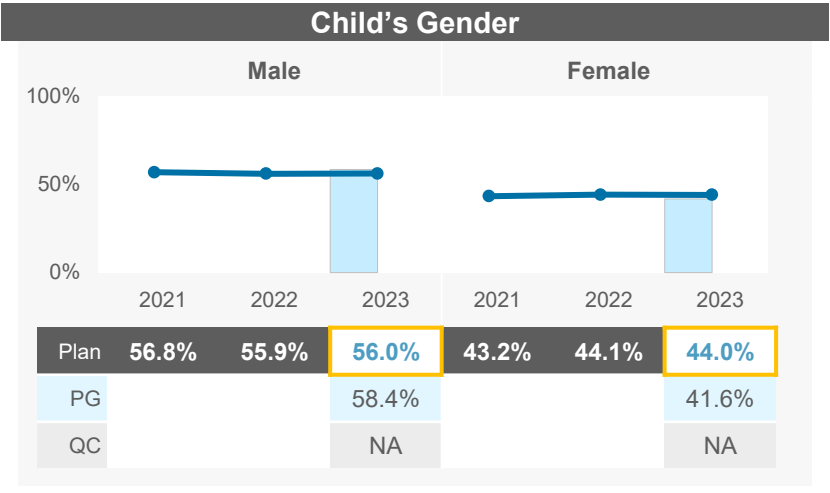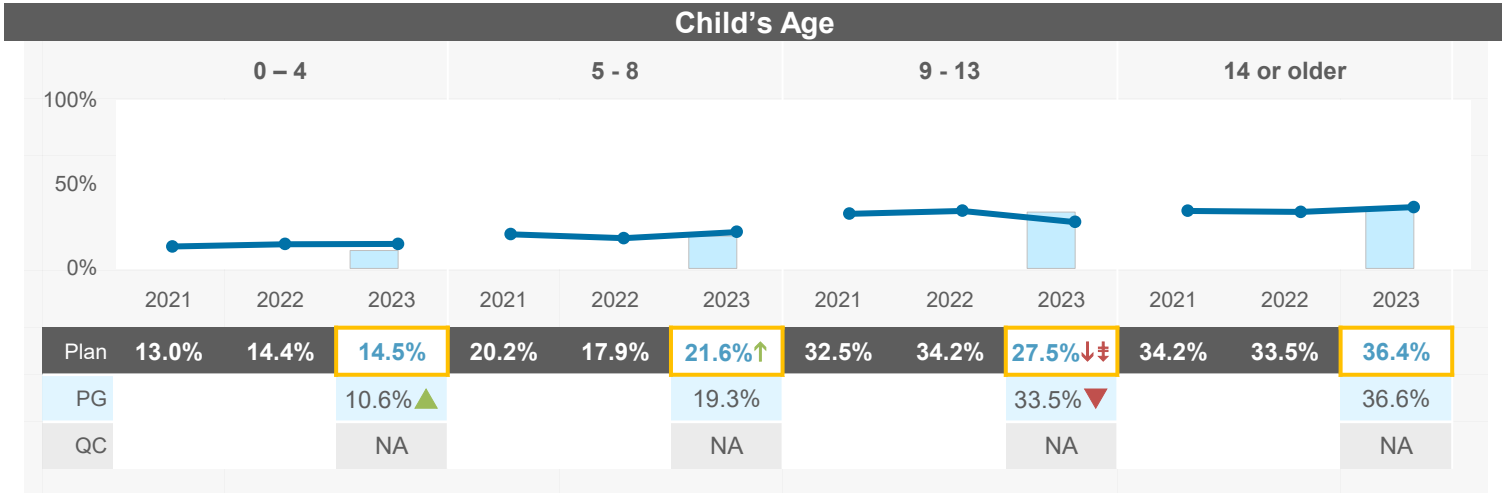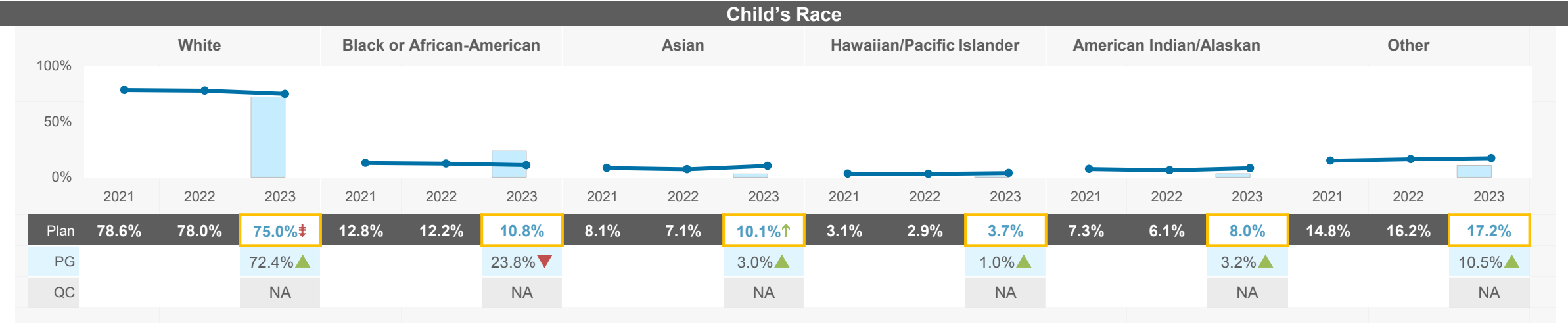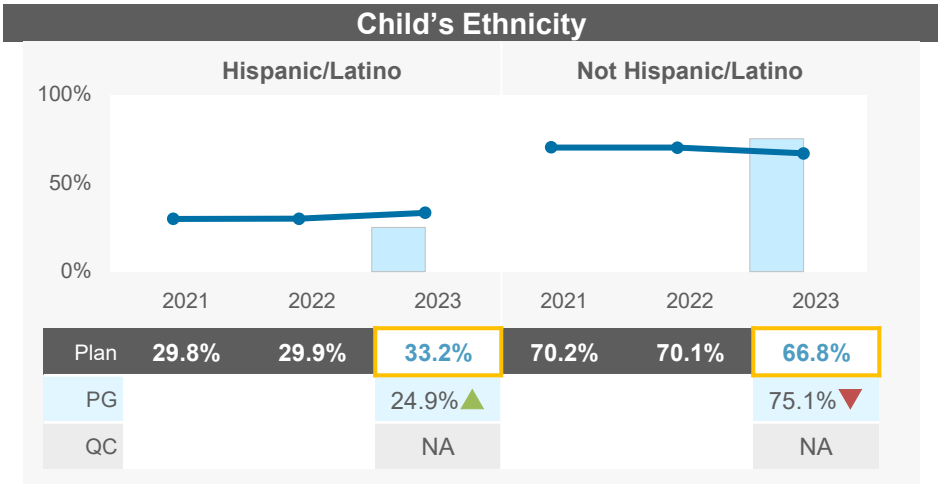
POWeR™ CHART CLASSIFICATION MATRIX

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.

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

The model provides the following:

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

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

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

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

Your plan performance relative to the PG Book of Business (Lower → Higher)

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. *Addressing 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.*

Importance to your plan members (Lower → Higher)

POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	**Q9**	Rating of Health Care	---	---	63.2%	10th
Rating	**Q36**	Rating of Personal Doctor	---	---	71.0%	11th
HWDC	**Q29**	Dr. showed respect	---	---	94.3%	9th
HWDC	**Q28**	Dr. listened carefully	---	---	92.2%	9th
HWDC	**Q27**	Dr. explained things	---	---	91.2%	12th
Rating	**Q43**	Rating of Specialist +	---	---	67.5%	25th
HWDC	**Q31**	Dr. explained things to child	---	---	92.4%	18th
HWDC	**Q32**	Dr. spent enough time	---	---	86.3%	19th
WAIT						
GNC	**Q10**	Getting care, tests, or treatment	---	---	82.8%	15th
CC	**Q35**	Coordination of Care +	---	---	79.0%	17th
GNC	**Q41**	Getting specialist appointment	---	---	69.3%	15th
GCQ	**Q6**	Getting routine care	---	---	73.0%	7th
CS	**Q45**	Provided information or help	---	---	81.3%	34th
GCQ	**Q4**	Getting urgent care	---	---	84.6%	17th
CS	**Q48**	Ease of Filling Out Forms +	---	---	95.6%	43rd
RETAIN						
CS	**Q46**	Treated with courtesy and respect	---	---	95.0%	58th

Percentiles based on the PG Book of Business of the listed year.
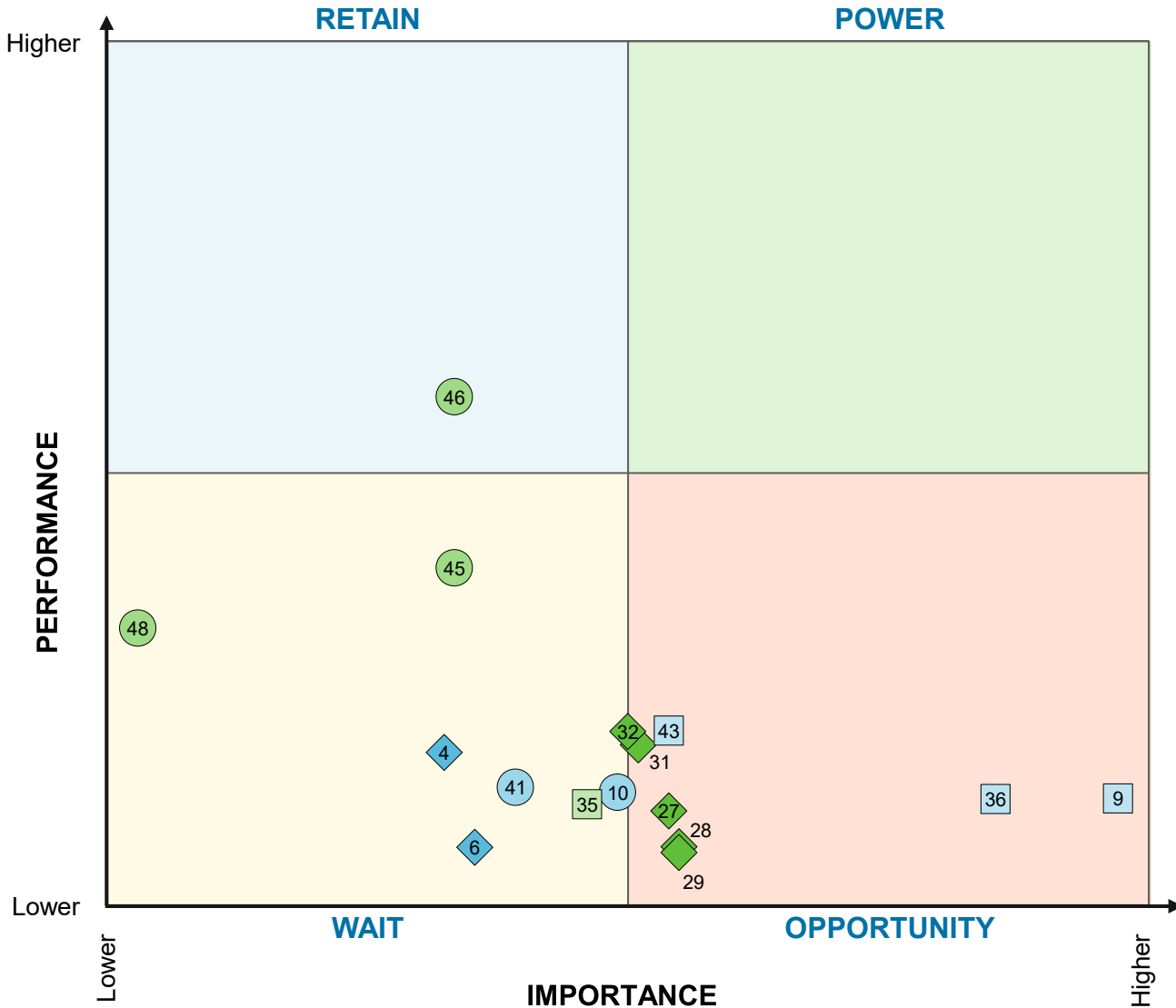
POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
● CS	Q46	Treated with courtesy and respect	---	---	94.8%	53rd
OPPORTUNITY						
■ Rating	Q9	Rating of Health Care	---	---	62.7%	10th
■ Rating	Q36	Rating of Personal Doctor	---	---	71.0%	11th
■ Rating	Q43	Rating of Specialist +	---	---	71.6%	47th
● GNC	Q10	Getting care, tests, or treatment	---	---	84.6%	20th
◆ GCQ	Q6	Getting routine care	---	---	74.6%	11th
◆ GCQ	Q4	Getting urgent care	---	---	84.6%	17th
● GNC	Q41	Getting specialist appointment	---	---	71.7%	23rd
WAIT						
● CS	Q45	Provided information or help	---	---	80.0%	26th
◆ HWDC	Q29	Dr. showed respect	---	---	94.5%	11th
◆ HWDC	Q28	Dr. listened carefully	---	---	93.6%	18th
◆ HWDC	Q27	Dr. explained things	---	---	93.4%	32nd
◆ HWDC	Q31	Dr. explained things to child	---	---	94.2%	49th
◆ HWDC	Q32	Dr. spent enough time	---	---	86.1%	17th
■ CC	Q35	Coordination of Care +	---	---	83.4%	43rd
RETAIN						
● CS	Q48	Ease of Filling Out Forms +	---	---	96.4%	61st

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

POWeR Chart: Your Results

Medicaid Child: General Population

	SURVEY MEASURE			2022		2023	
				SRS	%tile*	SRS	%tile*
	POWER						
	None						
	OPPORTUNITY						
■	Rating	Q36	Rating of Personal Doctor	72.4%	10th	69.9%	10th
■	Rating	Q9	Rating of Health Care	66.0%	18th	64.8%	18th
●	GNC	Q41	Getting specialist appointment	66.7%	6th	66.2%	9th
■	Rating	Q43	Rating of Specialist +	74.1%	51st	65.7%	19th
●	CS	Q45	Provided information or help	82.1%	43rd	78.1%	16th
■	CC	Q35	Coordination of Care +	79.3%	15th	77.1%	12th
●	GNC	Q10	Getting care, tests, or treatment	82.5%	8th	80.3%	6th
◆	HWDC	Q29	Dr. showed respect	94.2%	11th	94.3%	9th
	WAIT						
◆	HWDC	Q28	Dr. listened carefully	93.0%	12th	91.3%	5th
◆	GCQ	Q6	Getting routine care	69.0%	<5th	68.5%	<5th
◆	HWDC	Q31	Dr. explained things to child	92.5%	20th	89.7%	5th
◆	HWDC	Q27	Dr. explained things	93.5%	28th	88.6%	<5th
◆	GCQ	Q4	Getting urgent care	87.7%	33rd	81.7%	8th
◆	HWDC	Q32	Dr. spent enough time	87.3%	22nd	83.3%	9th
●	CS	Q48	Ease of Filling Out Forms +	94.1%	9th	94.0%	15th
	RETAIN						
●	CS	Q46	Treated with courtesy and respect	92.3%	29th	95.3%	63rd

Percentiles based on the PG Book of Business of the listed year.
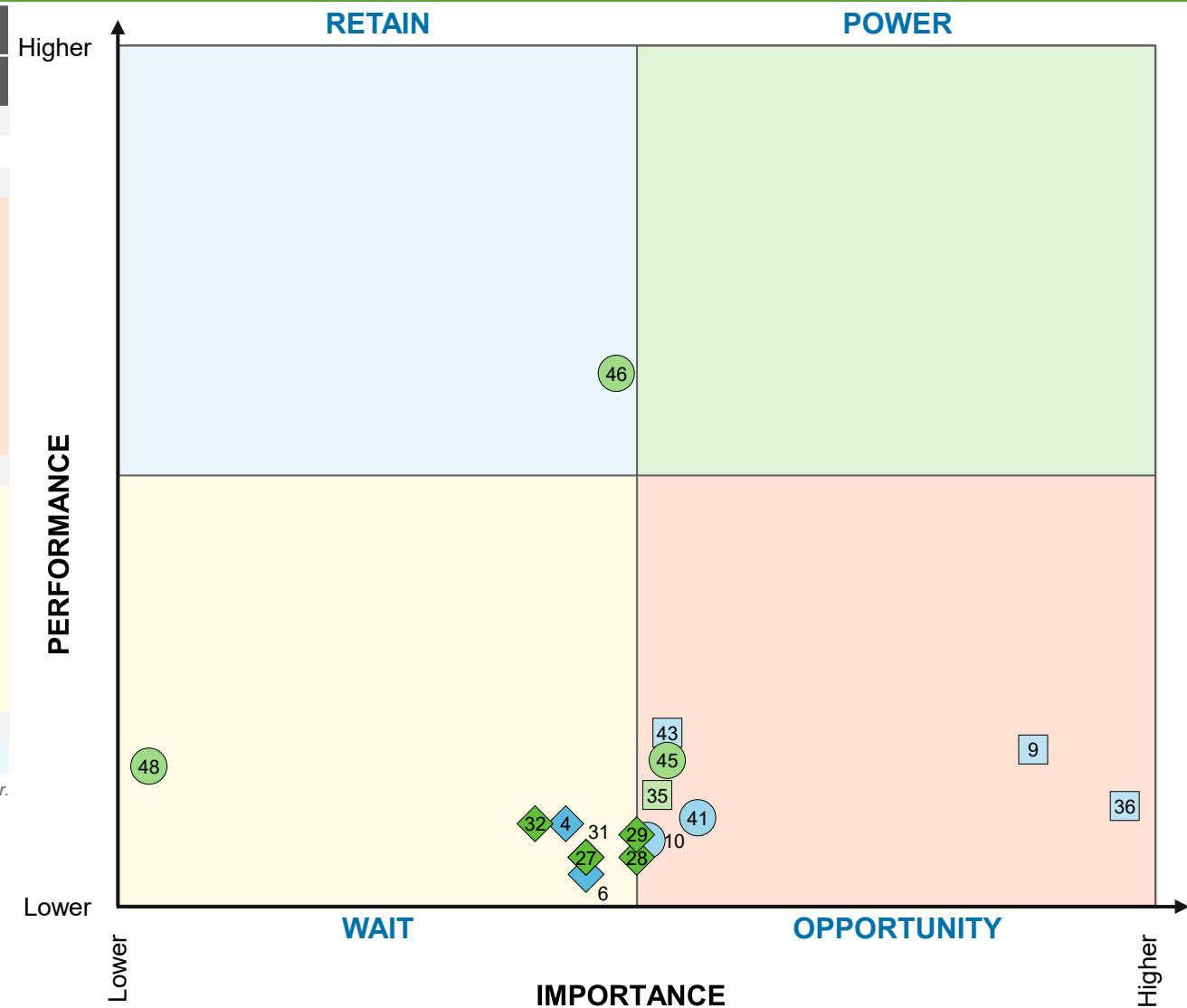
POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
●	CS	Q45	Provided information or help	77.9%	19th	95.6%	100th
OPPORTUNITY						
■	Rating	Q36	Rating of Personal Doctor	77.8%	56th	69.1%	6th
◆	HWDC	Q27	Dr. explained things	96.1%	61st	89.1%	5th
■	Rating	Q9	Rating of Health Care	67.2%	23rd	67.1%	33rd
■	CC	Q35	Coordination of Care +	77.9%	12th	68.3%	<5th
■	Rating	Q43	Rating of Specialist +	69.9%	26th	68.6%	31st
◆	HWDC	Q31	Dr. explained things to child	95.6%	62nd	90.7%	11th
◆	HWDC	Q32	Dr. spent enough time	96.6%	97th	86.7%	24th
WAIT						
◆	HWDC	Q28	Dr. listened carefully	95.6%	47th	89.0%	<5th
◆	HWDC	Q29	Dr. showed respect	97.8%	71st	92.2%	<5th
●	GNC	Q10	Getting care, tests, or treatment	88.5%	40th	88.1%	40th
◆	GCQ	Q6	Getting routine care	82.8%	44th	76.5%	16th
●	GNC	Q41	Getting specialist appointment	73.3%	19th	70.4%	19th
◆	GCQ	Q4	Getting urgent care	92.5%	62nd	81.8%	9th
RETAIN						
●	CS	Q48	Ease of Filling Out Forms +	95.7%	38th	96.5%	64th
●	CS	Q46	Treated with courtesy and respect	97.1%	84th	95.5%	65th

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

POWeR Chart: Your Results

Medicaid Child: General Population

	SURVEY MEASURE			2022		2023	
				SRS	%tile*	SRS	%tile*
POWER							
	None						
OPPORTUNITY							
■	Rating	Q9	Rating of Health Care	69.3%	36th	61.9%	7th
■	CC	Q35	Coordination of Care +	83.8%	47th	82.2%	33rd
◆	HWDC	Q28	Dr. listened carefully	93.5%	18th	93.2%	15th
◆	HWDC	Q27	Dr. explained things	92.7%	21st	91.4%	15th
◆	HWDC	Q29	Dr. showed respect	96.8%	54th	94.4%	10th
◆	HWDC	Q31	Dr. explained things to child	93.6%	35th	92.4%	25th
■	Rating	Q36	Rating of Personal Doctor	75.4%	29th	72.9%	21st
◆	HWDC	Q32	Dr. spent enough time	90.5%	43rd	88.4%	37th
WAIT							
■	Rating	Q43	Rating of Specialist +	83.6%	91st	60.3%	6th
◆	GCQ	Q4	Getting urgent care	88.4%	36th	87.3%	29th
●	GNC	Q41	Getting specialist appointment	73.6%	21st	62.4%	<5th
●	GNC	Q10	Getting care, tests, or treatment	87.8%	36th	80.0%	6th
●	CS	Q48	Ease of Filling Out Forms +	95.3%	31st	95.2%	33rd
◆	GCQ	Q6	Getting routine care	77.7%	17th	72.0%	5th
●	CS	Q45	Provided information or help	76.9%	14th	81.5%	36th
RETAIN							
●	CS	Q46	Treated with courtesy and respect	89.5%	12th	96.4%	76th

Percentiles based on the PG Book of Business of the listed year.
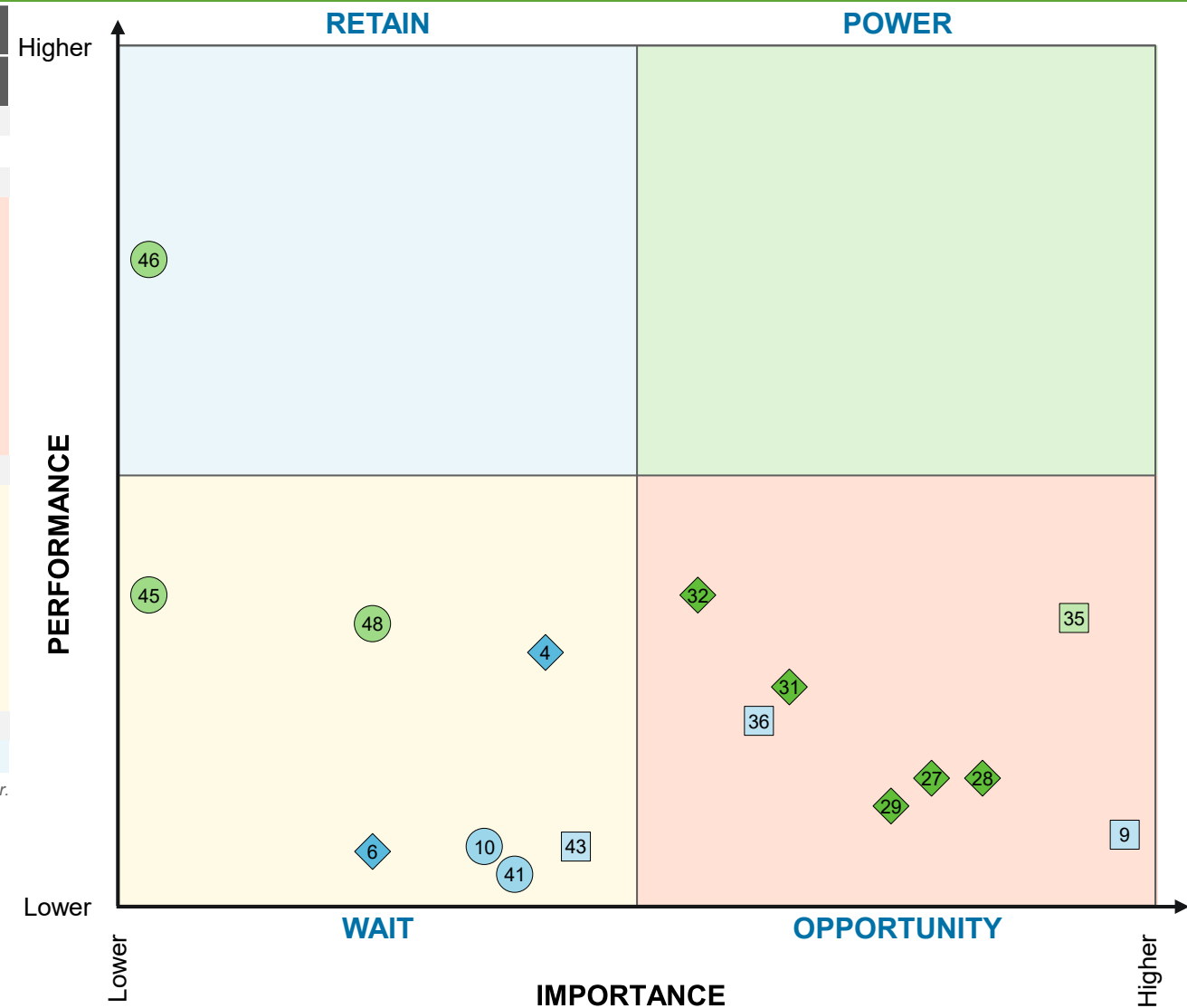
POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2022		2023	
			SRS	%tile*	SRS	%tile*
POWER						
HWDC	Q31	Dr. explained things to child	96.5%	75th	94.7%	57th
OPPORTUNITY						
Rating	Q9	Rating of Health Care	65.5%	14th	59.5%	<5th
Rating	Q36	Rating of Personal Doctor	77.1%	47th	70.9%	11th
HWDC	Q29	Dr. showed respect	96.2%	38th	95.3%	18th
HWDC	Q27	Dr. explained things	96.2%	66th	91.7%	16th
HWDC	Q28	Dr. listened carefully	97.7%	86th	91.6%	6th
HWDC	Q32	Dr. spent enough time	92.3%	64th	88.7%	39th
GCQ	Q4	Getting urgent care	86.5%	24th	86.7%	25th
WAIT						
CC	Q35	Coordination of Care +	77.8%	11th	76.0%	9th
GNC	Q10	Getting care, tests, or treatment	90.8%	60th	82.4%	12th
GCQ	Q6	Getting routine care	73.2%	7th	76.2%	14th
CS	Q45	Provided information or help	78.2%	21st	78.8%	20th
CS	Q46	Treated with courtesy and respect	94.5%	57th	92.2%	23rd
CS	Q48	Ease of Filling Out Forms +	96.9%	67th	96.0%	51st
RETAIN						
GNC	Q41	Getting specialist appointment	75.6%	34th	81.8%	74th
Rating	Q43	Rating of Specialist +	64.3%	8th	72.5%	53rd

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

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022	2023
			Q49	**Rating of Health Plan**	**68.5%**	**72.0%**	**25th**		
✓	1	1	Q9	Rating of Health Care	63.2%	69.6%	10th	---	Opp.
✓	2	2	Q36	Rating of Personal Doctor	71.0%	76.5%	11th	---	Opp.
✓	3	10	Q29	Dr. showed respect	94.3%	96.7%	9th	---	Opp.
✓	4	8	Q28	Dr. listened carefully	92.2%	95.3%	9th	---	Opp.
	5	12	Q27	Dr. explained things	91.2%	94.3%	12th	---	Opp.
✓	6	3	Q43	Rating of Specialist +	67.5%	72.3%	25th	---	Opp.
	7	13	Q31	Dr. explained things to child	92.4%	94.0%	18th	---	Opp.
	8	15	Q32	Dr. spent enough time	86.3%	89.6%	19th	---	Opp.
✓	9	6	Q10	Getting care, tests, or treatment	82.8%	88.7%	15th	---	Wait
	10	14	Q35	Coordination of Care +	79.0%	84.2%	17th	---	Wait
	11	4	Q41	Getting specialist appointment	69.3%	77.5%	15th	---	Wait
	12	9	Q6	Getting routine care	73.0%	81.8%	7th	---	Wait
	13	5	Q46	Treated with courtesy and respect	95.0%	94.1%	58th	---	Retain
	14	7	Q45	Provided information or help	81.3%	83.2%	34th	---	Wait

TOP 10 KEY DRIVERS

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY

PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022	2023
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**68.5%**	**72.0%**	**25th**		
✓	1	1	Q9	Rating of Health Care	62.7%	69.6%	10th	---	Opp.
✓	2	2	Q36	Rating of Personal Doctor	71.0%	76.5%	11th	---	Opp.
✓	3	3	Q43	Rating of Specialist +	71.6%	72.3%	47th	---	Opp.
✓	4	6	Q10	Getting care, tests, or treatment	84.6%	88.7%	20th	---	Opp.
✓	5	9	Q6	Getting routine care	74.6%	81.8%	11th	---	Opp.
	6	11	Q4	Getting urgent care	84.6%	89.8%	17th	---	Opp.
✓	7	5	Q46	Treated with courtesy and respect	94.8%	94.1%	53rd	---	Power
✓	8	4	Q41	Getting specialist appointment	71.7%	77.5%	23rd	---	Opp.
✓	9	7	Q45	Provided information or help	80.0%	83.2%	26th	---	Wait
✓	10	10	Q29	Dr. showed respect	94.5%	96.7%	11th	---	Wait
	11	8	Q28	Dr. listened carefully	93.6%	95.3%	18th	---	Wait

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2022		2023
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**70.5%**	**72.0%**	**40th**	*(+4)*			
✓	1	2	Q36	Rating of Personal Doctor	69.9%	76.5%	10th	*(+0)*	Opp.		Opp.
✓	2	1	Q9	Rating of Health Care	64.8%	69.6%	18th	*(+0)*	Opp.		Opp.
✓	3	4	Q41	Getting specialist appointment	66.2%	77.5%	9th	*(+3)*	Opp.		Opp.
✓	4	3	Q43	Rating of Specialist +	65.7%	72.3%	19th	*(-32)*	Retain	→	Opp.
✓	5	7	Q45	Provided information or help	78.1%	83.2%	16th	*(-27)*	Opp.		Opp.
	6	14	Q35	Coordination of Care +	77.1%	84.2%	12th	*(-3)*	Wait	→	Opp.
✓	7	6	Q10	Getting care, tests, or treatment	80.3%	88.7%	6th	*(-2)*	Opp.		Opp.
✓	8	10	Q29	Dr. showed respect	94.3%	96.7%	9th	*(-2)*	Wait	→	Opp.
✓	9	8	Q28	Dr. listened carefully	91.3%	95.3%	5th	*(-7)*	Wait		Wait
✓	10	5	Q46	Treated with courtesy and respect	95.3%	94.1%	63rd	*(+34)*	Opp.	→	Retain
	11	9	Q6	Getting routine care	68.5%	81.8%	<5th	*(+0)*	Opp.	→	Wait

YOUR PLAN

These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022		2023
TOP 10 KEY DRIVERS			Q49	**Rating of Health Plan**	**71.6%**	**72.0%**	46th (+42)			
✓	1	7	Q45	Provided information or help	95.6%	83.2%	100th (+81)	Wait	→	Power
✓	2	2	Q36	Rating of Personal Doctor	69.1%	76.5%	6th (-50)	Power	→	Opp.
	3	12	Q27	Dr. explained things	89.1%	94.3%	5th (-56)	Power	→	Opp.
✓	4	1	Q9	Rating of Health Care	67.1%	69.6%	33rd (+10)	Opp.	→	Opp.
	5	14	Q35	Coordination of Care +	68.3%	84.2%	<5th (-11)	Wait	→	Opp.
✓	6	3	Q43	Rating of Specialist +	68.6%	72.3%	31st (+5)	Opp.	→	Opp.
	7	13	Q31	Dr. explained things to child	90.7%	94.0%	11th (-51)	Retain	→	Opp.
	8	15	Q32	Dr. spent enough time	86.7%	89.6%	24th (-73)	Retain	→	Opp.
✓	9	8	Q28	Dr. listened carefully	89.0%	95.3%	<5th (-46)	Opp.	→	Wait
✓	10	10	Q29	Dr. showed respect	92.2%	96.7%	<5th (-70)	Power	→	Wait
	11	6	Q10	Getting care, tests, or treatment	88.1%	88.7%	40th (+0)	Opp.	→	Wait
	12	9	Q6	Getting routine care	76.5%	81.8%	16th (-28)	Wait		Wait
	13	4	Q41	Getting specialist appointment	70.4%	77.5%	19th (+0)	Opp.	→	Wait
	15	5	Q46	Treated with courtesy and respect	95.5%	94.1%	65th (-19)	Retain		Retain

YOUR PLAN — These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY — PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2022		2023
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**65.7%**	**72.0%**	**13th** (+6)			
✓	1	1	Q9	Rating of Health Care	61.9%	69.6%	7th (-29)	Opp.		Opp.
	2	14	Q35	Coordination of Care +	82.2%	84.2%	33rd (-14)	Wait	→	Opp.
✓	3	8	Q28	Dr. listened carefully	93.2%	95.3%	15th (-3)	Opp.		Opp.
	4	12	Q27	Dr. explained things	91.4%	94.3%	15th (-6)	Opp.		Opp.
✓	5	10	Q29	Dr. showed respect	94.4%	96.7%	10th (-44)	Power	→	Opp.
	6	13	Q31	Dr. explained things to child	92.4%	94.0%	25th (-10)	Opp.		Opp.
✓	7	2	Q36	Rating of Personal Doctor	72.9%	76.5%	21st (-8)	Opp.		Opp.
	8	15	Q32	Dr. spent enough time	88.4%	89.6%	37th (-6)	Wait	→	Opp.
✓	9	3	Q43	Rating of Specialist +	60.3%	72.3%	6th (-85)	Power	→	Wait
	10	11	Q4	Getting urgent care	87.3%	89.8%	29th (-7)	Wait		Wait
	11	4	Q41	Getting specialist appointment	62.4%	77.5%	<5th (-19)	Wait		Wait
	12	6	Q10	Getting care, tests, or treatment	80.0%	88.7%	6th (-30)	Opp.	→	Wait
	14	9	Q6	Getting routine care	72.0%	81.8%	5th (-12)	Wait		Wait
	15	7	Q45	Provided information or help	81.5%	83.2%	36th (+22)	Wait		Wait
	16	5	Q46	Treated with courtesy and respect	96.4%	94.1%	76th (+64)	Wait	→	Retain

YOUR PLAN — These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY — PG Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

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

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KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY				YOUR PLAN	INDUSTRY			2022		2023
TOP 10 KEY DRIVERS				**Q49**	**Rating of Health Plan**	**67.0%**	**72.0%**	**19**th	**(-7)**			
✓	1	1		Q9	Rating of Health Care	59.5%	69.6%	<5th	(-12)	Opp.		Opp.
✓	2	2		Q36	Rating of Personal Doctor	70.9%	76.5%	11th	(-36)	Opp.		Opp.
✓	3	10		Q29	Dr. showed respect	95.3%	96.7%	18th	(-20)	Opp.		Opp.
	4	12		Q27	Dr. explained things	91.7%	94.3%	16th	(-50)	Retain	→	Opp.
✓	5	8		Q28	Dr. listened carefully	91.6%	95.3%	6th	(-80)	Power	→	Opp.
	6	13		Q31	Dr. explained things to child	94.7%	94.0%	57th	(-18)	Power		Power
	7	15		Q32	Dr. spent enough time	88.7%	89.6%	39th	(-25)	Retain		Opp.
	8	11		Q4	Getting urgent care	86.7%	89.8%	25th	(+1)	Wait	→	Opp.
✓	9	4		Q41	Getting specialist appointment	81.8%	77.5%	74th	(+40)	Wait	→	Retain
	10	14		Q35	Coordination of Care +	76.0%	84.2%	9th	(-2)	Opp.	→	Wait
	11	6		Q10	Getting care, tests, or treatment	82.4%	88.7%	12th	(-48)	Retain	→	Wait
	12	9		Q6	Getting routine care	76.2%	81.8%	14th	(+7)	Wait		Wait
	13	7		Q45	Provided information or help	78.8%	83.2%	20th	(-1)	Wait		Wait
	14	5		Q46	Treated with courtesy and respect	92.2%	94.1%	23rd	(-34)	Retain	→	Wait
	15	3		Q43	Rating of Specialist +	72.5%	72.3%	53rd	(+45)	Opp.	→	Retain

YOUR PLAN

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

OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10

2023 Rating of Health Plan

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

49. 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?
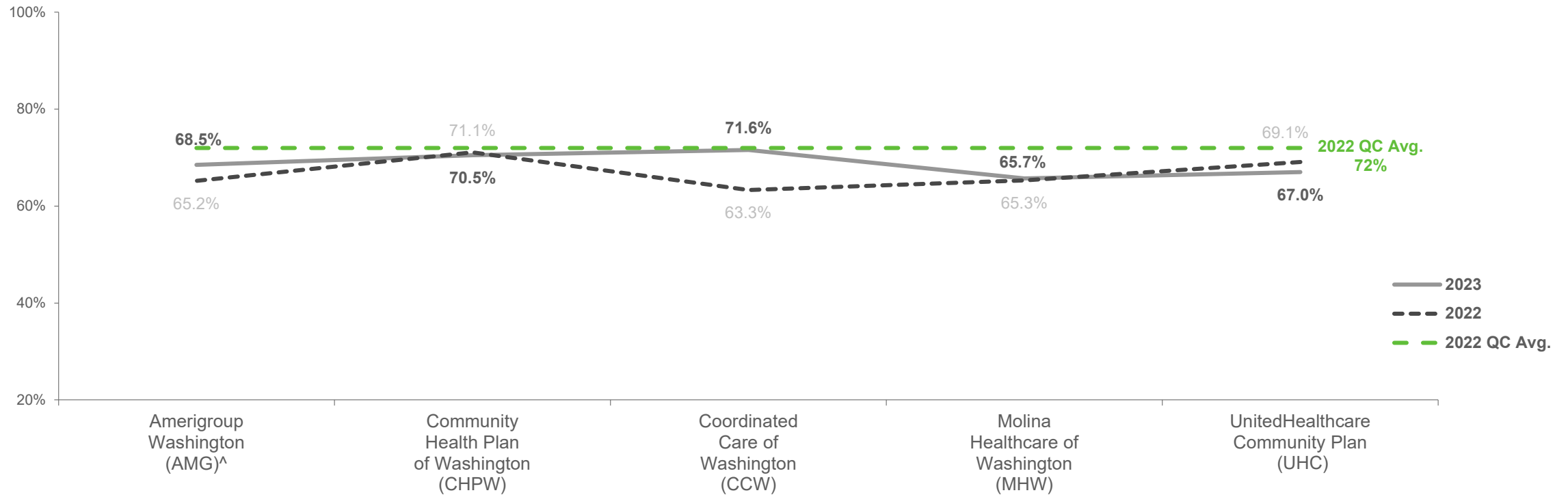
HEALTH PLAN – PERCENT 8, 9 OR 10

2023 Rating of Health Plan
% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Amerigroup Washington (AMG)^: 85.4% (2023), 82.4% (2022)
Community Health Plan of Washington (CHPW): 84.7% (2023), 84.1% (2022)
Coordinated Care of Washington (CCW): 86.0% (2023), 79.0% (2022)
Molina Healthcare of Washington (MHW): 83.2% (2023), 81.2% (2022)
UnitedHealthcare Community Plan (UHC): 80.5% (2023), 86.1% (2022)

2022 QC Avg. 87%

Legend:
— 2023
---- 2022
---- 2022 QC Avg.

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

49. 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?

HEALTH CARE – PERCENT 9 OR 10

2023 Rating of Health Care

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

**2022 QC Avg.
71%**

Legend:
- 2023
- 2022
- 2022 QC Avg.

Plan	2023	2022
Amerigroup Washington (AMG)^	62.7%	70.1%
Community Health Plan of Washington (CHPW)	64.8%	66.0%
Coordinated Care of Washington (CCW)	67.1%	67.2%
Molina Healthcare of Washington (MHW)	61.9%	69.3%
UnitedHealthcare Community Plan (UHC)	59.5%	65.5%

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

9. 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?

HEALTH CARE – PERCENT 8, 9 OR 10

2023 Rating of Health Care

% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Data labels:
- Amerigroup Washington (AMG)^: 88.7%, 83.1%
- Community Health Plan of Washington (CHPW): 81.8%, 81.5%
- Coordinated Care of Washington (CCW): 86.0%, 84.1%
- Molina Healthcare of Washington (MHW): 88.9%, 81.3%
- UnitedHealthcare Community Plan (UHC): 84.5%, 81.0%

2022 QC Avg. 87%

Legend:
— 2023
- - - 2022
– – 2022 QC Avg.

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

9. 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?

PERSONAL DOCTOR – PERCENT 9 OR 10

2023 Rating of Personal Doctor
% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

	Amerigroup Washington (AMG)^	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2022 (grey)	71.7%	72.4%	77.8%	75.4%	77.1%
2023	71.0%	69.9%	69.1%	72.8%	70.9%

2022 QC Avg. 77%

Legend:
- 2023 (solid grey line)
- 2022 (black dashed line)
- 2022 QC Avg. (green dashed line)

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

36. 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?

PERSONAL DOCTOR – PERCENT 8, 9 OR 10

2023 Rating of Personal Doctor

% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Amerigroup Washington (AMG)^: 87.7%, 87.4%
Community Health Plan of Washington (CHPW): 85.3%, 85.0%
Coordinated Care of Washington (CCW): 92.1%, 86.9%
Molina Healthcare of Washington (MHW): 88.8%, 88.5%
UnitedHealthcare Community Plan (UHC): 91.6%, 89.9%

2022 QC Avg. 90%

Legend:
— 2023
--- 2022
--- 2022 QC Avg.

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

36. 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?

SPECIALIST – PERCENT 9 OR 10

2023 Rating of Specialist

% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

- 2023 (solid grey line): AMG 71.6%, CHPW 65.7%, CCW 68.6%, MHW 60.3%, UHC 72.5%
- 2022 (black dashed line): AMG 72.2%, CHPW 74.1%, CCW 69.9%, MHW 83.6%, UHC 64.3%
- 2022 QC Avg. (green dashed line): 73%

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

43. 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?

SPECIALIST – PERCENT 8, 9 OR 10

2023 Rating of Specialist
% 8, 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

86.3%
85.2%
94.8%
83.6%
84.3%
80.8%
90.2%
83.3%
87.5%
78.6%

2022 QC Avg. 87%

2023
2022
2022 QC Avg.

Amerigroup Washington (AMG)^
Community Health Plan of Washington (CHPW)
Coordinated Care of Washington (CCW)
Molina Healthcare of Washington (MHW)
UnitedHealthcare Community Plan (UHC)

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

43. 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?

GETTING NEEDED CARE

Getting Needed Care Composite Score
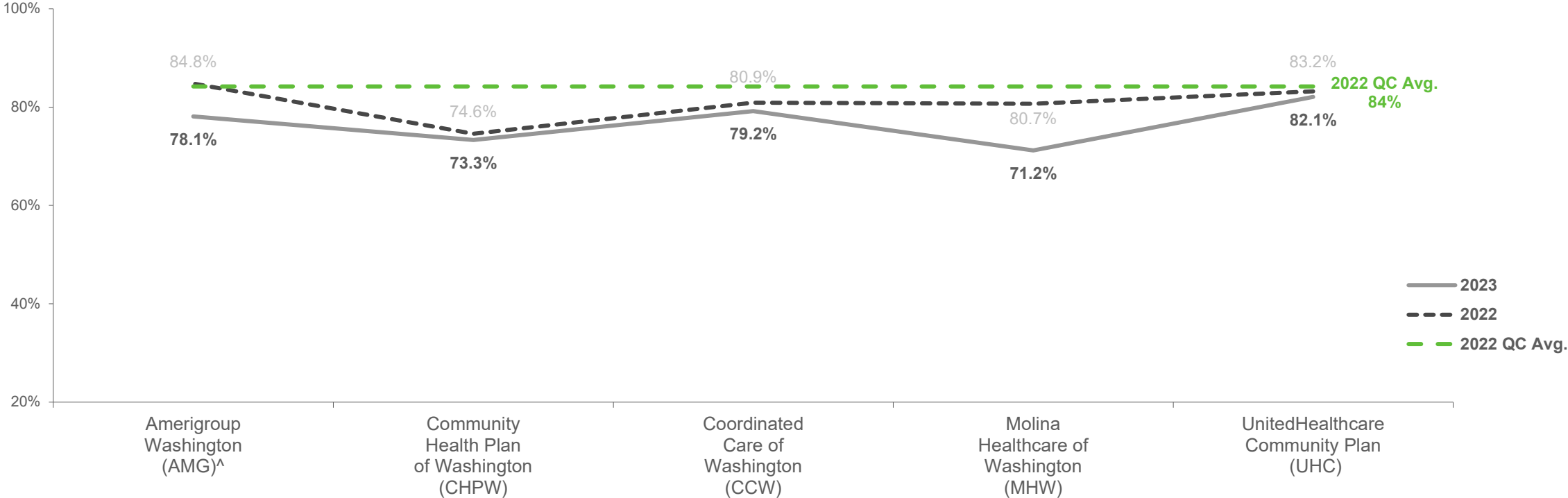
% Always or Usually

- 2023
- 2022
- 2022 QC Avg.

Amerigroup Washington (AMG)^: 84.8%, 78.1%
Community Health Plan of Washington (CHPW): 74.6%, 73.3%
Coordinated Care of Washington (CCW): 80.9%, 79.2%
Molina Healthcare of Washington (MHW): 80.7%, 71.2%
UnitedHealthcare Community Plan (UHC): 83.2%, 82.1%

2022 QC Avg. 84%

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

GETTING CARE QUICKLY
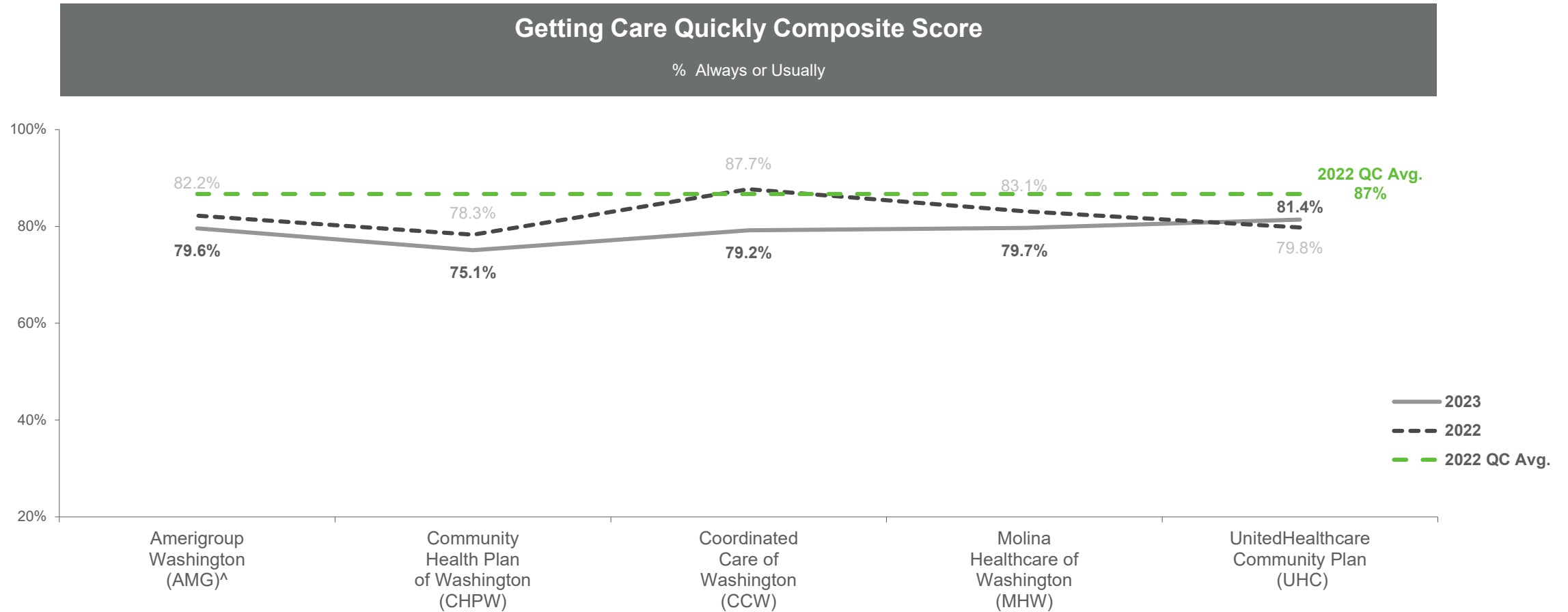
Getting Care Quickly Composite Score

% Always or Usually

- 82.2%
- 79.6% — Amerigroup Washington (AMG)^
- 78.3%
- 75.1% — Community Health Plan of Washington (CHPW)
- 87.7%
- 79.2% — Coordinated Care of Washington (CCW)
- 83.1%
- 79.7% — Molina Healthcare of Washington (MHW)
- 2022 QC Avg. 87%
- 81.4%
- 79.8% — UnitedHealthcare Community Plan (UHC)

Legend:
- 2023
- 2022
- 2022 QC Avg.

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

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?
6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

CUSTOMER SERVICE
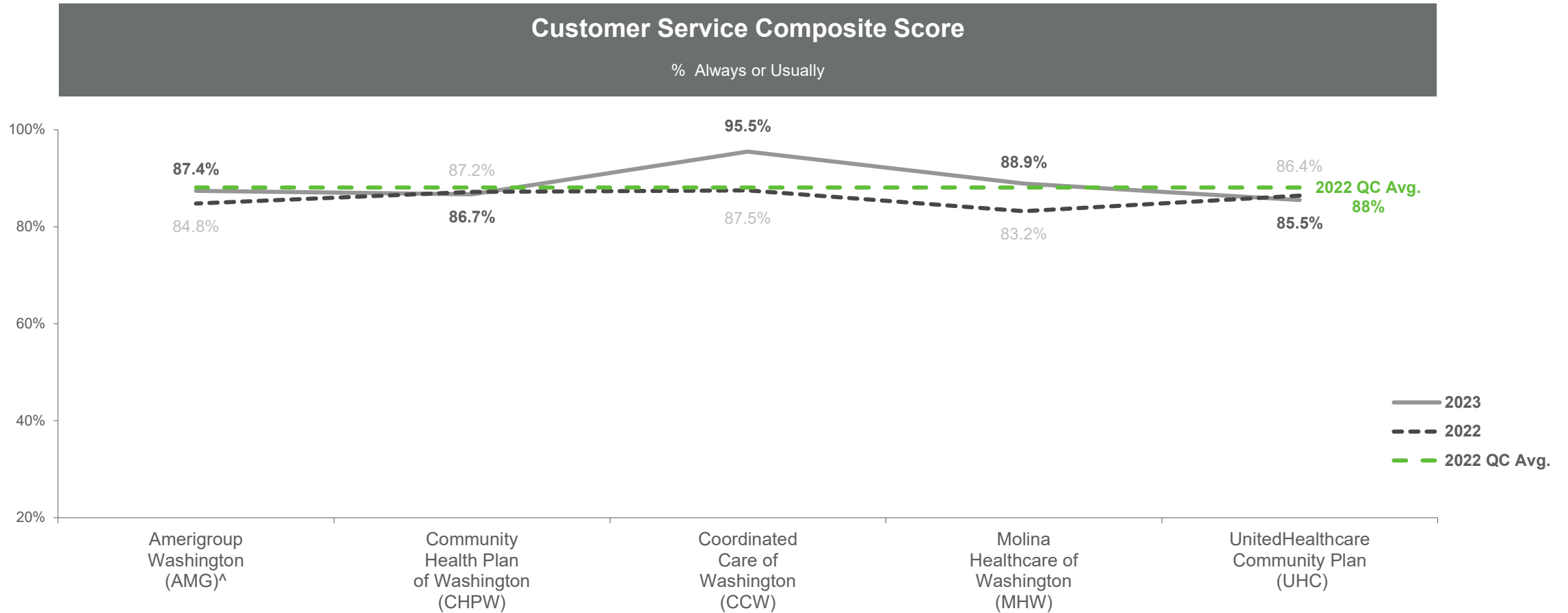
Customer Service Composite Score

% Always or Usually

- Amerigroup Washington (AMG)^: 87.4% (bold), 84.8% (gray)
- Community Health Plan of Washington (CHPW): 87.2% (gray), 86.7% (bold)
- Coordinated Care of Washington (CCW): 95.5%, 87.5% (gray)
- Molina Healthcare of Washington (MHW): 88.9% (bold), 83.2% (gray)
- UnitedHealthcare Community Plan (UHC): 86.4% (gray), 85.5% (bold)

2022 QC Avg. 88%

Legend:
- 2023
- 2022
- 2022 QC Avg.

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

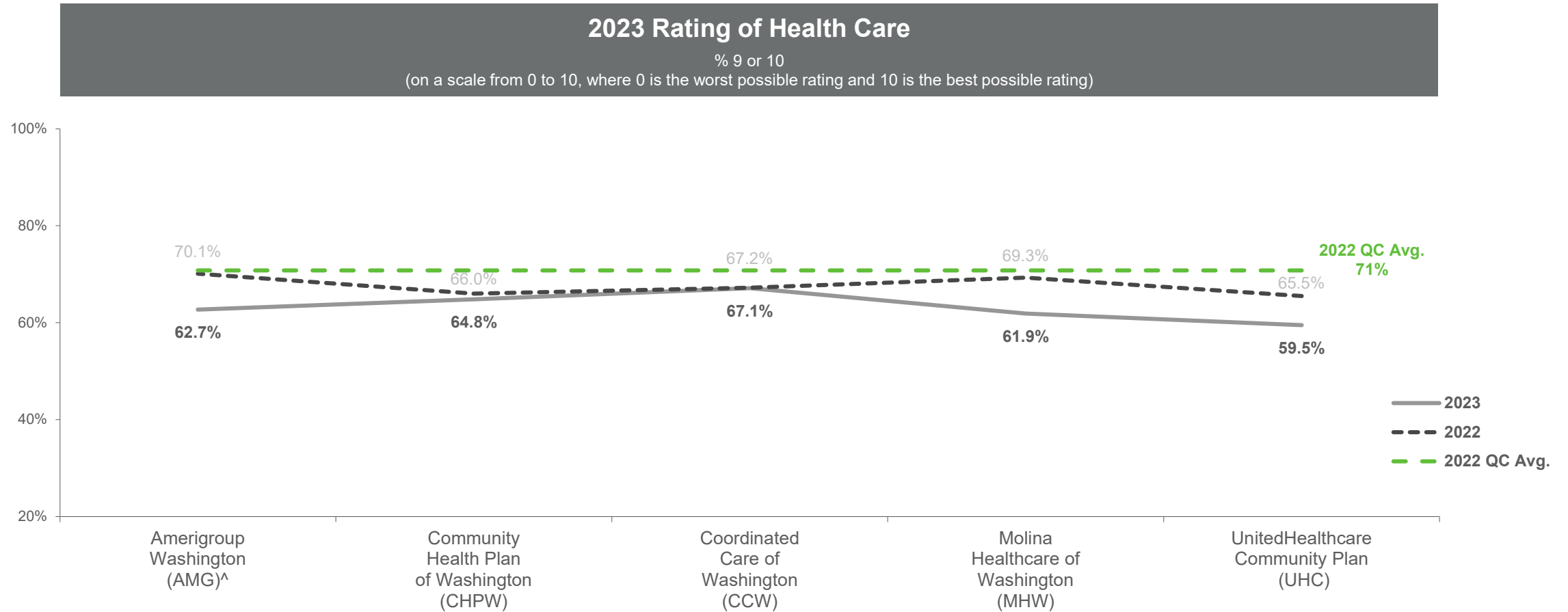45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

HOW WELL DOCTORS COMMUNICATE

How Well Doctor's Communicate Composite Score

% Always or Usually

Legend:
- 2023
- 2022
- 2022 QC Avg.

Data points:
- Amerigroup Washington (AMG)^: 93.1% (2022), 91.9% (2023)
- Community Health Plan of Washington (CHPW): 92.0% (2022), 89.4% (2023)
- Coordinated Care of Washington (CCW): 96.5% (2022), 89.2% (2023)
- Molina Healthcare of Washington (MHW): 93.4% (2022), 91.8% (2023)
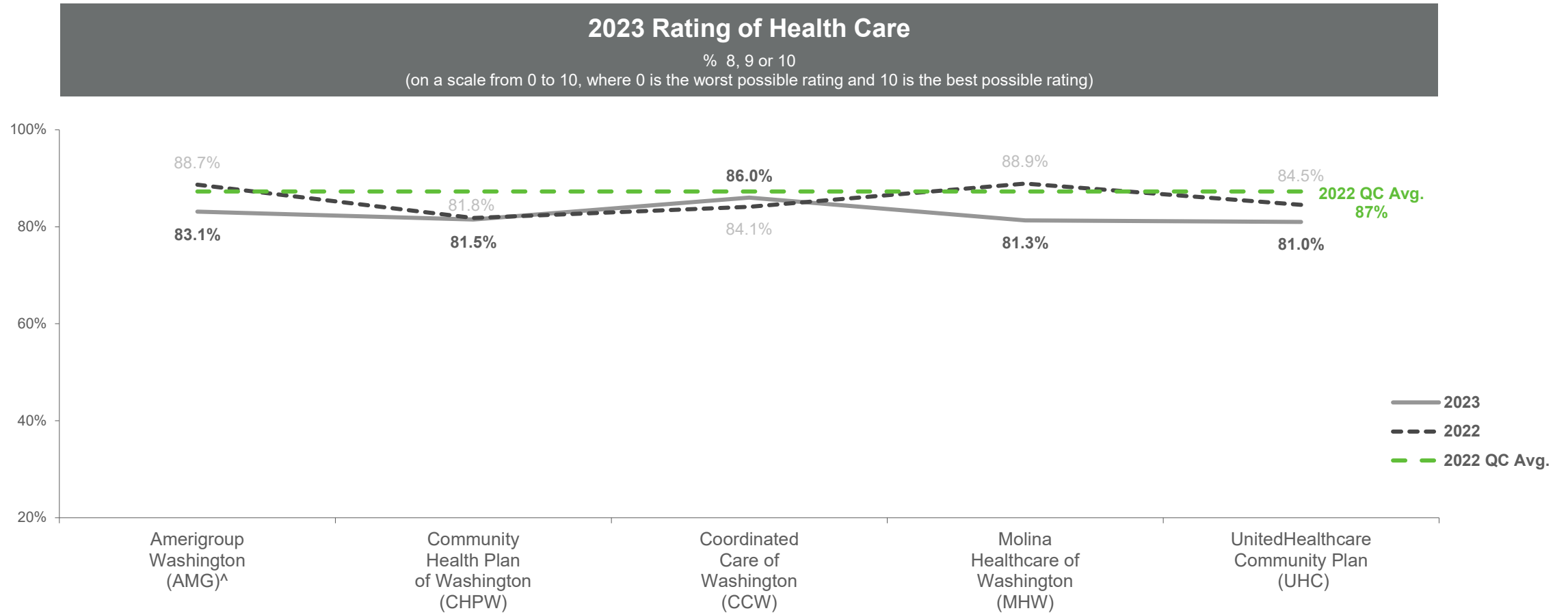- UnitedHealthcare Community Plan (UHC): 95.6% (2022), 91.8% (2023)
- 2022 QC Avg. 94%

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

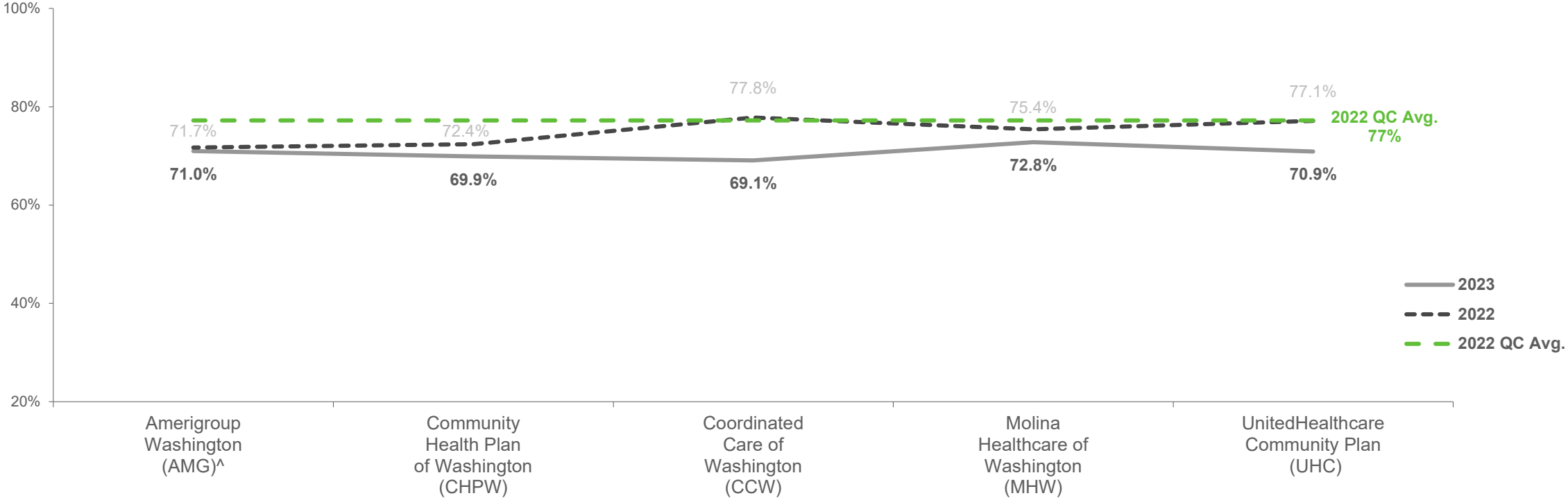27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
28. In the last 6 months, how often did your child's personal doctor listen carefully to you?
29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Care Coordination

Care Coordination Score

% Always or Usually

	Amerigroup Washington (AMG)^	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)
2023	83.4%	77.1%	68.3%	82.2%	76.0%
2022	87.8%	79.3%	77.9%	83.8%	77.8%
2022 QC Avg.	85%				

^The survey for Amerigroup Washington was administered in 2021 (not 2022) as contractually required by the HCA

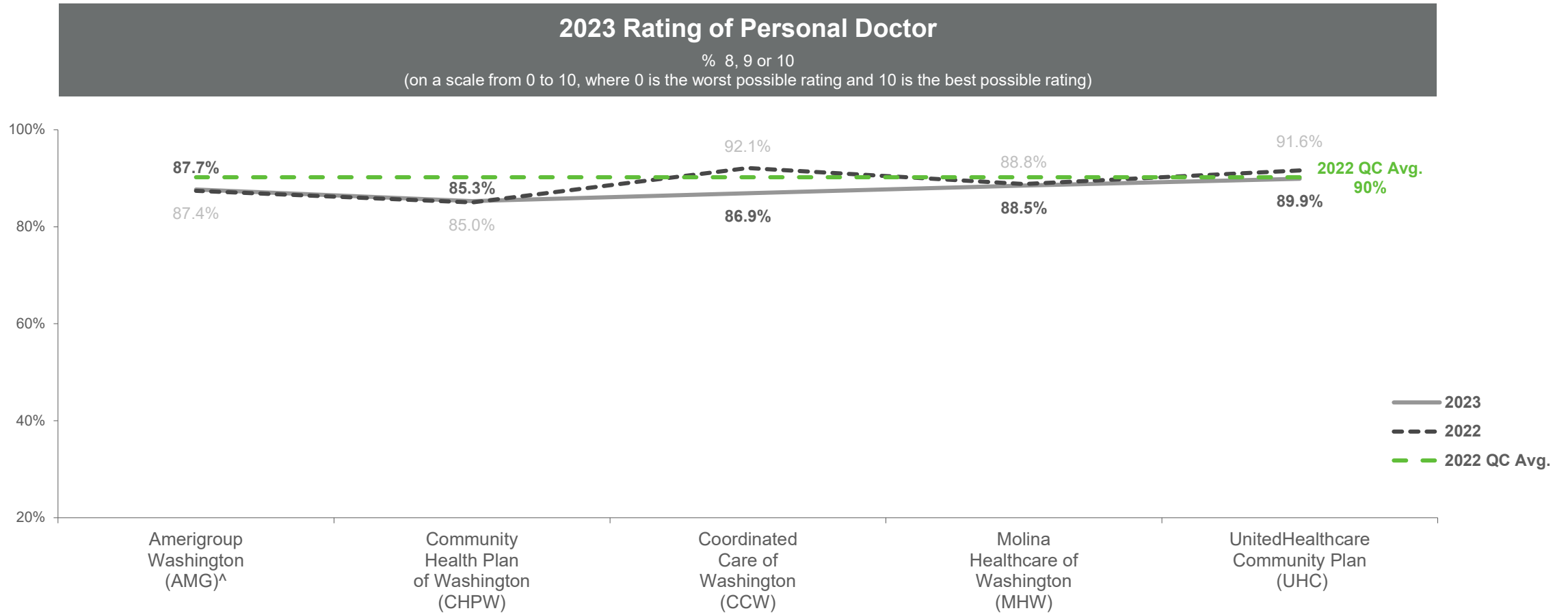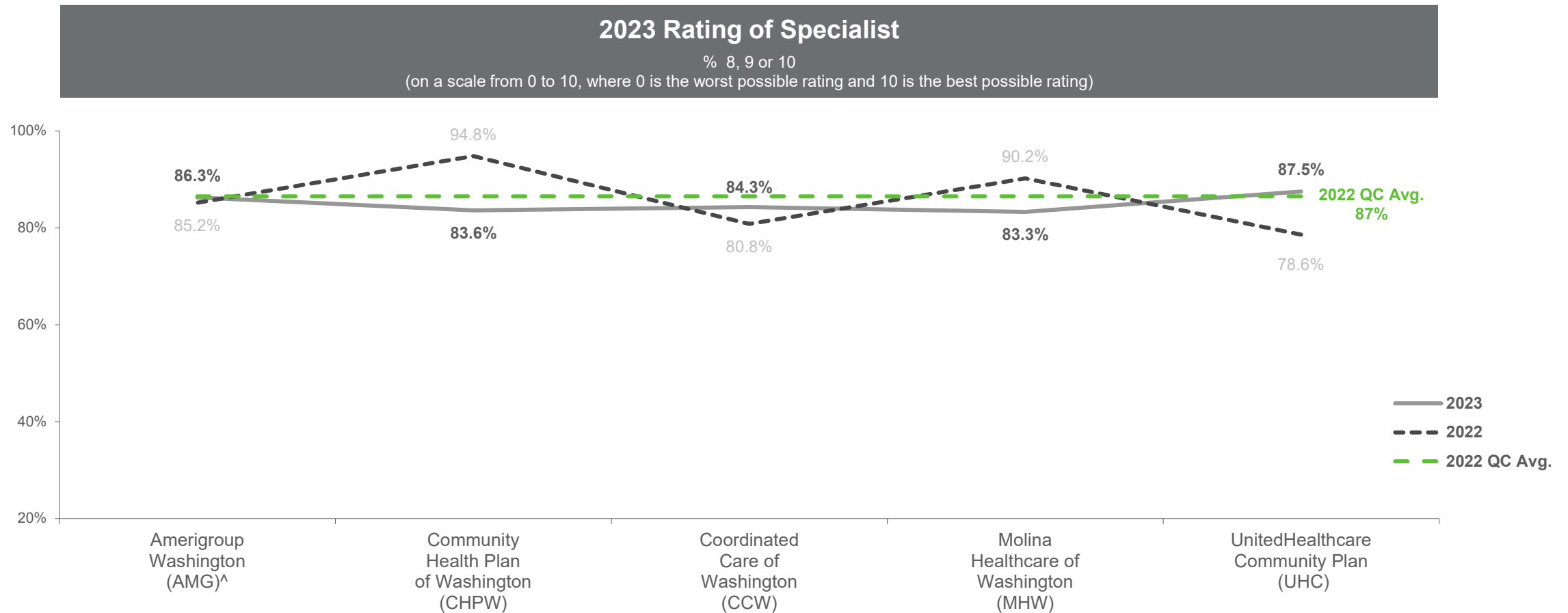35. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

APPENDIX B
SUMMARY TABLES

SUMMARY OF TERMS

- **QC Avg.** – NCQA Quality Compass

  - National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance.

- **SRS** – Summary Rate Score

  - Percentage of respondents answering Yes, Always or Usually, 9,10 or 8,9,10 for the corresponding scaled questions

- **Regional –** Region 10

  - Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: GENERAL POPULATION

	2022	2023	2023 Num.	2023 Den.	2022 QC Avg.		Regional
Rating of Health Plan (Q49) (% 8, 9 or 10)	**82.5%**	84.3%	1632	1936	86.5%	▼	82.6%
Rating of Health Care (Q9) (% 8, 9 or 10)	**85.1%**	82.5% ↓	934	1132	87.3%	▼	81.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	**89.0%**	87.5%	1339	1530	90.2%	▼	86.7%
Rating of Specialist (Q43) (% 8, 9 or 10)	**86.3%**	84.9%	287	338	86.5%		84.3%
Customer Service (% Always or Usually)	**86.1%**	**88.1%**	---	439	88.1%		88.9%
Q45. CS provided needed information or help	79.1%	81.3%	356	438	82.8%		83.3%
Q46. CS treated member with courtesy and respect	93.1%	95.0%	418	440	93.4%		94.5%
Getting Needed Care (% Always or Usually)	**79.6%**	**76.1% ↓**	---	757	84.2%	▼	75.1%
Q10. Ease of getting care, tests or treatment	87.1%	82.8% ↓	941	1136	89.0%	▼	82.5%
Q41. Got appointment with specialist as soon as needed	72.2%	69.3% ↓	262	378	79.5%	▼	67.7%
Getting Care Quickly (% Always or Usually)	**82.3%**	**78.8% ↓**	---	807	86.7%	▼	79.3%
Q4. Got urgent care as soon as needed	89.0%	84.6%	402	475	91.6%	▼	85.6%
Q6. Got check-up or routine appointment as soon as needed	75.5%	73.0% ↓	832	1139	82.8%	▼	73.0%
How Well Doctors Communicate (% Always or Usually)	**94.2%**	**91.0%**	---	1043	94.2%	▼	90.9%
Q27. Personal doctor explained things	94.3%	91.2%	953	1045	94.5%	▼	90.5%
Q28. Personal doctor listened carefully	94.6%	92.2% ↓	963	1044	95.5%	▼	92.0%
Q29. Personal doctor showed respect	96.3%	94.3% ↓	984	1044	96.8%	▼	94.5%
Q32. Personal doctor spent enough time	91.5%	86.3%	897	1039	89.9%	▼	86.6%
Coordination of Care (Q35) (% Always or Usually)	**80.1%**	**79.0%**	377	477	84.7%	▼	77.3%

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

*Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)
Composite Averages calculated so that Numerator cannot be calculated.

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	2022	2023	2023 Num.	2023 Den.	2022 QC Avg.	Regional
Rating of Health Plan (Q49) (% 8, 9 or 10)	**83.1%**	83.8%	3016	3599	83.6%	**80.5%** ▲
Rating of Health Care (Q9) (% 8, 9 or 10)	**85.3%**	82.2% ↓	1819	2212	85.7% ▼	**79.8%**
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	**88.7%**	88.1%	2576	2923	89.3%	**86.5%**
Rating of Specialist (Q43) (% 8, 9 or 10)	**84.3%**	83.0%	658	793	87.3% ▼	**82.8%**
Customer Service (% Always or Usually)	**86.8%**	87.1%	---	877	NA	**86.5%**
Q45. CS provided needed information or help	80.6%	80.0%	701	876	NA	79.1%
Q46. CS treated member with courtesy and respect	92.9%	94.2%	828	879	NA	94.0%
Getting Needed Care (% Always or Usually)	**81.0%**	75.7% ↓	---	1548	86.9% ▼	**74.6%**
Q10. Ease of getting care, tests or treatment	87.0%	83.4% ↓	1845	2213	90.0% ▼	82.6%
Q41. Got appointment with specialist as soon as needed	74.9%	68.1% ↓	601	883	83.6% ▼	66.7%
Getting Care Quickly (% Always or Usually)	**83.7%**	79.4% ↓	---	1595	90.2% ▼	**82.0%**
Q4. Got urgent care as soon as needed	88.8%	84.5% ↓	820	970	92.8% ▼	85.8%
Q6. Got check-up or routine appointment as soon as needed	78.5%	74.2% ↓	1647	2220	86.9% ▼	78.1%
How Well Doctors Communicate (% Always or Usually)	**94.1%**	91.4%	---	2071	94.8% ▼	**91.2%**
Q27. Personal doctor explained things	94.4%	91.4% ↓	1899	2077	95.3% ▼	91.9%
Q28. Personal doctor listened carefully	94.6%	92.9% ↓	1925	2073	95.5% ▼	92.5%
Q29. Personal doctor showed respect	96.1%	94.6%	1963	2074	96.8% ▼	92.7%
Q32. Personal doctor spent enough time	91.3%	86.8% ↓	1788	2061	91.6% ▼	87.9%
Coordination of Care (Q35) (% Always or Usually)	**82.1%**	79.1% ↓	793	1003	84.7% ▼	**79.2%**

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

*Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington) Composite Averages calculated so that Numerator cannot be calculated.

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: GENERAL POPULATION

	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Rating of Health Plan (Q49) (% 8, 9 or 10)	85.4%	84.7%	86.0%	83.2%	80.5%
Rating of Health Care (Q9) (% 8, 9 or 10)	83.1%	81.5%	86.0%	81.3%	81.0%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	87.7%	85.3%	86.9%	88.5%	89.9%
Rating of Specialist (Q43) (% 8, 9 or 10)	86.3%	83.6%	84.3%	83.3%	87.5%
Customer Service (% Always or Usually)	87.4%	86.7%	**95.5% A**	88.9%	85.5%
Q45. CS provided needed information or help	80.0%	78.1%	95.6% ABDE	81.5%	78.8%
Q46. CS treated member with courtesy and respect	94.8%	95.3%	95.5%	96.4%	92.2%
Getting Needed Care (% Always or Usually)	**78.1% D**	73.3%	79.2%	71.2%	**82.1% BD**
Q10. Ease of getting care, tests or treatment	84.6%	80.3%	88.1% BD	80.0%	82.4%
Q41. Got appointment with specialist as soon as needed	71.7%	66.2%	70.4%	62.4%	81.8% D
Getting Care Quickly (% Always or Usually)	79.6%	75.1%	79.2%	79.7%	81.4%
Q4. Got urgent care as soon as needed	84.6%	81.7%	81.8%	87.3%	86.7%
Q6. Got check-up or routine appointment as soon as needed	74.6%	68.5%	76.5%	72.0%	76.2%
How Well Doctors Communicate (% Always or Usually)	91.9%	89.4%	89.2%	91.8%	91.8%
Q27. Personal doctor explained things	93.4%	88.6%	89.1%	91.4%	91.7%
Q28. Personal doctor listened carefully	93.6%	91.3%	89.0%	93.2%	91.6%
Q29. Personal doctor showed respect	94.5%	94.3%	92.2%	94.4%	95.3%
Q32. Personal doctor spent enough time	86.1%	83.3%	86.7%	88.4%	88.7%
Coordination of Care (Q35) (% Always or Usually)	**83.4% C**	77.1%	68.3%	82.2%	76.0%

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Rating of Health Plan (Q49) (% 8, 9 or 10)	78.9%	80.5%	80.4%	80.2%	80.9%
Rating of Health Care (Q9) (% 8, 9 or 10)	78.1%	78.7%	79.6%	80.1%	81.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	84.8%	84.4%	85.3%	**90.7% AB**	85.8%
Rating of Specialist (Q43) (% 8, 9 or 10)	75.7%	76.2%	81.8%	**89.7% AB**	90.2%
Customer Service (% Always or Usually)	89.3%	86.1%	84.8%	88.4%	87.3%
Q45. CS provided needed information or help	82.1%	78.8%	76.8%	80.4%	80.9%
Q46. CS treated member with courtesy and respect	96.4%	93.3%	92.7%	96.5%	93.8%
Getting Needed Care (% Always or Usually)	**79.9% D**	73.3%	74.0%	71.6%	**81.9% BD**
Q10. Ease of getting care, tests or treatment	87.6% B	79.9%	82.7%	81.1%	89.2% BD
Q41. Got appointment with specialist as soon as needed	72.3%	66.7%	65.2%	62.1%	74.6%
Getting Care Quickly (% Always or Usually)	**85.7% B**	78.9%	83.5%	83.7%	83.6%
Q4. Got urgent care as soon as needed	90.7% B	80.9%	89.9%	89.1%	85.7%
Q6. Got check-up or routine appointment as soon as needed	80.6%	76.9%	77.2%	78.2%	81.4%
How Well Doctors Communicate (% Always or Usually)	92.0%	89.9%	91.0%	92.5%	92.2%
Q27. Personal doctor explained things	92.6%	91.8%	91.4%	92.9%	91.3%
Q28. Personal doctor listened carefully	91.1%	91.3%	92.6%	94.1%	92.0%
Q29. Personal doctor showed respect	96.1%	92.2%	91.4%	93.5%	94.3%
Q32. Personal doctor spent enough time	88.1%	84.3%	88.7%	89.4%	91.2%
Coordination of Care (Q35) (% Always or Usually)	80.3%	76.6%	79.4%	85.4%	75.3%

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

STATE SPECIFIC QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	WA TOTAL	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	33.1%	32.5%	33.3%	37.0%	31.6%	33.3%
Received Mental Health Care (% Yes)	10.1%	10.0%	9.6%	13.4%	9.6%	8.6%
Received All Mental Health Care Needed (% Yes)	57.5%	70.5% C	79.5% C	43.7%	72.5% C	87.5% C
Involved in Mental Health Care as much as wanted (% Always or Usually)	51.5%	79.7% CD	67.6% D	48.6% D	34.7%	80.0% CD
Needed Treatment or Counseling for personal or family problem (% Yes)	11.3%	10.0%	57.5% ACDE	12.8%	9.4%	8.5%
Easy to Receive Treatment or Counseling (% Always or Usually)	67.0%	67.2%	74.4%	71.4%	57.5%	64.7%
Rating of Treatment or Counseling (% 9,10)	46.1%	61.0%	47.5%	48.0%	38.5%	47.1%

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

STATE SPECIFIC QUESTIONS

MEDICAID CHILD: CCC POPULATION

	WA TOTAL	AMG (A)	CHPW (B)	CCW (C)	MHW (D)	UHC (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	47.2%	37.2%	59.5% AD	60.0% AD	50.2% A	59.3% A
Received Mental Health Care (% Yes)	25.1%	12.8%	37.7% A	46.3% ADE	32.8% A	32.7% A
Received All Mental Health Care Needed (% Yes)	69.5%	71.3%	74.6% C	62.2%	73.6%	76.5% C
Involved in Mental Health Care as much as wanted (% Always or Usually)	73.5%	84.5% CDE	75.7%	71.6%	64.3%	69.2%
Needed Treatment or Counseling for personal or family problem (% Yes)	24.4%	11.6%	72.9% ACDE	40.7% AD	29.0% A	35.3% A
Easy to Receive Treatment or Counseling (% Always or Usually)	66.3%	63.6%	69.3%	69.5%	65.2%	62.1%
Rating of Treatment or Counseling (% 9,10)	41.3%	44.2%	35.6%	48.1%	38.5%	41.5%

Significance Testing: Current score shown in green is significantly higher than score in the indicated column

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4	5 - 8	9 - 13	14 or older
Plan	30.7% → 29.4%	21.4% → 21.0%	26.3% → 26.3%	21.5% → 23.3%
PG	22.8% ▲	20.6%	27.9%	28.7% ▼
QC	NA	NA	NA	NA

Child's Gender

	Male	Female
Plan	53.6% → 53.9%	46.4% → 46.1%
PG	52.7%	47.3%
QC	NA	NA

Child's Health Status

	Excellent/Very Good	Good	Fair/Poor
Plan	81.0% → 76.9% ↓	14.7% → 16.2%	4.3% → 6.8% ↑
PG	73.2% ▲	21.4% ▼	5.4%
QC	NA	NA	NA

Child's Mental Health Status

	Excellent/Very Good	Good	Fair/Poor
Plan	73.6% → 69.7%	18.8% → 21.0%	7.7% → 9.2%
PG	66.9%	21.7%	11.4%
QC	NA	NA	NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino		Not Hispanic/Latino	
	2021	2023	2021	2023
Plan	36.6%	40.3%	63.4%	59.7%
PG		36.8%		63.2%
QC		NA		NA

Child's Race

	White		Black or African-American		Asian		Hawaiian/Pacific Islander		American Indian/Alaskan		Other	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Plan	73.2%	65.1%↓	13.2%	14.7%	10.8%	11.0%	4.4%	4.4%	5.9%	6.8%	19.7%	21.9%
PG		63.4%		22.6%▼		6.4%▲		1.2%▲		3.2%▲		17.0%▲
QC		NA		NA		NA		NA		NA		NA

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

Profile of Survey Respondents

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger	25 - 34	35 - 44	45 or older
Plan	8.8% / 8.2%	33.1% / 31.7%	36.6% / 36.0%	21.4% / 24.1%
PG	12.2% ▼	23.8% ▲	33.0%	31.0% ▼
QC	NA	NA	NA	NA

Respondent's Gender

	Male	Female
Plan	18.6% / 16.5%	81.4% / 83.5%
PG	12.7% ▲	87.3% ▼
QC	NA	NA

Respondent's Education

	HS Grad or Less	Some College	College Grad or More
Plan	48.8% / 50.2%	35.0% / 29.0% ↓	16.2% / 20.8% ↑
PG	51.7%	29.8%	18.5%
QC	NA	NA	NA

Respondent's Relation to Child

	Parent	Grandparent	Other
Plan	96.3% / 93.8% ↓	2.2% / 4.1% ↑	1.5% / 2.1%
PG	88.9% ▲	7.1% ▼	4.0% ▼
QC	NA	NA	NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4		5 - 8		9 - 13		14 or older	
	2021	2023	2021	2023	2021	2023	2021	2023
Plan	15.3%	**15.8%**	20.7%	**22.7%**	30.3%	**26.6%**	33.6%	**34.9%**
PG		10.6%▲		19.3%		33.5%▼		36.6%
QC		NA		NA		NA		NA

Child's Gender

	Male		Female	
	2021	2023	2021	2023
Plan	57.3%	**60.5%**	42.7%	**39.5%**
PG		58.4%		41.6%
QC		NA		NA

Child's Health Status

	Excellent/Very Good		Good		Fair/Poor	
	2021	2023	2021	2023	2021	2023
Plan	60.2%	**56.8%**	26.3%	**26.6%**	13.5%	**16.5%**
PG		53.1%		33.0%▼		13.9%
QC		NA		NA		NA

Child's Mental Health Status

	Excellent/Very Good		Good		Fair/Poor	
	2021	2023	2021	2023	2021	2023
Plan	37.3%	**38.1%**	34.8%	**31.3%**	27.9%	**30.6%**
PG		35.5%		32.5%		32.1%
QC		NA		NA		NA

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

PROFILE OF SURVEY RESPONDENTS

Child's Ethnicity

	Hispanic/Latino		Not Hispanic/Latino	
	2021	2023	2021	2023
Plan	25.2%	29.8%	74.8%	70.2%
PG		24.9%		75.1%
QC		NA		NA

Child's Race

	White		Black or African-American		Asian		Hawaiian/Pacific Islander		American Indian/Alaskan		Other	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Plan	79.8%	77.9%	15.9%	12.9%	7.3%	8.0%	4.5%	5.7%	8.8%	10.6%	15.2%	19.4%
PG		72.4%▲		23.8%▼		3.0%▲		1.0%▲		3.2%▲		10.5%▲
QC		NA		NA		NA		NA		NA		NA

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger		25 - 34		35 - 44		45 or older	
	2021	2023	2021	2023	2021	2023	2021	2023
Plan	4.7%	8.8%↑	24.8%	28.8%	37.5%	33.6%	33.0%	28.8%
PG		10.9%		16.2%▲		31.6%		41.2%▼
QC		NA		NA		NA		NA

Respondent's Gender

	Male		Female	
	2021	2023	2021	2023
Plan	14.3%	13.7%	85.7%	86.3%
PG		10.3%		89.7%
QC		NA		NA

Respondent's Education

	HS Grad or Less		Some College		College Grad or More	
	2021	2023	2021	2023	2021	2023
Plan	39.4%	38.2%	42.3%	39.3%	18.3%	22.4%
PG		43.8%		36.0%		20.2%
QC		NA		NA		NA

Respondent's Relation to Child

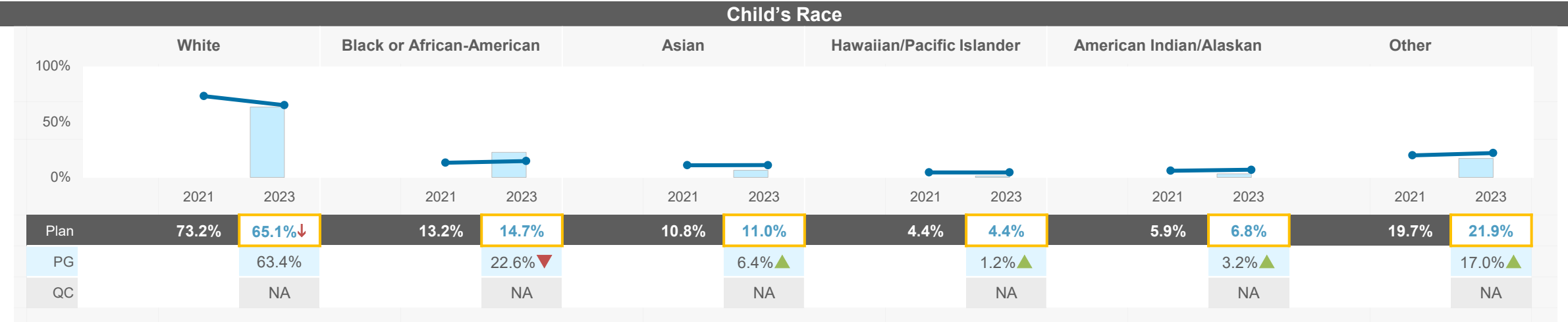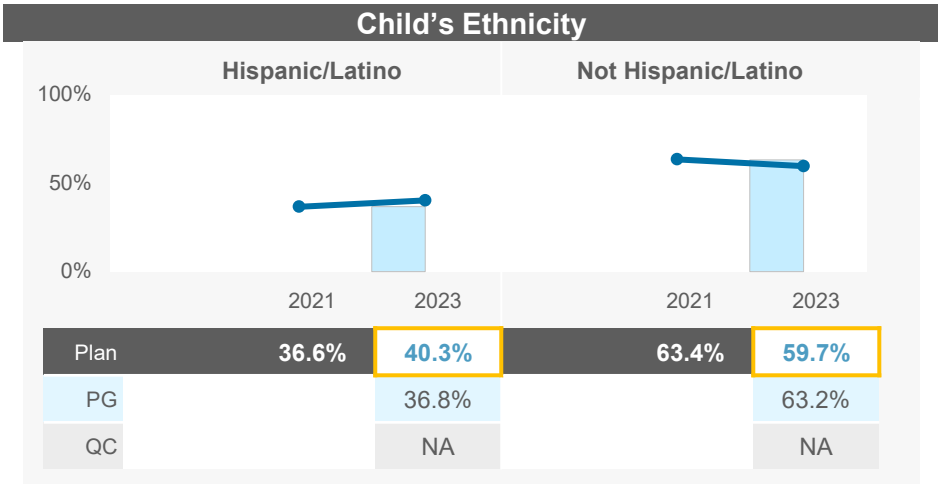|	Parent		Grandparent		Other	
	2021	2023	2021	2023	2021	2023
Plan	91.5%	89.4%	6.7%	6.6%	1.8%	4.0%
PG		82.5%▲		11.4%▼		6.1%
QC		NA		NA		NA

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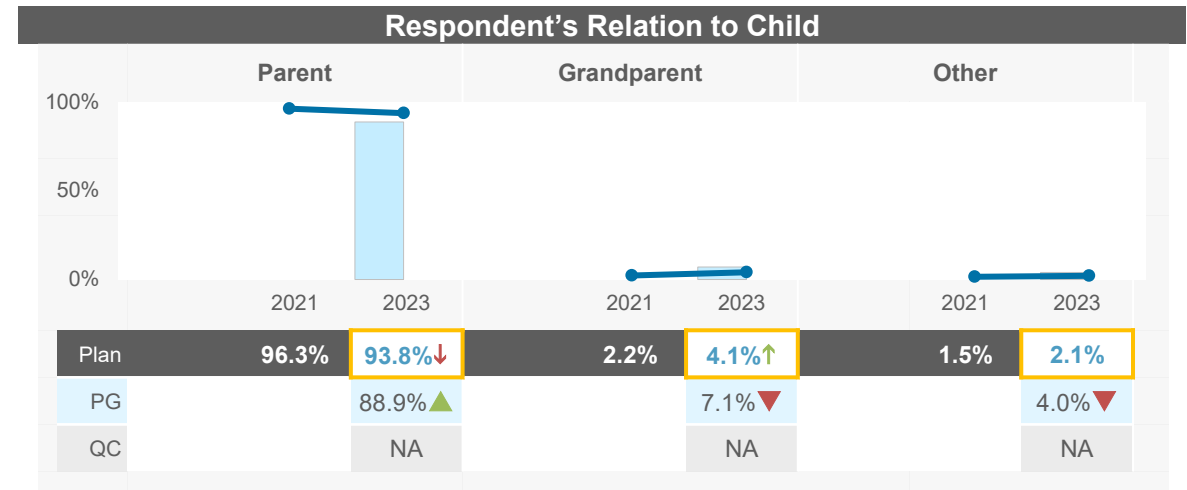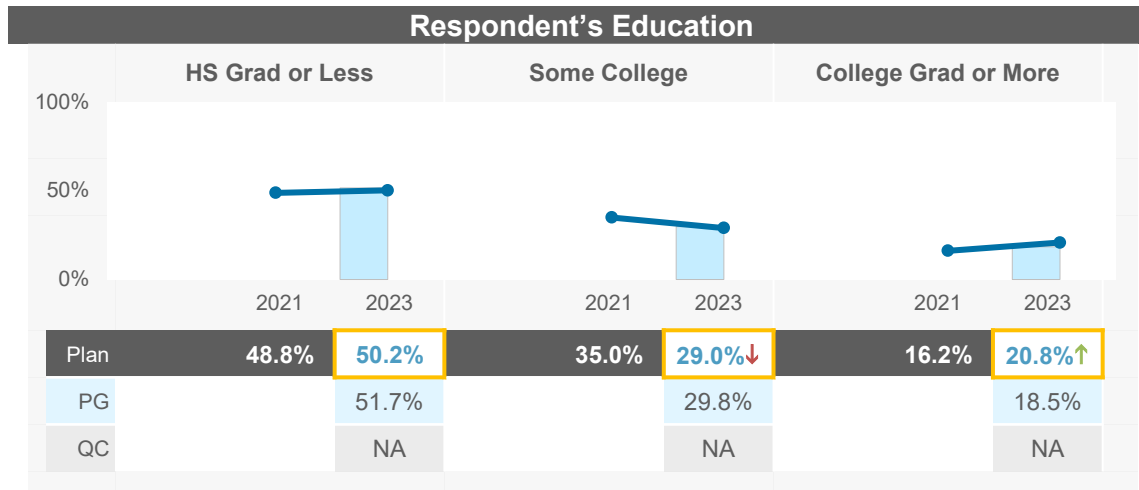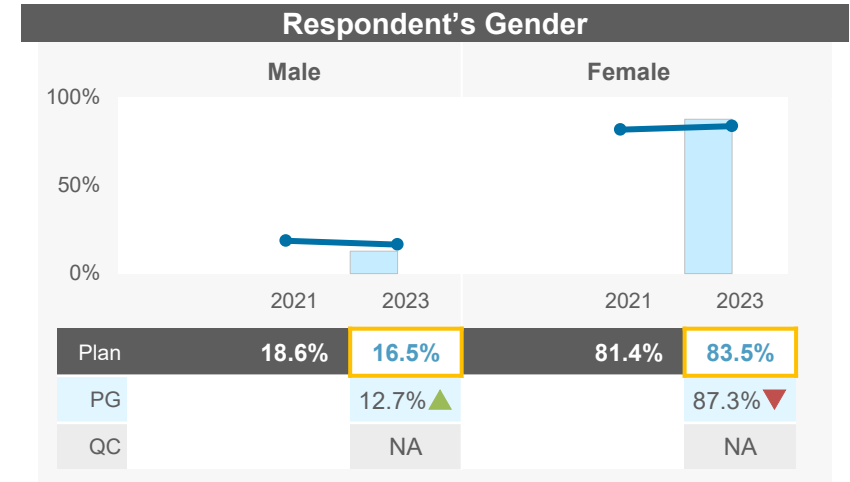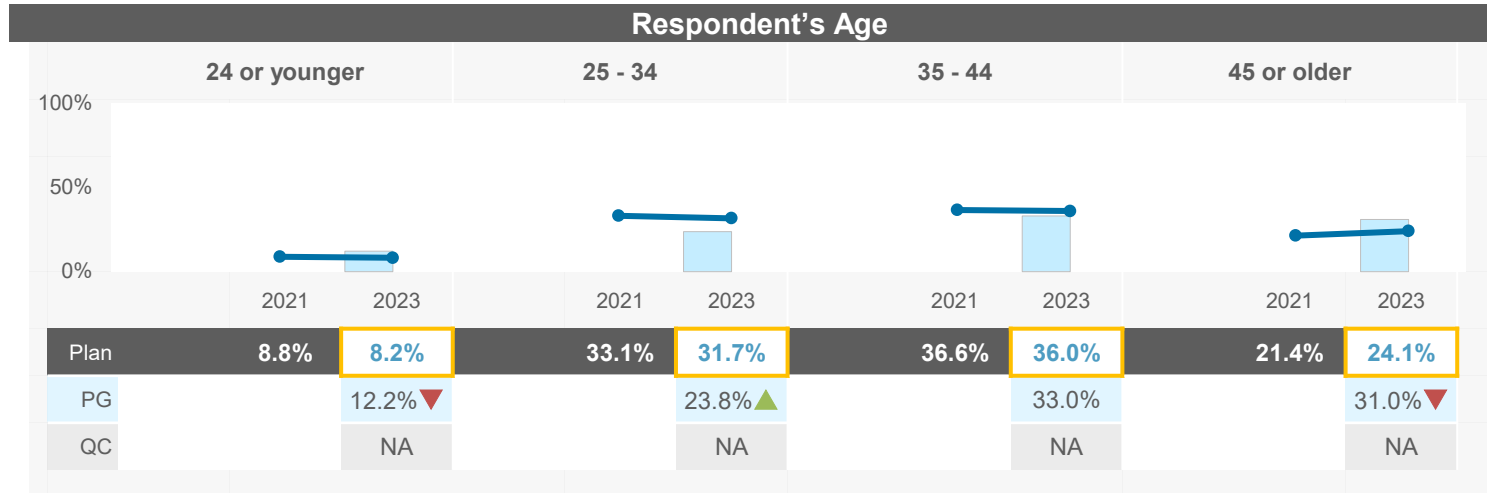
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	19.8%	21.7%	19.5%	21.4%	13.8%	22.6%↑	31.1%	34.3%	27.8%↓	27.7%	30.2%	30.2%
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	50.9%	50.6%	53.1%	49.1%	49.4%	46.9%
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	78.4%	76.6%	66.5%↓‡	17.6%	16.8%	26.8%↑‡	4.1%	6.5%	6.7%
PG			73.2%▼			21.4%▲			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	67.1%	69.5%	65.8%	22.3%	20.0%	24.4%	10.7%	10.6%	9.8%
PG			66.9%			21.7%			11.4%
QC			NA			NA			NA

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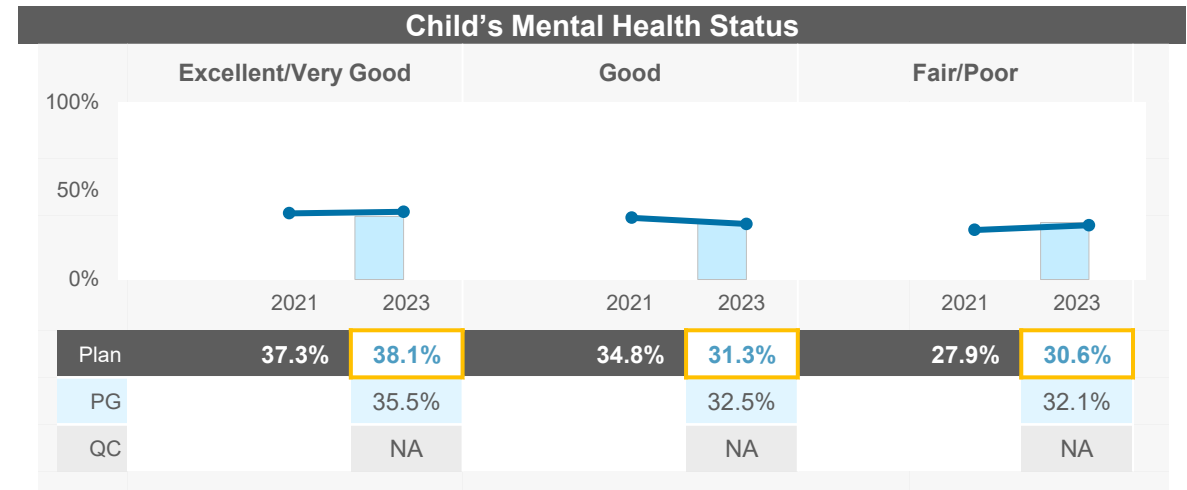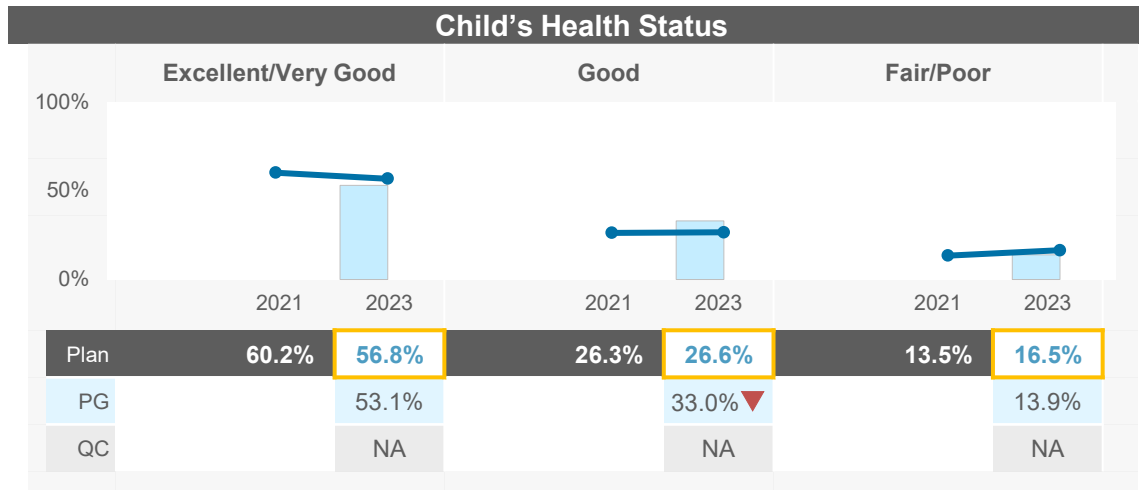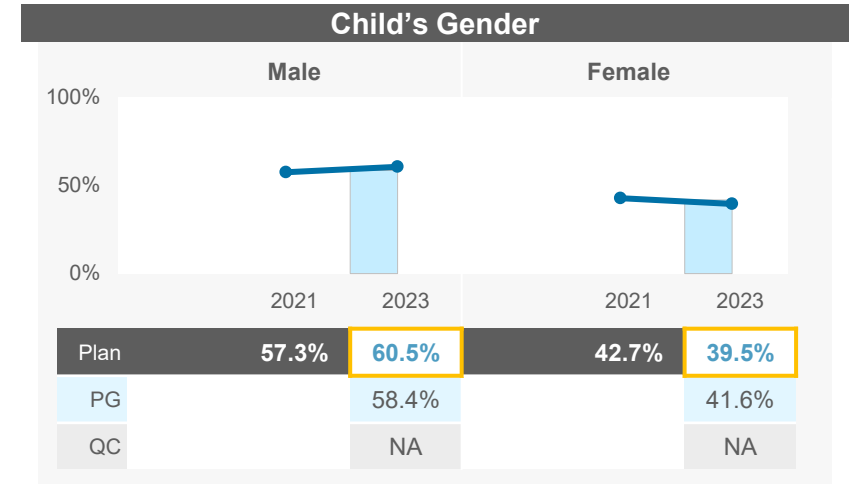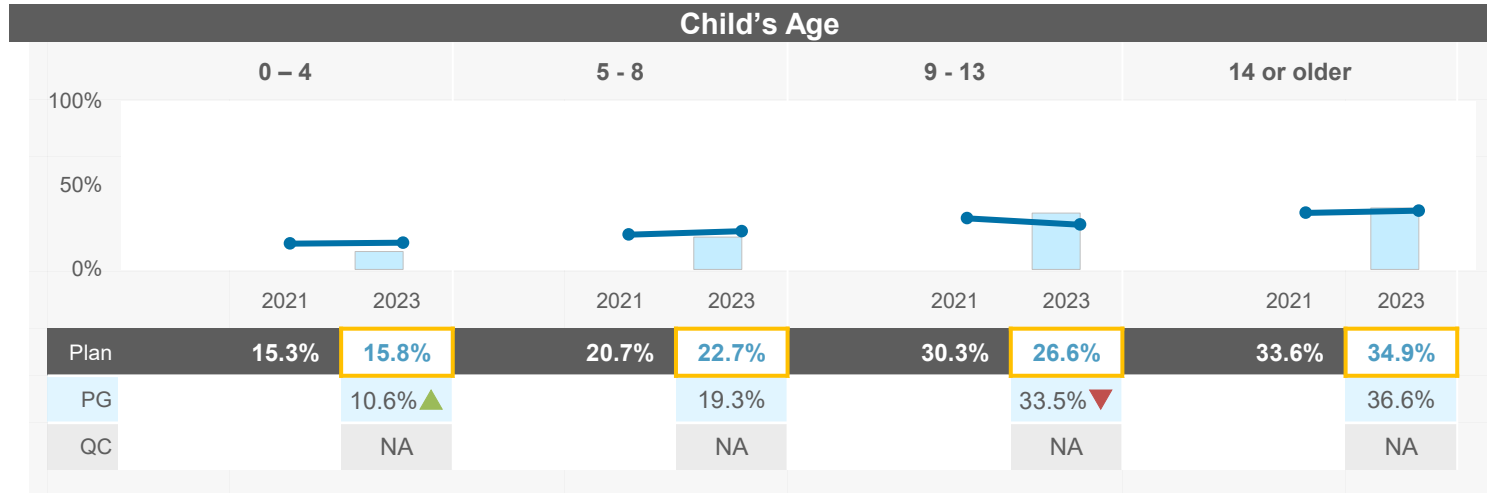
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	49.5%	49.5%	50.7%	50.5%	50.5%	49.3%
PG			36.8%▲			63.2%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	57.0%	57.6%	58.6%	11.9%	10.2%	9.9%	18.9%	13.2%	17.5%	2.4%	3.0%	3.8%	2.8%	3.6%	3.0%	22.4%	29.7%	25.4%
PG			63.4%			22.6%▼			6.4%▲			1.2%▲			3.2%			17.0%▲
QC			NA			NA			NA			NA			NA			NA

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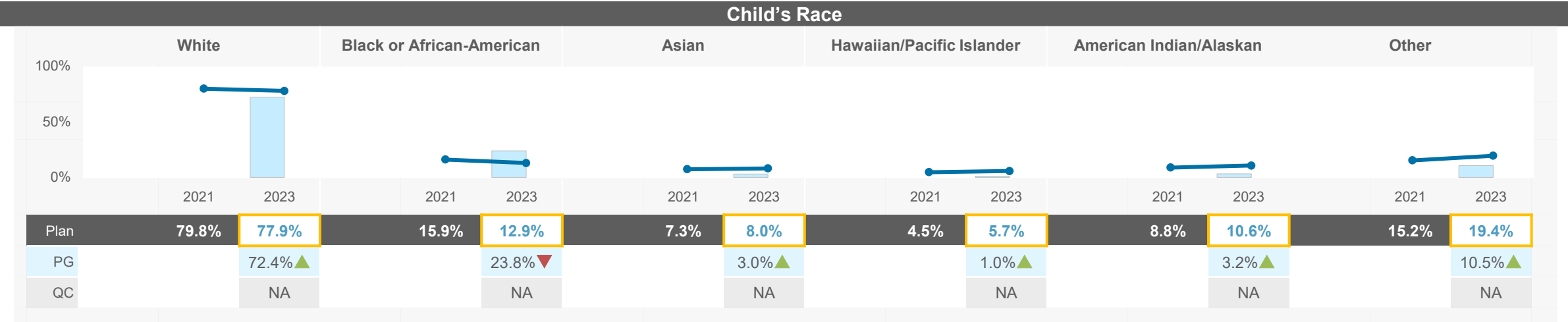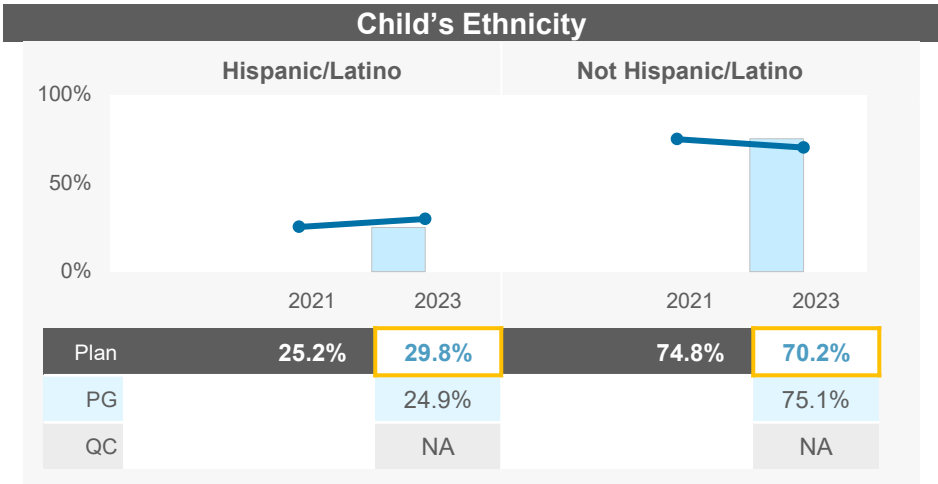
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	8.9%	10.7%	10.0%	26.0%	23.8%	25.2%	36.8%	36.9%	36.7%	28.3%	28.6%	28.1%
PG			12.2%			23.8%			33.0%			31.0%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	15.1%	16.3%	14.9%	84.9%	83.7%	85.1%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	63.7%	56.3%	60.8%	25.0%	28.9%	20.3%↓	11.3%	14.8%	18.9%⇕
PG			51.7%▲			29.8%▼			18.5%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	93.9%	94.4%	94.0%	3.2%	3.6%	3.6%	2.9%	1.9%	2.4%
PG			88.9%▲			7.1%▼			4.0%▼
QC			NA			NA			NA

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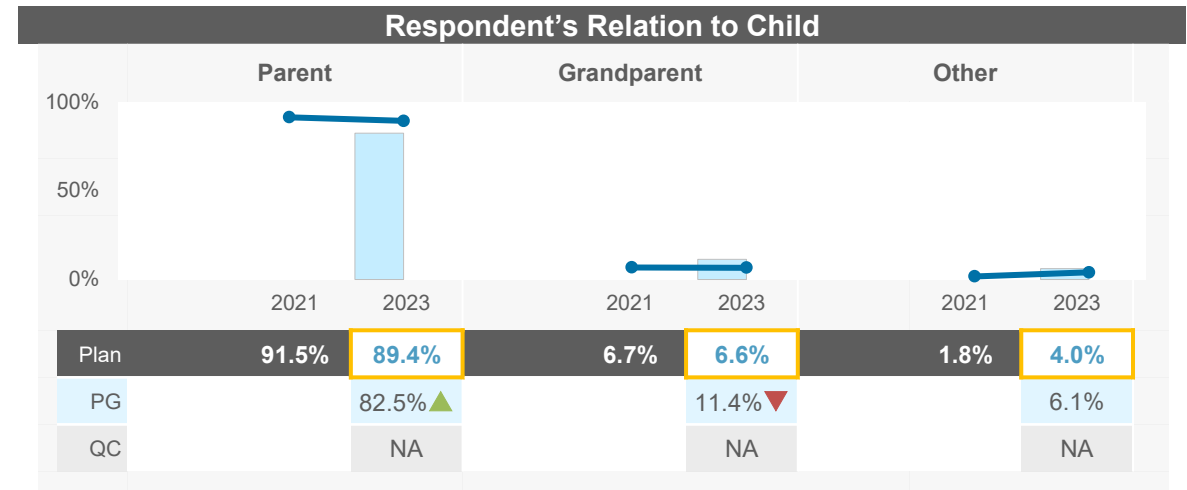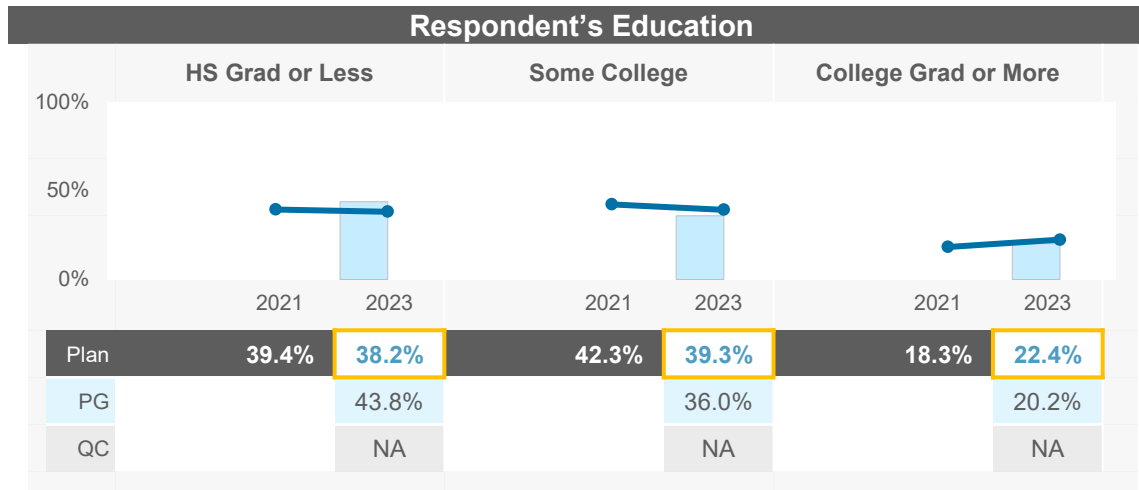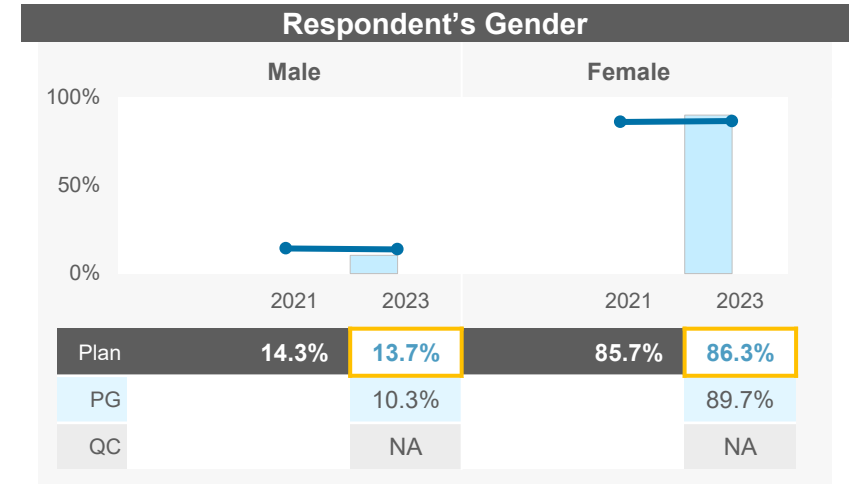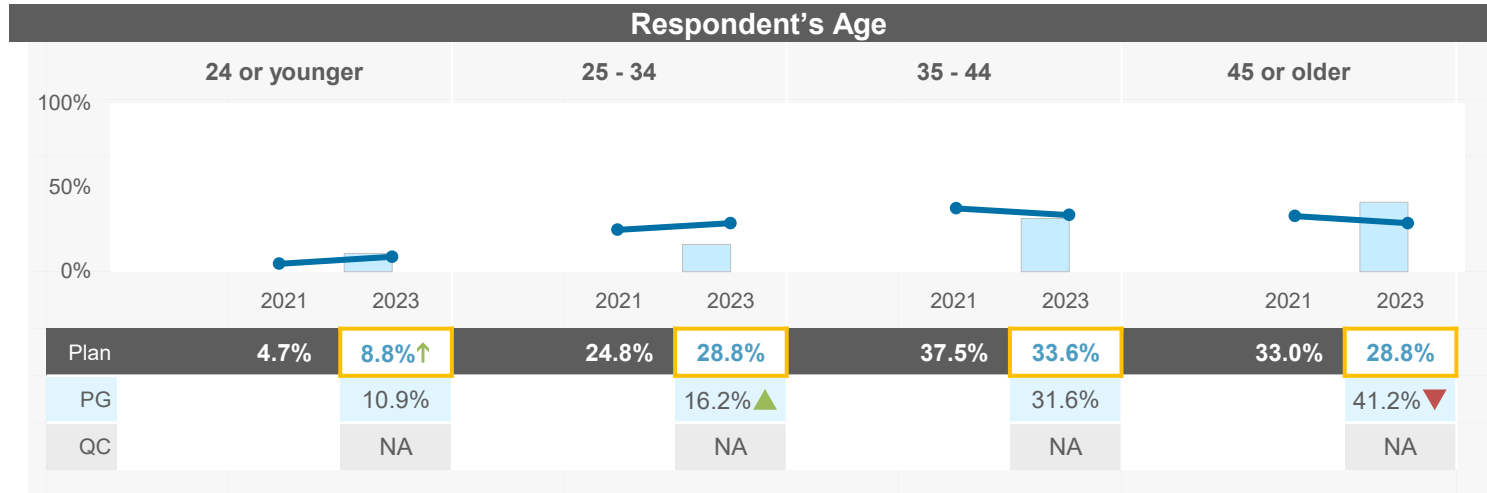
PROFILE OF SURVEY RESPONDENTS
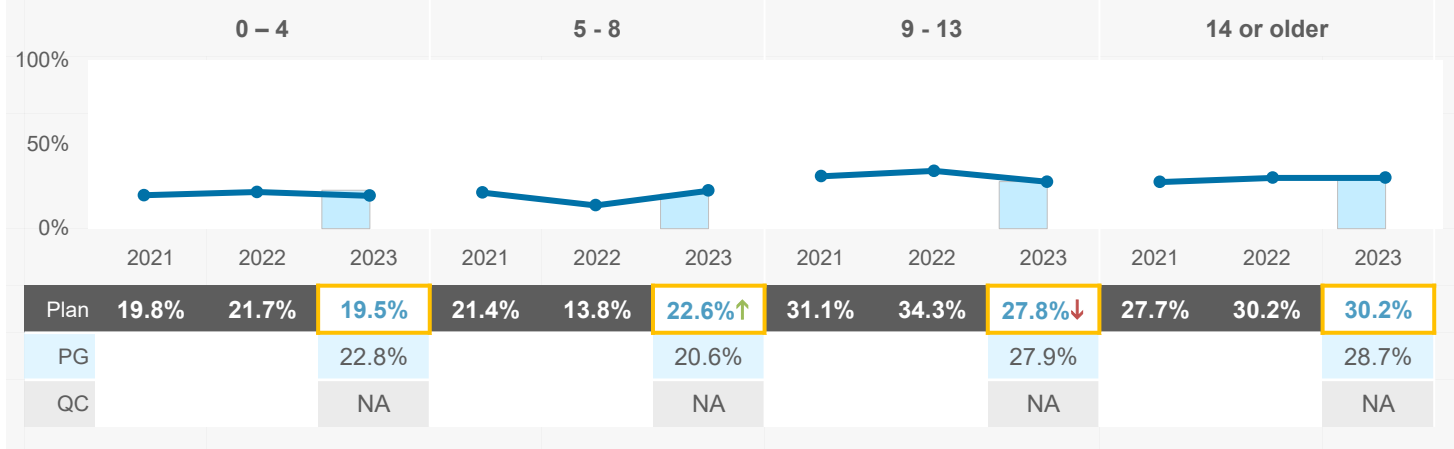
MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	12.8%	11.8%	16.2%	14.3%	15.0%	18.4%	38.3%	36.7%	26.5%↓‡	34.7%	36.4%	38.9%
PG			10.6%▲			19.3%			33.5%▼			36.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	54.1%	56.1%	54.4%	45.9%	43.9%	45.6%
PG			58.4%			41.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	51.3%	50.0%	44.9%	33.3%	33.4%	40.0%	15.4%	16.6%	15.1%
PG			53.1%▼			33.0%▲			13.9%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	29.4%	35.4%	32.2%	33.5%	33.4%	30.7%	37.1%	31.2%	37.1%
PG			35.5%			32.5%			32.1%
QC			NA			NA			NA

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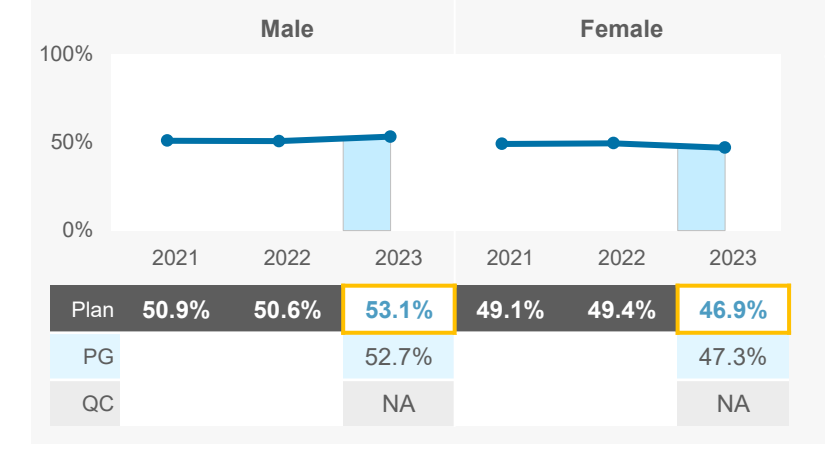
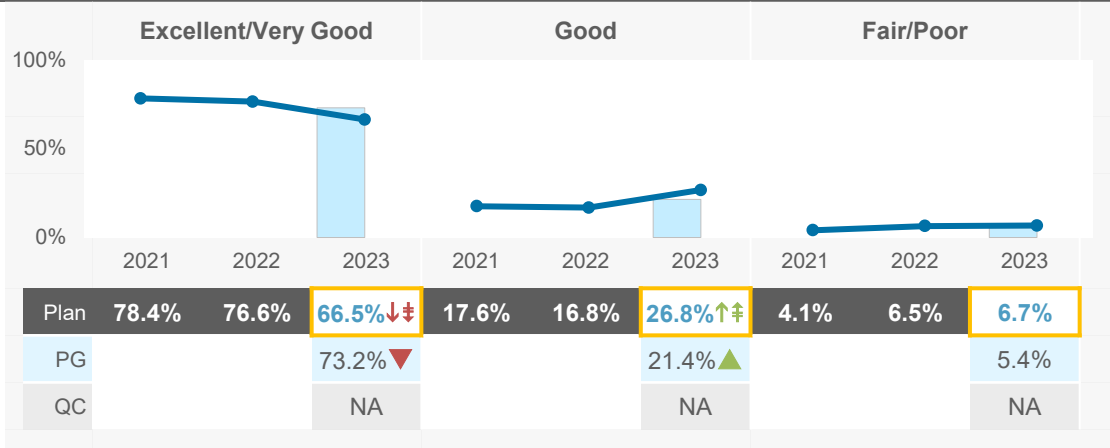# PROFILE OF SURVEY RESPONDENTS
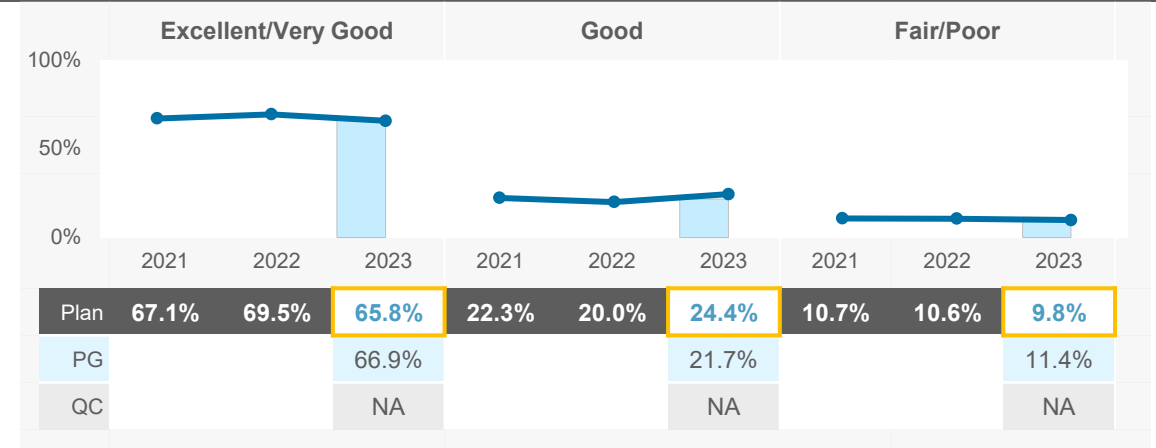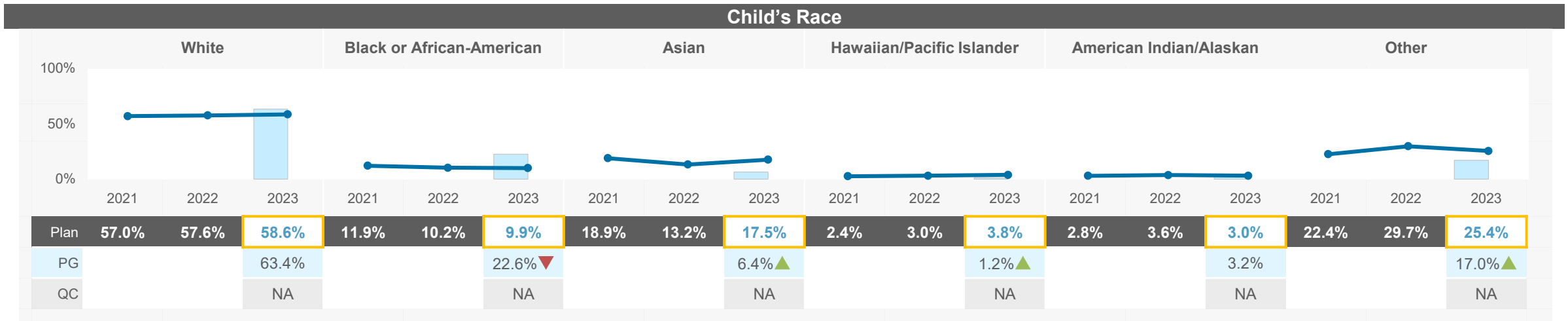
MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	46.6%	45.0%	**42.2%**	53.4%	55.0%	**57.8%**
PG			24.9%▲			75.1%▼
QC			NA			NA

Child's Race

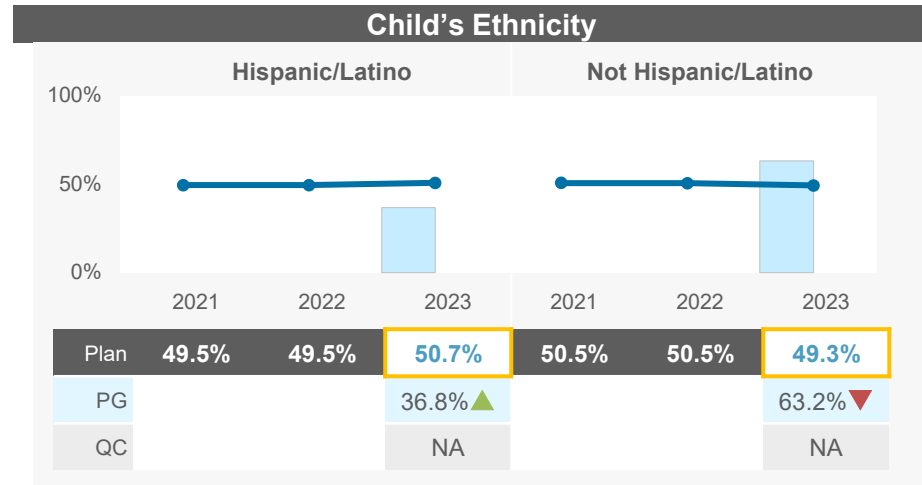|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	76.3%	72.5%	**71.8%**	5.1%	10.1%	**10.1%‡**	9.0%	7.7%	**12.7%↑**	2.3%	1.7%	**3.9%**	4.0%	6.3%	**6.8%**	20.3%	24.0%	**20.1%**
PG			72.4%			23.8%▼			3.0%▲			1.0%▲			3.2%▲			10.5%▲
QC			NA			NA			NA			NA			NA			NA

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

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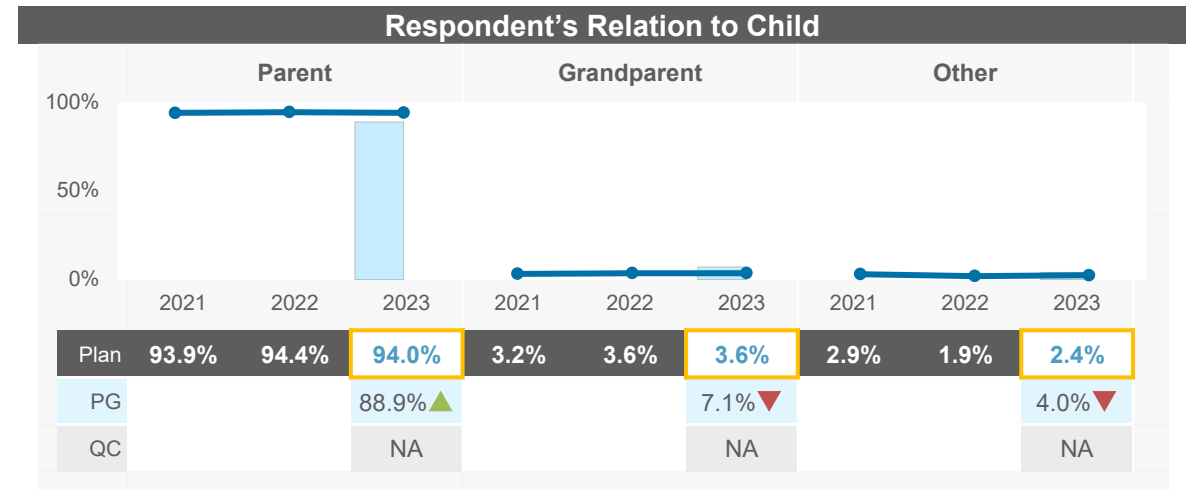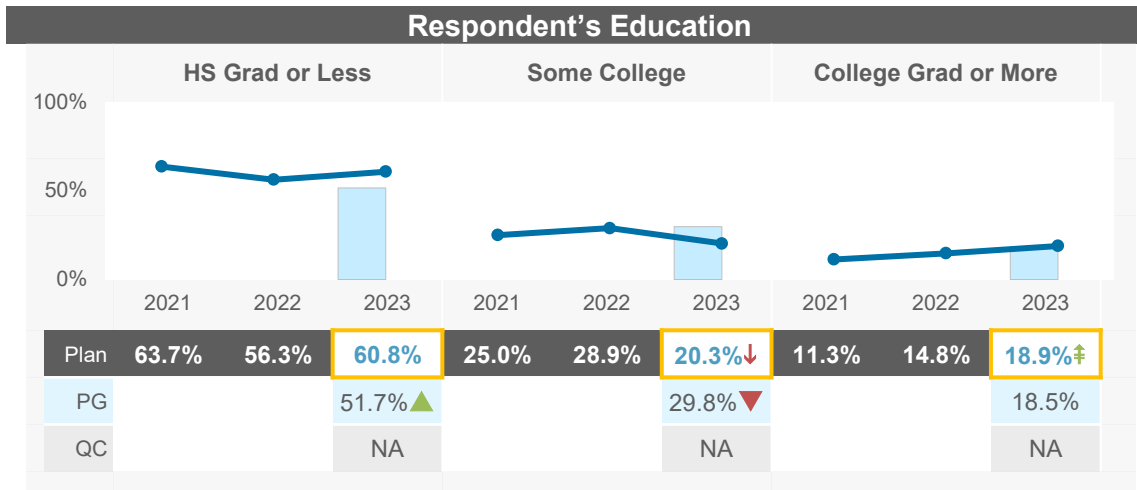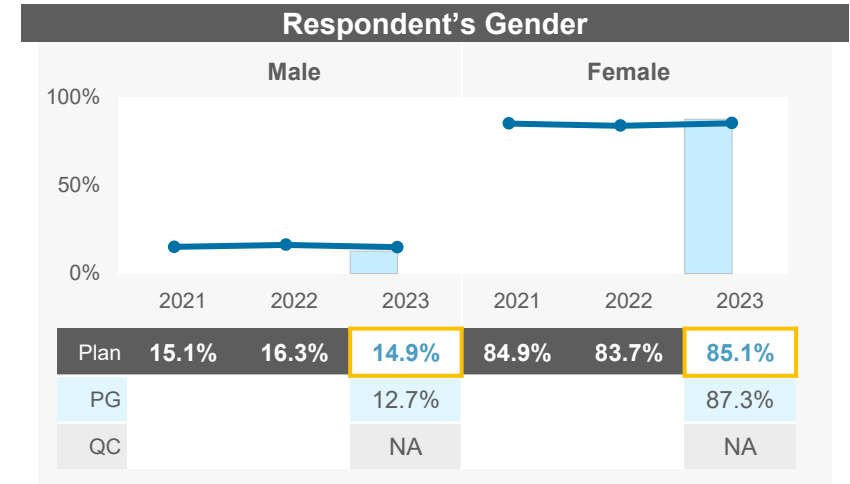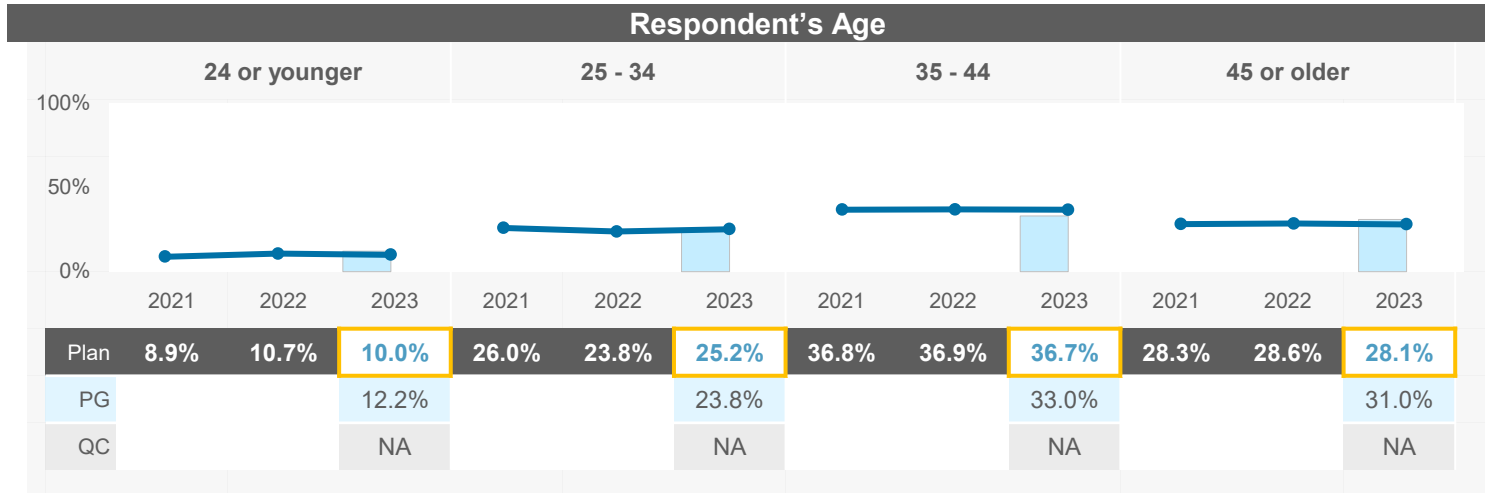
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	7.9%	8.6%	9.2%	14.7%	16.6%	19.6%	44.0%	40.9%	38.3%	33.5%	33.9%	32.9%
PG			10.9%			16.2%			31.6%▲			41.2%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	13.0%	16.6%	14.9%	87.0%	83.4%	85.1%
PG			10.3%▲			89.7%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	48.9%	47.1%	45.4%	30.1%	31.2%	31.9%	21.0%	21.8%	22.7%
PG			43.8%			36.0%			20.2%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	91.3%	91.6%	90.5%	7.1%	4.9%	7.0%	1.6%	3.6%	2.5%
PG			82.5%▲			11.4%▼			6.1%▼
QC			NA			NA			NA

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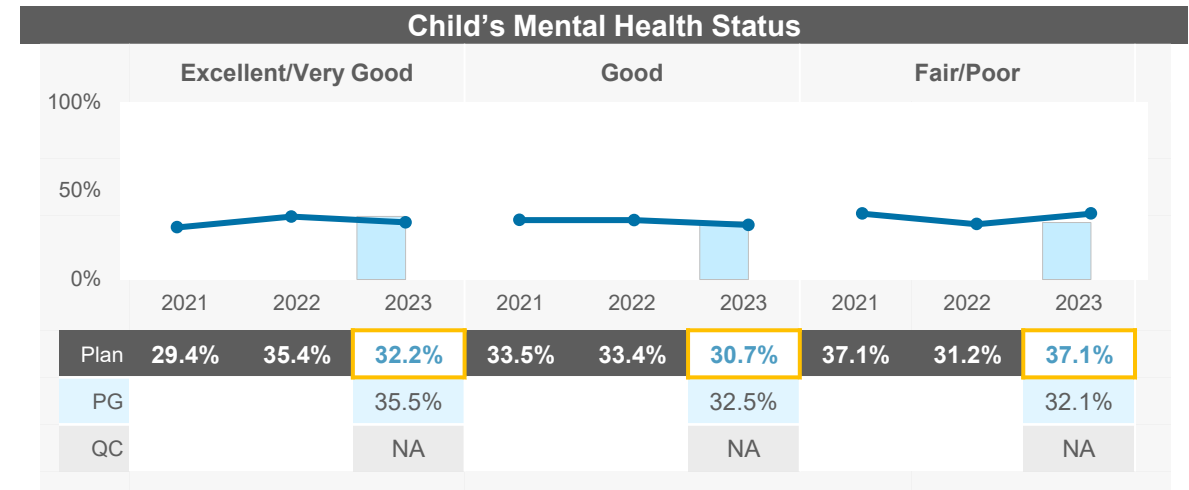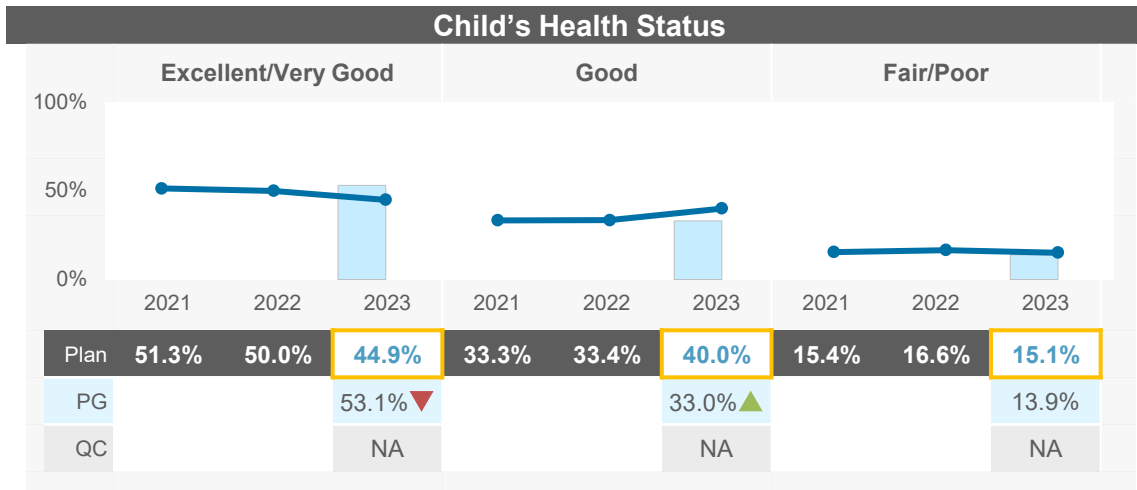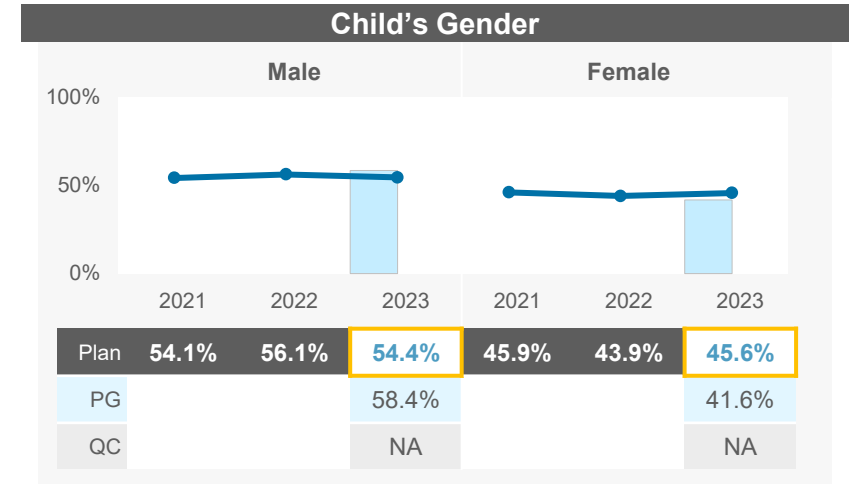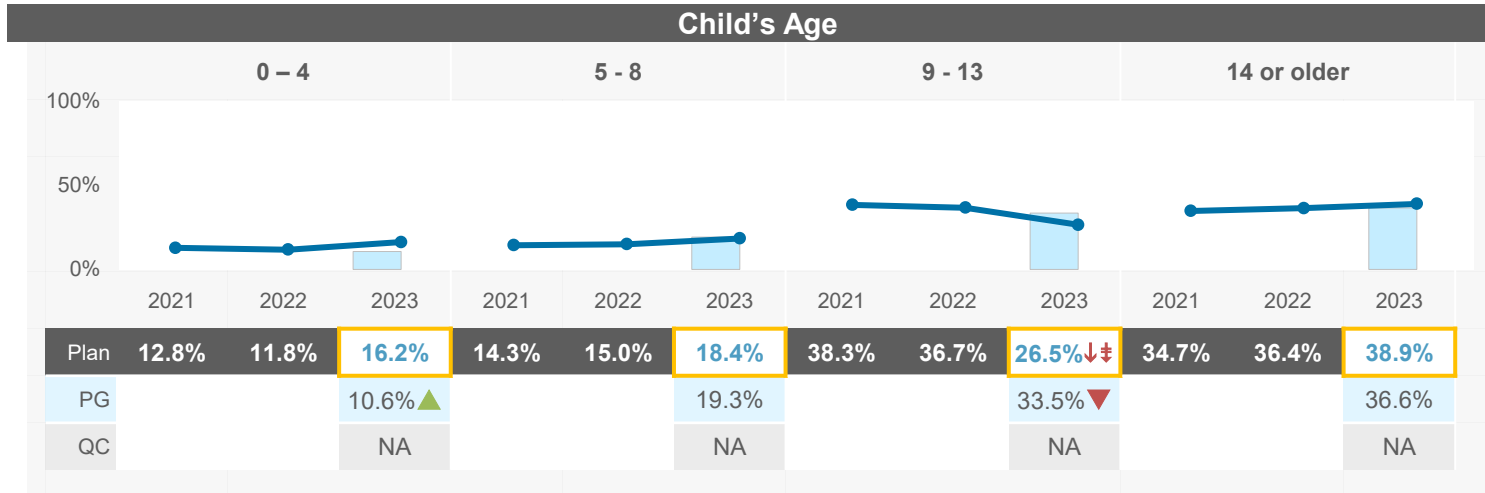
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	25.0%	26.8%	---	20.1%	20.9%	---	28.2%	24.7%	---	26.6%	27.6%
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	---	55.0%	52.7%	---	45.0%	47.3%
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	76.1%	72.1%	---	19.1%	24.2%	---	4.9%	3.8%
PG			73.2%			21.4%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	59.0%	70.5%↑	---	22.1%	19.8%	---	18.9%	9.7%↓
PG			66.9%			21.7%			11.4%
QC			NA			NA			NA

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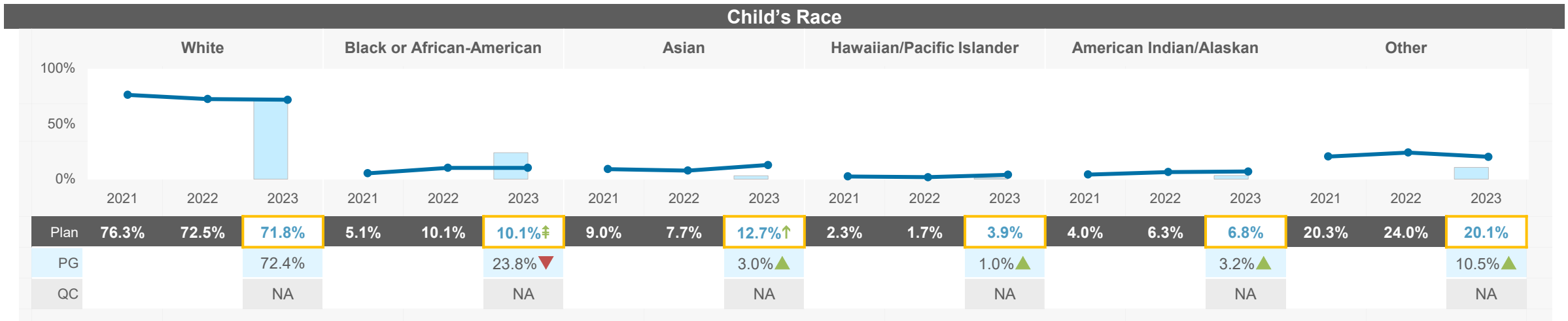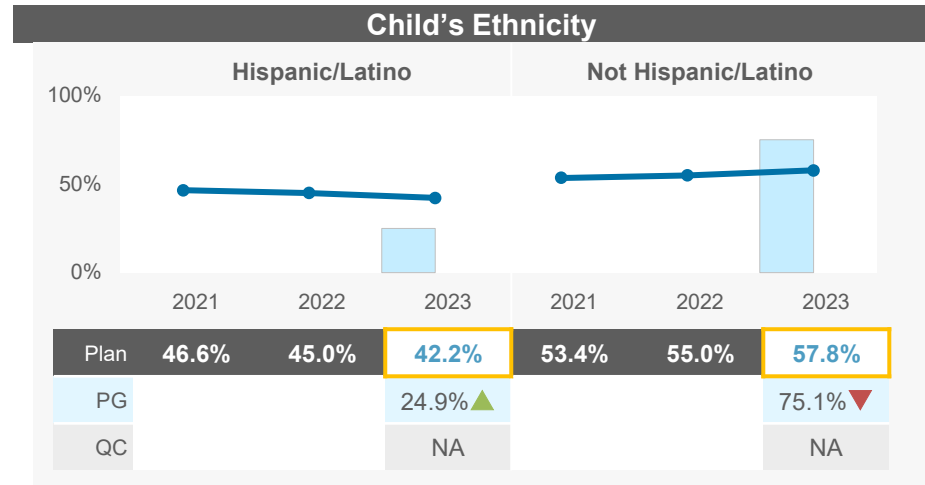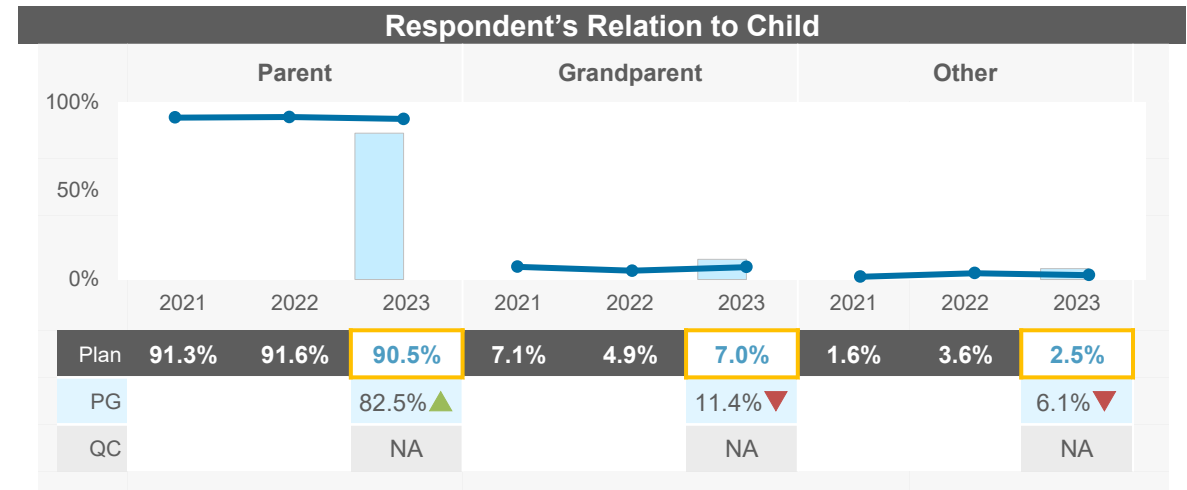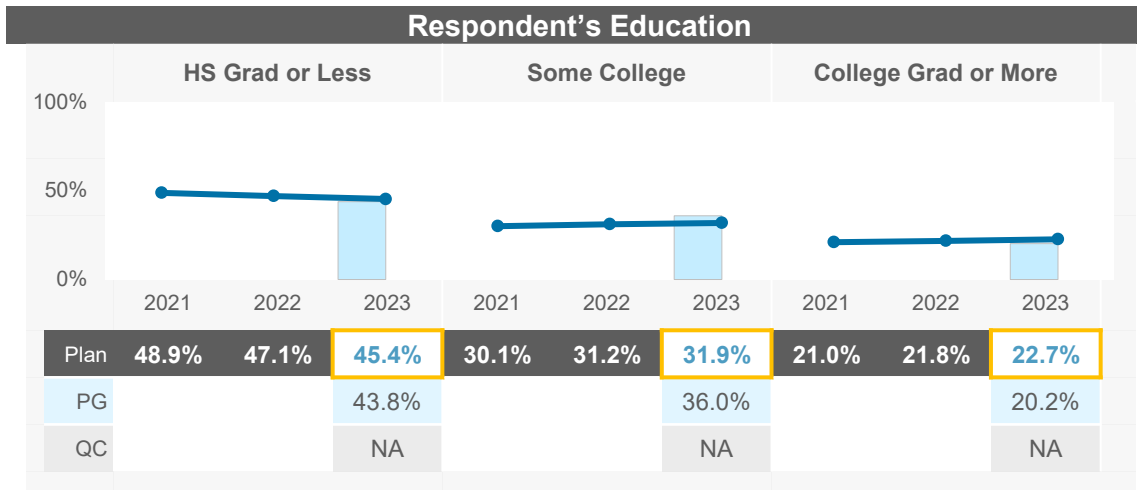
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	---	33.3%	50.6%↑	---	66.7%	49.4%↓
PG			36.8%▲			63.2%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	76.1%	67.3%↓	---	9.3%	12.0%	---	5.9%	9.7%	---	3.5%	1.4%	---	6.9%	6.0%	---	18.3%	24.4%
PG			63.4%			22.6%▼			6.4%			1.2%			3.2%			17.0%▲
QC			NA			NA			NA			NA			NA			NA

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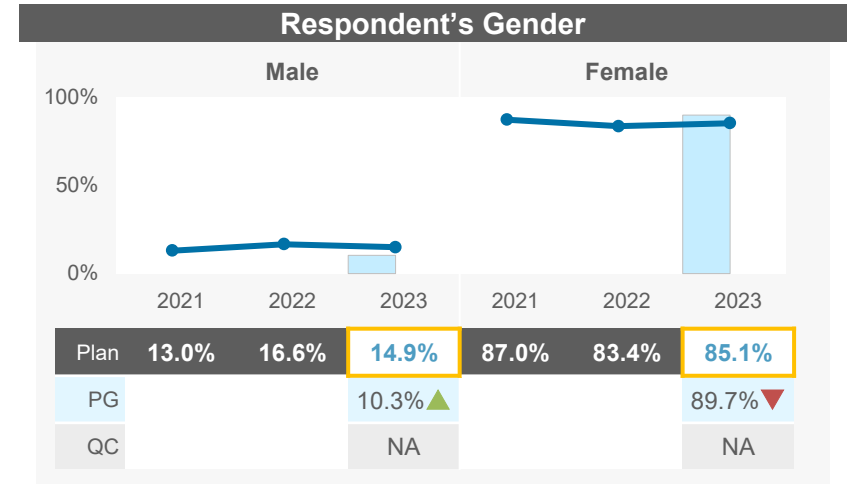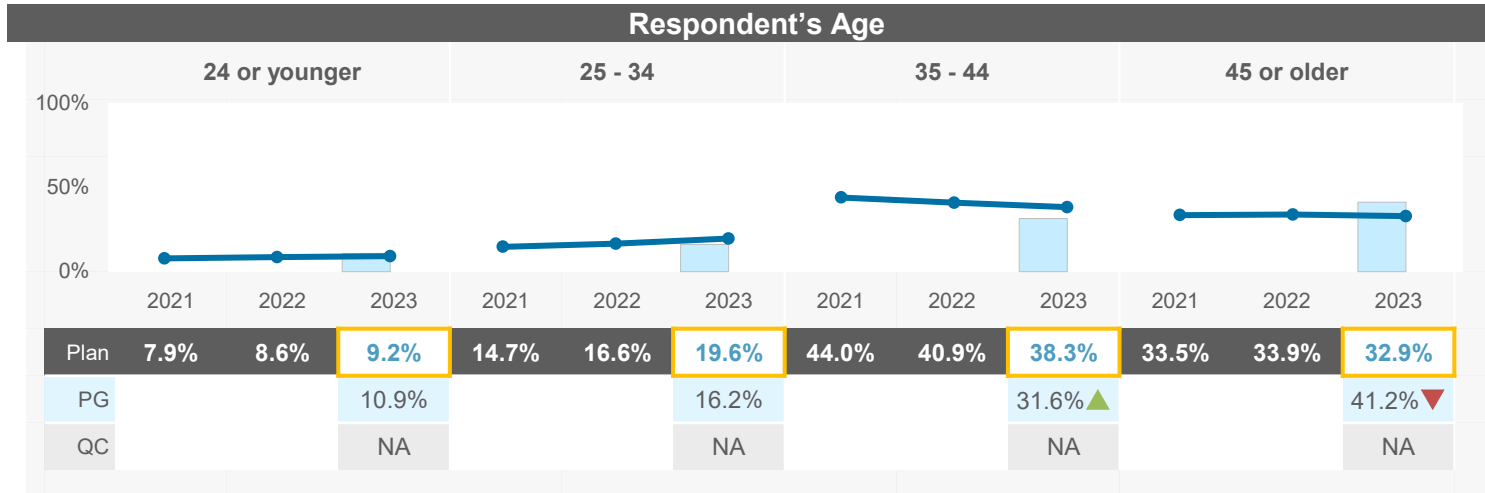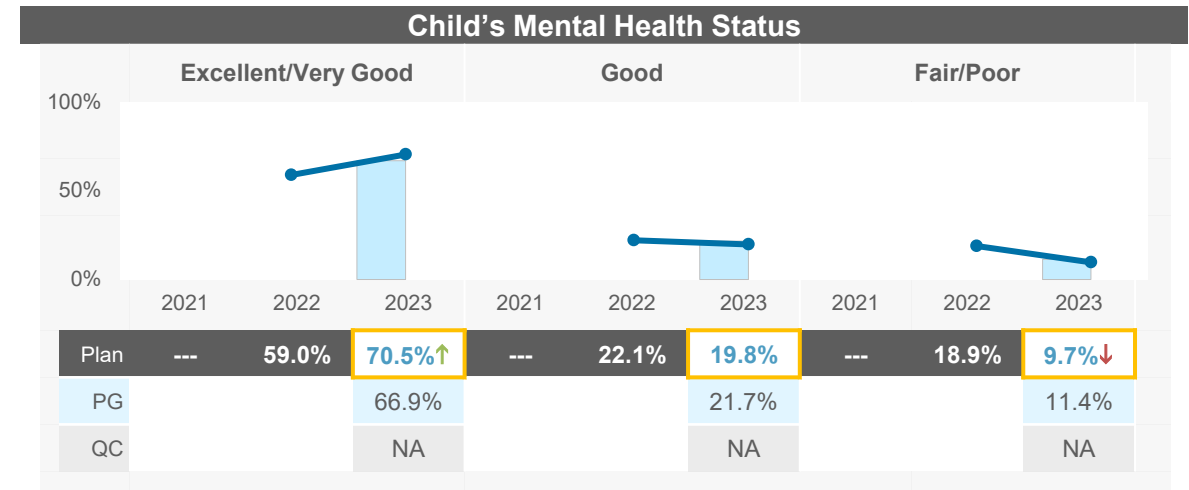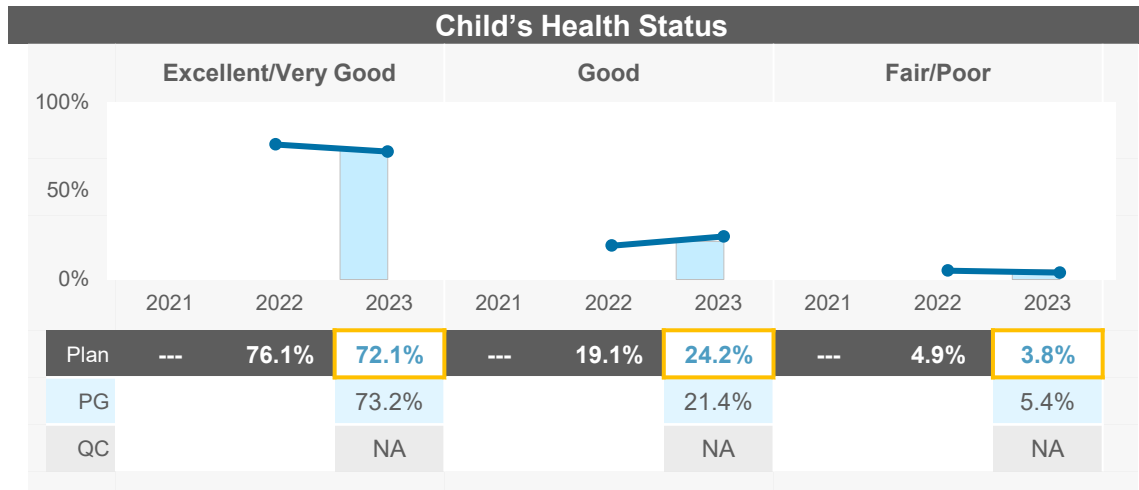
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	7.2%	8.1%	---	19.1%	28.0%↑	---	24.0%	31.4%	---	49.7%	32.6%↓
PG			12.2%▼			23.8%			33.0%			31.0%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	---	15.1%	15.7%	---	84.9%	84.3%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	36.4%	52.9%↑	---	36.1%	30.0%	---	27.5%	17.2%↓
PG			51.7%			29.8%			18.5%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	76.6%	86.6%↑	---	12.1%	7.6%	---	11.3%	5.8%↓
PG			88.9%			7.1%			4.0%
QC			NA			NA			NA

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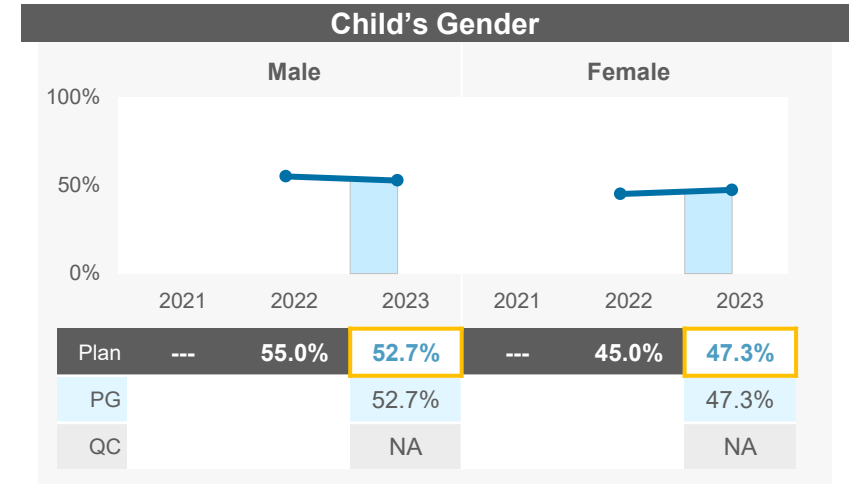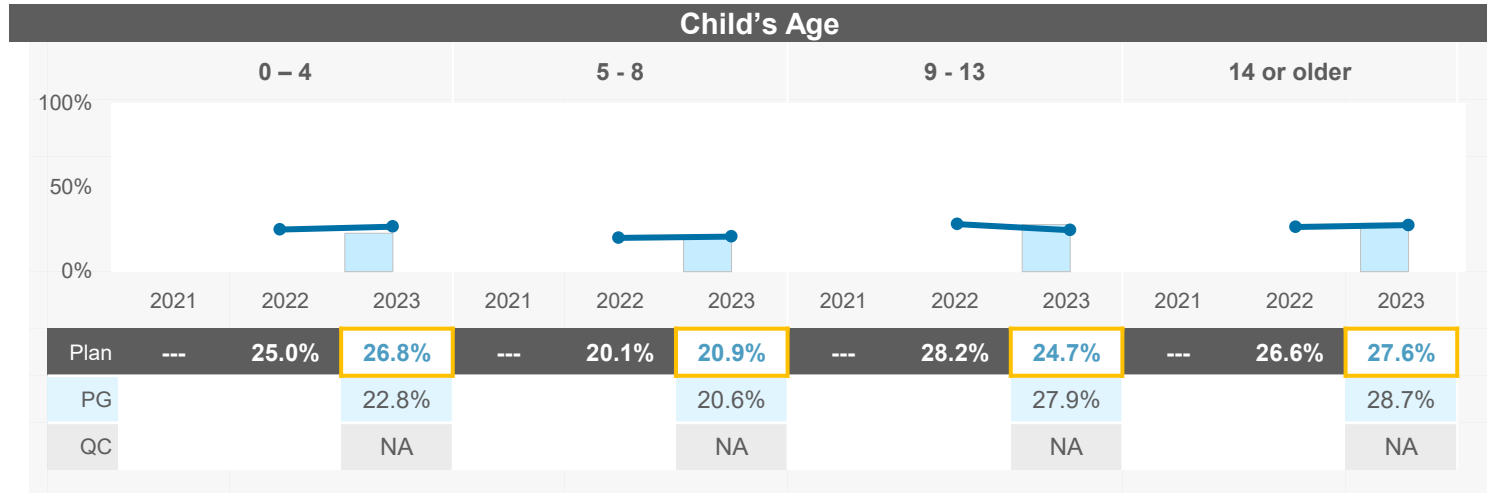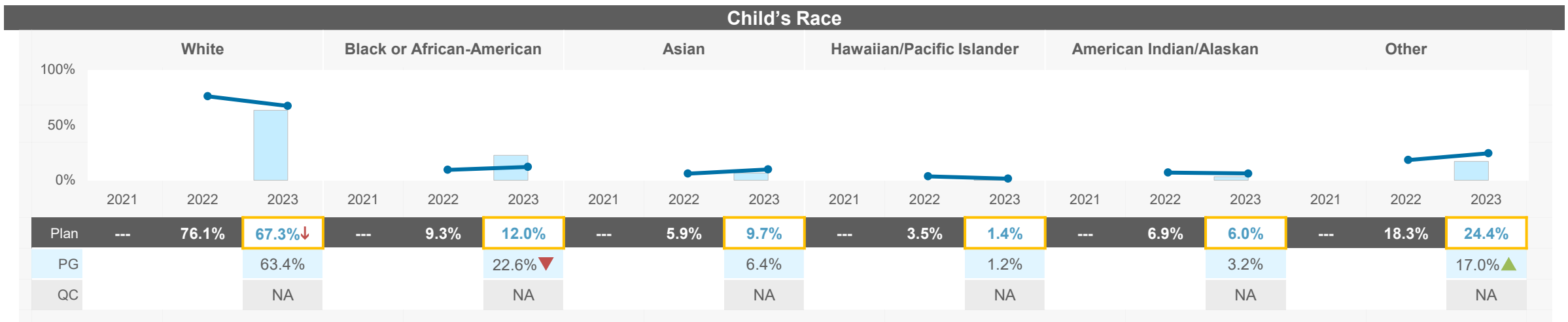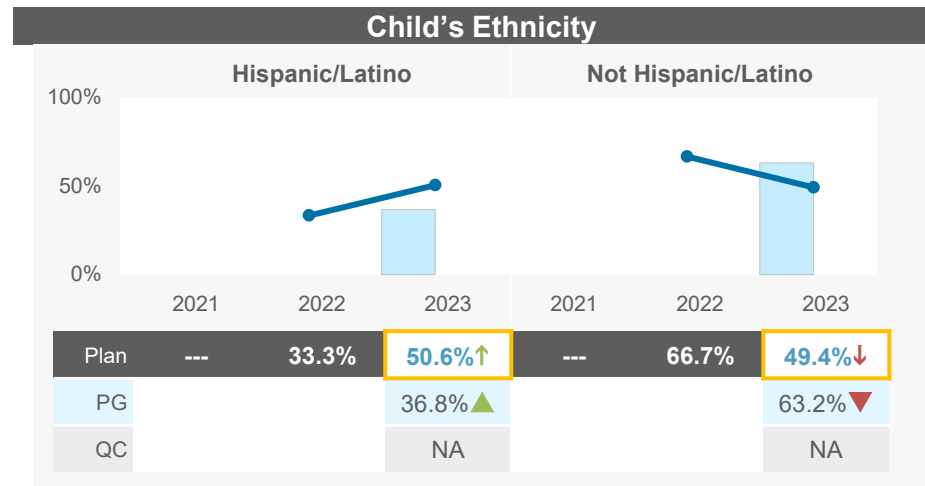
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	---	22.1%	38.6%↑	---	77.9%	61.4%↓
PG			24.9%▲			75.1%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	80.6%	75.1%	---	12.7%	10.7%	---	4.4%	7.8%	---	3.0%	1.5%	---	6.9%	7.8%	---	11.6%	16.6%
PG			72.4%			23.8%▼			3.0%▲			1.0%			3.2%▲			10.5%▲
QC			NA			NA			NA			NA			NA			NA

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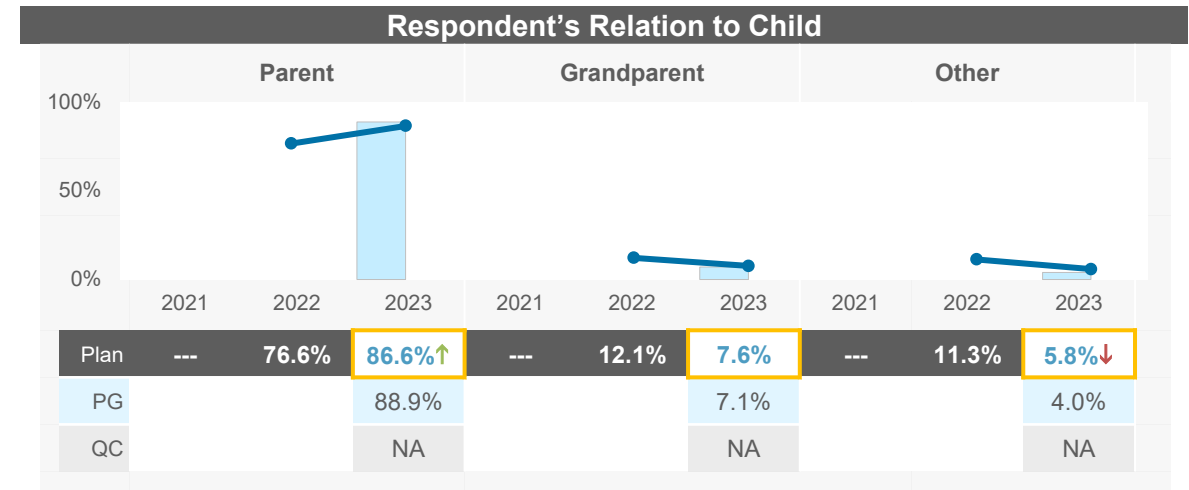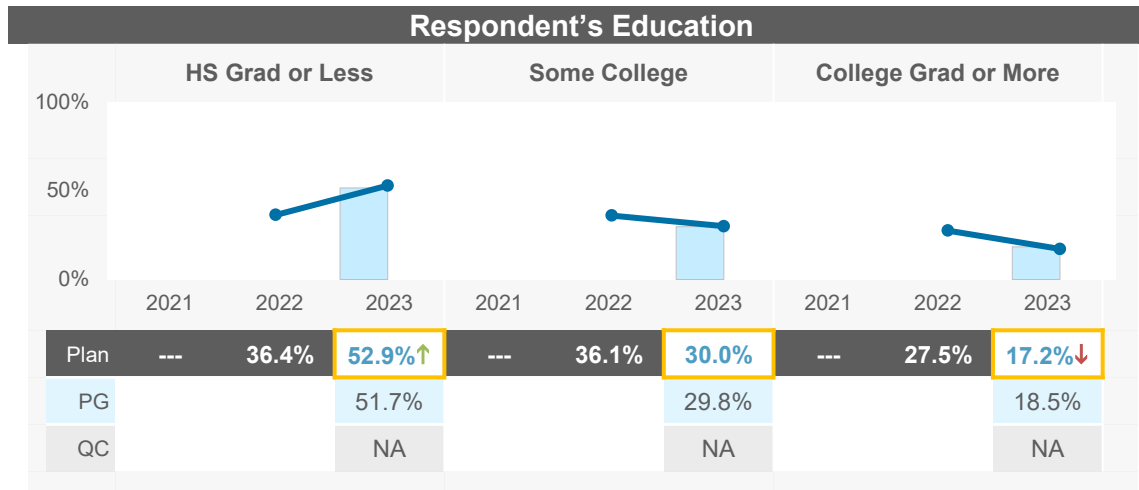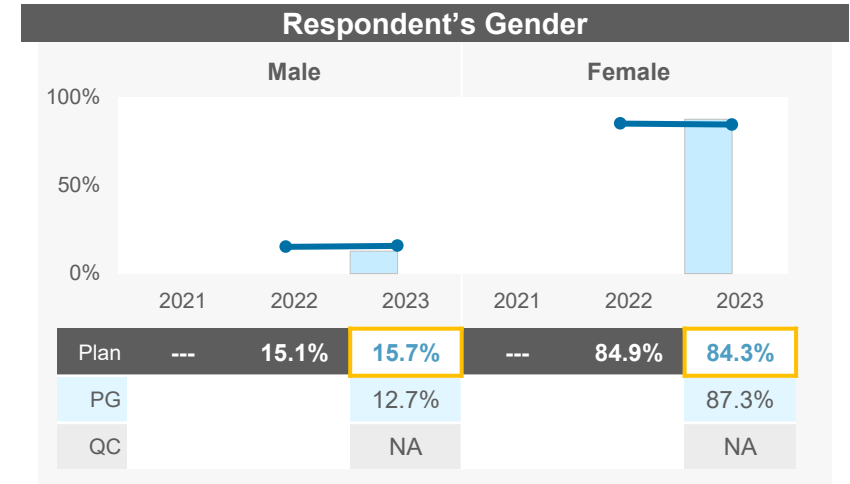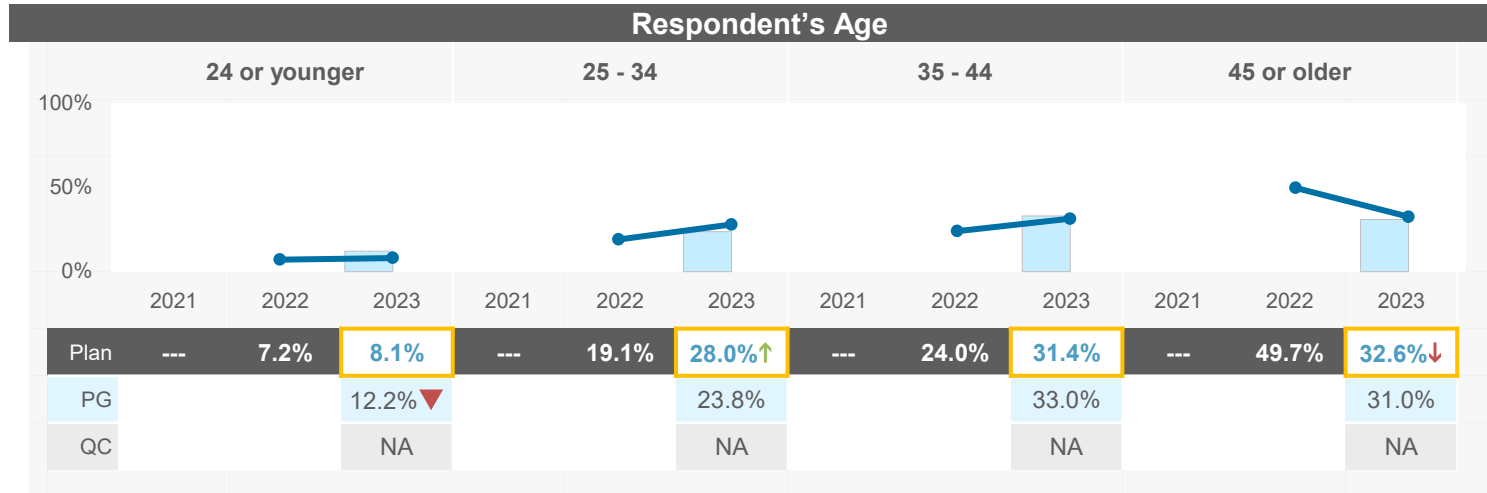
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	7.8%	6.7%	---	9.4%	16.3%↑	---	22.6%	26.3%	---	60.2%	50.7%↓
PG			10.9%▼			16.2%			31.6%			41.2%▲
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	---	14.2%	11.9%	---	85.8%	88.1%
PG			10.3%			89.7%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	27.4%	34.5%	---	35.3%	36.9%	---	37.2%	28.6%↓
PG			43.8%▼			36.0%			20.2%▲
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	---	69.9%	71.5%	---	13.3%	12.0%	---	16.8%	16.5%
PG			82.5%▼			11.4%			6.1%▲
QC			NA			NA			NA

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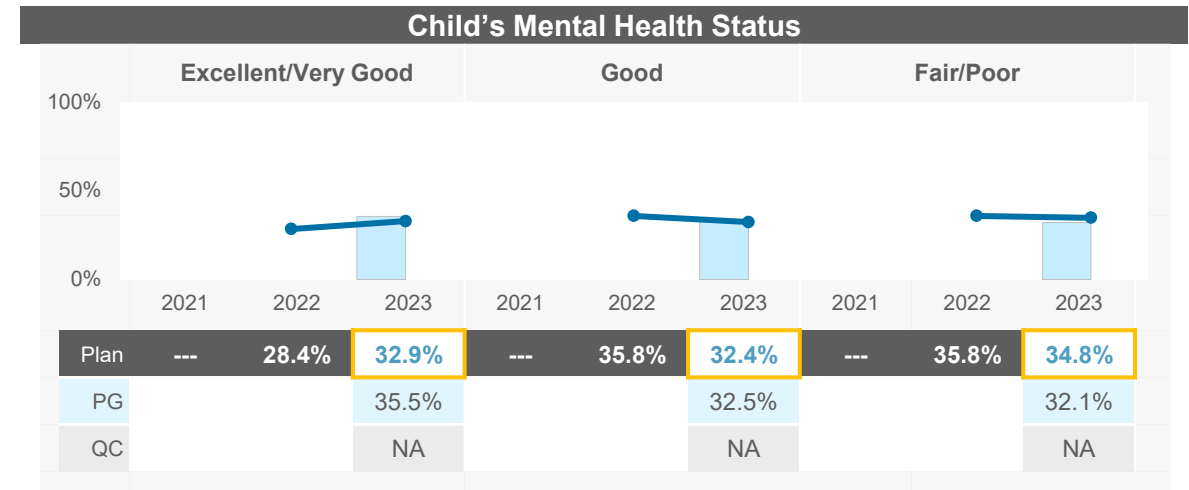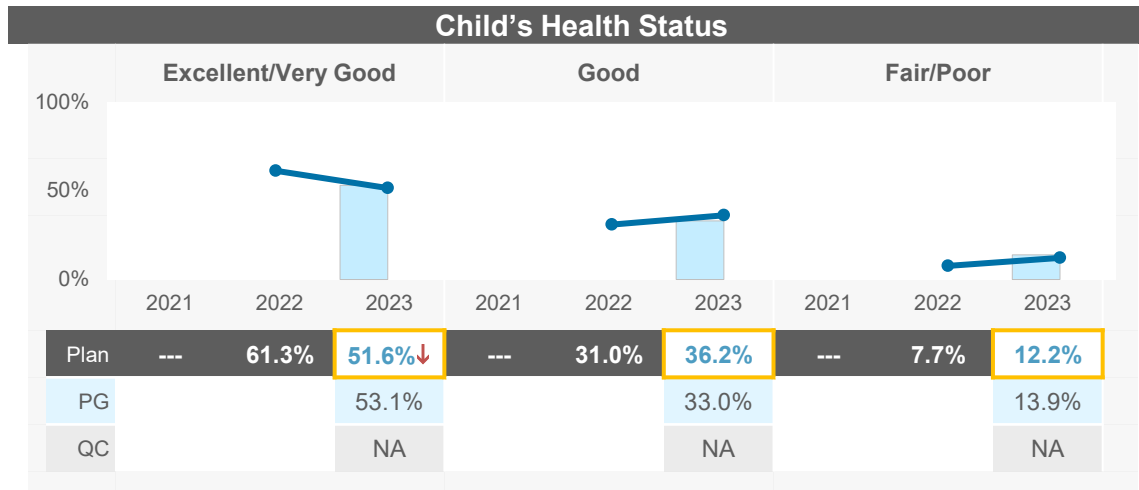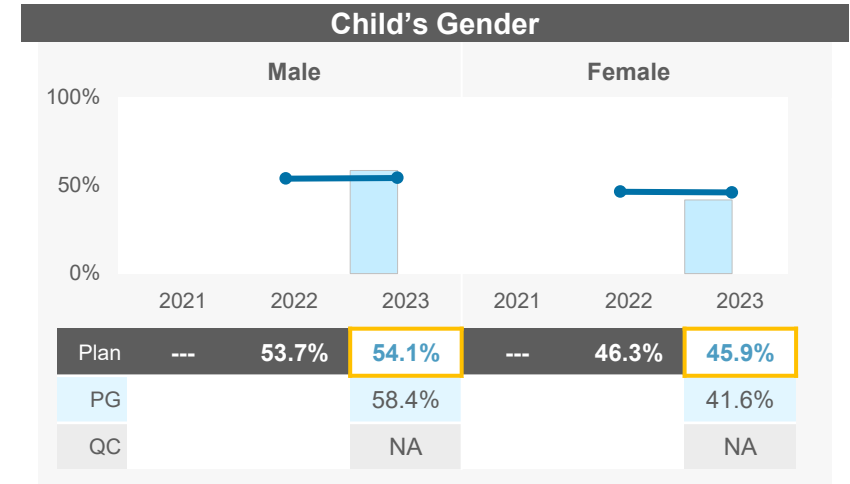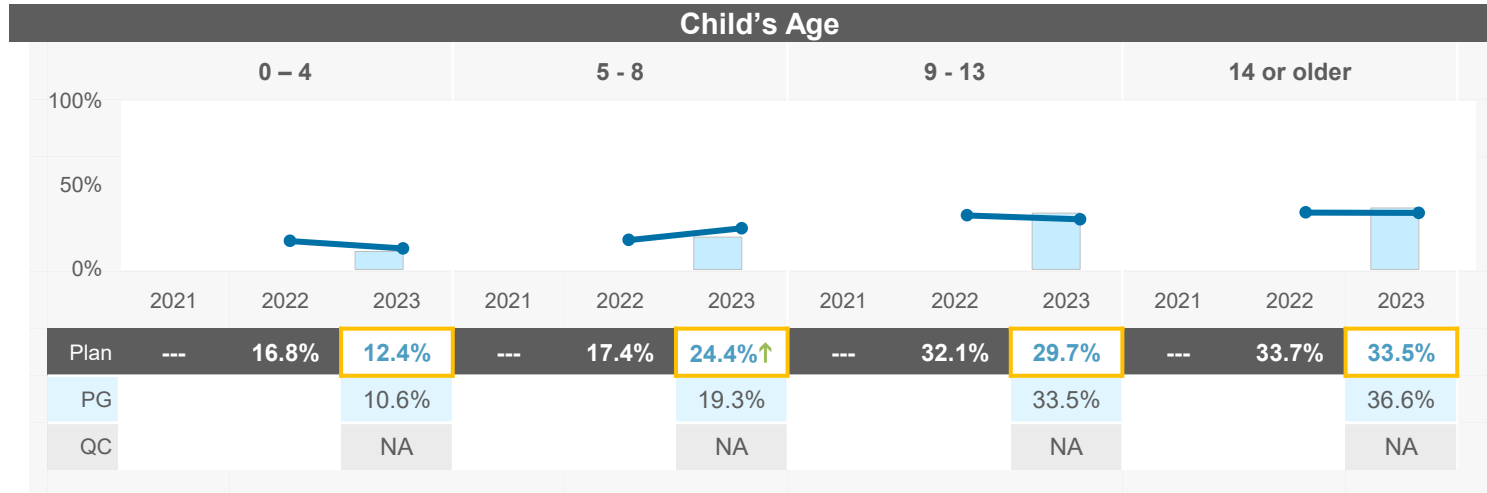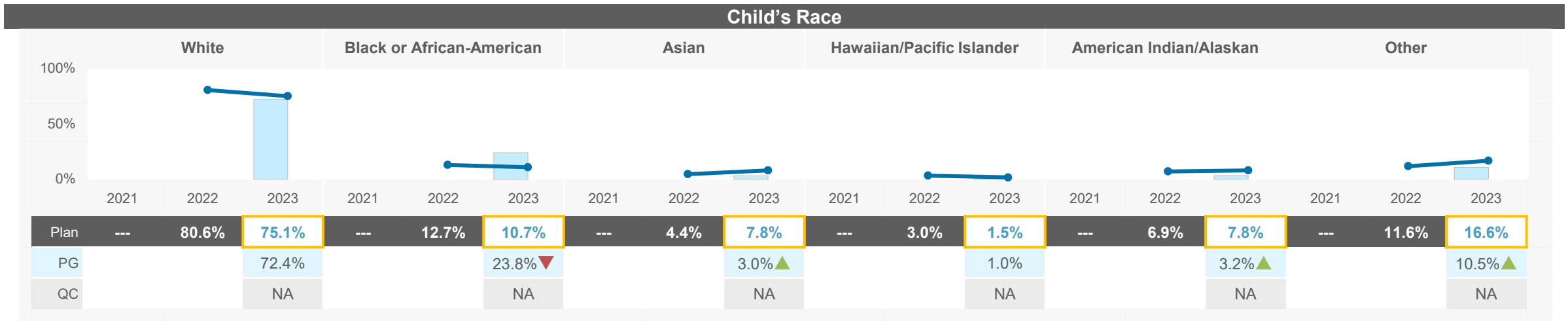
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	26.4%	21.3%	20.1%‡	17.6%	25.8%	21.9%	31.1%	30.7%	25.8%	25.0%	22.2%	32.2%↑‡
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	46.7%	52.6%	54.7%‡	53.3%	47.4%	45.3%‡
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	77.5%	81.9%	73.9%↓	18.9%	14.3%	19.2%	3.6%	3.8%	6.9%↑‡
PG			73.2%			21.4%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	70.3%	71.4%	67.8%	17.6%	19.5%	21.1%	12.1%	9.0%	11.2%
PG			66.9%			21.7%			11.4%
QC			NA			NA			NA

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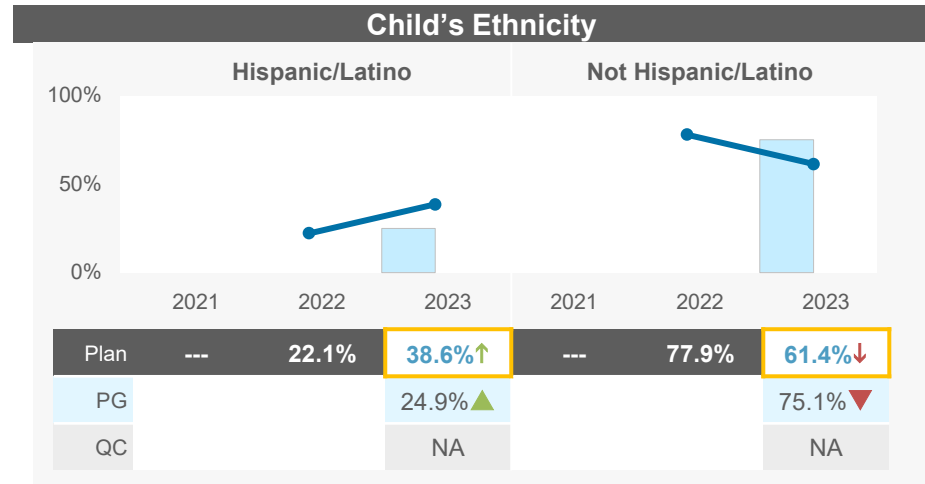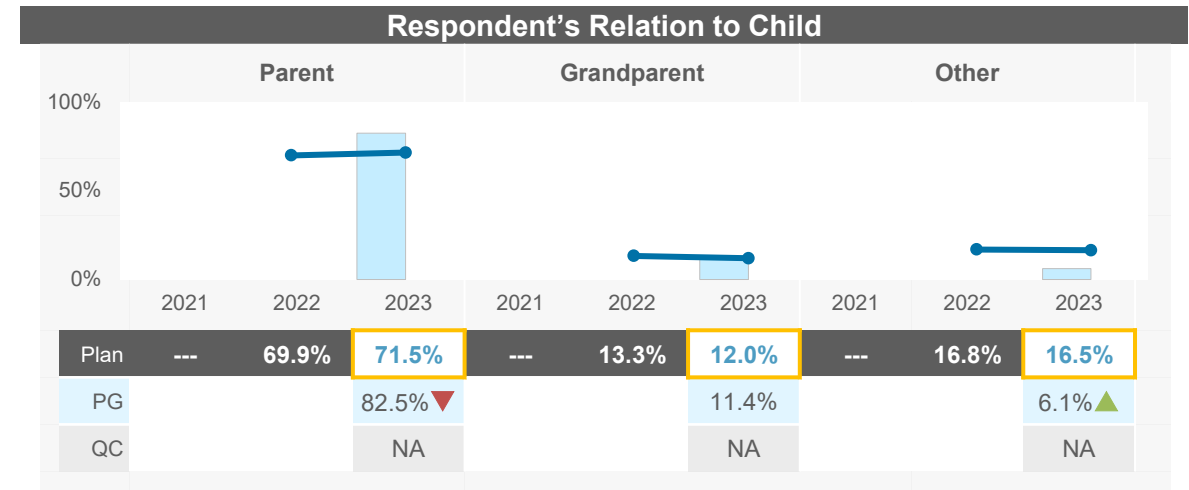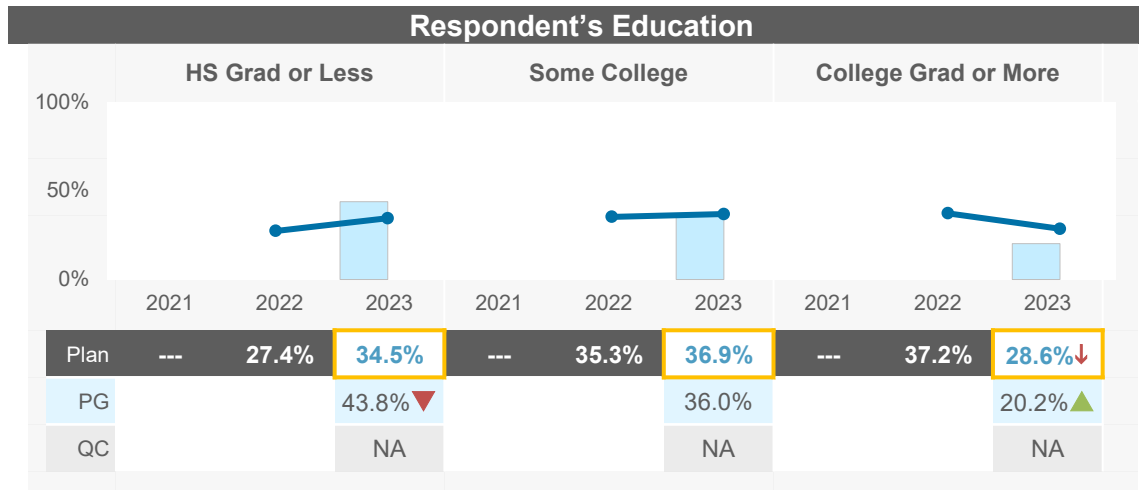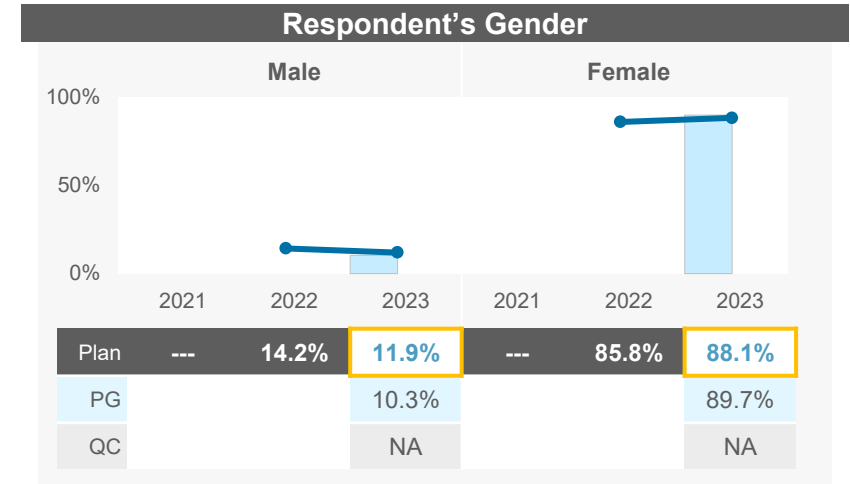
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	45.6%	36.3%	35.1%‡	54.4%	63.7%	64.9%‡
PG			36.8%			63.2%
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	66.2%	70.5%	69.0%	9.5%	12.5%	11.0%	10.2%	12.8%	12.6%	2.2%	3.9%	3.8%	3.3%	4.7%	5.0%	26.5%	19.6%	17.4%‡
PG			63.4%▲			22.6%▼			6.4%▲			1.2%▲			3.2%			17.0%
QC			NA			NA			NA			NA			NA			NA

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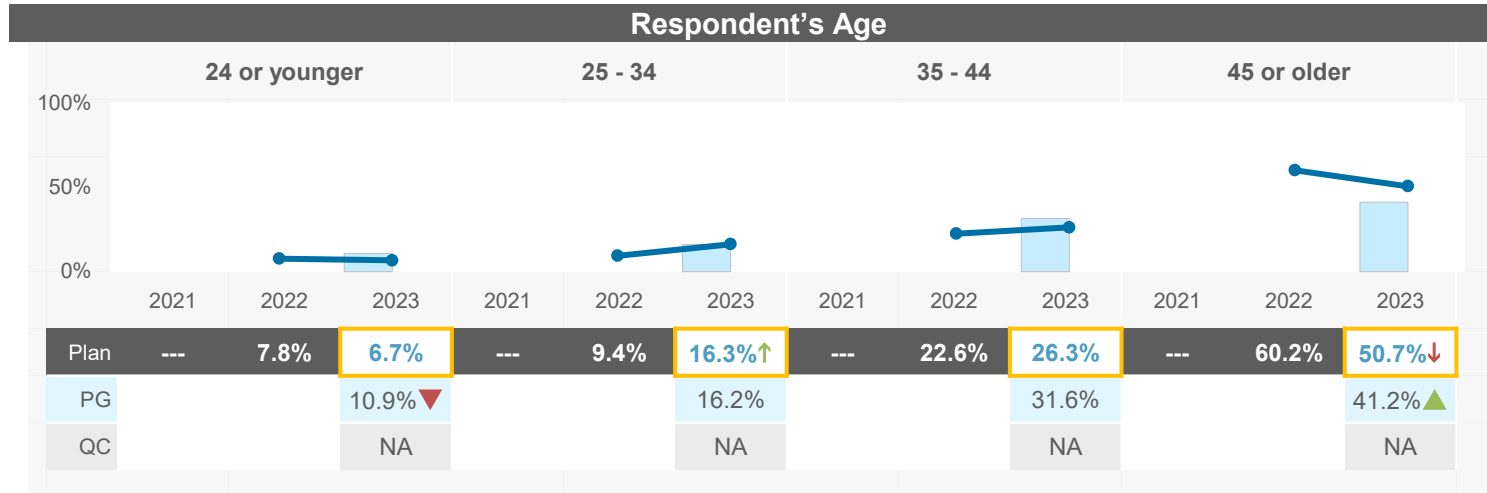
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	9.2%	7.5%	8.7%	26.2%	28.6%	22.9%	42.5%	38.5%	35.7%	22.1%	25.4%	32.7%↑‡
PG			12.2%▼			23.8%			33.0%			31.0%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	9.1%	14.7%	13.5%	90.9%	85.3%	86.5%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	50.3%	44.8%	48.3%	32.2%	33.3%	32.6%	17.5%	21.9%	19.1%
PG			51.7%			29.8%			18.5%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	96.6%	95.8%	95.9%	2.4%	2.9%	2.3%	1.0%	1.2%	1.8%
PG			88.9%▲			7.1%▼			4.0%▼
QC			NA			NA			NA

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

PROFILE OF SURVEY RESPONDENTS
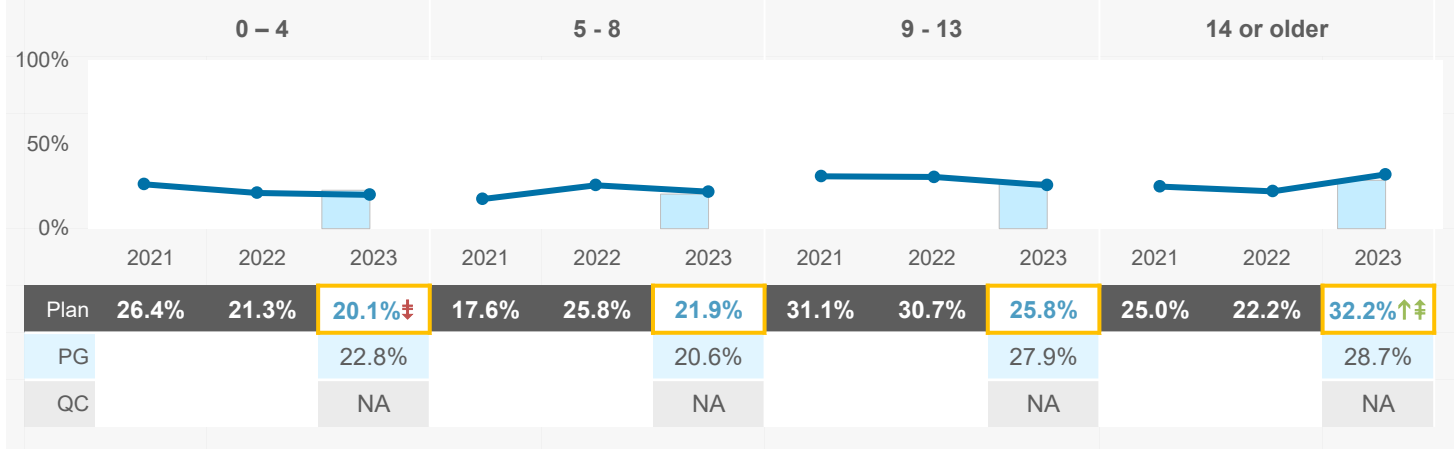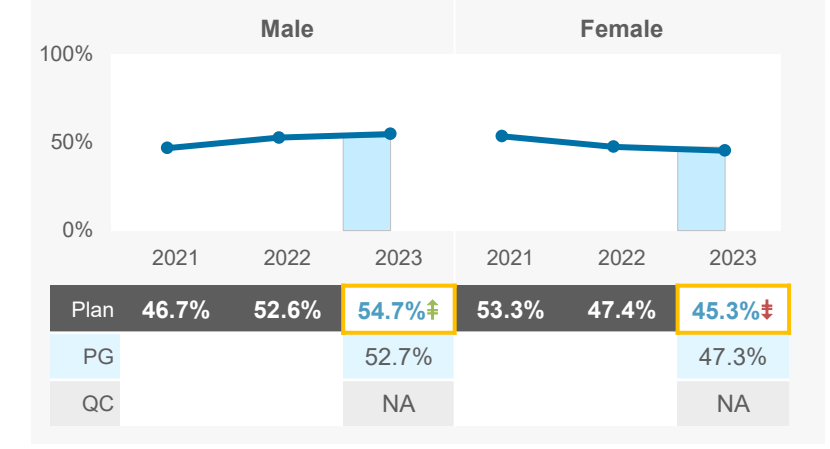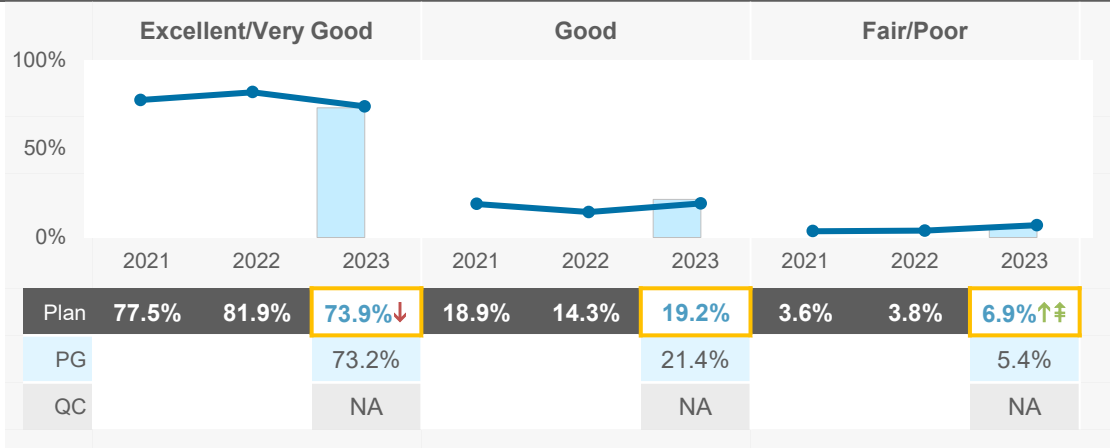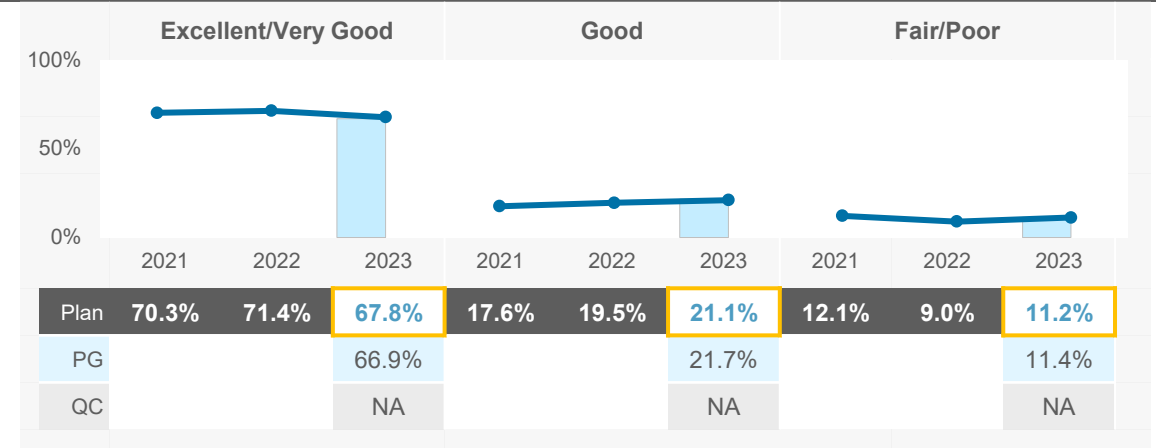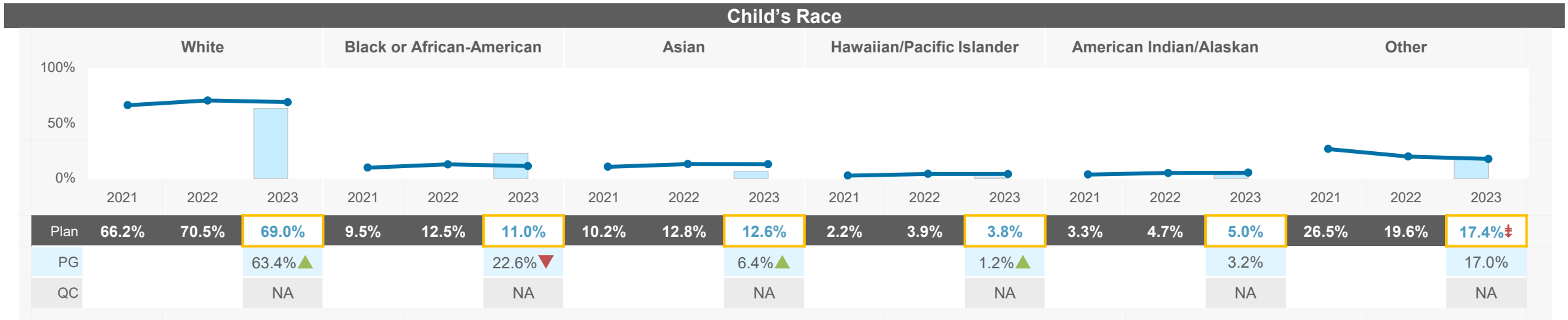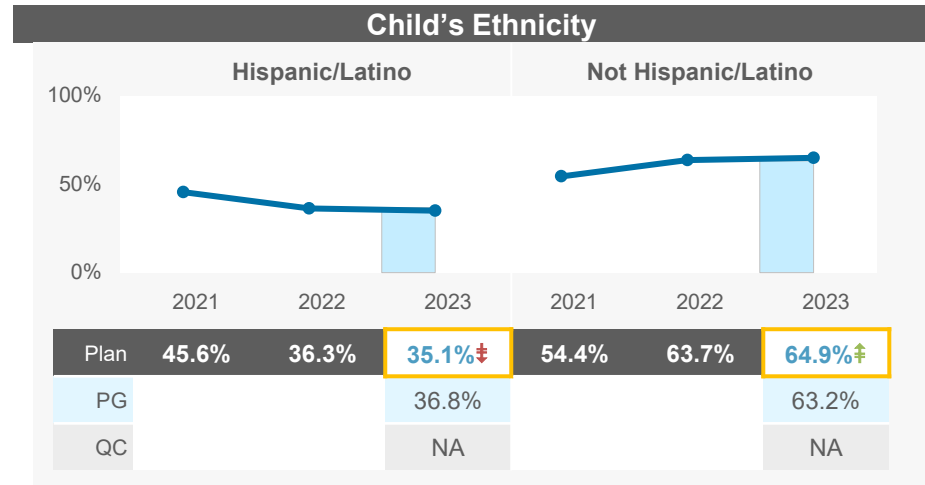
MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	10.1%	12.7%	13.9%	22.0%	19.6%	21.5%	33.9%	34.6%	28.7%	33.9%	33.1%	35.9%
PG			10.6%			19.3%			33.5%			36.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	56.3%	60.8%	54.5%	43.7%	39.2%	45.5%
PG			58.4%			41.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	53.0%	60.2%	55.1%	32.8%	29.1%	30.8%	14.2%	10.7%	14.1%
PG			53.1%			33.0%			13.9%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	35.2%	38.3%	38.0%	28.3%	28.7%	37.1%↑‡	36.5%	33.0%	24.9%↓‡
PG			35.5%			32.5%			32.1%▼
QC			NA			NA			NA

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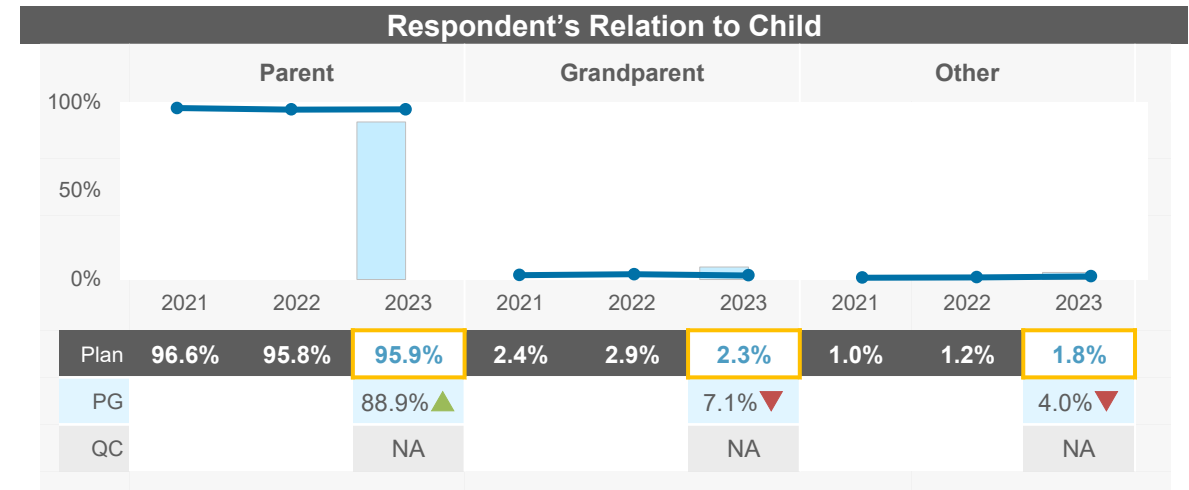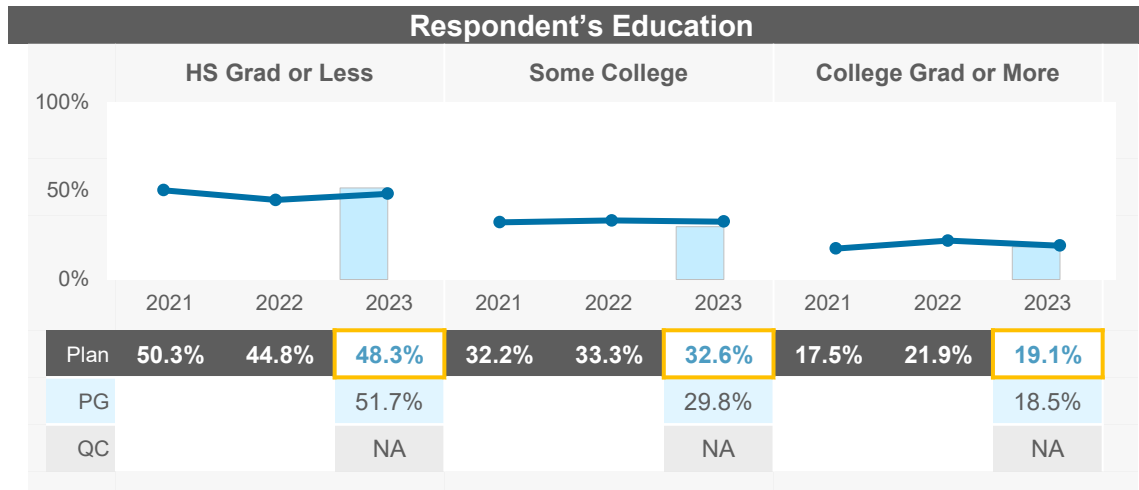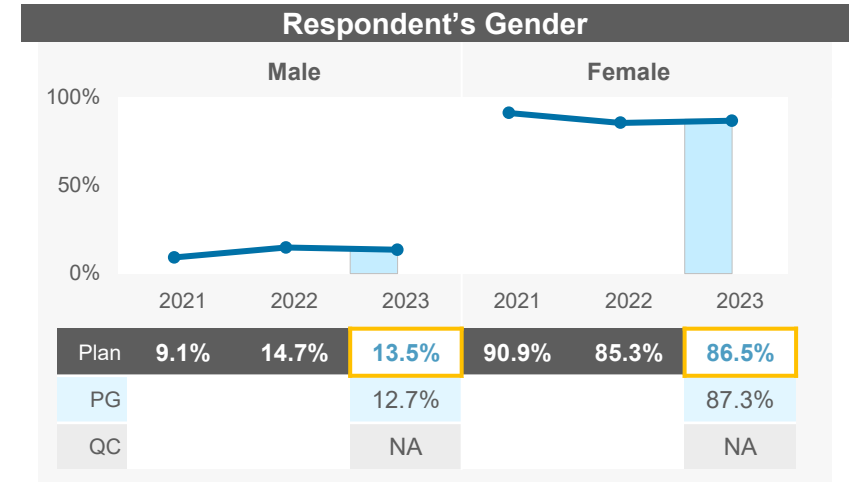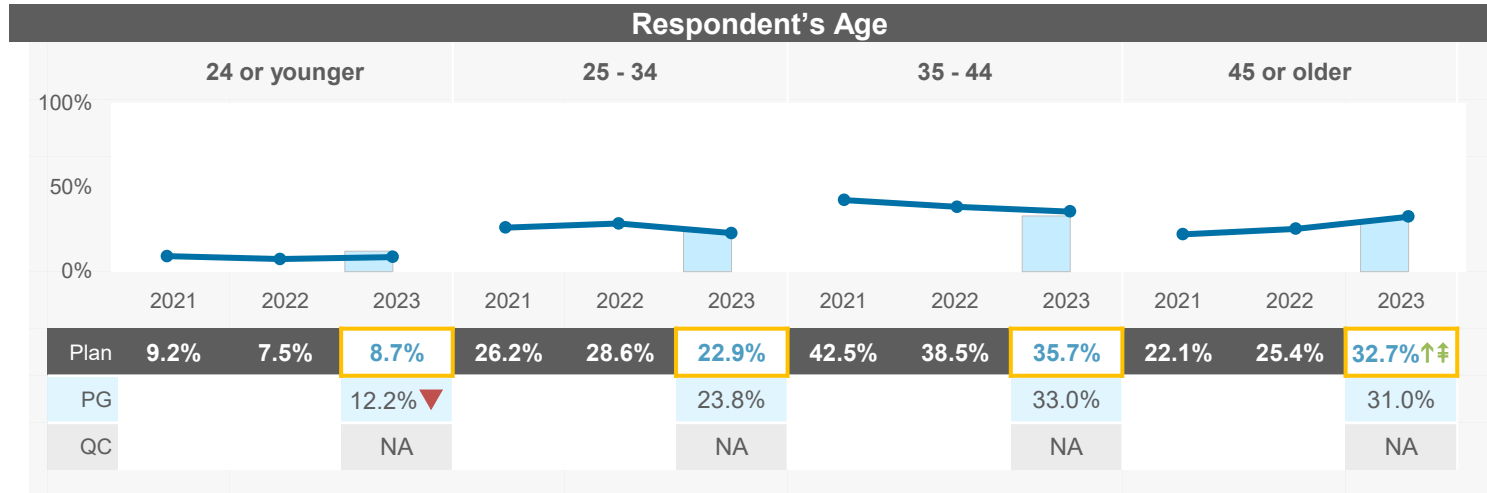
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	35.1%	30.4%	28.2%	64.9%	69.6%	71.8%
PG			24.9%			75.1%
QC			NA			NA

Child's Race

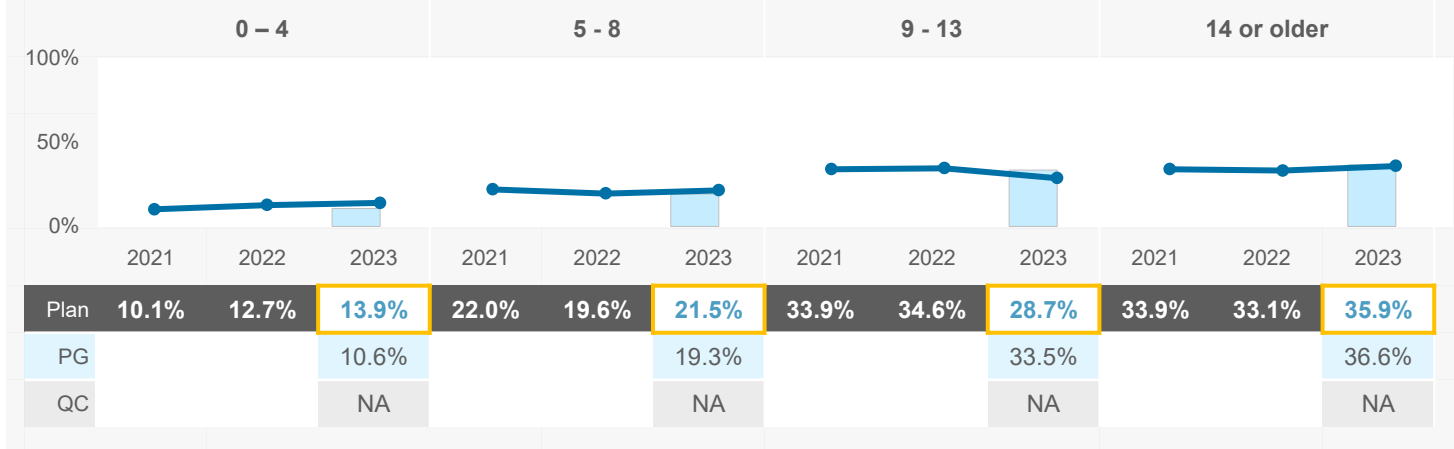|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	80.5%	82.4%	74.4%↓	10.2%	10.2%	10.6%	6.2%	6.6%	9.7%	3.1%	2.0%	3.1%	5.3%	4.9%	10.1%↑	17.3%	14.8%	13.7%
PG			72.4%			23.8%▼			3.0%▲			1.0%			3.2%▲			10.5%
QC			NA			NA			NA			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
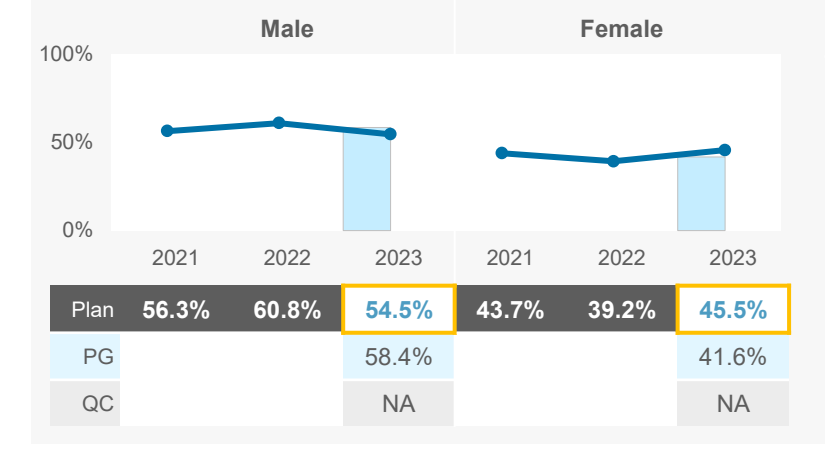
PROFILE OF SURVEY RESPONDENTS
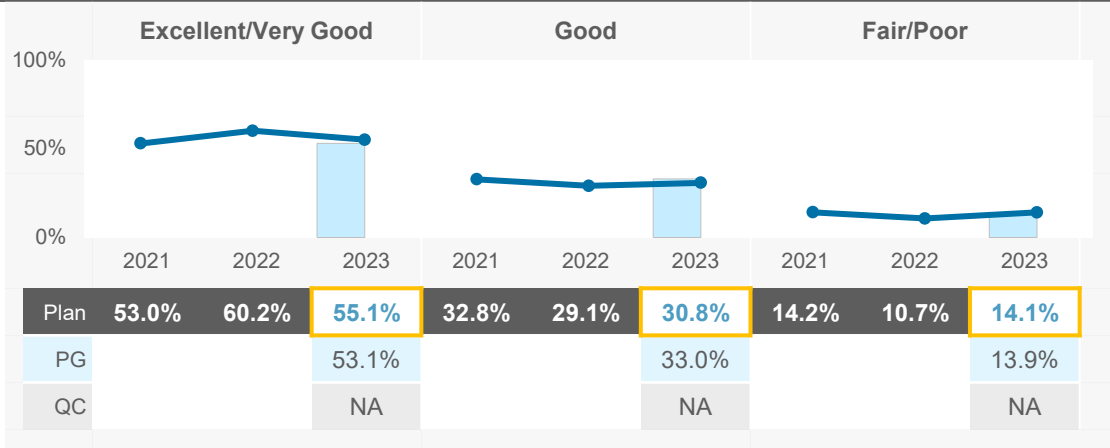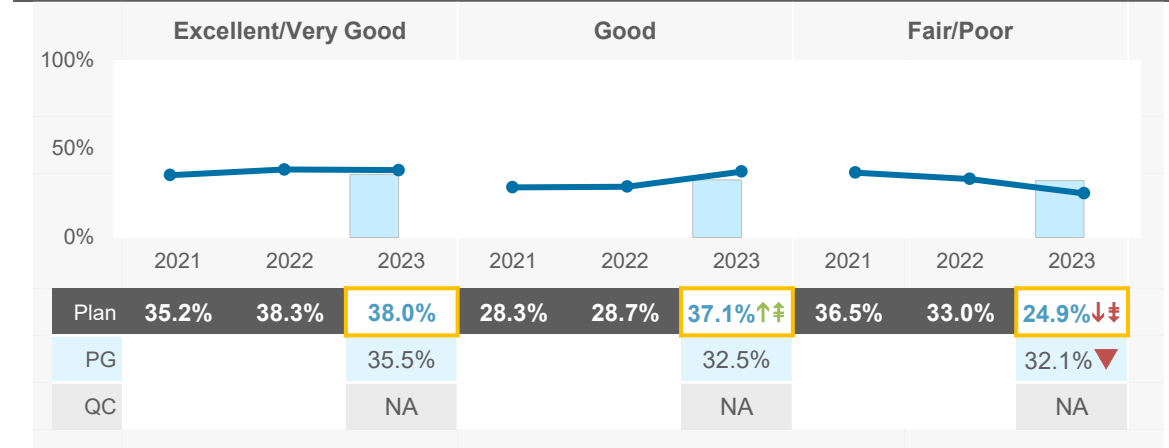
MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	8.7%	7.5%	6.4%	20.5%	23.1%	21.0%	40.6%	40.4%	34.3%	30.1%	29.0%	38.2%↑
PG			10.9%▼			16.2%			31.6%			41.2%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	6.5%	11.2%	10.6%	93.5%	88.8%	89.4%
PG			10.3%			89.7%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	42.1%	40.2%	41.9%	36.8%	34.0%	38.4%	21.1%	25.8%	19.7%
PG			43.8%			36.0%			20.2%
QC			NA			NA			NA

Respondent's Relation to Child

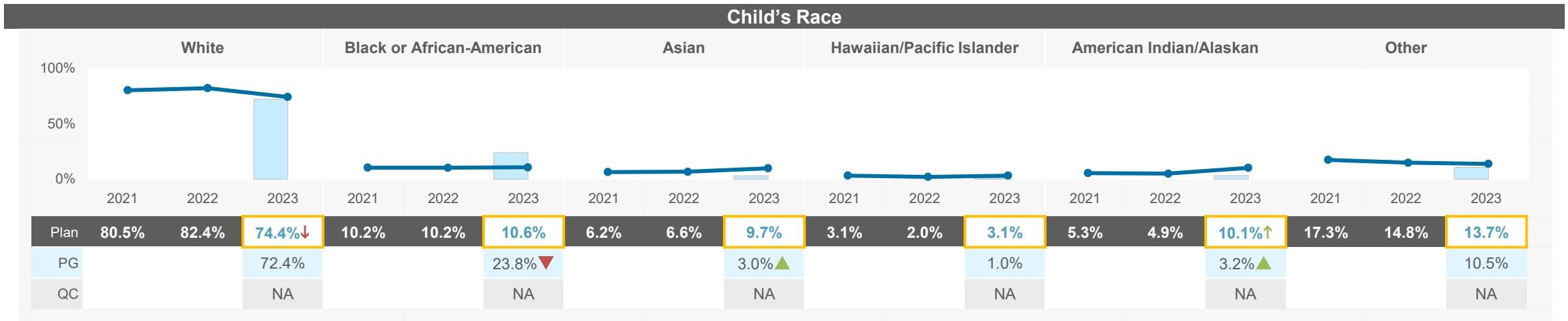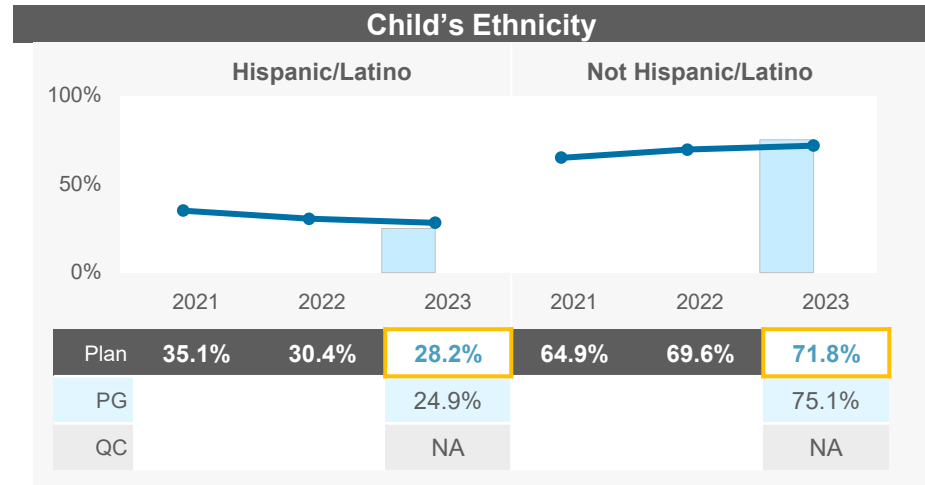|	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	89.0%	92.1%	94.2%	7.8%	6.3%	4.9%	3.2%	1.6%	0.9%
PG			82.5%▲			11.4%▼			6.1%▼
QC			NA			NA			NA

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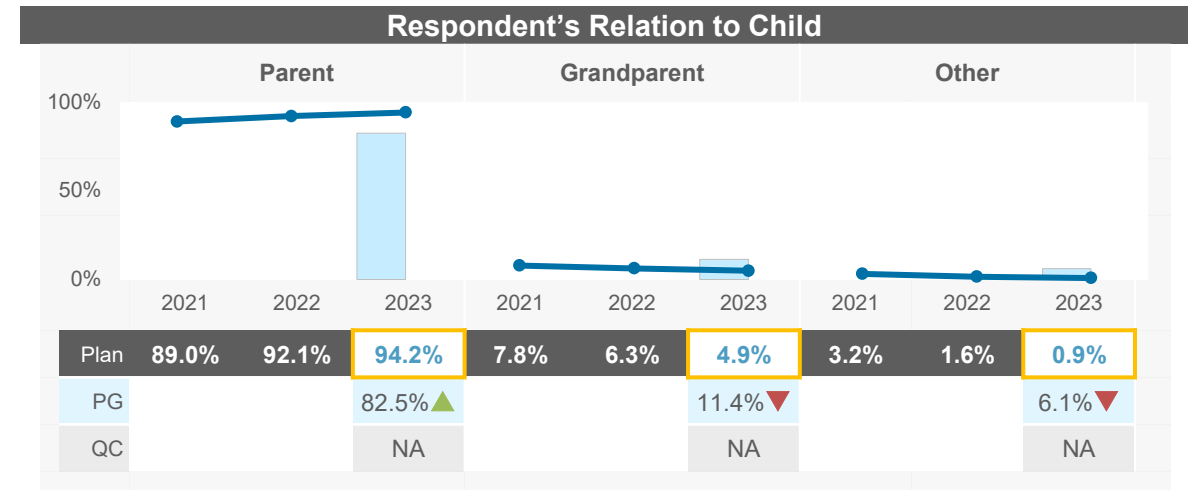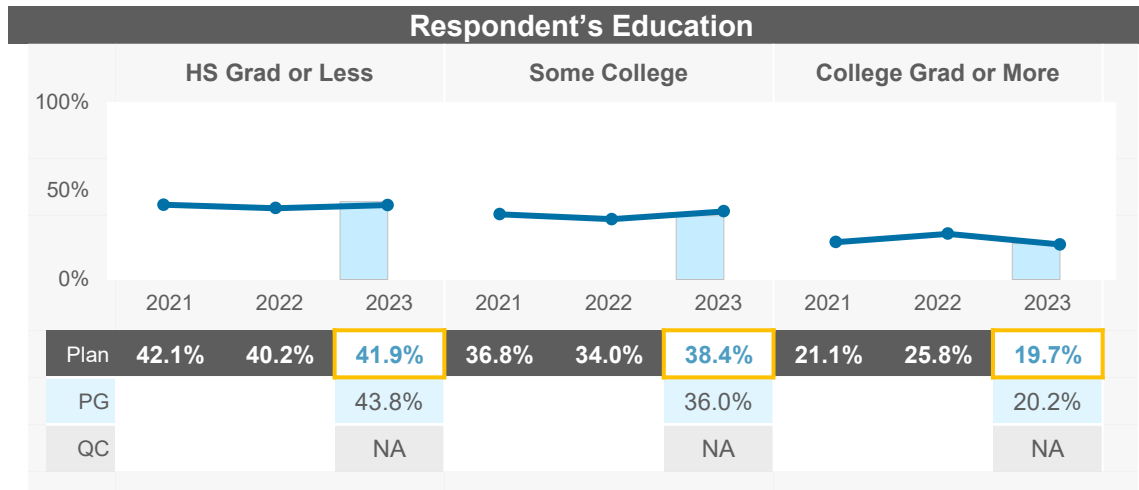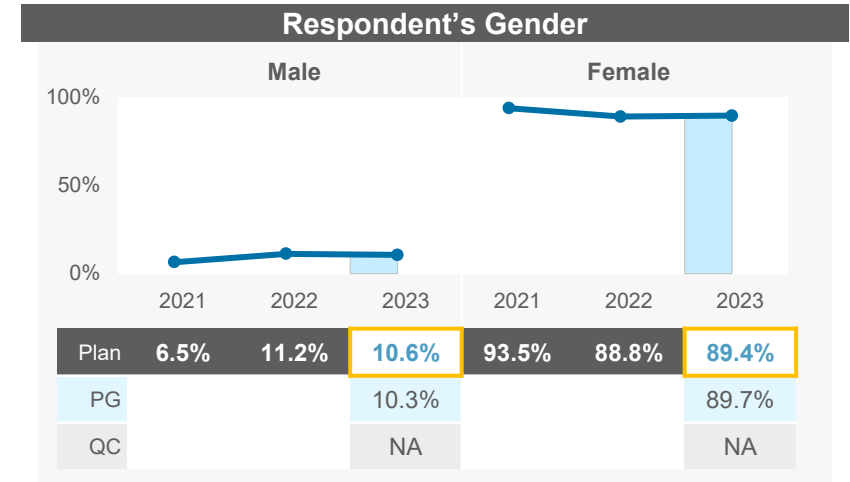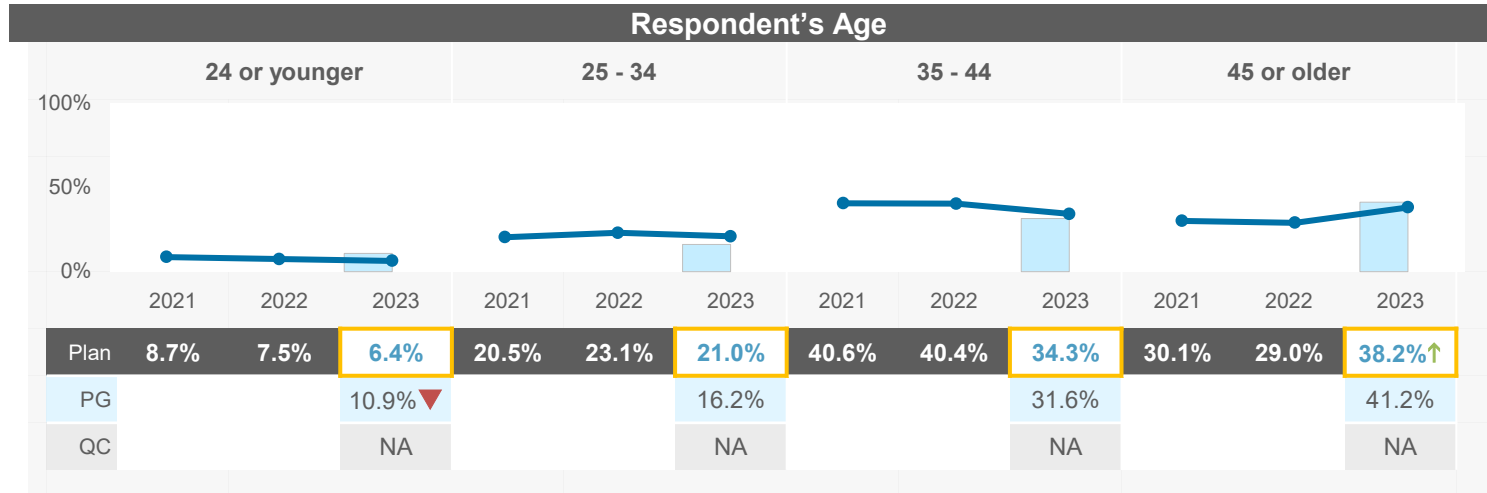
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	23.0%	29.0%	25.8%	27.0%	21.2%	22.7%	29.1%	25.1%	25.3%	20.9%	24.7%	26.3%
PG			22.8%			20.6%			27.9%			28.7%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	53.0%	50.8%	53.8%	47.0%	49.2%	46.2%
PG			52.7%			47.3%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	82.9%	83.0%	78.4%	13.6%	12.7%	17.6%	3.5%	4.2%	3.9%
PG			73.2%			21.4%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	74.4%	74.9%	75.7%	18.3%	14.7%	19.8%	7.3%	10.4%	4.5%↓
PG			66.9%▲			21.7%			11.4%▼
QC			NA			NA			NA

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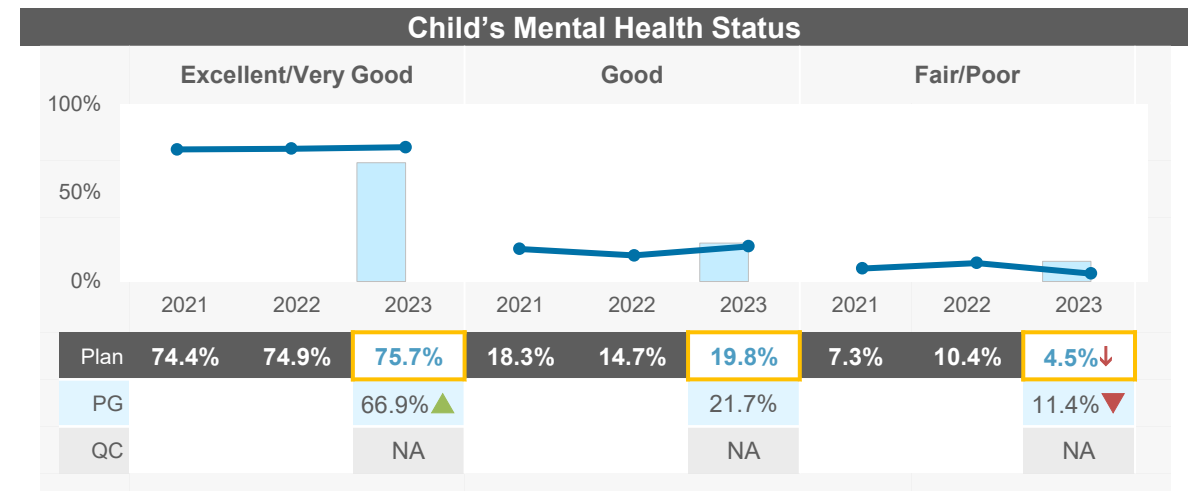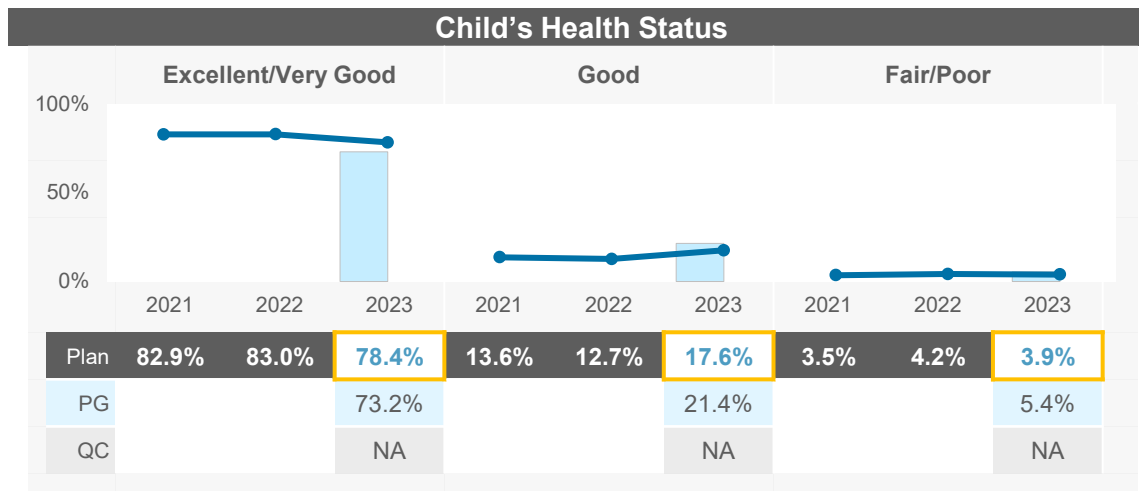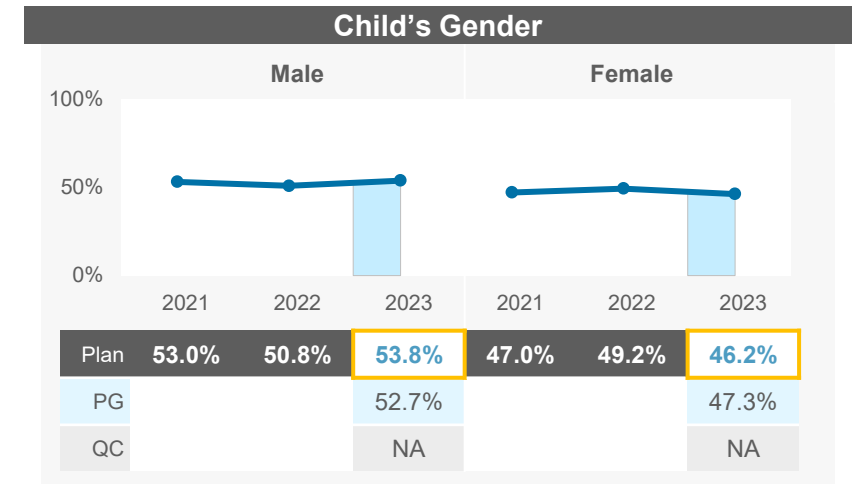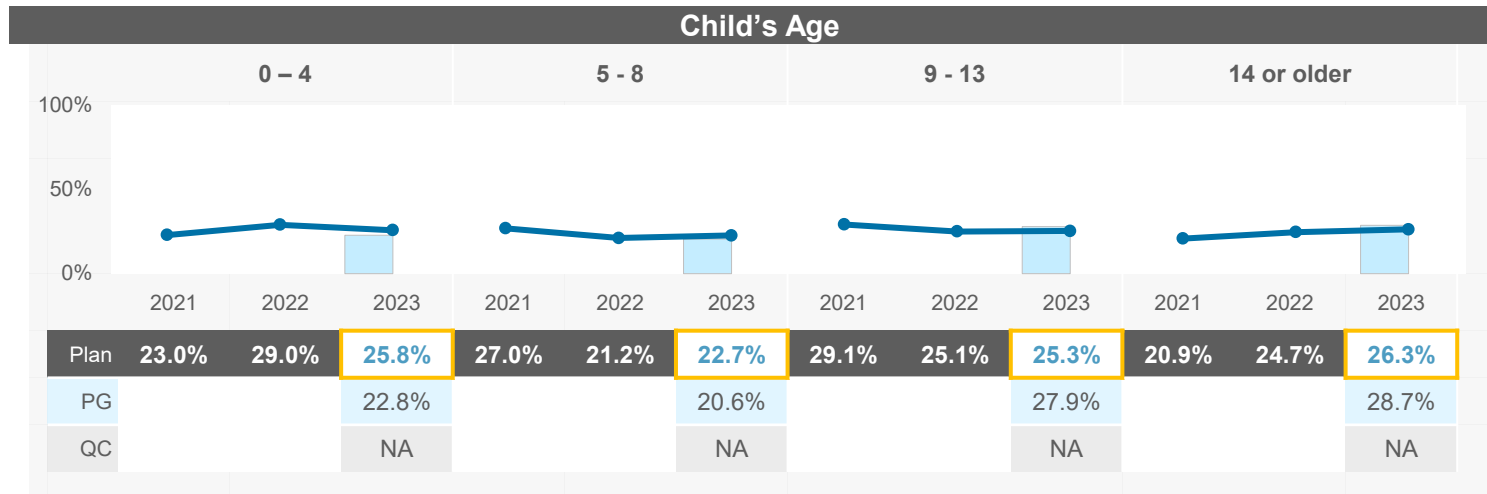
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	26.9%	27.2%	28.5%	73.1%	72.8%	71.5%
PG			36.8%▼			63.2%▲
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	57.6%	59.0%	62.2%	21.0%	13.5%	7.4%↓‡	22.5%	20.9%	19.1%	4.8%	4.9%	4.8%	3.7%	4.5%	3.2%	16.2%	19.7%	17.0%
PG			63.4%			22.6%▼			6.4%▲			1.2%▲			3.2%			17.0%
QC			NA			NA			NA			NA			NA			NA

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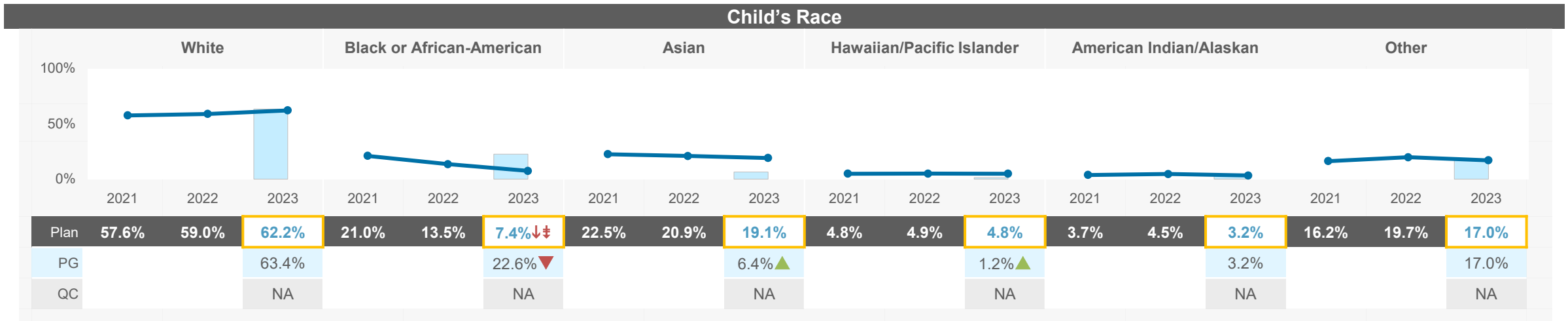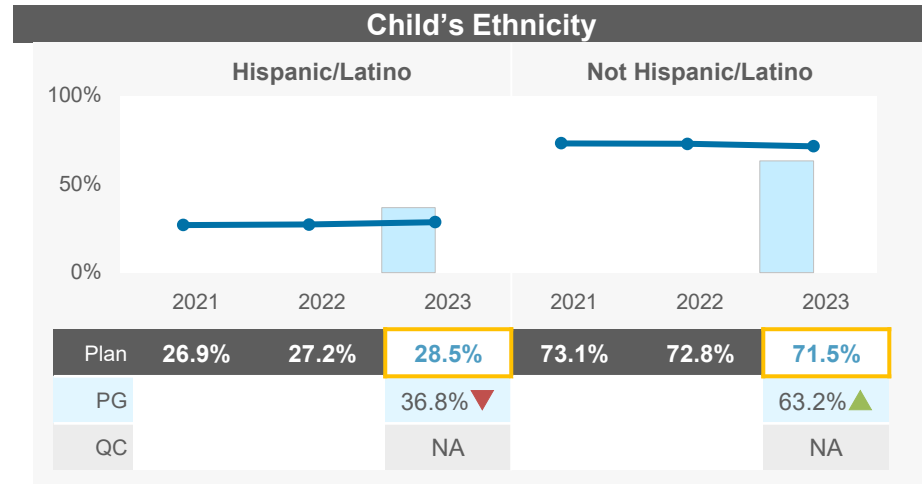
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	6.4%	6.6%	7.1%	33.6%	30.0%	21.7%↓⧧	35.4%	33.5%	39.4%	24.6%	30.0%	31.8%
PG			12.2%▼			23.8%			33.0%			31.0%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	16.3%	18.8%	15.0%	83.7%	81.2%	85.0%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	41.5%	38.3%	35.5%	36.4%	37.1%	36.0%	22.2%	24.6%	28.4%
PG			51.7%▼			29.8%			18.5%▲
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	92.9%	93.8%	93.3%	4.6%	3.1%	3.6%	2.5%	3.1%	3.1%
PG			88.9%▲			7.1%▼			4.0%
QC			NA			NA			NA

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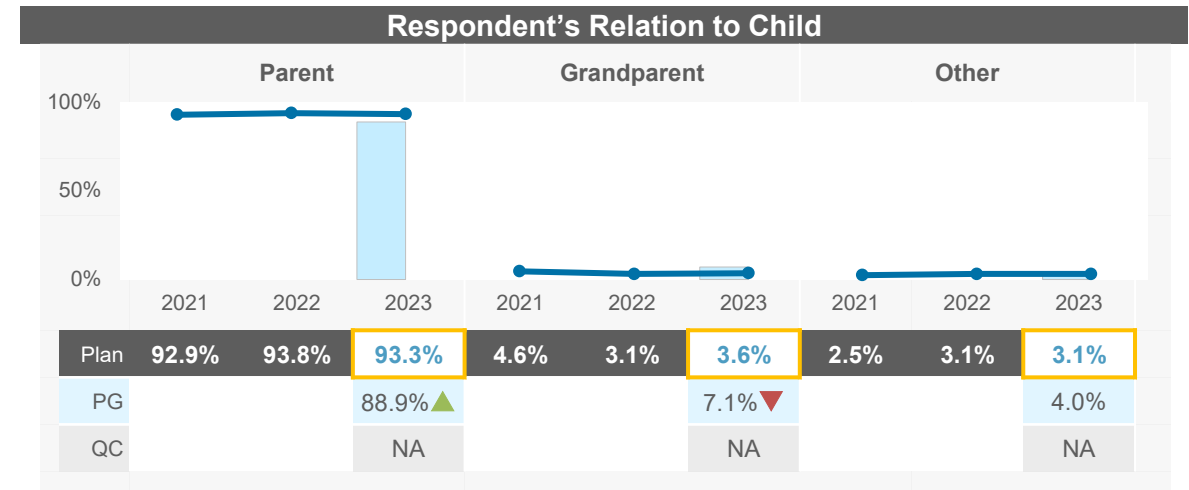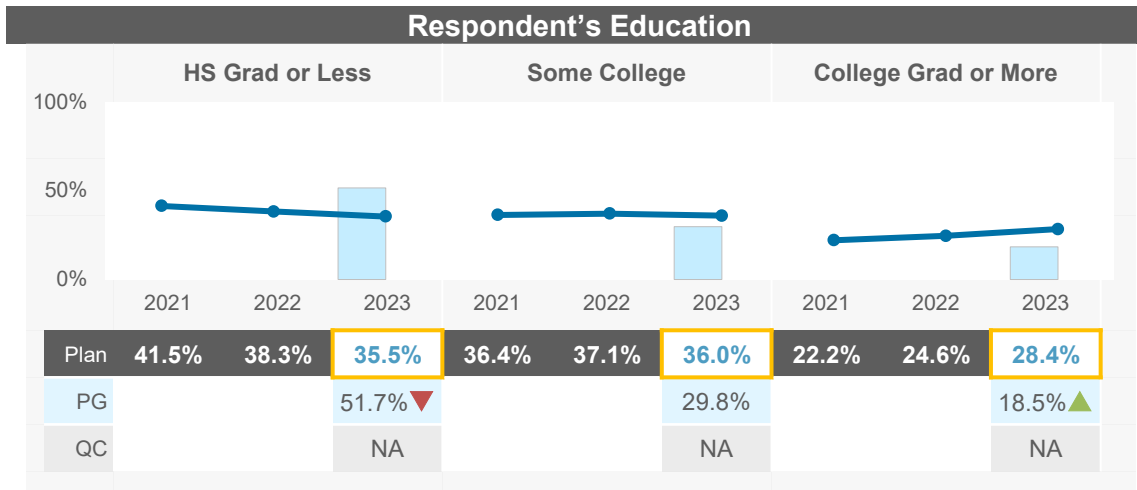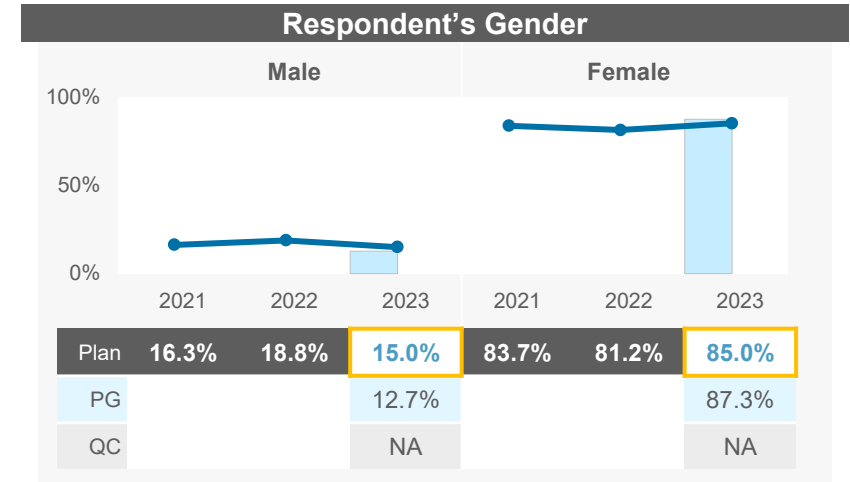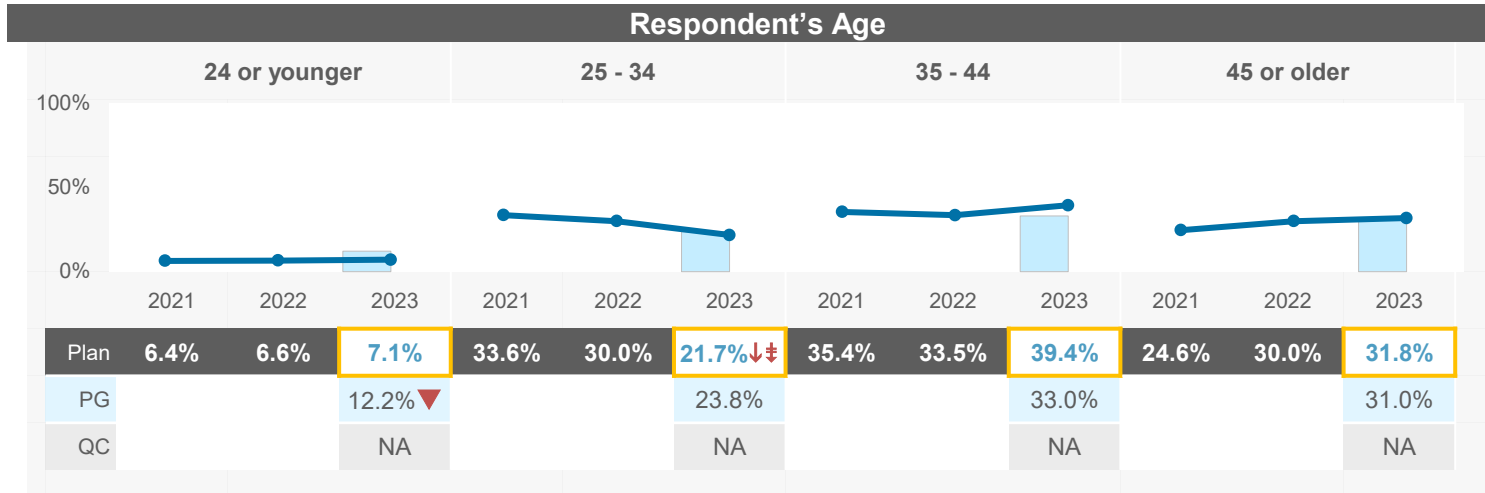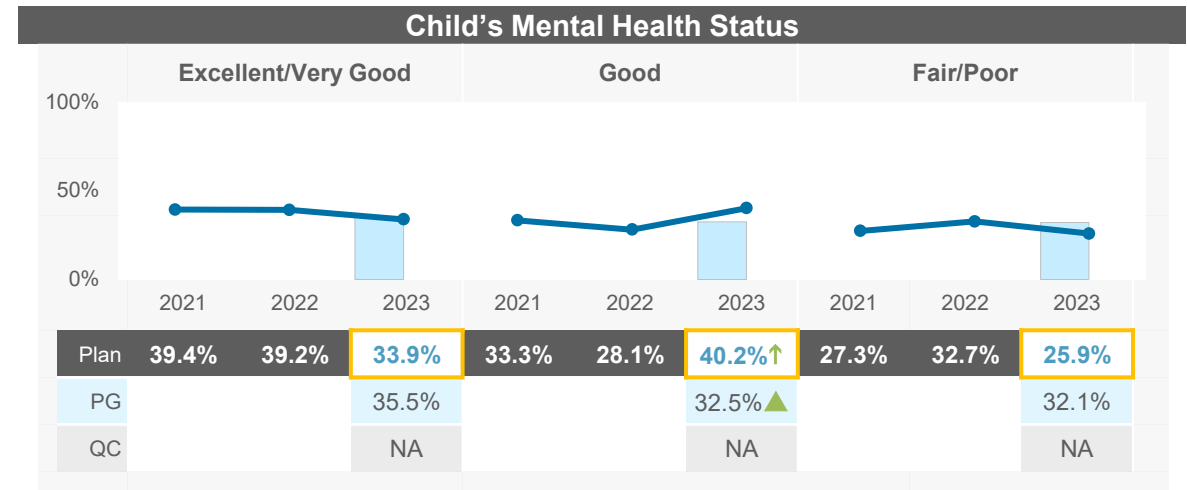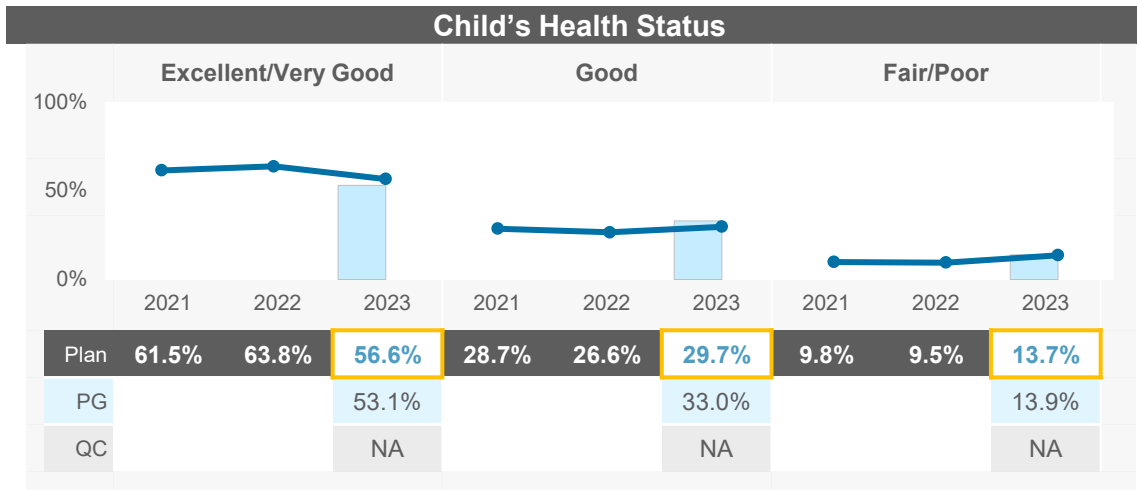
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	12.6%	16.2%	12.4%	20.2%	21.3%	22.5%	32.4%	33.5%	26.6%	34.7%	28.9%	38.5%
PG			10.6%			19.3%			33.5%▼			36.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	57.0%	53.1%	56.5%	43.0%	46.9%	43.5%
PG			58.4%			41.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	61.5%	63.8%	56.6%	28.7%	26.6%	29.7%	9.8%	9.5%	13.7%
PG			53.1%			33.0%			13.9%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	39.4%	39.2%	33.9%	33.3%	28.1%	40.2%↑	27.3%	32.7%	25.9%
PG			35.5%			32.5%▲			32.1%
QC			NA			NA			NA

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (⚊/⚊) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2023 PG Book of Business benchmark. **QC** refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.
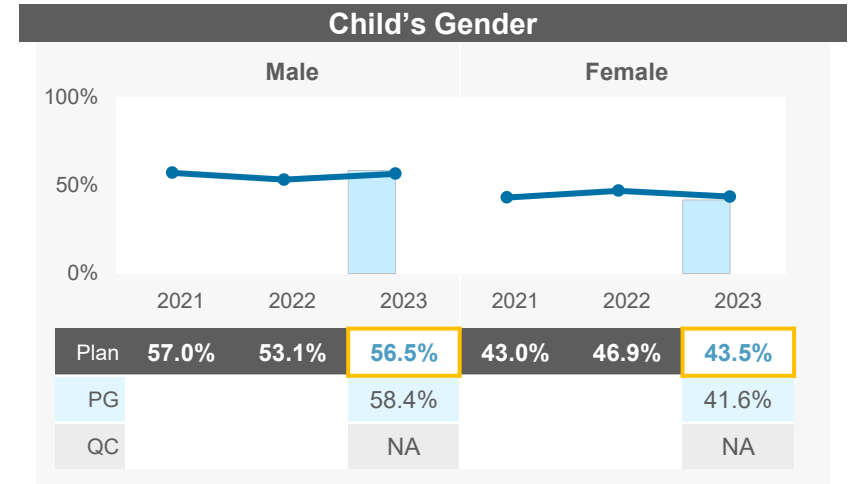
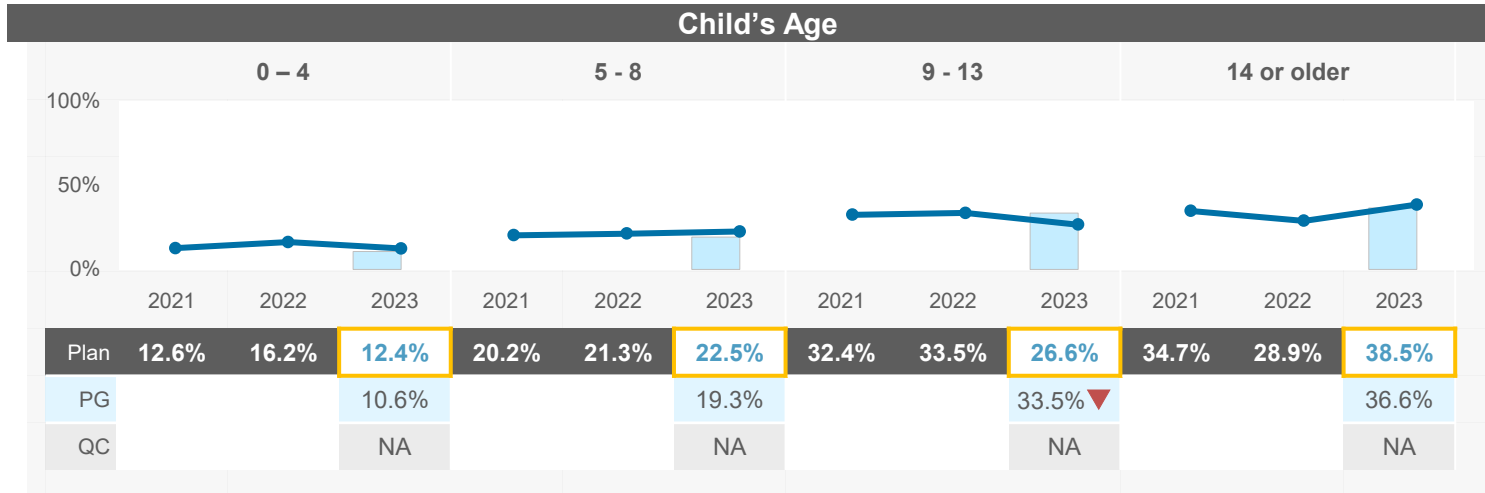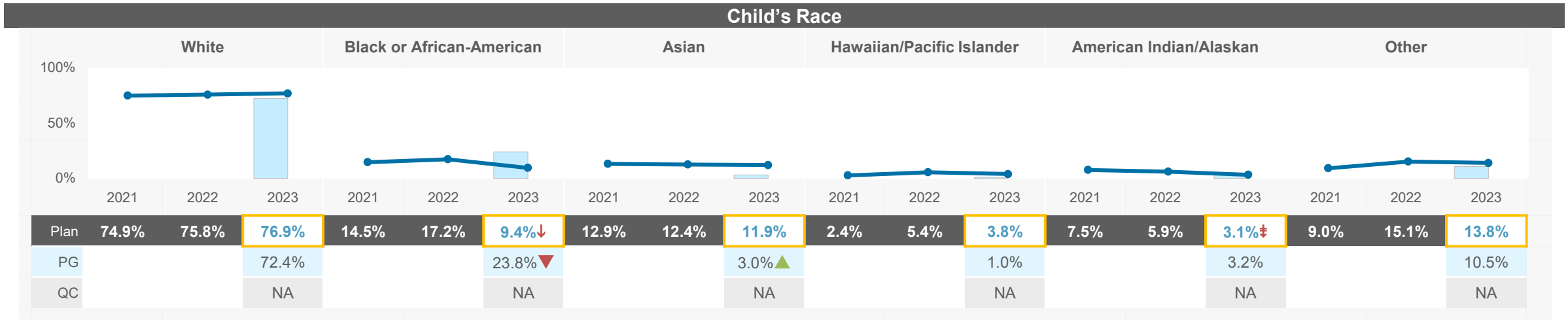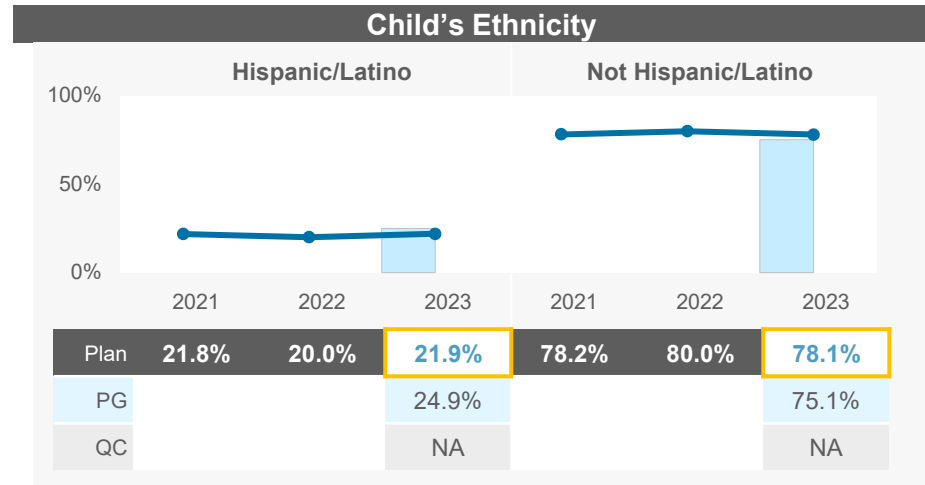90

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2021	2022	2023	2021	2022	2023
Plan	21.8%	20.0%	21.9%	78.2%	80.0%	78.1%
PG			24.9%			75.1%
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	74.9%	75.8%	76.9%	14.5%	17.2%	9.4%↓	12.9%	12.4%	11.9%	2.4%	5.4%	3.8%	7.5%	5.9%	3.1%⇕	9.0%	15.1%	13.8%
PG			72.4%			23.8%▼			3.0%▲			1.0%			3.2%			10.5%
QC			NA			NA			NA			NA			NA			NA

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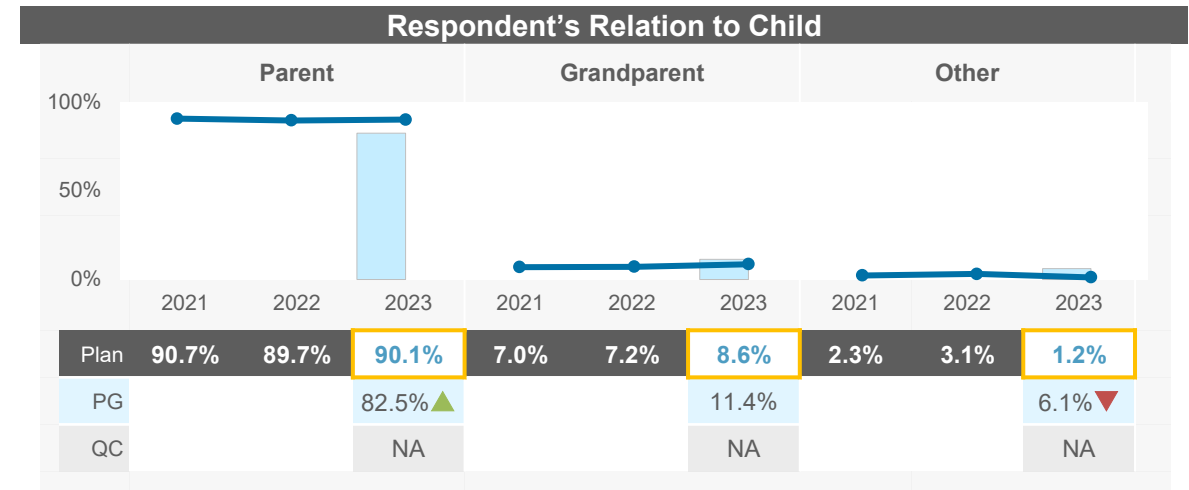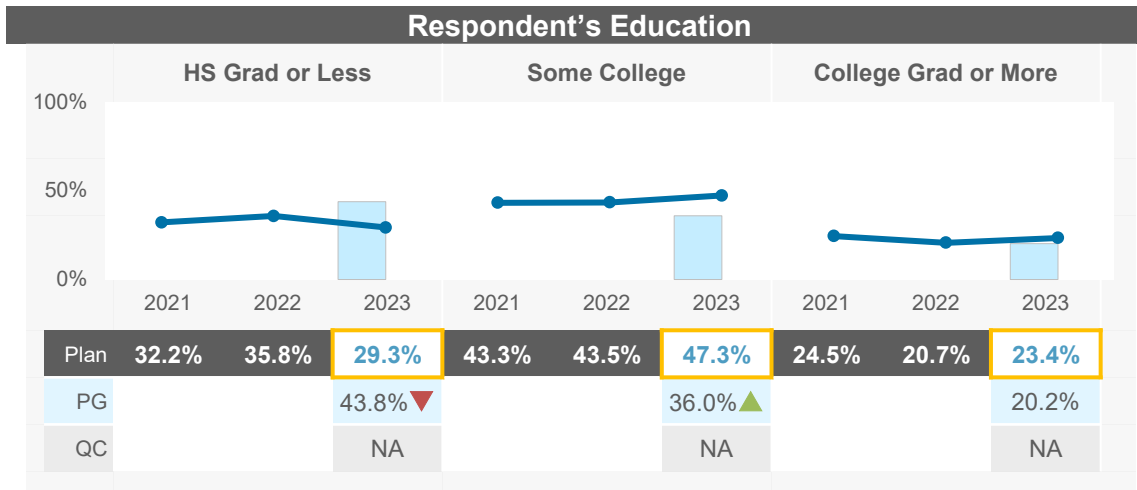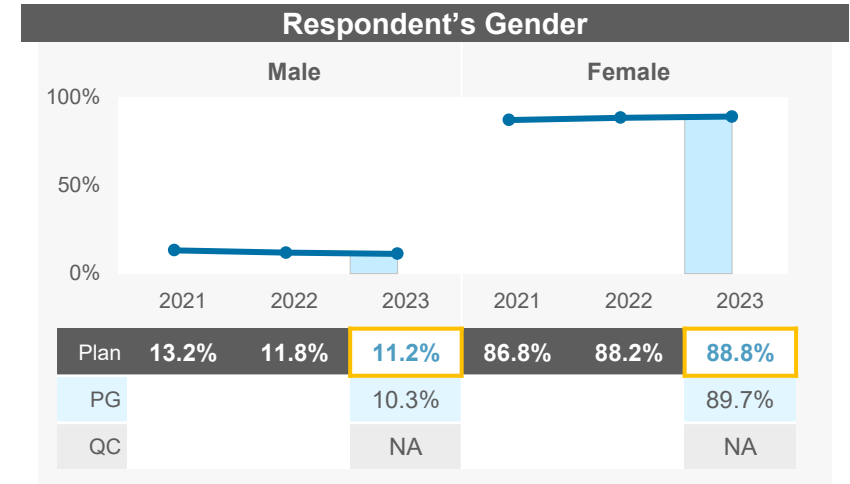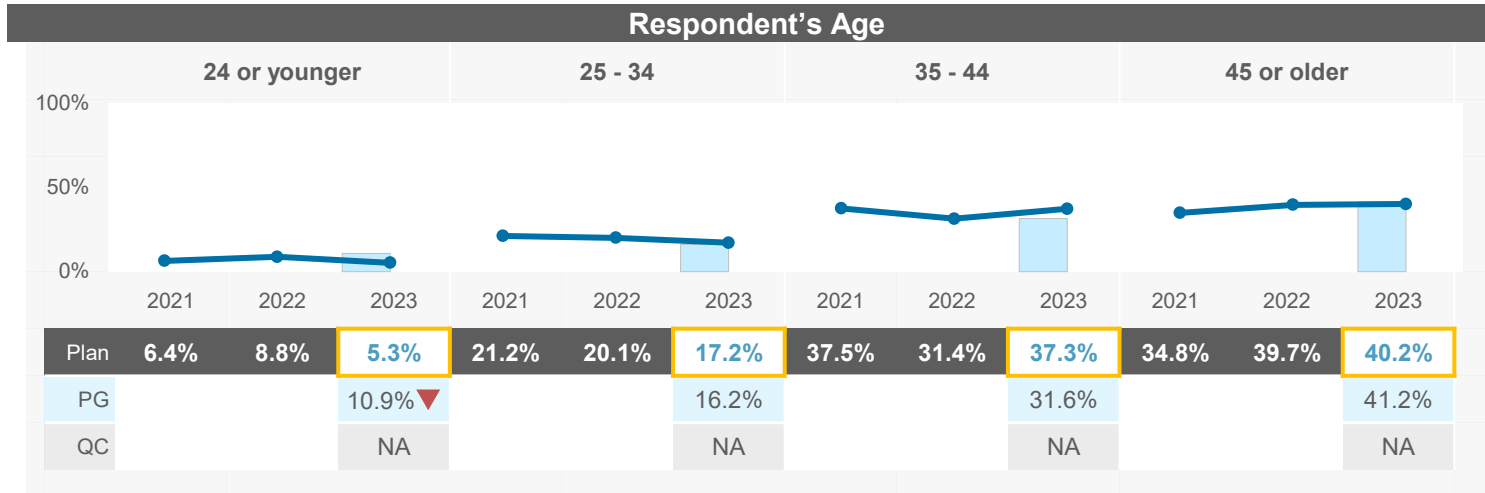
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	6.4%	8.8%	5.3%	21.2%	20.1%	17.2%	37.5%	31.4%	37.3%	34.8%	39.7%	40.2%
PG			10.9%▼			16.2%			31.6%			41.2%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2021	2022	2023	2021	2022	2023
Plan	13.2%	11.8%	11.2%	86.8%	88.2%	88.8%
PG			10.3%			89.7%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	32.2%	35.8%	29.3%	43.3%	43.5%	47.3%	24.5%	20.7%	23.4%
PG			43.8%▼			36.0%▲			20.2%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Plan	90.7%	89.7%	90.1%	7.0%	7.2%	8.6%	2.3%	3.1%	1.2%
PG			82.5%▲			11.4%			6.1%▼
QC			NA			NA			NA

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