

Washington State
Health Care Authority

Apple Health
Managed Care

Health Plan Report

CAHPS® 5.0H

Child Medicaid with Chronic Conditions



August 2015



This report was prepared under a subcontract with Qualis Health under contract K1324 with the Washington State Health Care Authority to conduct External Quality Review and Quality Improvement Activities to meet 42 CFR §462 and 42 CFR §438, Managed Care, Subpart E, External Quality Review.

As Washington's Medicaid External Quality Review Organization (EQRO), Qualis Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs and the managed mental healthcare services. For more information, visit us online at: www.QualisHealth.org/WAEQRO.



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Using This Report

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues. The survey instrument consists of eighty-three questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data and additional supplemental items completes the survey.

This report summarizes the findings of the CAHPS® 5.0H Child with Chronic Conditions (CCC) survey conducted by the Apple Health Managed Care plans during the spring of 2015. It is designed to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with 'Usually' or 'Always'. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making. Composite scores are also built for the chronic condition composites: access to specialized services, family centered care: personal doctor or nurse who knows child and coordination of care.

The HEDIS-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. These reports:

1. Identify strengths and weaknesses in plans' quality of care and services.
2. Demonstrate where resources are needed to improve weaknesses.
3. Show the effects of plan efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. Correlations with overall health plan satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

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Methodology and Definitions

The survey drew, as potential respondents, the parent/caretakers of children under the age of 18 who were enrolled in the Apple Health Managed Care plans. In 2015, the plans that participated are: Amerigroup Washington, Inc., Community Health Plan of Washington, Coordinated Care Corporation, Molina Healthcare of Washington, Inc. and UnitedHealthcare Community Plan. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period and five different health plans participated. Of the five participating plans, two used a mixed-mode (mail and telephone) protocol with a pre-approved Internet enhancement and three used a pre-approved enhanced mixed-mode protocol based on NCQA HEDIS® guidelines. The four-wave mixed-mode protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents with a valid telephone number. For the plans that used the Internet enhancement, respondents also had the option to complete the survey on the Internet.

Sampling Frame

A random sample of 22,095 cases was drawn of child members from across the five participating health plans. Each plan drew two samples, Sample A consisted of 1,650 cases from eligible child enrollees and Sample B consisted of 1,840 cases from only children indicated as likely having a chronic condition. Children already selected in Sample A were excluded from selection for Sample B. Four plans then opted to do an additional oversample to reach a higher number of completed surveys. The oversample percentages for the plans ranged from 30% to 60%. To be eligible, children had to be under the age of 18, and had to be continuously enrolled for at least six months as of December 31, 2014, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2015 Volume 3* and the *HEDIS® 2015 Quality Assurance Plan*. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis and Response Rate

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 6,331 children enrolled in the Apple Health Managed Care plans. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 29.4%. Detailed information regarding protocols and methods can be found in *HEDIS® 2015 Volume 3* and the *HEDIS® 2015 Quality Assurance Plan*.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.0H Child Survey with the chronic conditions measurement set. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 5.0H Child Survey for use in assessing the performance of health plans. The chronic condition measurement set is the product of a three year joint development effort with the intent to create a protocol to identify and survey children with a range of chronic health problems.

CCC Population and the Survey Based Screening Tool

A survey based screening tool was used to identify children with chronic conditions. These respondents are represented throughout this report as the CCC Population. To be included in the CCC population respondents had to answer positively to any of the questions that make up the survey based screening tool. These questions are Q60 through Q72 in the CAHPS® 5.0H Child with Chronic Conditions (CCC) survey. Detailed information regarding the survey based screening tool can be found in *HEDIS® 2015 Volume 3* and the *HEDIS® 2015 Quality Assurance Plan*.

General Population

Throughout this report the group referred to as 'General Population' includes all selected eligible child enrollees. The General and CCC populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of 'Usually' or 'Always' to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of '8', '9', or '10' to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Top Box Method

For questions with response options 'Never,' 'Sometimes,' 'Usually,' and 'Always', alternate achievement scores are also calculated using only the response option 'Always' (instead of both 'Usually and 'Always') as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Top Box scores are displayed in the *Executive Summary* section and as hollow bars in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q46. Usually or always got appointments with specialists as soon as child needed
- Q15. Usually or always easy to get the care, tests or treatment child needed

Getting Care Quickly

- Q4. Usually or always got care as soon as child needed
- Q6. Usually or always got appt. for care as soon as child needed

How Well Doctors Communicate

- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you
- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. Personal doctor usually or always spent enough time with child

Customer Service

- Q50. Customer service usually or always gave help you needed
- Q51. Customer service usually or always treated you with courtesy and respect

Shared Decision Making

- Q11. Doctor talked about reasons you might want child to take a medicine
- Q12. Doctor talked about reasons you might not want child to take a medicine
- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Children with Chronic Conditions Composites

Three composite scores summarize responses in key areas for the CCC measurement set: Family Centered Care: Personal Doctor or Nurse Who Knows Child, Coordination of Care, and Access to Specialized Services. The Access to Specialized Services composite uses the same scoring guidelines as the traditional CAHPS 5.0H composites. Two of the CCC composites, Family Centered Care: Personal Doctor or Nurse Who Knows Child and Coordination of Care are composed of questions with 'Yes' or 'No' response options. For these composites global proportions are calculated. Detailed information regarding calculation of the CCC measurement set can be found in *HEDIS® 2015 Volume 3* and the *HEDIS® 2015 Quality Assurance Plan*. Following is a list of the questions that comprise each chronic condition composite:

Access to Specialized Services

- Q20. Usually or always easy to get special medical equipment or devices for child
- Q23. Usually or always easy to get therapy for child
- Q26. Usually or always easy to get treatment or counseling for child

Family Centered Care: Personal Doctor Who Knows Child

- Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
- Q43. Doctor understands how health conditions affect child's day-to-day life
- Q44. Doctor understands how health conditions affect family's day-to-day life

Coordination of Care

- Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
- Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the health plan, correlations are computed between responses to specific performance-related items and Q54, which is the rating question in the survey instrument measuring overall satisfaction with the health plan. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons

In this report, the Apple Health Managed Care plans results are compared to Apple Health Managed Care overall results, with statistical significance testing. The Apple Health Managed Care (AHMC) overall results represent the combined scores of the five participating health plans.

Statistical Significance Testing

Significance testing is a way to measure the probability that two different measures of a population represent a true difference or are the result of chance. When comparing two random samples from a population, as we do between health plans or within a health plan over time, for example, we often want to know if there is any meaningful change. If there is a difference, then we evaluate if it is simply by chance, or if it is a true difference using statistical significance tests. When the term 'statistically significantly different' is used in this

report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance.

Throughout this report, statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant, and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater and there was variation in the tested groups.

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their health plans. CAHPS® 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of the Child Survey which includes the Children with Chronic Conditions (CCC) measurement set conducted by the Apple Health Managed Care plans in the spring of 2015. Attempts were made to survey 22,095 Apple Health member households by mail, Internet and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 6,331 selected respondents.

Both the survey procedure and the questionnaire were developed jointly by the Agency for Healthcare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2015 Volume 3* and the *HEDIS® 2015 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

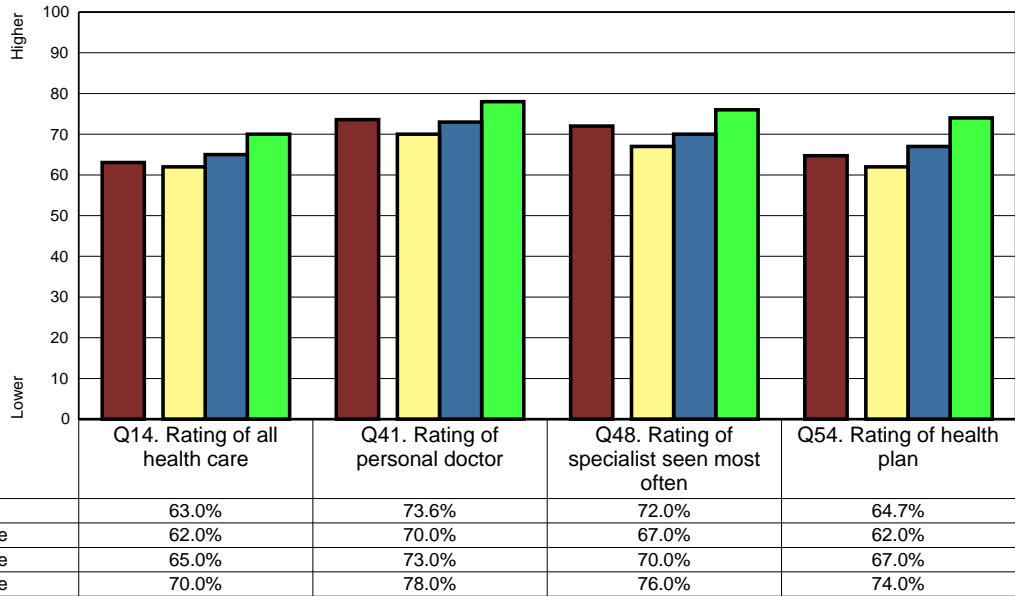
Response options for overall rating questions range from 0 (worst) to 10 (best). In the following tables, ratings of 9 or 10 are considered top box achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The 2015 Apple Health Managed Care child top box ratings scores are presented in the following chart.

The 2014 National CAHPS® database (NCBD) top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. The child NCBD scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2014 child comparative database includes 60,153 respondents from 100 child Medicaid sample submissions. NCBD benchmarks are not available for the CCC measures and population.

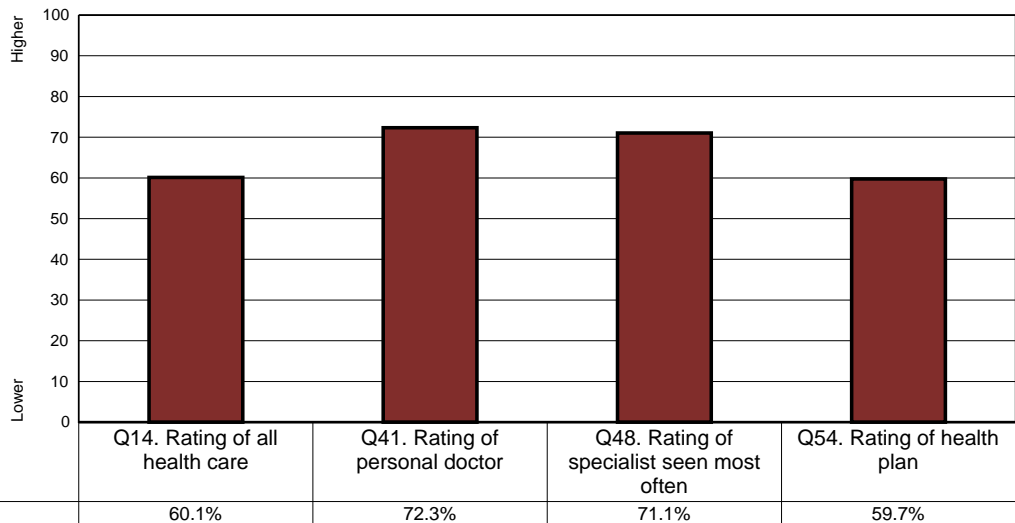
The combination of all five Apple Health Managed Care plans is presented as AHMC.

General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

Overall Rating Questions - General Population



Overall Rating Questions - CCC Population



SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under Apple Health Managed Care performed across the domain.

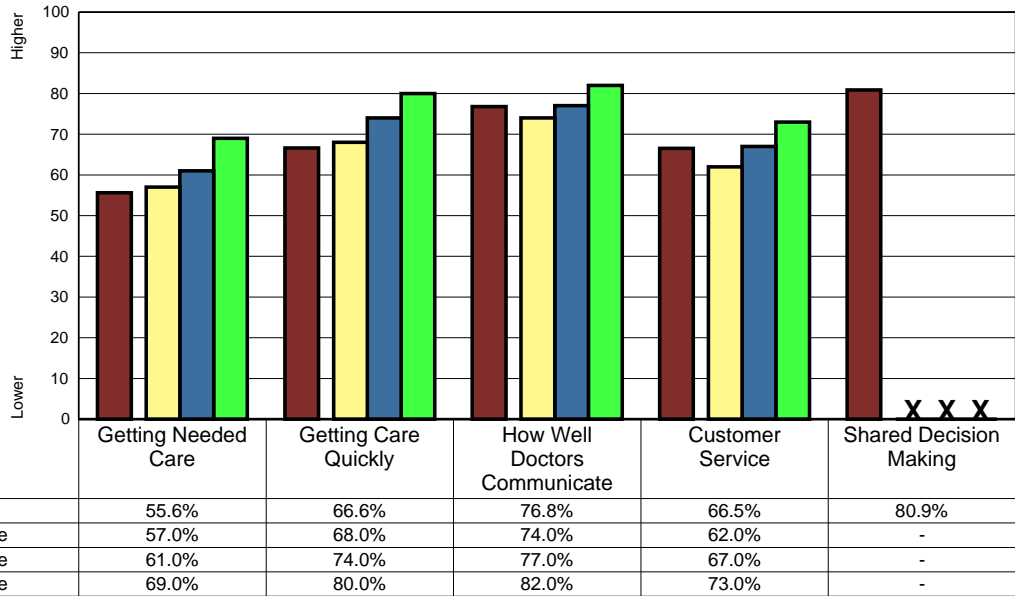
The 2015 Apple Health Managed Care child top box composite scores are presented in the following tables. In these tables, proportions of the most positive response are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Always' are considered achievements. Responses of 'Yes' are considered achievements for the Shared Decision Making composite.

The 2014 National CAHPS® database (NCBD) top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. NCBD benchmarks are not available for the Shared Decision Making composite or the CCC measures and population.

General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

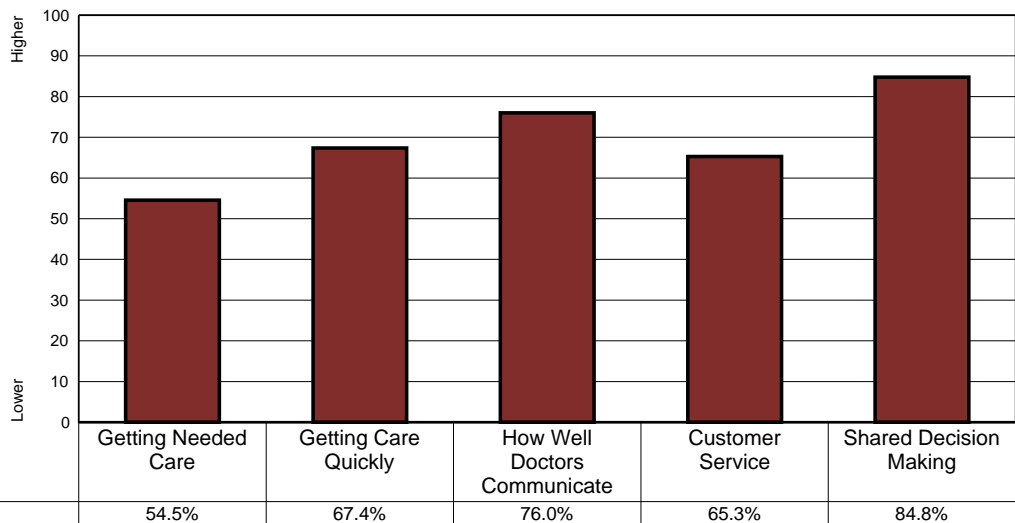
The combination of all five Apple Health Managed Care plans is presented as AHMC.

Standard Composites - General Population



X Comparative data not available

Standard Composites - CCC Population



SUMMARY OF CHILDREN WITH CHRONIC CONDITIONS CAHPS 5.0H COMPOSITES

The CAHPS CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.

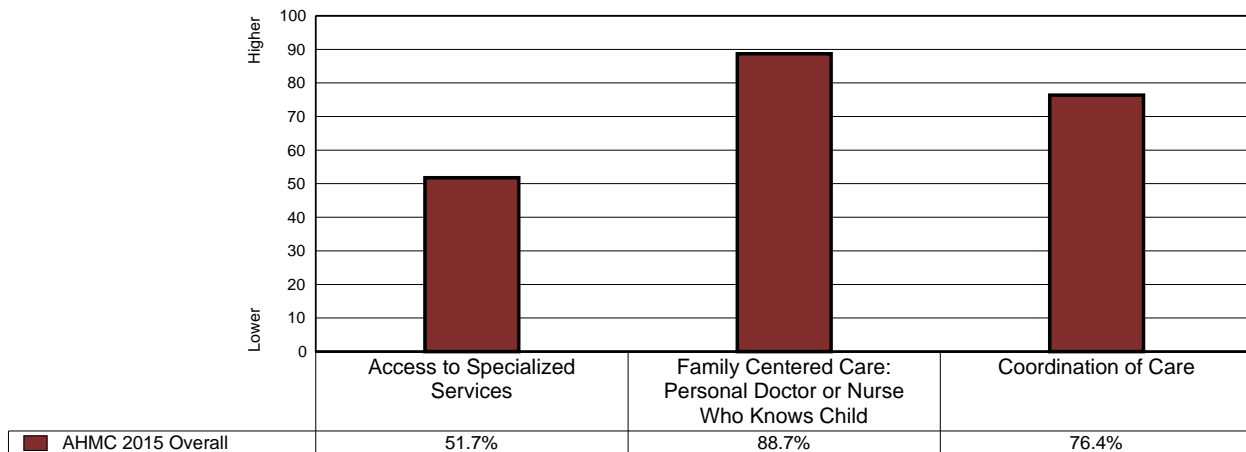
The Access to Specialized Care composite is composed of questions with response options of 'Never' to 'Always'. Responses of 'Always' are considered top box achievements for the Access to Specialized Care composite.

The Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and the Coordination of Care composite are composed with response options of 'Yes' and 'No'. For these two composites responses of 'Yes' are considered achievements. NCBD benchmarks are not available for the CCC measures or population.

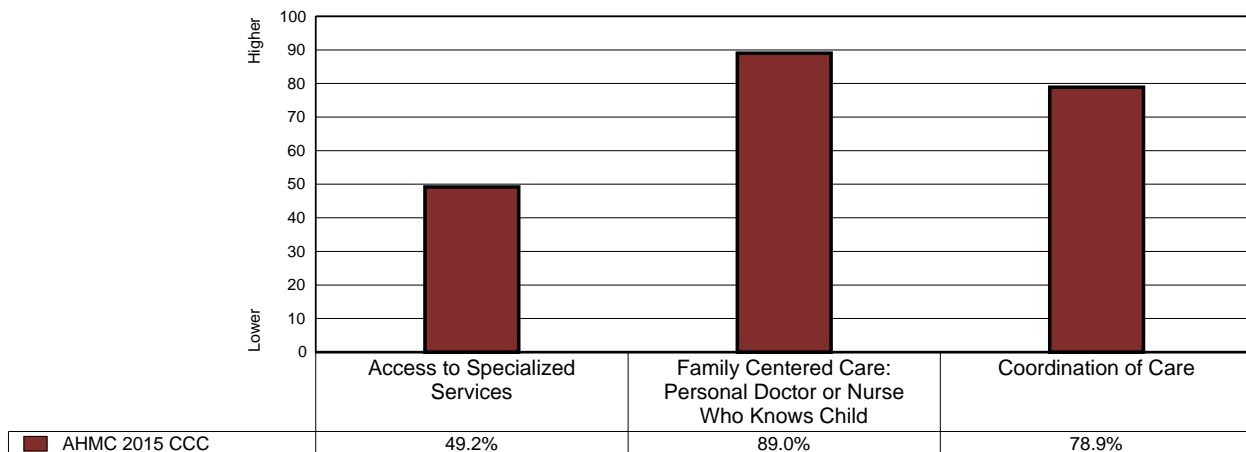
General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

The combination of all five Apple Health Managed Care plans is presented as AHMC.

CCC Composites - General Population



CCC Composites - CCC Population



Key Strengths and Opportunities for Improvement

General Population

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health Managed Care plans members' satisfaction with the health plan along with their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

Key Strengths

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q51. Customer service usually or always treated you with courtesy and respect	93.5	0.36
Q56. Usually or Always easy to get prescription medicines for child through health plan	89.1	0.31
Q15. Usually or always easy to get the care, tests or treatment child needed	87.2	0.36
Q9. Doctor usually or always answered questions about child's health	86.5	0.25
Q40. Personal doctor usually or always seemed informed about care child got from other providers	81.1	0.26

Opportunities for Improvement

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q26. Usually or always easy to get treatment or counseling for child	69.0	0.33
Q23. Usually or always easy to get therapy for child	73.4	0.33
Q20. Usually or always easy to get special medical equipment or devices for child	77.1	0.36
Q46. Usually or always got appointments with specialists as soon as child needed	77.8	0.26
Q50. Customer service usually or always gave help you needed	80.8	0.38

Key Strengths and Opportunities for Improvement

CCC Population

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health Managed Care plans members' satisfaction with the health plan along with their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 80% or higher. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Note that the global rating questions for personal doctor, specialists, and overall health care have been excluded from this analysis. By their nature, global ratings tend to be more highly correlated with overall satisfaction with a health plan, and are typically not specific enough to provide clear pathways to action for improvement.

Key Strengths

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q51. Customer service usually or always treated you with courtesy and respect	95.5	0.39
Q9. Doctor usually or always answered questions about child's health	90.0	0.29
Q56. Usually or Always easy to get prescription medicines for child through health plan	88.8	0.32
Q15. Usually or always easy to get the care, tests or treatment child needed	86.9	0.42
Q6. Usually or always got appt. for care as soon as child needed	86.8	0.28

Opportunities for Improvement

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q26. Usually or always easy to get treatment or counseling for child	68.3	0.36
Q23. Usually or always easy to get therapy for child	72.5	0.35
Q20. Usually or always easy to get special medical equipment or devices for child	77.1	0.38
Q40. Personal doctor usually or always seemed informed about care child got from other providers	81.4	0.31
Q50. Customer service usually or always gave help you needed	81.5	0.43

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the health plan's achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall health plan satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall health plan satisfaction. For example, if one composite is more highly correlated with overall health plan satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the health plan.

Overall satisfaction with the Apple Health Managed Care participating plans' services for children is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with health plan satisfaction; coefficients less than .4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

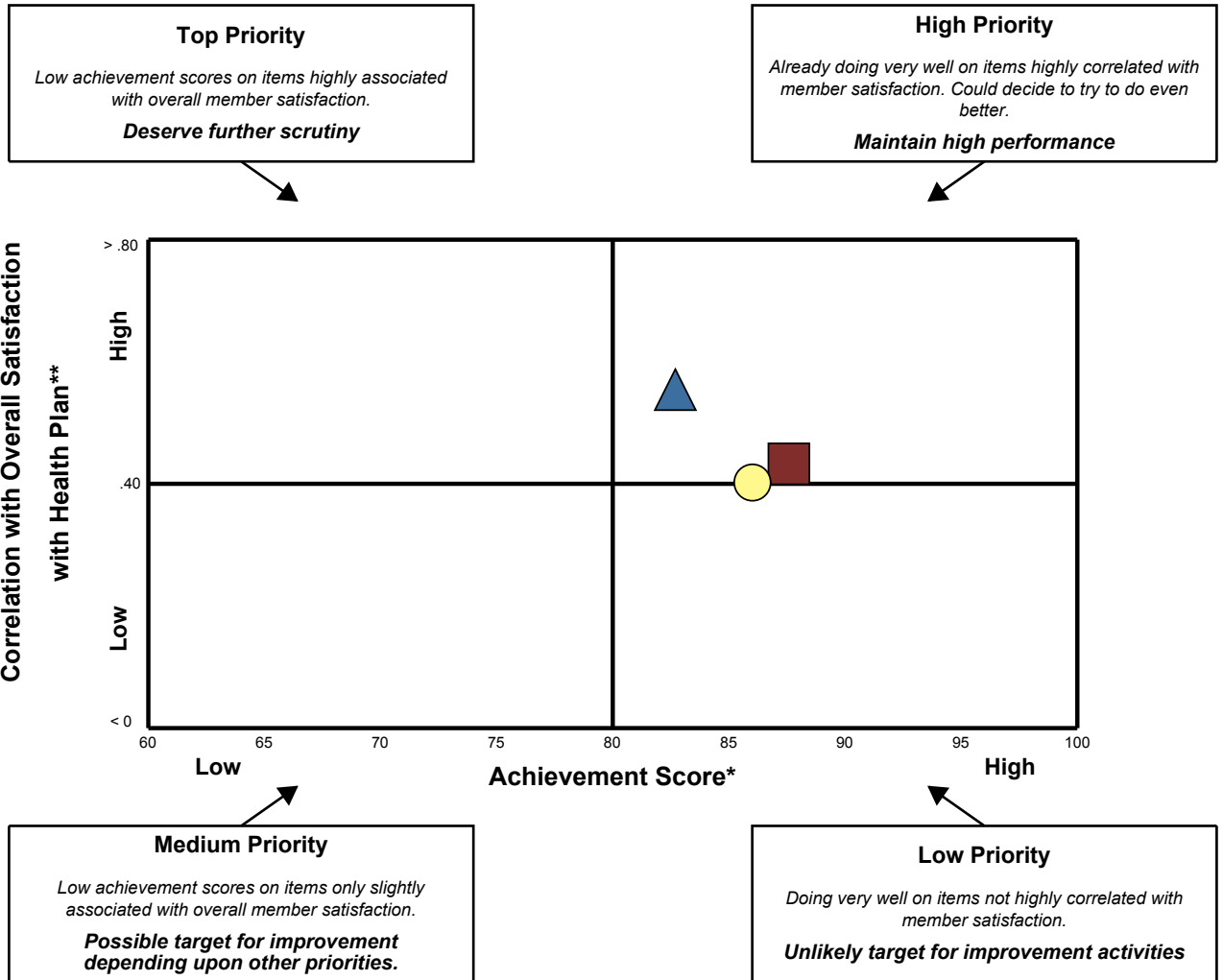
General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings General Population



Rating of Personal Doctor or Nurse
 Rating of Specialist

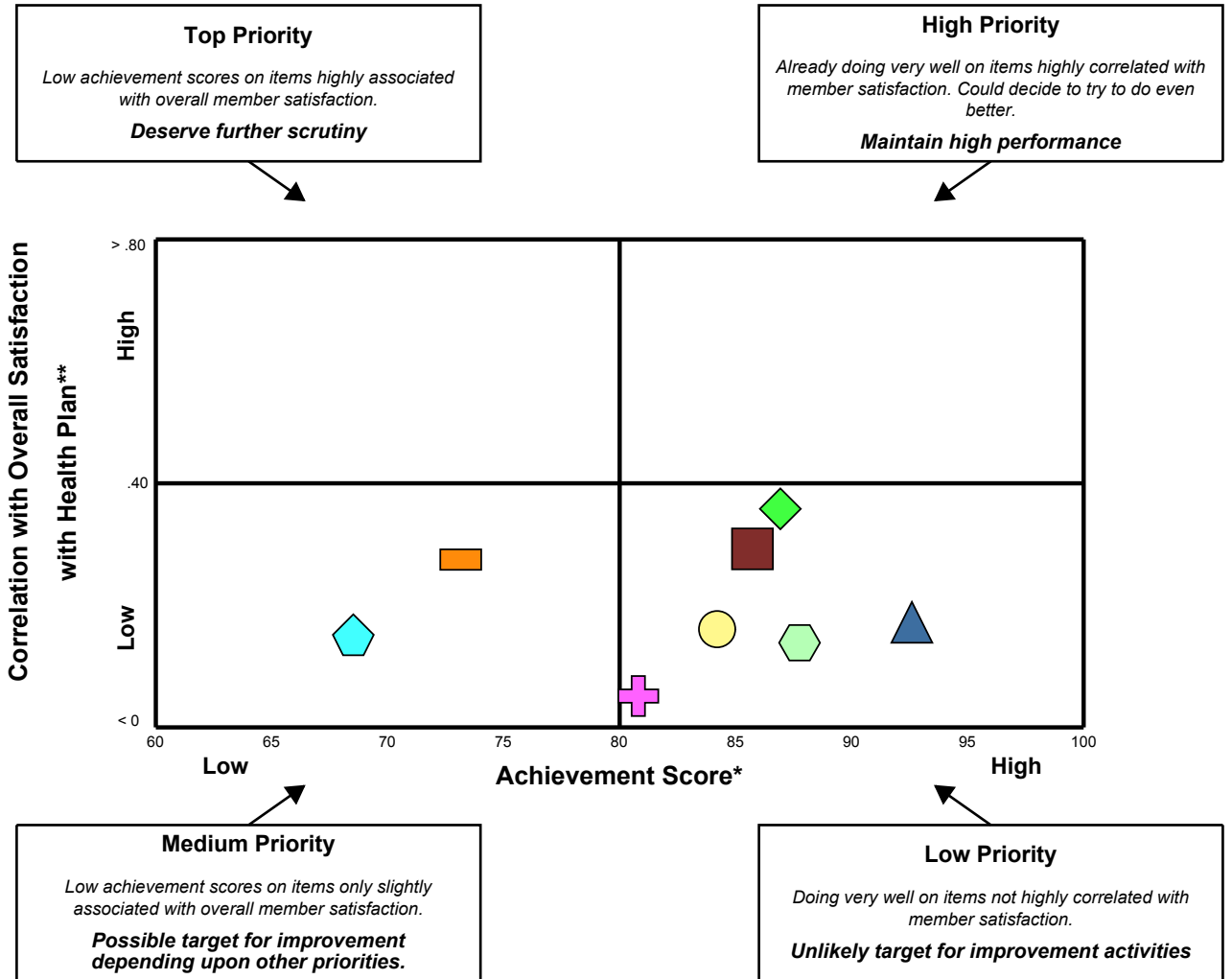
Rating of All Health Care From All Doctors and Other Health Providers

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

General Population



- Getting Needed Care**
- Shared Decision Making**
- Getting Care Quickly**
- Access to Specialized Services**
- How Well Doctors Communicate**
- Family Centered Care: Personal Doctor or Nurse Who Knows Child**
- Customer Service**
- Coordination of Care**

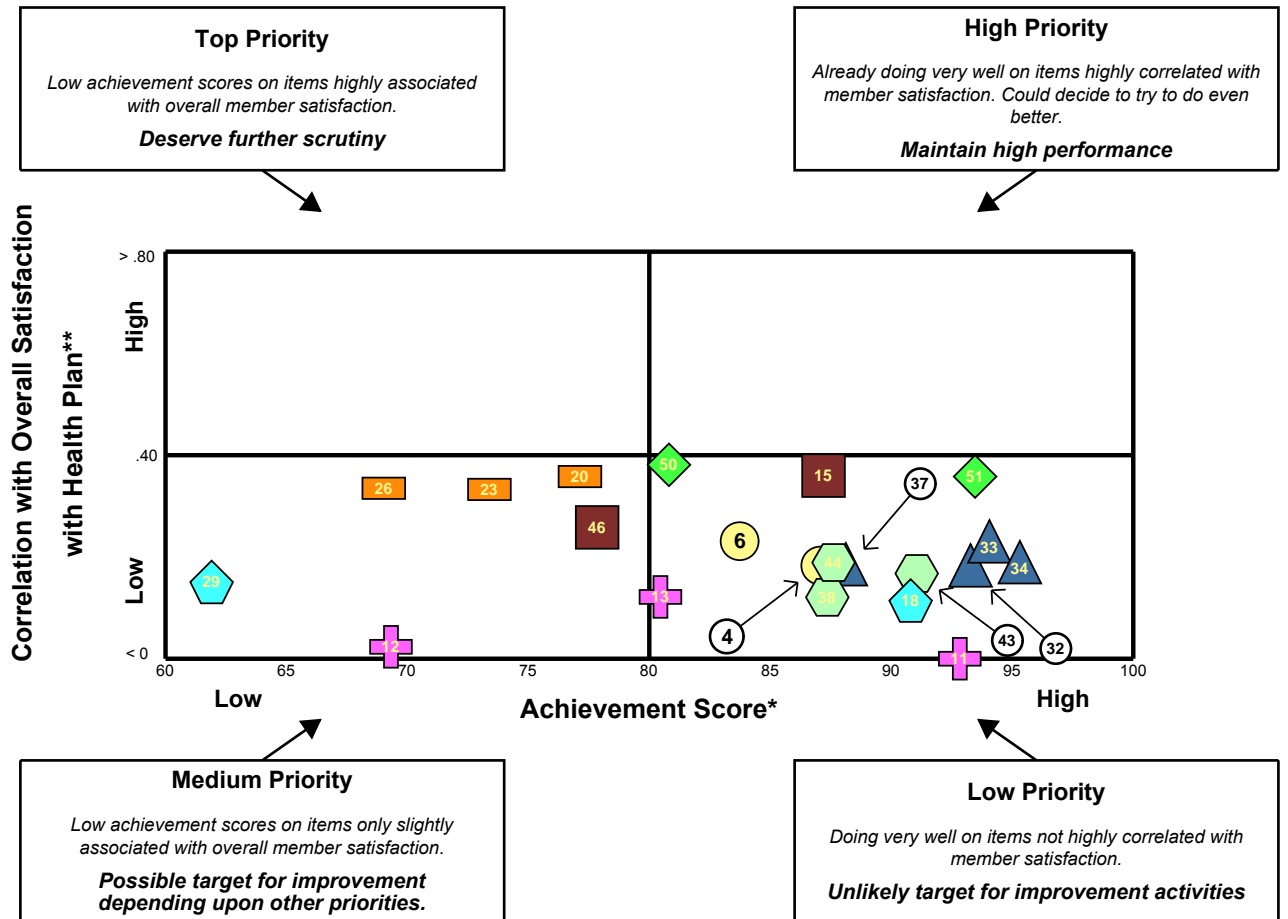
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

General Population



- **Getting Needed Care**
Q46. Usually or always got appointments with specialists as soon as child needed
Q15. Usually or always easy to get the care, tests or treatment child needed
- **Getting Care Quickly**
Q4. Usually or always got care as soon as child needed
Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**
Q50. Customer service usually or always gave help you needed
Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child
- **Access to Specialized Services**
Q20. Usually or always easy to get special medical equipment or devices for child
Q23. Usually or always easy to get therapy for child
Q26. Usually or always easy to get treatment or counseling for child
- ◆ **Family Centered Care**
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
Q43. Doctor understands how health conditions affect child's day-to-day life
Q44. Doctor understands how health conditions affect family's day-to-day life
- ◆ **Coordination of Care**
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

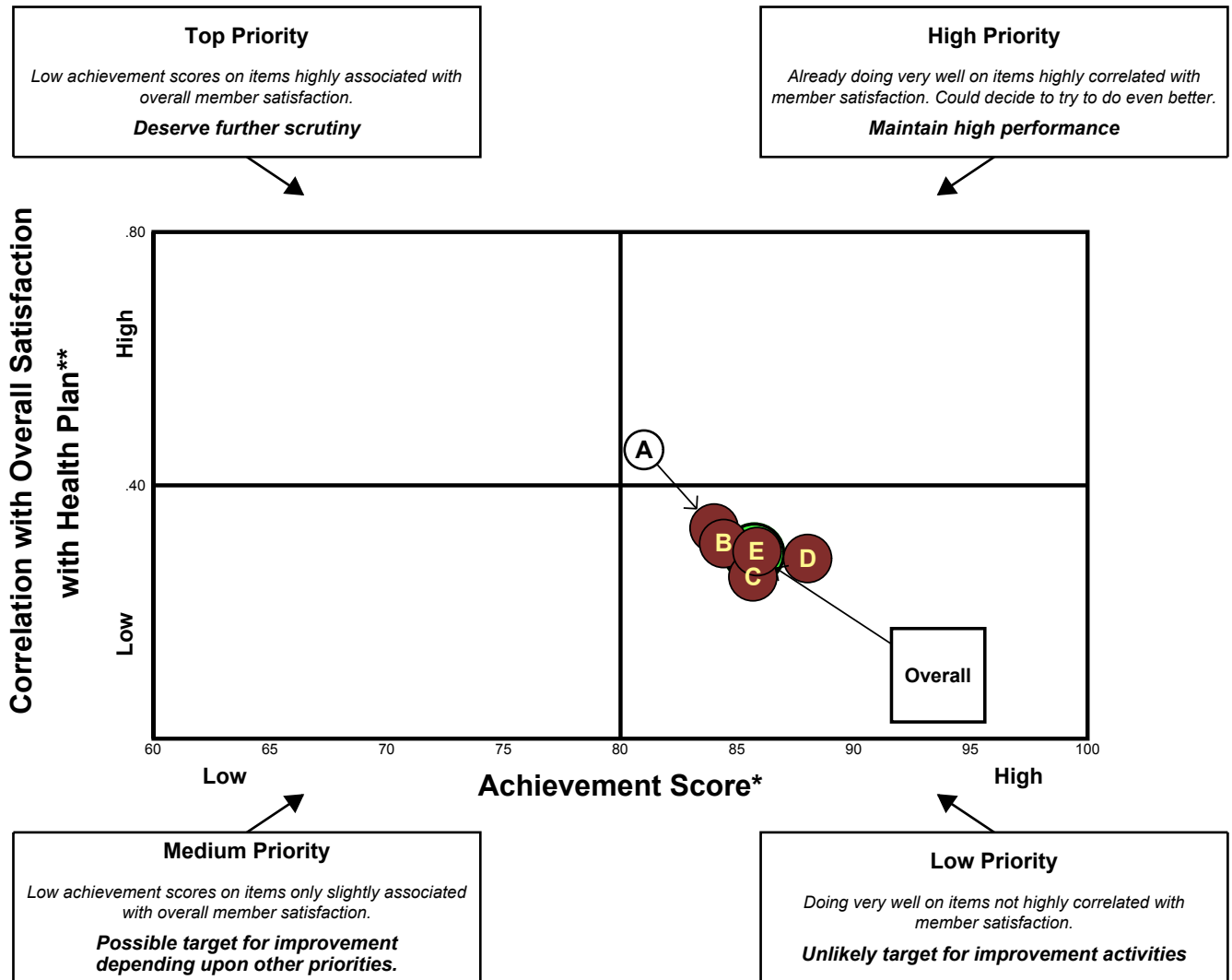
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

General Population



- A** Amerigroup
- D** Molina
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

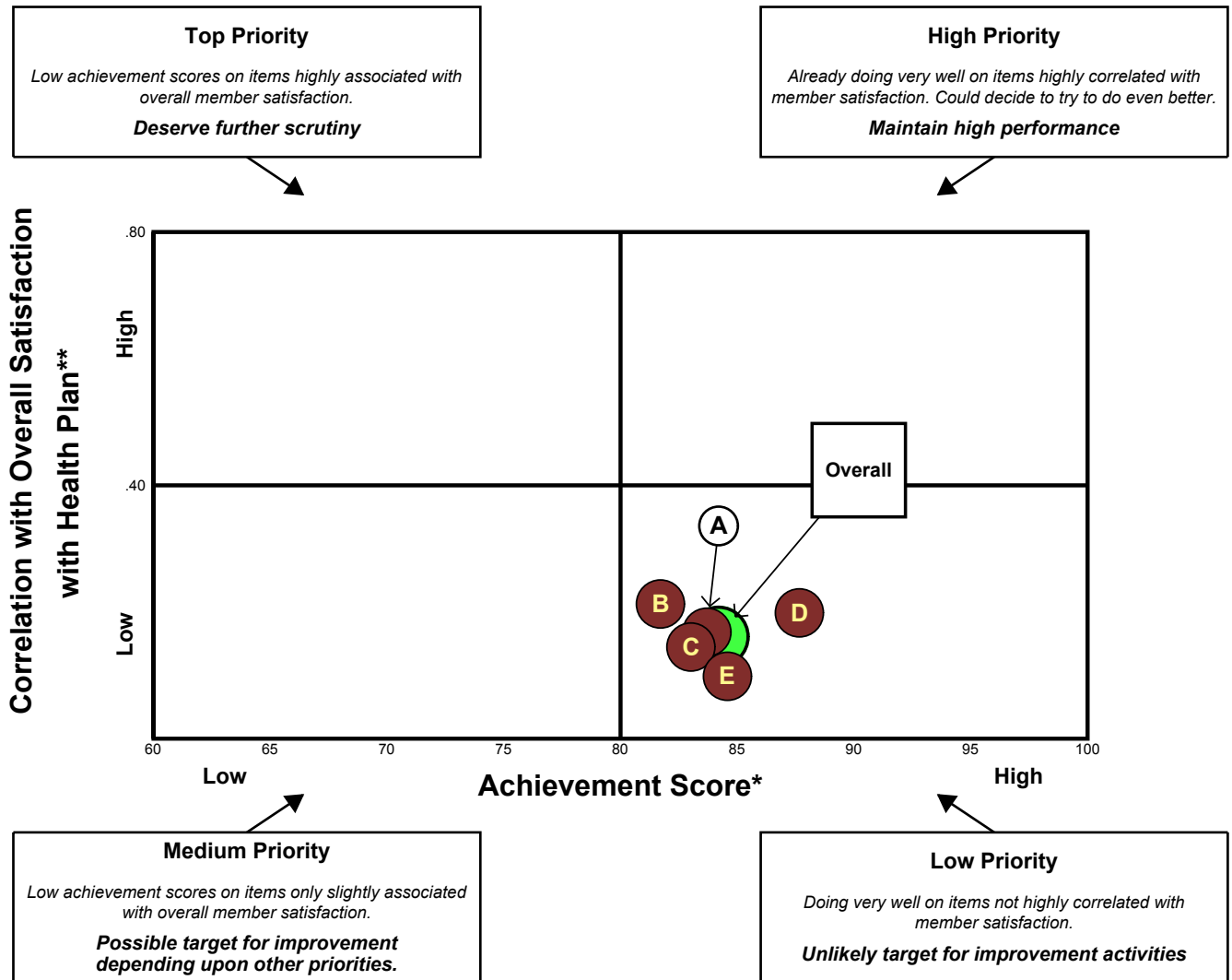
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

General Population



- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care
- D** Molina
- E** UnitedHealthcare

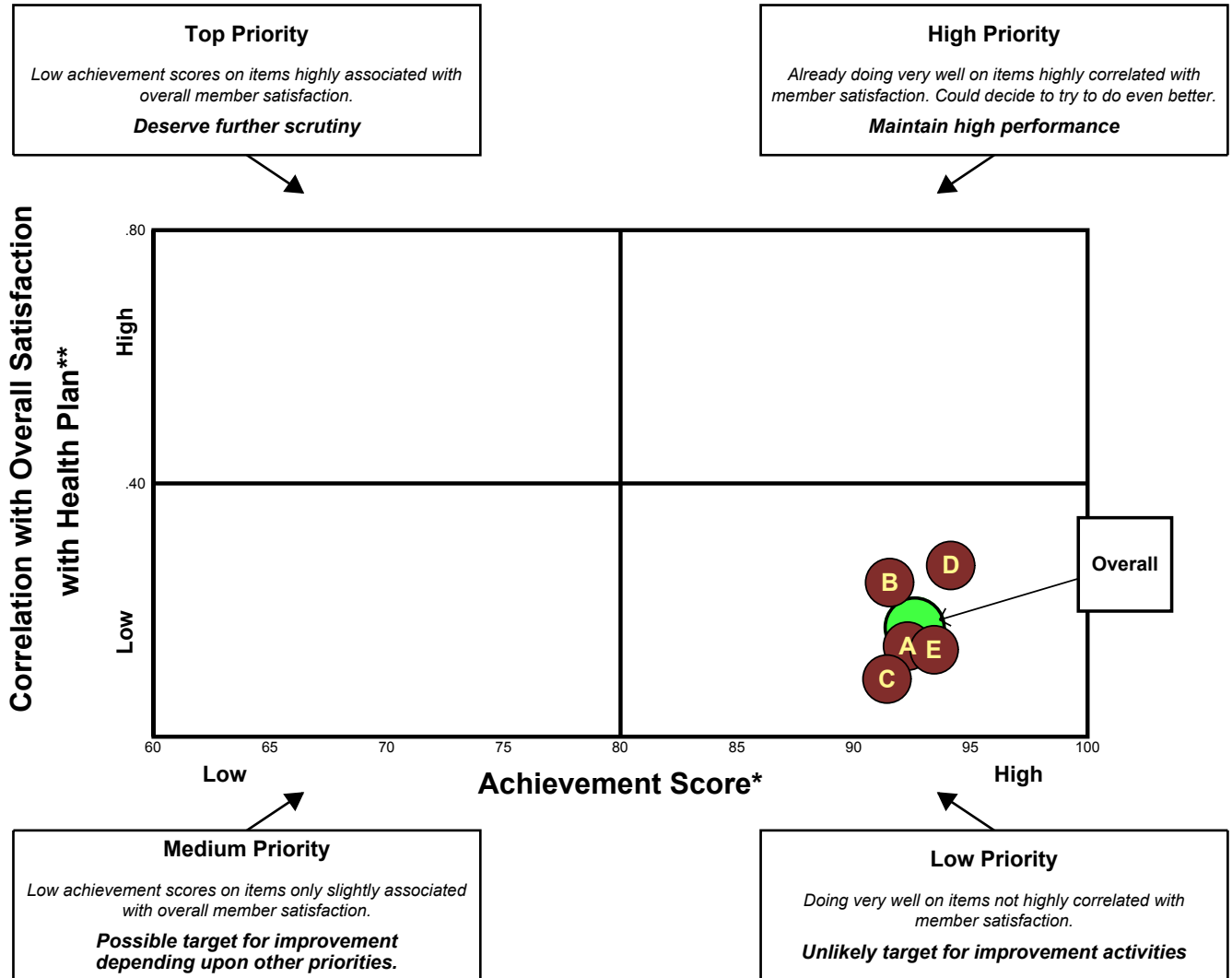
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

General Population



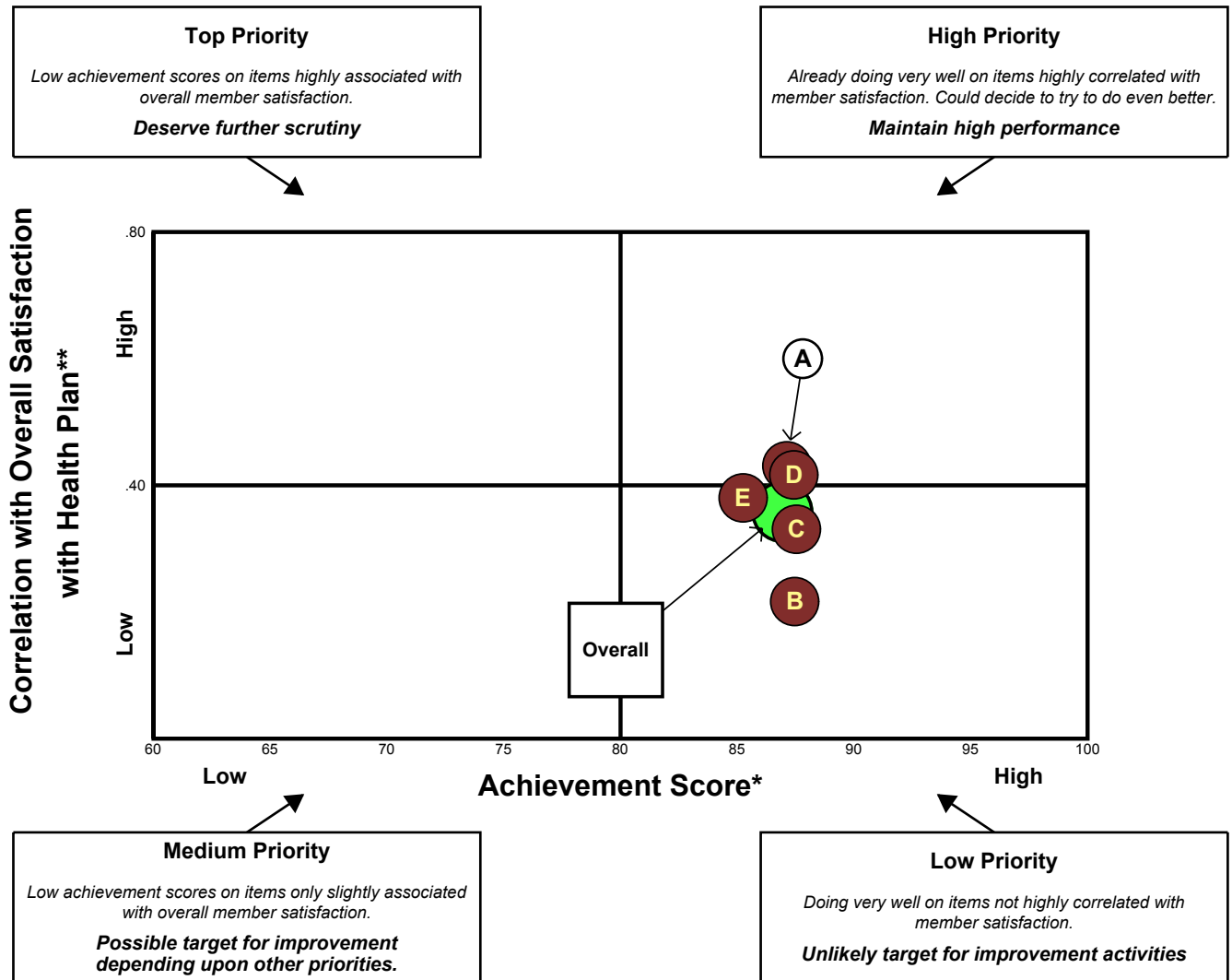
- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service

General Population



- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

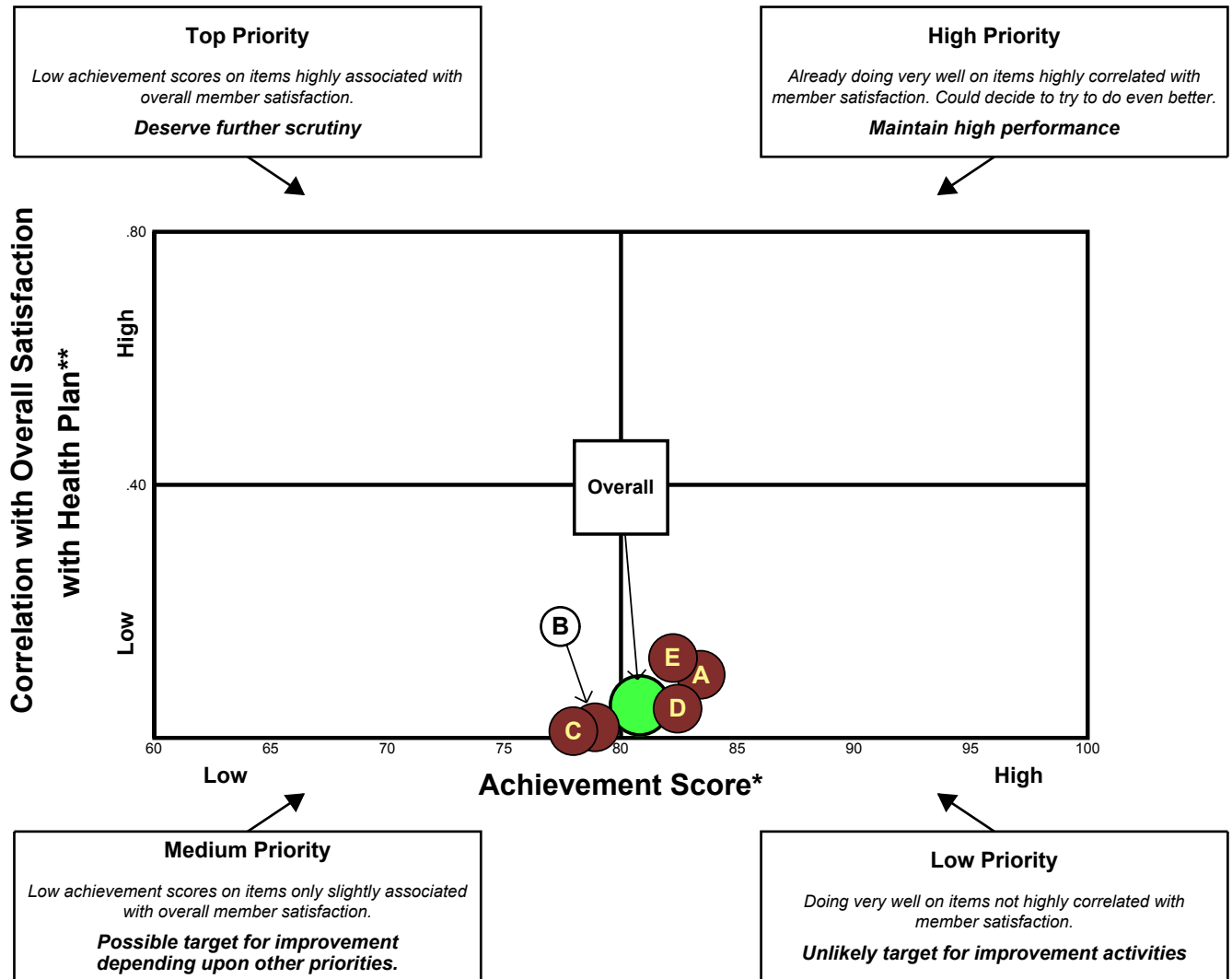
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Shared Decision Making

General Population



- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care

- D** Molina
- E** UnitedHealthcare

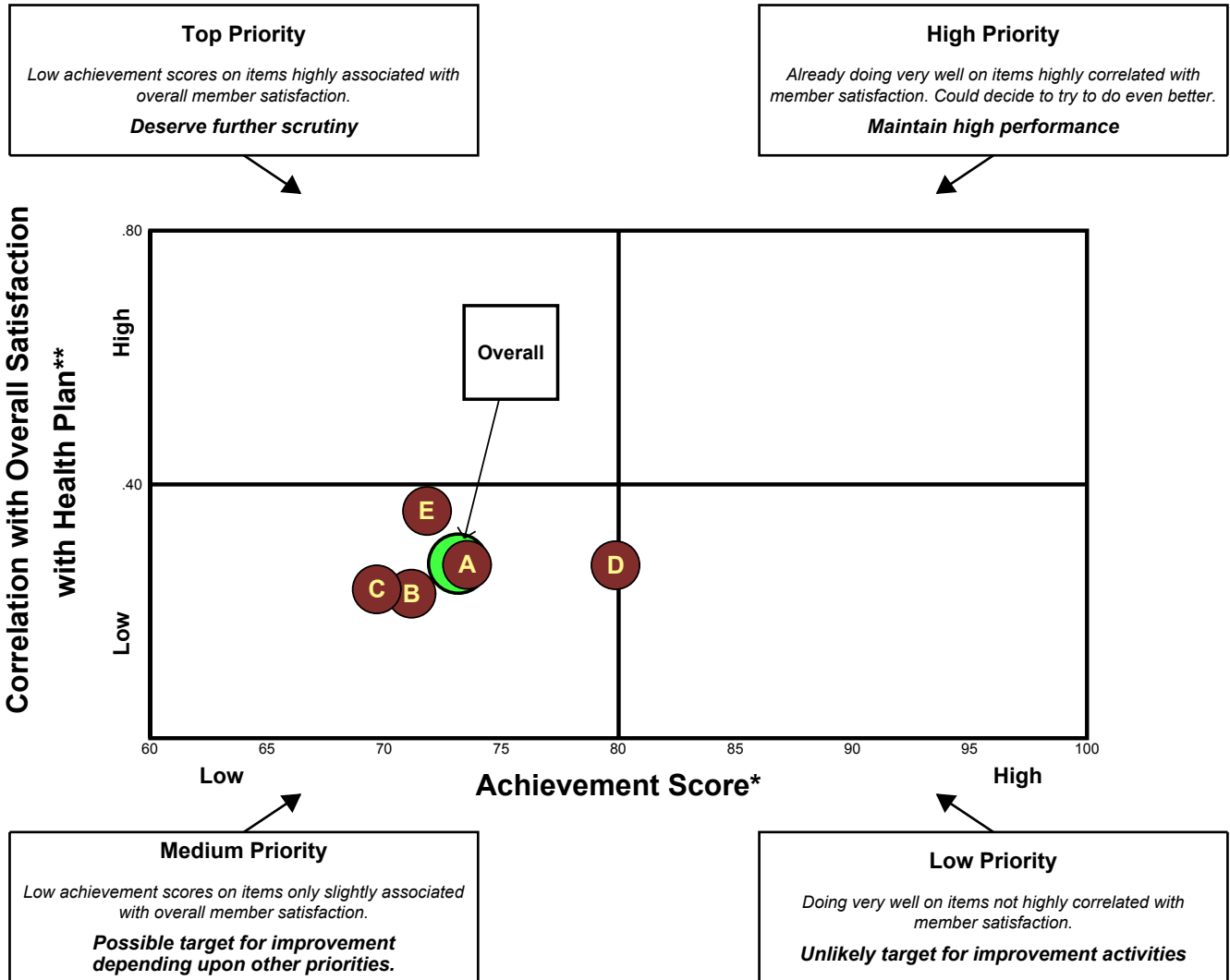
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Access to Specialized Services

General Population

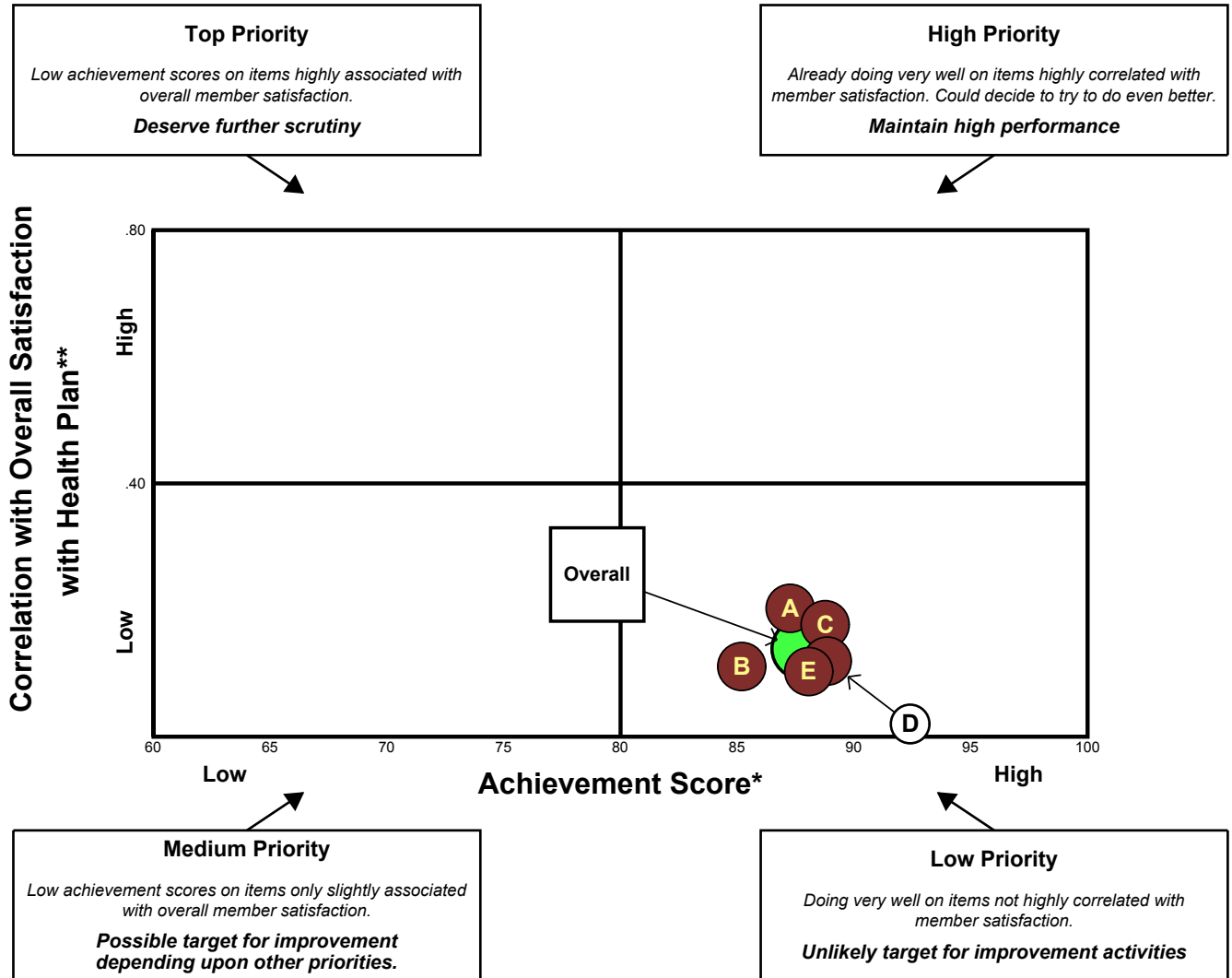


- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child General Population



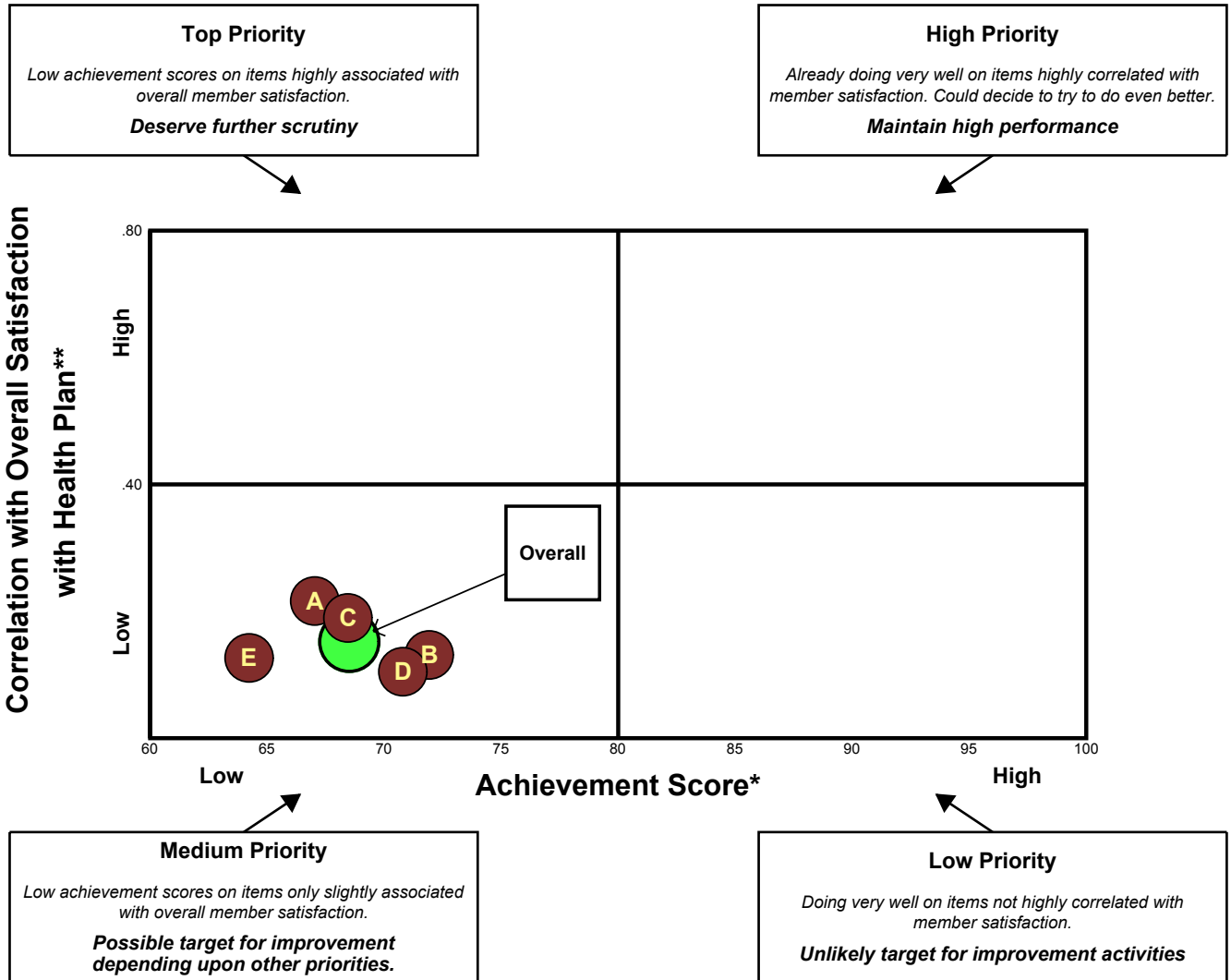
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Coordination of Care

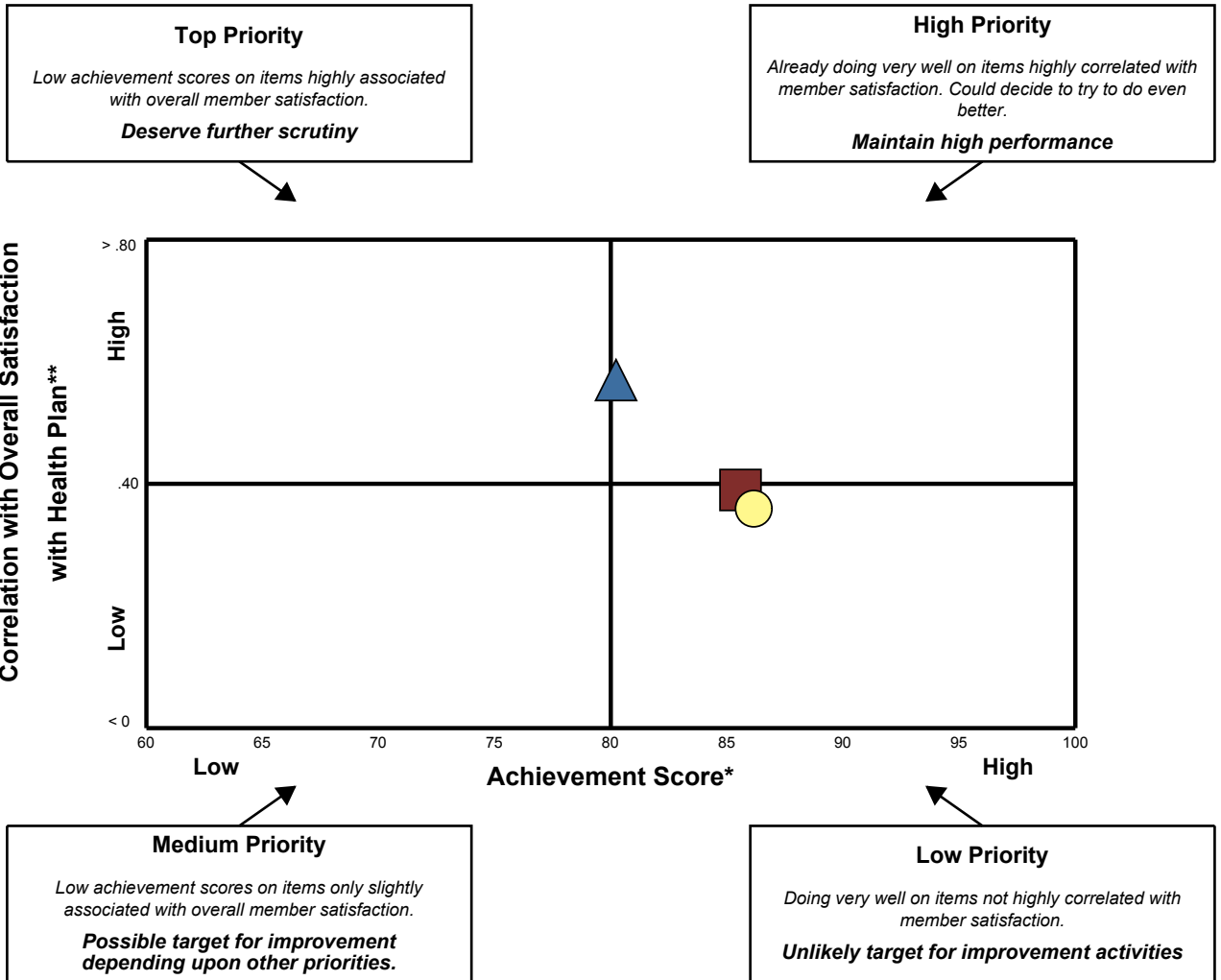
General Population



- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings CCC Population



Rating of Personal Doctor or Nurse

Rating of Specialist

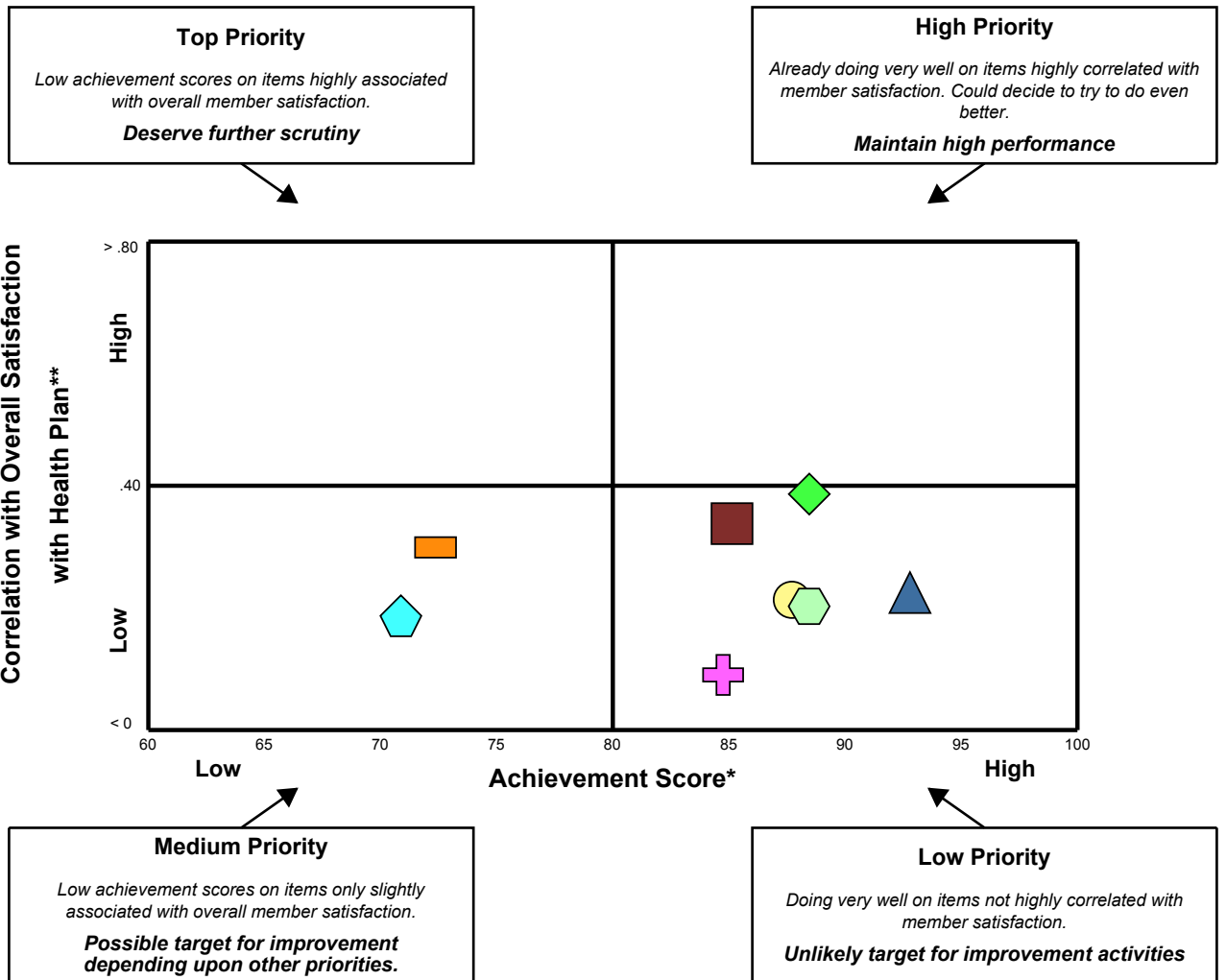
Rating of All Health Care From All Doctors and Other Health Providers

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

CCC Population



- Getting Needed Care**
- Shared Decision Making**
- Getting Care Quickly**
- Access to Specialized Services**
- How Well Doctors Communicate**
- Family Centered Care: Personal Doctor or Nurse Who Knows Child**
- Customer Service**
- Coordination of Care**

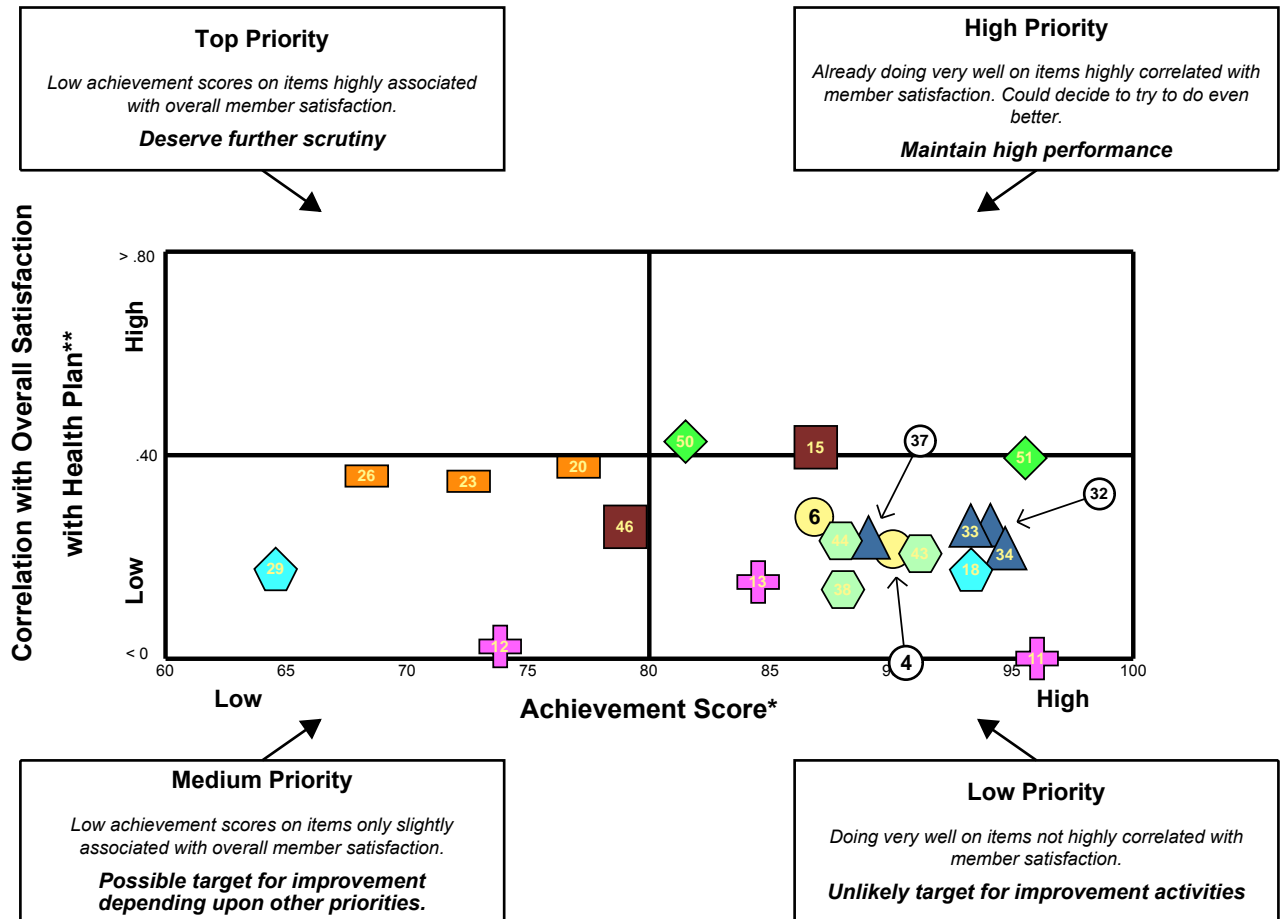
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

CCC Population



- **Getting Needed Care**
Q46. Usually or always got appointments with specialists as soon as child needed
Q15. Usually or always easy to get the care, tests or treatment child needed
- **Getting Care Quickly**
Q4. Usually or always got care as soon as child needed
Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**
Q50. Customer service usually or always gave help you needed
Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child
- **Access to Specialized Services**
Q20. Usually or always easy to get special medical equipment or devices for child
Q23. Usually or always easy to get therapy for child
Q26. Usually or always easy to get treatment or counseling for child
- ⬡ **Family Centered Care**
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
Q43. Doctor understands how health conditions affect child's day-to-day life
Q44. Doctor understands how health conditions affect family's day-to-day life
- ◆ **Coordination of Care**
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

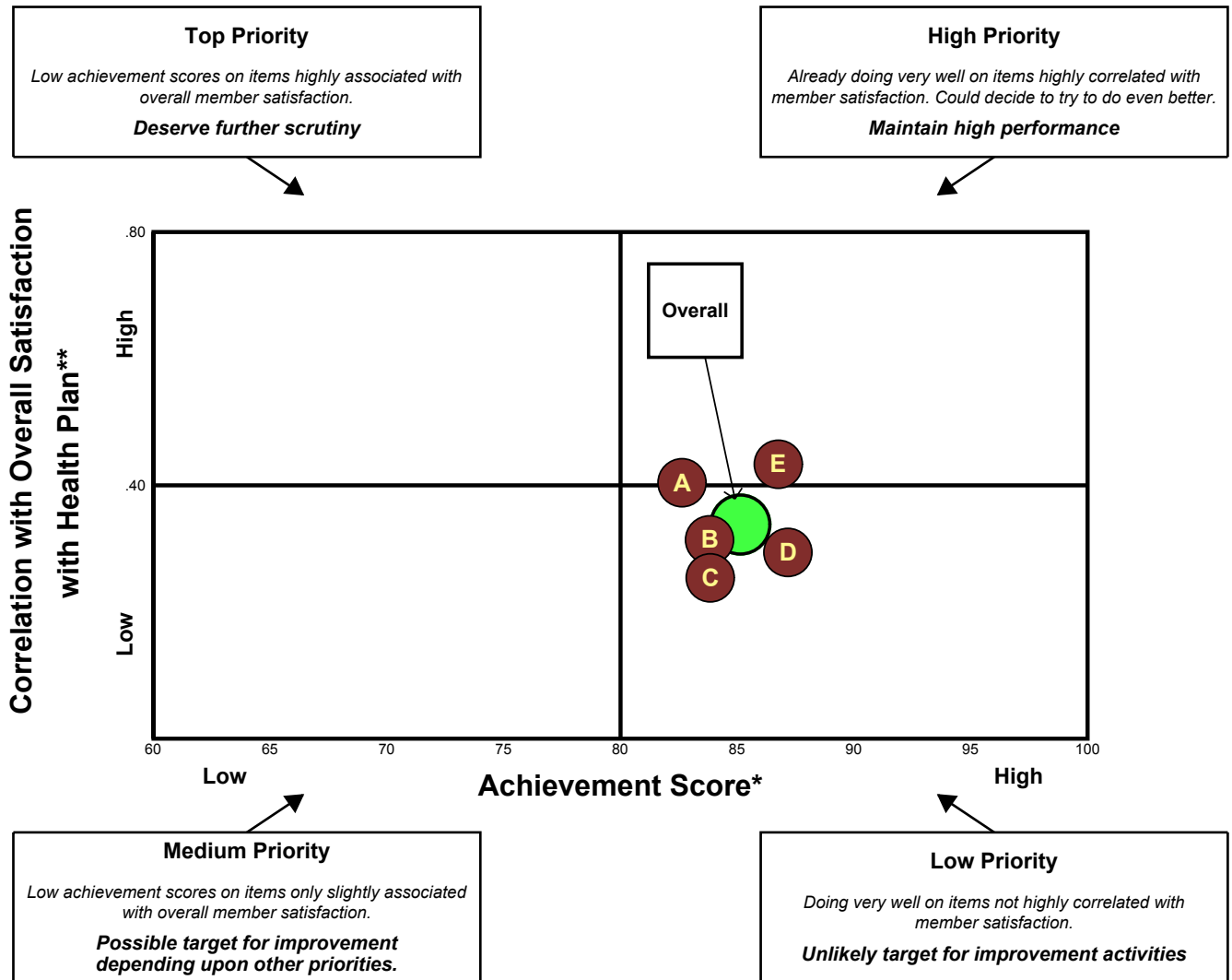
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Needed Care

CCC Population



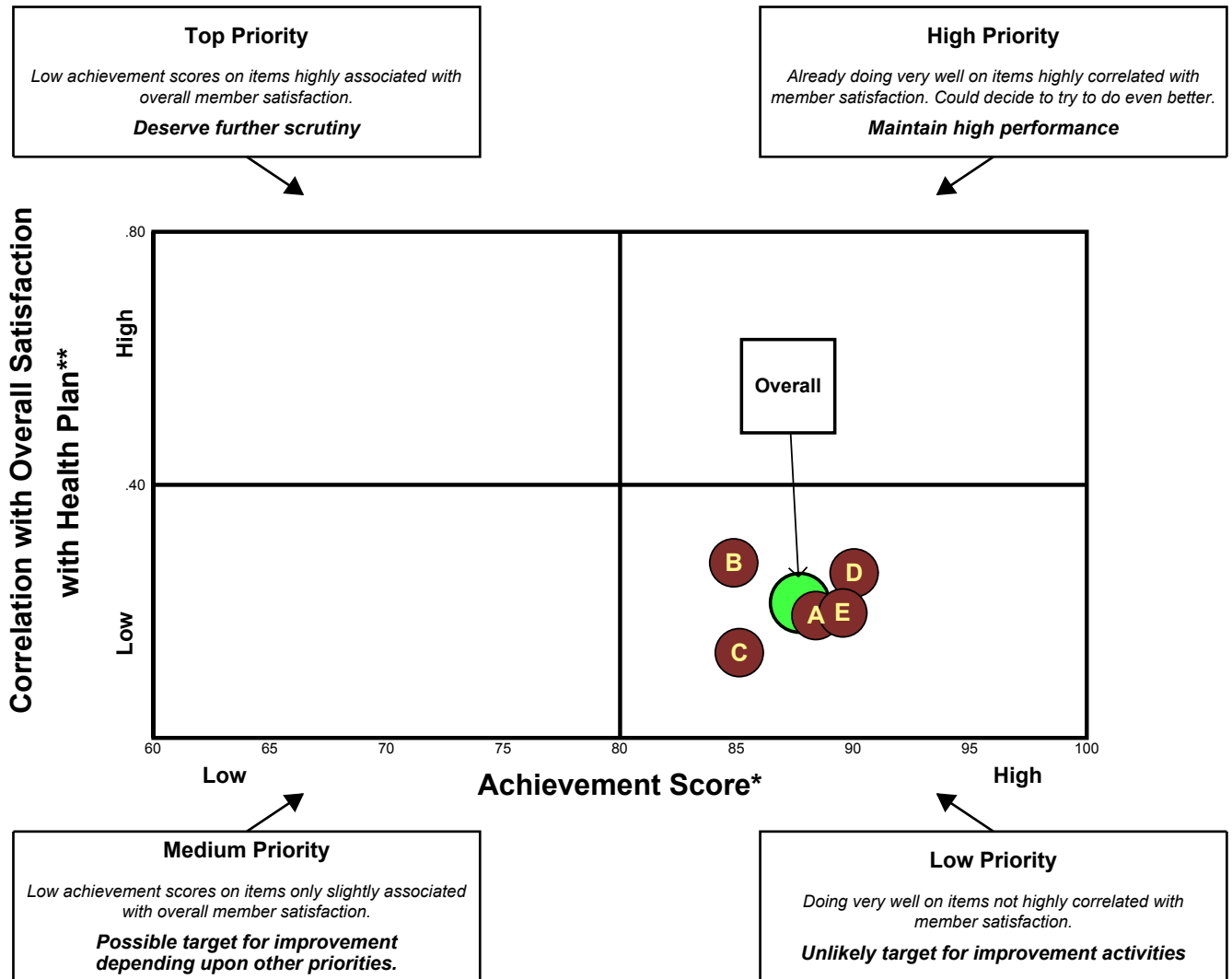
- A** Amerigroup
- D** Molina
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Getting Care Quickly

CCC Population



- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

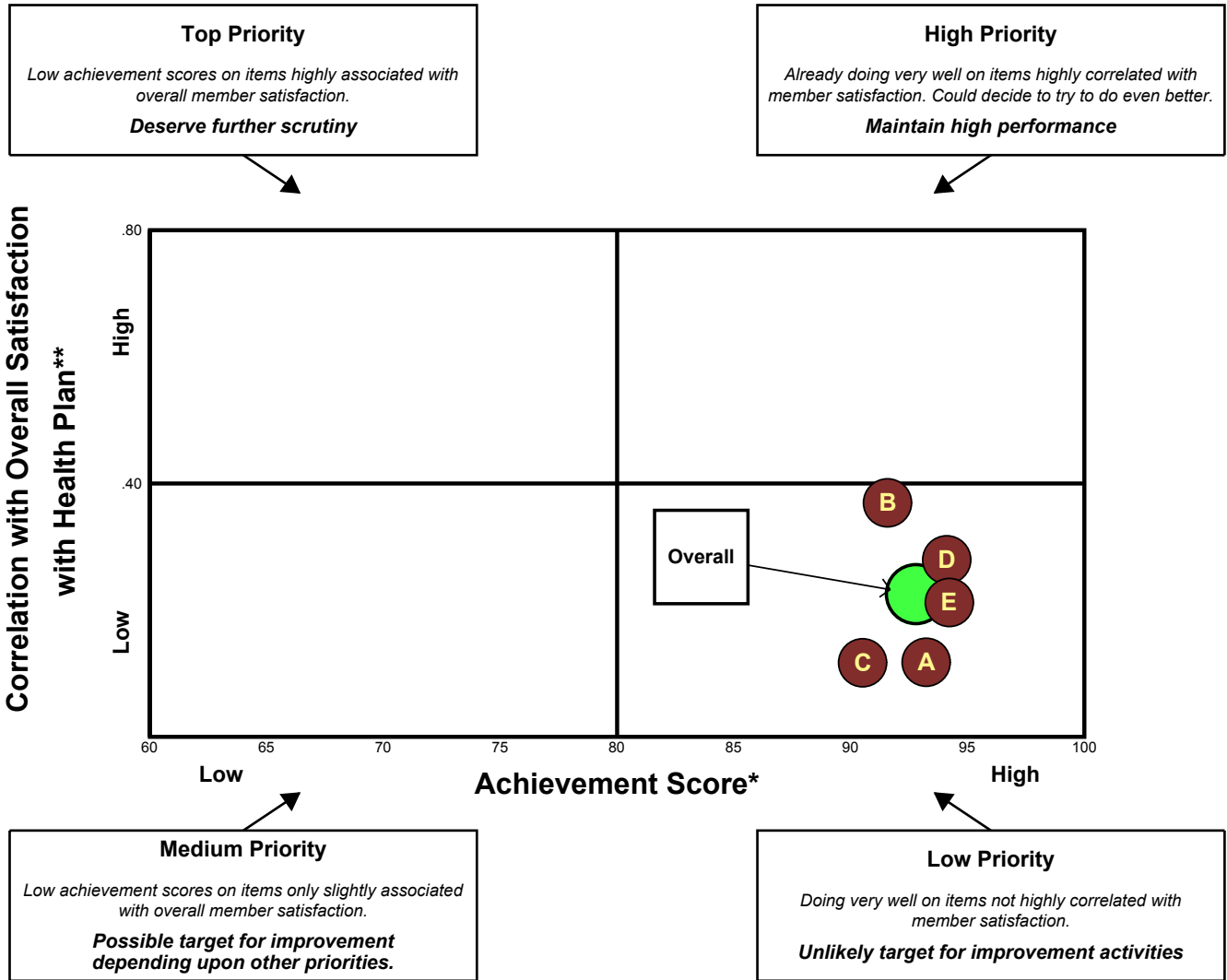
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

How Well Doctors Communicate

CCC Population



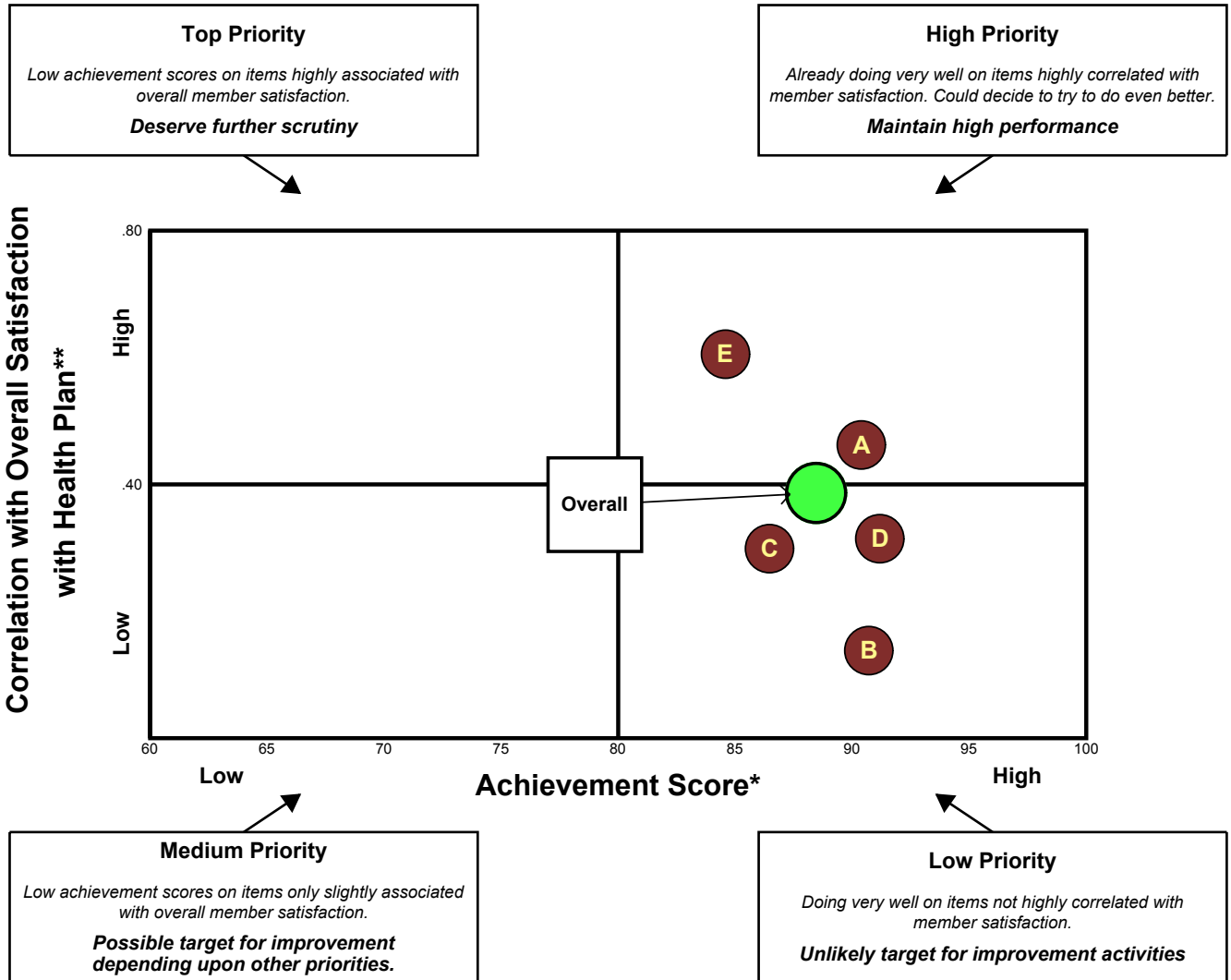
- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Customer Service

CCC Population



- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

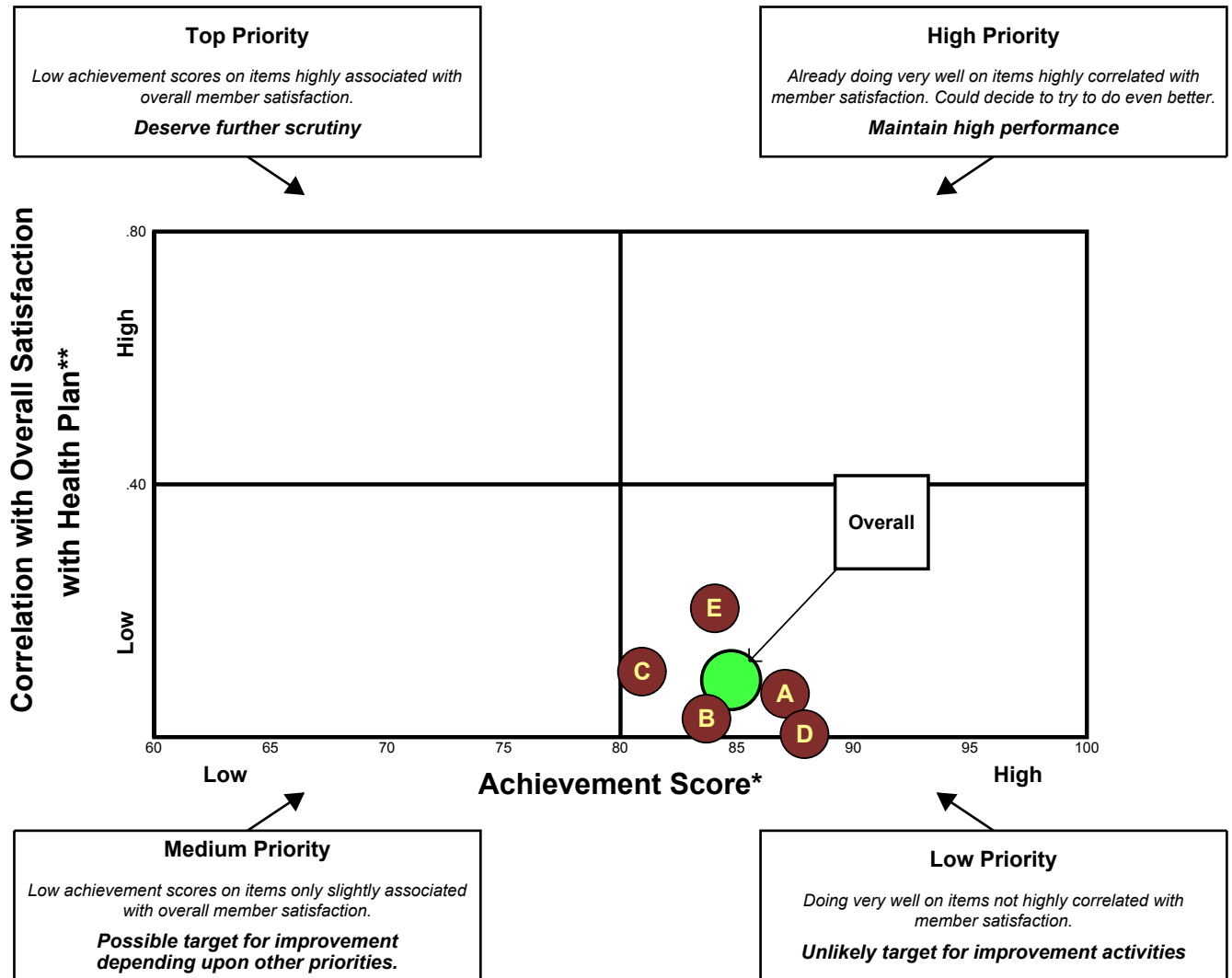
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard Composites

Shared Decision Making

CCC Population



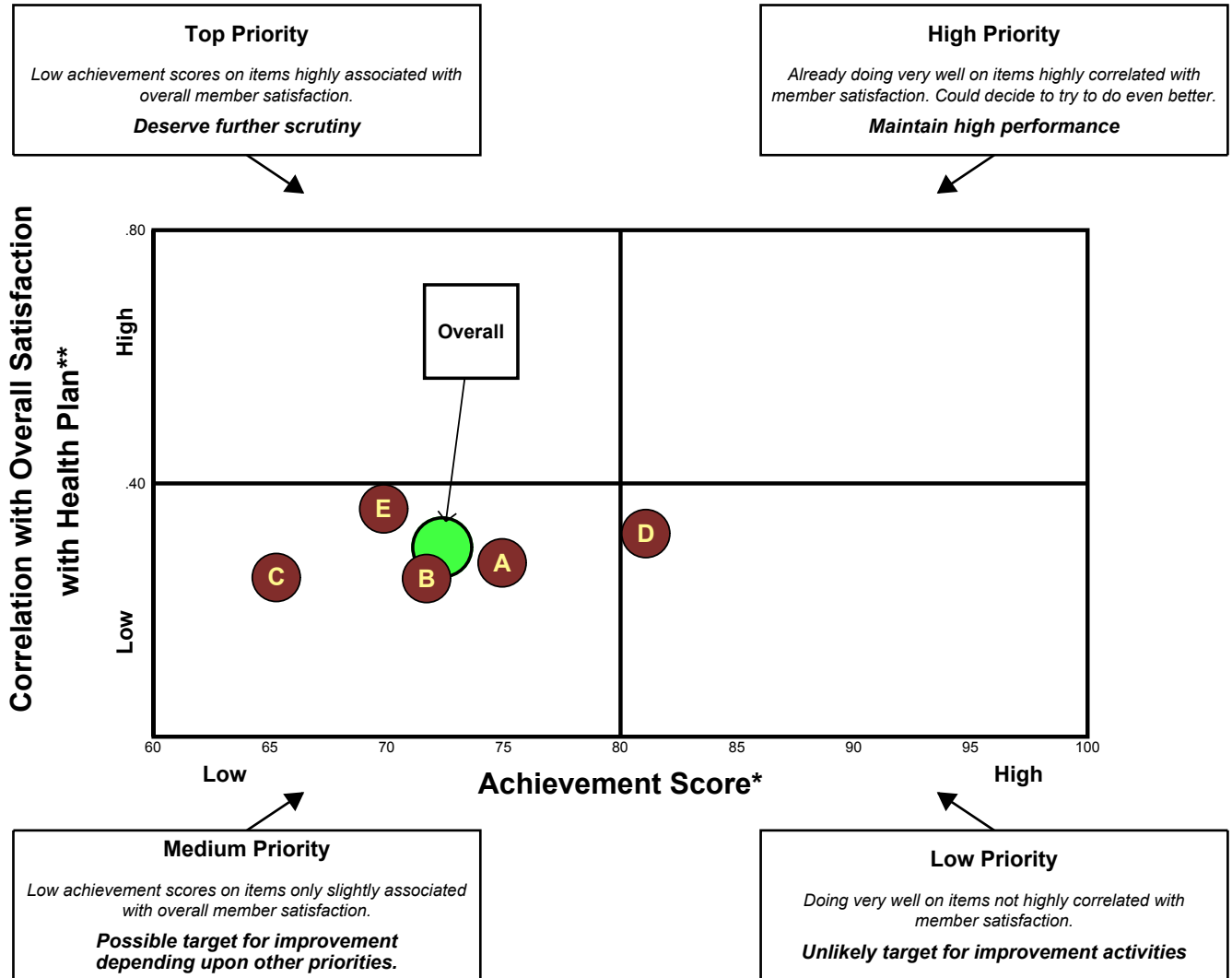
- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Access to Specialized Services

CCC Population



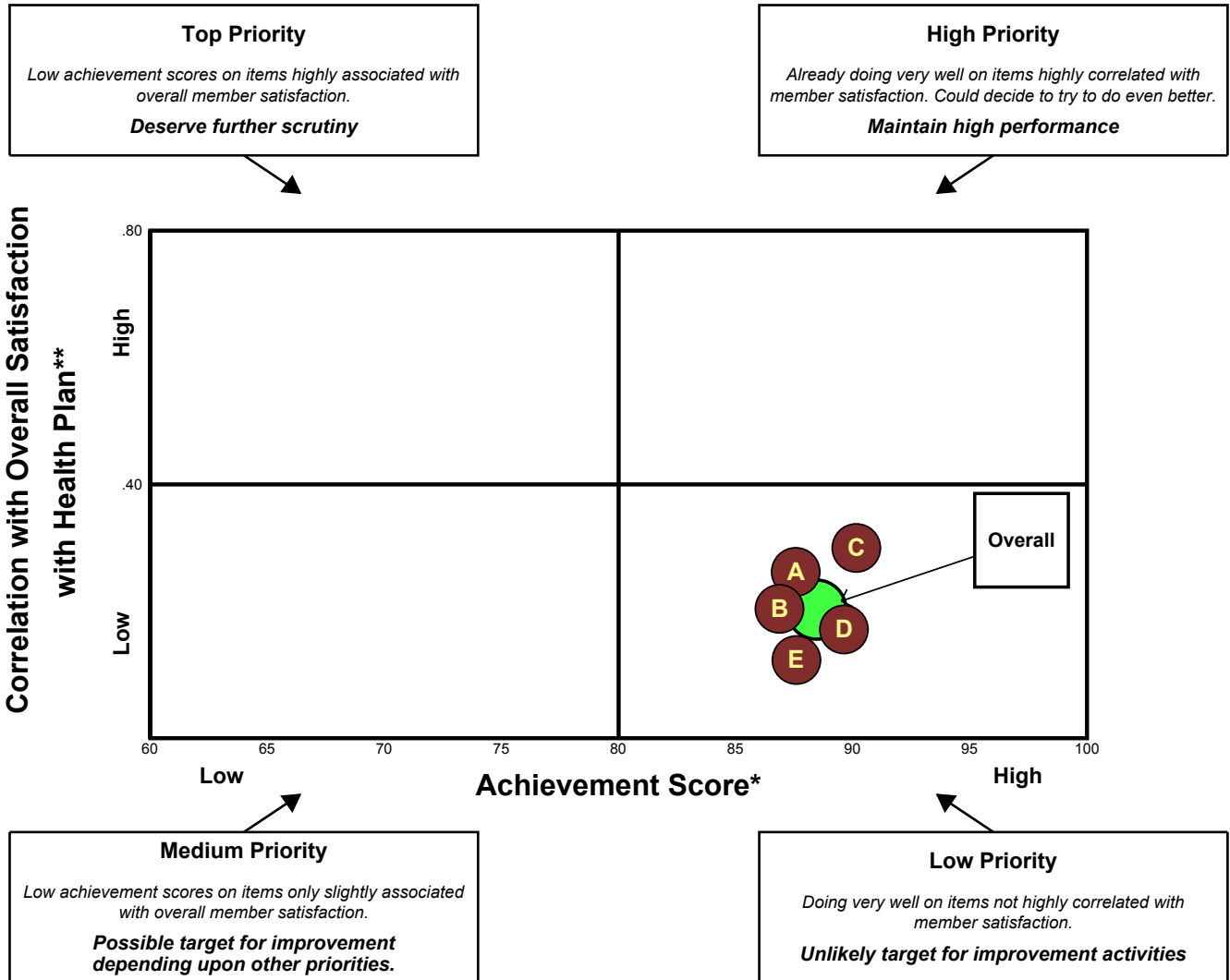
- A** Amerigroup
- D** Molina
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

CCC Population



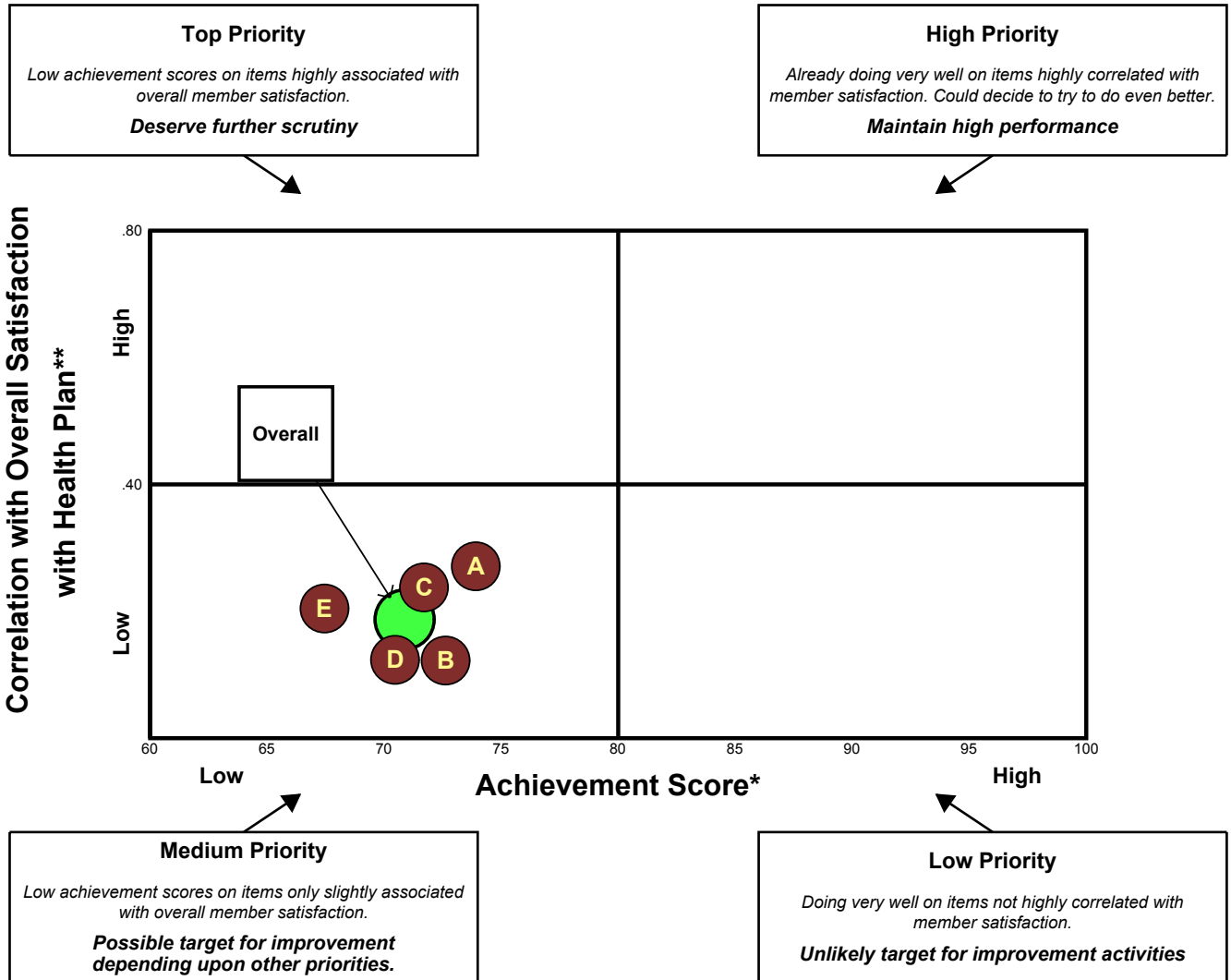
- A Amerigroup
- D Molina
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CCC Composites

Coordination of Care

CCC Population



- A** Amerigroup
- D** Molina
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the health plan is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten HEDIS-CAHPS® 5.0H questions most highly correlated with the Apple Health Managed Care plans enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Apple Health Managed Care overall child achievement score, and the correlation with overall satisfaction with the services for children under Apple Health Managed Care. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. Correlation coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

General Population

Question	AHMC Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	82.7	0.55
Q41. Rating of personal doctor	87.6	0.43
Q48. Rating of specialist seen most often	86.0	0.40
Q50. Customer service usually or always gave help you needed	80.8	0.38
Q15. Usually or always easy to get the care, tests or treatment child needed	87.2	0.36
Q51. Customer service usually or always treated you with courtesy and respect	93.5	0.36
Q20. Usually or always easy to get special medical equipment or devices for child	77.1	0.36
Q26. Usually or always easy to get treatment or counseling for child	69.0	0.33
Q23. Usually or always easy to get therapy for child	73.4	0.33
Q56. Usually or Always easy to get prescription medicines for child through health plan	89.1	0.31

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Items Most Highly Correlated with Satisfaction

CCC Population

Question	AHMC Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	80.2	0.57
Q50. Customer service usually or always gave help you needed	81.5	0.43
Q15. Usually or always easy to get the care, tests or treatment child needed	86.9	0.42
Q51. Customer service usually or always treated you with courtesy and respect	95.5	0.39
Q41. Rating of personal doctor	85.6	0.39
Q20. Usually or always easy to get special medical equipment or devices for child	77.1	0.38
Q48. Rating of specialist seen most often	86.1	0.36
Q26. Usually or always easy to get treatment or counseling for child	68.3	0.36
Q23. Usually or always easy to get therapy for child	72.5	0.35
Q56. Usually or Always easy to get prescription medicines for child through health plan	88.8	0.32

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Ratings

The CAHPS 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists, and health care. In the following tables, proportions of respondents (N) assigning ratings of 8, 9, or 10 are reported as achievement scores (Score). Alternate top box achievement scores are calculated using only response options 9+10 as achievements. These are presented as hollow bars.

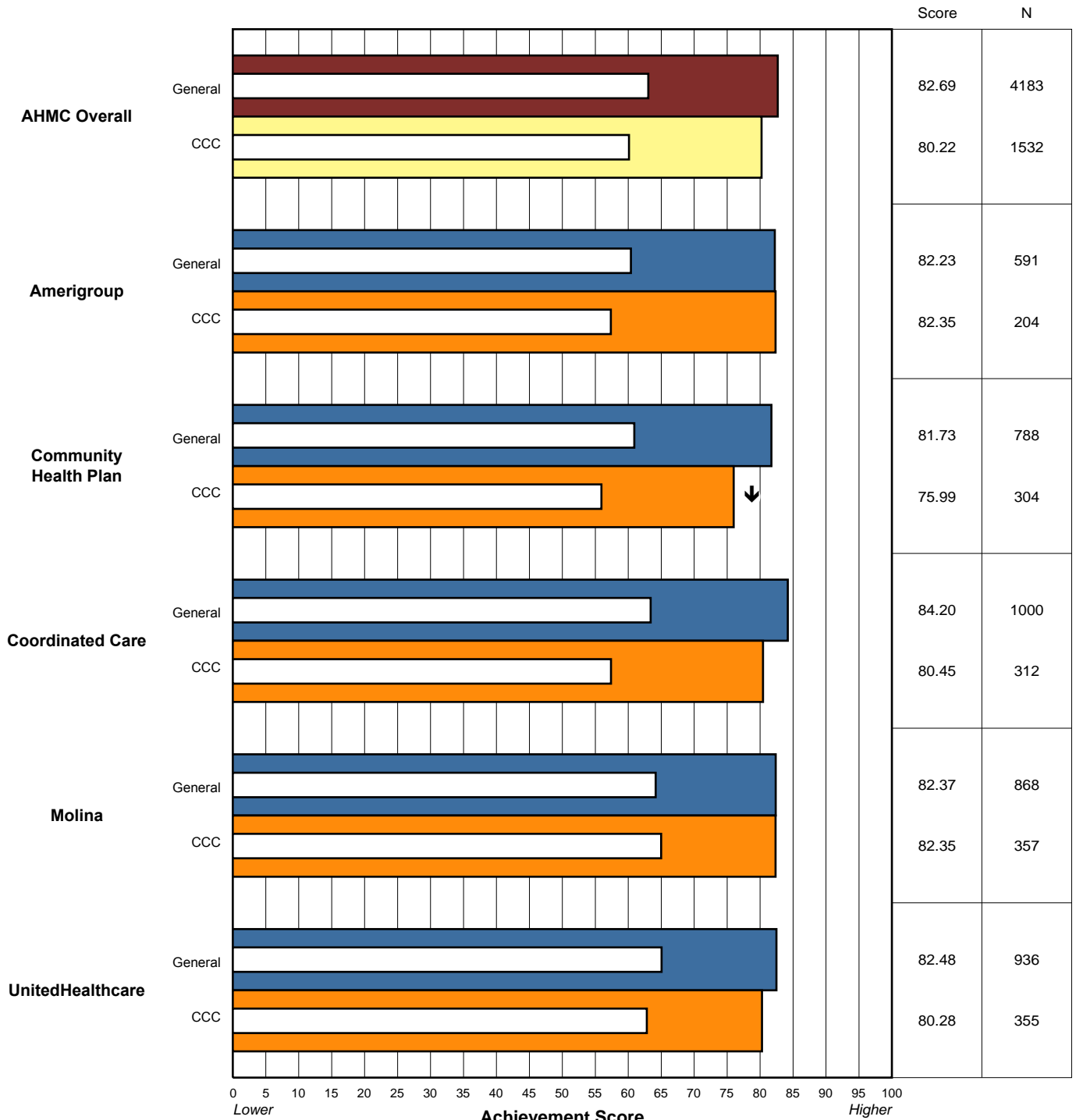
General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

In each graph, the combination of all five Apple Health Managed Care plans is presented as AHMC.

When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

Overall Ratings

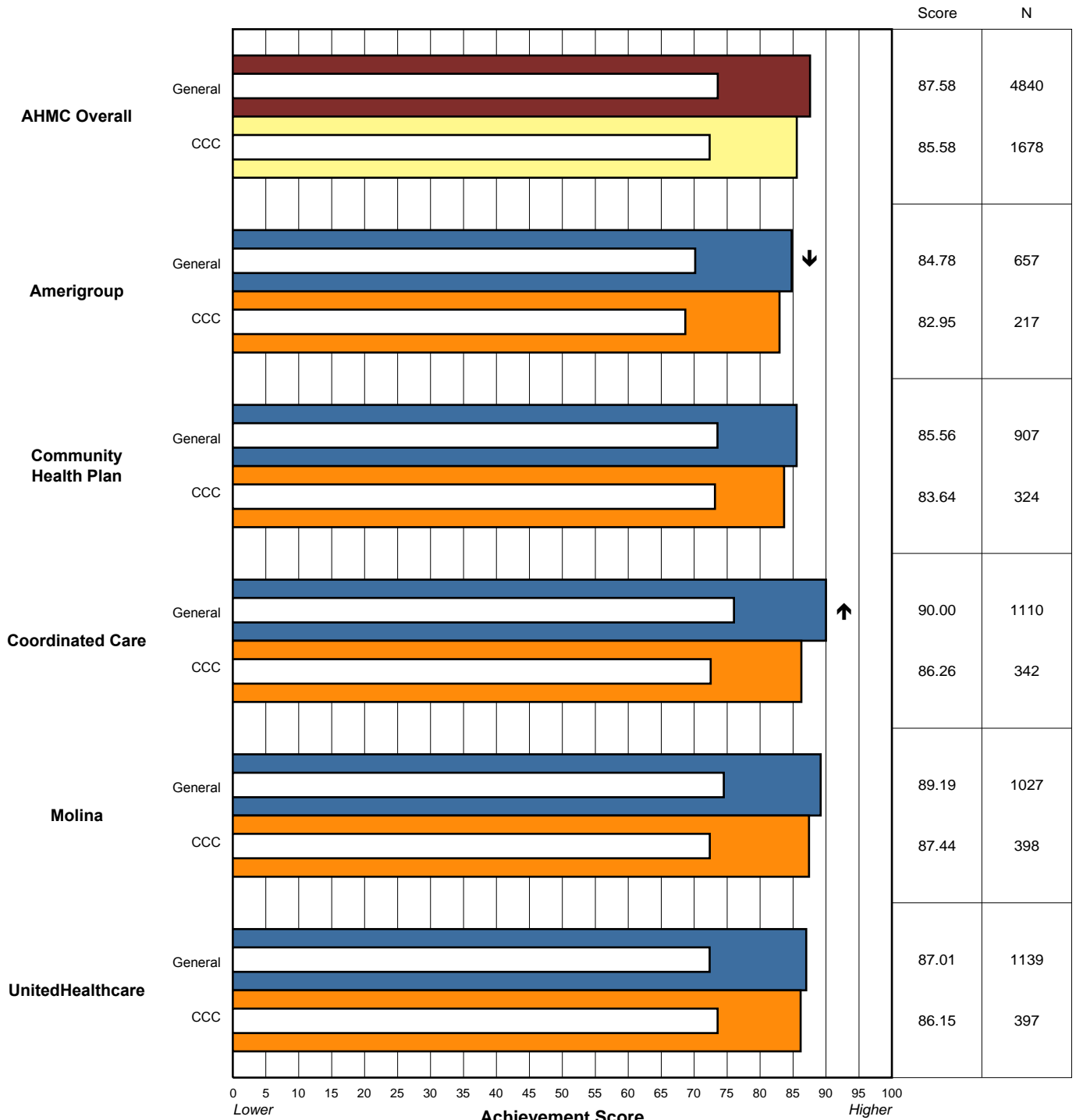
Q14. Rating of all health care



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Overall Ratings Q41. Rating of personal doctor

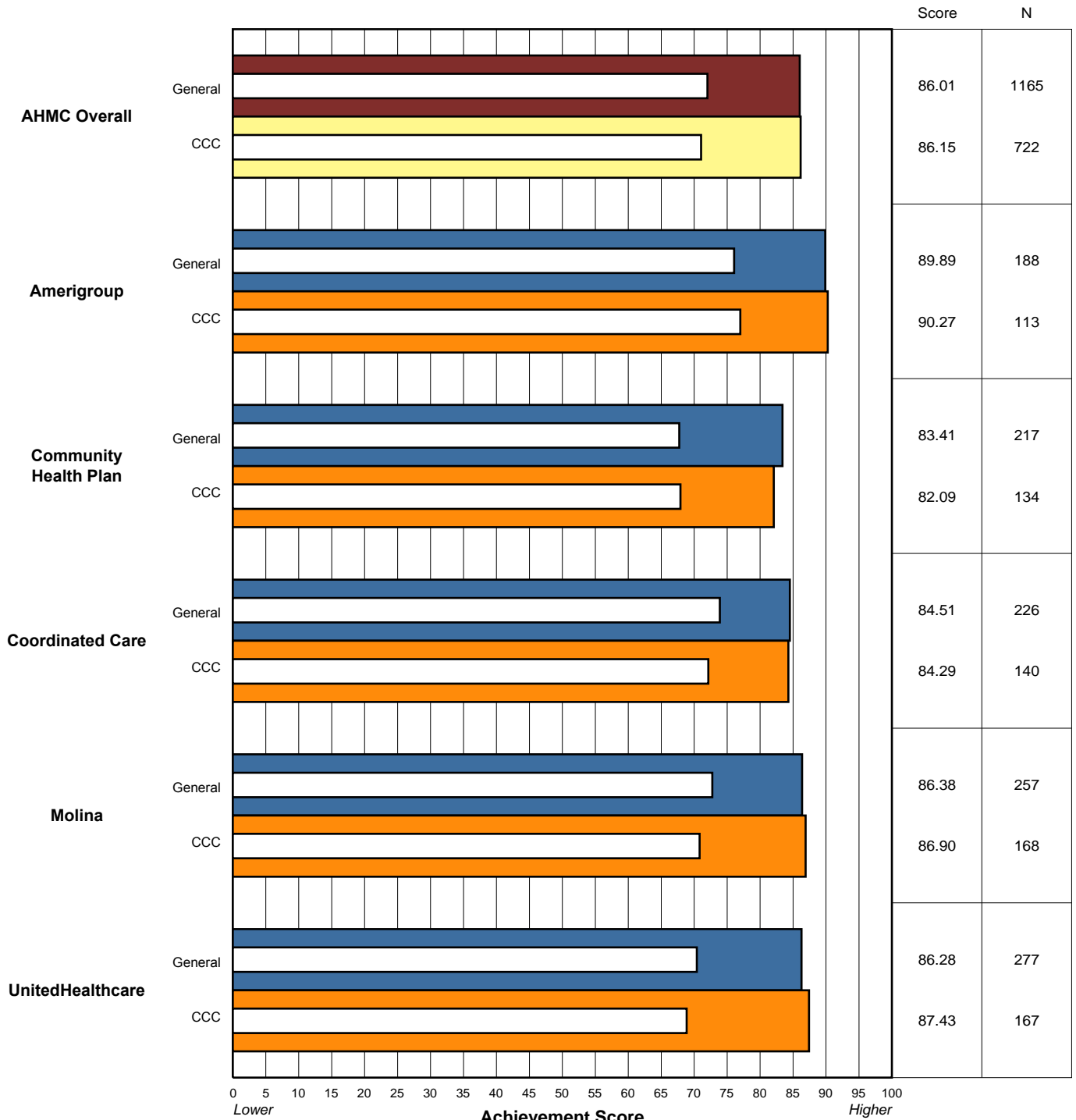


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Overall Ratings

Q48. Rating of specialist seen most often

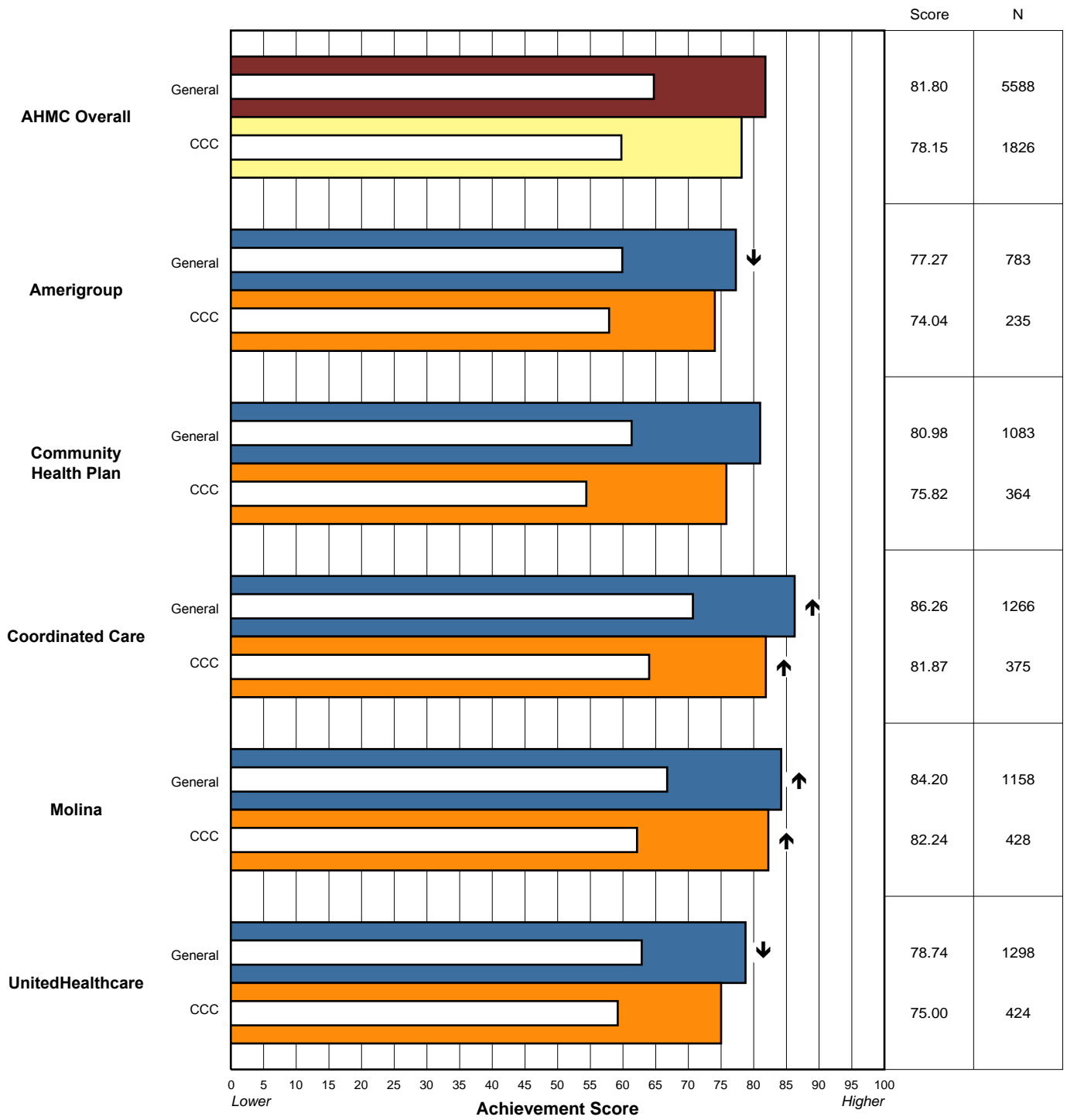


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Overall Ratings

Q54. Rating of health plan



↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Composites

The CAHPS 5.0H survey has five standard composites and three CCC composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite item; the mean of these achievement scores is presented in this section.

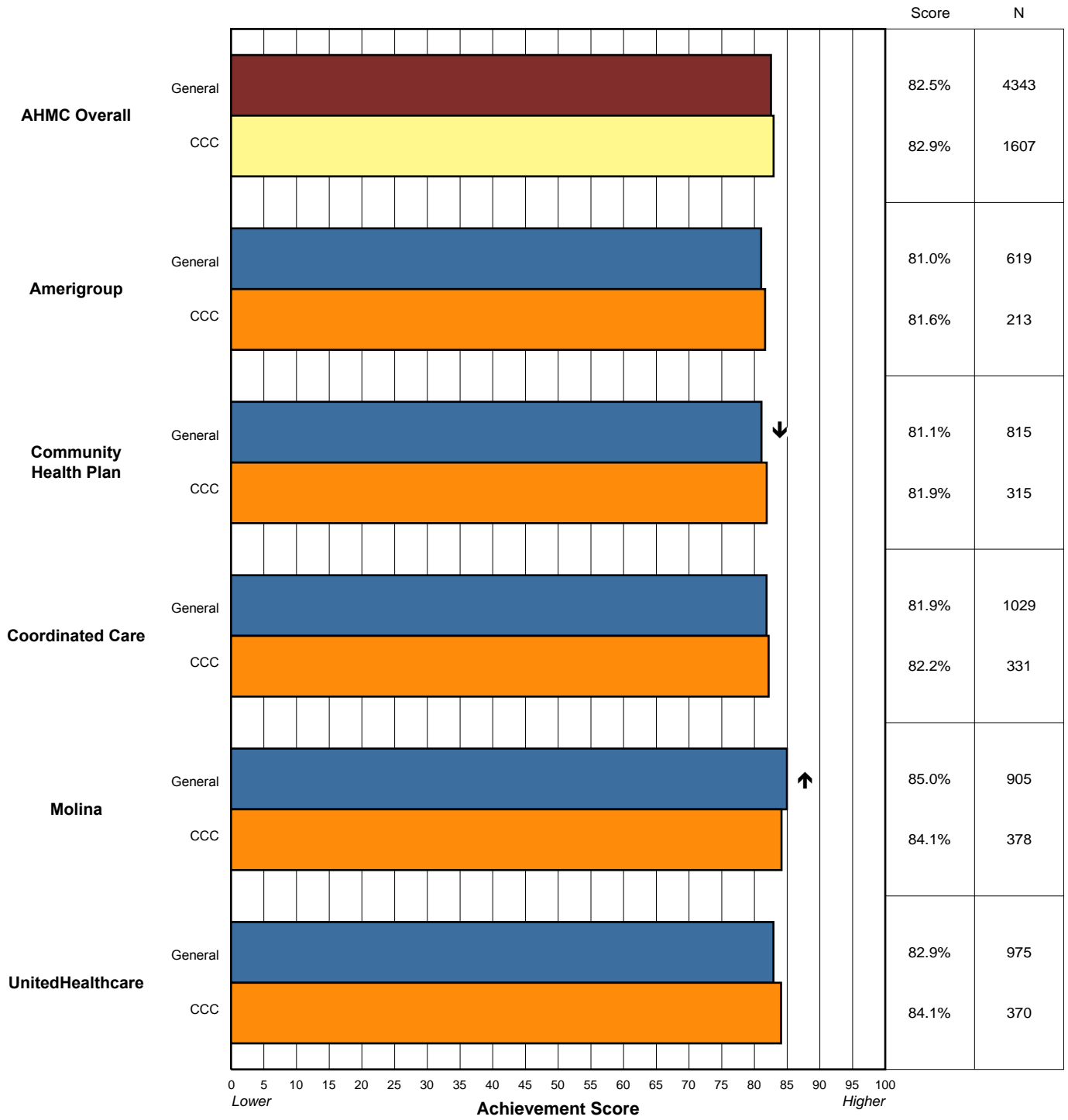
The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service composites and Access to Specialized Care; and 'Yes' for the Shared Decision Making, Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and the Coordination of Care composites. For the questions that use a 'Never' to 'Always' scale the alternate top box scores of 'Always' are presented as hollow bars.

General Population includes responses from all selected eligible child enrollees and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive whereas the CCC Population respondents are also included in the General Population. Additional information regarding the survey based screening tool can be found in the *Methodology and Definitions* section of this report.

In each graph, the composite score for the combination of all five Apple Health Managed Care plans is presented as AHMC.

When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this report.

Composites Getting Needed Care

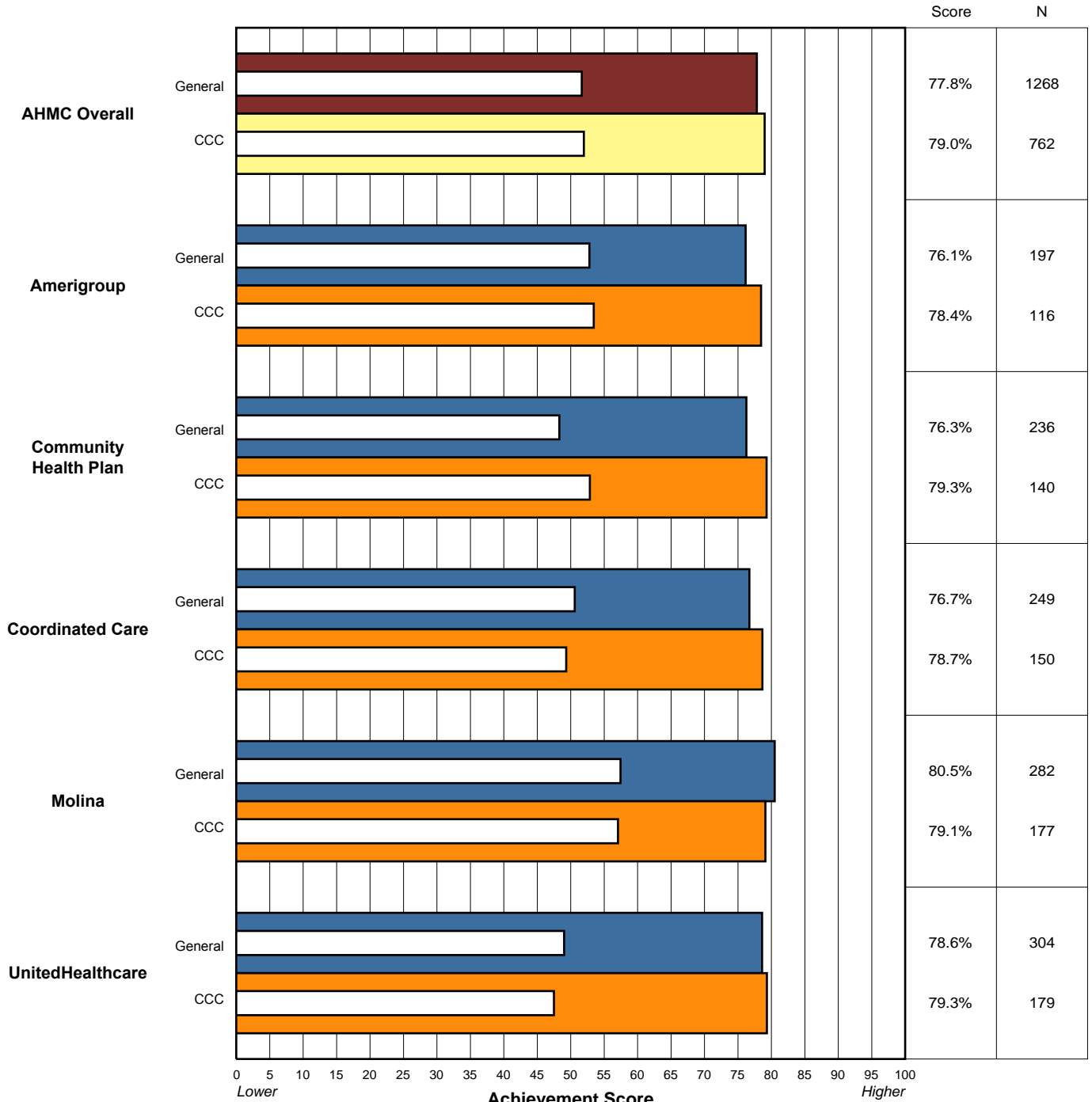


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Getting Needed Care

Q46. Usually or always got appointments with specialists as soon as child needed

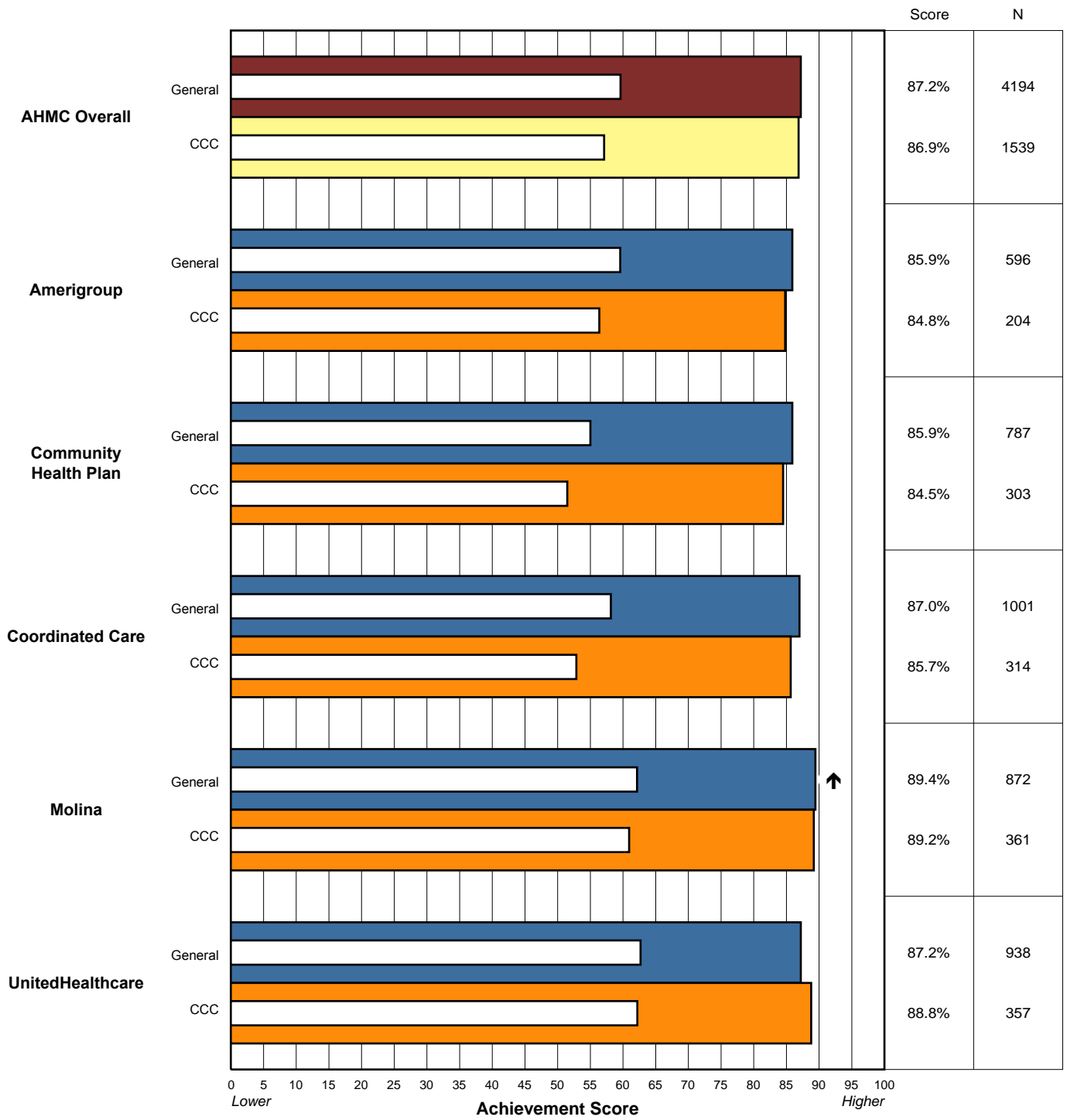


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Getting Needed Care

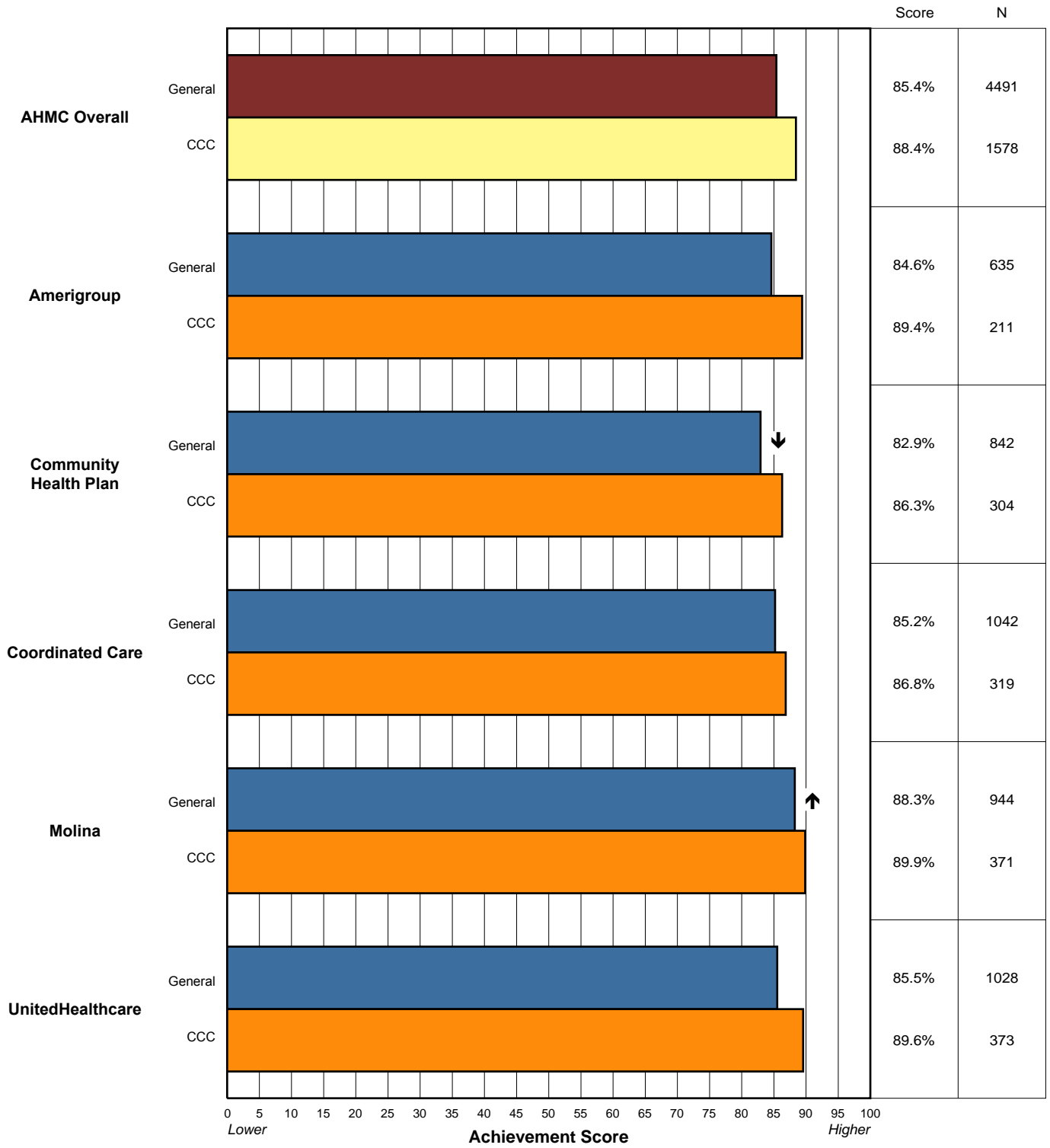
Q15. Usually or always easy to get the care, tests or treatment child needed



↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Getting Care Quickly

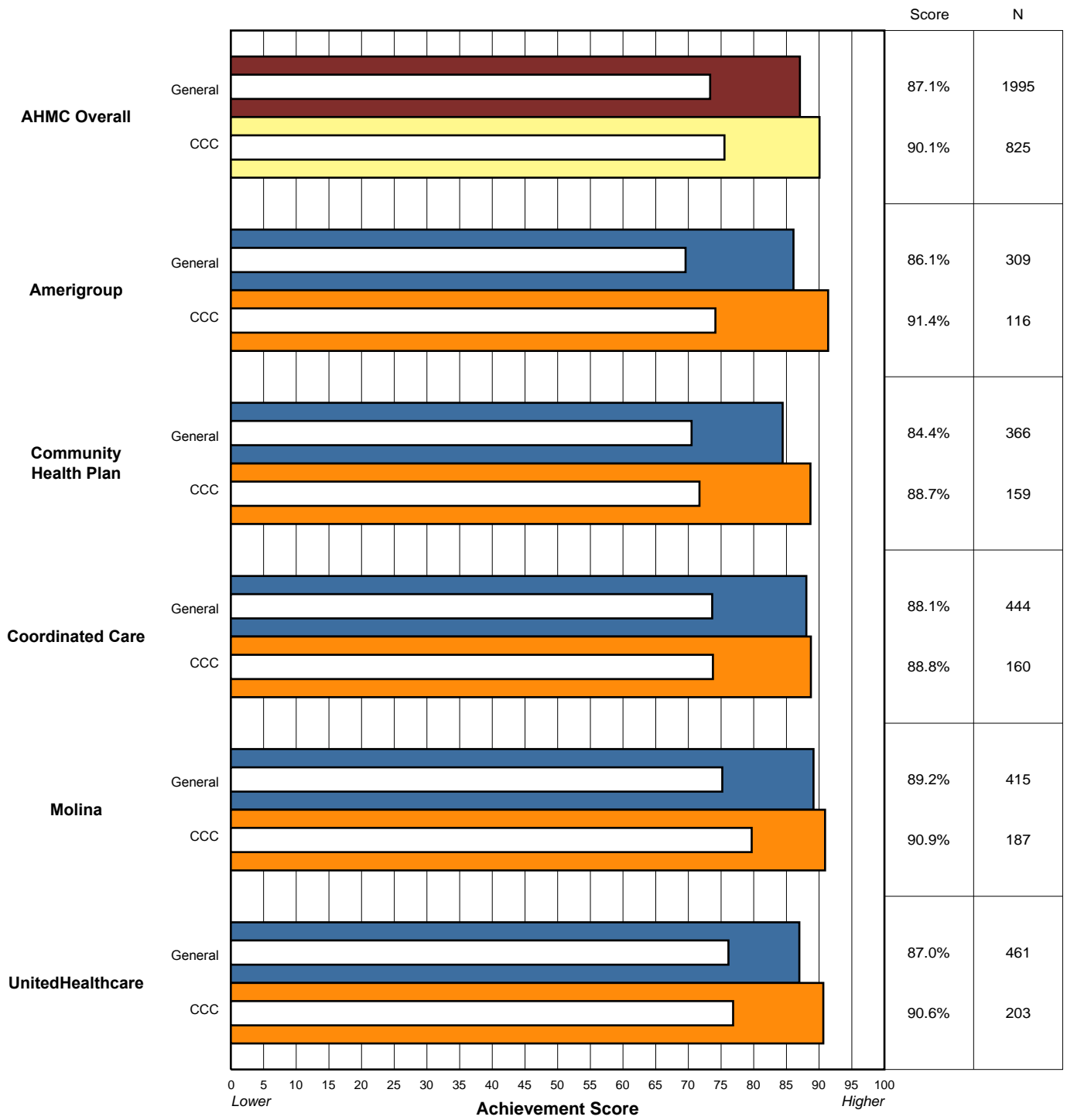


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Getting Care Quickly

Q4. Usually or always got care as soon as child needed

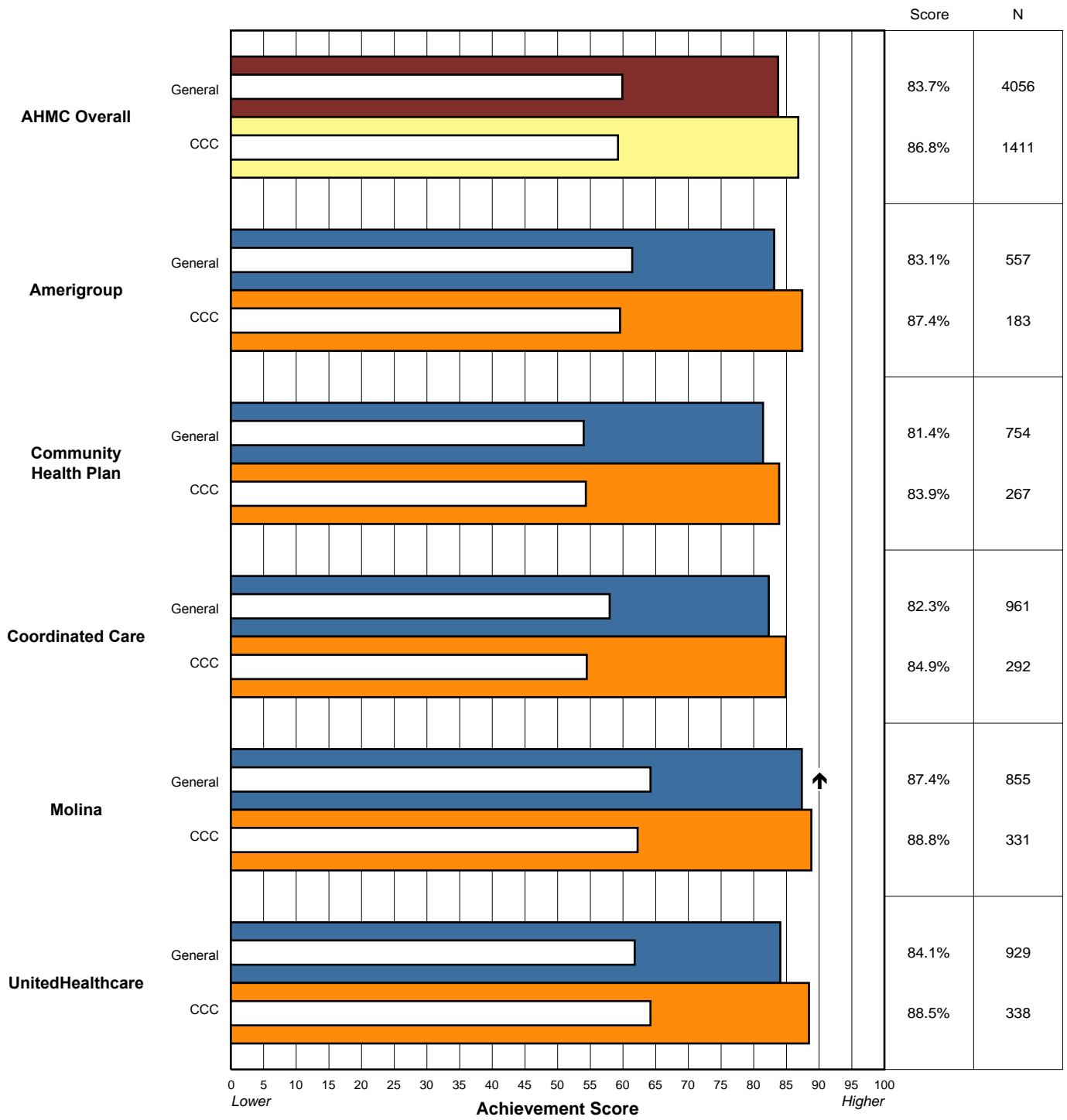


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Getting Care Quickly

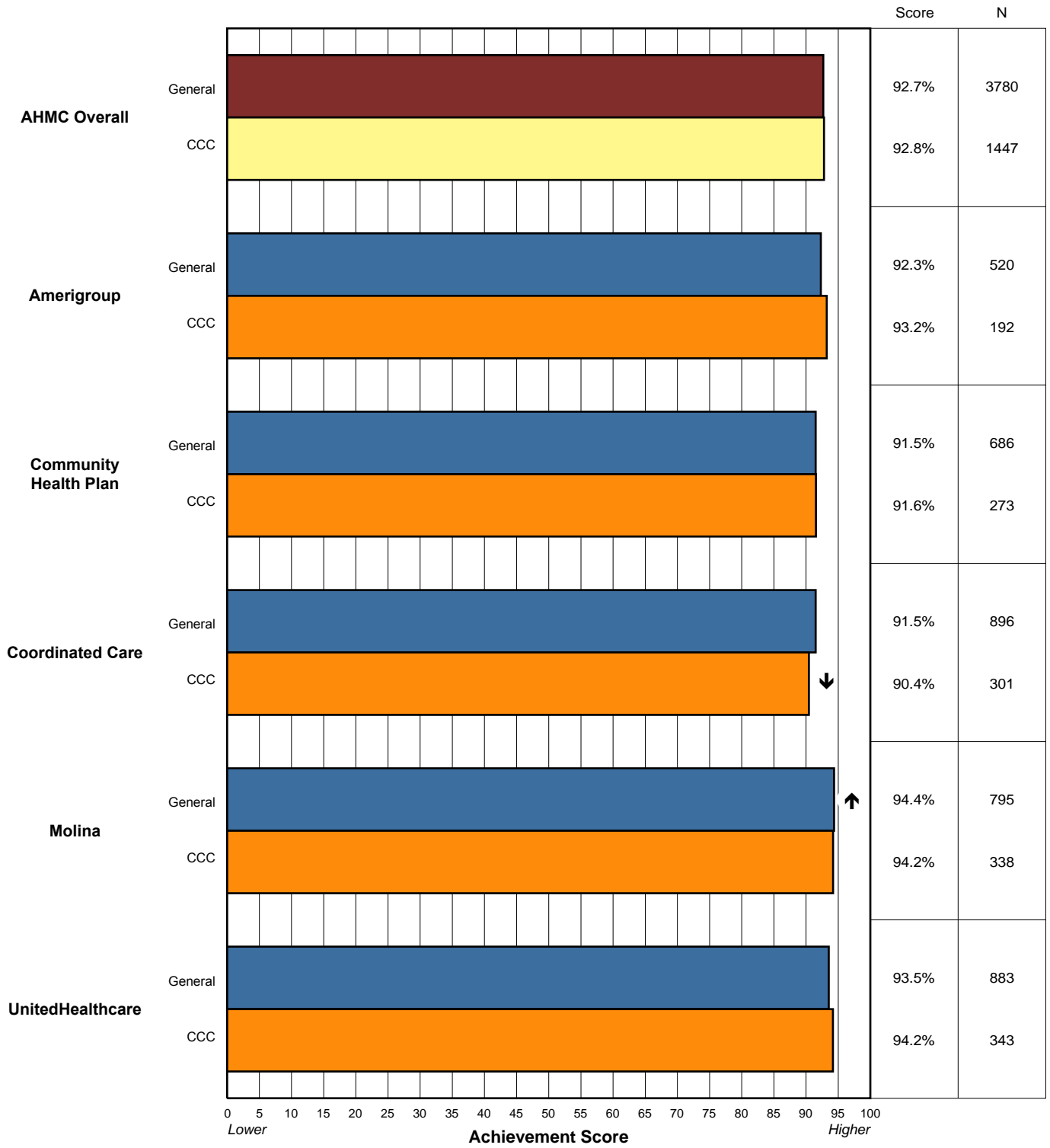
Q6. Usually or always got appt. for care as soon as child needed



↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

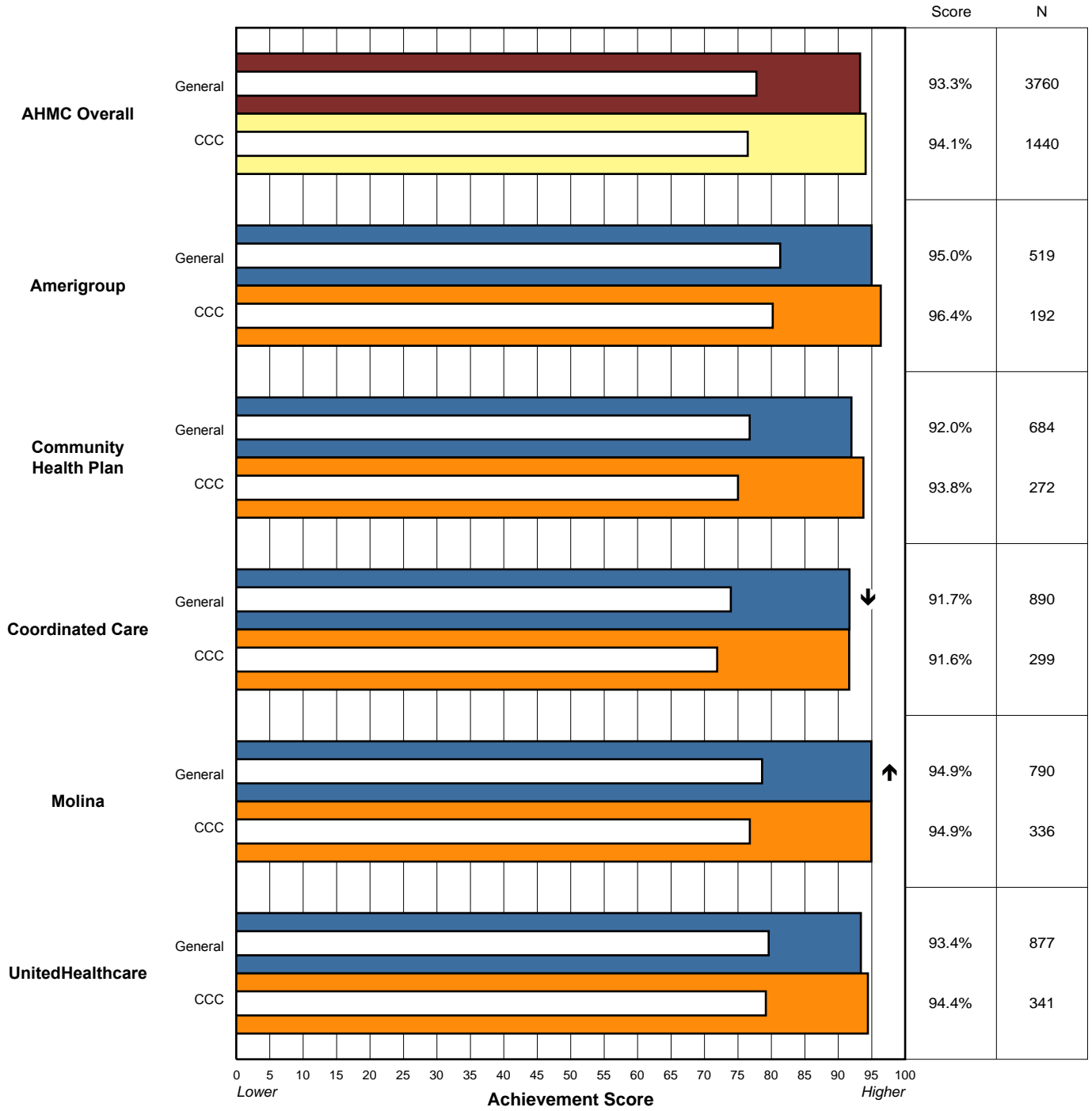


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



How Well Doctors Communicate

Q32. Personal doctor usually or always explained things in a way that was easy to understand

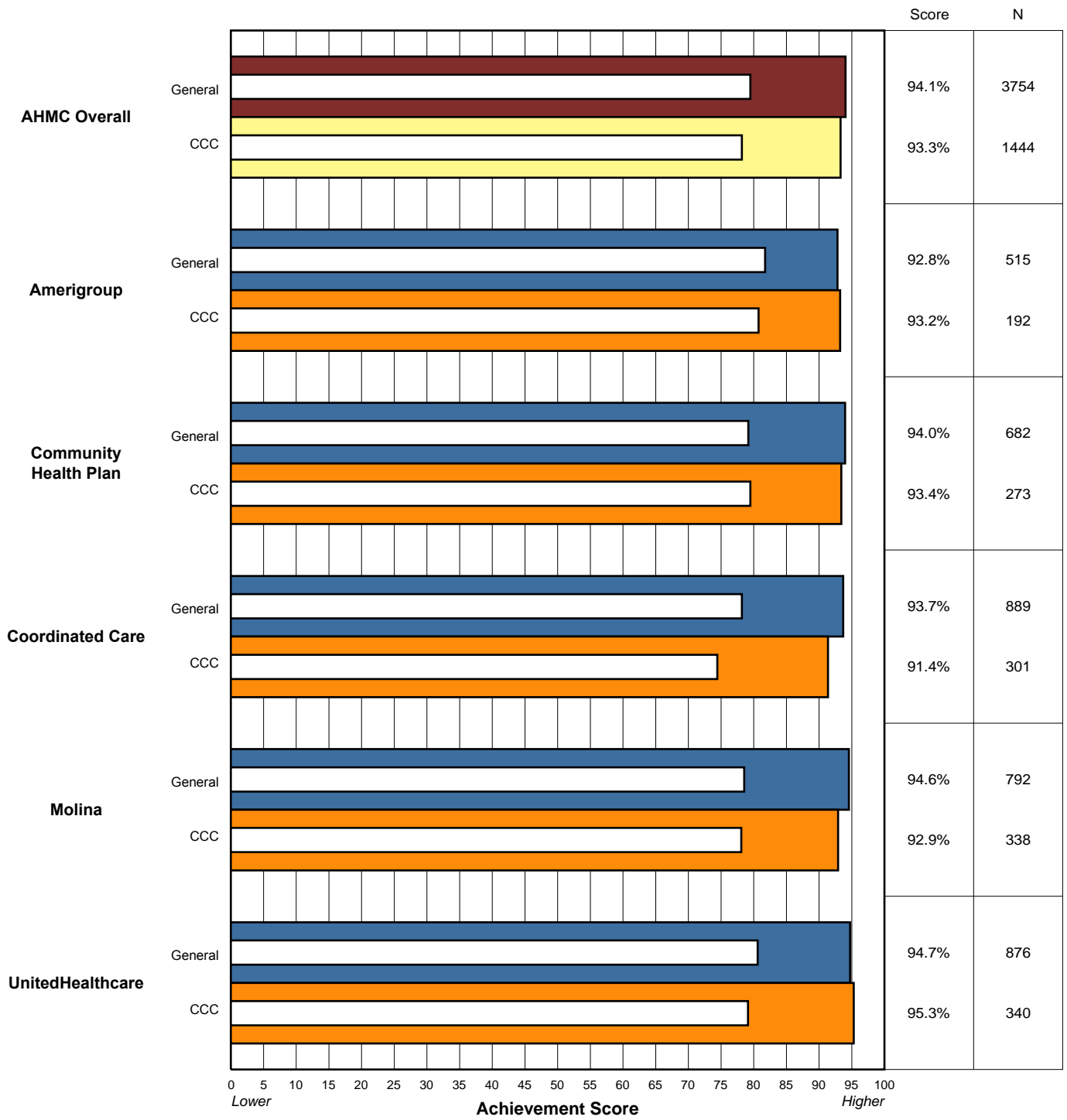


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

Q33. Personal doctor usually or always listened carefully to you

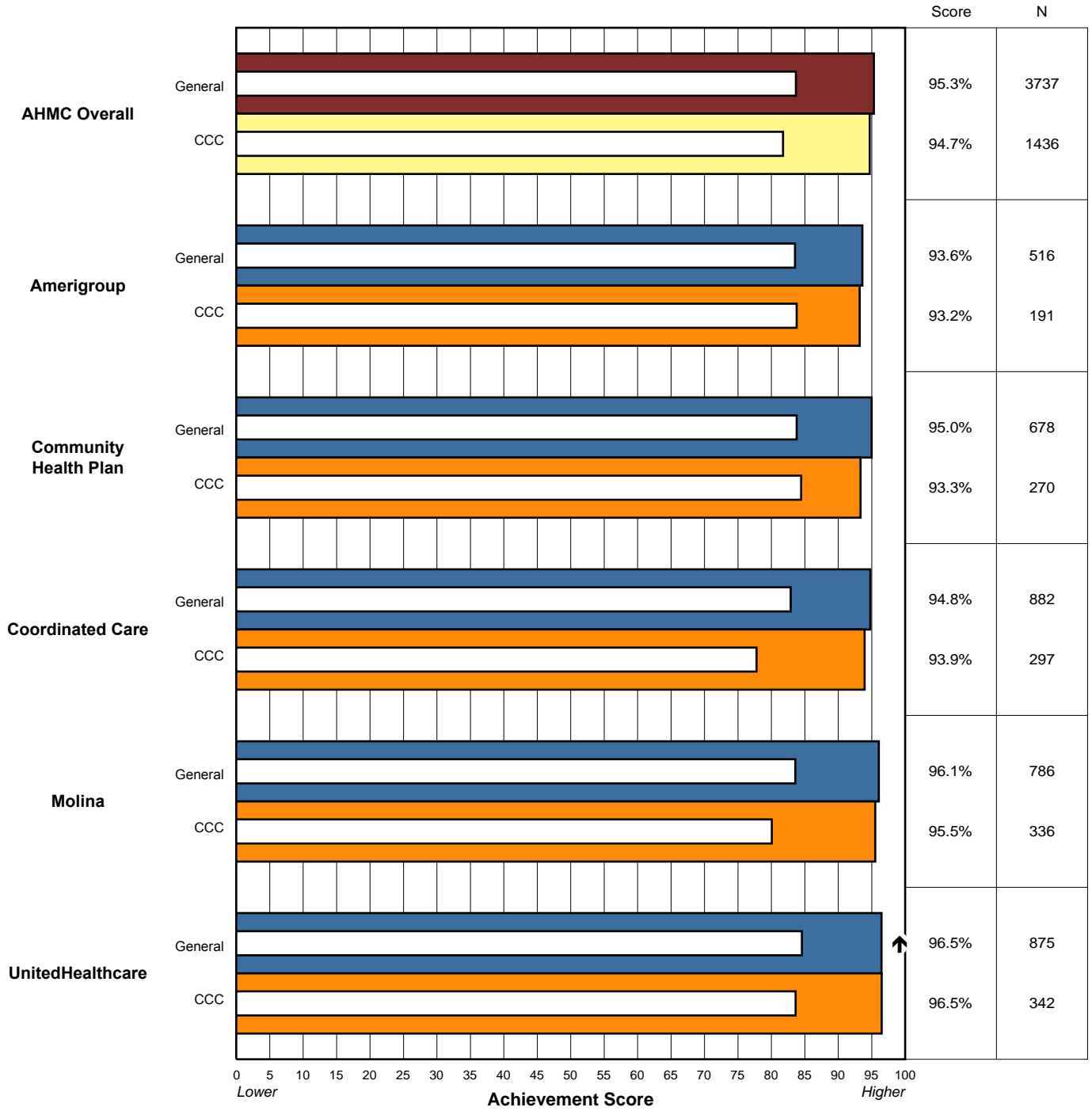


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

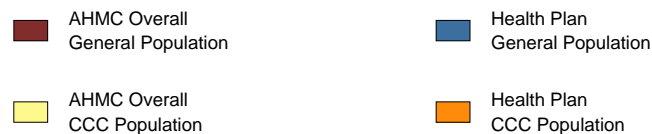


How Well Doctors Communicate

Q34. Personal doctor usually or always showed respect for what you had to say

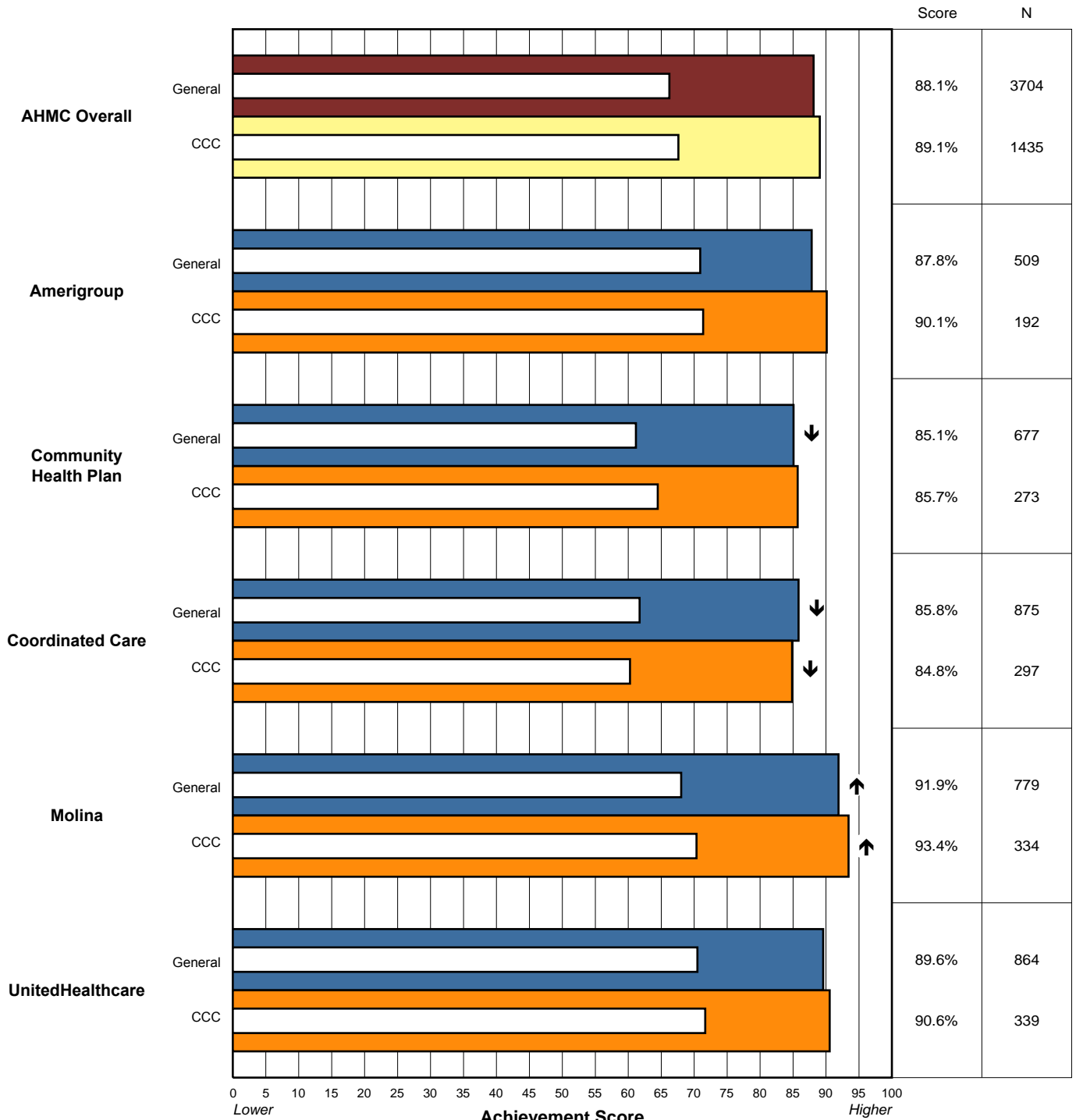


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

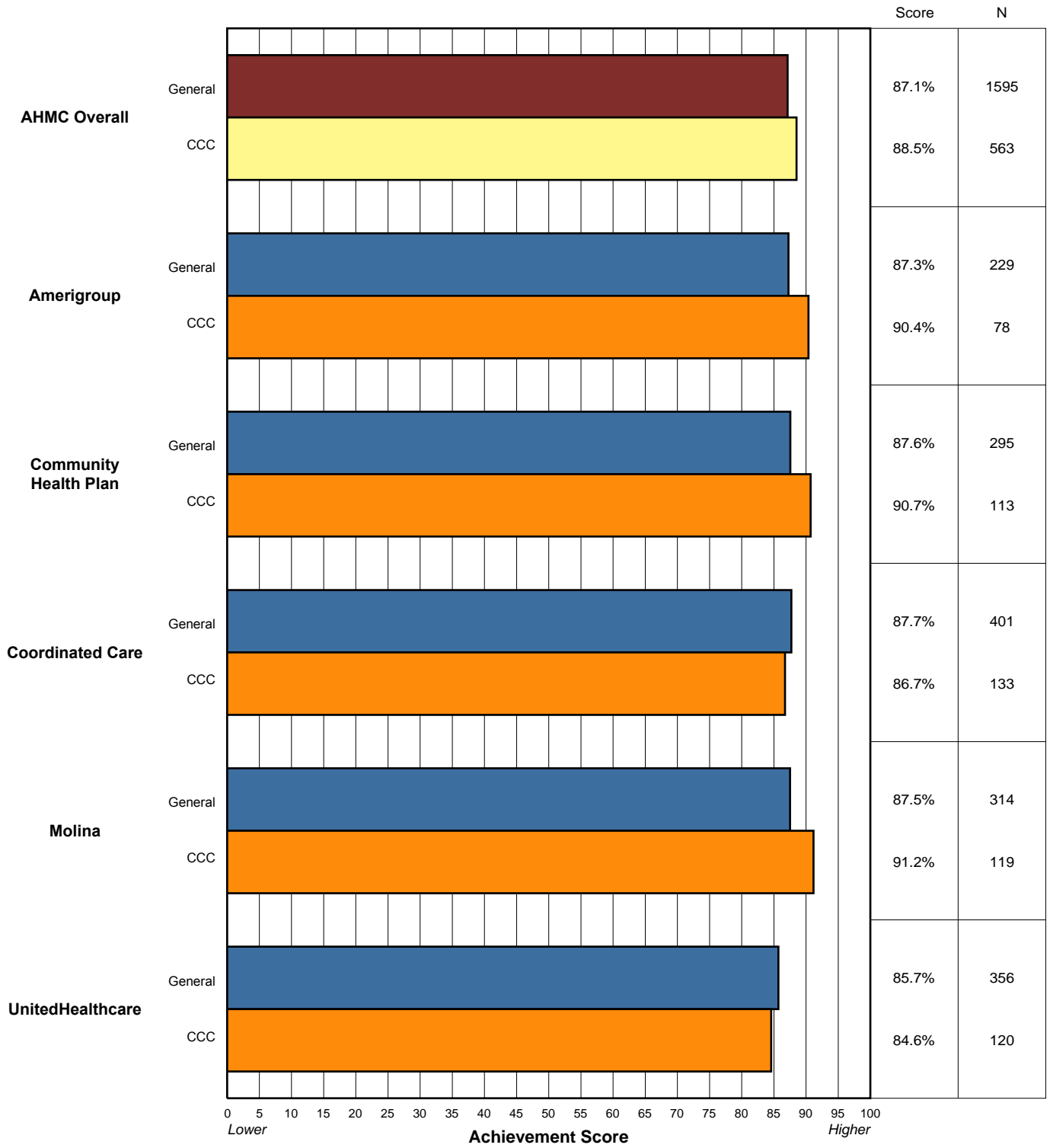
Q37. Personal doctor usually or always spent enough time with child



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Customer Service

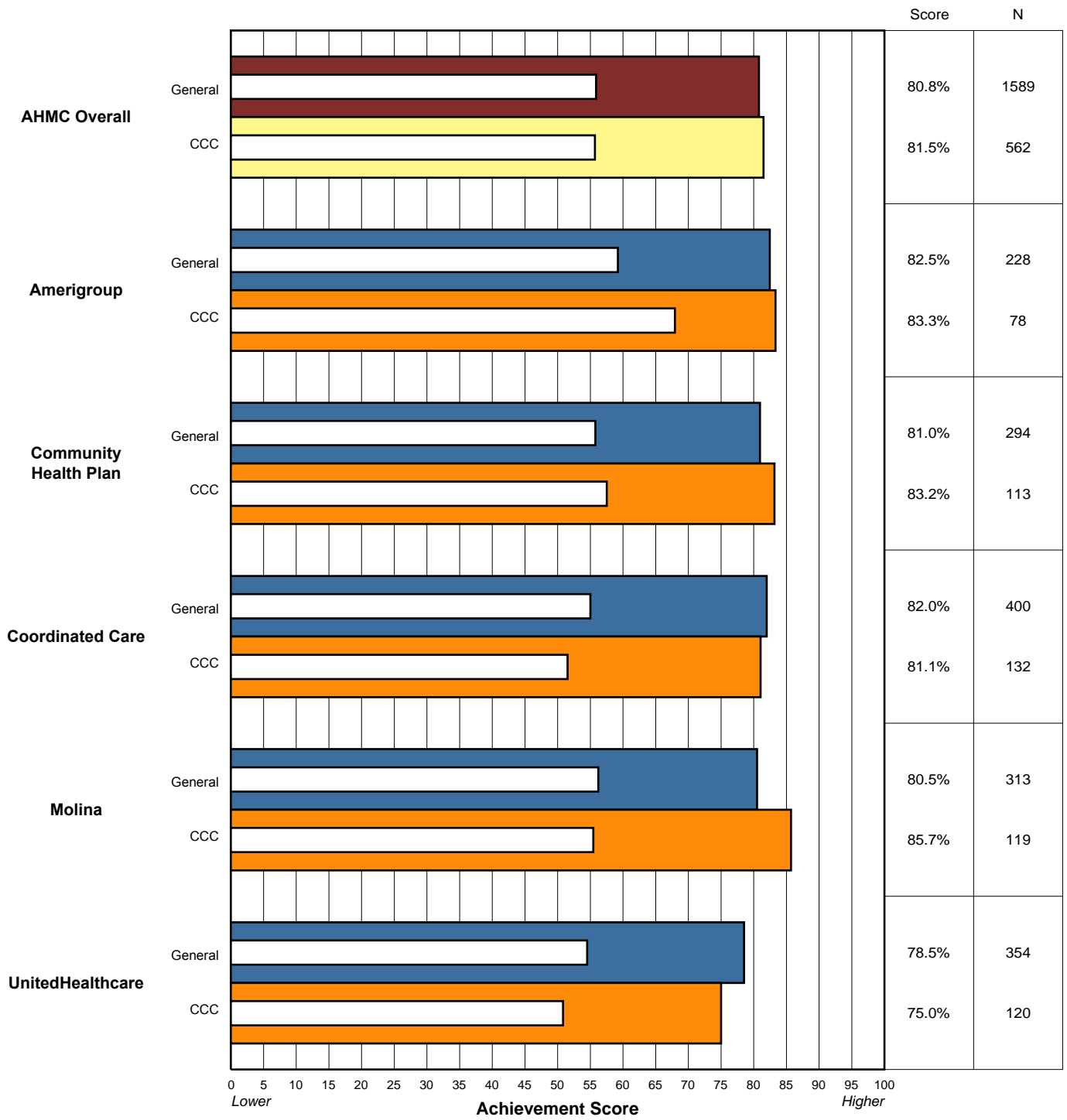


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Customer Service

Q50. Customer service usually or always gave help you needed

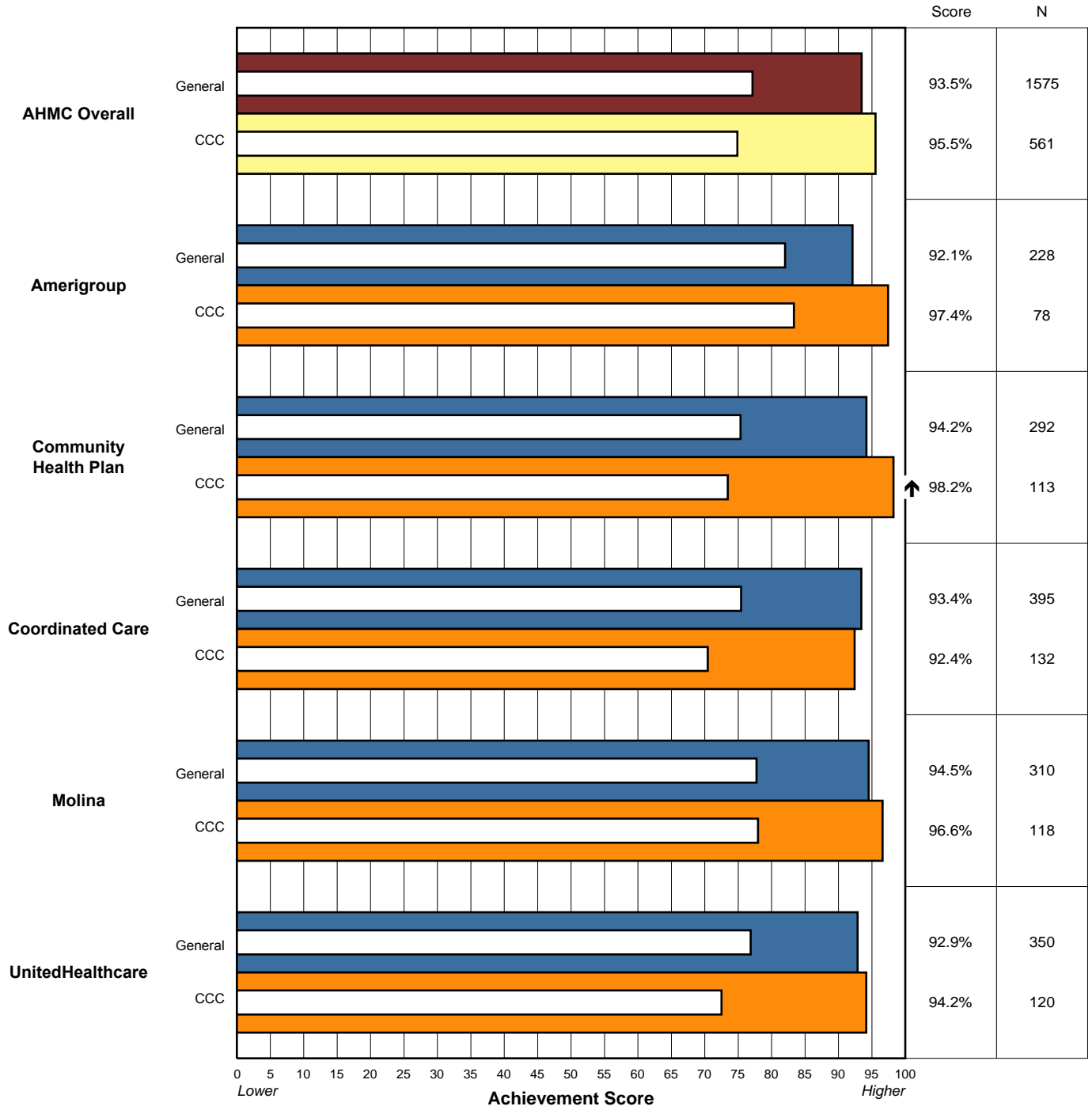


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Customer Service

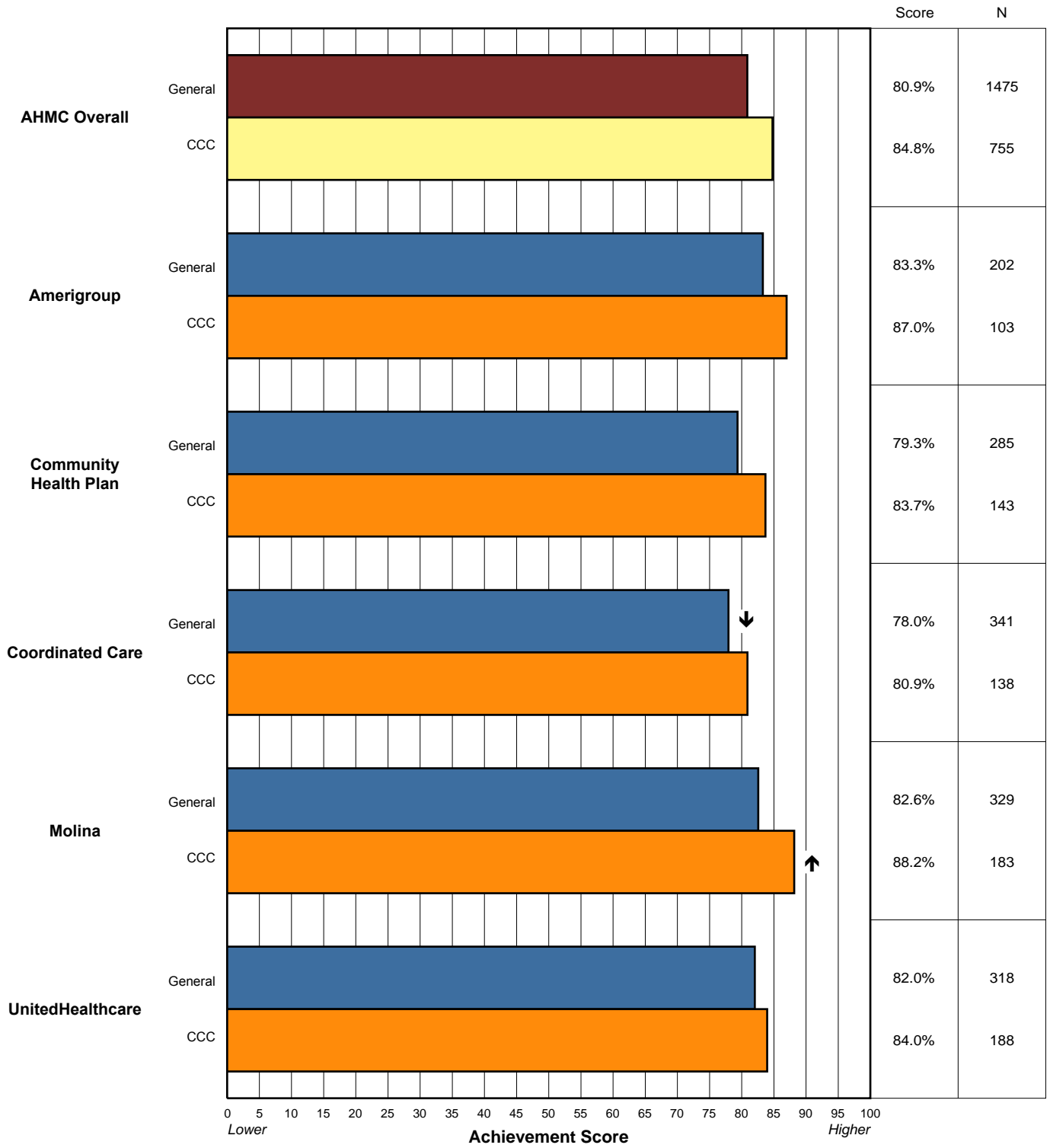
Q51. Customer service usually or always treated you with courtesy and respect



↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Shared Decision Making

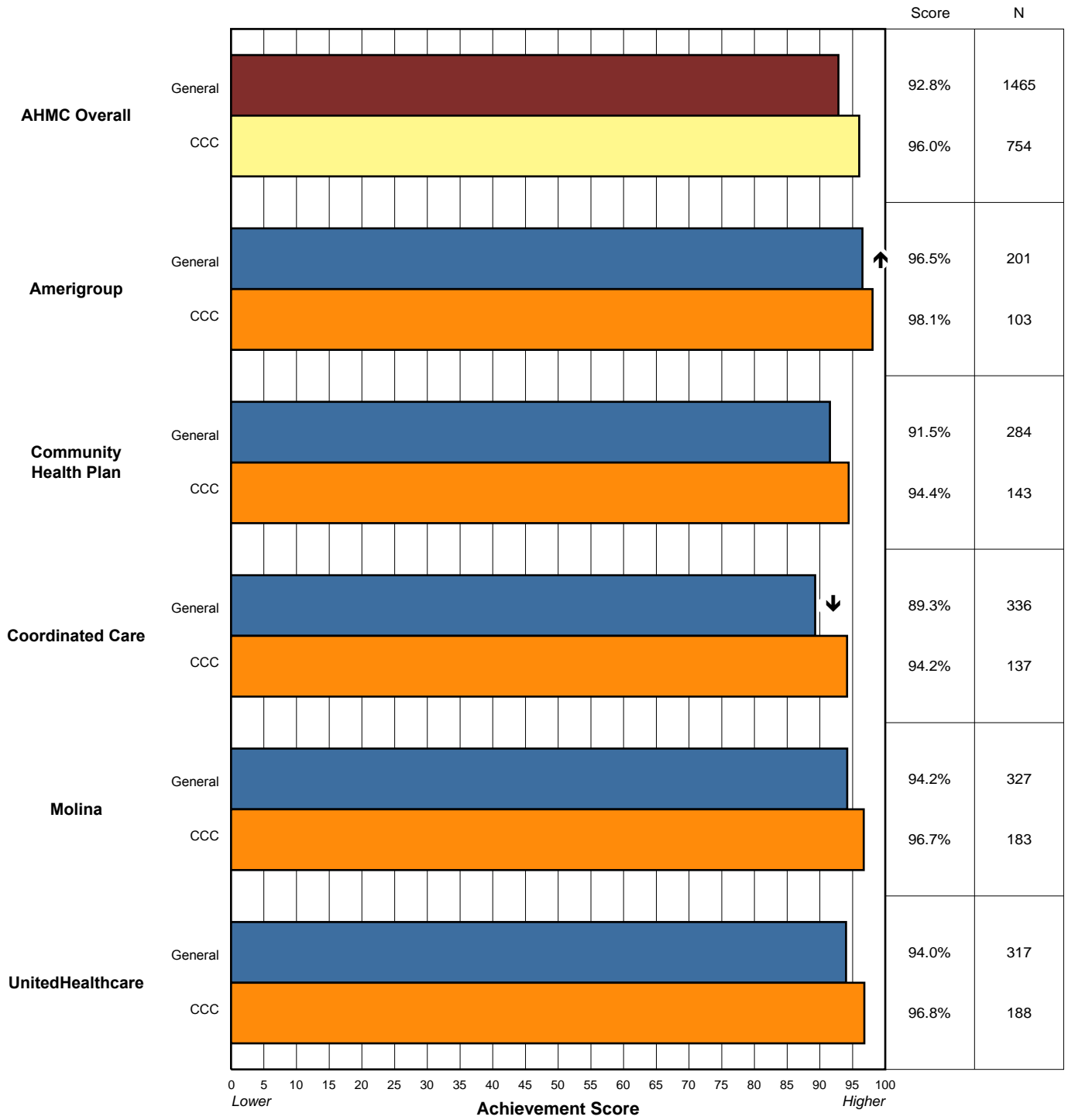


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



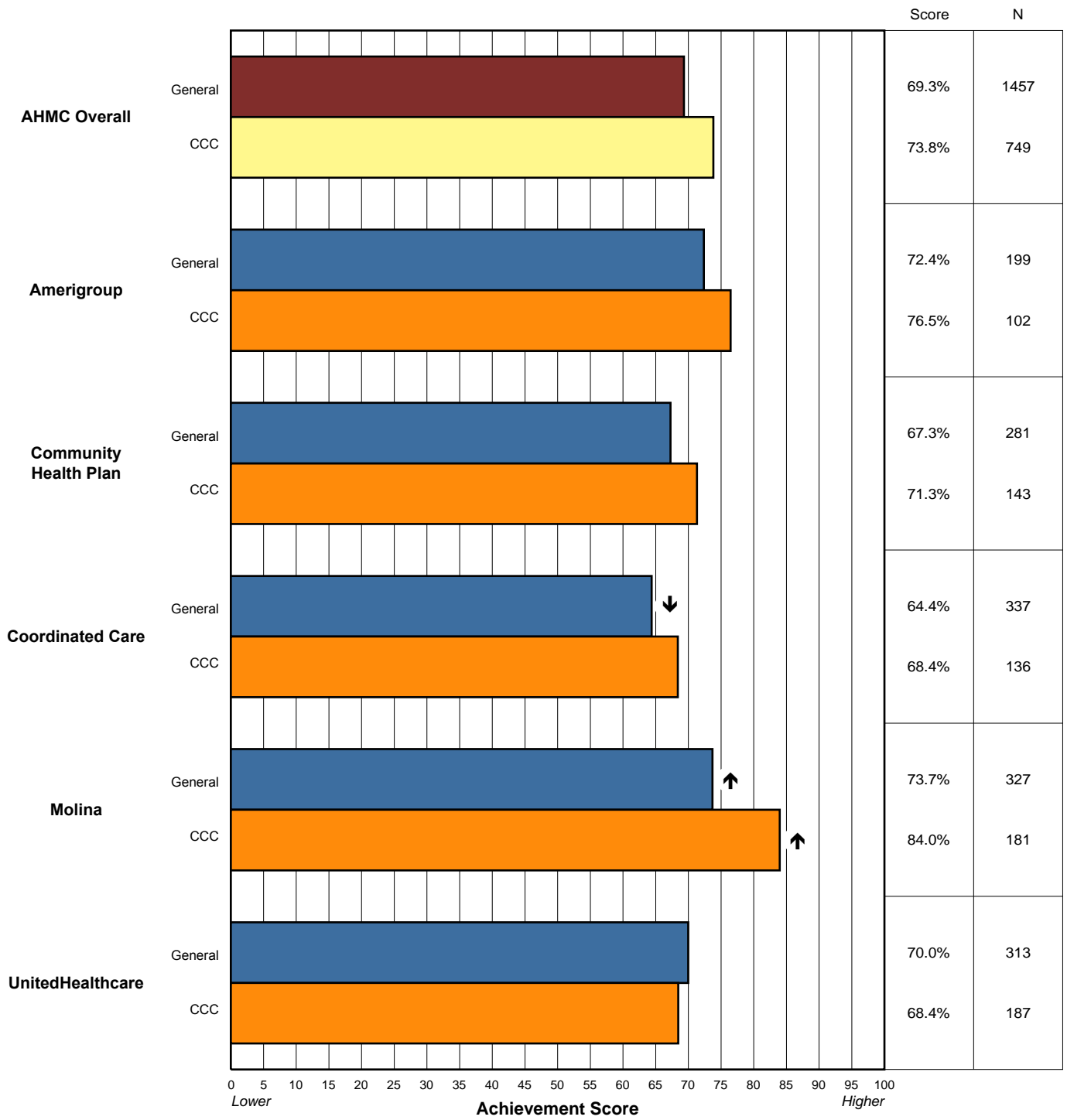
Shared Decision Making

Q11. Doctor talked about reasons you might want child to take a medicine



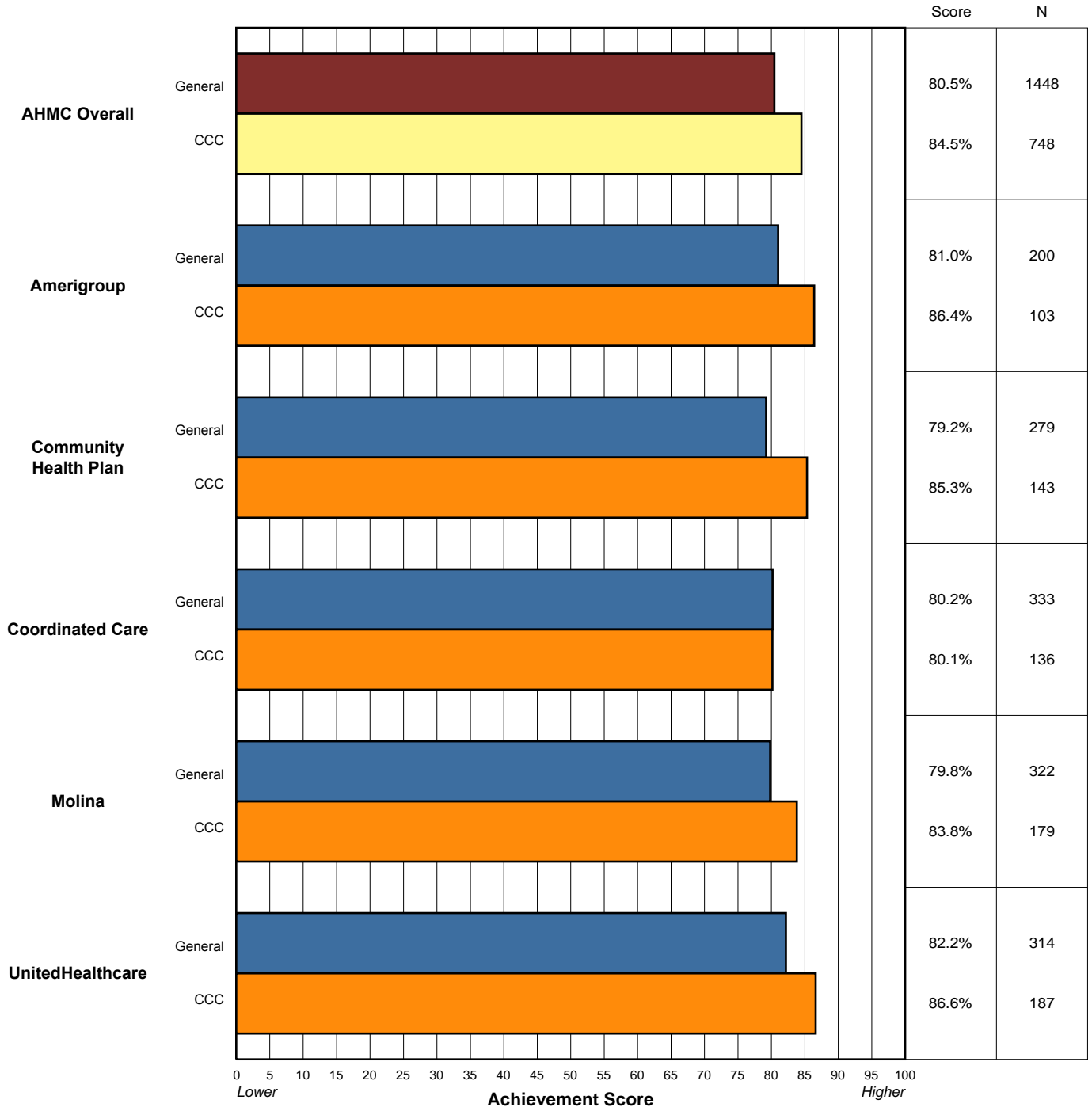
Shared Decision Making

Q12. Doctor talked about reasons you might not want child to take a medicine

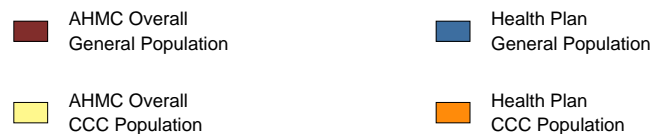


Shared Decision Making

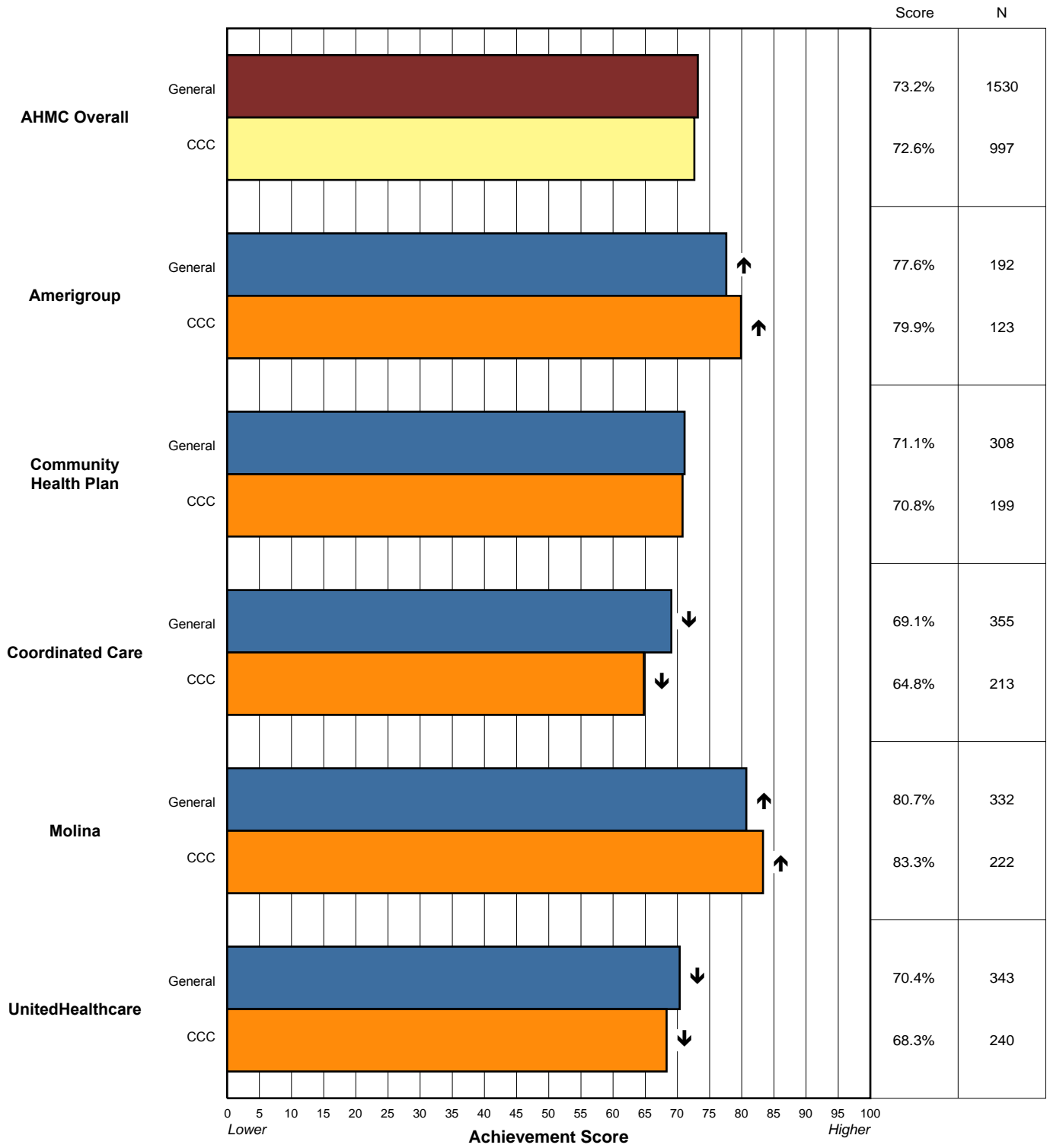
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Access to Specialized Services

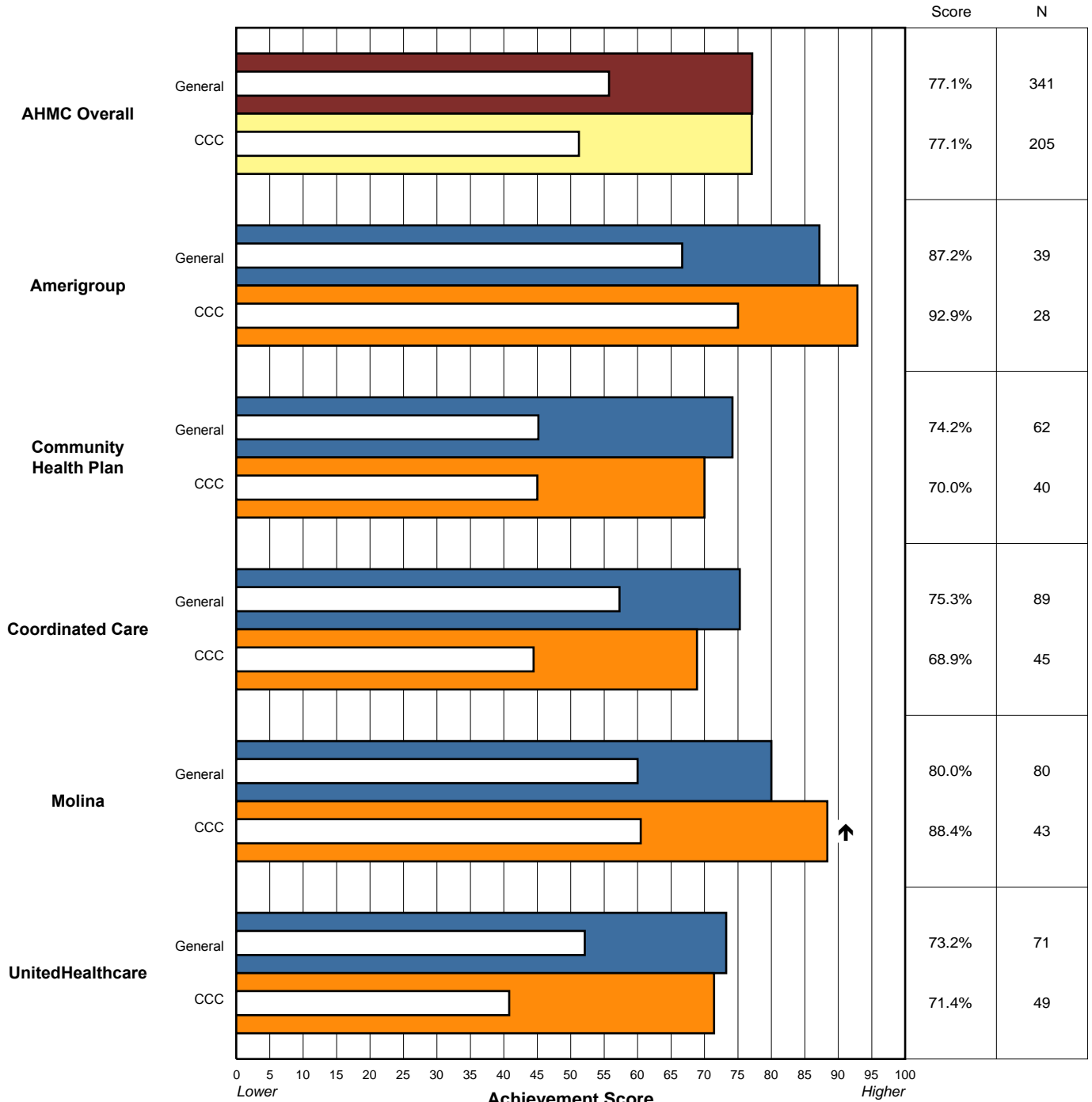


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score

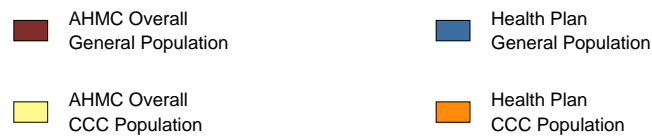


Access to Specialized Services

Q20. Usually or always easy to get special medical equipment or devices for child

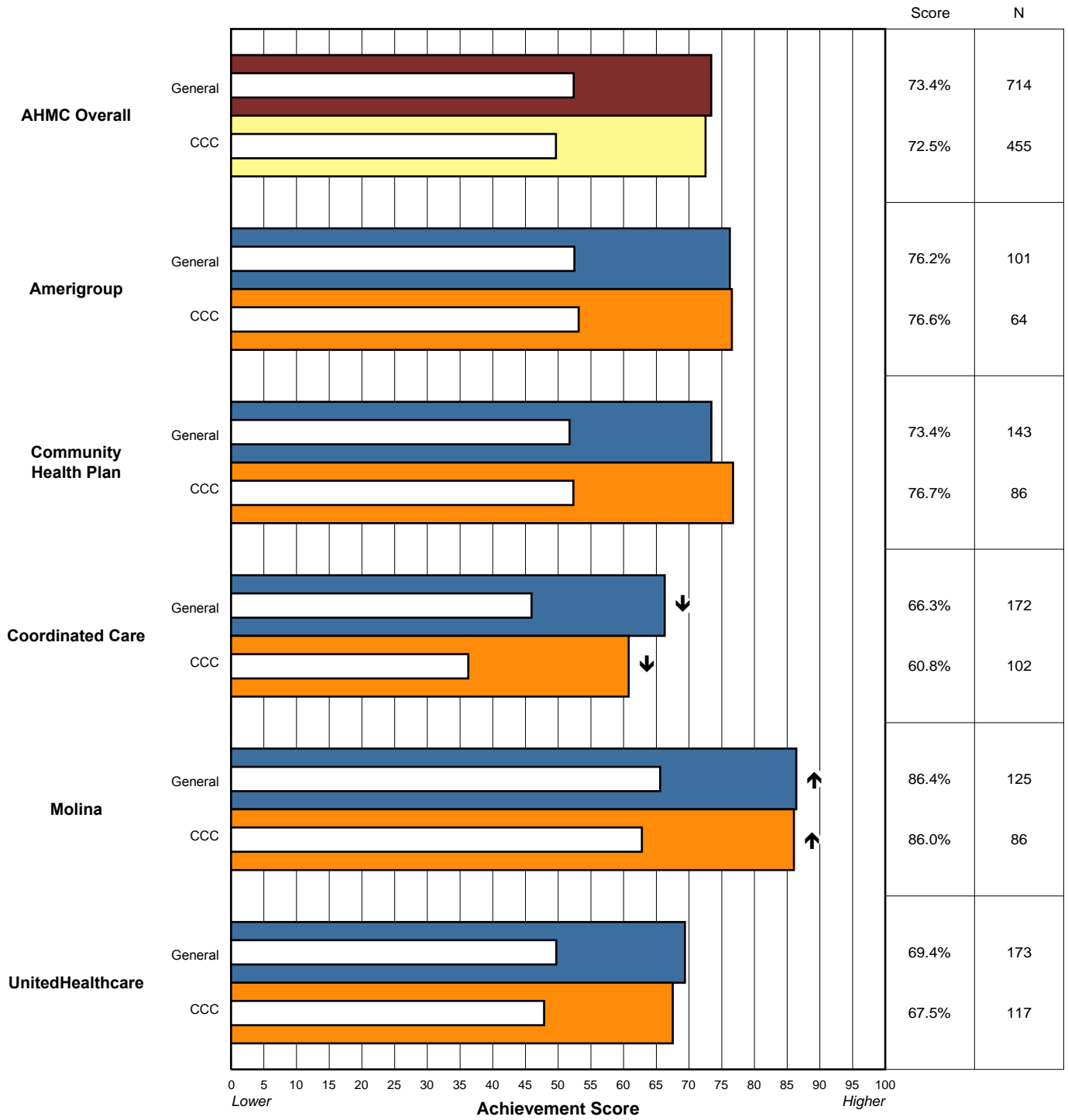


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Access to Specialized Services

Q23. Usually or always easy to get therapy for child

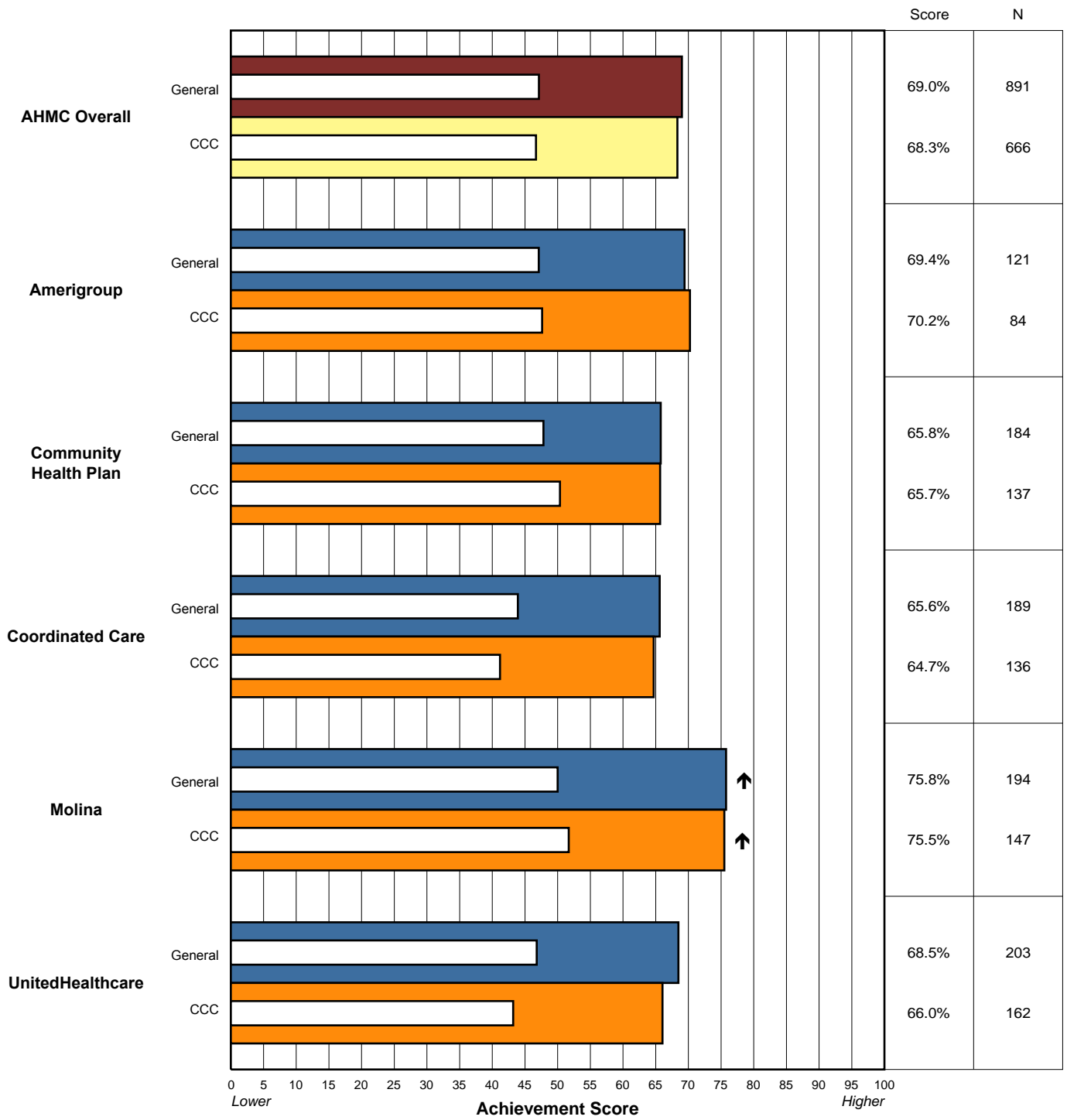


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Access to Specialized Services

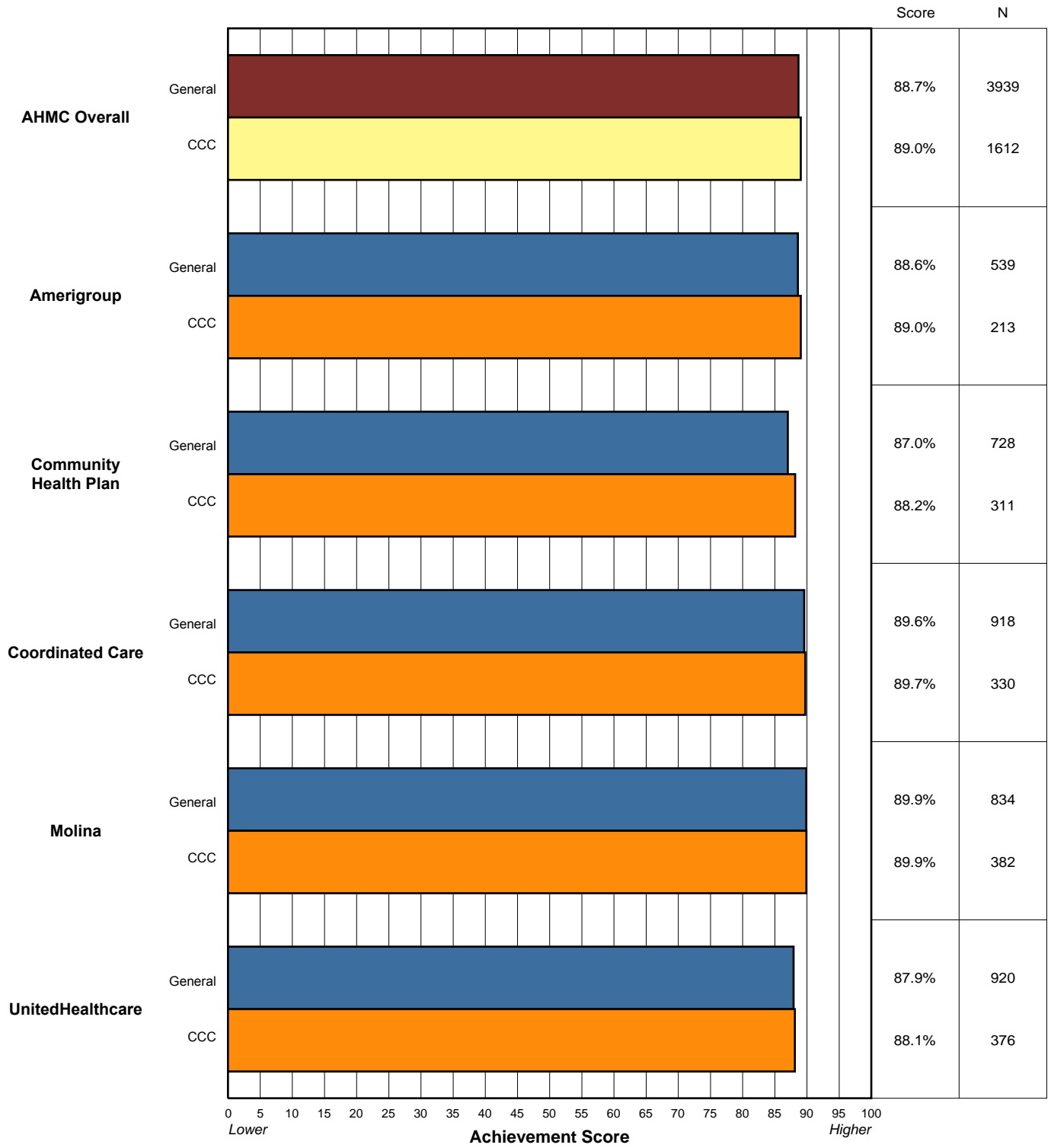
Q26. Usually or always easy to get treatment or counseling for child



↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Family Centered Care: Personal Doctor or Nurse Who Knows Child

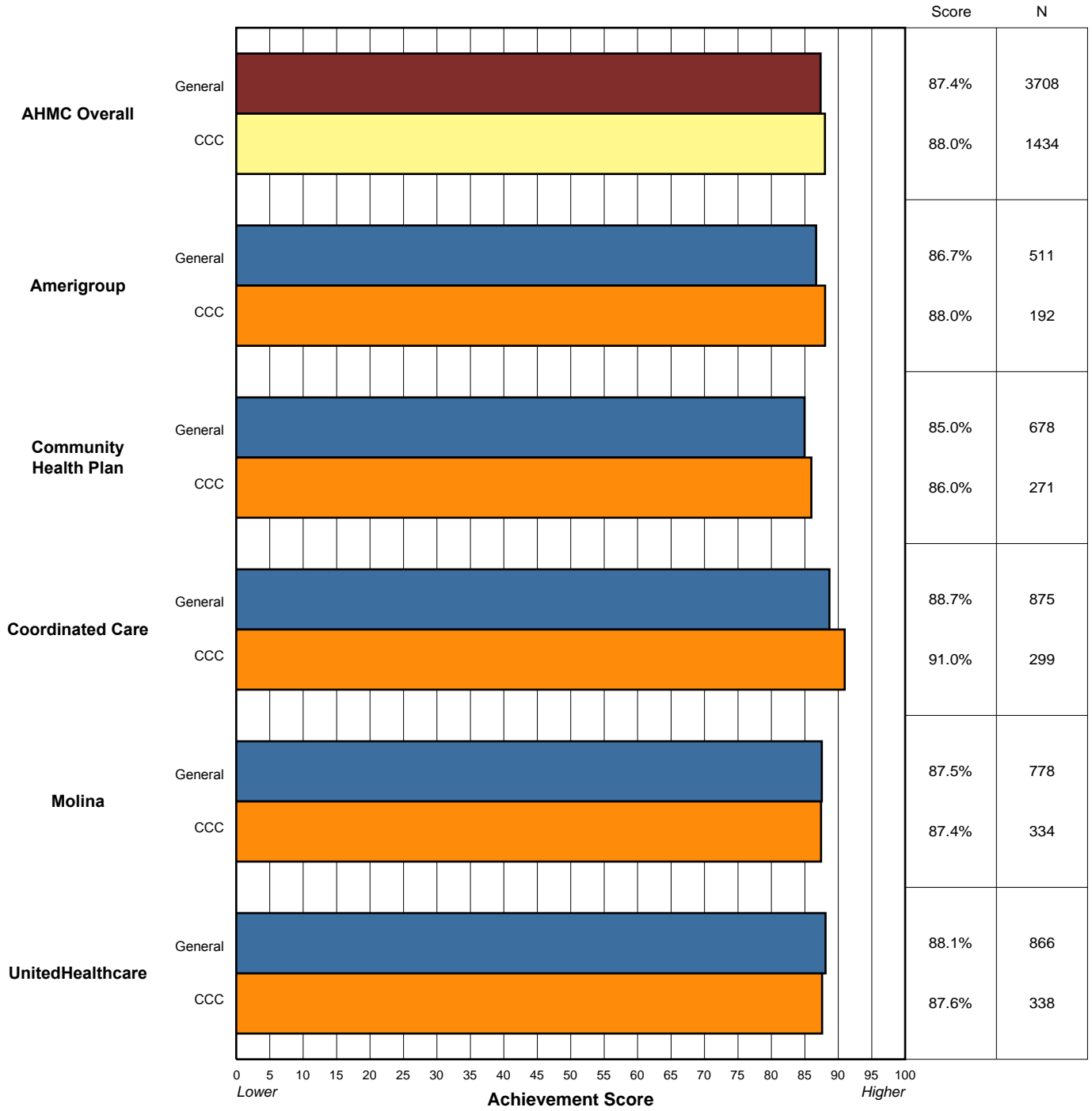


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving

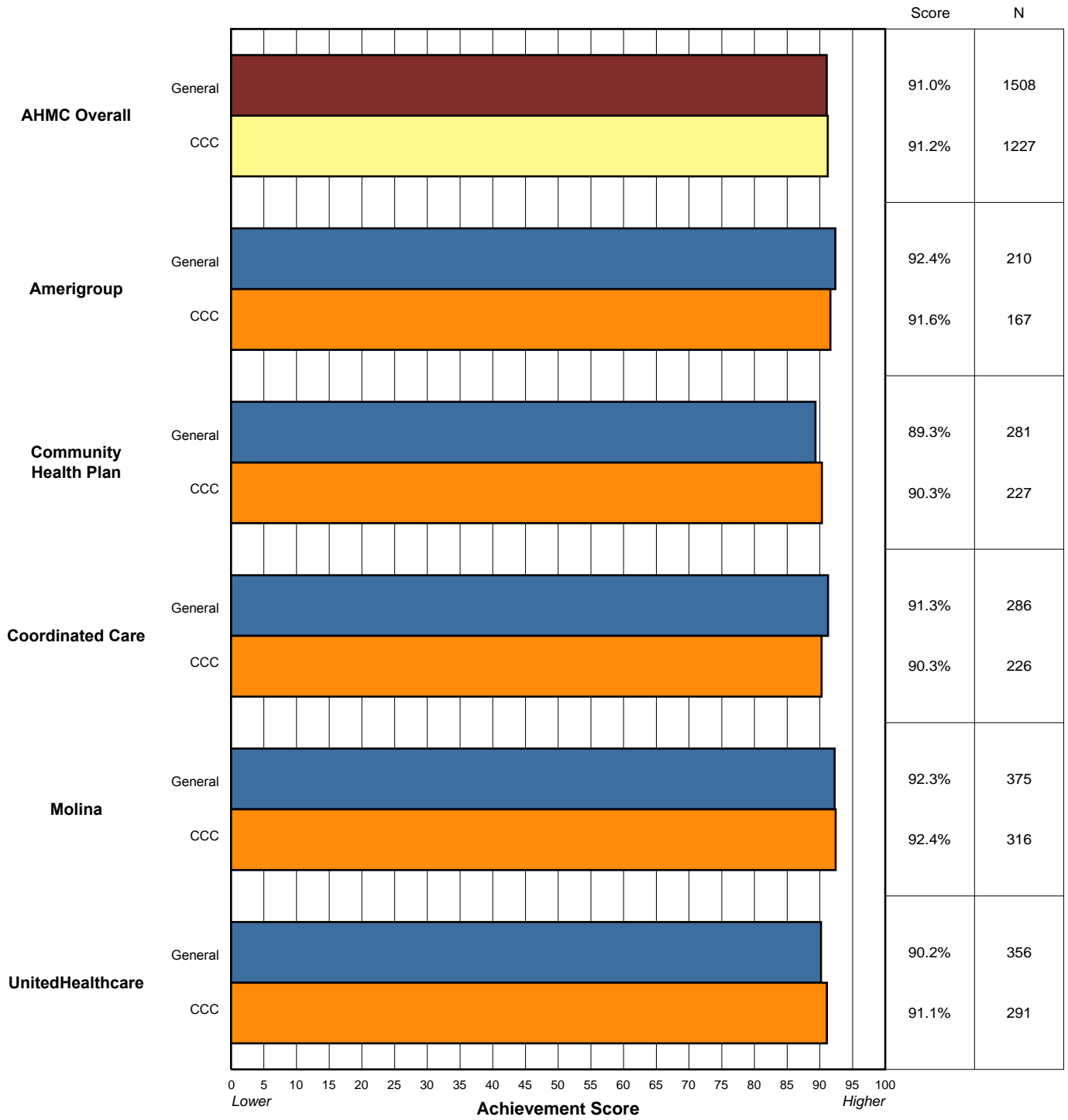


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



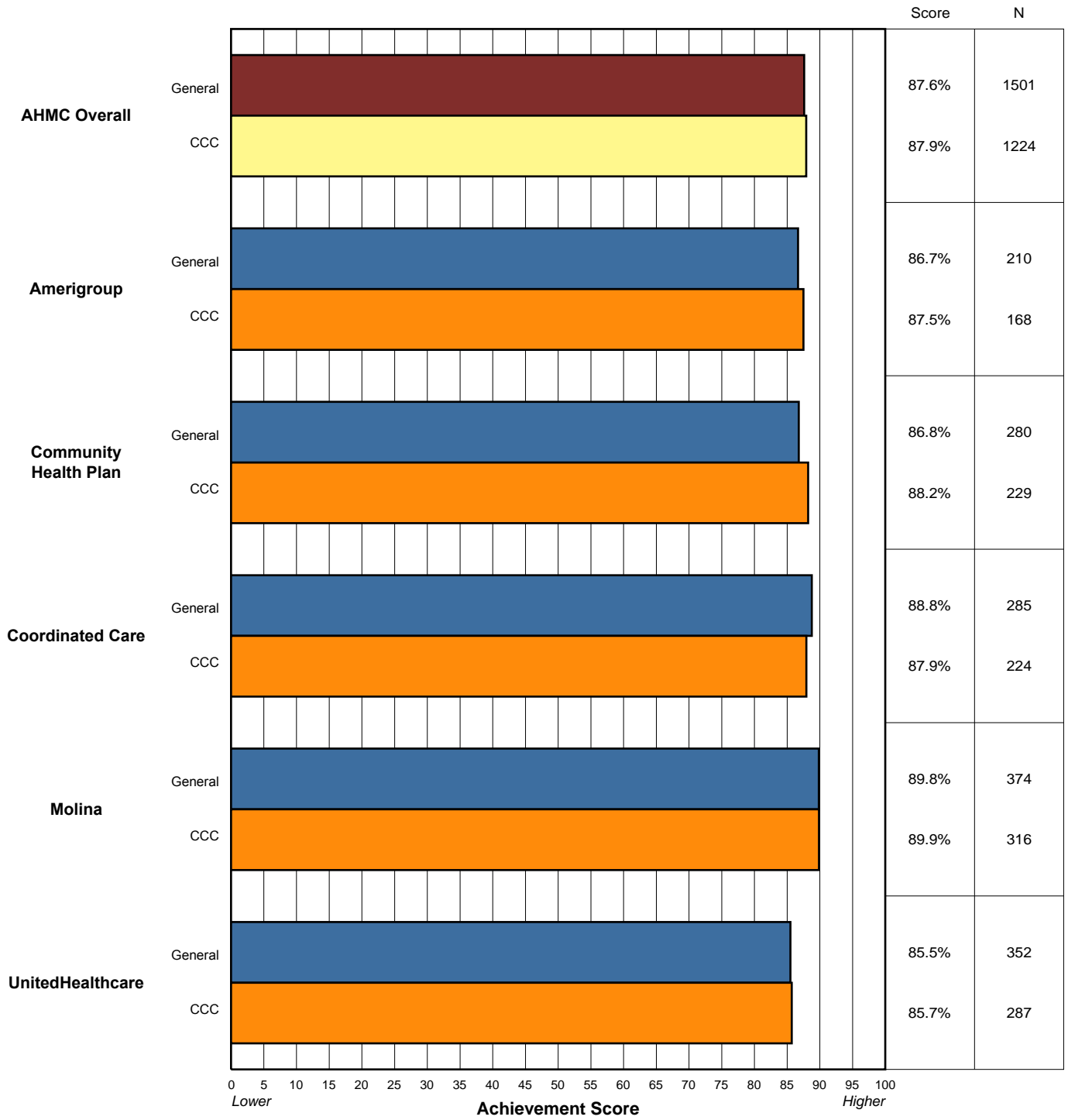
Family Centered Care: Personal Doctor or Nurse Who Knows Child

Q43. Doctor understands how health conditions affect child's day-to-day life



Family Centered Care: Personal Doctor or Nurse Who Knows Child

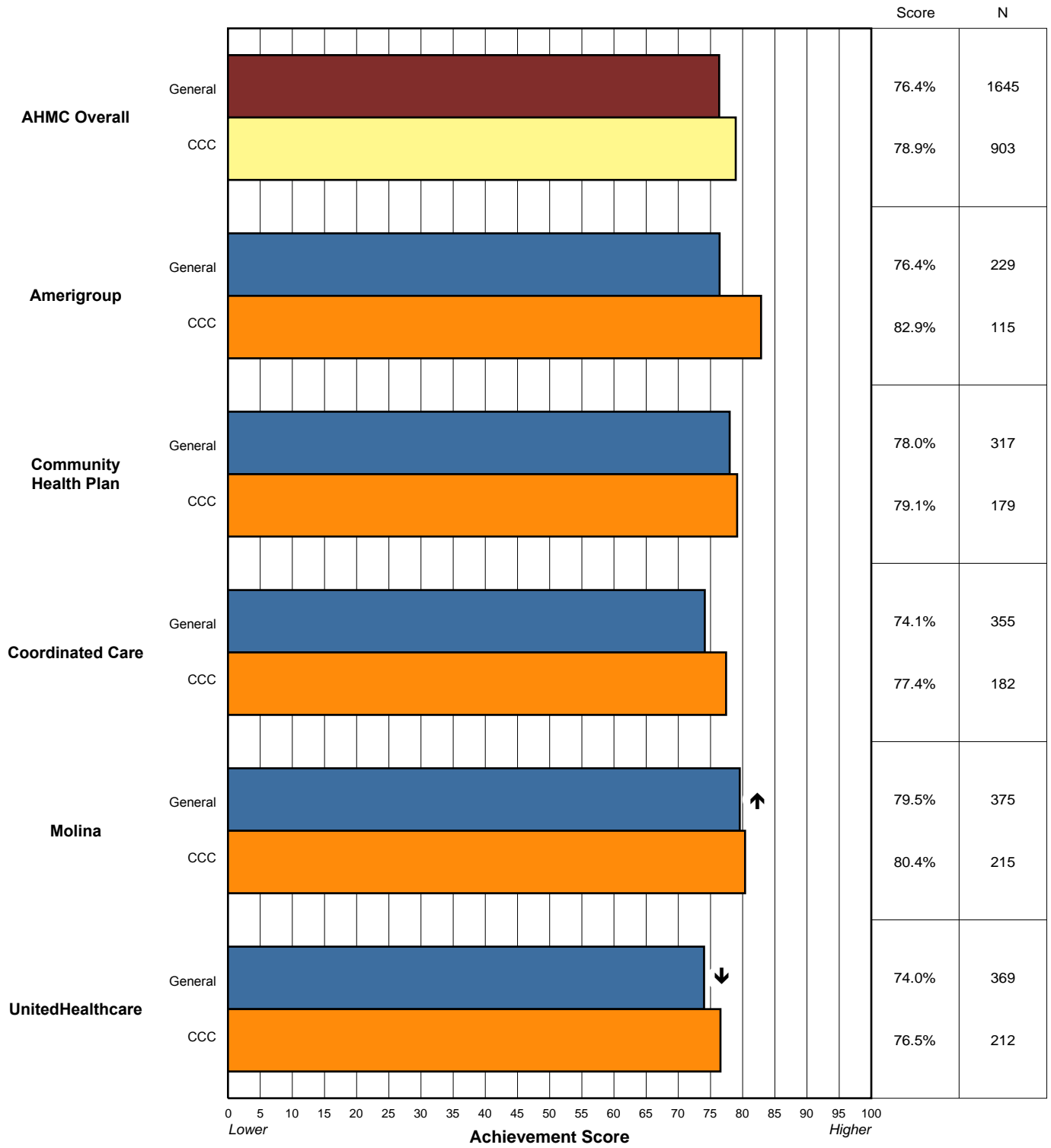
Q44. Doctor understands how health conditions affect family's day-to-day life



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Coordination of Care

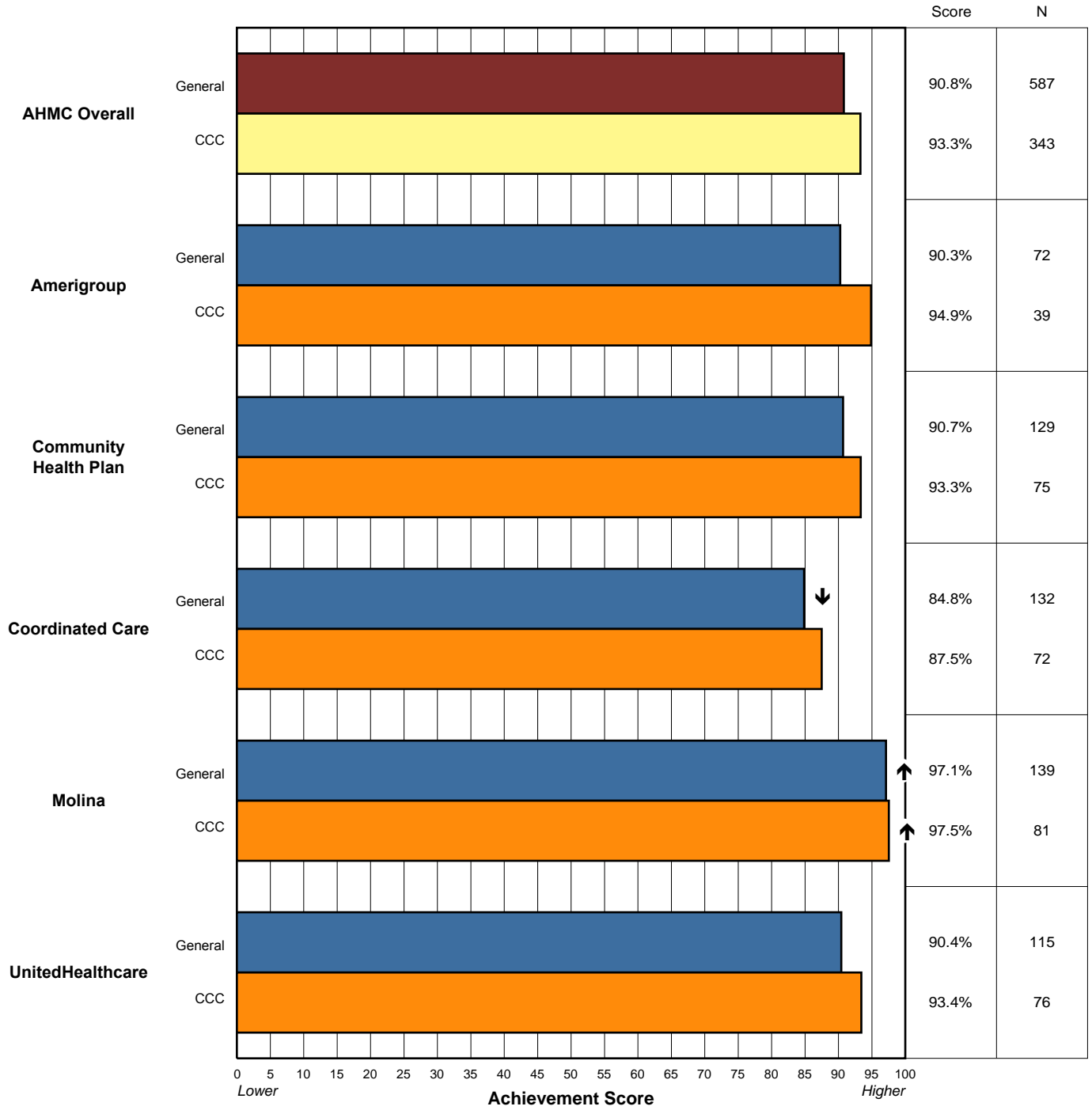


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Coordination of Care

Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare

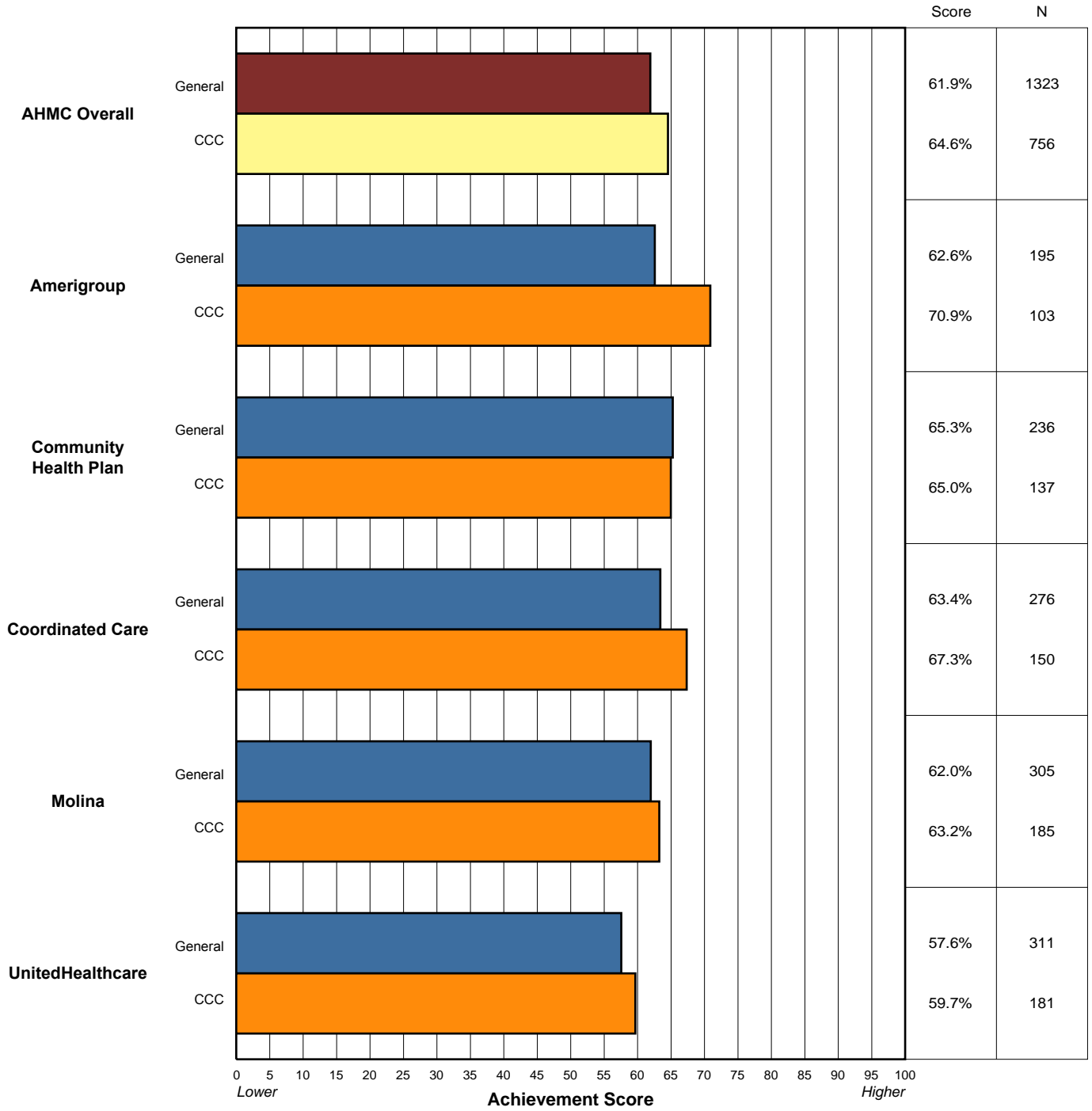


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Coordination of Care

Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

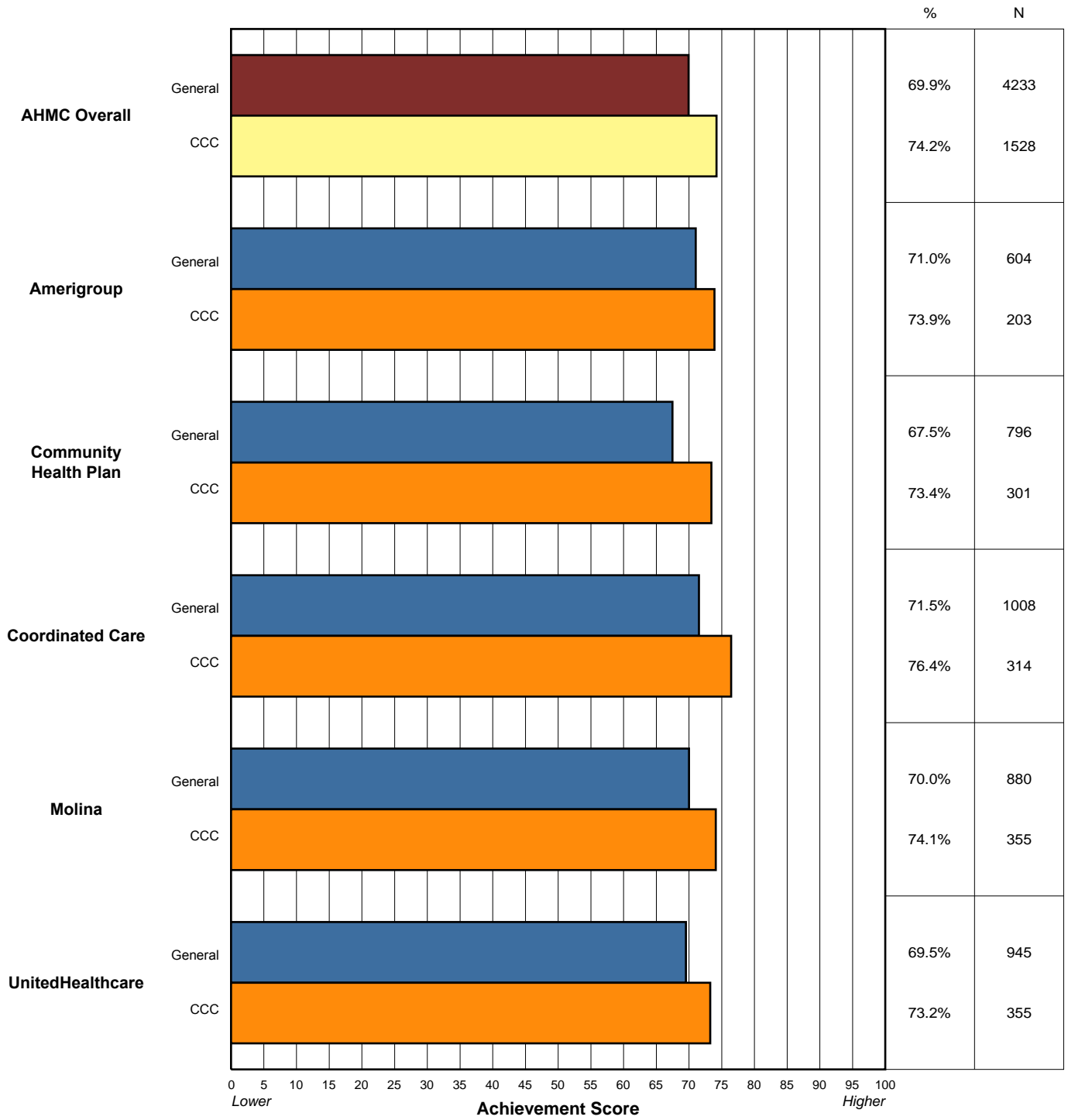


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

Q8. Doctor talked about specific things to prevent illness in child

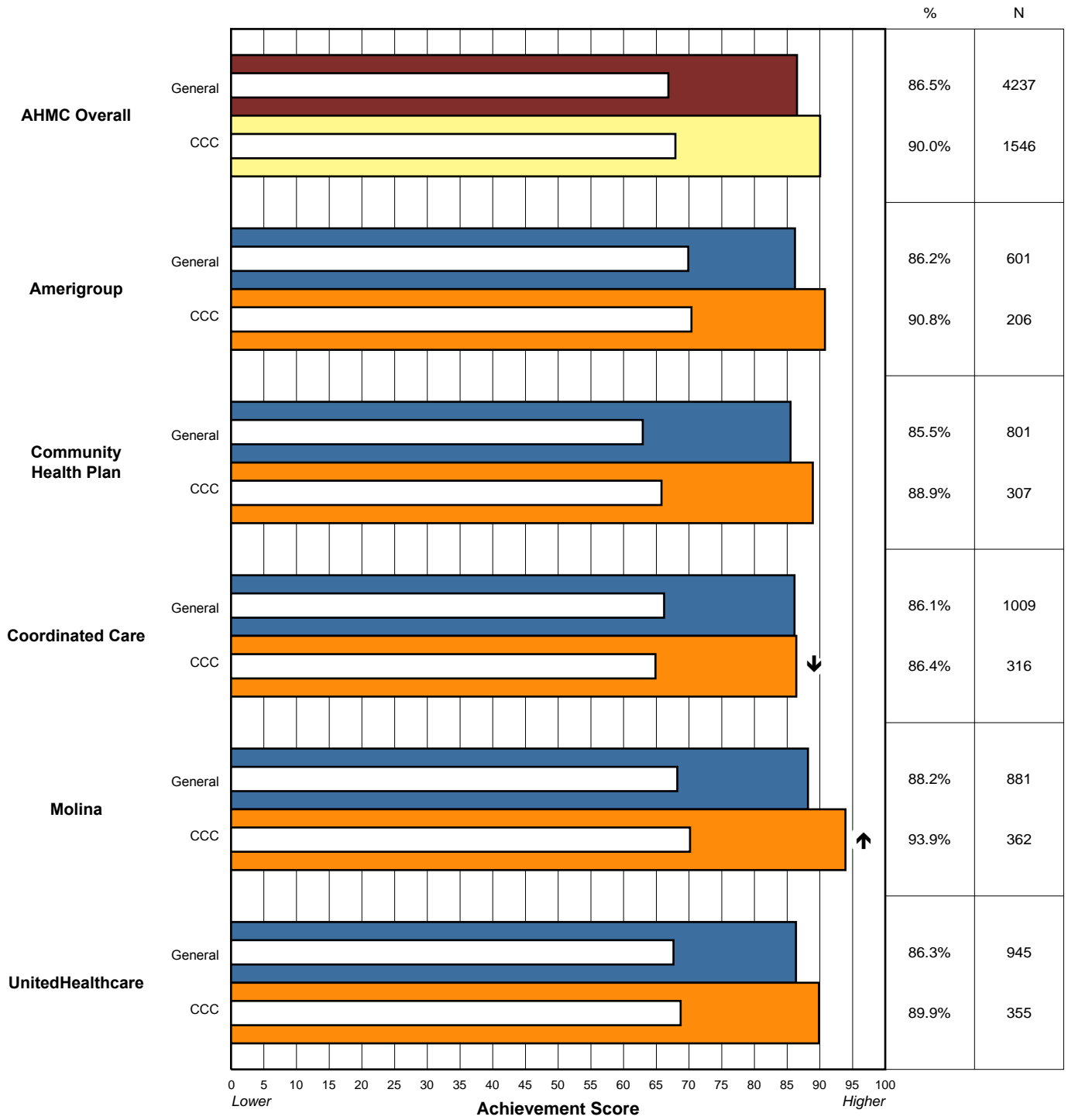


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

Q9. Doctor usually or always answered questions about child's health

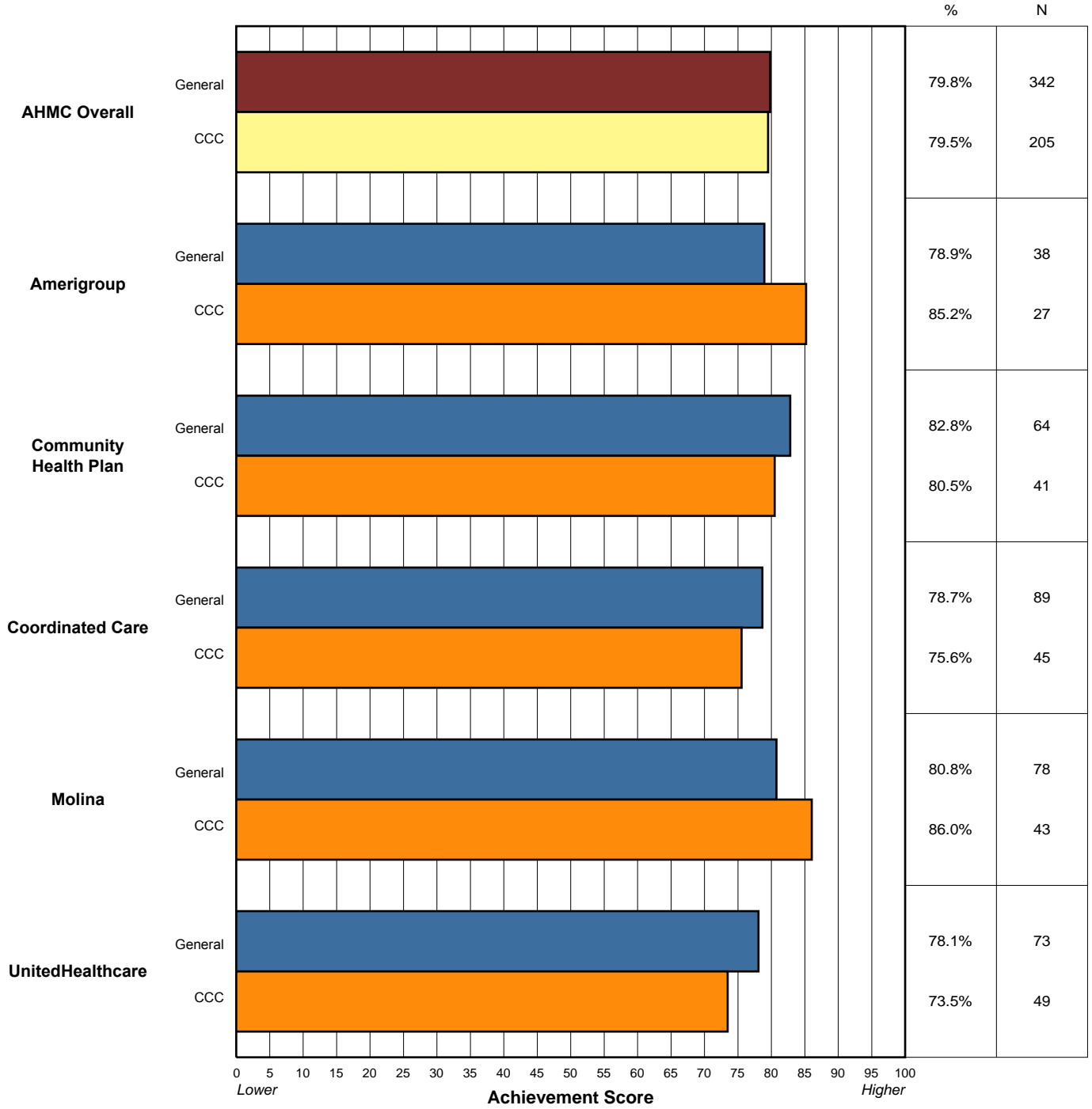


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

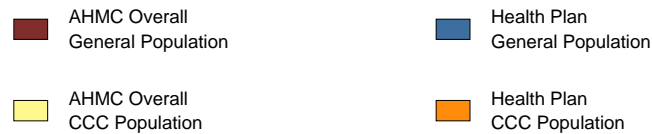
- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Single Items

Q21. Someone from doctor's office helped get special medical equipment or devices for child

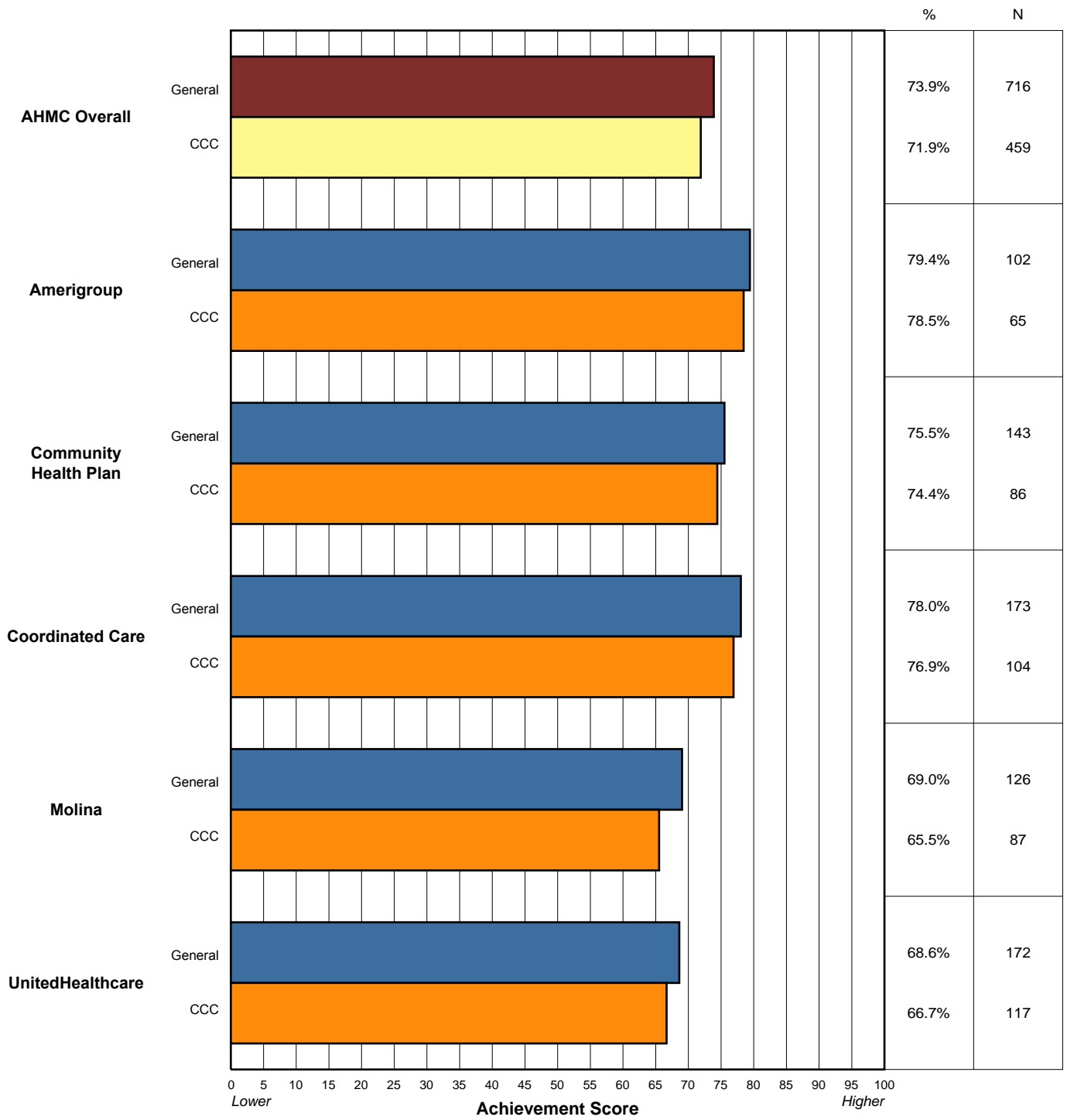


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score

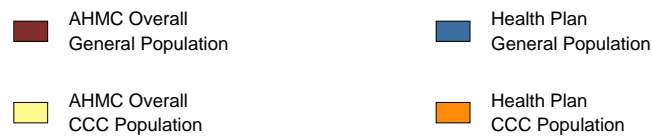


Single Items

Q24. Someone from doctor's office helped get therapy for child

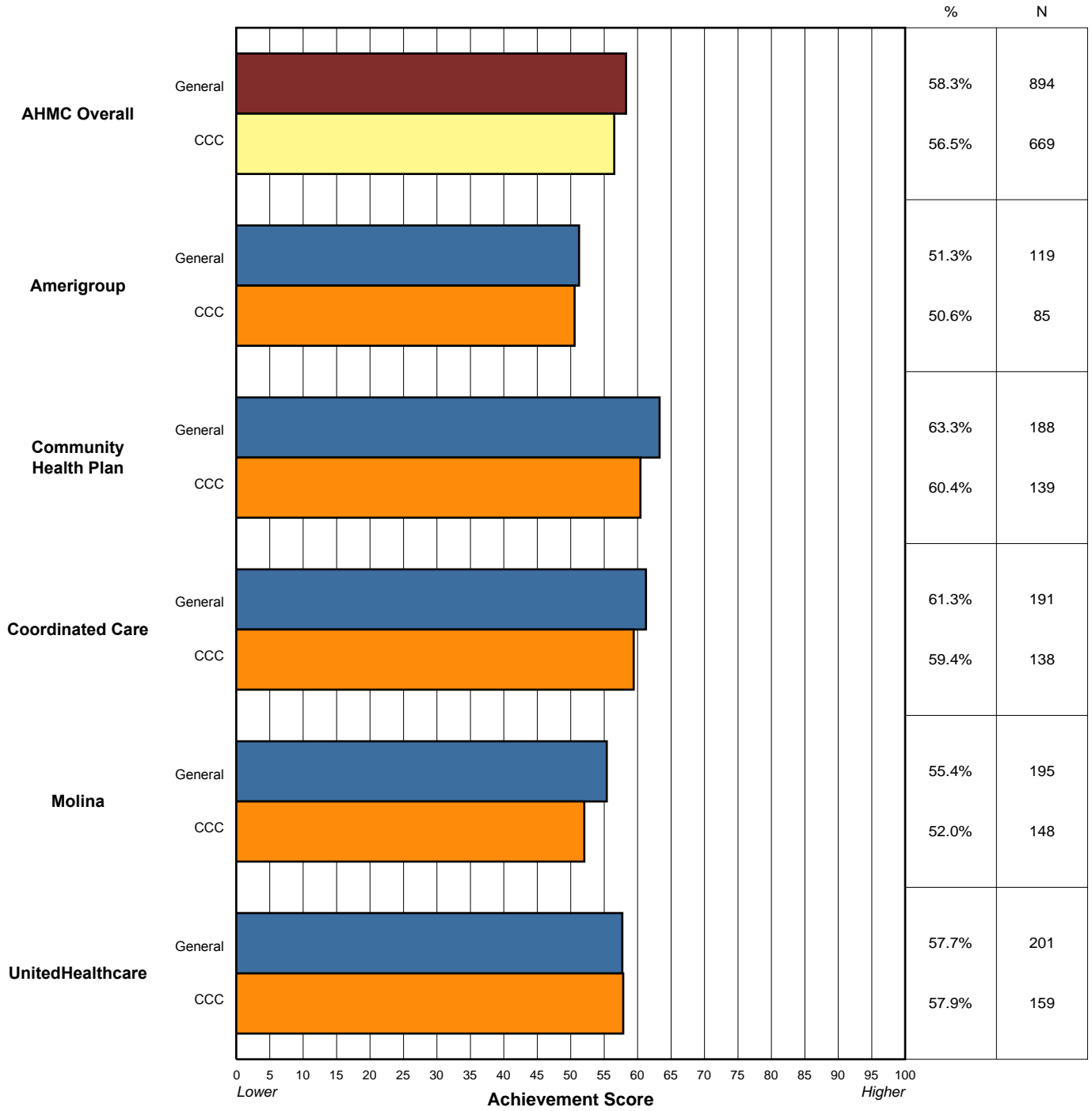


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score

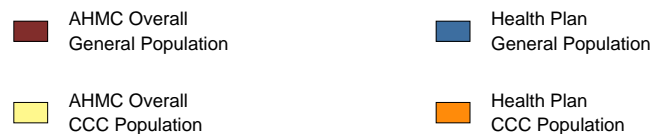


Single Items

Q27. Someone from doctor's office helped get treatment or counseling for child

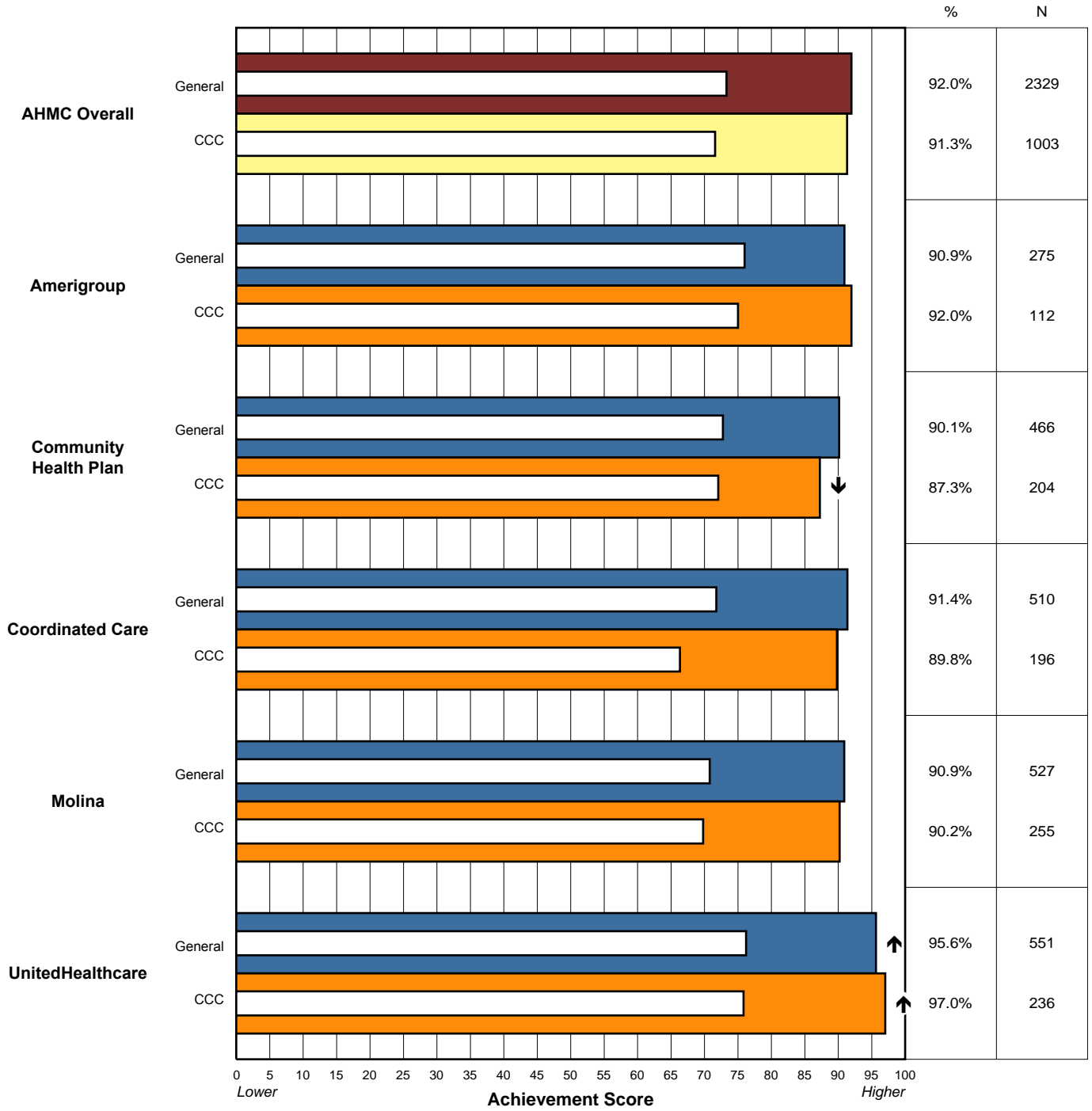


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

Q36. Doctor usually or always explained things in a way that was easy for child to understand

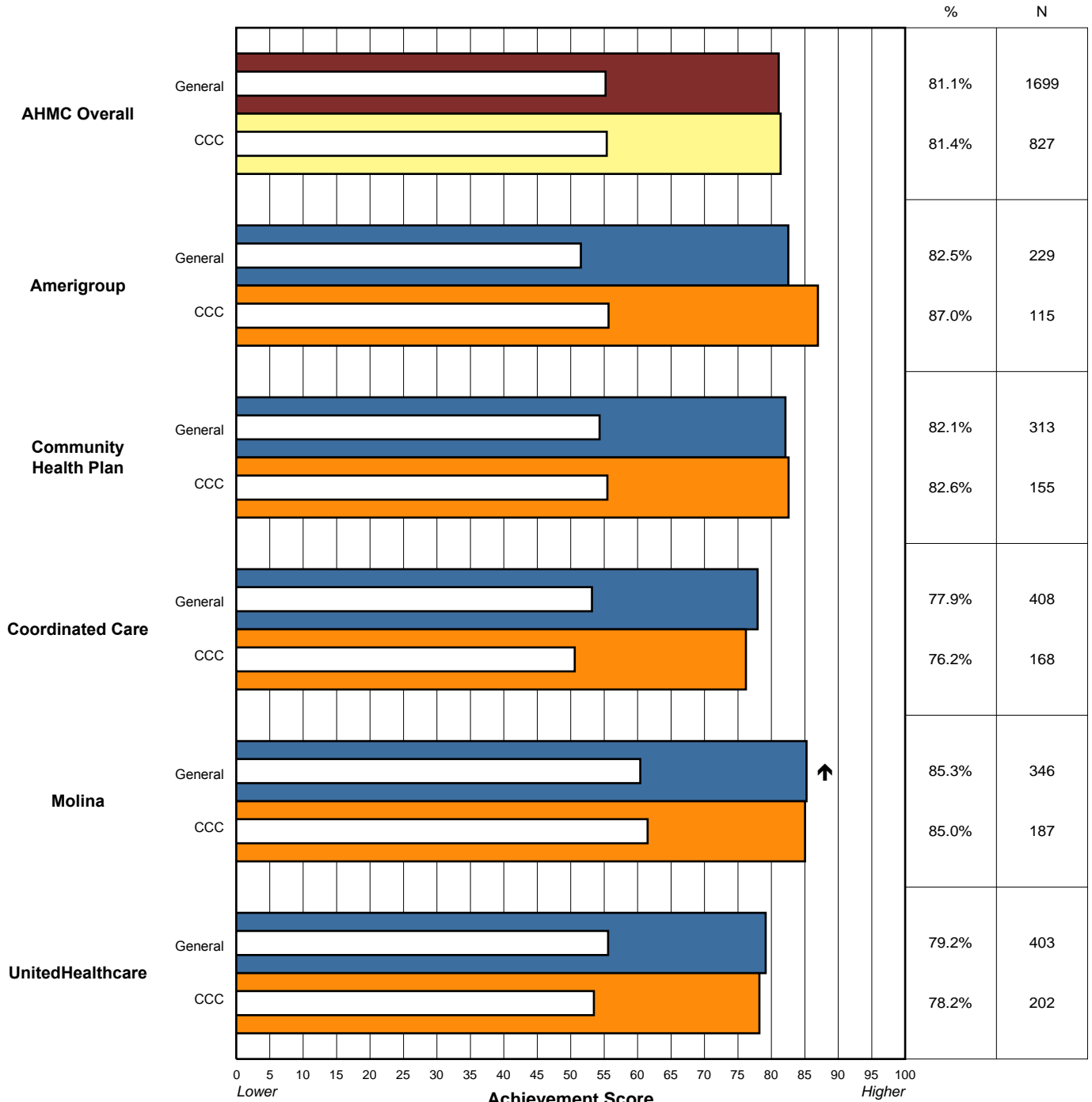


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Single Items

Q40. Personal doctor usually or always seemed informed about care child got from other providers

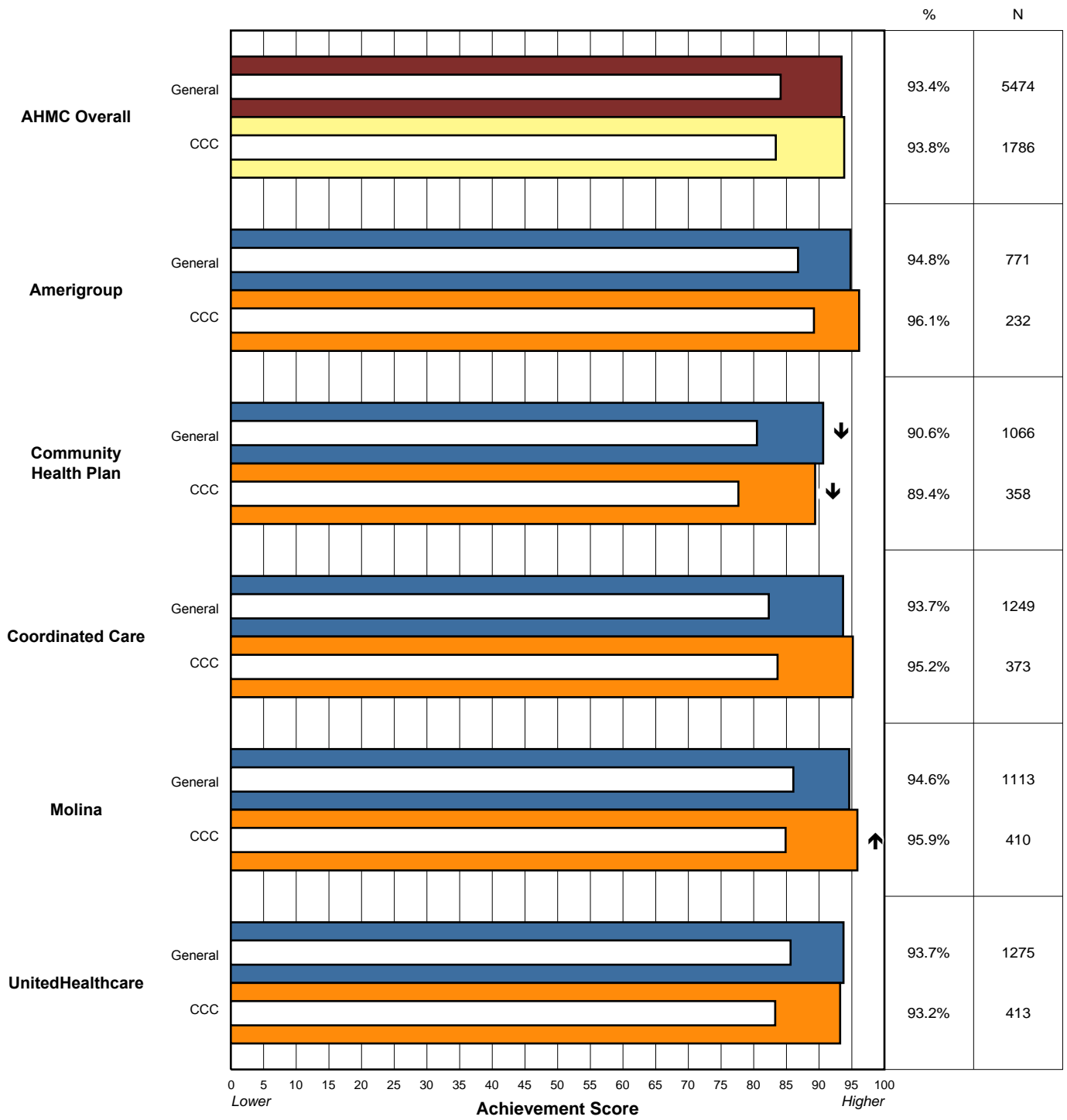


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Single Items

PQ53. Forms from child's health plan were usually or always easy to fill out

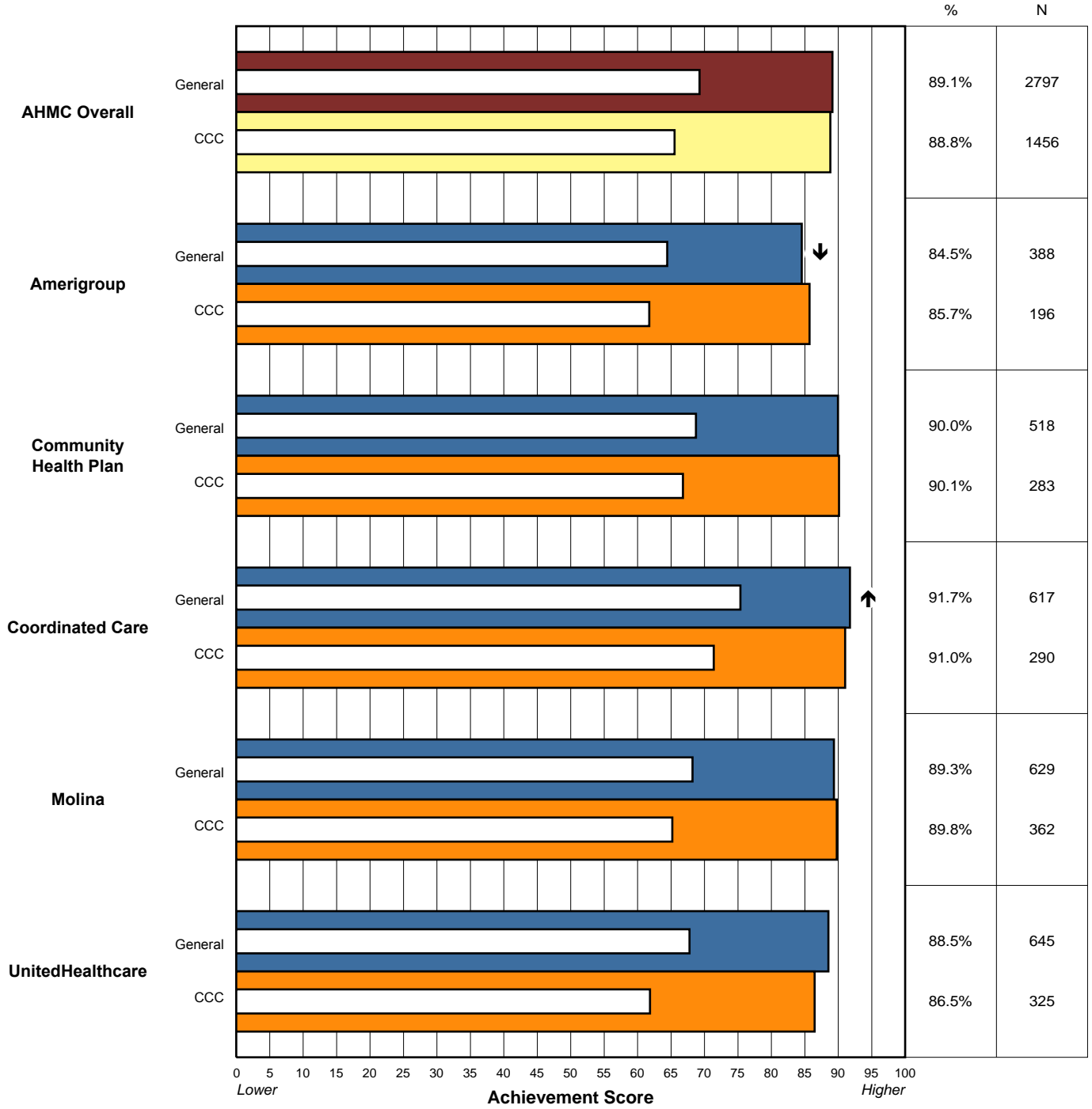


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Single Items

Q56. Usually or Always easy to get prescription medicines for child through health plan

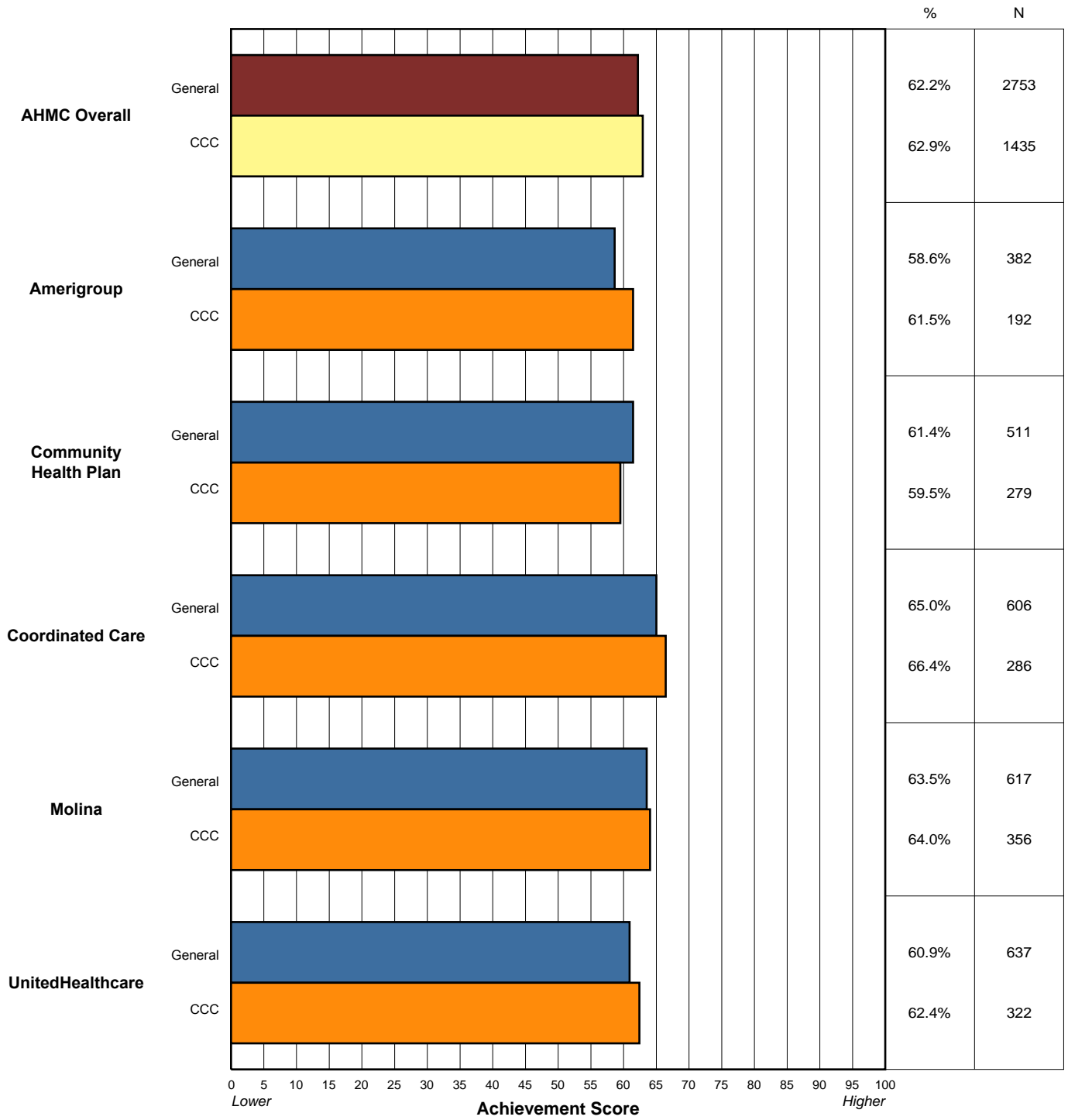


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Single Items

Q57. Someone from doctor's office helped get child's prescription medicines

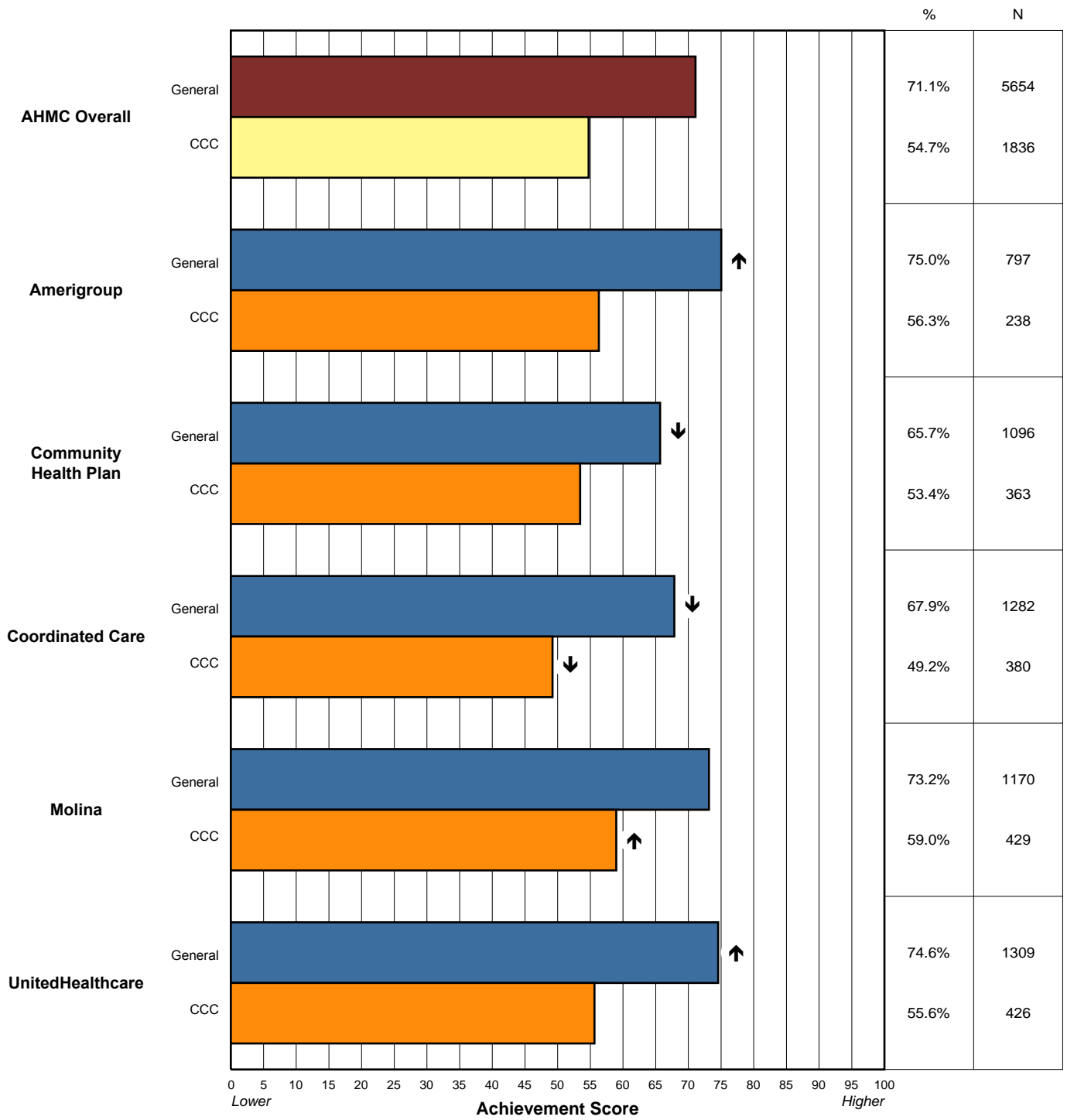


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

Q58. Excellent or very good rating of child's overall health

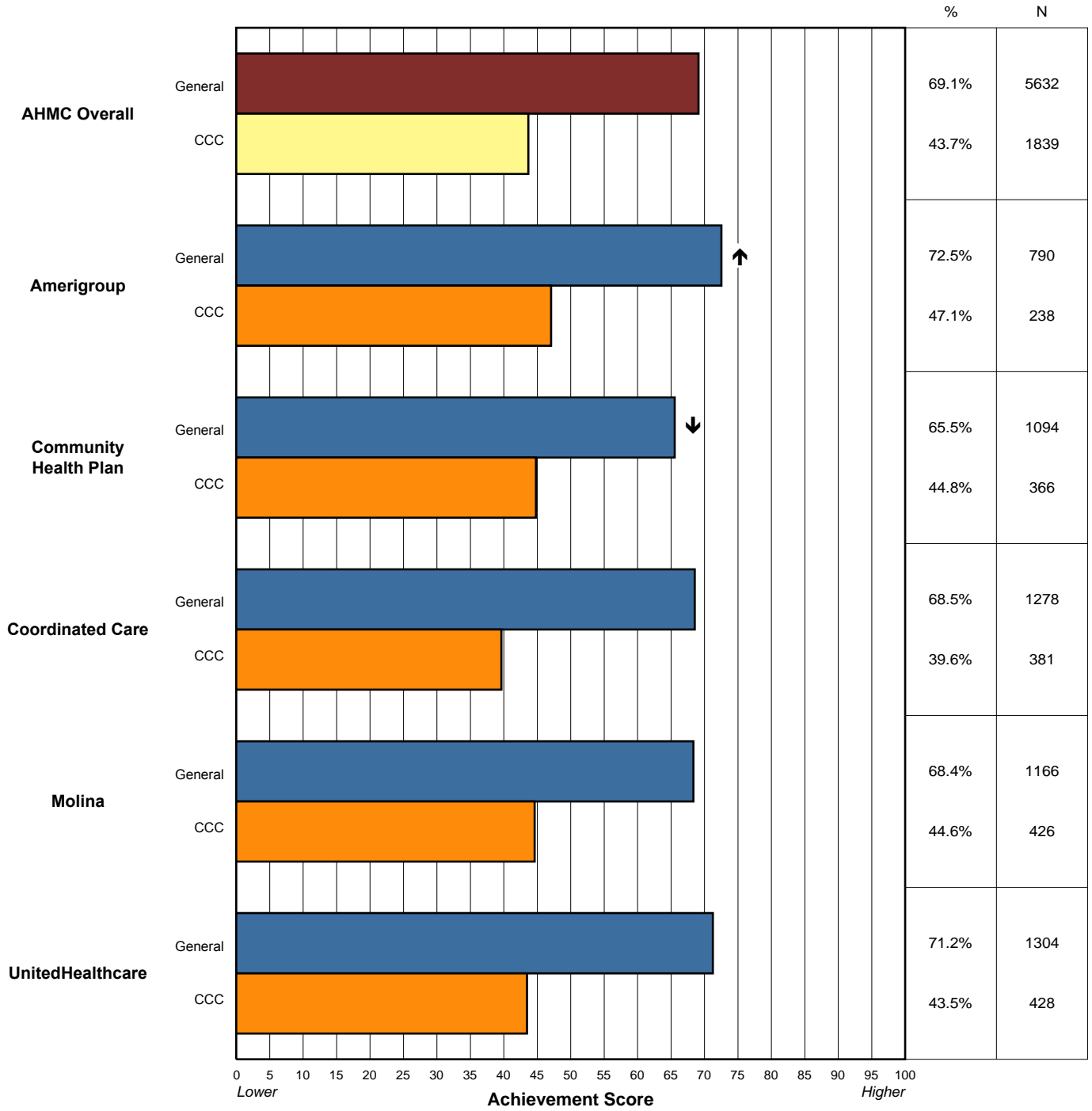


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



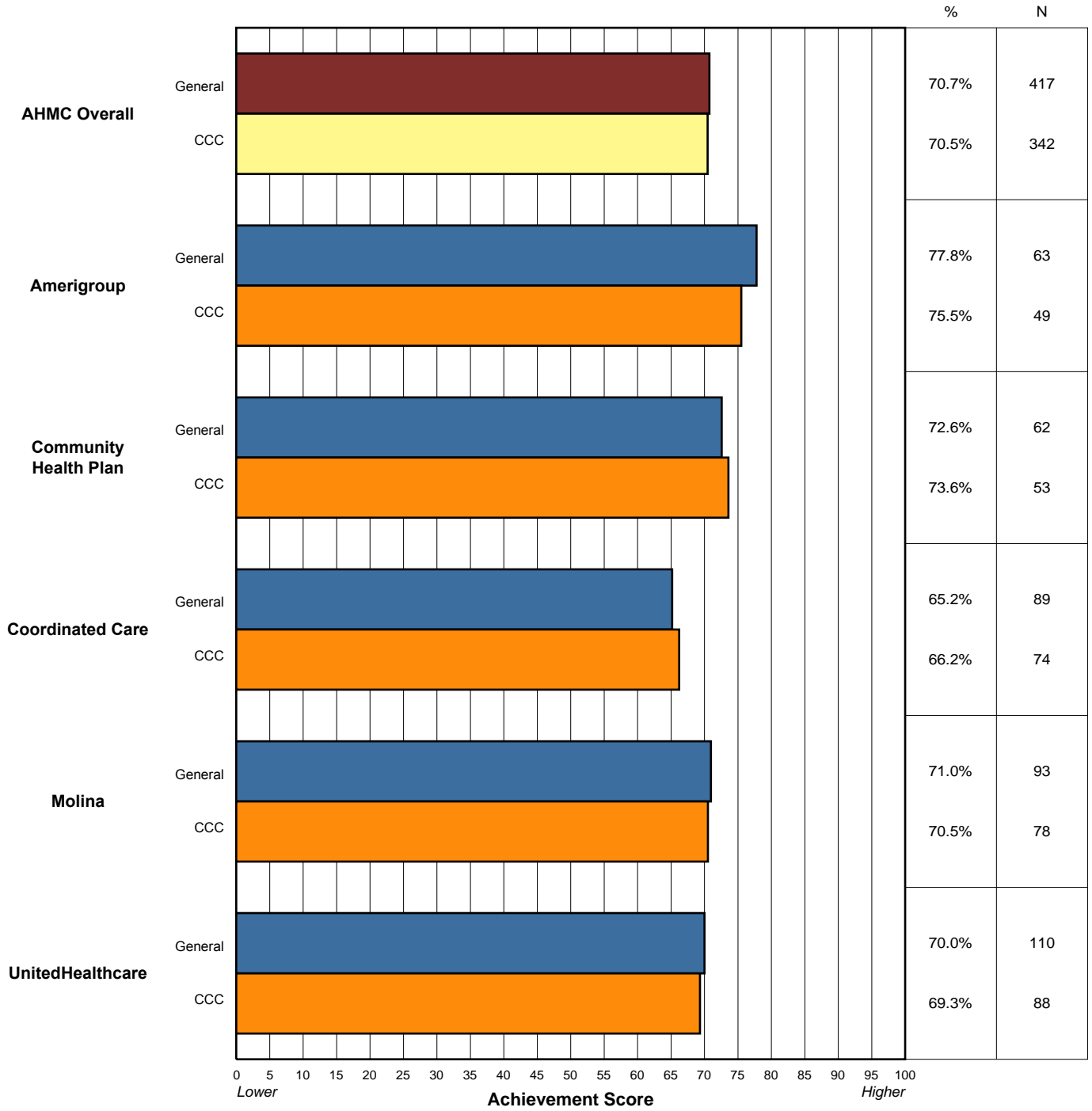
Single Items

Q59. Excellent or very good rating of child's overall mental or emotional health



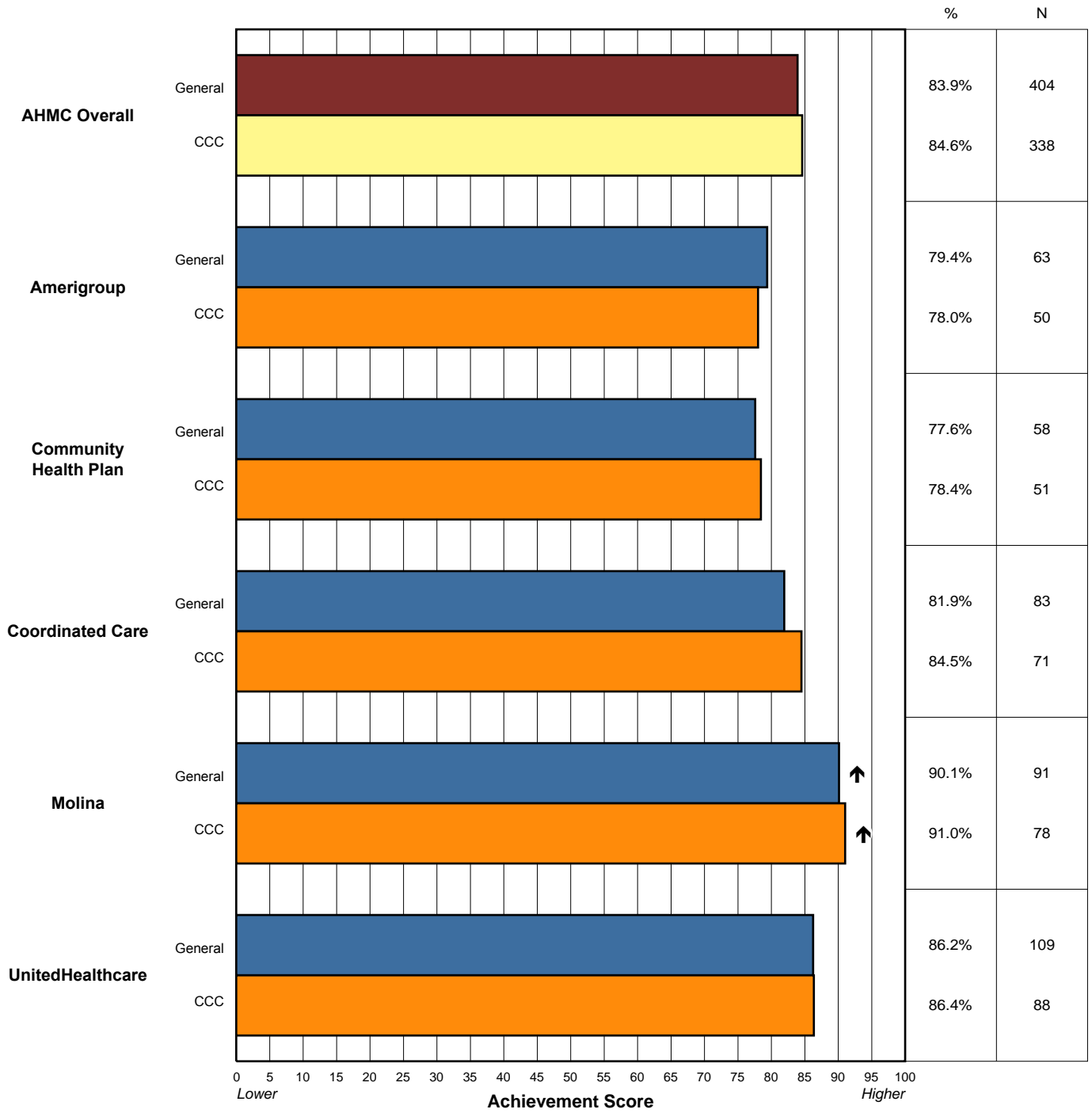
Supplemental Item Measures

HCA_4. Not a problem for child to receive needed mental health care or counseling



Supplemental Item Measures

HCA_5. Very satisfied or satisfied with quality of mental health care or counseling child received

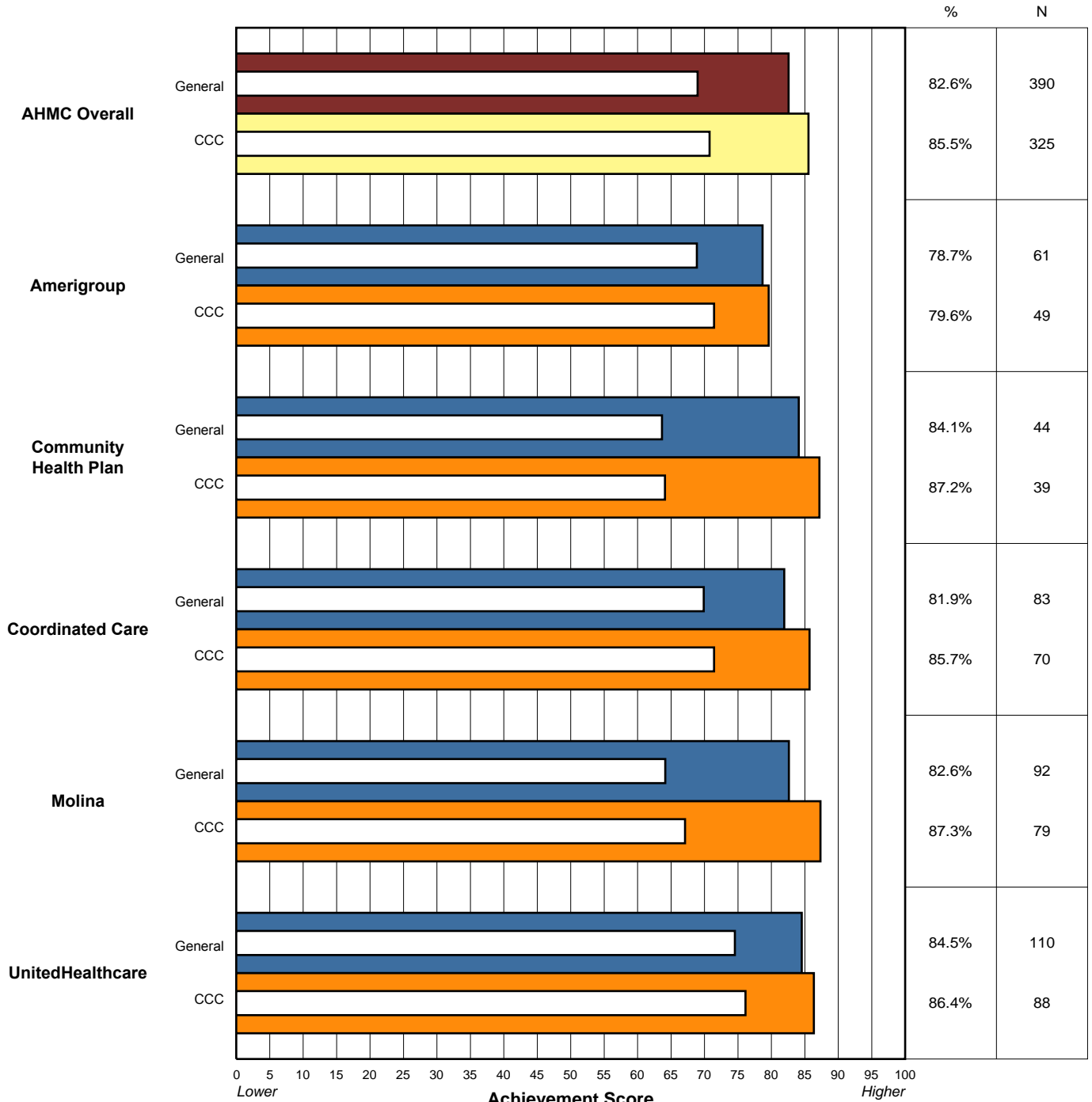


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Supplemental Item Measures

HCA_6. Usually or always involved with needed mental health care or counseling for child



↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

Sample Disposition

	AHMC Overall
Total mailing - sent	22,095
*First mailing - usable survey returned	1,684
*Second mailing - usable survey returned	1,101
*Phone - usable surveys	3,476
*Internet - usable surveys	70
Total - usable surveys	6,331
†Ineligible: According to population criteria‡	253
†Ineligible: Language barrier	295
†Ineligible: Deceased	4
Bad address and/or bad phone number	1,784
Refusal	1,159
Nonresponse - Unavailable by mail or phone	12,269
Response Rate	29.39%

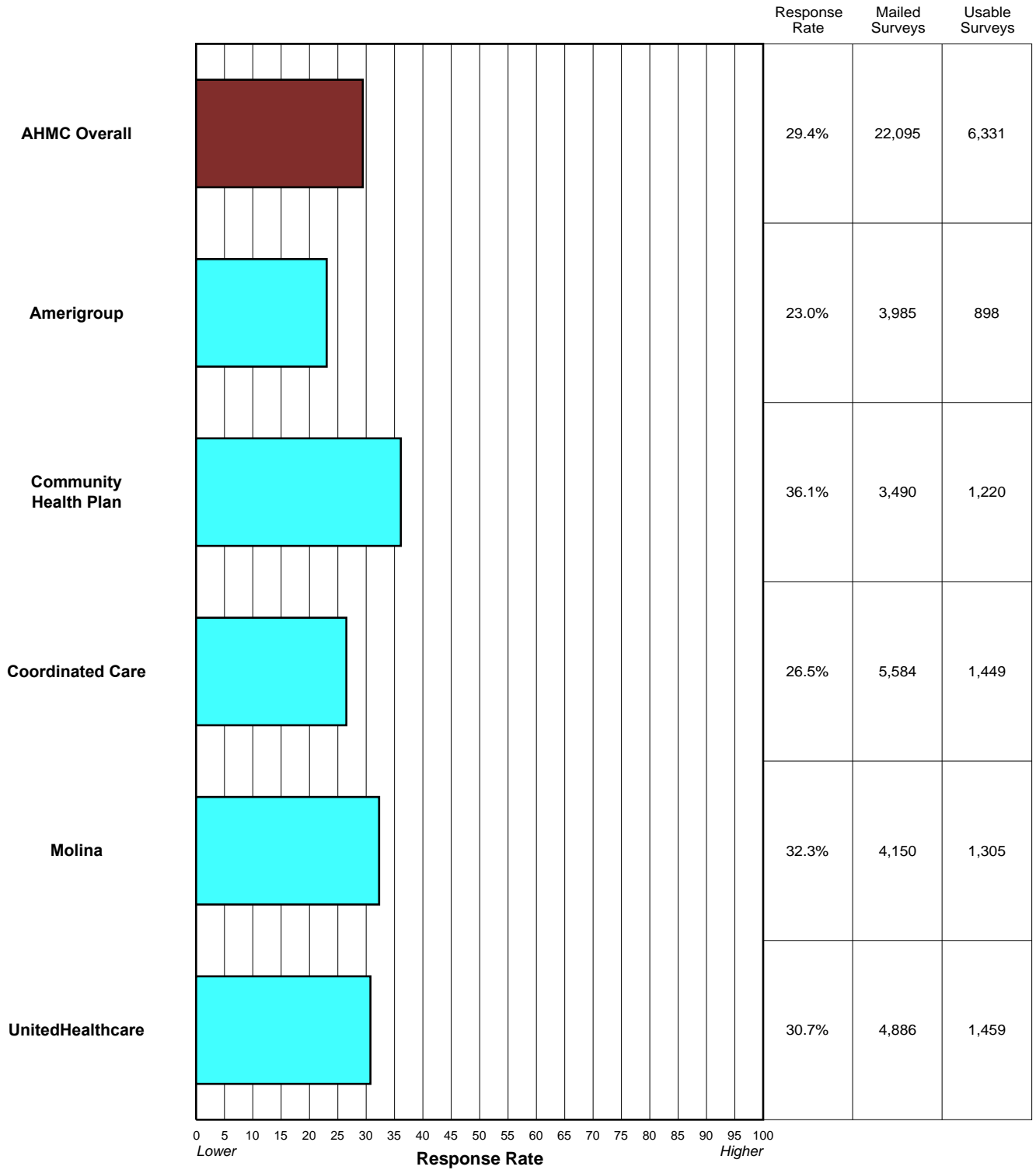
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

Response Rates Variation Across Health Plans



AHMC Overall
 Health Plans

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 Yes → **If Yes, Go to Question 1**
 No

Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

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

1. Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?
- Yes → **If Yes, Go to Question 3**
 No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes
 No → **If No, Go to Question 5**

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → **If No, Go to Question 7**

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

- Never
 Sometimes
 Usually
 Always

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

- None → **If None, Go to Question 16**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

- Yes
 No

9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *If No, Go to Question 14*

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

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

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
- No → *If No, Go to Question 19*

17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes
- No → *If No, Go to Question 19*

18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
- No → *If No, Go to Question 22*

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
 No → *If No, Go to Question 25*

23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
 Sometimes
 Usually
 Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
 No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
 No → *If No, Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
 Sometimes
 Usually
 Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
 No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
 No → *If No, Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
 No

YOUR CHILD'S PERSONAL DOCTOR

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

Does your child have a personal doctor?

- Yes
 No → *If No, Go to Question 45*

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

- None → *If None, Go to Question 41*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 37*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No

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

- Yes
 No → *If No, Go to Question 41*

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

- Never
 Sometimes
 Usually
 Always

41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

- 0 Worst personal doctor possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best personal doctor possible

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes
 No → *If No, Go to Question 45*

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
 No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
 No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No → *If No, Go to Question 49*

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

- Never
 Sometimes
 Usually
 Always

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

- None → *If None, Go to Question 49*
 1 specialist
 2
 3
 4
 5 or more specialists

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

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
 No → *If No, Go to Question 52*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *If No, Go to Question 54*

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

- Never
 Sometimes
 Usually
 Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

- Yes
- No → *If No, Go to Question 58*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- Never
- Sometimes
- Usually
- Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → *If No, Go to Question 63*

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *If No, Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *If No, Go to Question 66*

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *If No, Go to Question 66*

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
 No → *If No, Go to Question 69*

67. Is this because of any medical, behavioral, or other health condition?

- Yes
 No → *If No, Go to Question 69*

68. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
 No

69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- Yes
 No → *If No, Go to Question 72*

70. Is this because of any medical, behavioral, or other health condition?

- Yes
 No → *If No, Go to Question 72*

71. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
 No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes
 No → *If No, Go to Question 74*

73. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
 No

74. What is your child's age?

- Less than 1 year old
_____YEARS OLD (*write in*)

75. Is your child male or female?

- Male
 Female

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

- Yes, Hispanic or Latino
 No, not Hispanic or Latino

77. What is your child's race? (*Mark one or more*)

- White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

78. What is your age?

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

79. Are you male or female?

- Male
 Female

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

- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- Yes → *If Yes, Go to Question 83*
- No → *If No, Go to Question 84*

83. How did that person help you? (Mark one or more)

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

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

HCA.1. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

- Yes
- No

HCA.2. Did your child receive mental health care or counseling in the last 6 months?

- Yes
- No → **Thank you.**
Please return the completed survey in the postage-paid envelope.

HCA.3. Did your child receive all the mental health care or counseling that he or she needed?

- Yes
- No → *If No, Go to Question 88*

HCA.4. How much of a problem, if any, was it to get the mental health care or counseling that your child needed? Would you say it was a big problem, a small problem, or not a problem?

- Big problem
- Small problem
- Not a problem

HCA.5. If your child received mental health care or counseling in the last 6 months, how satisfied were you with the quality of mental health care or counseling that your child received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- No use of mental health care in last 6 months

HCA.6. If your child received mental health care or counseling in the last 6 months, how often were you involved as much as you wanted in your child's mental health care or counseling?

- Never
- Sometimes
- Usually
- Always
- No use of mental health care in last 6 months

Thank You

Please return the completed survey in the postage-paid envelope or send to: