

Washington State Health Care Authority

Apple Health Managed Care

CAHPS® 5.0H

Child Medicaid with Chronic Conditions



September 2017



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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 2017. 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 your child get care as soon as he or she 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 2017, 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, one used a mixed-mode (mail and telephone) protocol with a pre-approved Internet enhancement and four 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 plan that used the Internet enhancement, respondents also had the option to complete the survey on the Internet.

Sampling Frame

A random sample of 26,461 cases was drawn of child members from across the five participating health plans. Each plan drew two samples: Sample A consisting of 1,650 cases from eligible child enrollees and Sample B consisting 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. All 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 100%. 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, 2016, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2017 Volume 3* and the *HEDIS® 2017 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 three of the five key questions. Complete interviews were obtained from 6,432 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 24.7%. Detailed information regarding protocols and methods can be found in *HEDIS® 2017 Volume 3* and the *HEDIS® 2017 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 Q73 in the CAHPS® 5.0H Child with Chronic Conditions (CCC) survey. Detailed information regarding the survey-based screening tool can be found in *HEDIS® 2017 Volume 3* and the *HEDIS® 2017 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, as 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 your child get care as soon as he or she 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. See the *Responses by Question* section for assignment of achievement responses for each question. 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® 2017 Volume 3* and the *HEDIS® 2017 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 increases as well. 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.

Comparisons: Current Year and Trending

2017 results are presented with the 2015 CAHPS® 5.0H data in the *Trend Analysis* sections of the report. 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.

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 2017. Attempts were made to survey 26,461 Apple Health member households by mail, Internet and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 6,432 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® 2017 Volume 3* and the *HEDIS® 2017 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

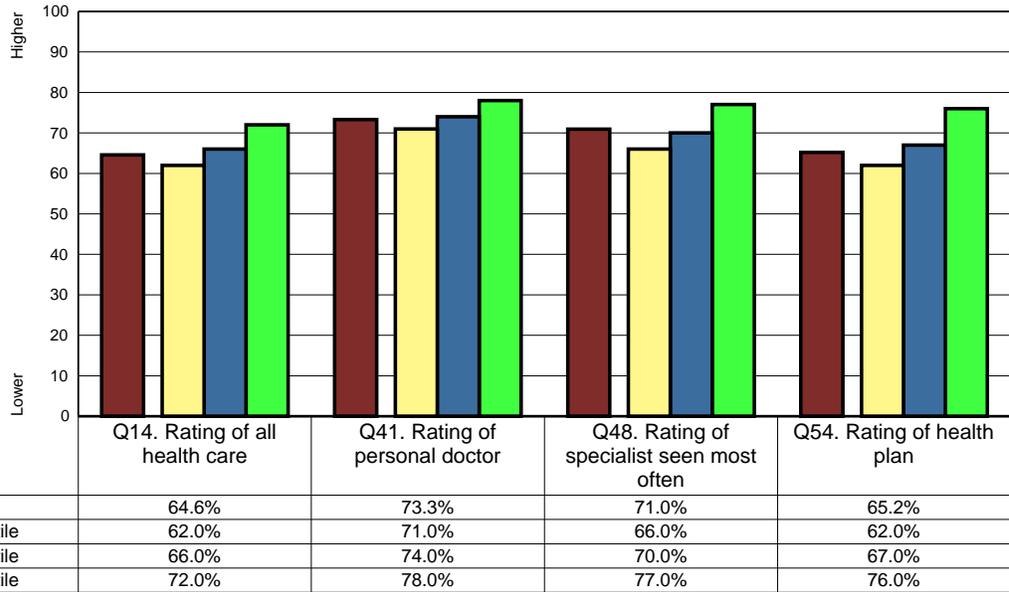
Response options for overall rating questions range from 0 (worst) to 10 (best). In the following tables, ratings of 9 or 10 are considered top box achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The 2017 Apple Health Managed Care child top box ratings scores are presented in the following chart.

The 2016 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. The child CAHPS scores were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2016 child comparative database includes 79,058 respondents from 132 child Medicaid sample submissions. CAHPS® Database benchmarks are not available for the CCC measures and population.

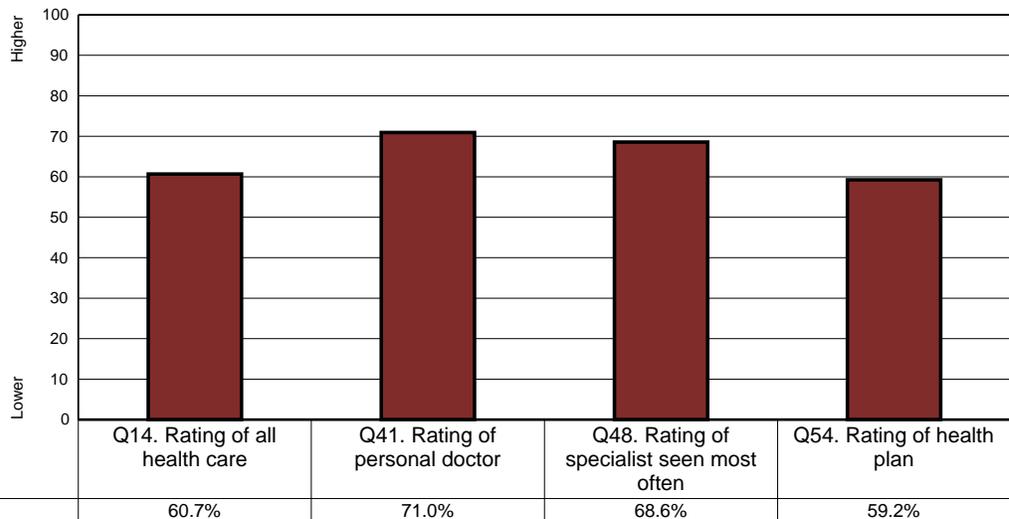
The combination of all five Apple Health Managed Care plans is presented as AHMC.

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, as 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.

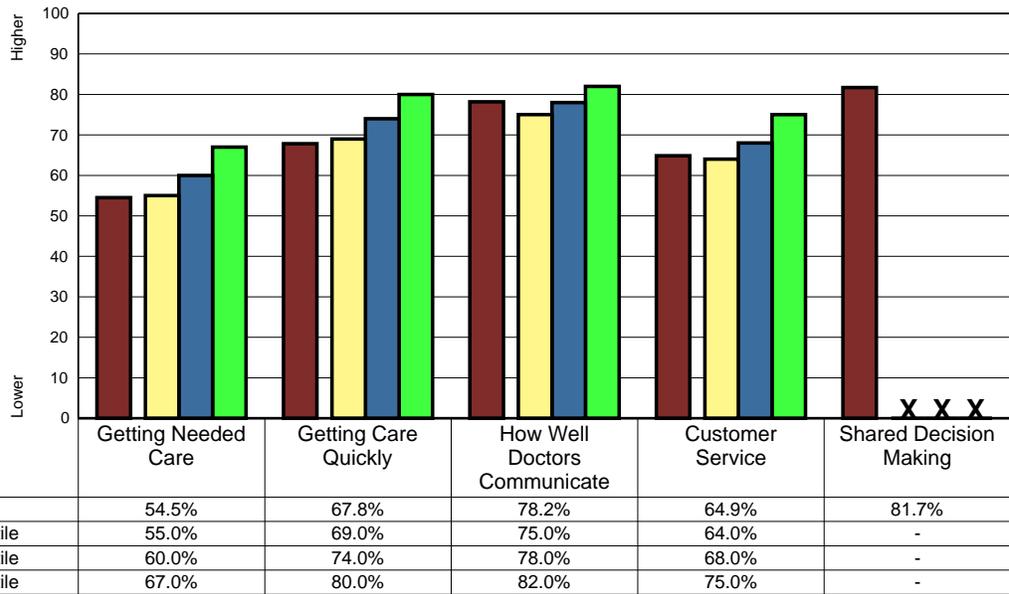
The 2017 Apple Health Managed Care child top box composite scores are presented in the following tables. In these tables, proportions of the most positive response are reported as achievement scores. For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of 'Always' are considered achievements. Responses of 'Yes' are considered achievements for the Shared Decision Making composite.

The 2016 CAHPS® Database top box scores are presented for visual comparison. No significance testing was possible, given the formats for these data. CAHPS® Database 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, as 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.

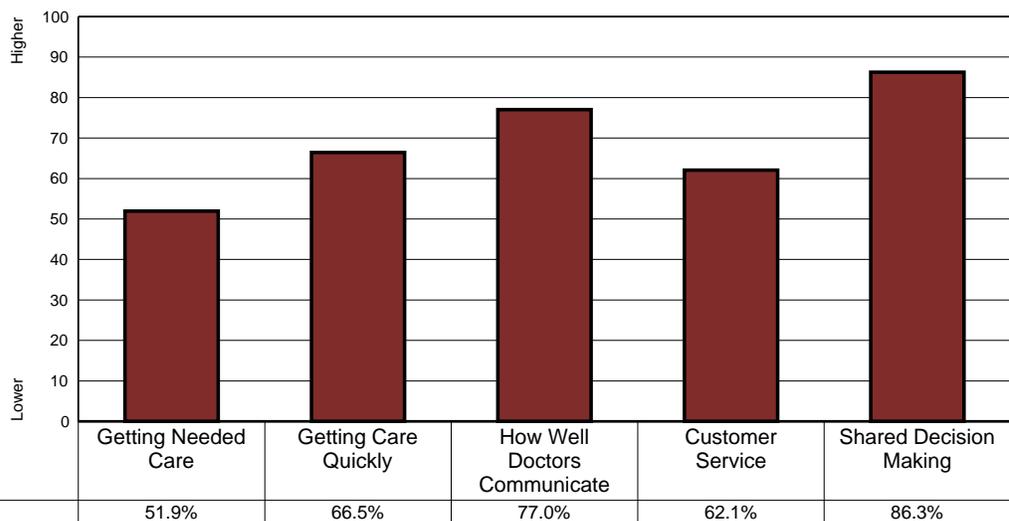
The combination of all five Apple Health Managed Care plans is presented as AHMC.

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.

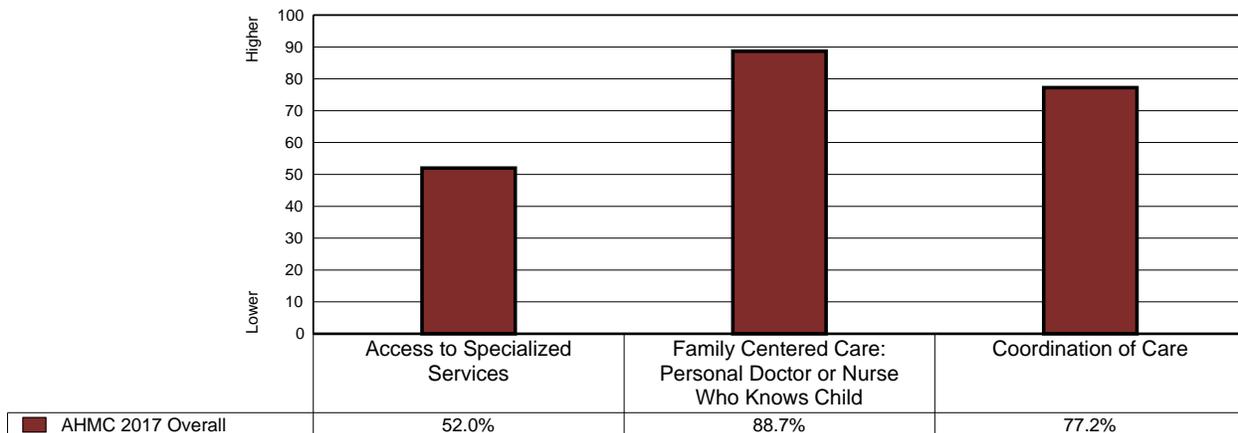
The Access to Specialized Care composite is composed of questions with response options of 'Never' to 'Always'. Responses of 'Always' are considered top box achievements for the Access to Specialized Care composite.

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. CAHPS® Database benchmarks are not available for the CCC measures or population.

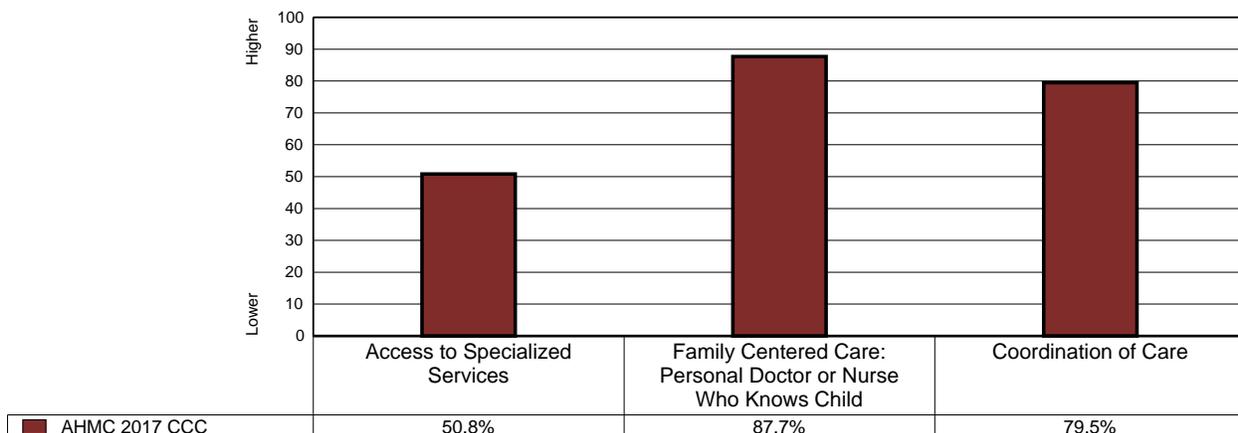
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as 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	0.39
Q56. Usually or always easy to get prescription medicines for child through health plan	89.1	0.30
Q15. Usually or always easy to get the care, tests or treatment child needed	87.8	0.30
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.1	0.23
Q50. Customer service usually or always gave help you needed	82.3	0.38

Opportunities for Improvement

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q26. Usually or always easy to get treatment or counseling for child	71.2	0.33
Q23. Usually or always easy to get therapy for child	72.4	0.36
Q24. Someone from doctor's office helped get therapy for child	73.4	0.23
Q46. Usually or always got appointments with specialists as soon as child needed	75.1	0.32
Q20. Usually or always easy to get special medical equipment or devices for child	77.0	0.42

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	93.4	0.43
Q37. Personal doctor usually or always spent enough time with child	90.9	0.27
Q56. Usually or always easy to get prescription medicines for child through health plan	89.1	0.35
Q15. Usually or always easy to get the care, tests or treatment child needed	88.2	0.38
Q50. Customer service usually or always gave help you needed	79.8	0.43

Opportunities for Improvement

Question	AHMC Achievement Score	Correlation w/ satisfaction
Q26. Usually or always easy to get treatment or counseling for child	70.2	0.38
Q24. Someone from doctor's office helped get therapy for child	71.0	0.27
Q23. Usually or always easy to get therapy for child	71.1	0.42
Q46. Usually or always got appointments with specialists as soon as child needed	75.8	0.33
Q20. Usually or always easy to get special medical equipment or devices for child	76.3	0.49

Trend Analysis - Higher Scores - 2017 vs. 2015

Non-CCC Population

Improvements in Apple Health Managed Care scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2017 as compared to the 2015 Apple Health Managed Care scores.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q57. Someone from doctor's office helped get child's prescription medicines	66.6%	62.2%	+4.4	Single Items
Q58. Excellent or very good rating of child's overall health	74.6%	71.1%	+3.5	Single Items
Q14. Rating of all health care	85.4%	82.7%	+2.8	Ratings
Q37. Personal doctor usually or always spent enough time with child	90.7%	88.1%	+2.5	Communication
Q59. Excellent or very good rating of child's overall mental or emotional health	71.1%	69.1%	+2.0	Single Items
Q9. Doctor usually or always answered questions about child's health	88.1%	86.5%	+1.6	Single Items
Q32. Personal doctor usually or always explained things in a way that was easy to understand	94.4%	93.3%	+1.1	Communication

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Apple Health Managed Care follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q27. Someone from doctor's office helped get treatment or counseling for child	60.6%	58.3%	+2.3	Single Items
Q26. Usually or always easy to get treatment or counseling for child	71.2%	69.0%	+2.2	Access to Specialized Services
Q4. Usually or always got care as soon as child needed	89.1%	87.1%	+2.0	Getting Care Quickly
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.1%	81.1%	+2.0	Single Items
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	82.3%	80.5%	+1.8	Shared Decision Making

Trend Analysis - Higher Scores - 2017 vs. 2015

Non-CCC Population

(continued)

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	92.6%	90.8%	+1.8	Coordination of Care
Q8. Doctor talked about specific things to prevent illness in child	71.6%	69.9%	+1.7	Single Items
Q50. Customer service usually or always gave help you needed	82.3%	80.8%	+1.5	Customer Service
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	88.6%	87.4%	+1.3	Family Centered Care
Q54. Rating of health plan	83.1%	81.8%	+1.3	Ratings
Q41. Rating of personal doctor	88.4%	87.6%	+0.9	Ratings
Q36. Doctor usually or always explained things in a way that was easy for child to understand	92.7%	92.0%	+0.7	Single Items
Q6. Usually or always got appt. for care as soon as child needed	84.4%	83.7%	+0.7	Getting Care Quickly
Q15. Usually or always easy to get the care, tests or treatment child needed	87.8%	87.2%	+0.6	Getting Needed Care
Q34. Personal doctor usually or always showed respect for what you had to say	95.9%	95.3%	+0.6	Communication
Q12. Doctor talked about reasons you might not want child to take a medicine	69.9%	69.3%	+0.6	Shared Decision Making
Q33. Personal doctor usually or always listened carefully to you	94.6%	94.1%	+0.5	Communication
Q21. Someone from doctor's office helped get special medical equipment or devices for child	80.1%	79.8%	+0.3	Single Items
Q11. Doctor talked about reasons you might want child to take a medicine	92.9%	92.8%	+0.1	Shared Decision Making

Trend Analysis - Lower Scores - 2017 vs. 2015

Non-CCC Population

Scores for Apple Health Managed Care that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2017 as compared to the 2015 Apple Health Managed Care scores.

(No questions for Apple Health Managed Care had statistically significantly lower scores compared to 2015.)

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Apple Health Managed Care follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q46. Usually or always got appointments with specialists as soon as child needed	75.1%	77.8%	-2.8	Getting Needed Care
Q23. Usually or always easy to get therapy for child	72.4%	73.4%	-1.0	Access to Specialized Services
Q43. Doctor understands how health conditions affect child's day-to-day life	90.3%	91.0%	-0.8	Family Centered Care
Q44. Doctor understands how health conditions affect family's day-to-day life	87.1%	87.6%	-0.5	Family Centered Care
Q24. Someone from doctor's office helped get therapy for child	73.4%	73.9%	-0.5	Single Items
Q20. Usually or always easy to get special medical equipment or devices for child	77.0%	77.1%	-0.2	Access to Specialized Services
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	82.5%	82.6%	-0.1	Supplemental Items
Q56. Usually or always easy to get prescription medicines for child through health plan	89.1%	89.1%	-0.1	Single Items
Q48. Rating of specialist seen most often	85.9%	86.0%	-0.1	Ratings

Trend Analysis - Higher Scores - 2017 vs. 2015

CCC Population

Improvements in Apple Health Managed Care scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2017 as compared to the 2015 Apple Health Managed Care scores.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q57. Someone from doctor's office helped get child's prescription medicines	68.6%	62.9%	+5.7	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Apple Health Managed Care follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q27. Someone from doctor's office helped get treatment or counseling for child	59.8%	56.5%	+3.3	Single Items
Q58. Excellent or very good rating of child's overall health	57.8%	54.7%	+3.0	Single Items
Q8. Doctor talked about specific things to prevent illness in child	76.9%	74.2%	+2.6	Single Items
Q12. Doctor talked about reasons you might not want child to take a medicine	76.4%	73.8%	+2.6	Shared Decision Making
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	95.6%	93.3%	+2.3	Coordination of Care
Q14. Rating of all health care	82.1%	80.2%	+1.9	Ratings
Q37. Personal doctor usually or always spent enough time with child	90.9%	89.1%	+1.9	Communication
Q26. Usually or always easy to get treatment or counseling for child	70.2%	68.3%	+1.8	Access to Specialized Services
Q9. Doctor usually or always answered questions about child's health	91.4%	90.0%	+1.3	Single Items
Q15. Usually or always easy to get the care, tests or treatment child needed	88.2%	86.9%	+1.3	Getting Needed Care
Q36. Doctor usually or always explained things in a way that was easy for child to understand	92.6%	91.3%	+1.3	Single Items

Trend Analysis - Higher Scores - 2017 vs. 2015

CCC Population

(continued)

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q11. Doctor talked about reasons you might want child to take a medicine	97.1%	96.0%	+1.1	Shared Decision Making
Q54. Rating of health plan	79.1%	78.1%	+1.0	Ratings
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	85.3%	84.5%	+0.8	Shared Decision Making
Q4. Usually or always got care as soon as child needed	90.8%	90.1%	+0.8	Getting Care Quickly
Q41. Rating of personal doctor	86.3%	85.6%	+0.7	Ratings
Q40. Personal doctor usually or always seemed informed about care child got from other providers	81.8%	81.4%	+0.4	Single Items
Q56. Usually or always easy to get prescription medicines for child through health plan	89.1%	88.8%	+0.3	Single Items
Q32. Personal doctor usually or always explained things in a way that was easy to understand	94.3%	94.1%	+0.3	Communication

Trend Analysis - Lower Scores - 2017 vs. 2015

CCC Population

Scores for Apple Health Managed Care that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2017 as compared to the 2015 Apple Health Managed Care scores.

(No questions for Apple Health Managed Care had statistically significantly lower scores compared to 2015.)

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Apple Health Managed Care follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q46. Usually or always got appointments with specialists as soon as child needed	75.8%	79.0%	-3.2	Getting Needed Care
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	82.9%	85.5%	-2.7	Supplemental Items
Q21. Someone from doctor's office helped get special medical equipment or devices for child	76.9%	79.5%	-2.6	Single Items
Q51. Customer service usually or always treated you with courtesy and respect	93.4%	95.5%	-2.1	Customer Service
Q44. Doctor understands how health conditions affect family's day-to-day life	86.2%	87.9%	-1.7	Family Centered Care
Q50. Customer service usually or always gave help you needed	79.8%	81.5%	-1.6	Customer Service
Q23. Usually or always easy to get therapy for child	71.1%	72.5%	-1.4	Access to Specialized Services
Q43. Doctor understands how health conditions affect child's day-to-day life	90.0%	91.2%	-1.2	Family Centered 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	63.4%	64.6%	-1.2	Coordination of Care
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	86.9%	88.0%	-1.2	Family Centered Care

Trend Analysis - Lower Scores - 2017 vs. 2015

CCC Population

(continued)

Question	AHMC 2017 Score	AHMC 2015 Score	% Point Change	Composite Group
Q48. Rating of specialist seen most often	85.2%	86.1%	-1.0	Ratings
Q24. Someone from doctor's office helped get therapy for child	71.0%	71.9%	-0.9	Single Items
Q20. Usually or always easy to get special medical equipment or devices for child	76.3%	77.1%	-0.8	Access to Specialized Services
Q59. Excellent or very good rating of child's overall mental or emotional health	43.0%	43.7%	-0.7	Single Items
Q6. Usually or always got appt. for care as soon as child needed	86.2%	86.8%	-0.7	Getting Care Quickly
Q33. Personal doctor usually or always listened carefully to you	92.8%	93.3%	-0.5	Communication
PQ53. Forms from child's health plan were usually or always easy to fill out	93.7%	93.8%	-0.2	Single Items
Q34. Personal doctor usually or always showed respect for what you had to say	94.6%	94.7%	-0.1	Communication

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.

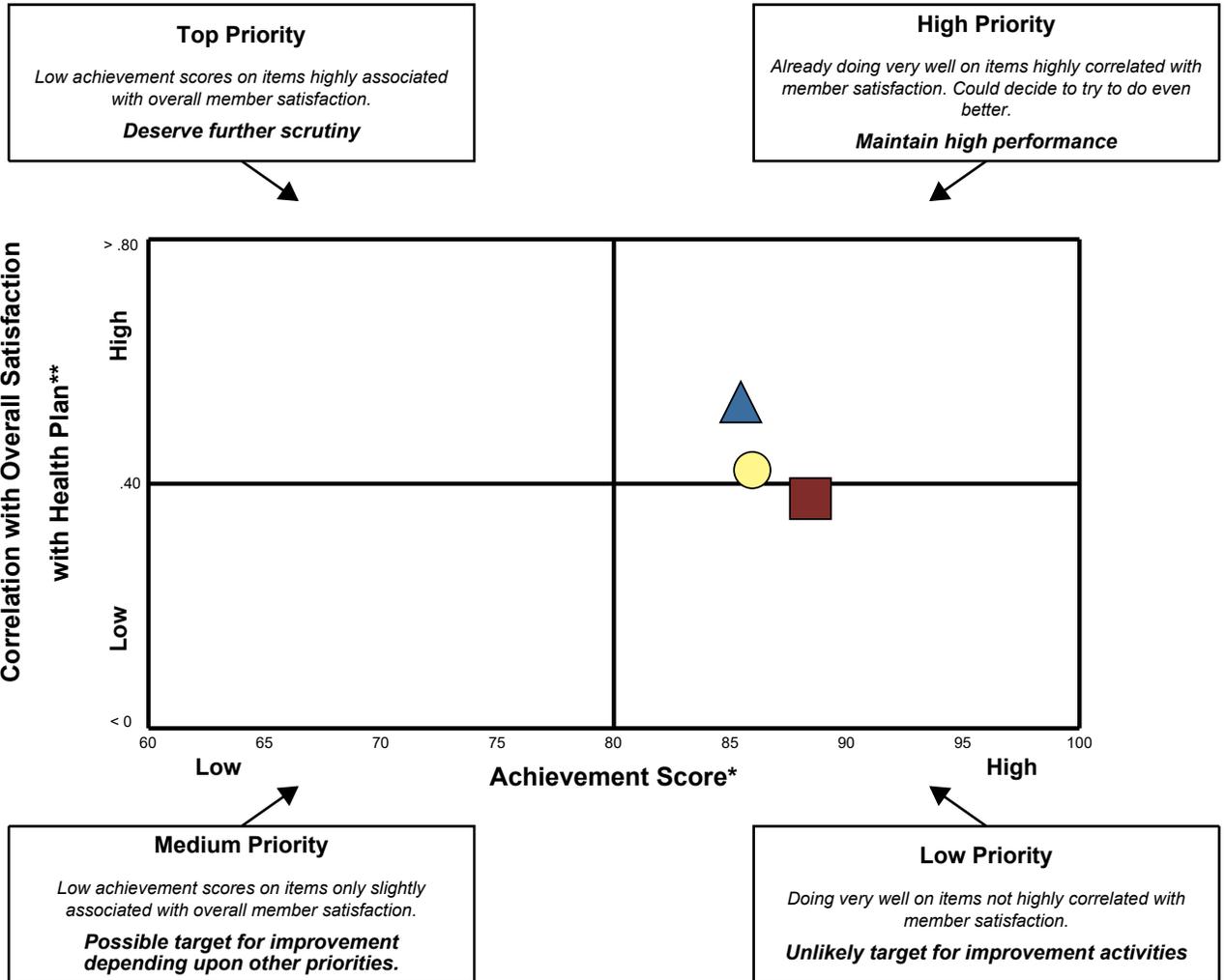
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as 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

▲ Rating of All Health Care

● Rating of Specialist

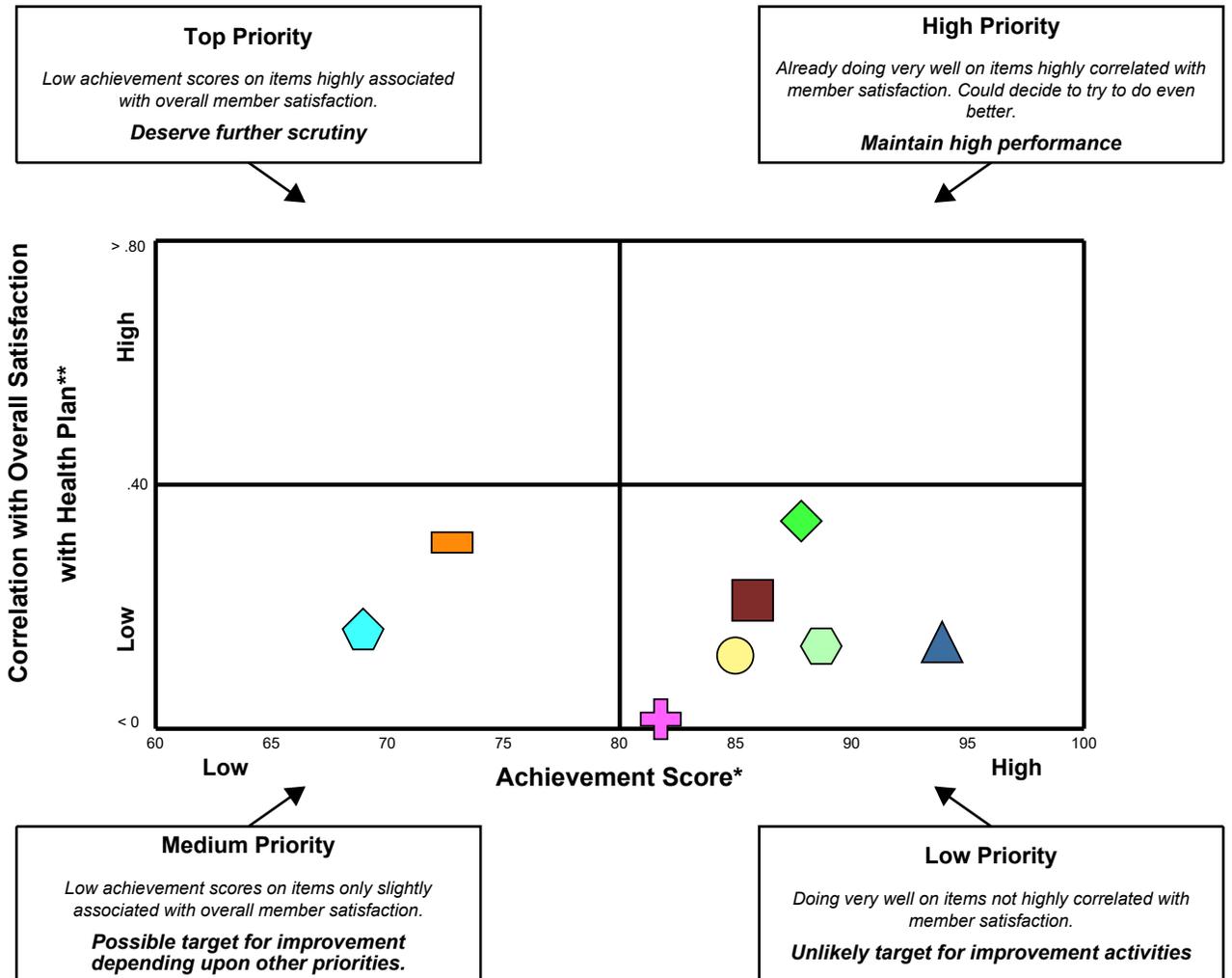
* An achievement score is ranked "high" when score is 80 or higher.

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

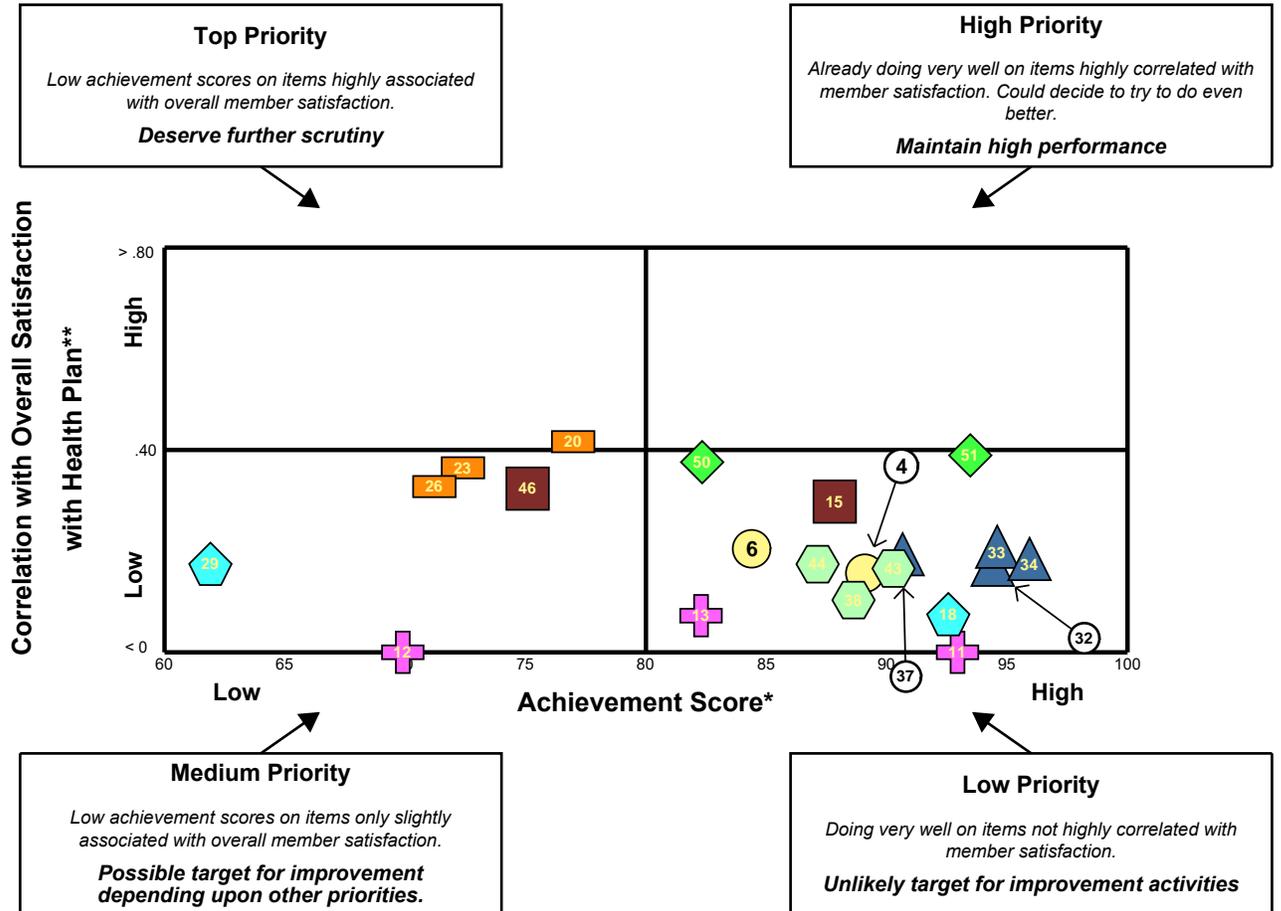
* An achievement score is ranked "high" when score is 80 or higher.

** 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

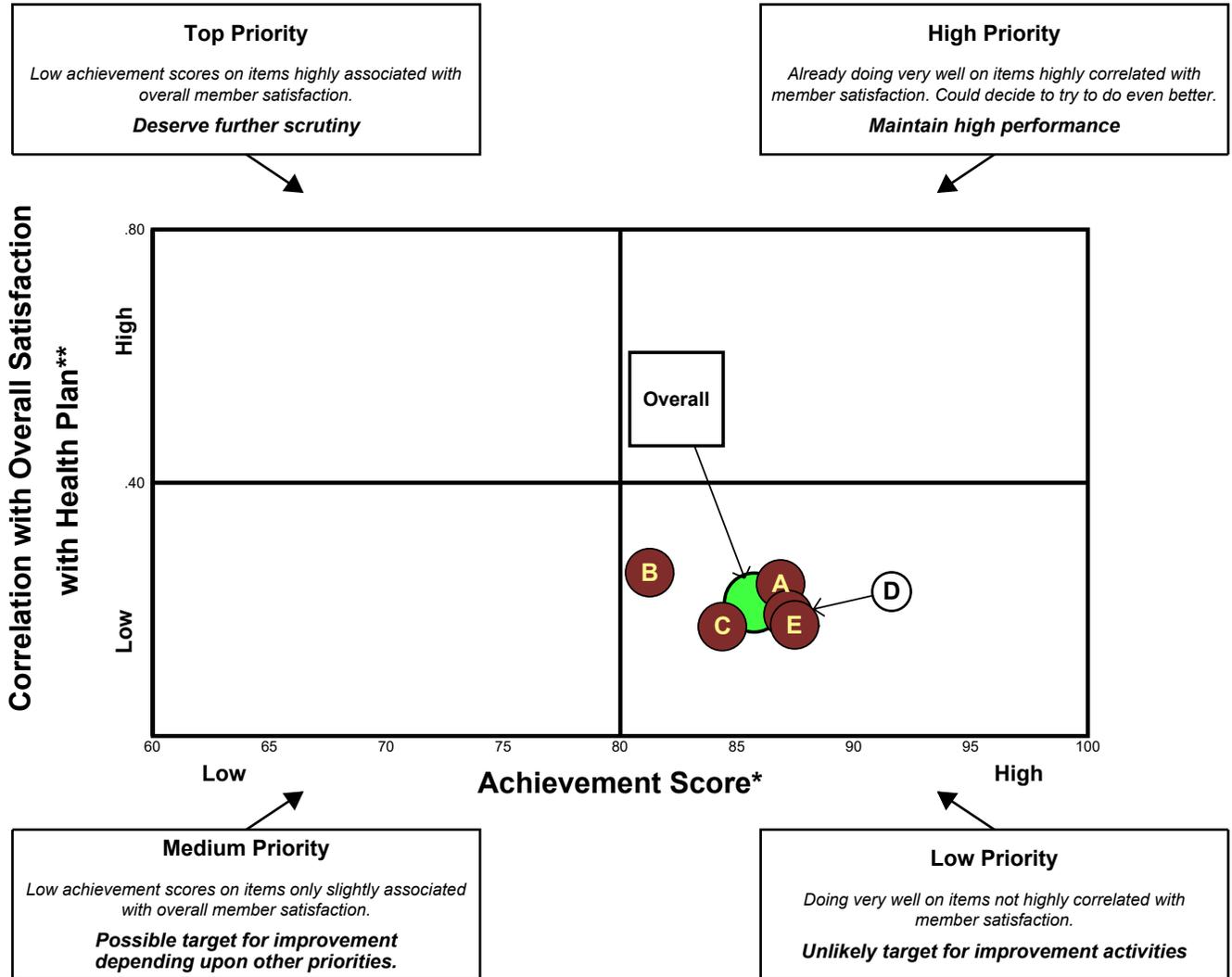
* An achievement score is ranked "high" when score is 80 or higher.

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

- D** Molina Healthcare
- E** UnitedHealthcare

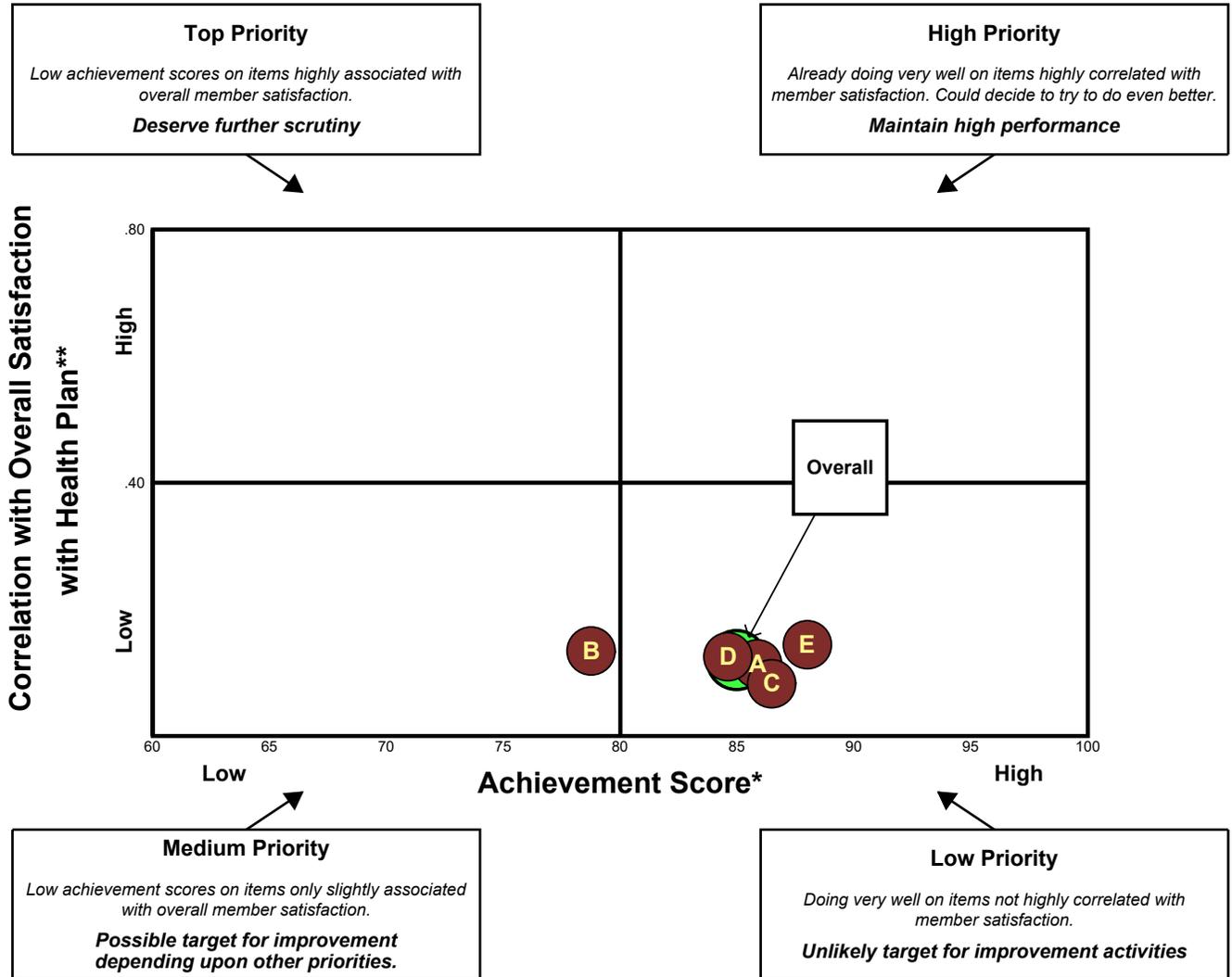
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Getting Care Quickly

General Population



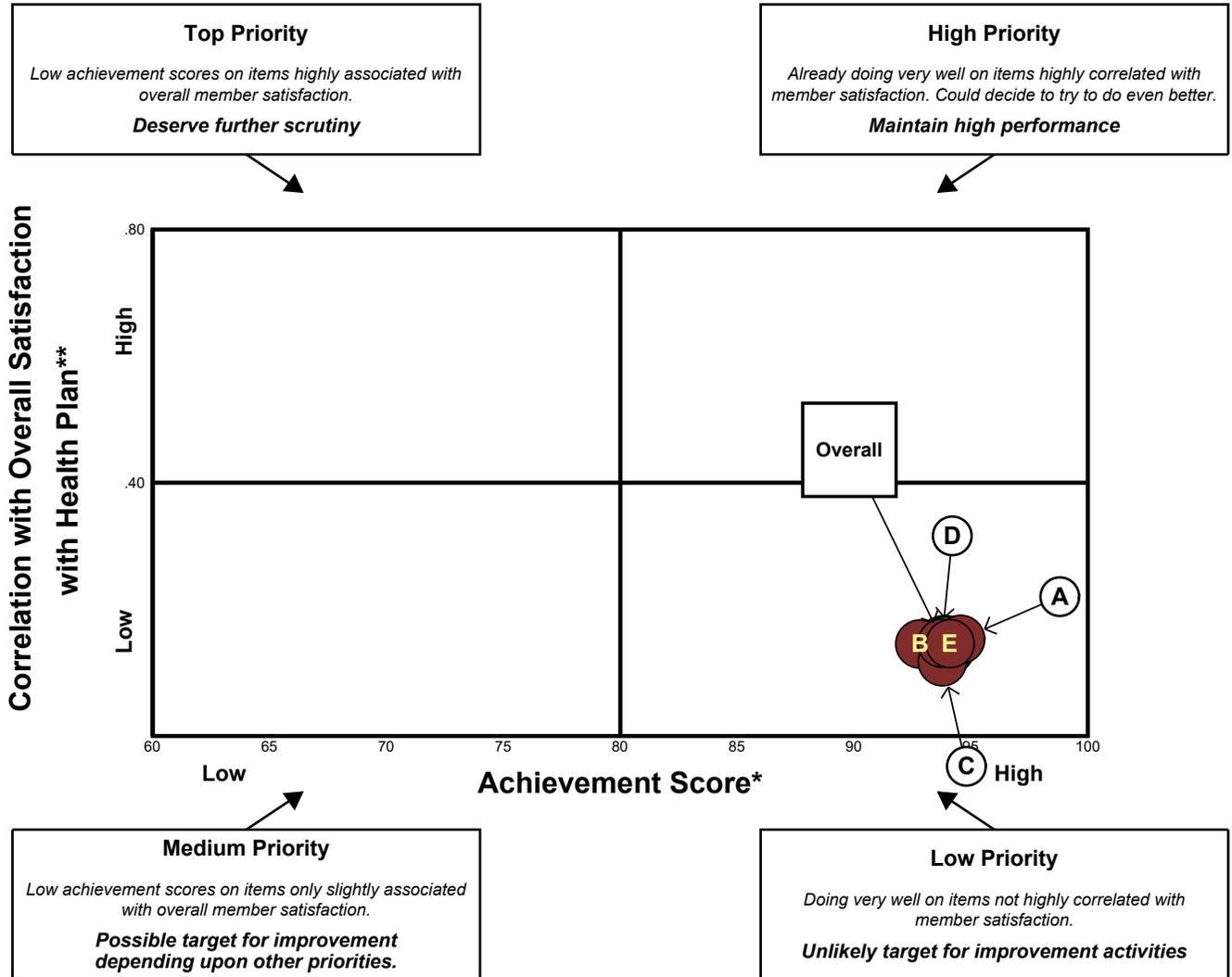
- A** Amerigroup
- D** Molina Healthcare
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* 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

General Population



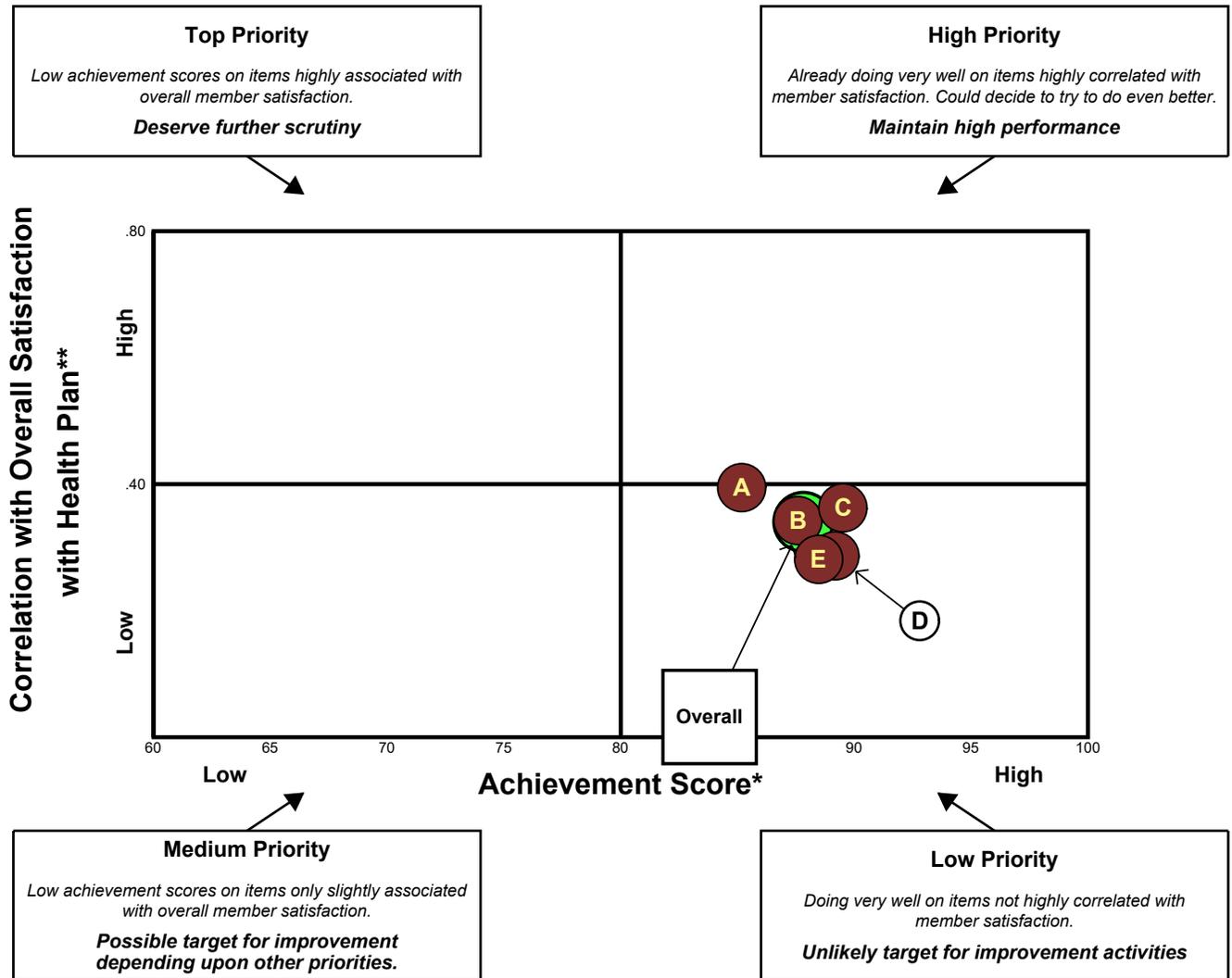
- A Amerigroup
- B Community Health Plan
- C Coordinated Care
- D Molina Healthcare
- E UnitedHealthcare

* 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

Customer Service

General Population



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

- D** Molina Healthcare
- E** UnitedHealthcare

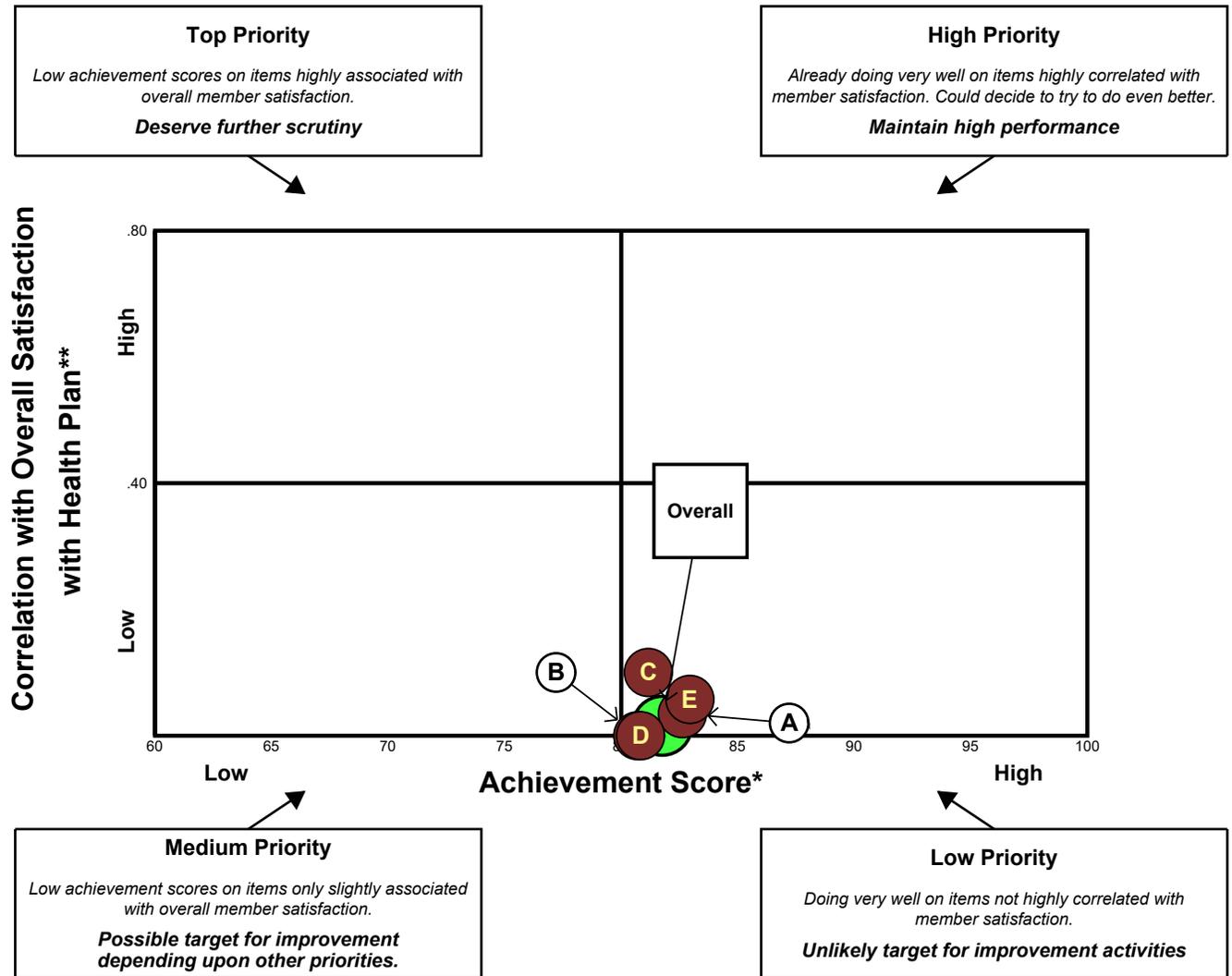
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Shared Decision Making

General Population



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

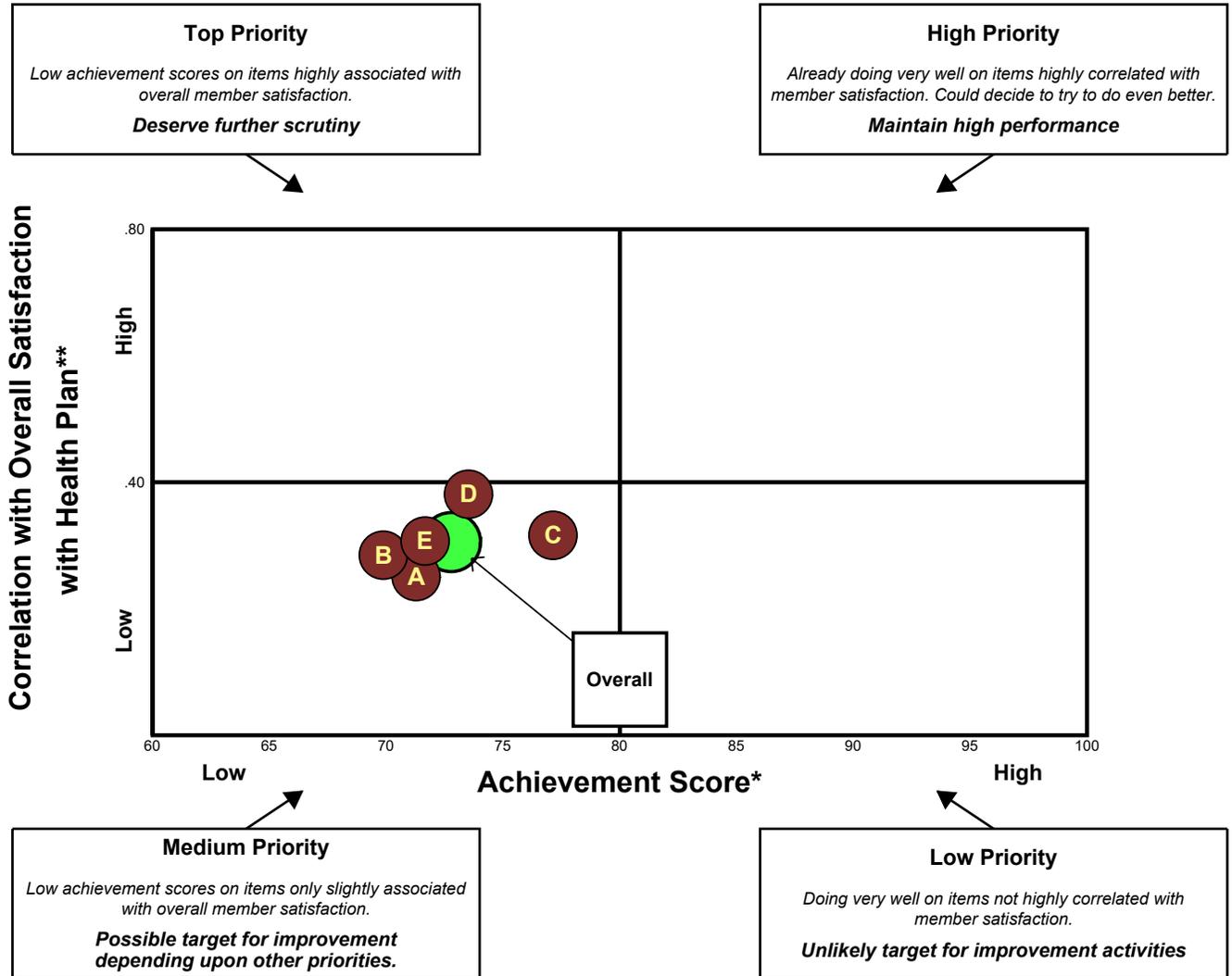
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

Access to Specialized Services

General Population

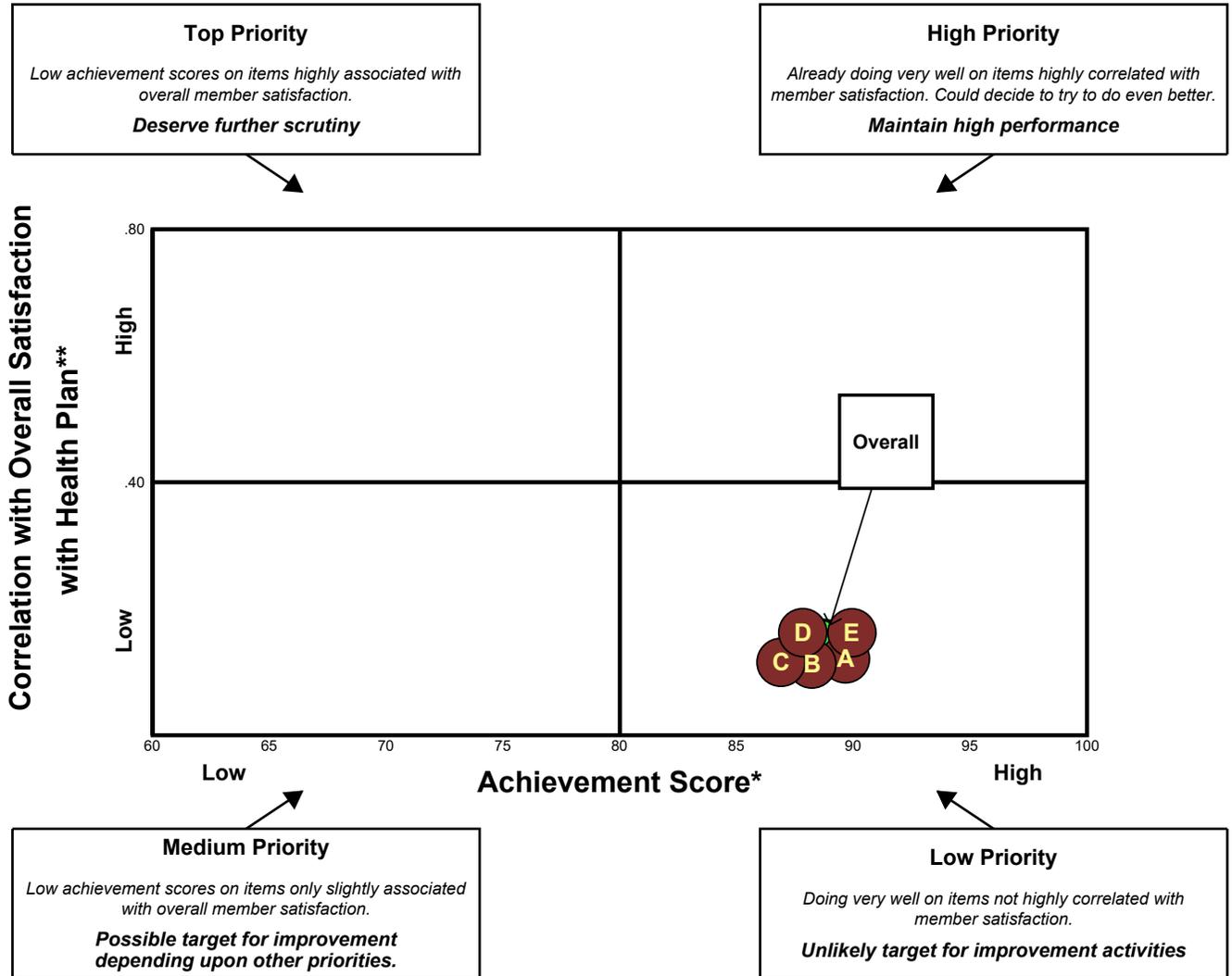


* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

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



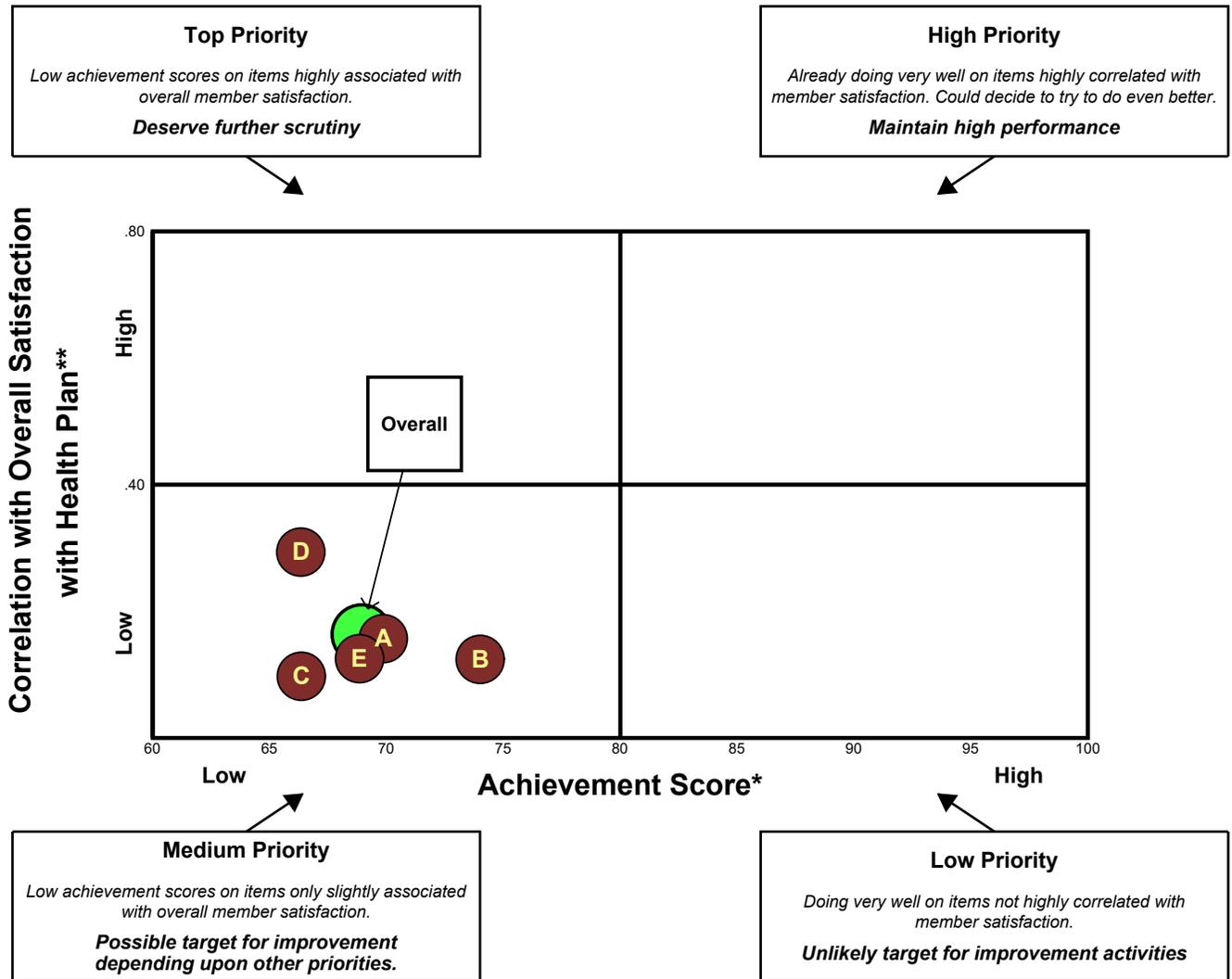
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* 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

General Population



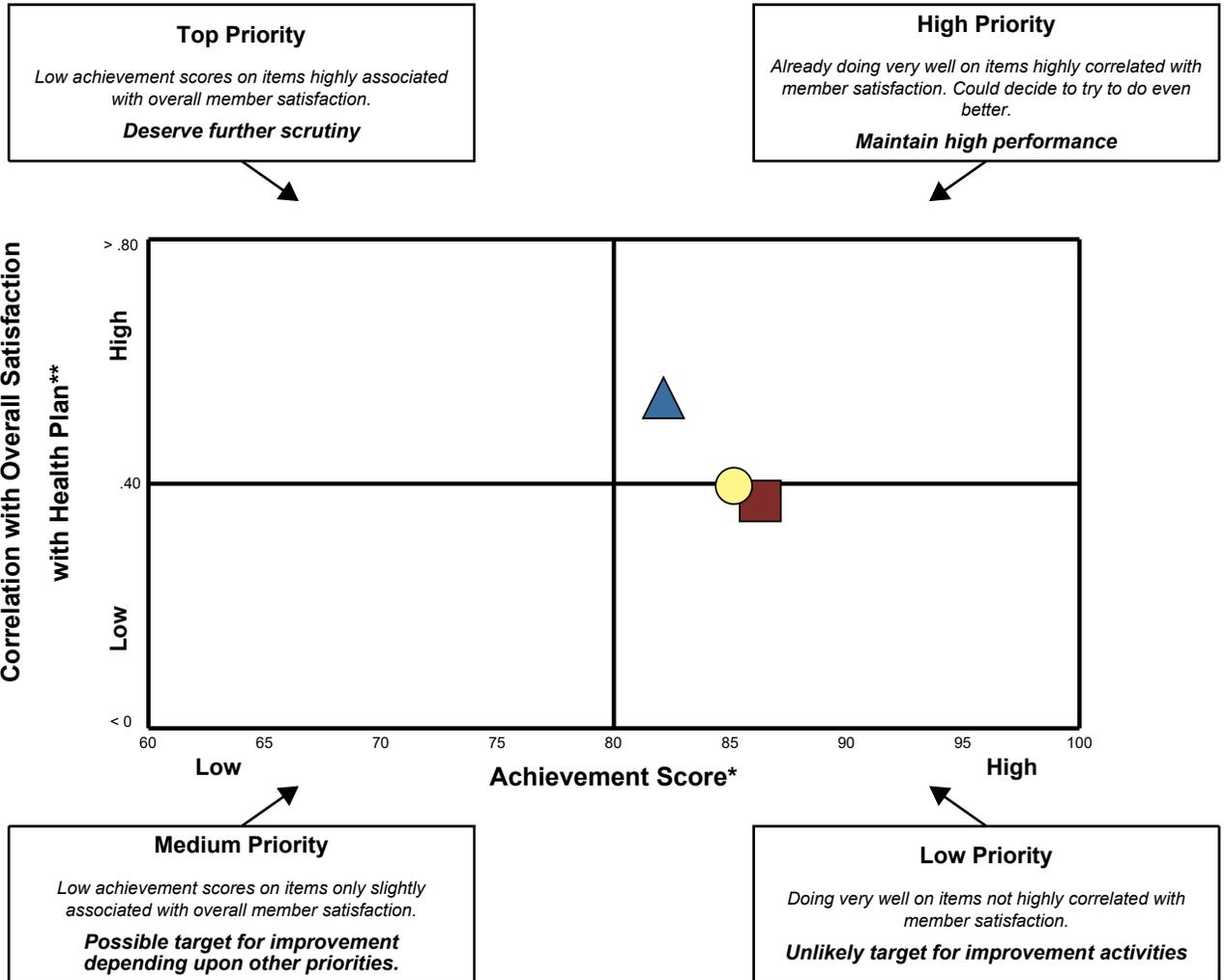
- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care

- D** Molina Healthcare
- 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 Ratings CCC Population



■ Rating of Personal Doctor

▲ Rating of All Health Care

● Rating of Specialist

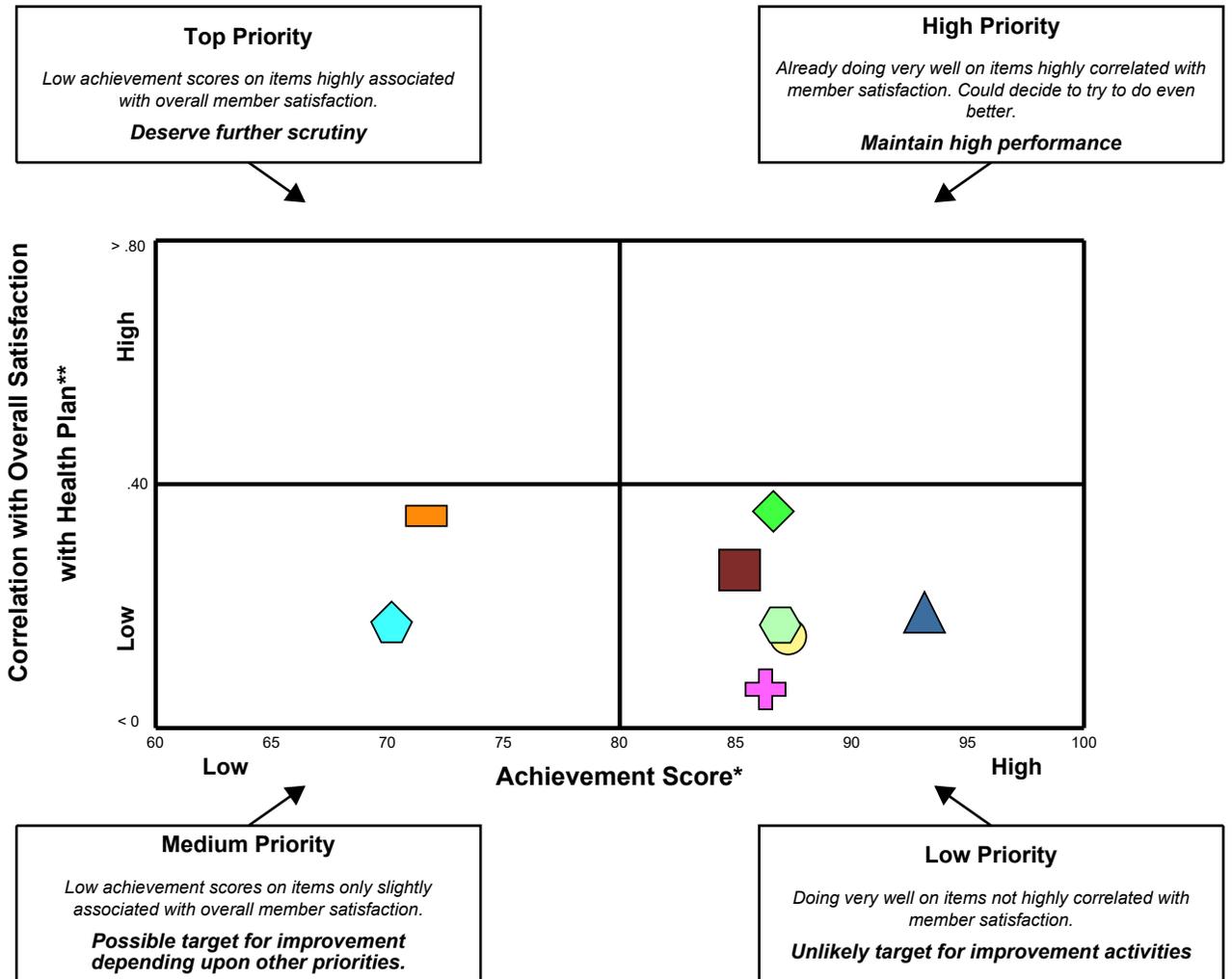
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

CCC Population



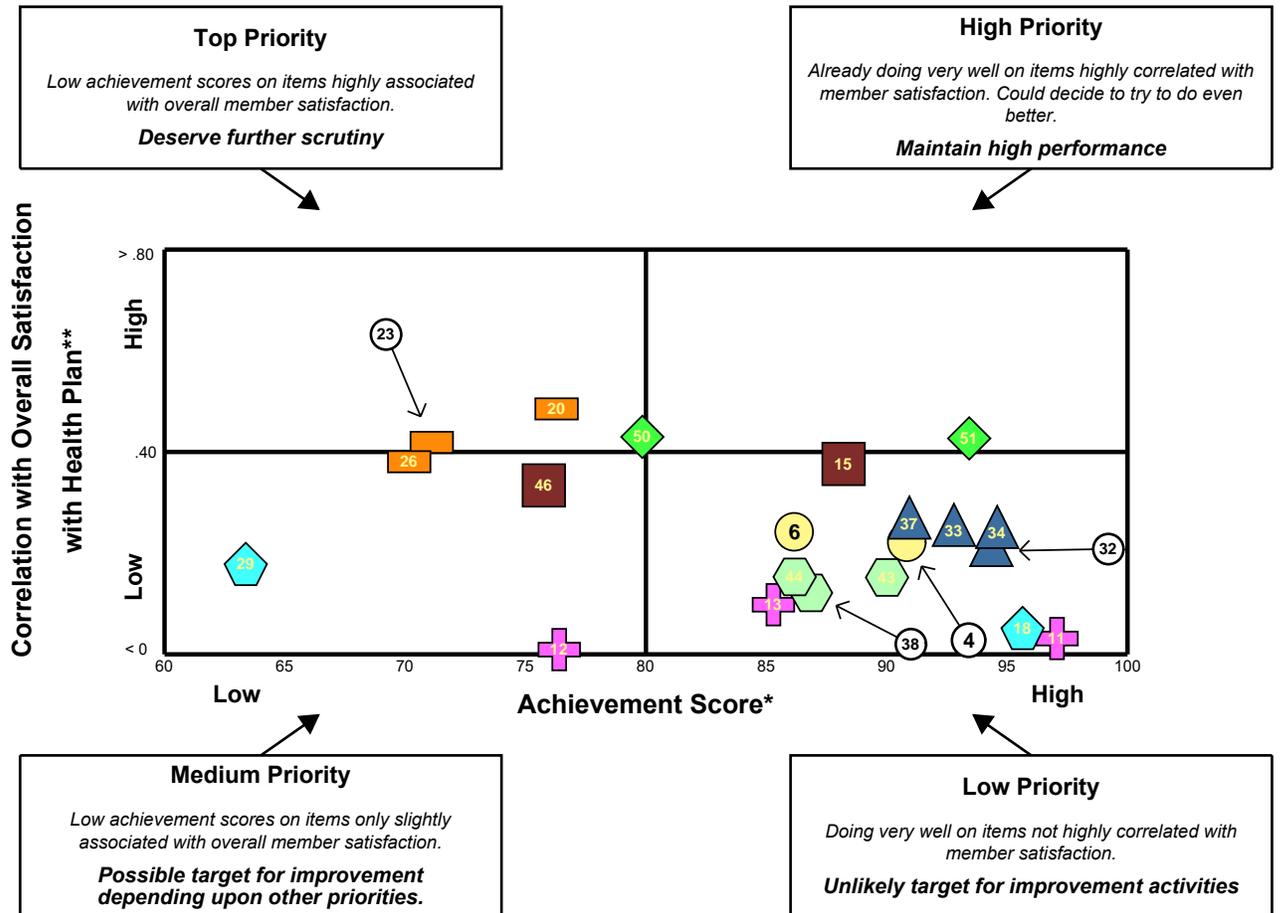
- Getting Needed Care**
- Shared Decision Making**
- Getting Care Quickly**
- Access to Specialized Services**
- How Well Doctors Communicate**
- Family Centered Care: Personal Doctor or Nurse Who Knows Child**
- Customer Service**
- Coordination of Care**

* 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

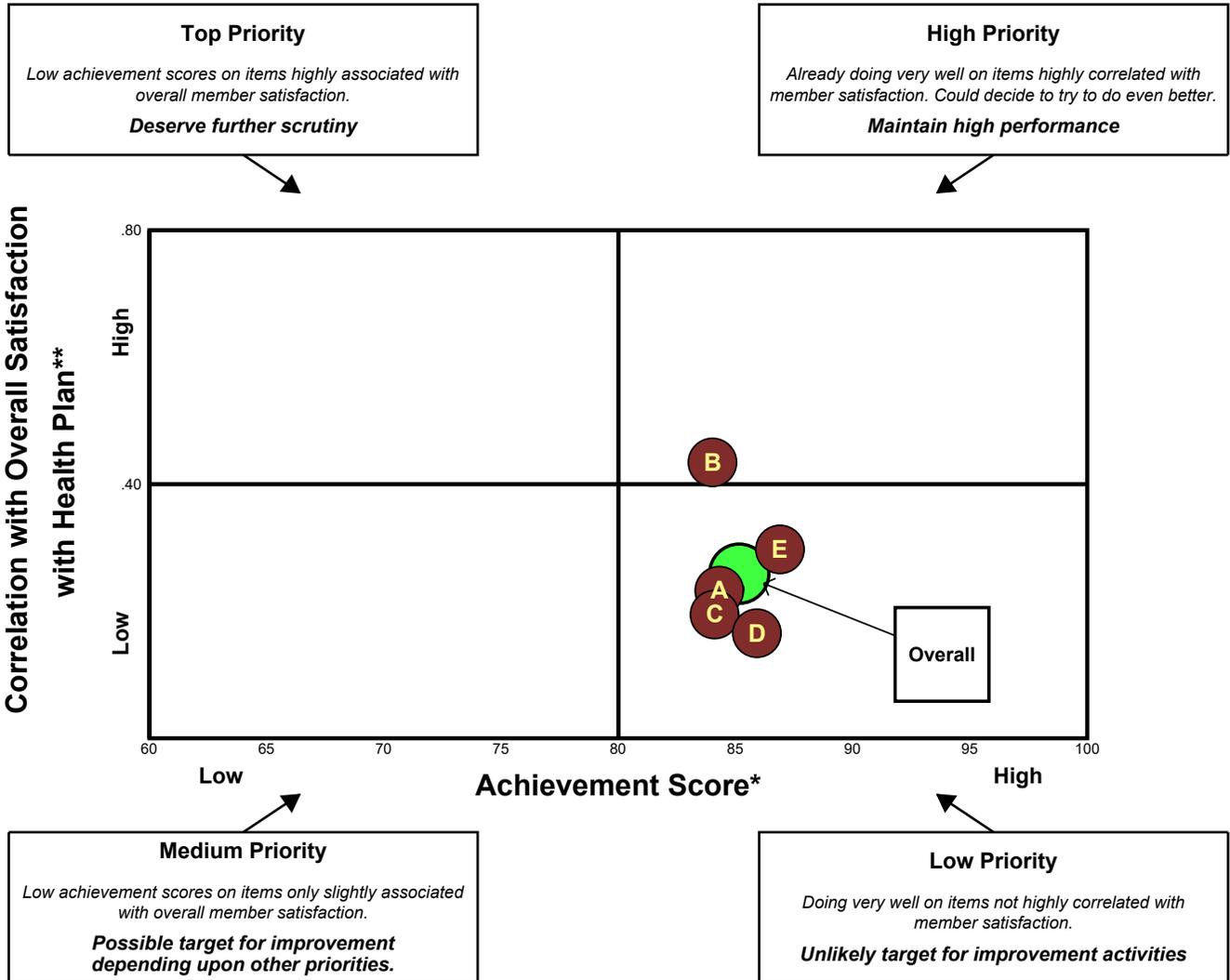
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard Composites

Getting Needed Care

CCC Population



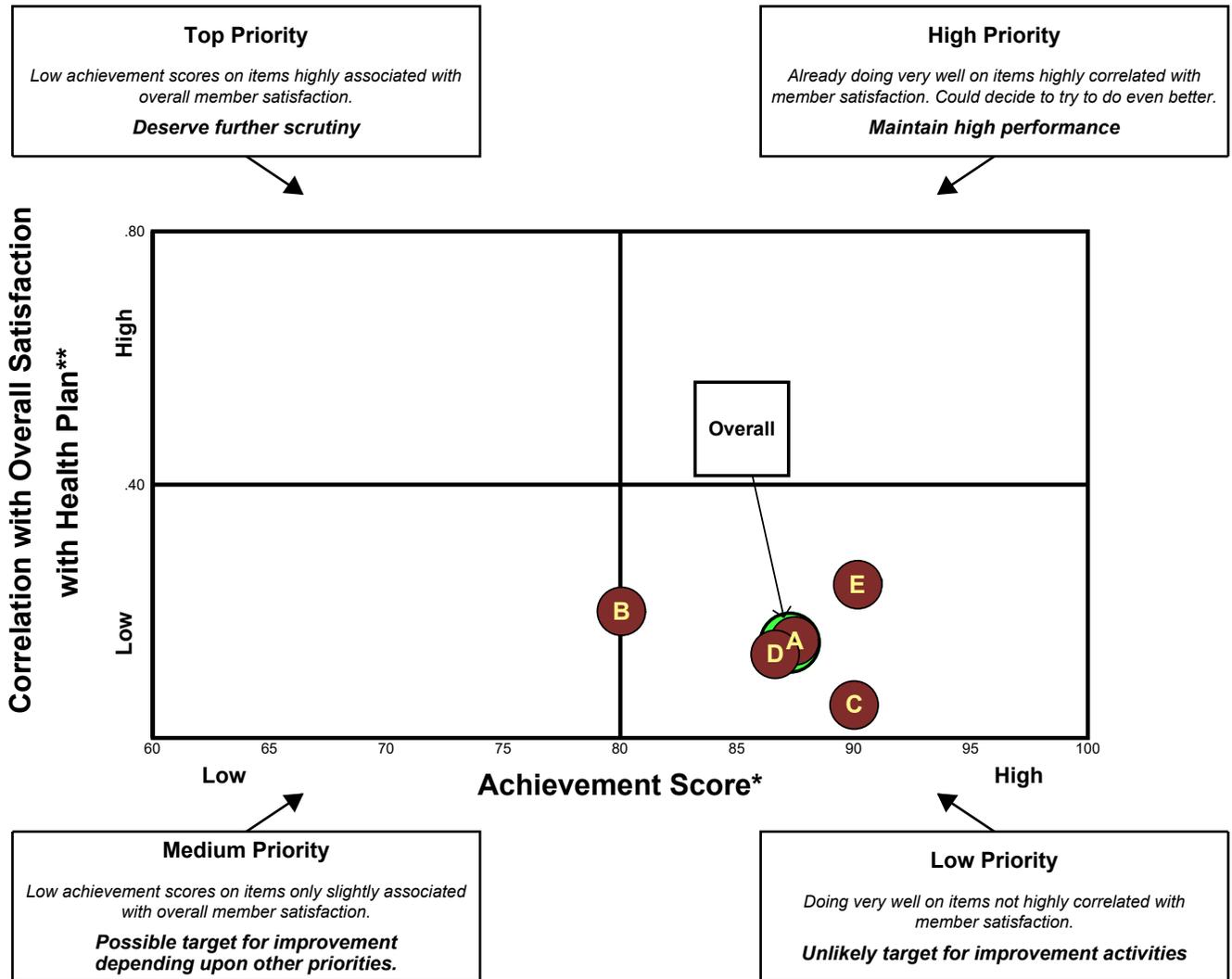
- A** Amerigroup
- B** Community Health Plan
- C** Coordinated Care
- D** Molina Healthcare
- E** UnitedHealthcare

* 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

Getting Care Quickly

CCC Population



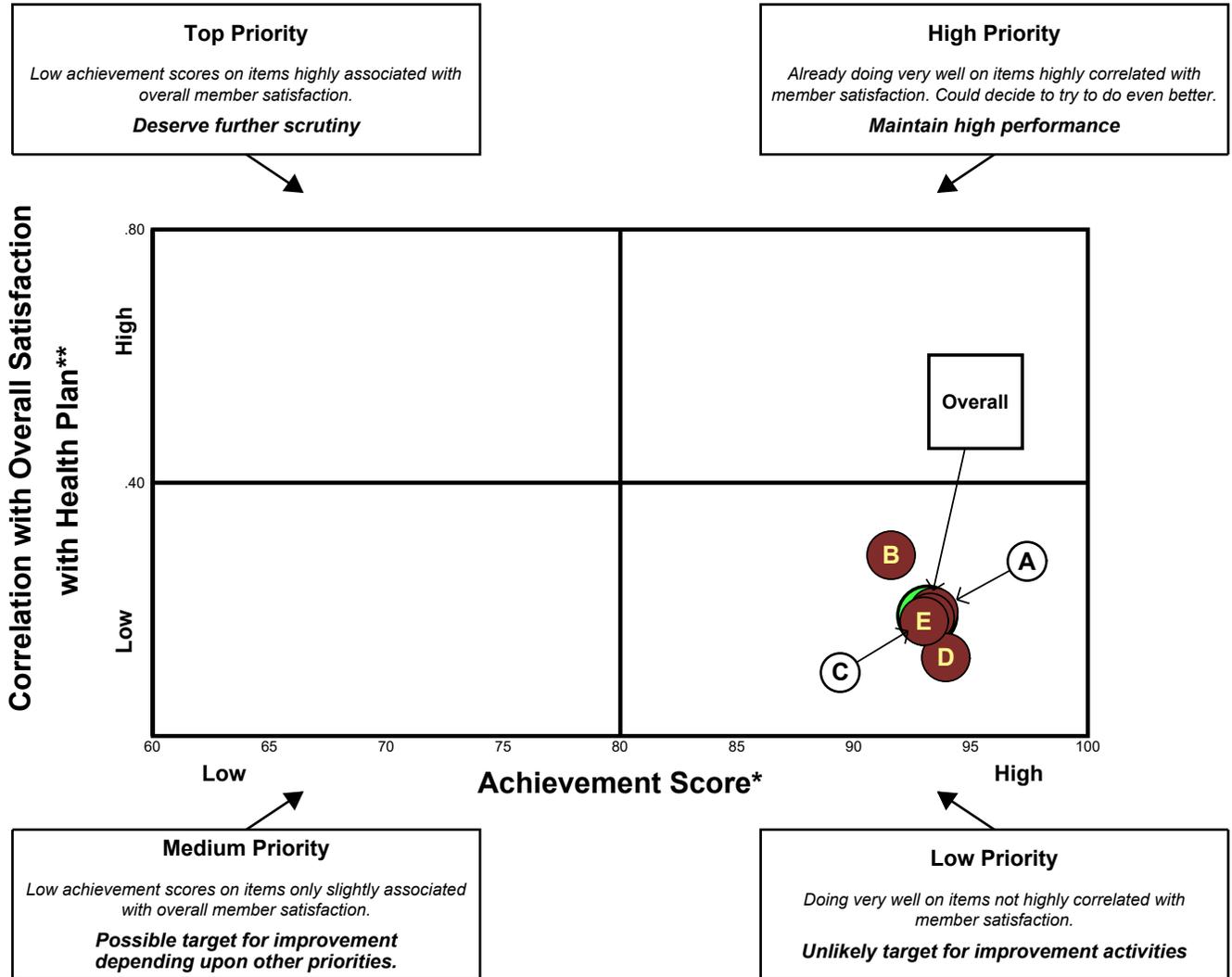
- A** Amerigroup
- D** Molina Healthcare
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* 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



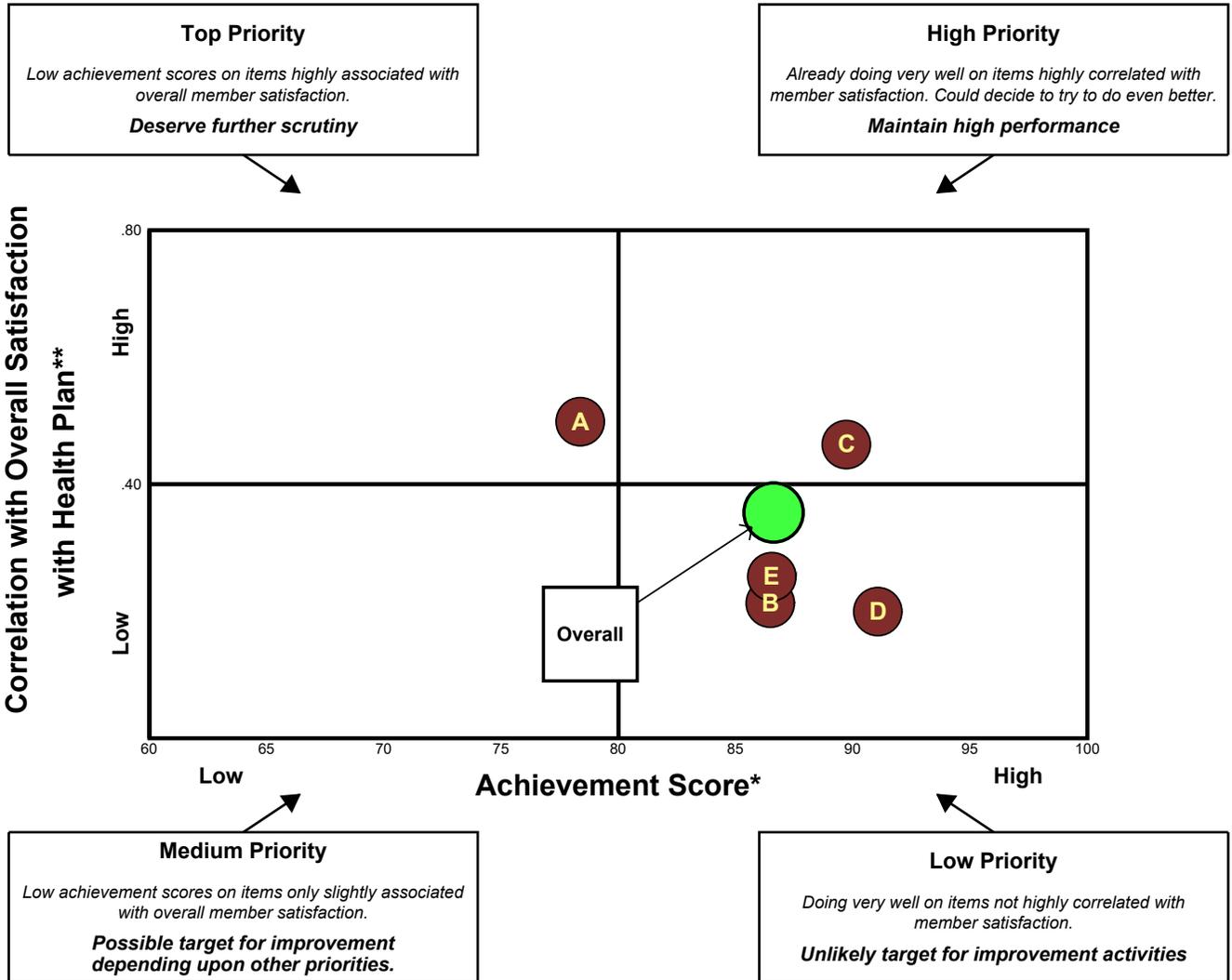
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* 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



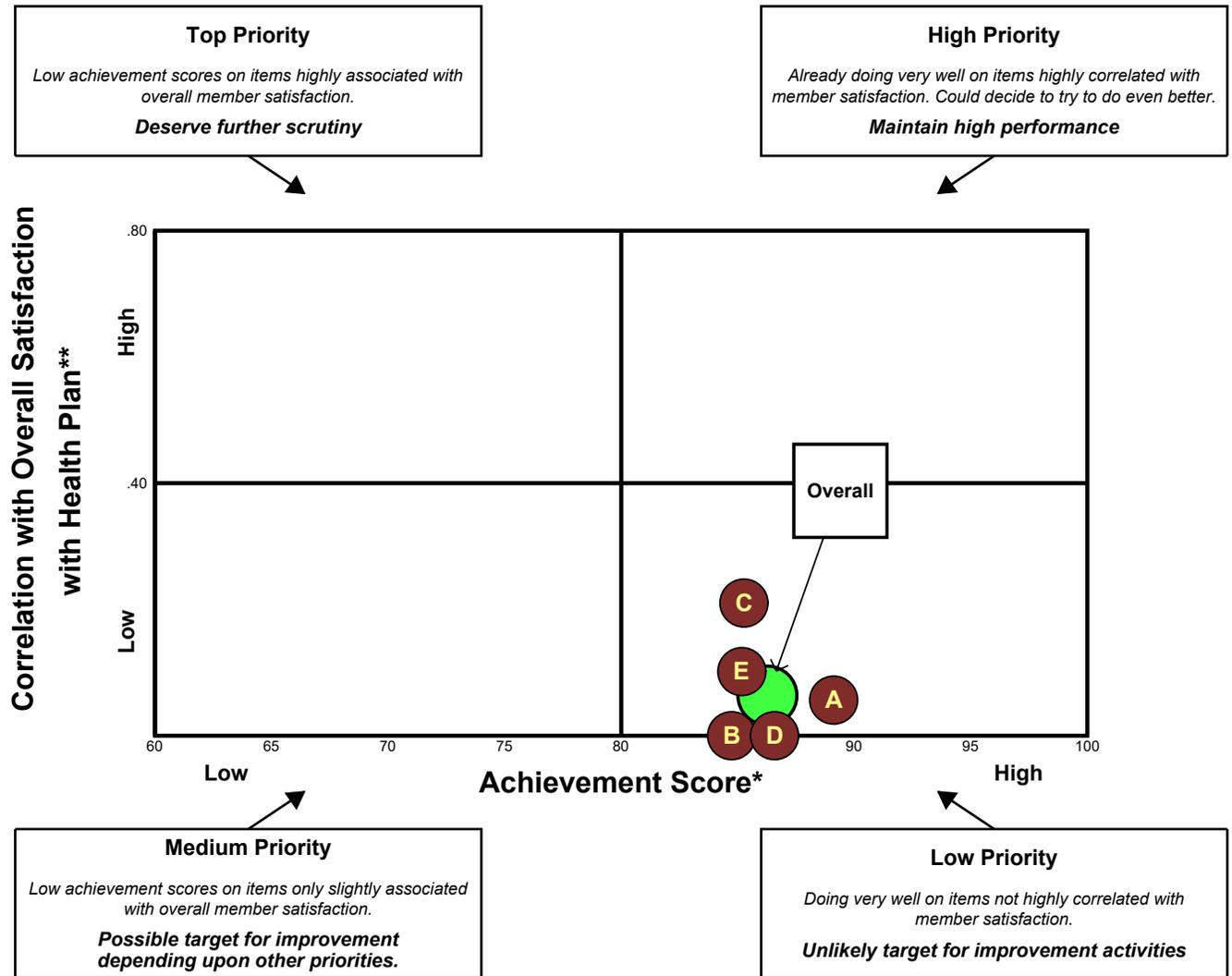
- A** Amerigroup
- D** Molina Healthcare
- B** Community Health Plan
- E** UnitedHealthcare
- C** Coordinated Care

* 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



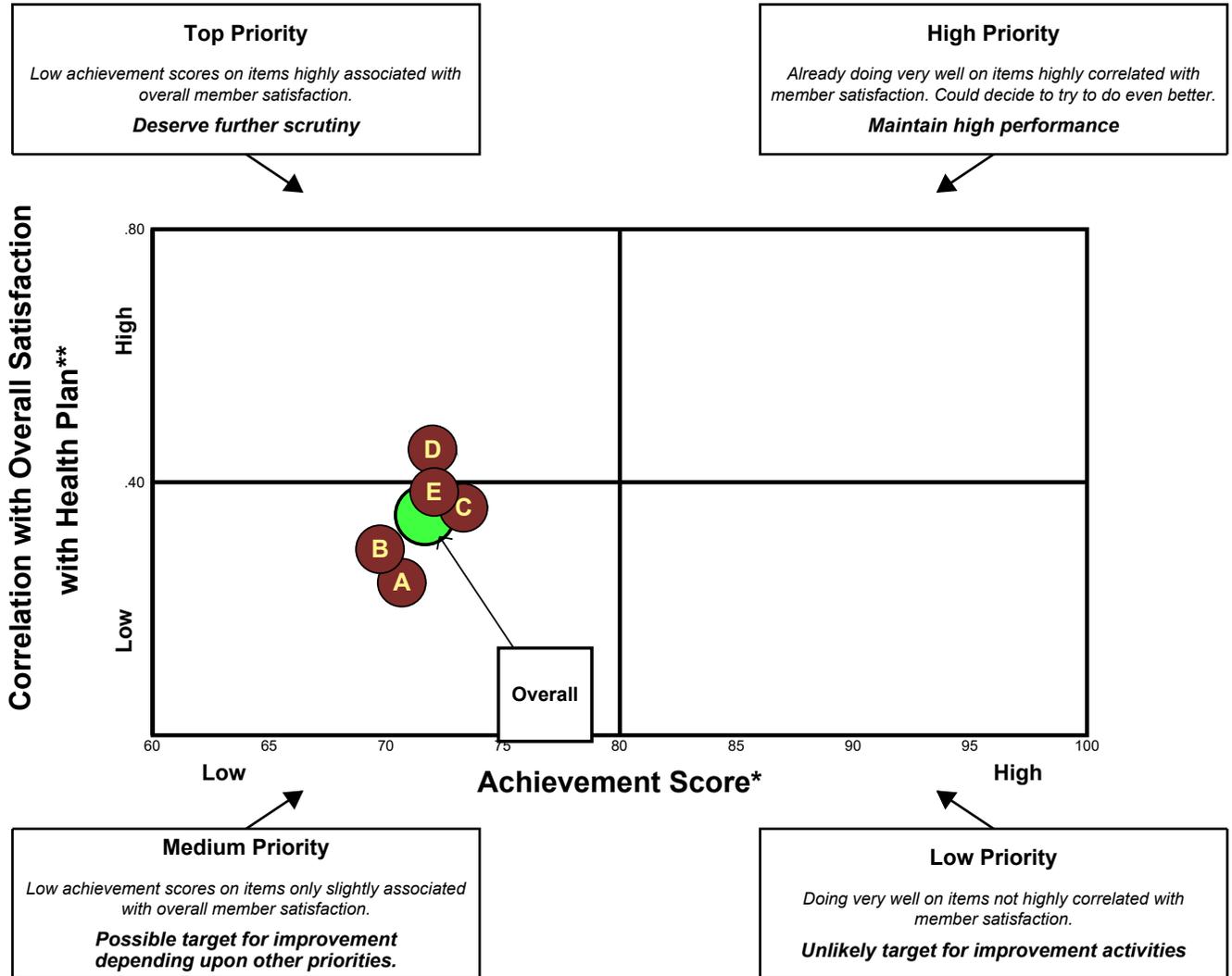
* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC Composites

Access to Specialized Services

CCC Population



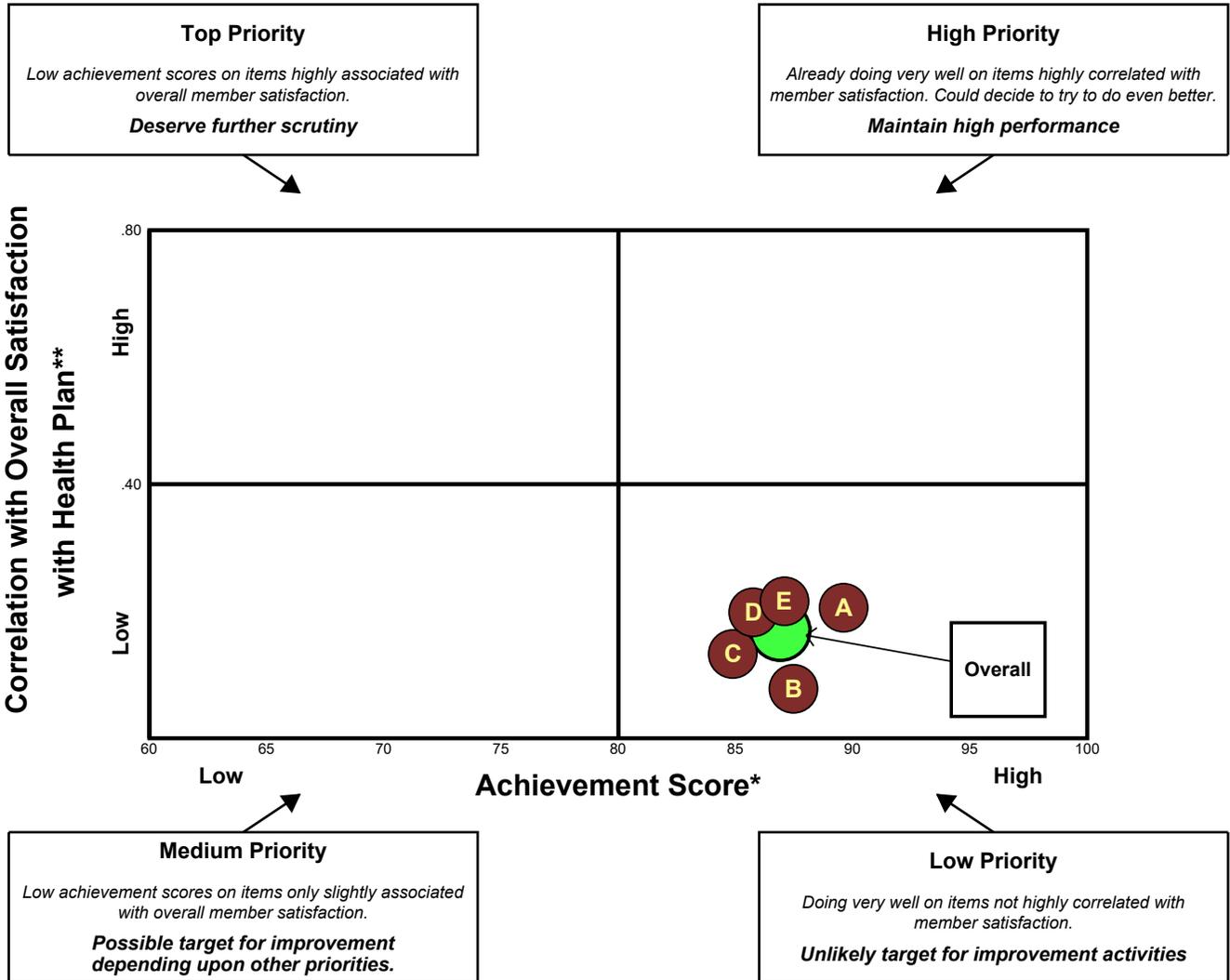
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* 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



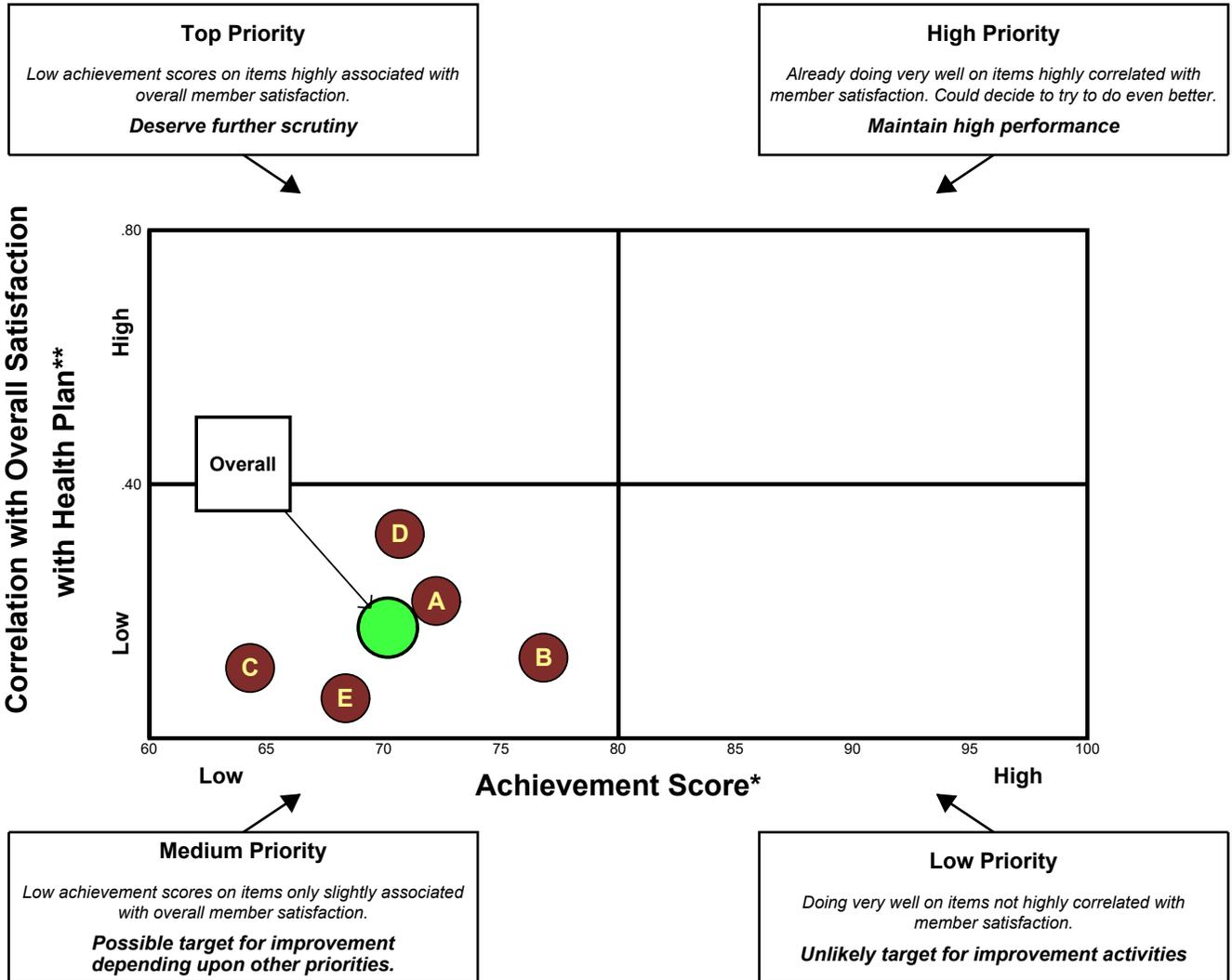
- A Amerigroup
- D Molina Healthcare
- B Community Health Plan
- E UnitedHealthcare
- C Coordinated Care

* 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 Healthcare
- 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, as 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	85.4	0.53
Q48. Rating of specialist seen most often	85.9	0.42
Q20. Usually or always easy to get special medical equipment or devices for child	77.0	0.42
Q51. Customer service usually or always treated you with courtesy and respect	93.5	0.39
Q50. Customer service usually or always gave help you needed	82.3	0.38
Q41. Rating of personal doctor	88.4	0.38
Q23. Usually or always easy to get therapy for child	72.4	0.36
Q26. Usually or always easy to get treatment or counseling for child	71.2	0.33
Q46. Usually or always got appointments with specialists as soon as child needed	75.1	0.32
Q15. Usually or always easy to get the care, tests or treatment child needed	87.8	0.30

* 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	82.1	0.54
Q20. Usually or always easy to get special medical equipment or devices for child	76.3	0.49
Q50. Customer service usually or always gave help you needed	79.8	0.43
Q51. Customer service usually or always treated you with courtesy and respect	93.4	0.43
Q23. Usually or always easy to get therapy for child	71.1	0.42
Q48. Rating of specialist seen most often	85.2	0.40
Q26. Usually or always easy to get treatment or counseling for child	70.2	0.38
Q15. Usually or always easy to get the care, tests or treatment child needed	88.2	0.38
Q41. Rating of personal doctor	86.3	0.37
Q56. Usually or always easy to get prescription medicines for child through health plan	89.1	0.35

* 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.

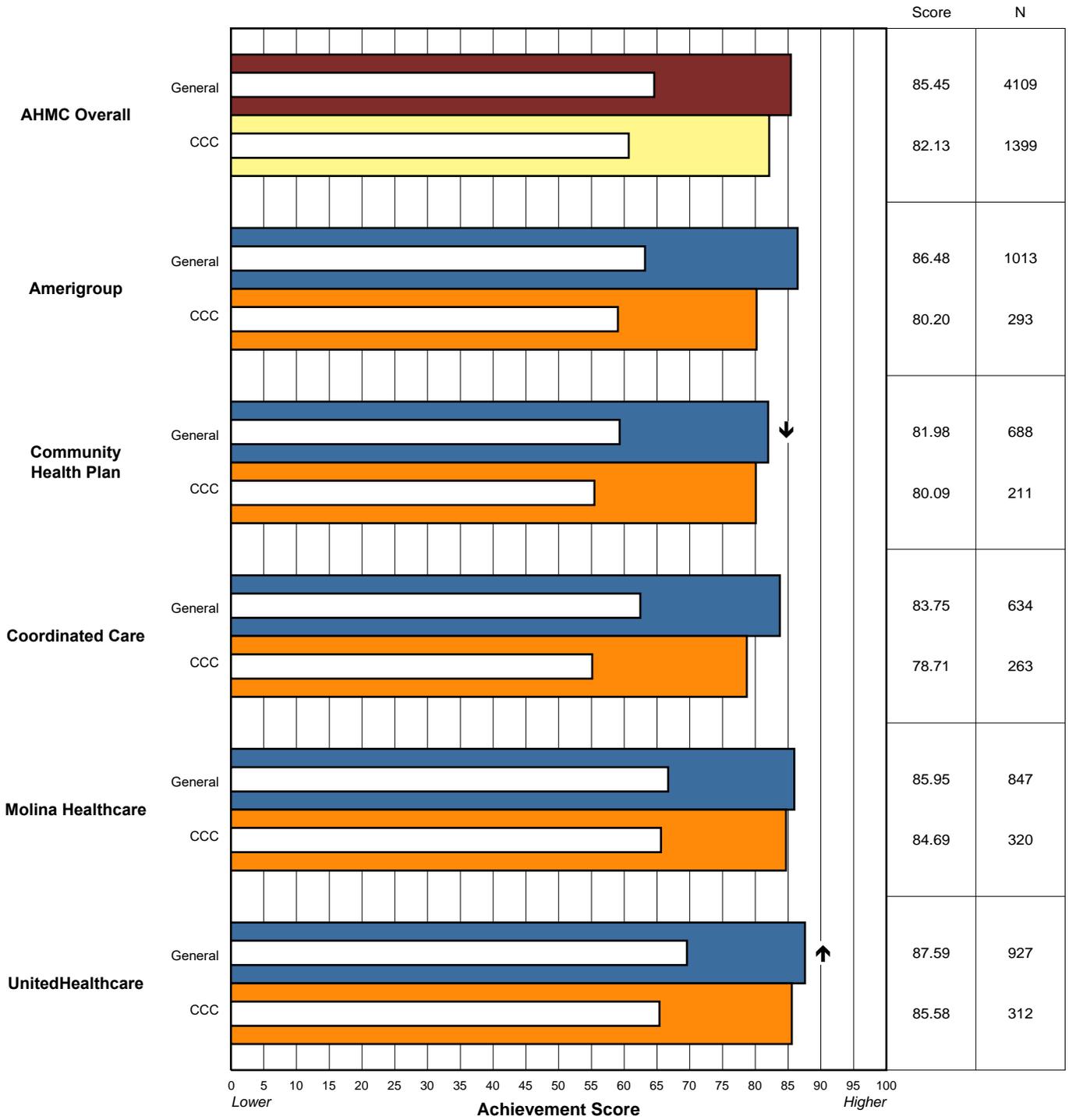
General Population includes responses from all selected eligible child enrollees, and CCC Population includes responses from only selected eligible child enrollees whose responses to the survey-based screening tool indicated that the child has a chronic condition. The two populations are not mutually exclusive, as 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

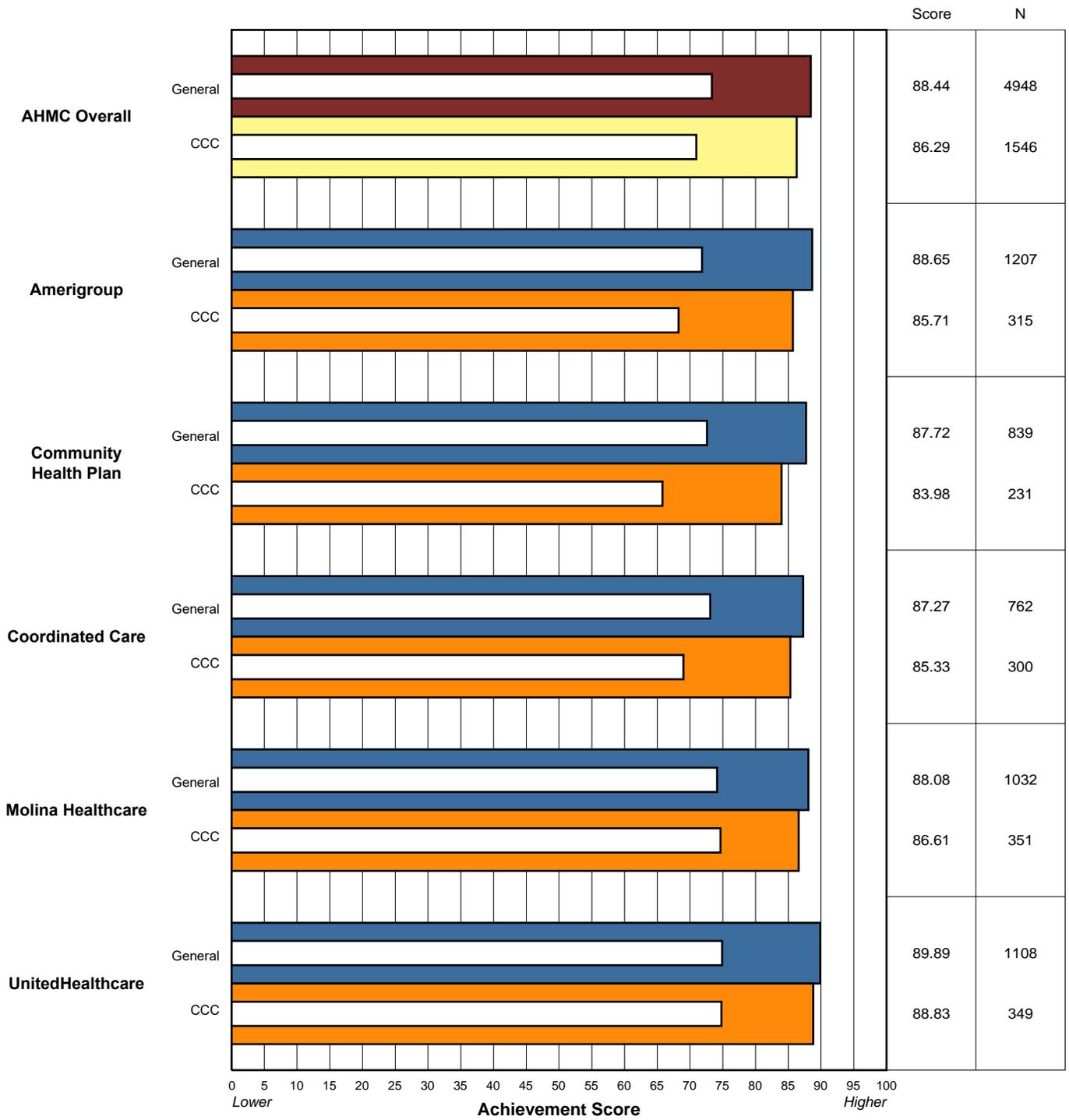
Q14. Rating of all health care



↕ 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

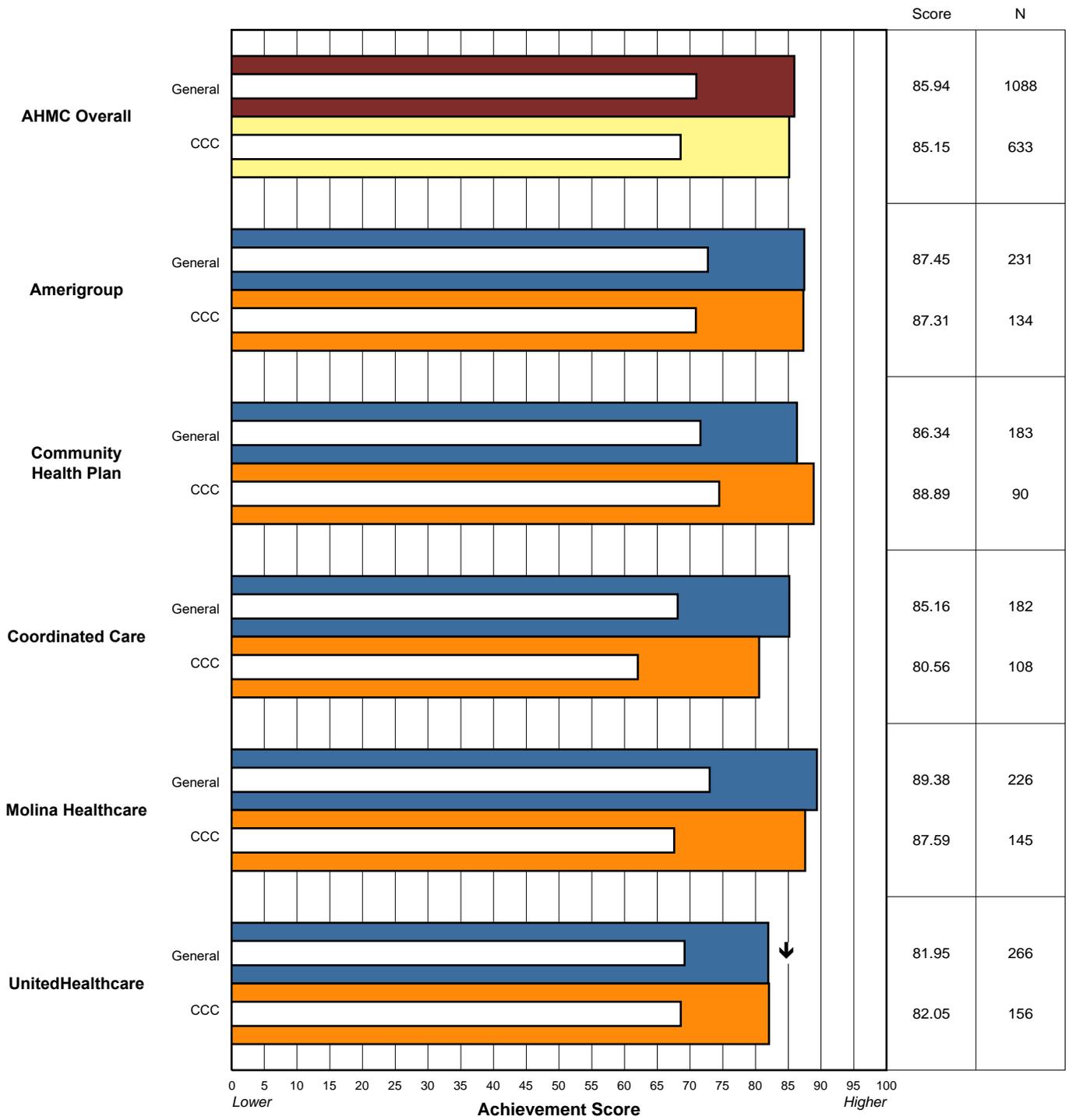


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.



Overall Ratings

Q48. Rating of specialist seen most often

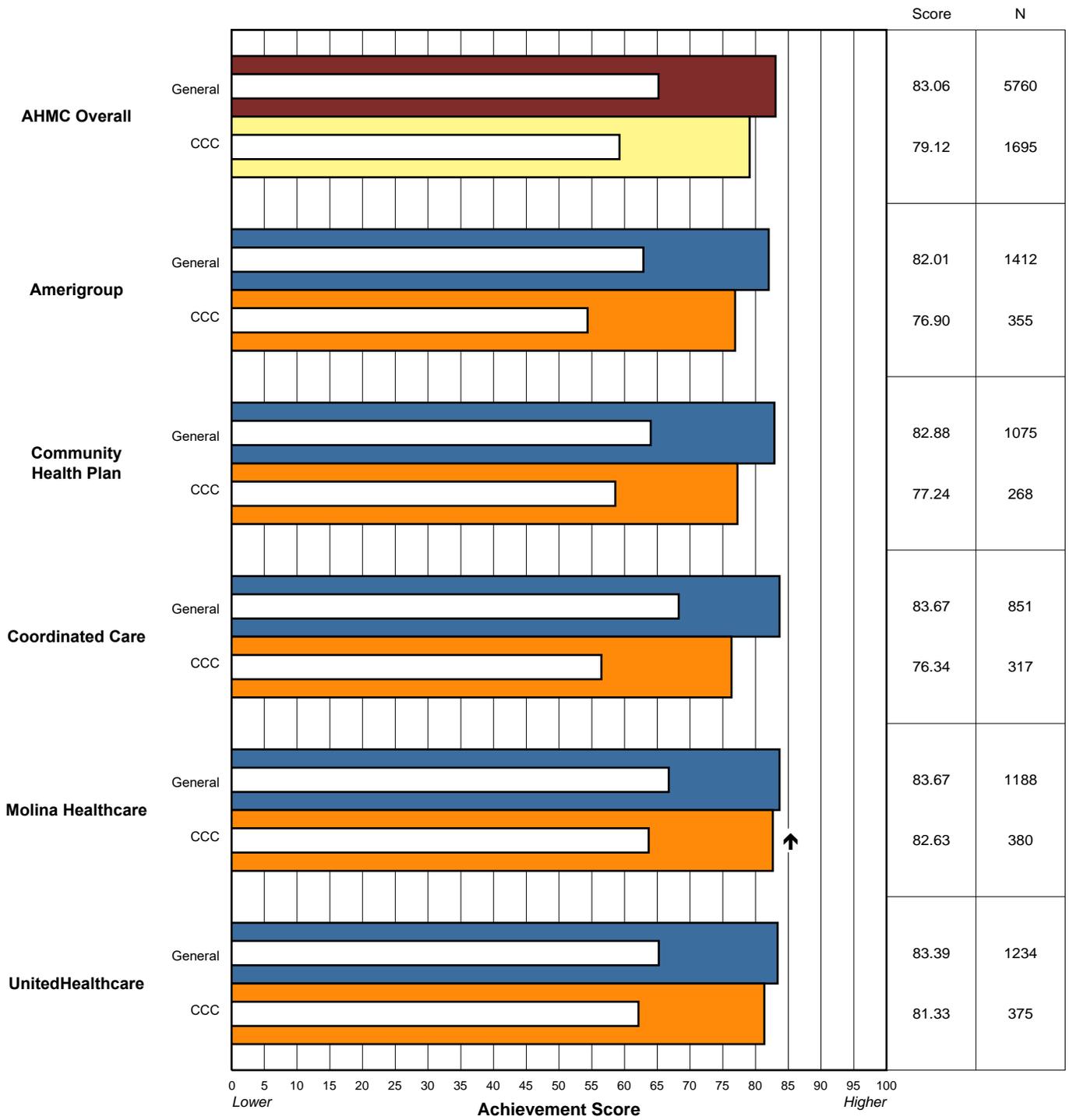


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- 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.

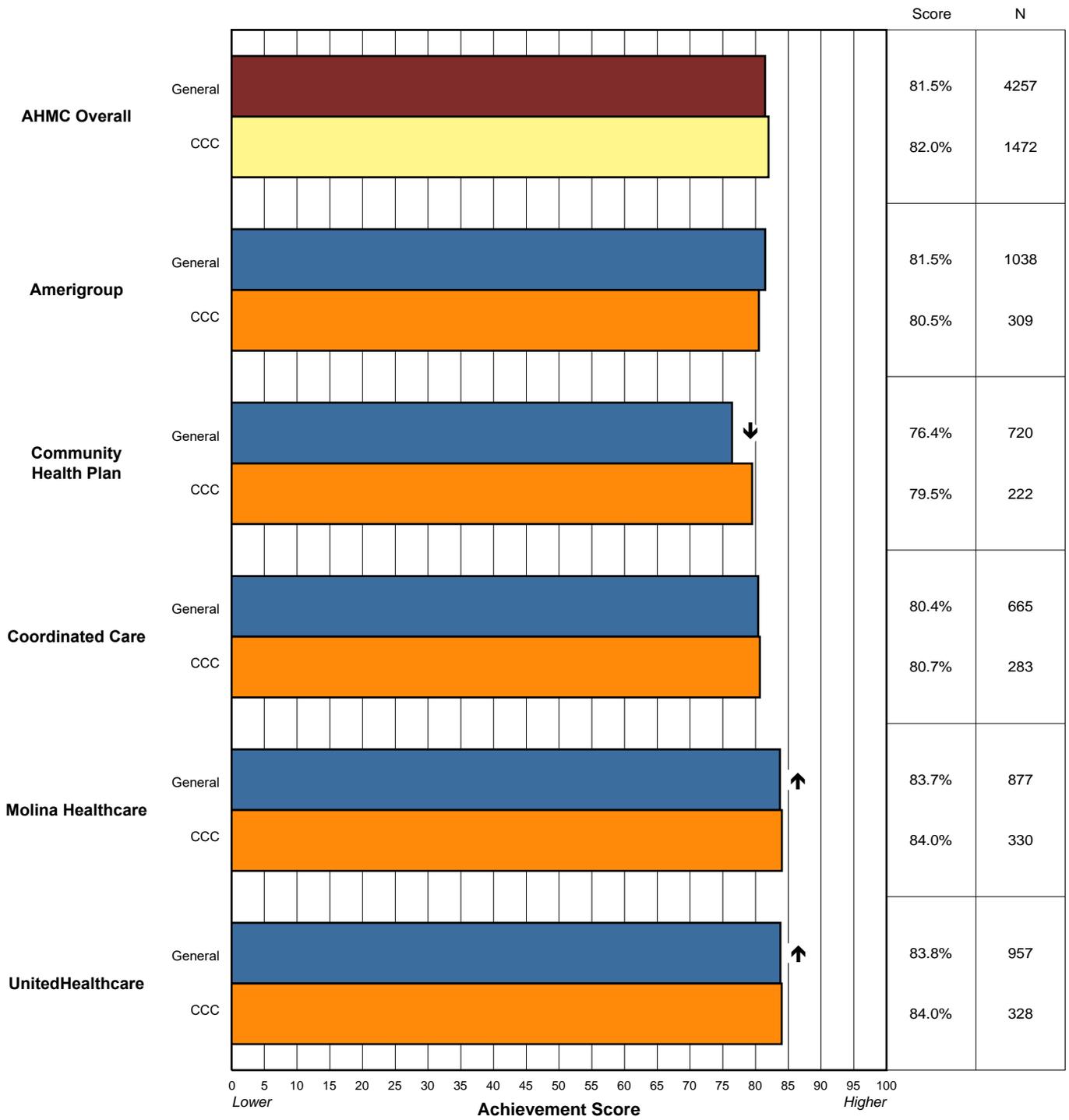
The achievement scores presented on the following pages reflect responses of 'Usually' or 'Always' to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service composites and Access to Specialized Care; and 'Yes' for the Shared Decision Making, 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. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

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, as 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.

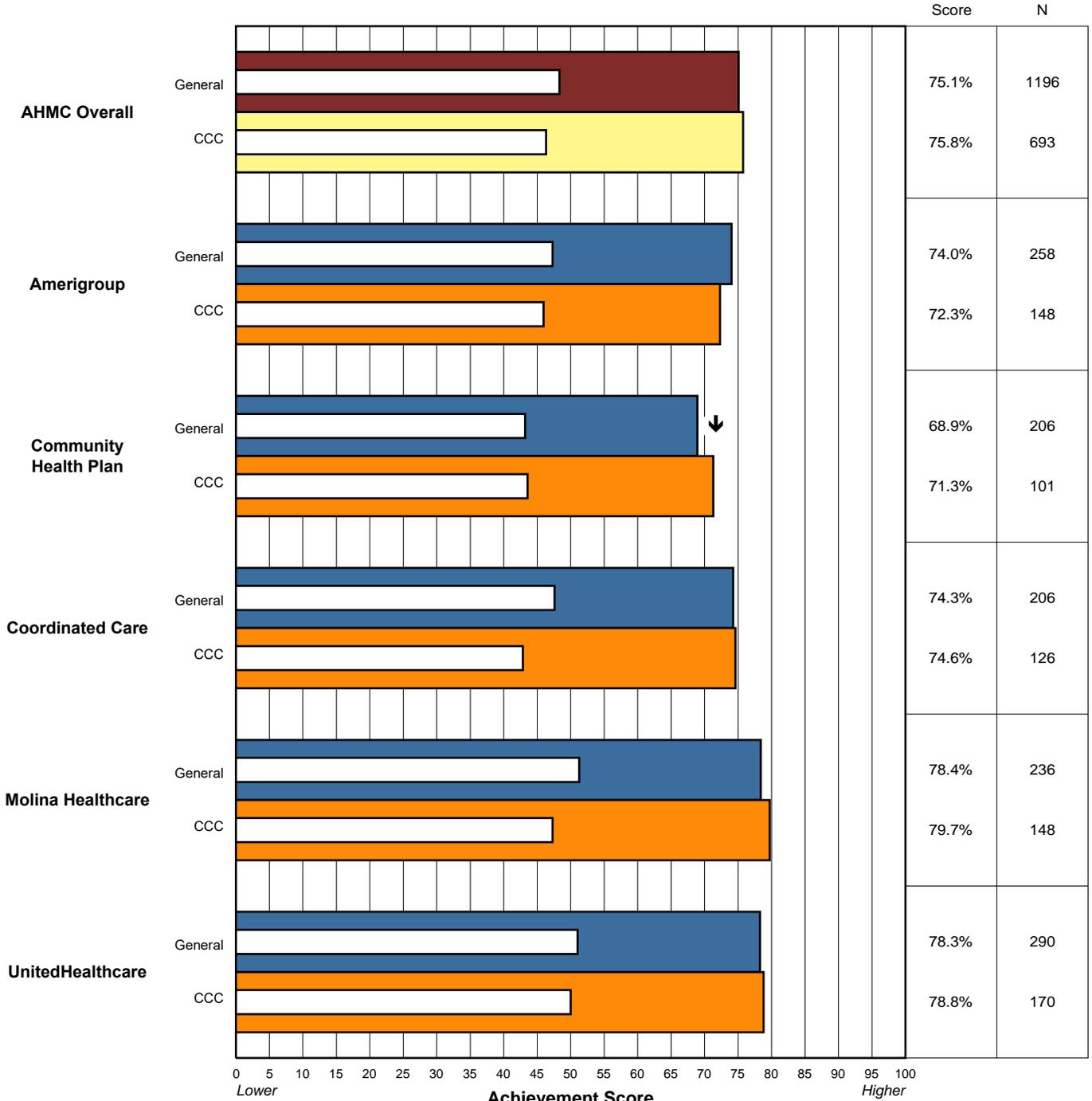
When the term 'statistically significantly different' is used in this report, it means that we can be 95% sure that the difference between the two measures is not simply due to chance. Additional information regarding significance testing can be found in the *Methodology and Definitions* section of this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

Composites Getting Needed Care



Getting Needed Care

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

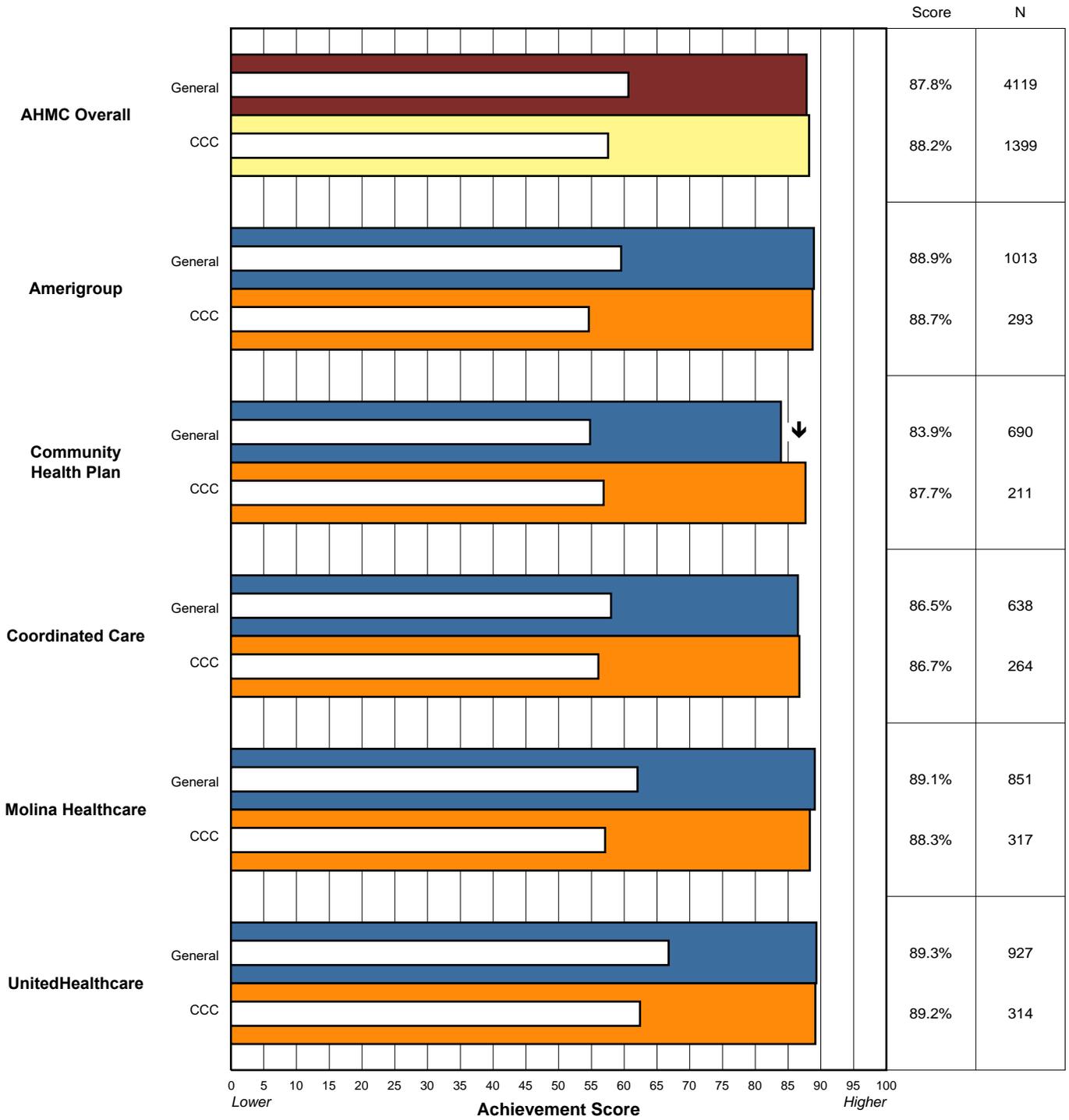


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Getting Needed Care

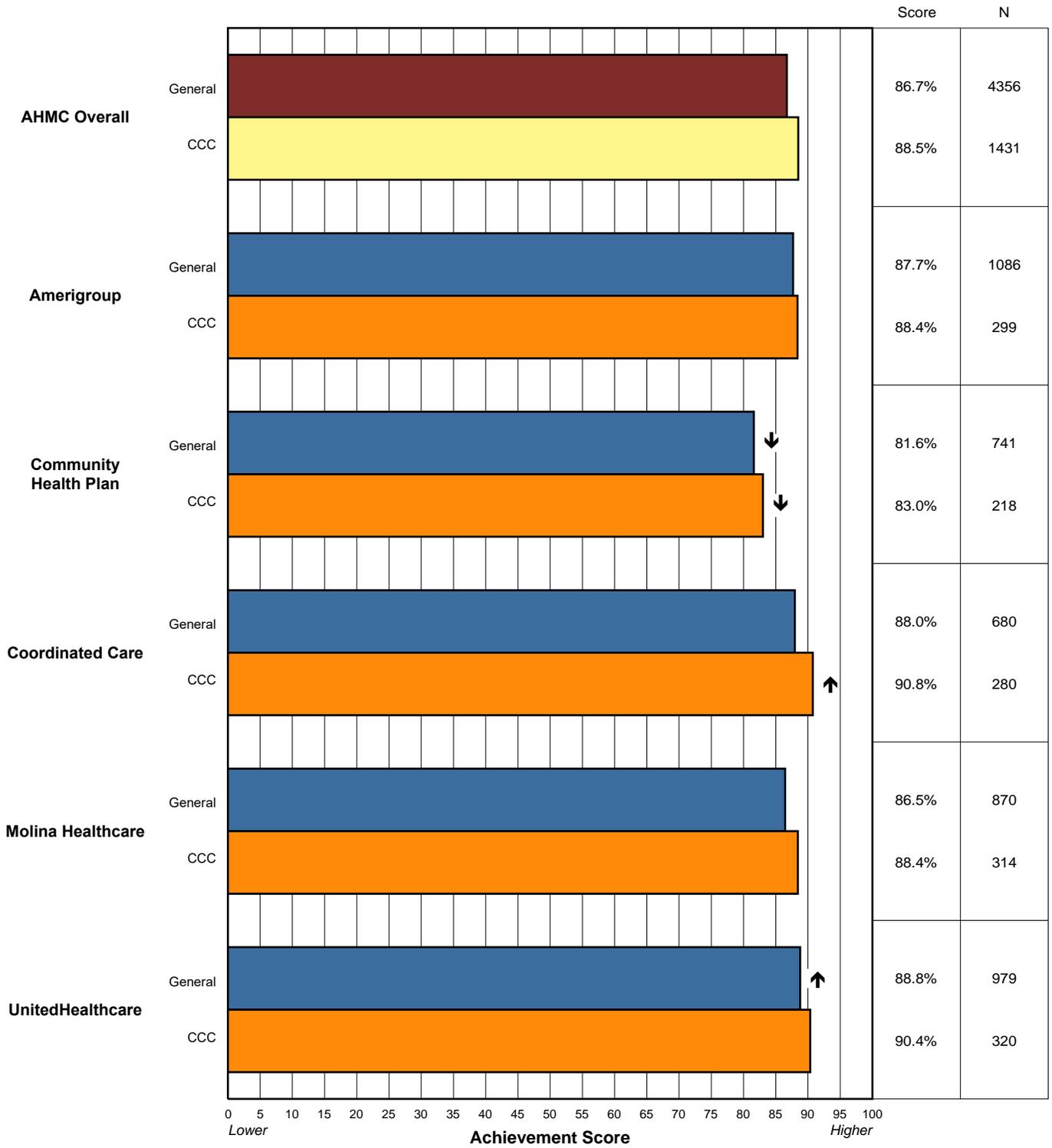
Q15. Usually or always easy to get the care, tests or treatment child needed



↕ 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

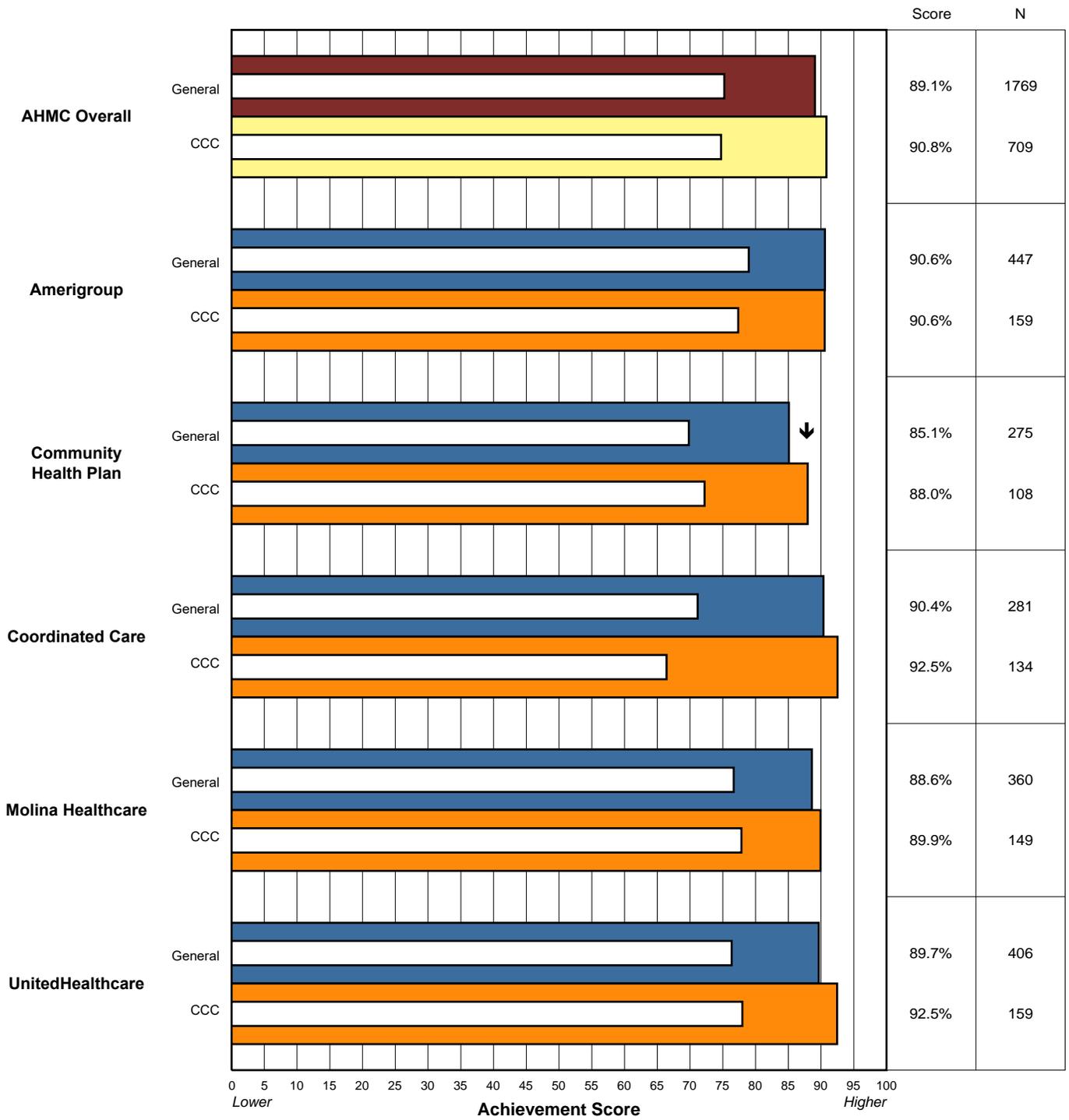


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Getting Care Quickly

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

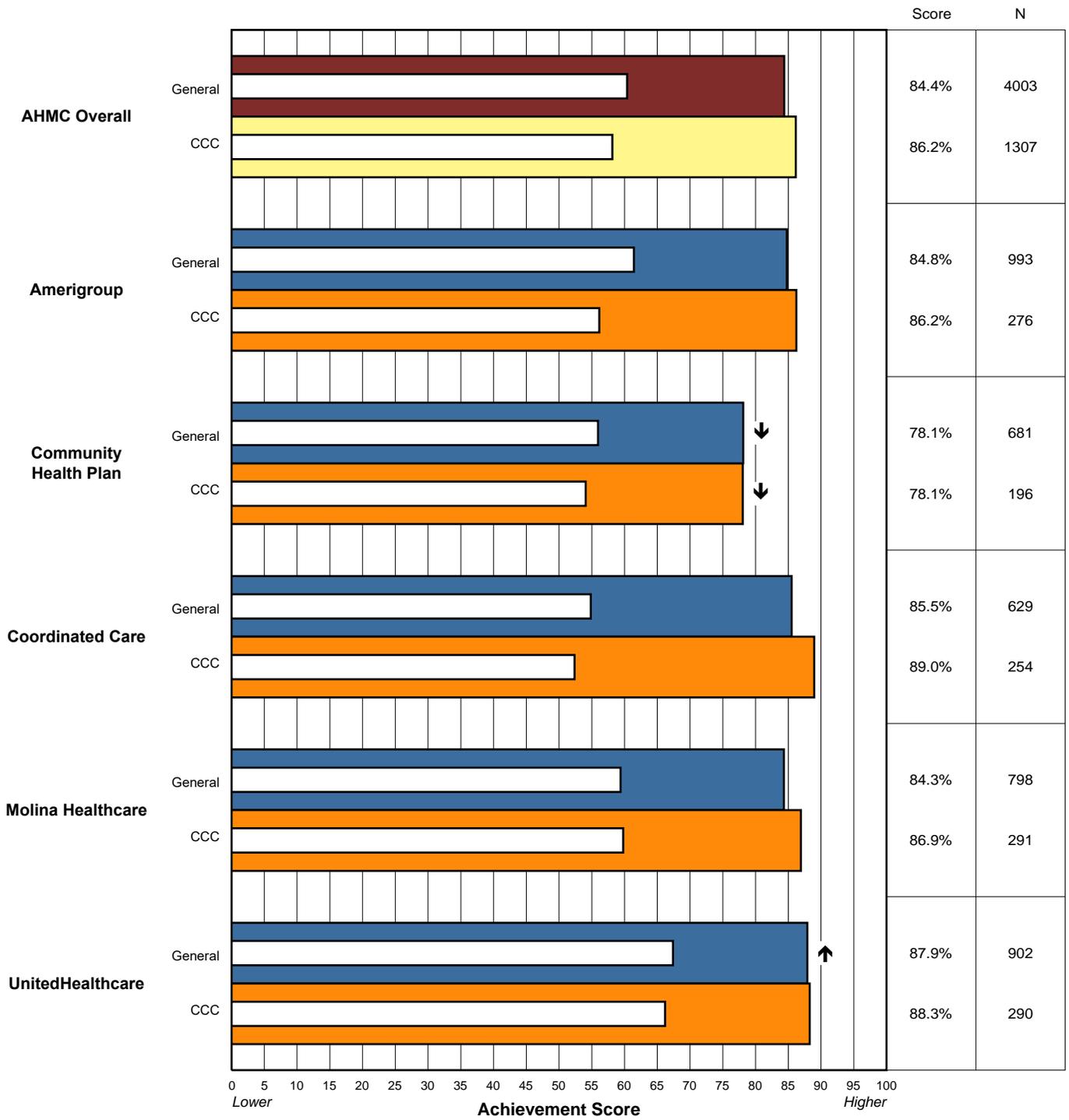


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

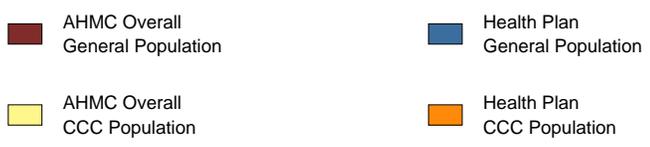


Getting Care Quickly

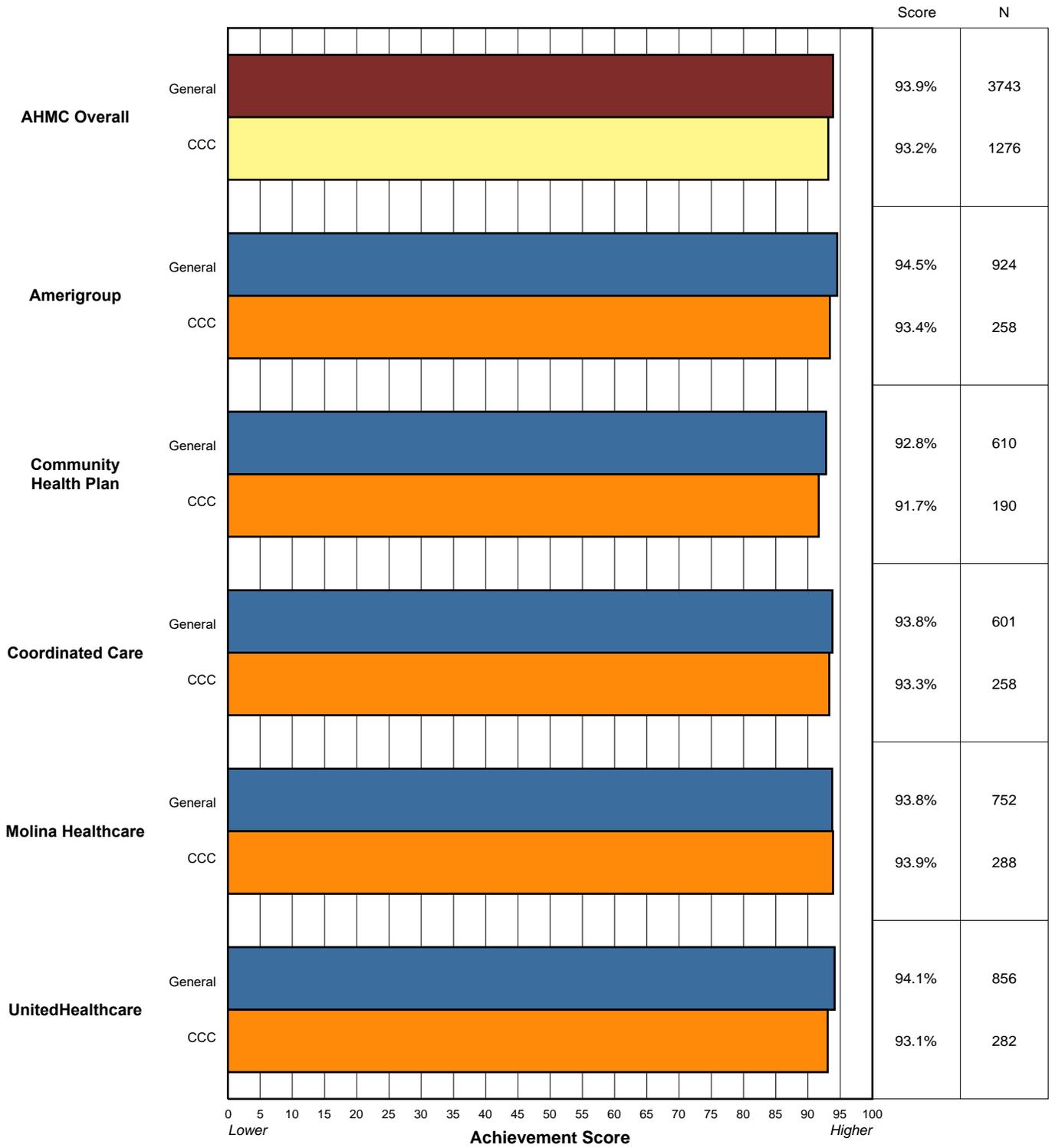
Q6. Usually or always got appt. for care as soon as child needed



↕ 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

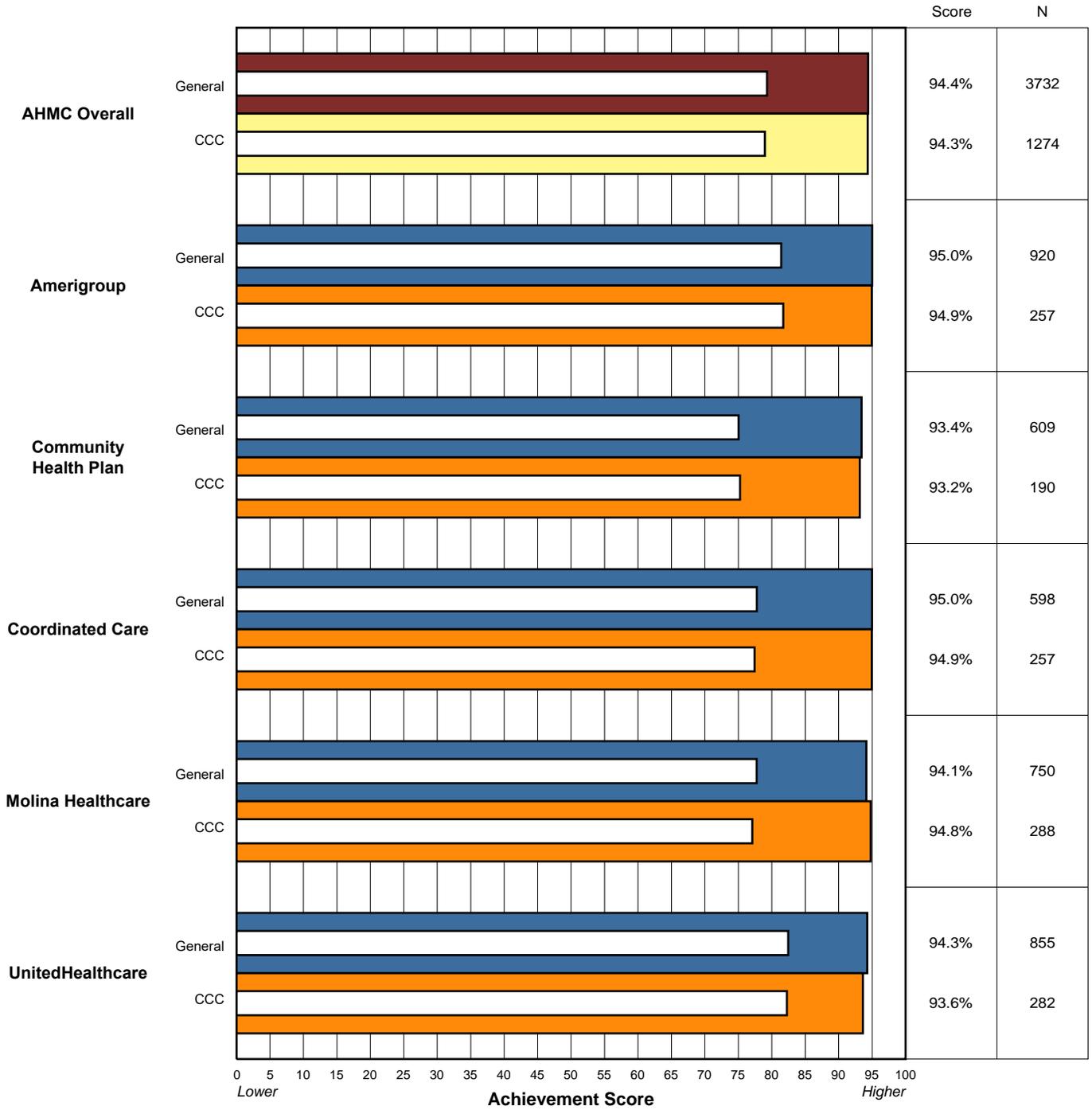


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



How Well Doctors Communicate

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

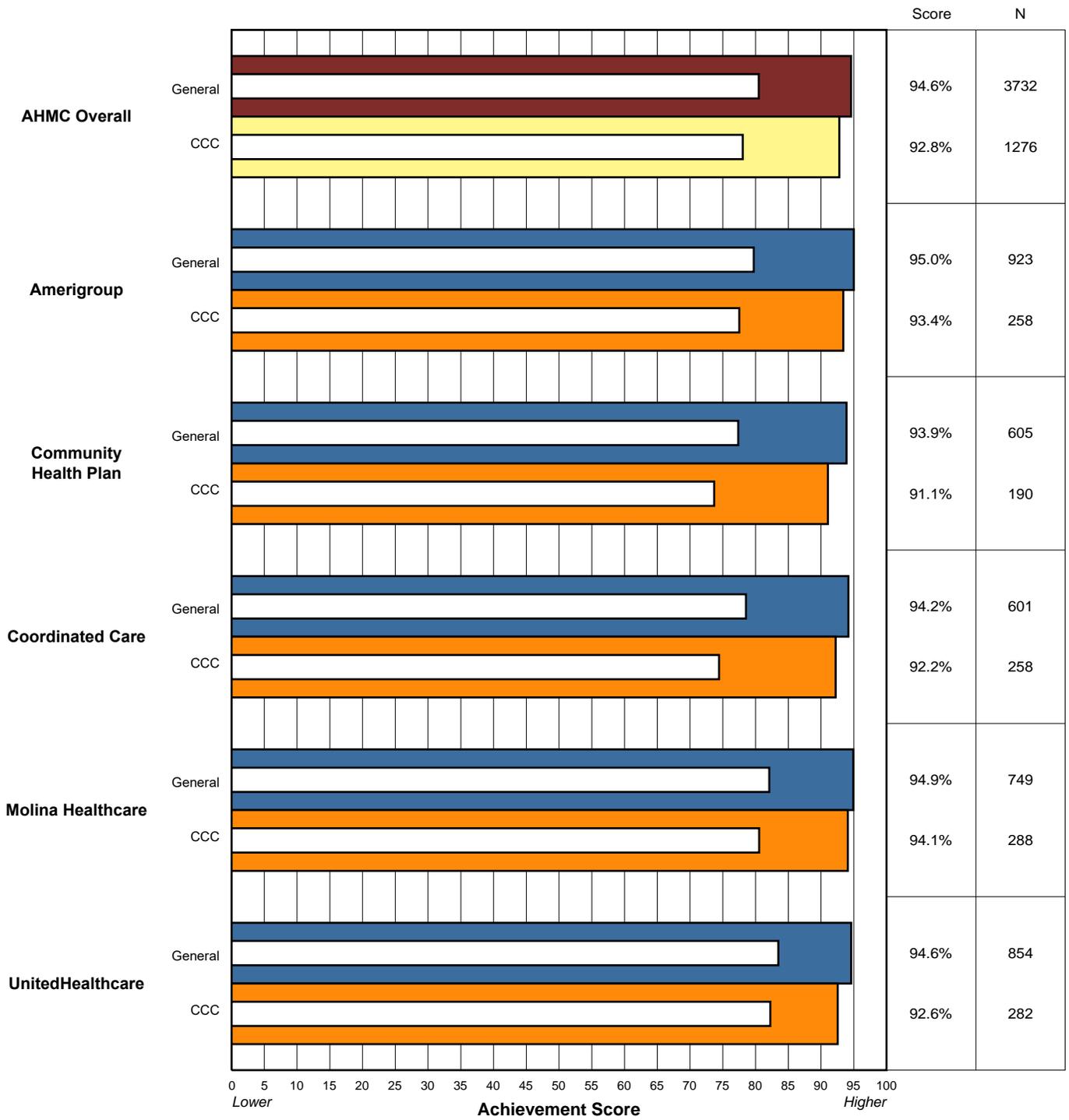


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

Q33. Personal doctor usually or always listened carefully to you

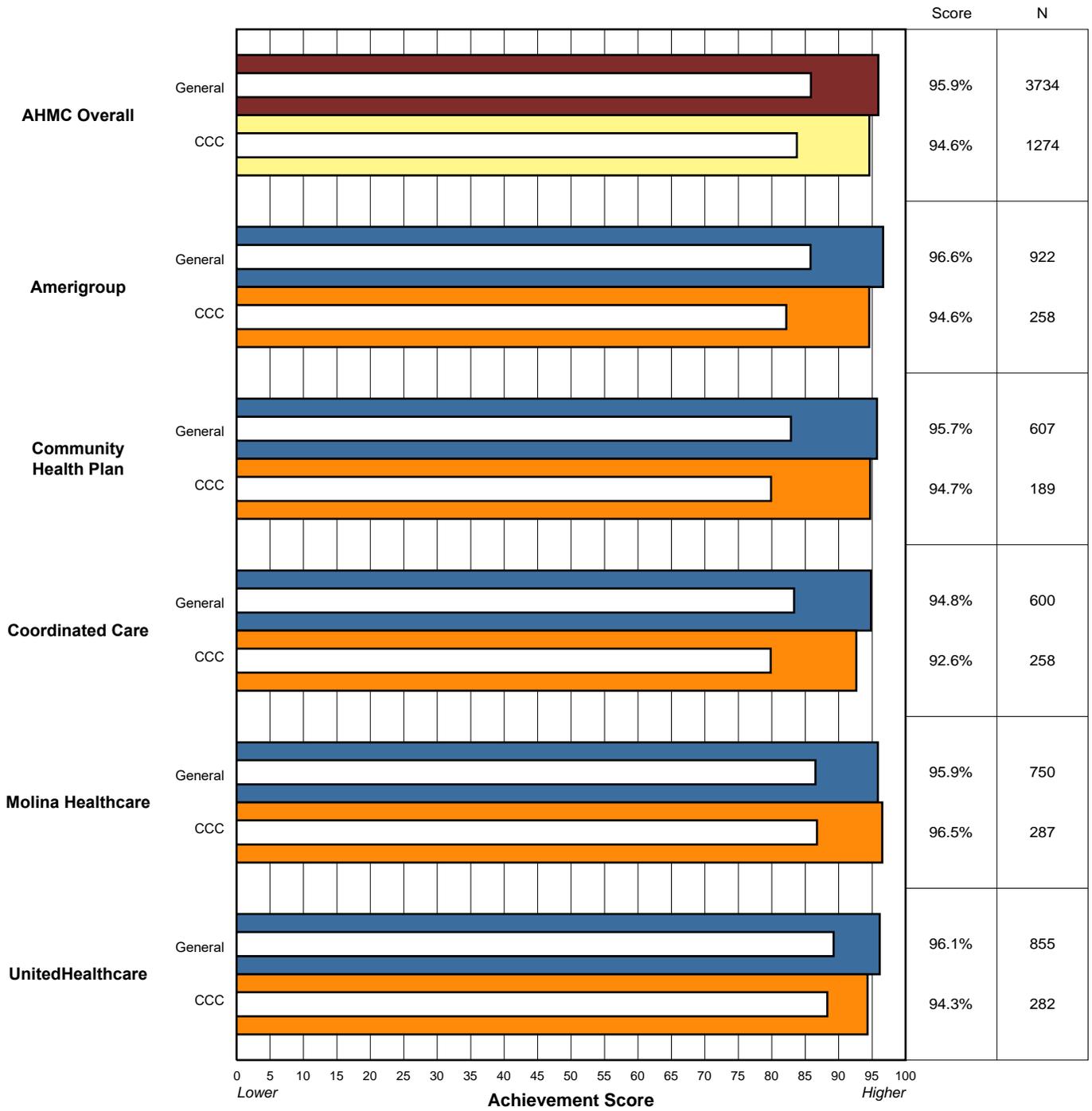


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

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

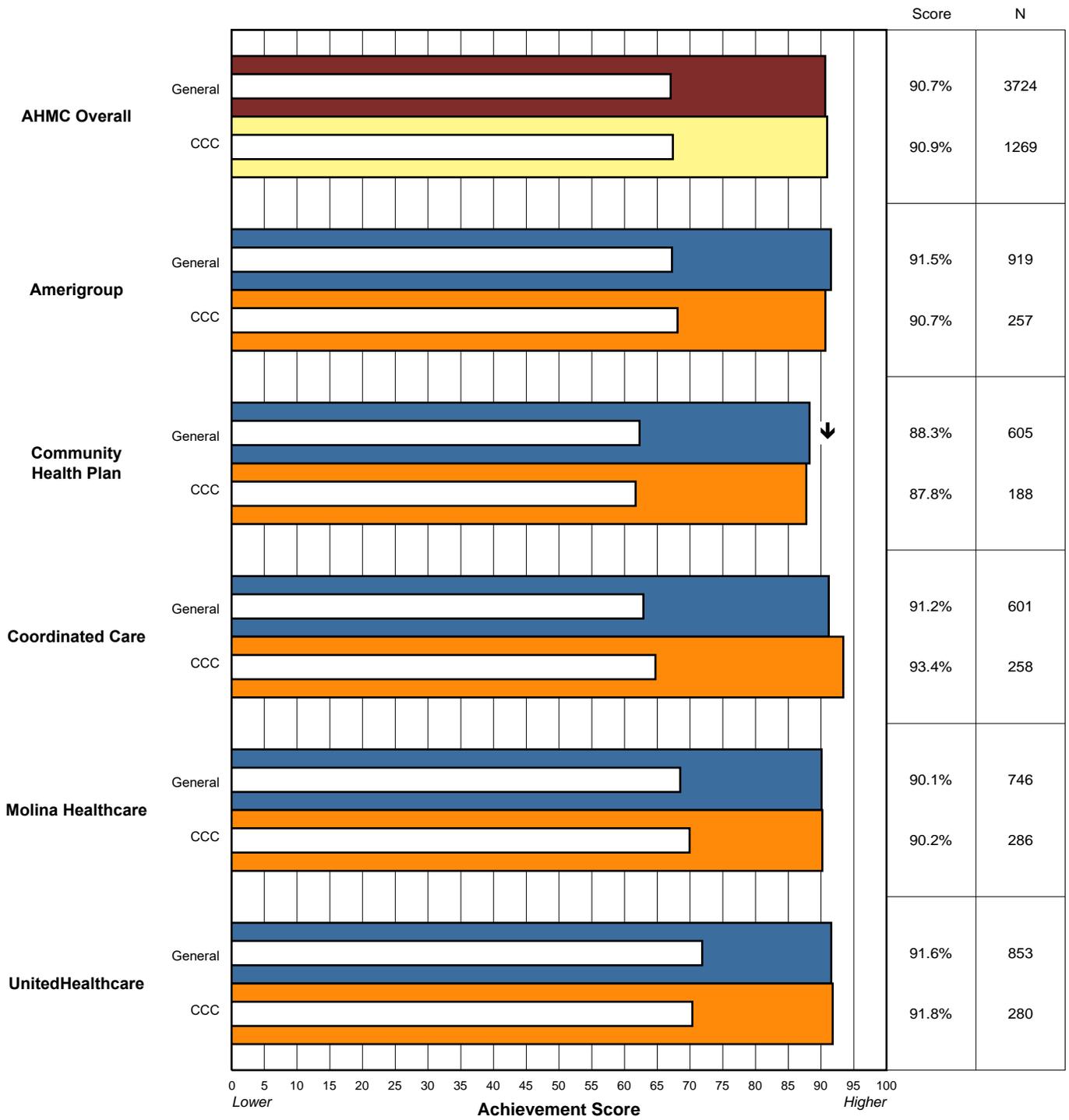


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

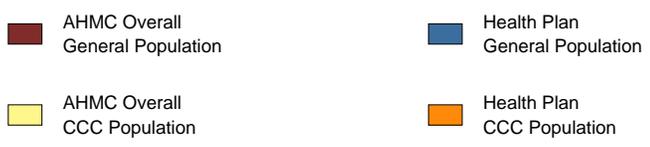
- AHMC Overall General Population
- Health Plan General Population
- AHMC Overall CCC Population
- Health Plan CCC Population

How Well Doctors Communicate

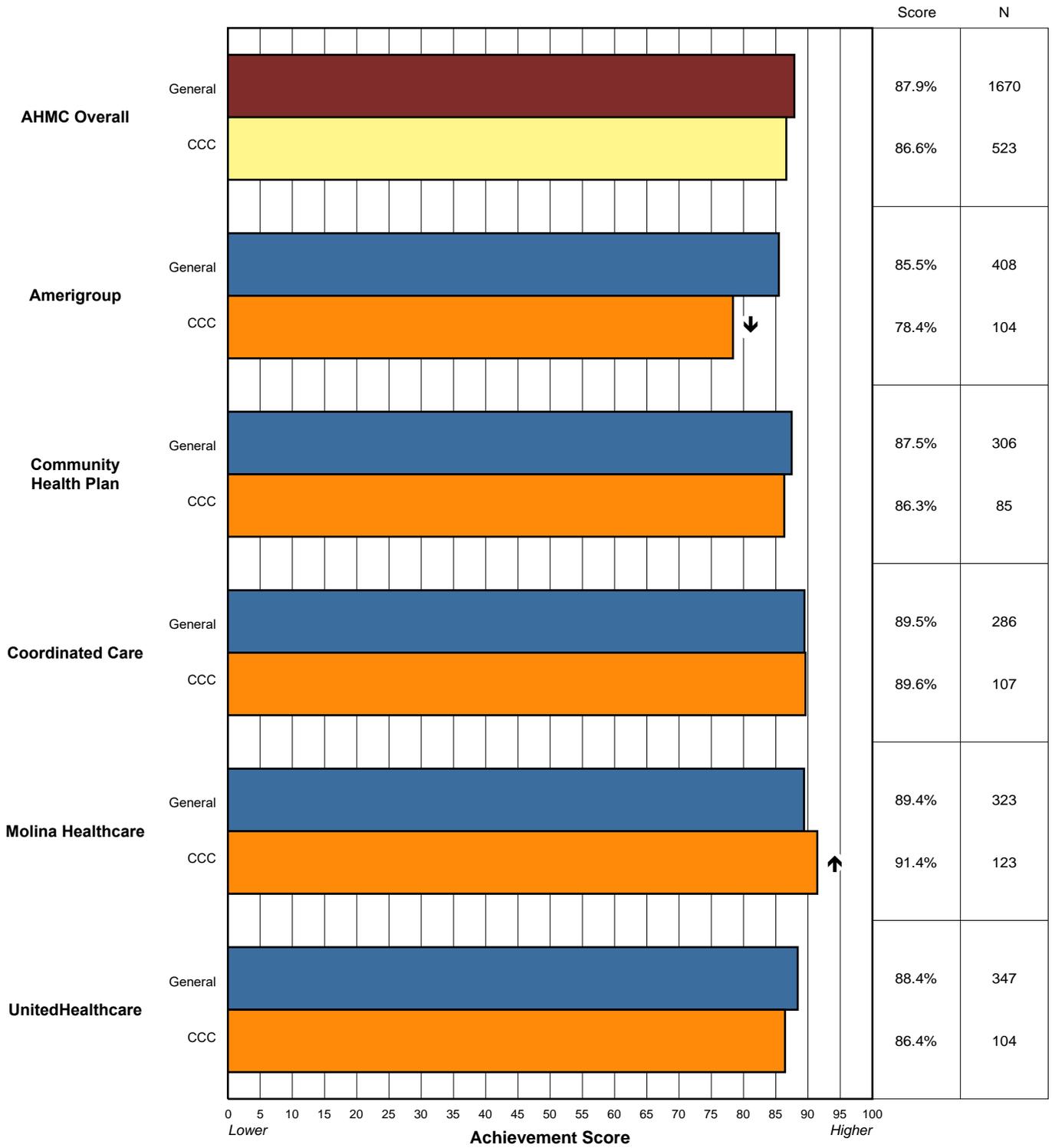
Q37. Personal doctor usually or always spent enough time with child



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



Customer Service

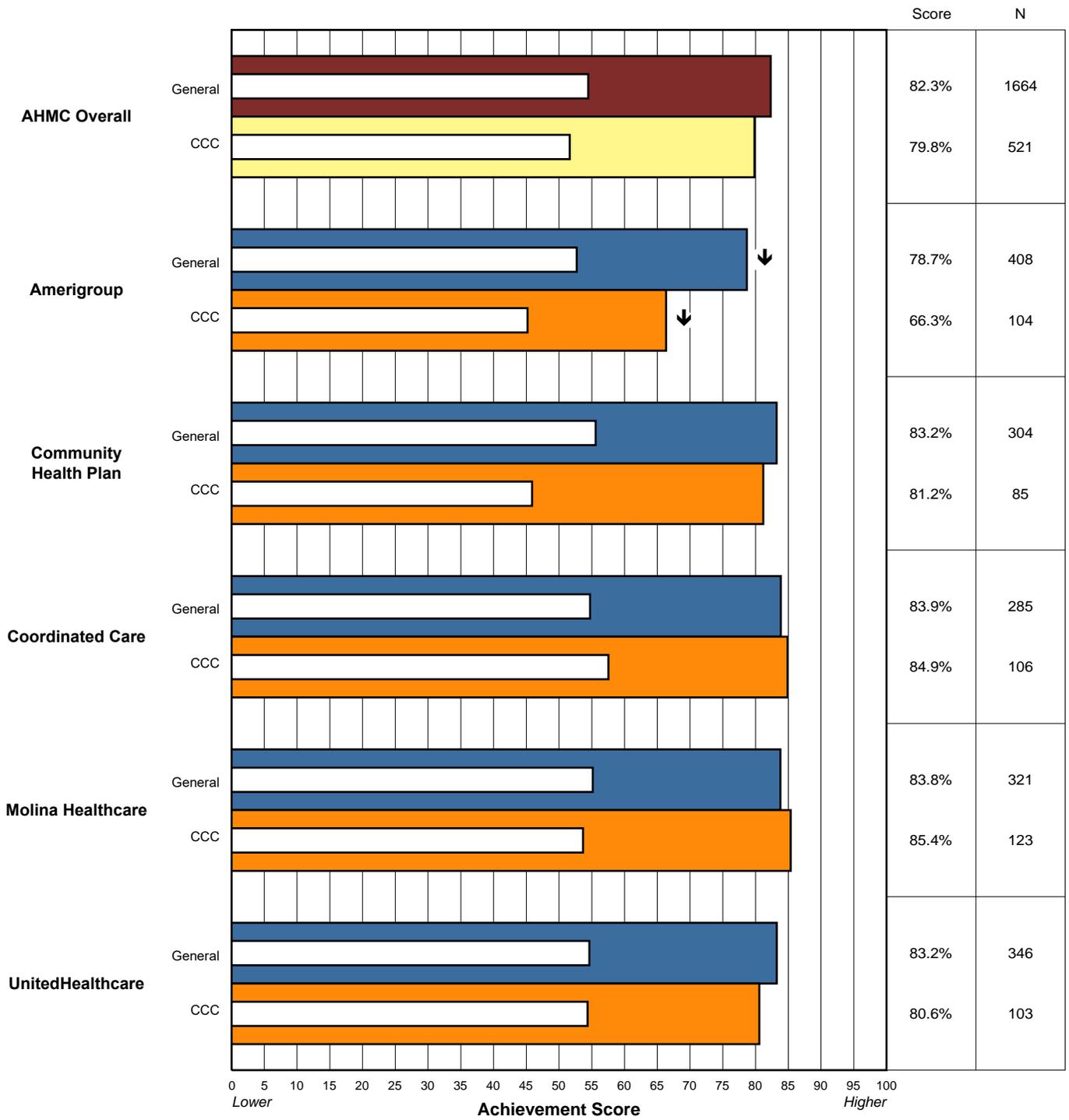


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Customer Service

Q50. Customer service usually or always gave help you needed

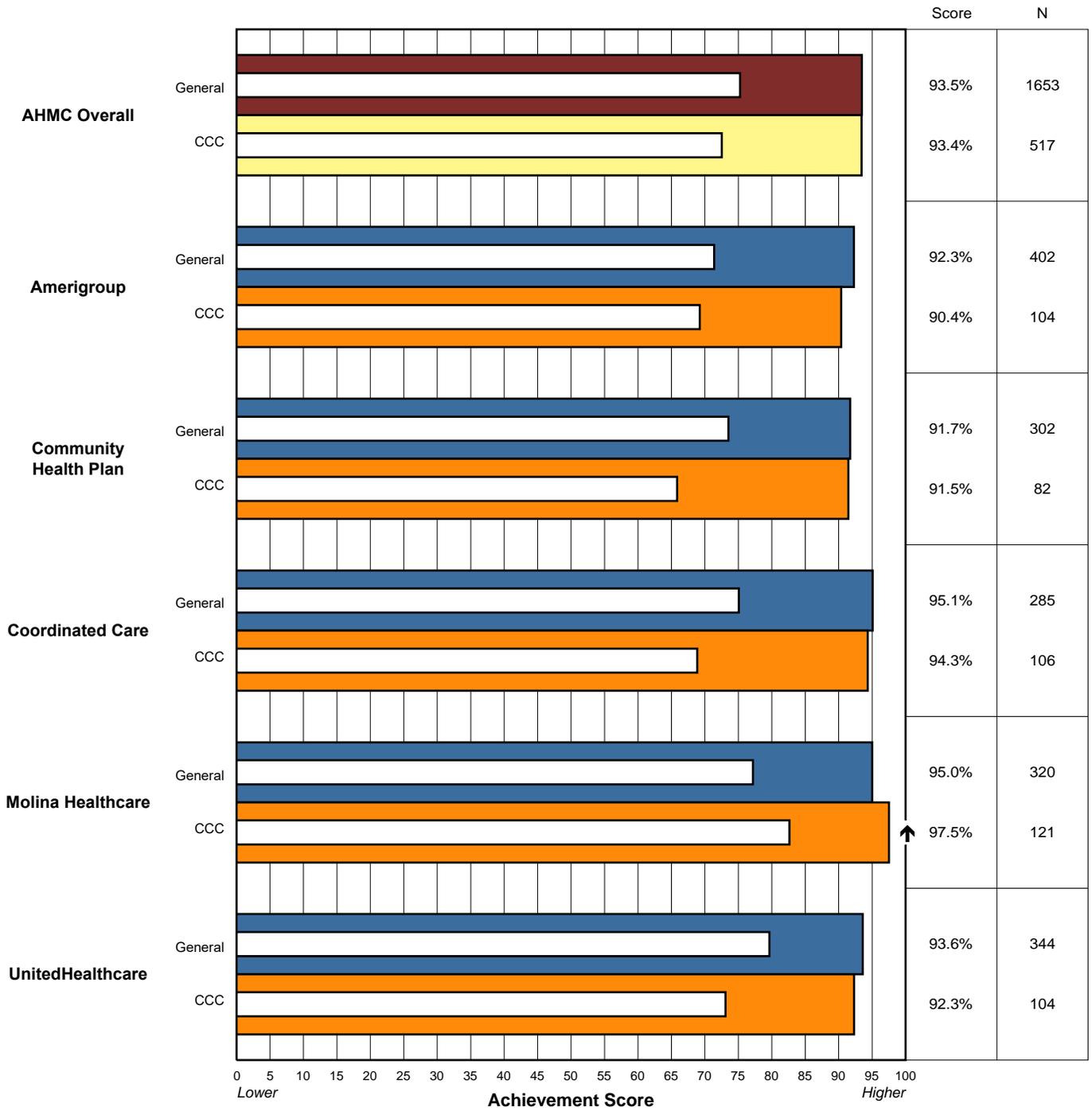


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

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

Customer Service

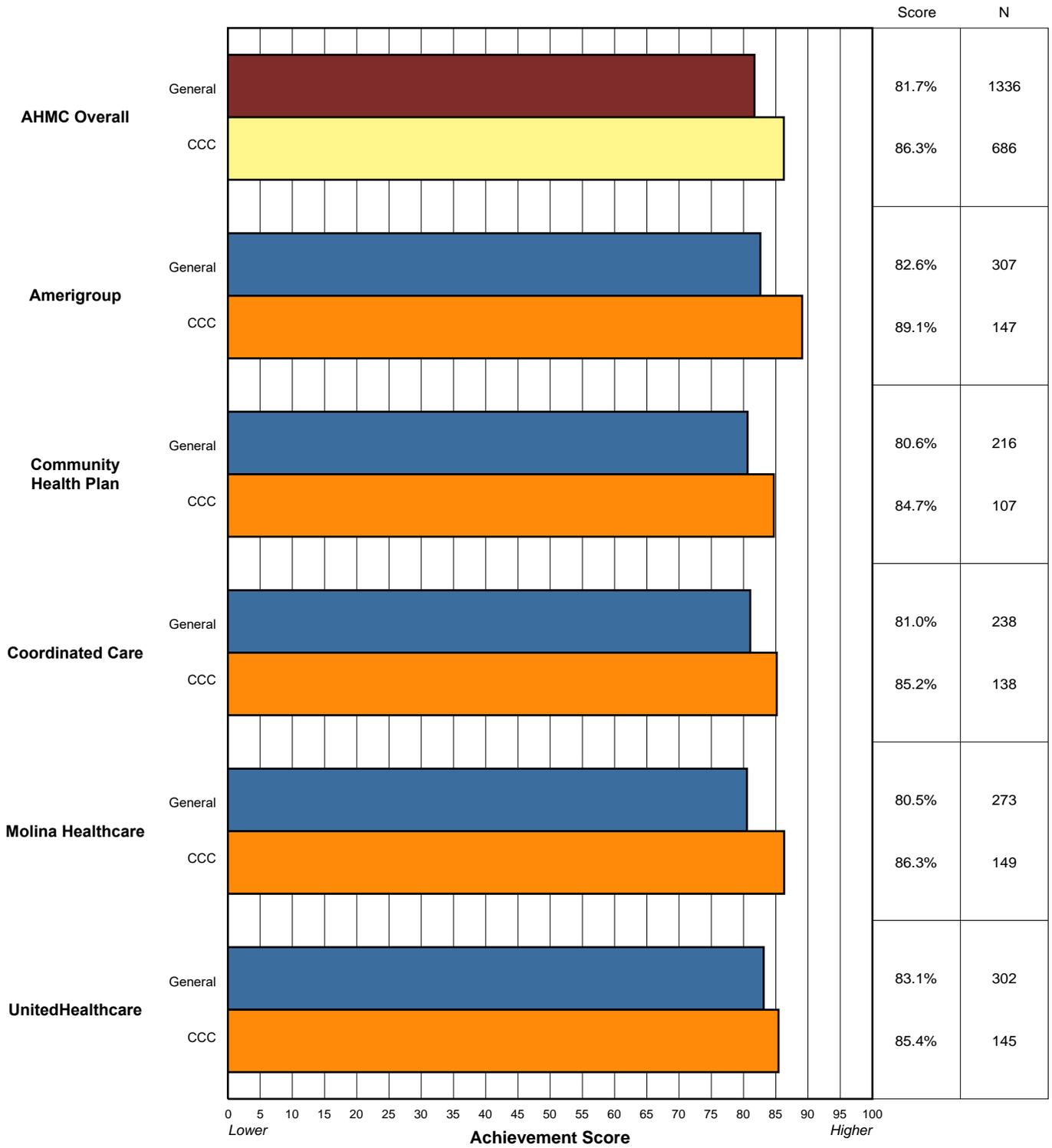
Q51. Customer service usually or always treated you with courtesy and respect



↑↓ 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

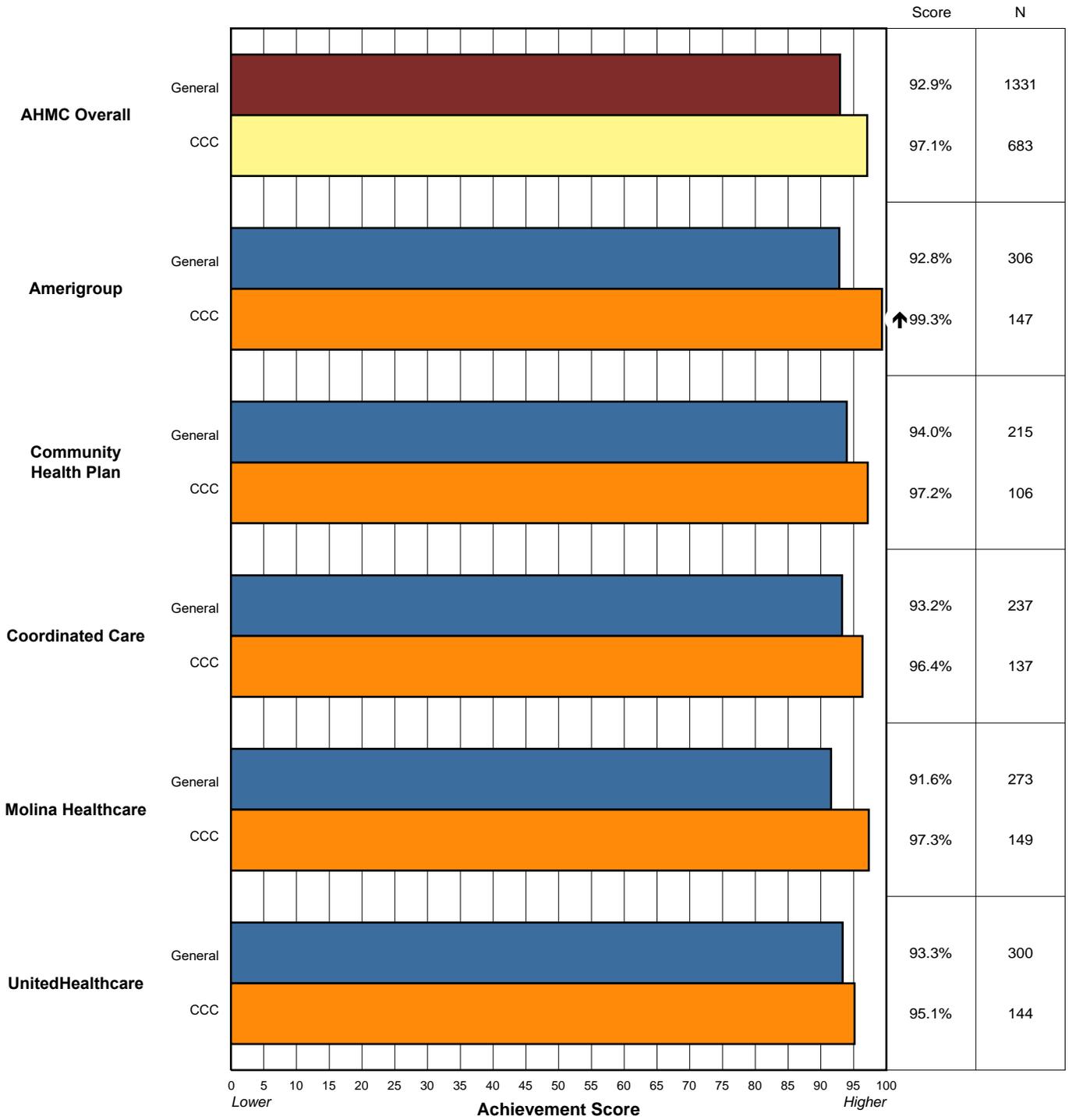


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



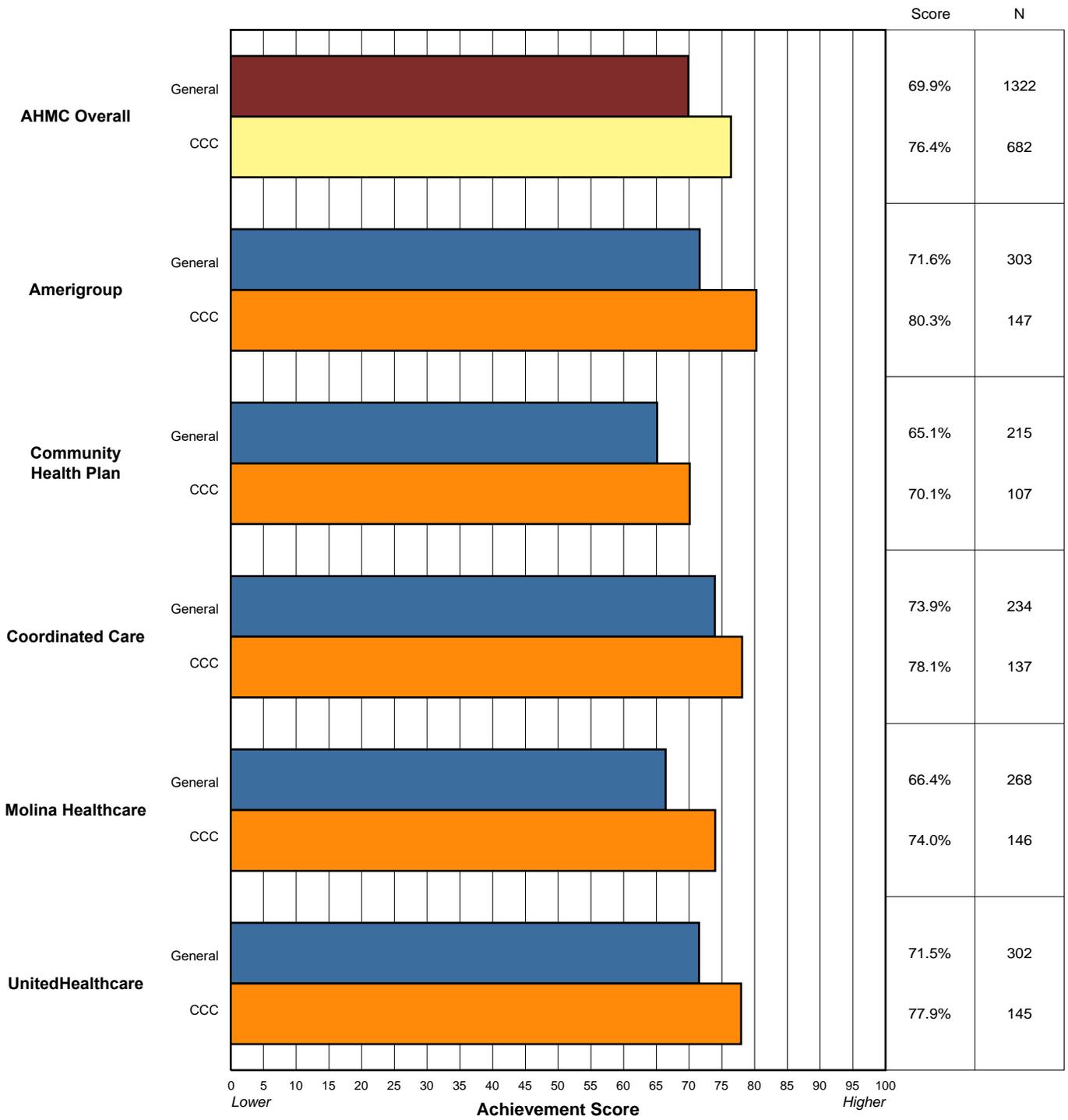
Shared Decision Making

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



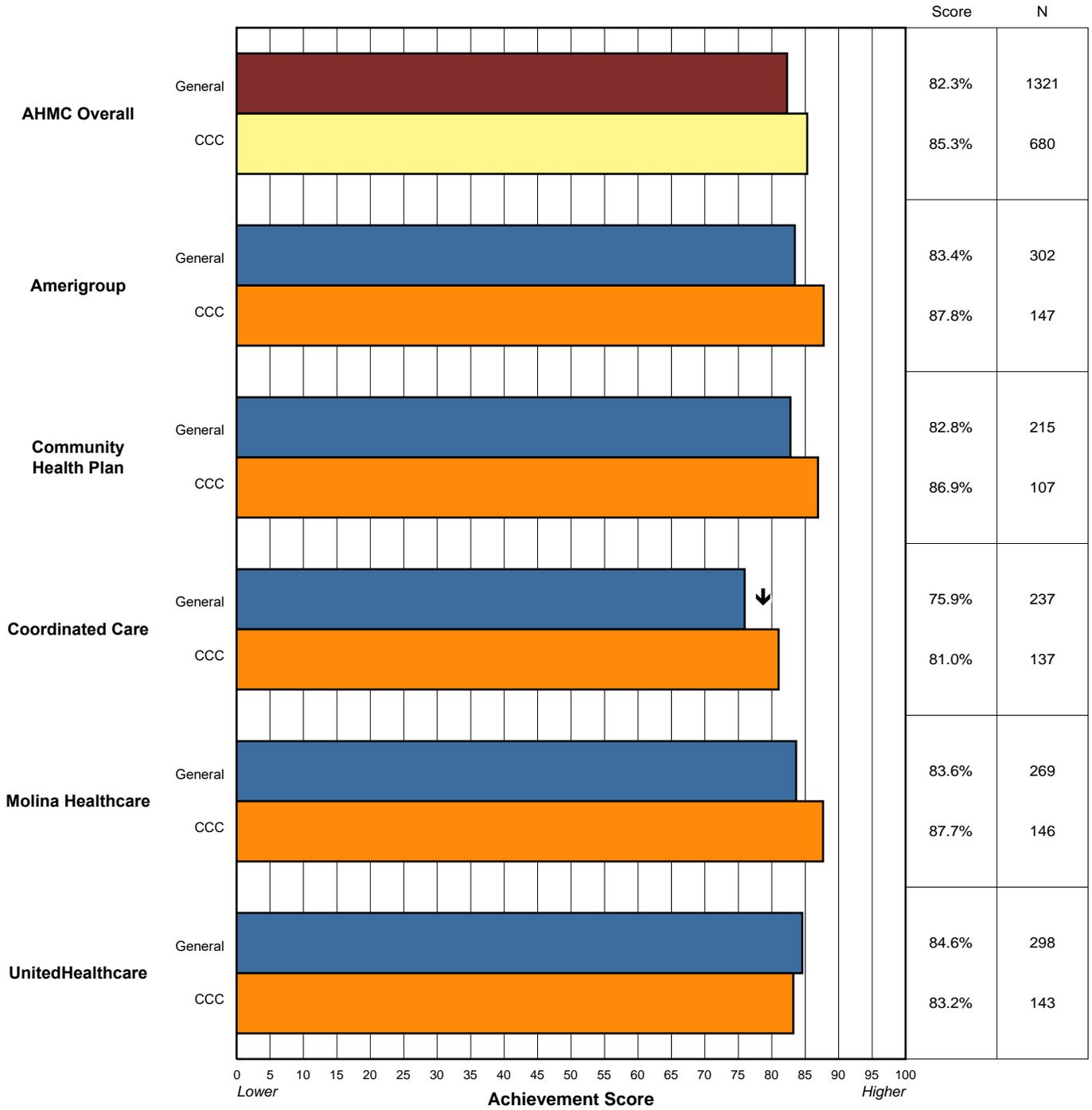
Shared Decision Making

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

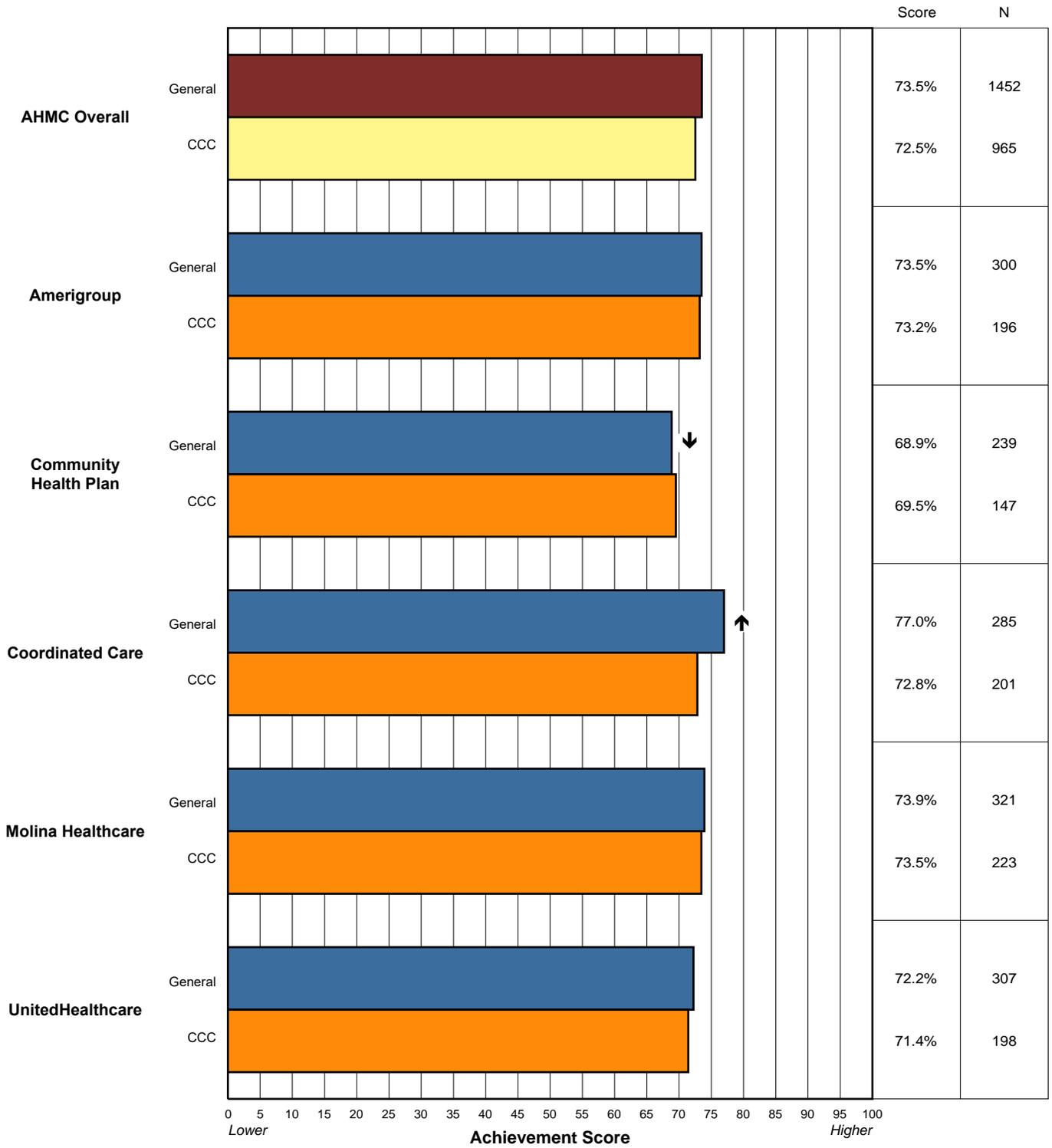


Shared Decision Making

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



Access to Specialized Services

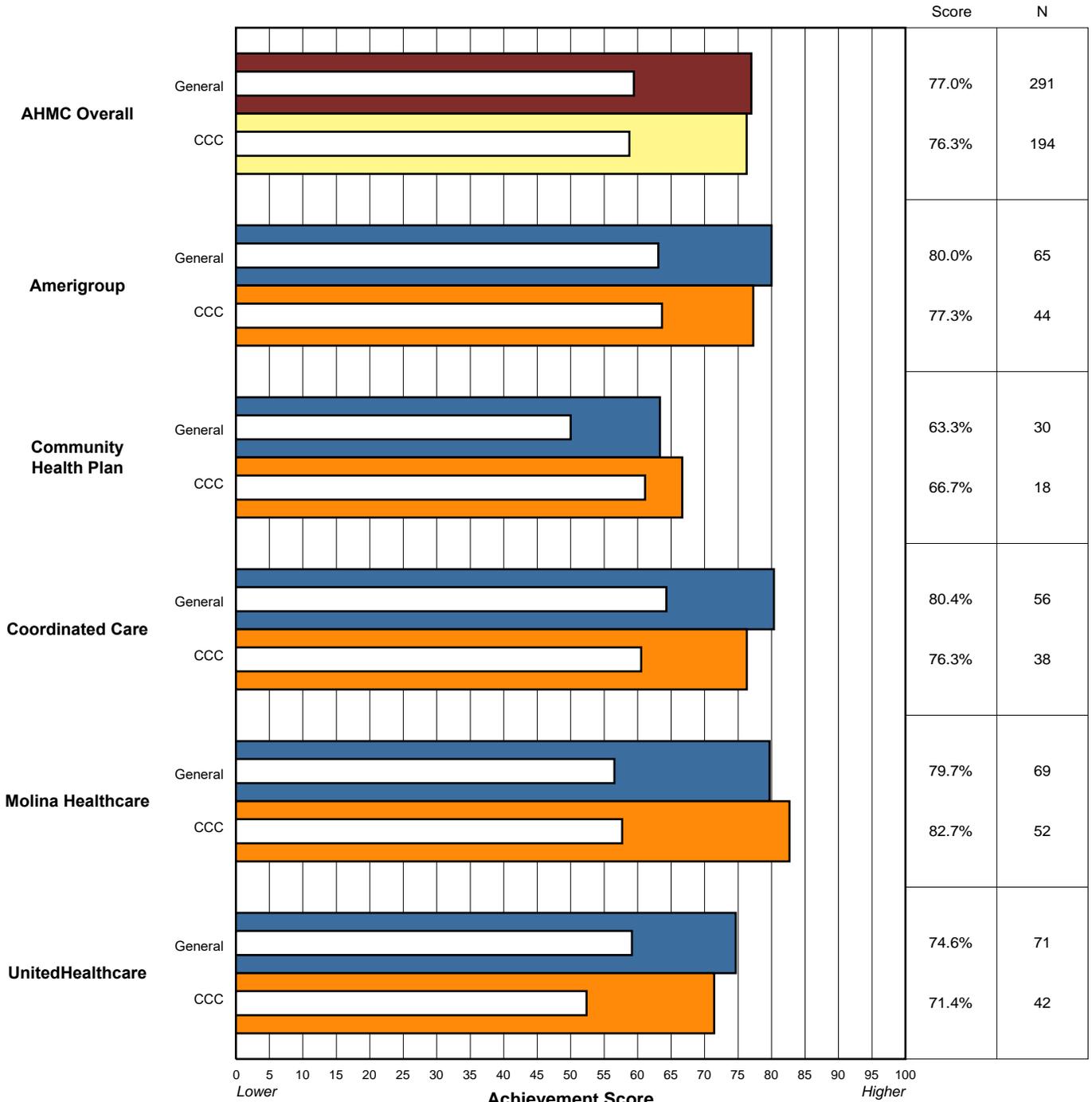


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Access to Specialized Services

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

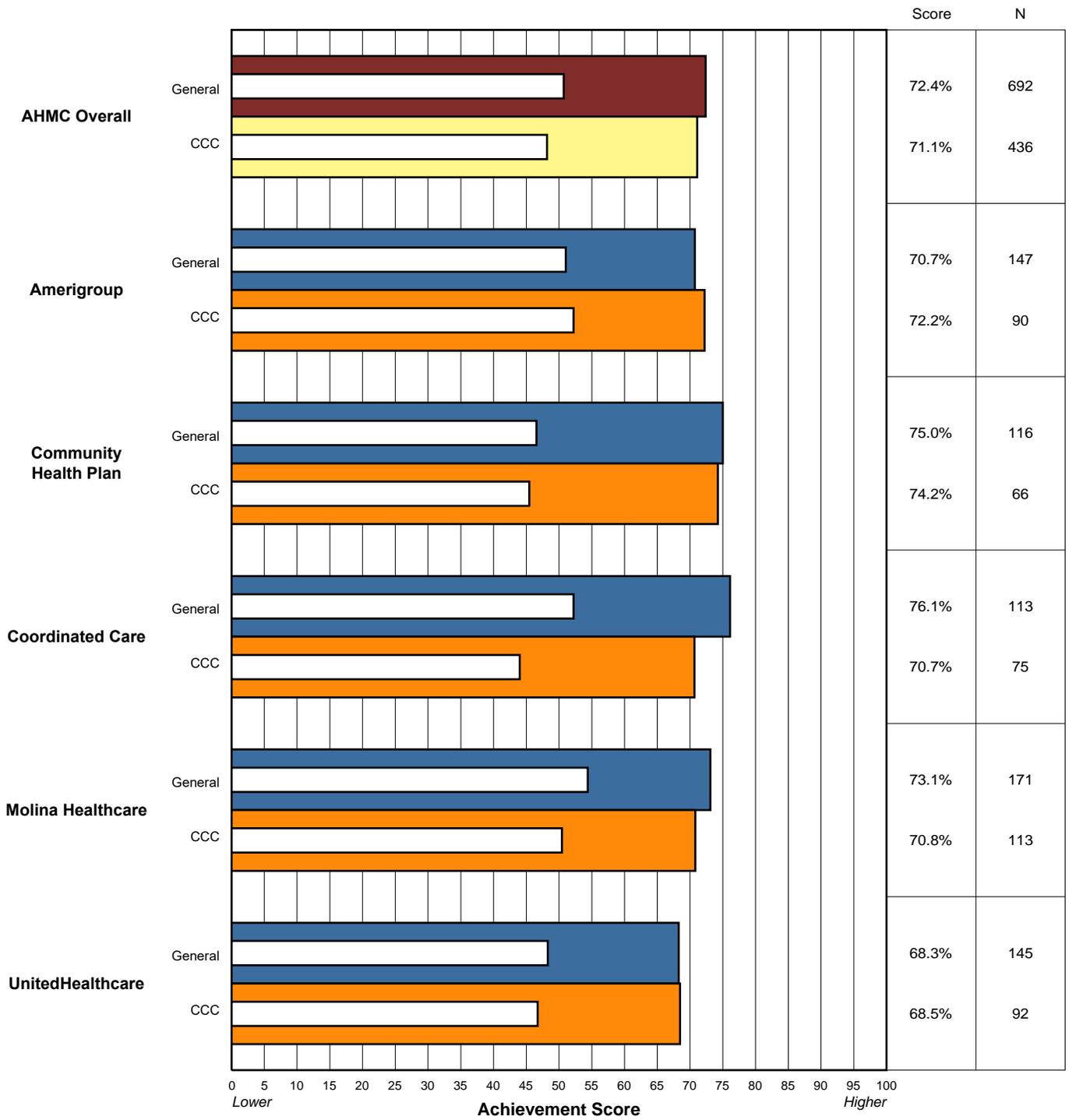


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Access to Specialized Services

Q23. Usually or always easy to get therapy for child

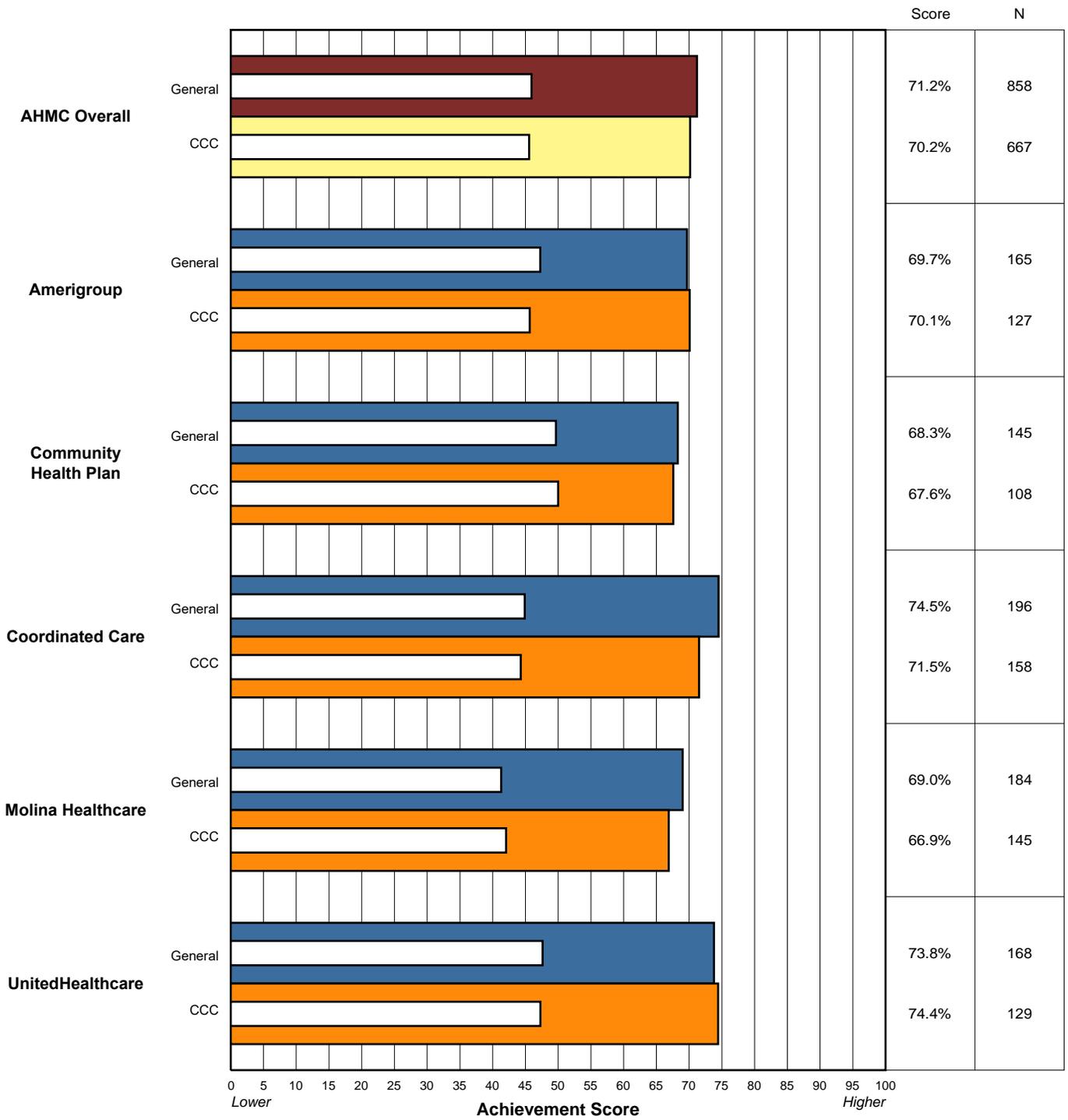


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

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

Access to Specialized Services

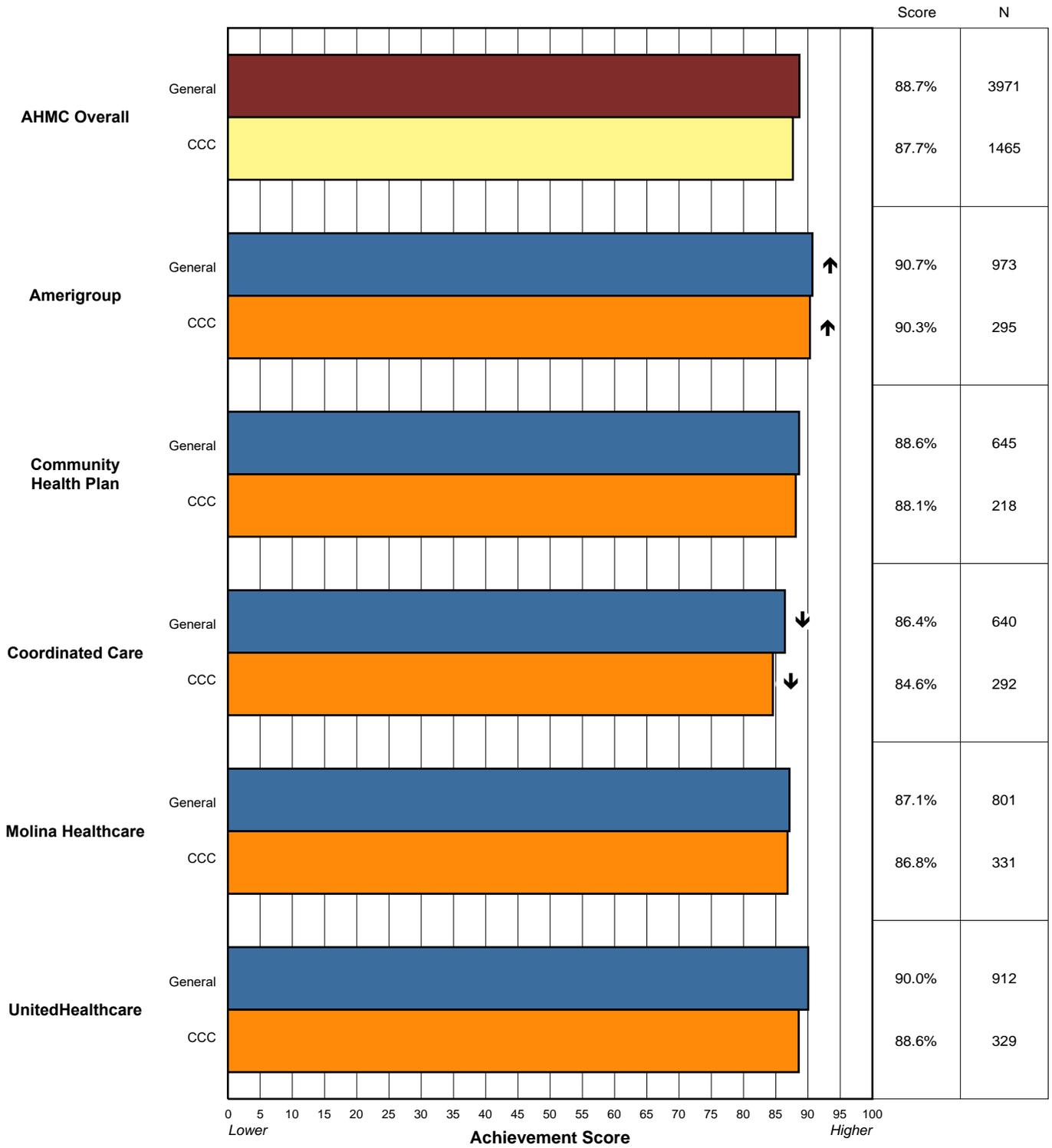
Q26. Usually or always easy to get treatment or counseling for child



↕ 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

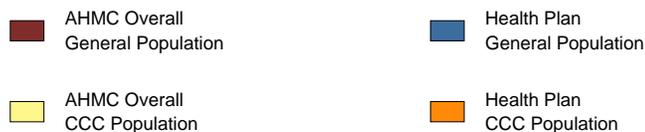
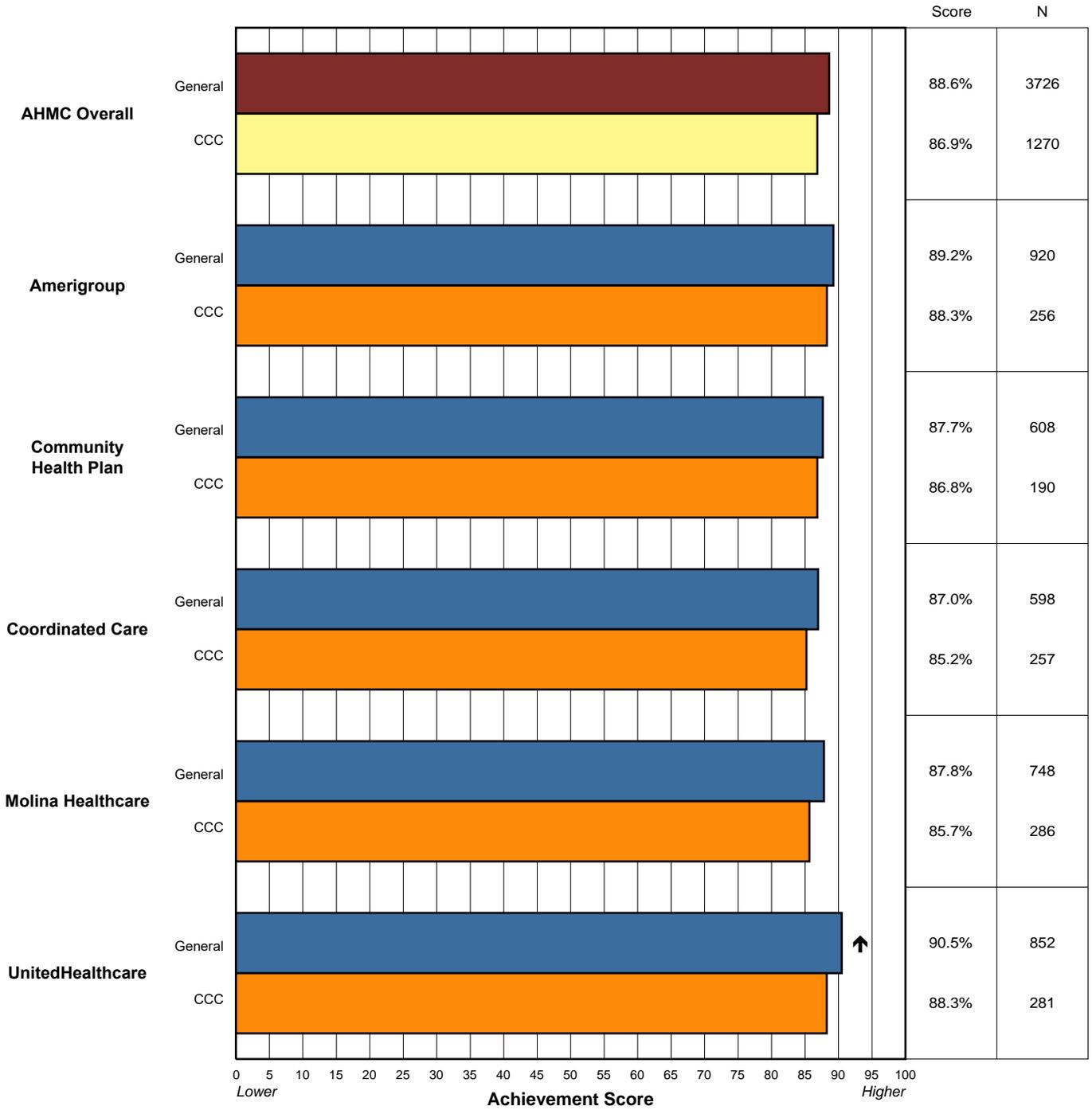


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



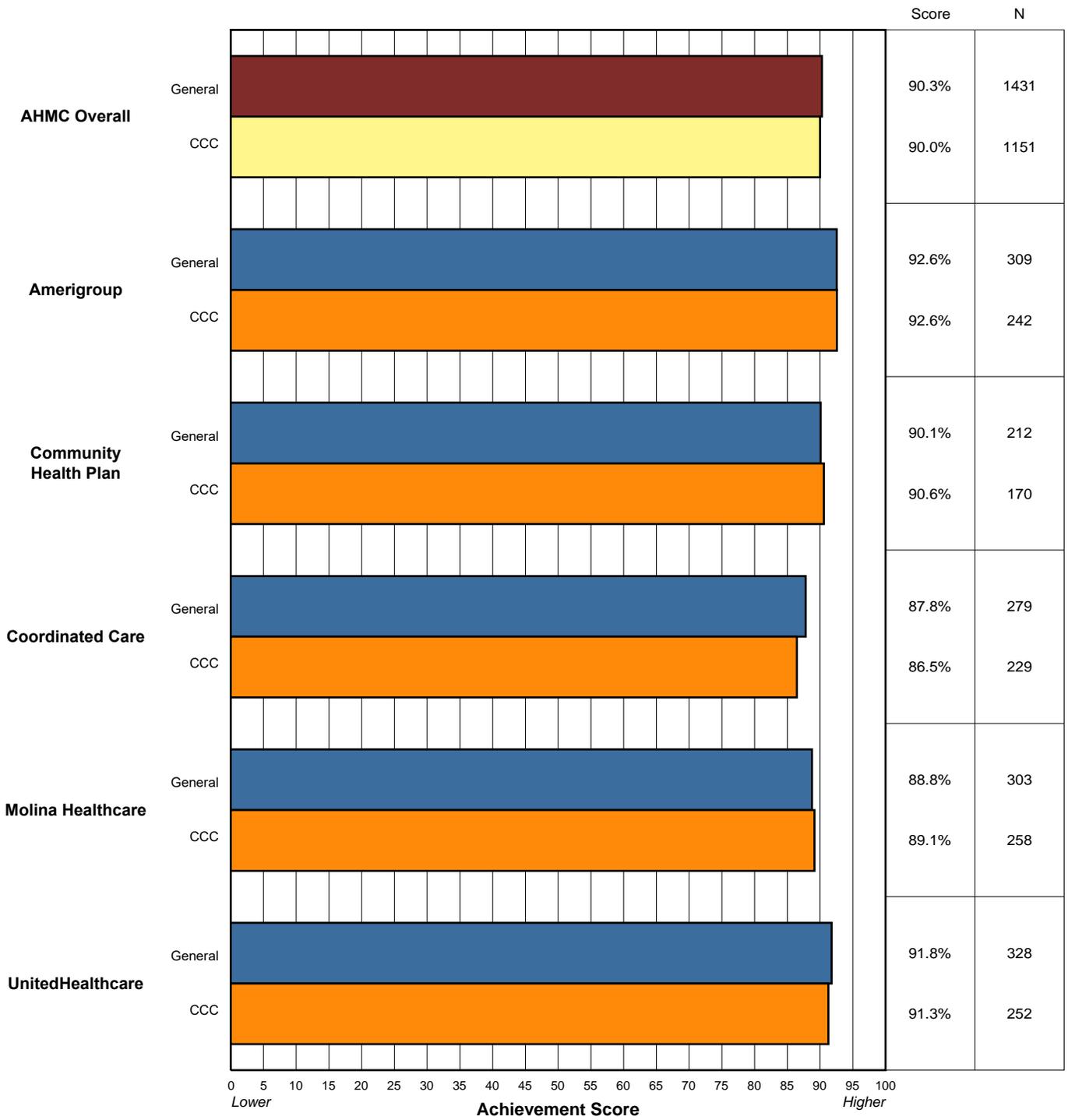
Family Centered Care: Personal Doctor or Nurse Who Knows Child

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



Family Centered Care: Personal Doctor or Nurse Who Knows Child

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

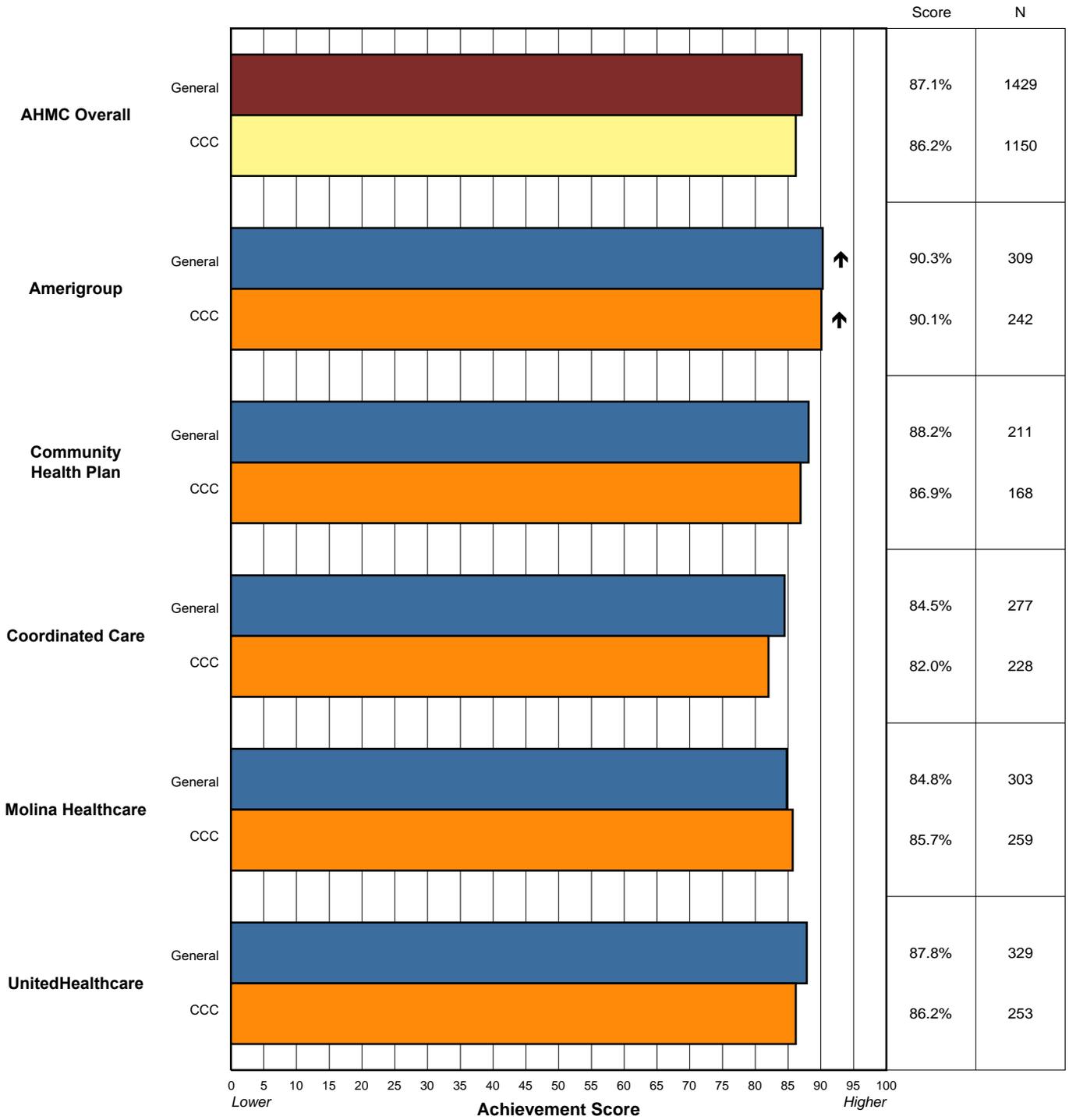


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Family Centered Care: Personal Doctor or Nurse Who Knows Child

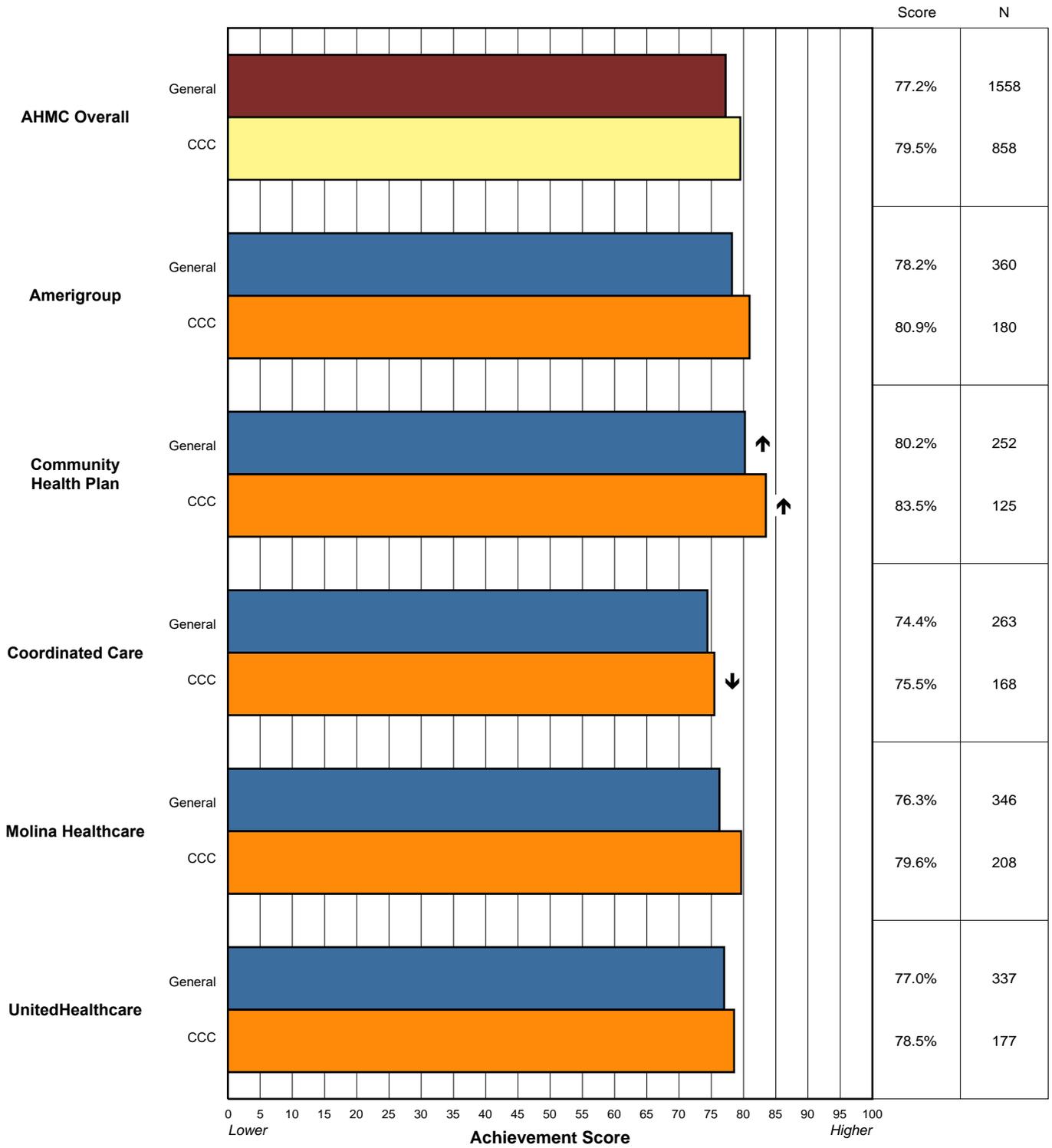
Q44. Doctor understands how health conditions affect family's day-to-day life



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



Coordination of Care

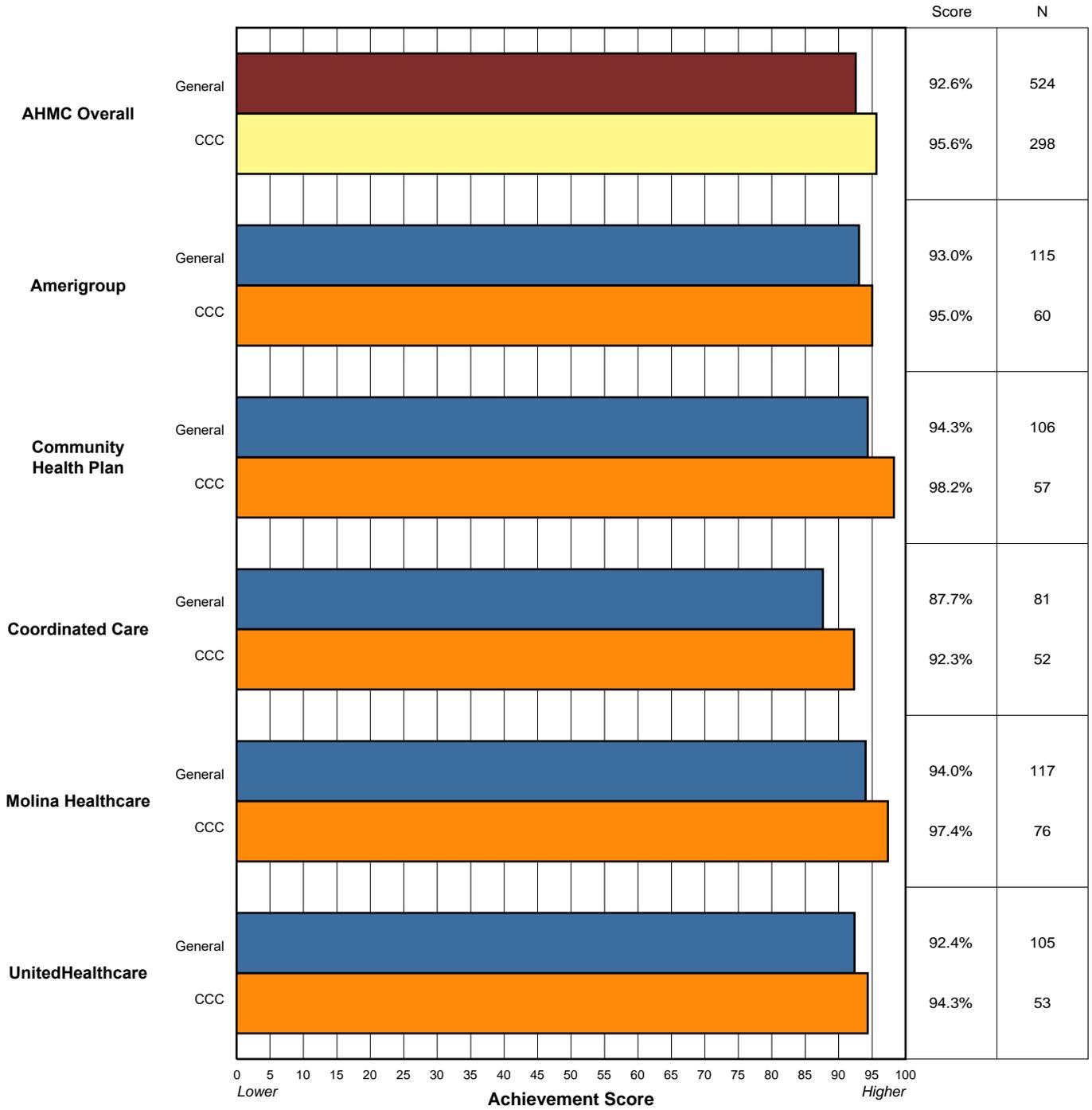


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score



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

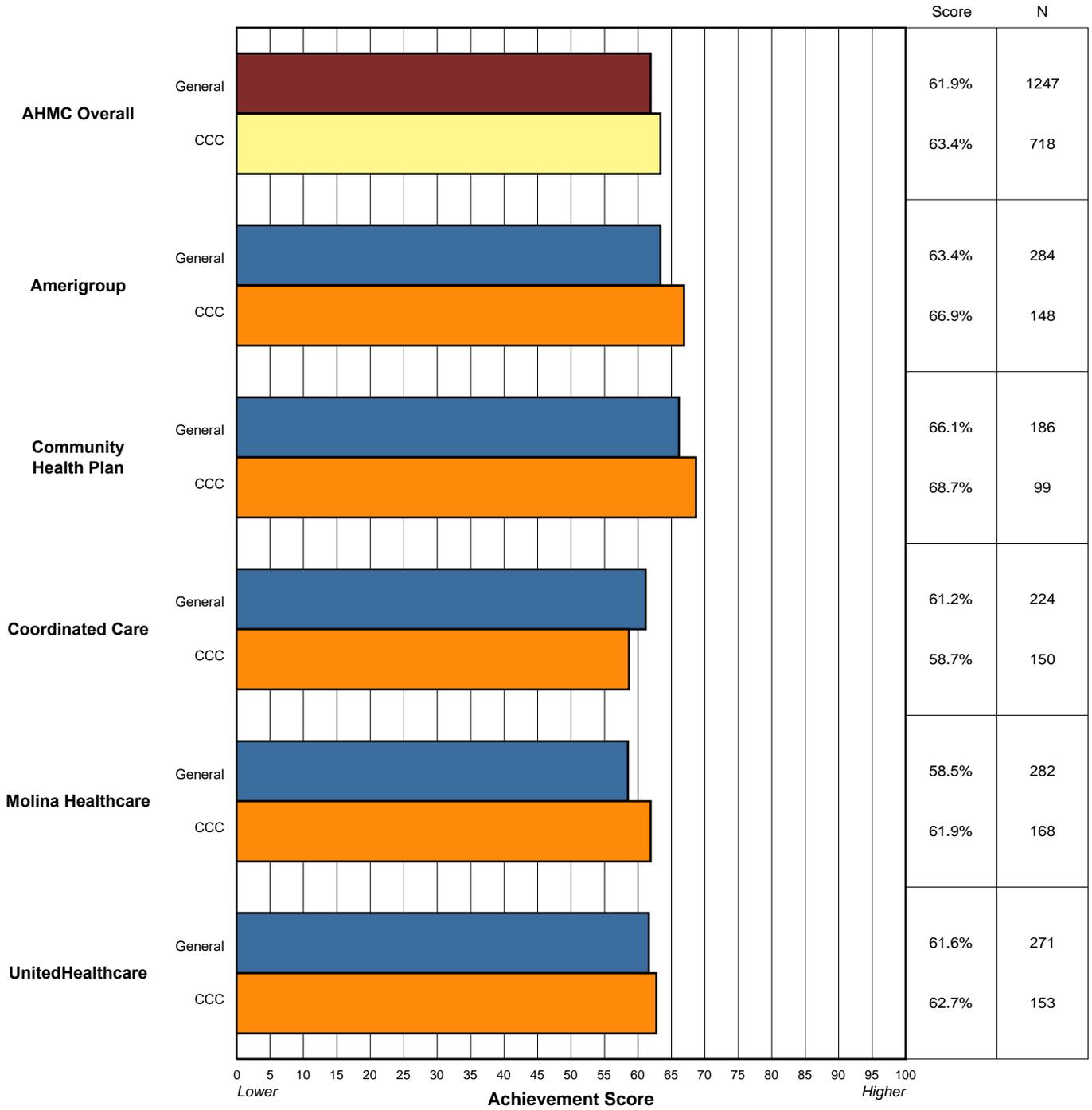


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



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

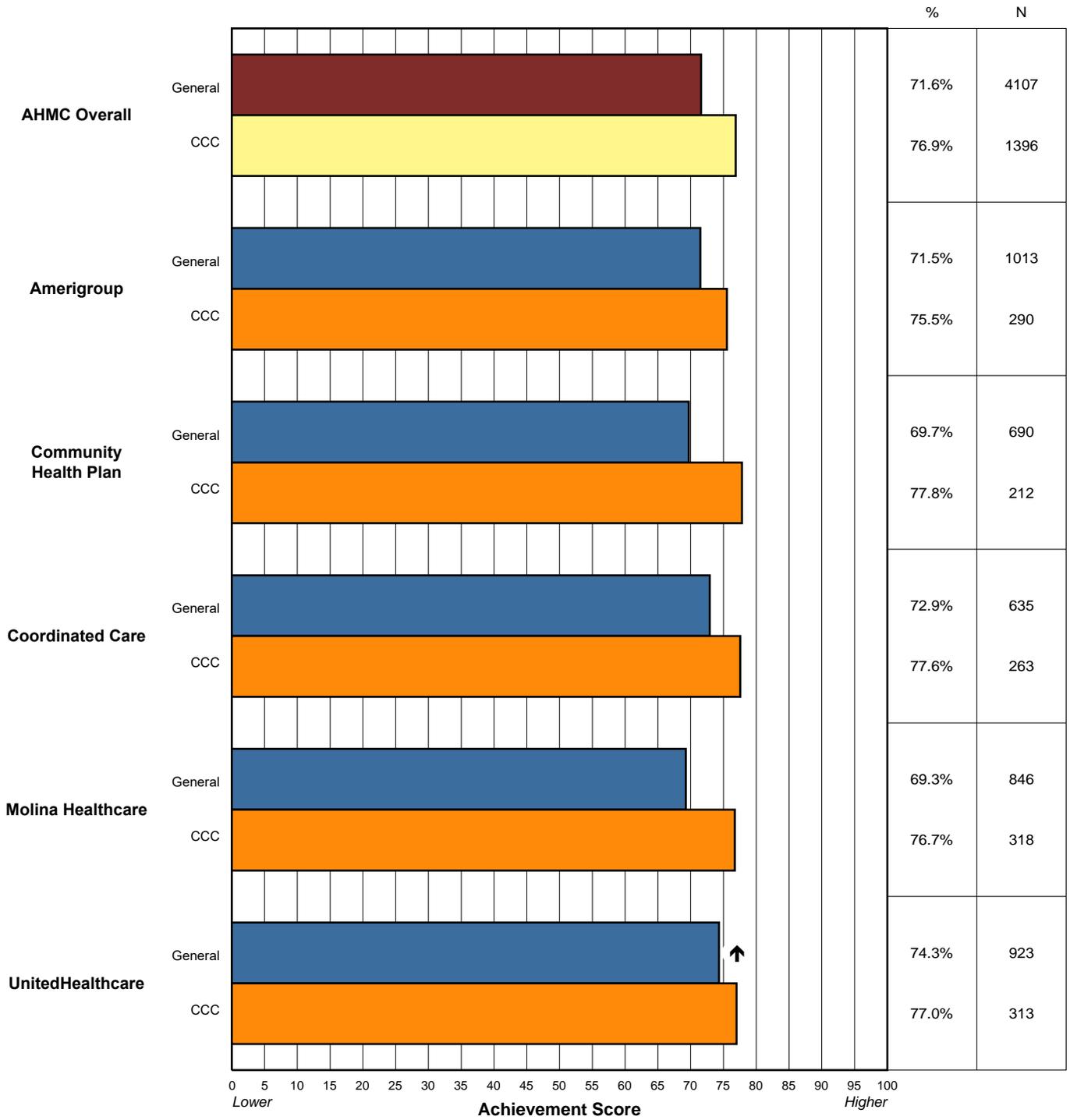


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

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

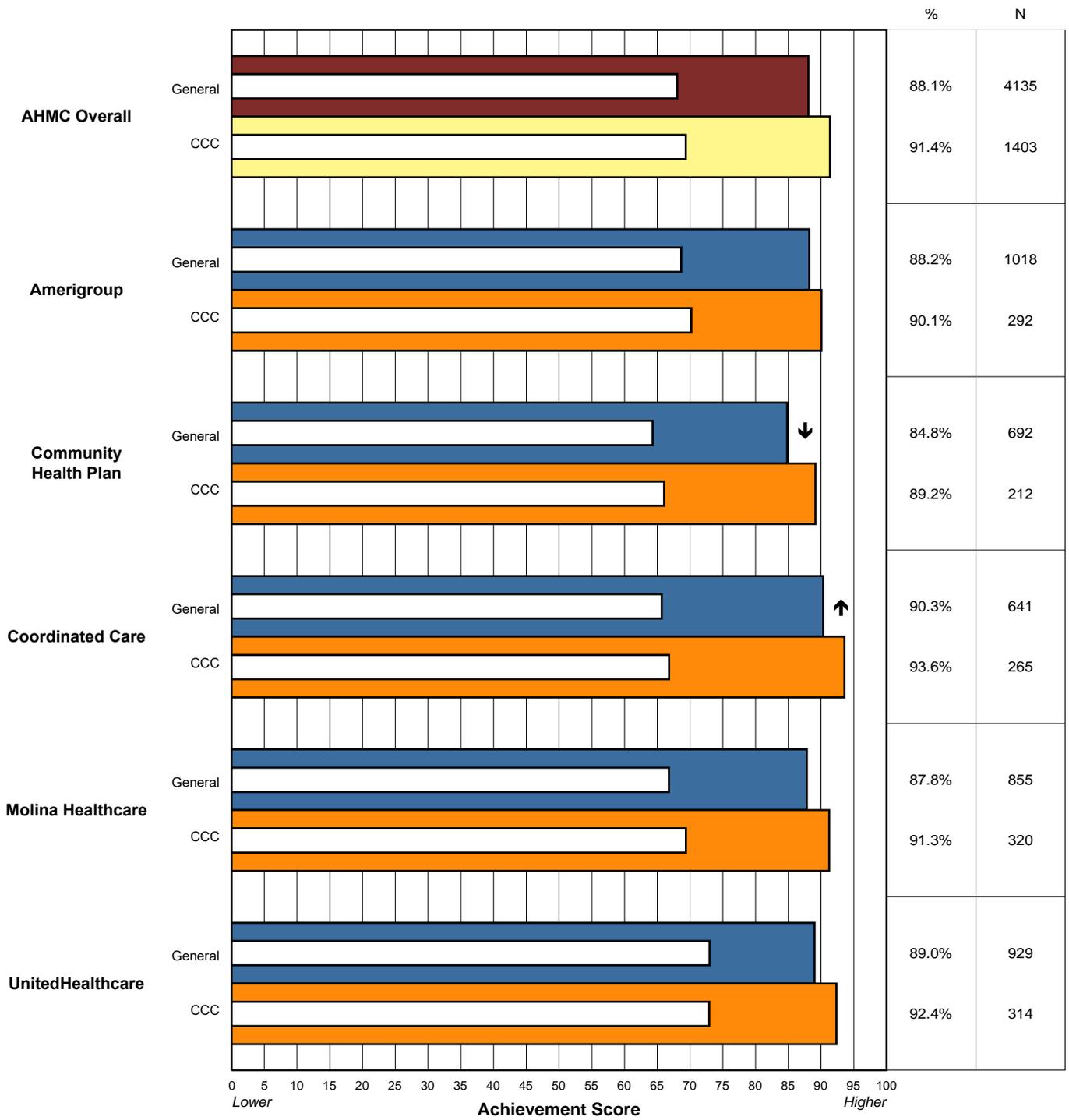


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

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

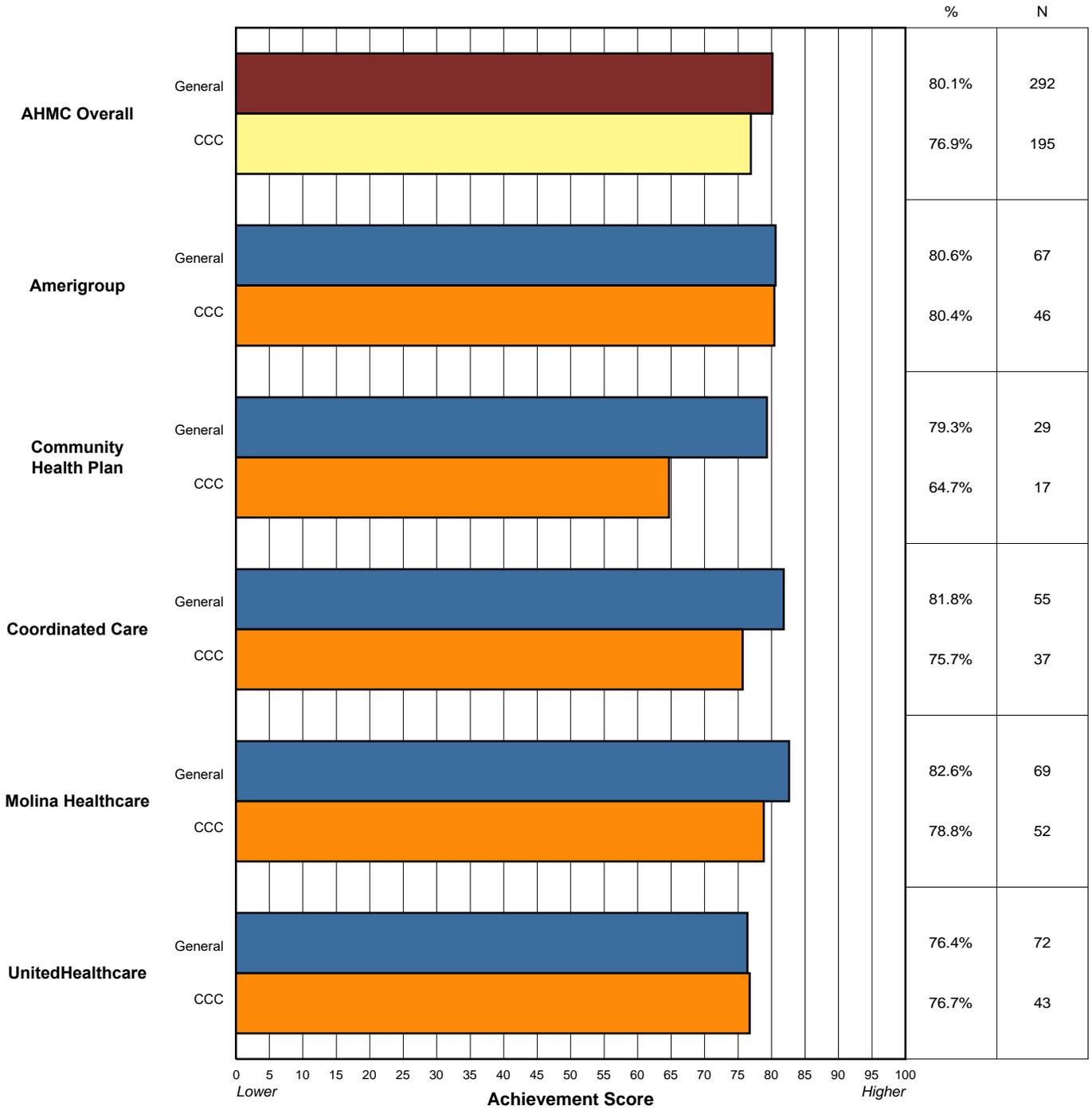


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

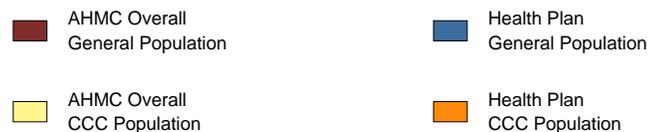


Single Items

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

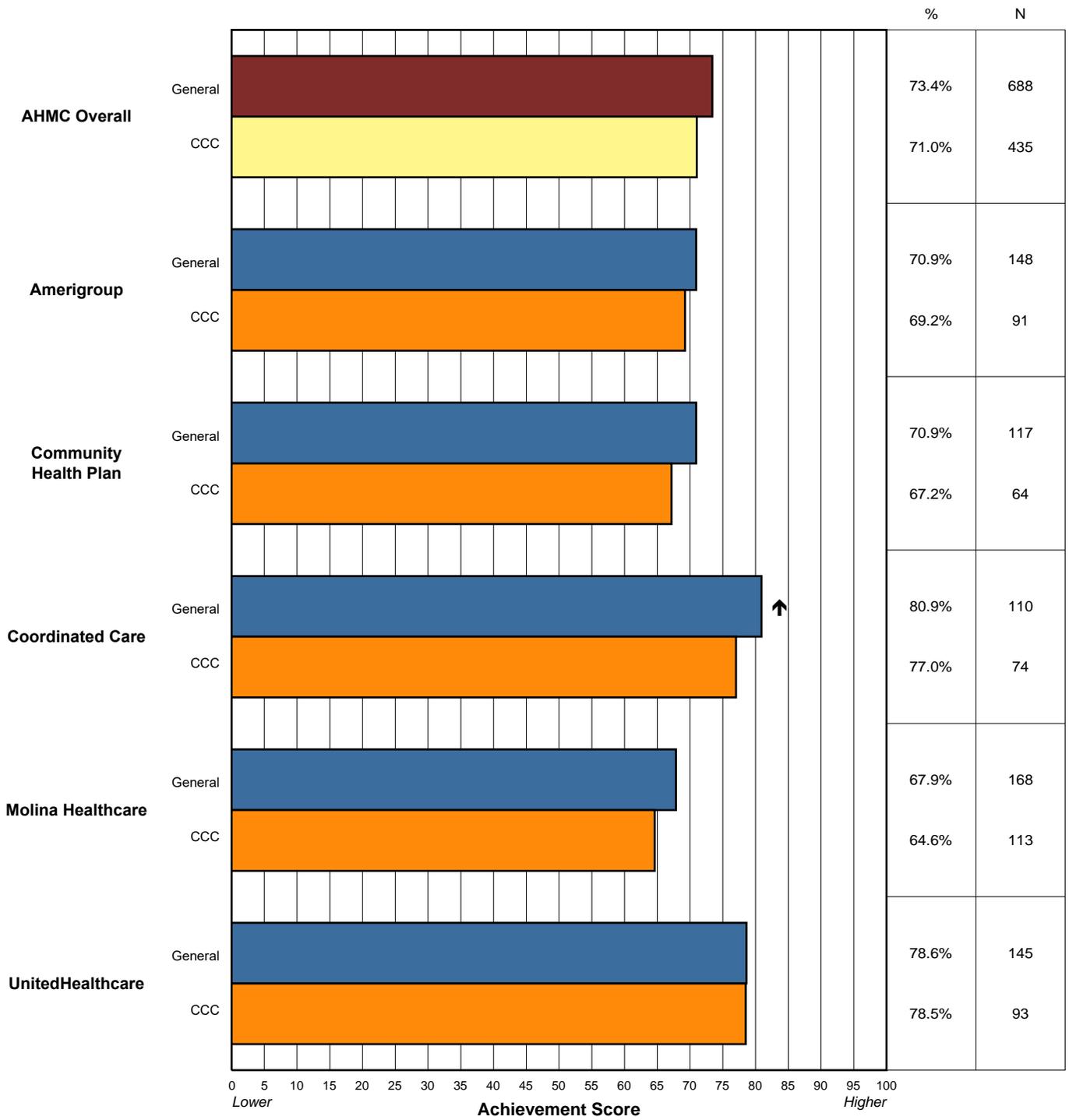


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score



Single Items

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

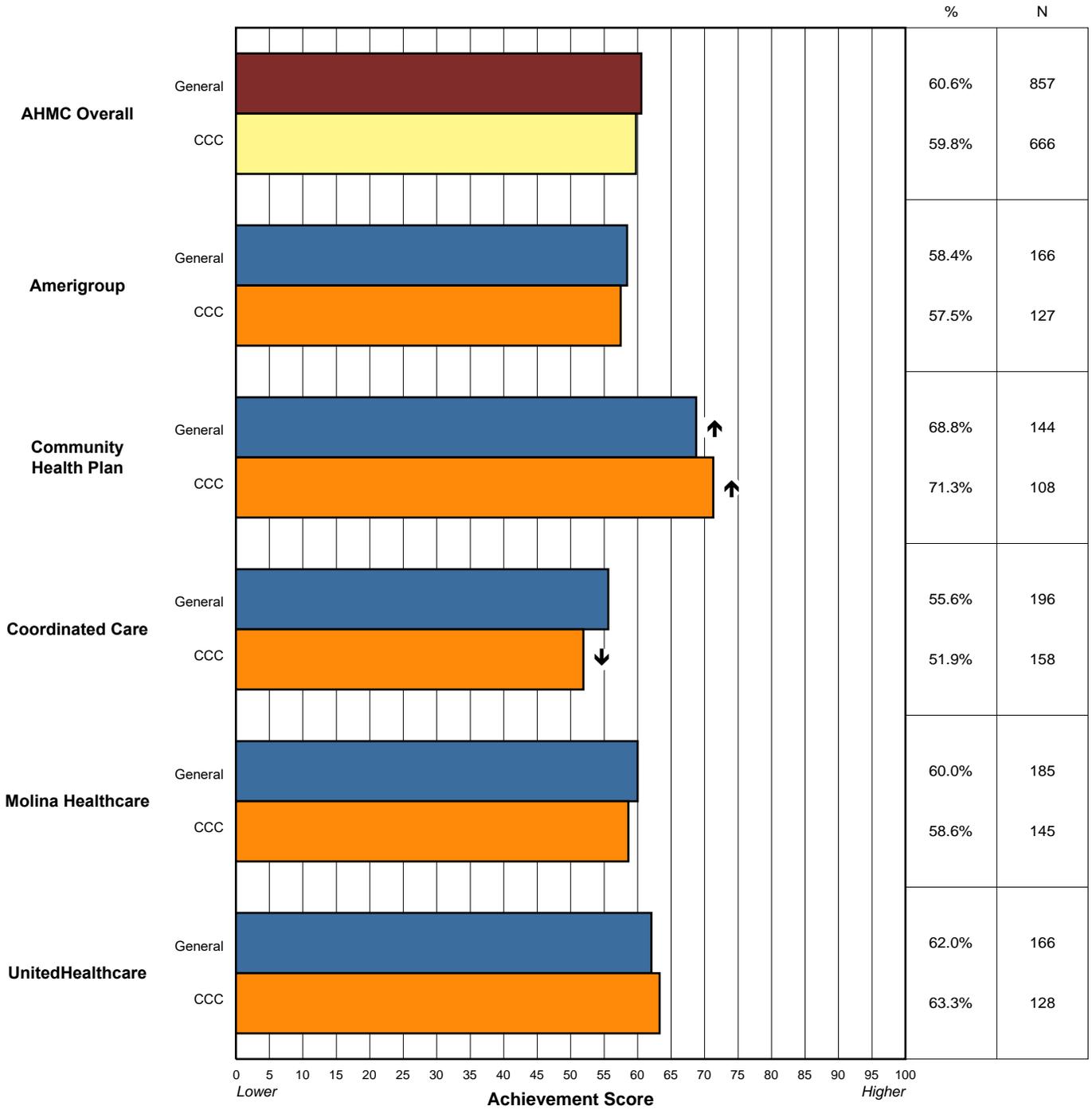


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score



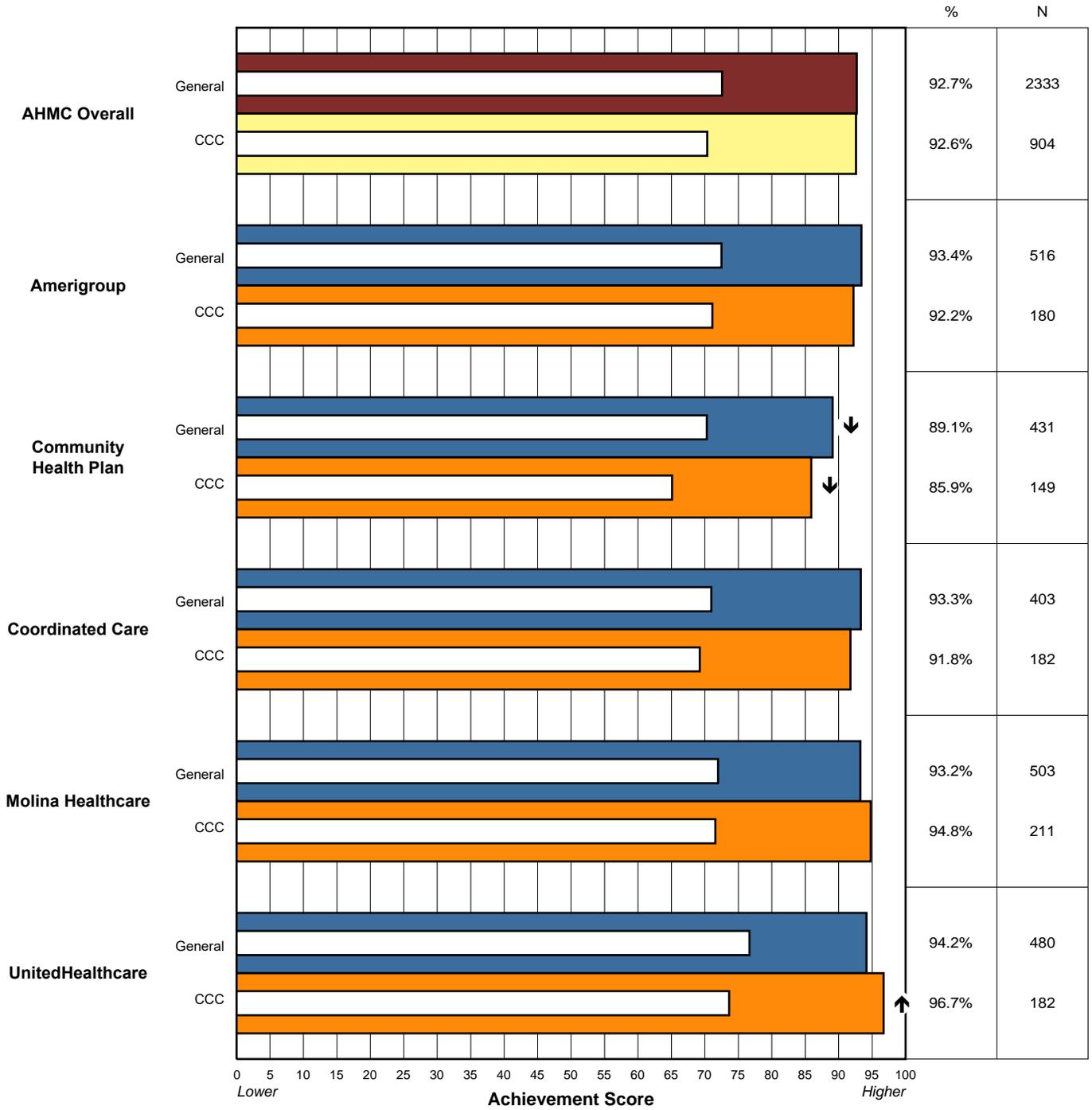
Single Items

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



Single Items

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

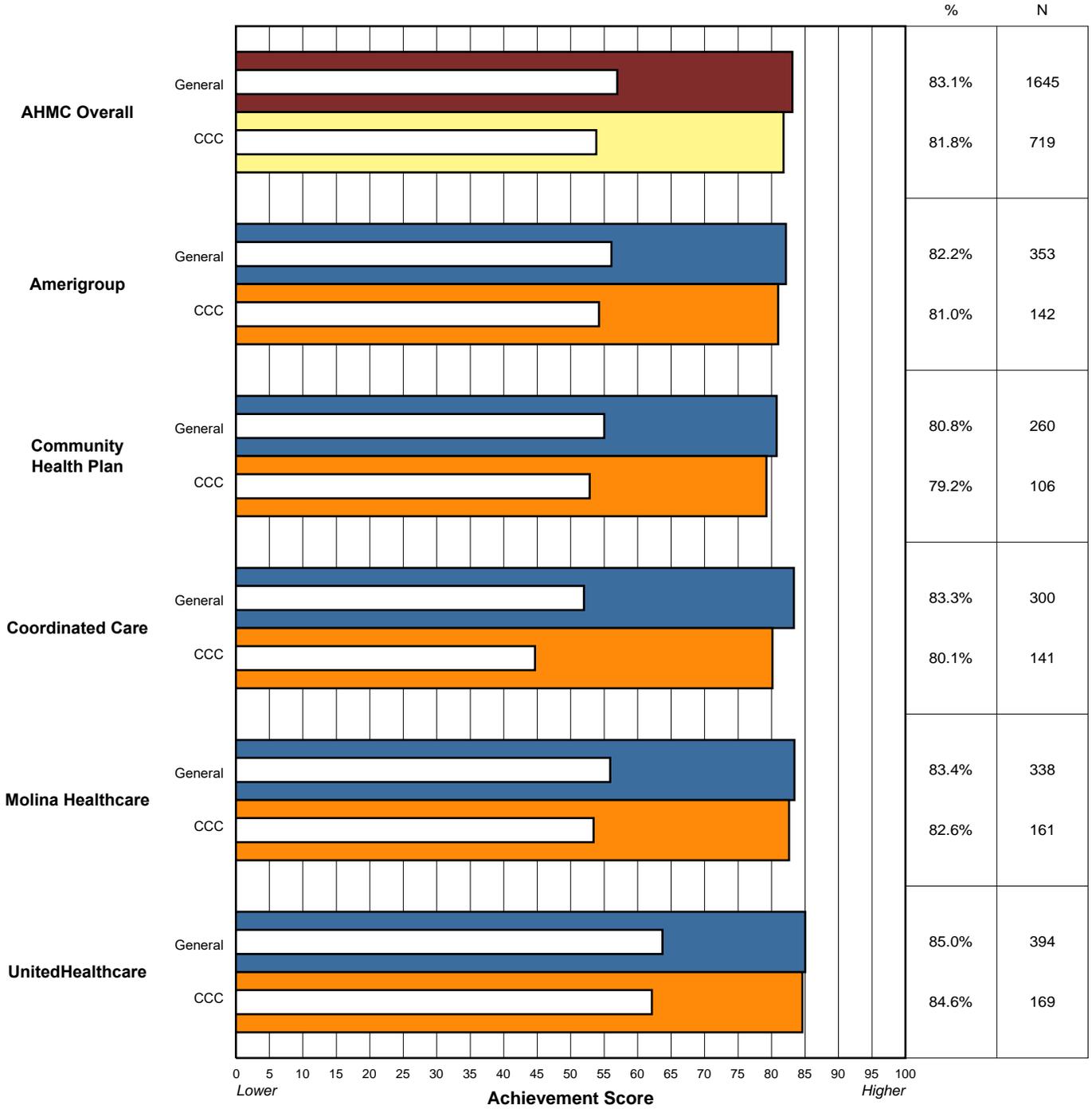


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- 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

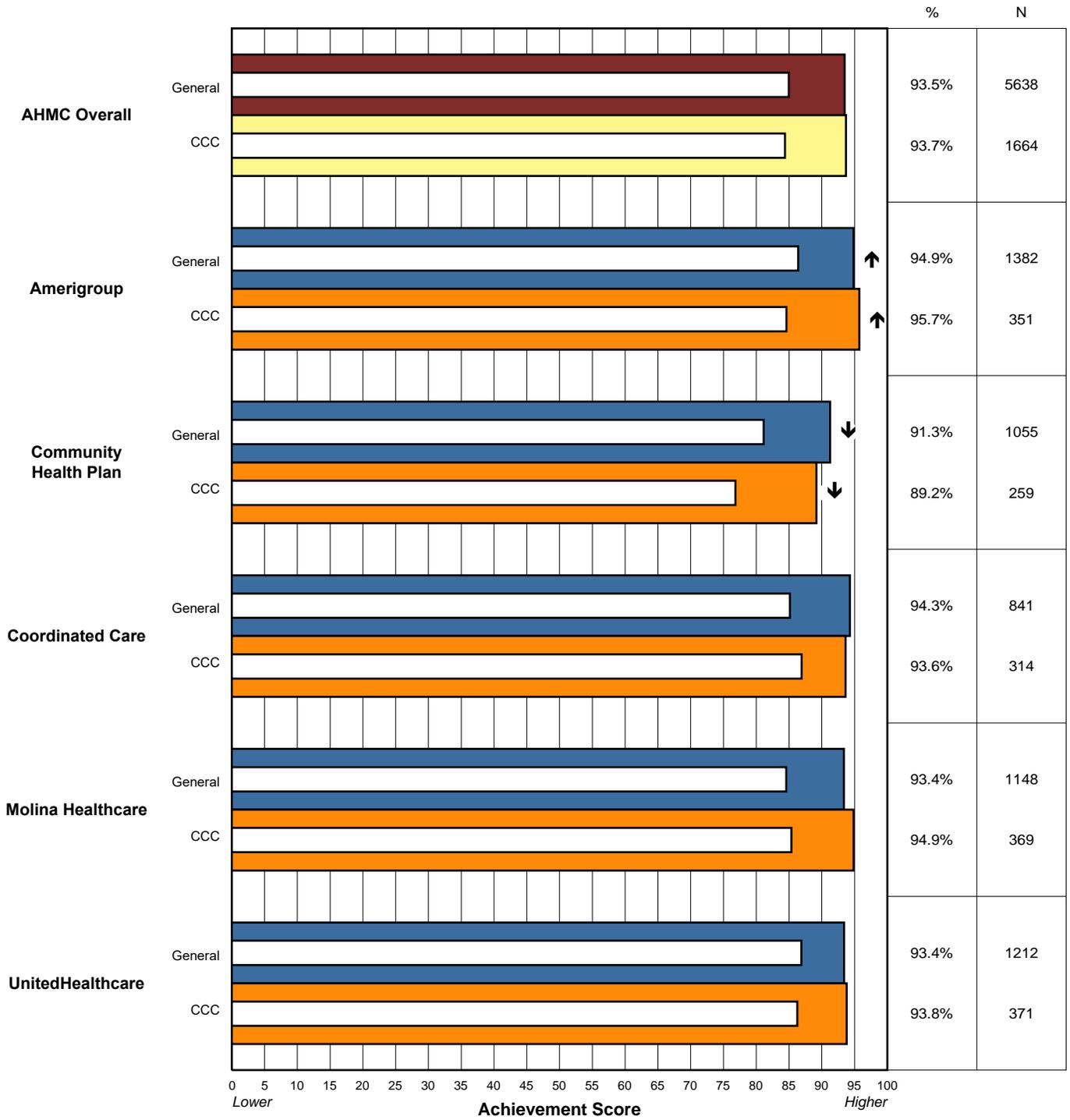


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Single Items

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

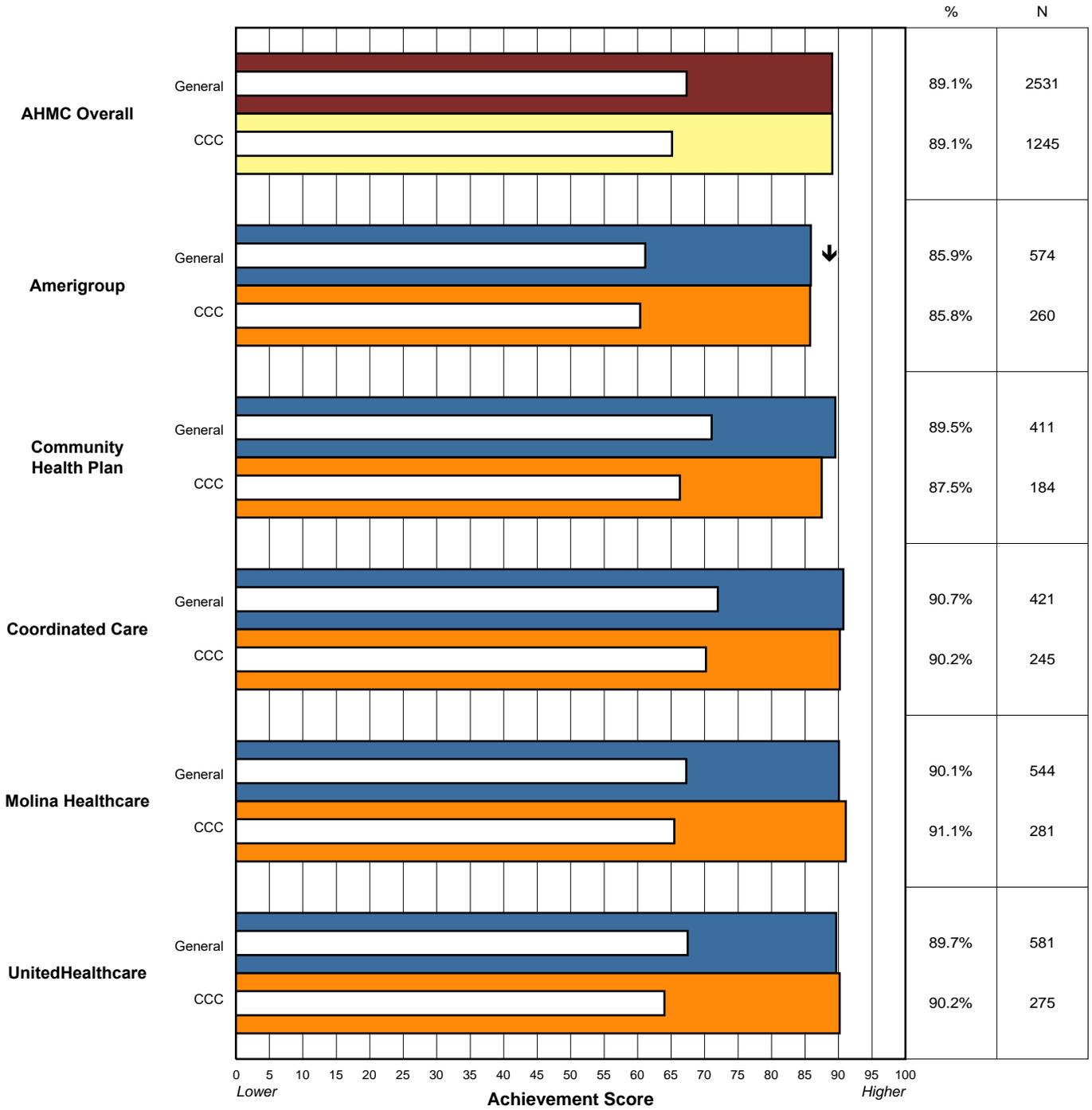


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Single Items

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

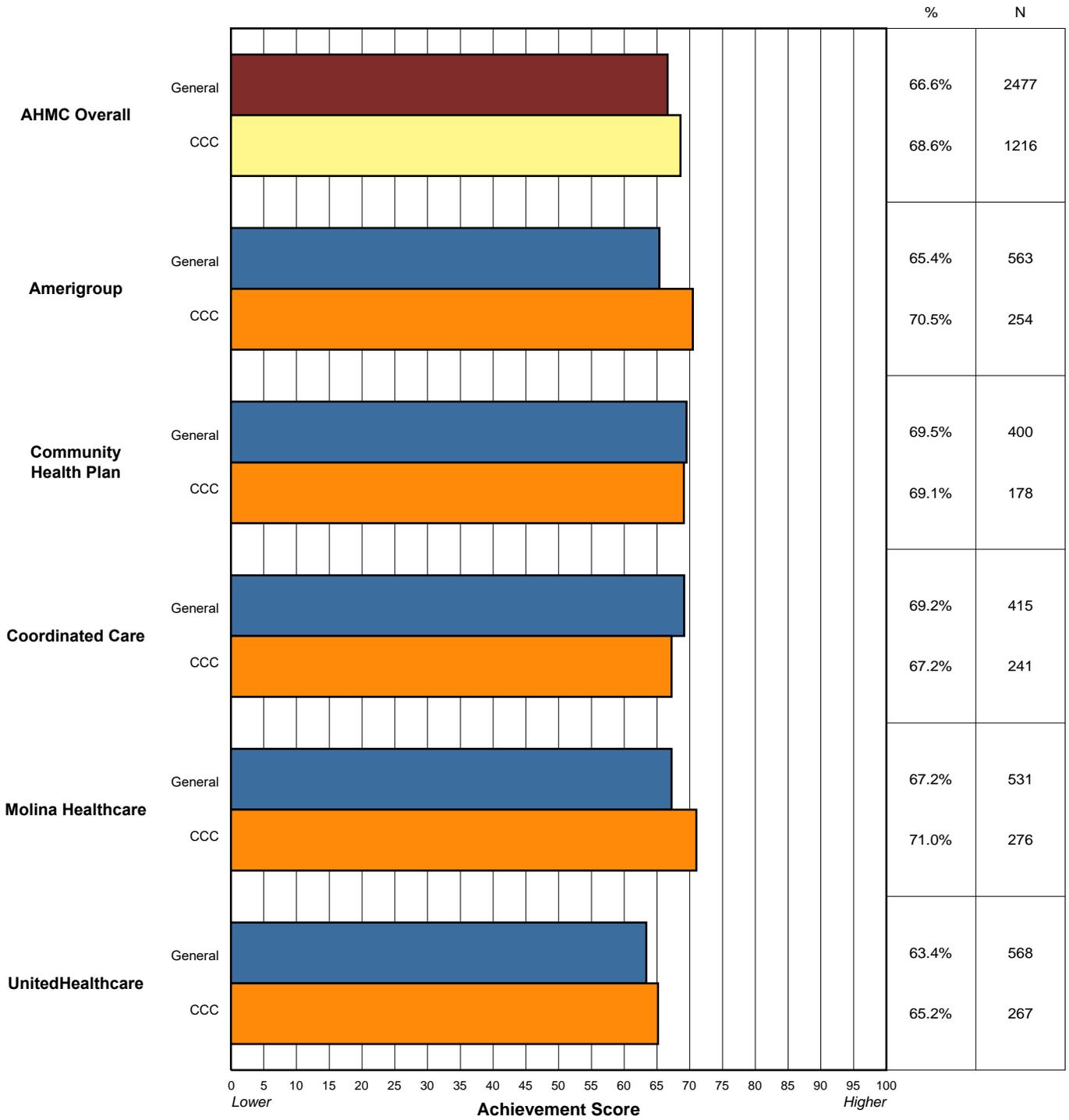


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

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

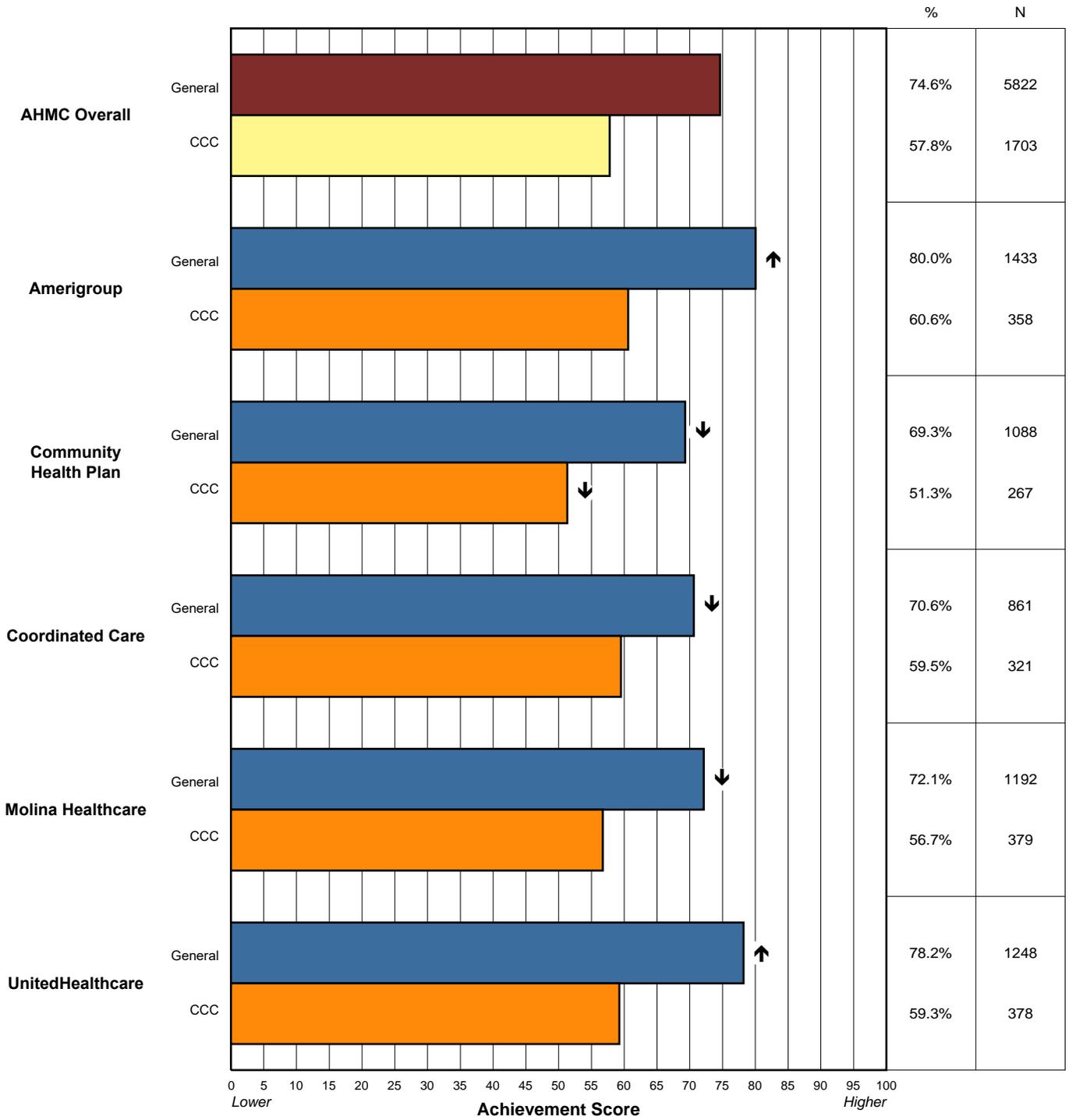
Single Items

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



Single Items

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

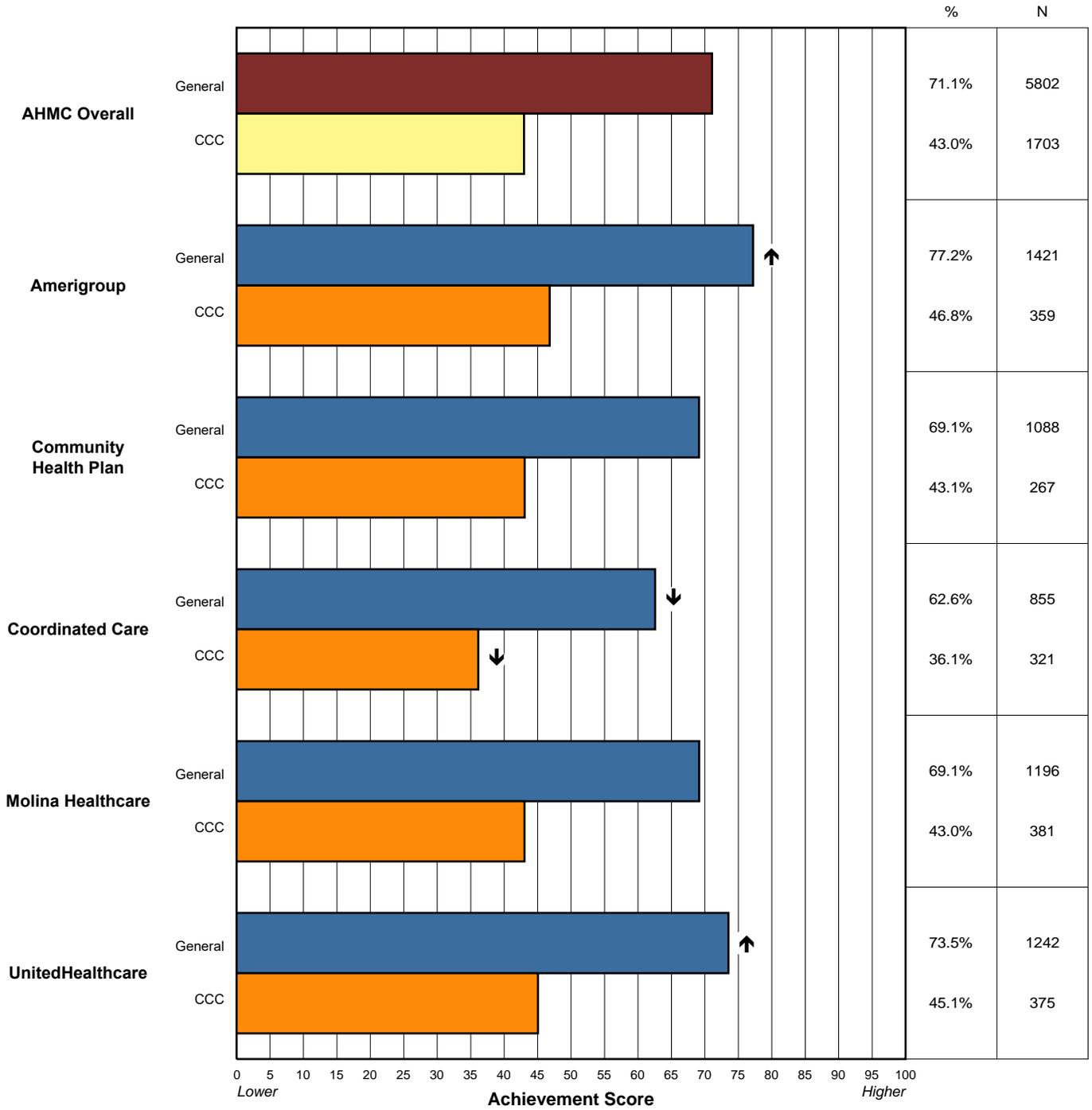


↑↓ Score statistically significantly higher/lower than corresponding AHMC Overall Score



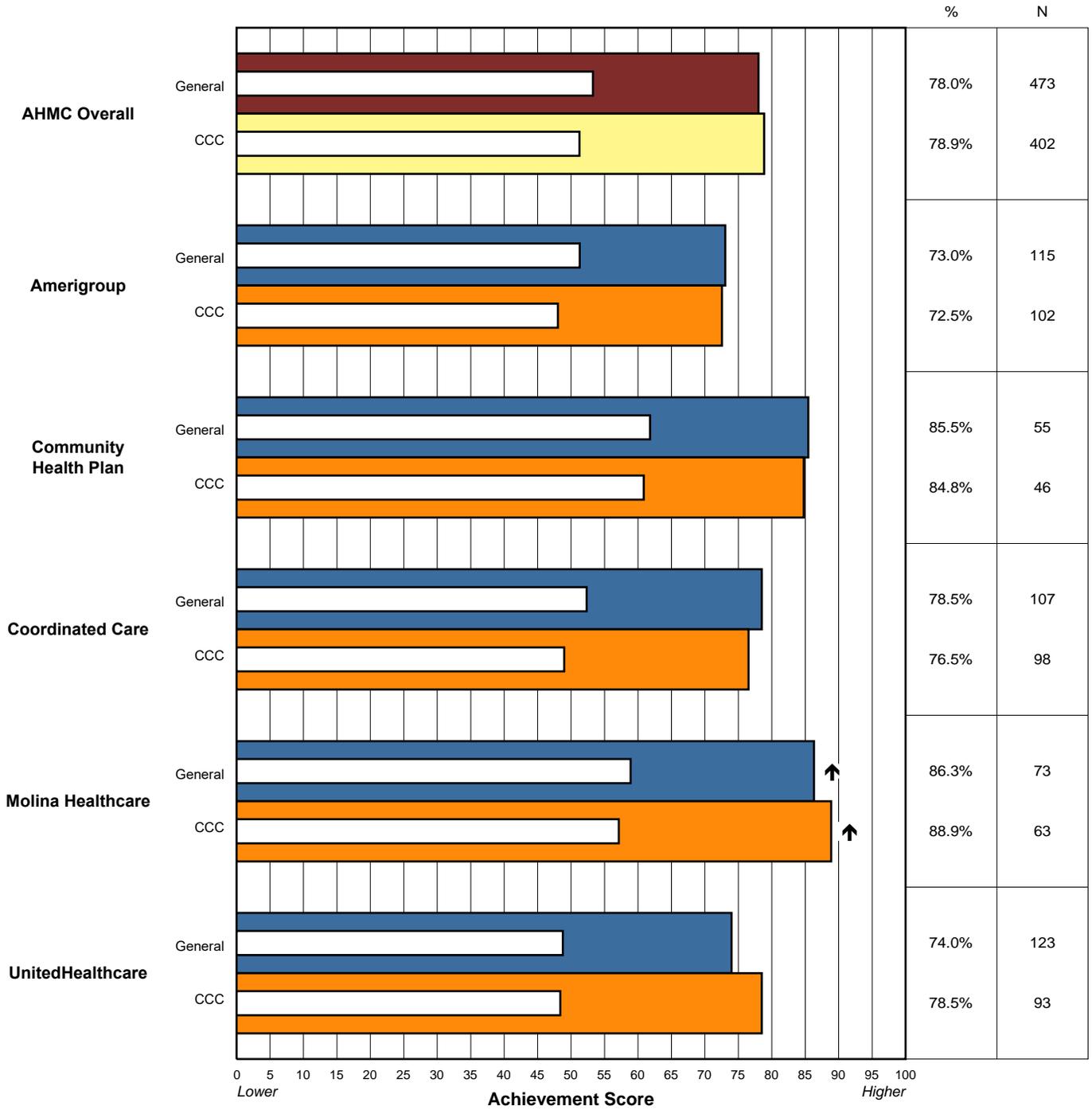
Single Items

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



Supplemental Item Measures

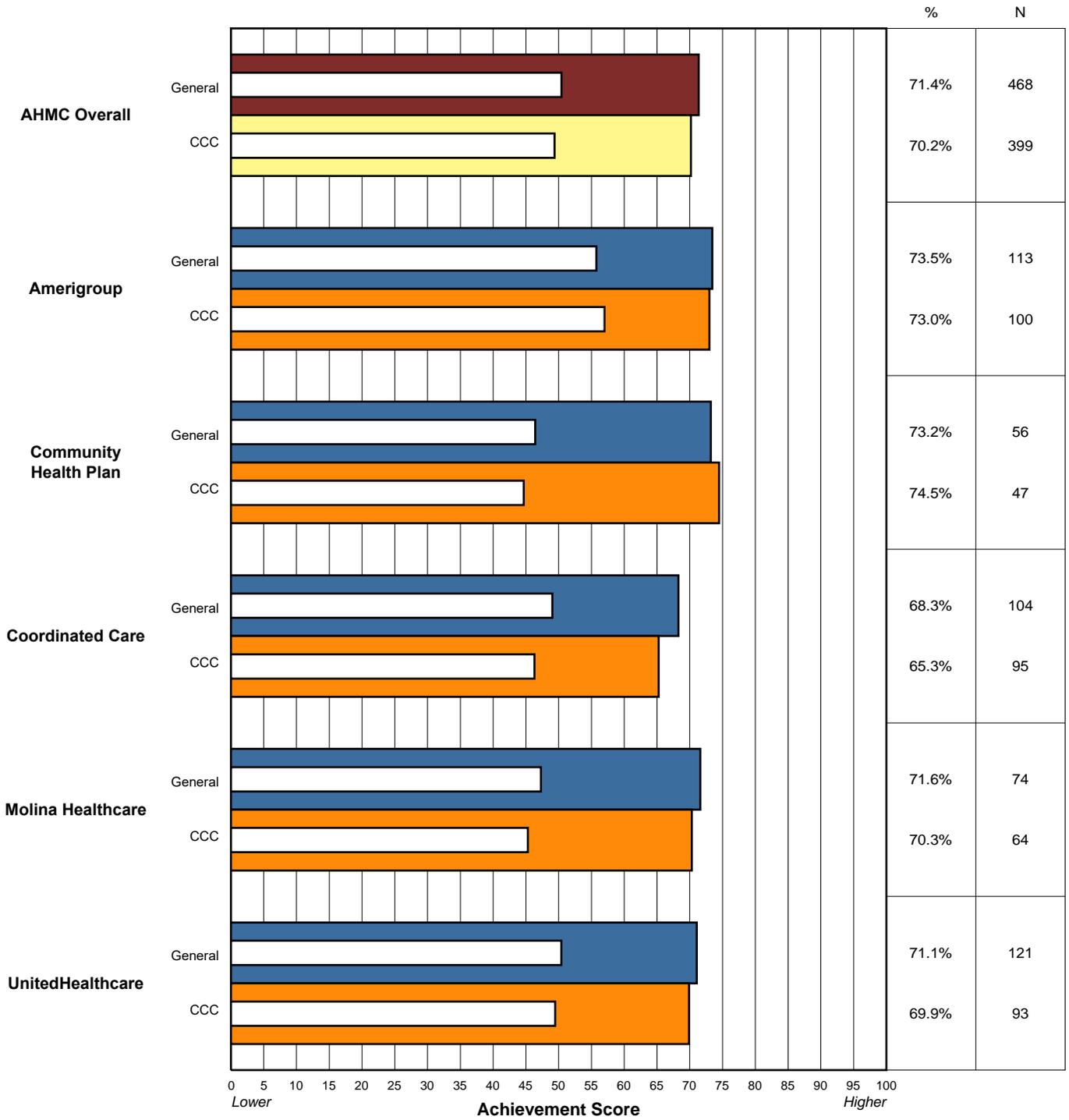
HCA_5. Usually or always easy to get needed treatment or counseling through health plan



↑↓ 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

Supplemental Item Measures HCA_6. Rating of treatment or counseling

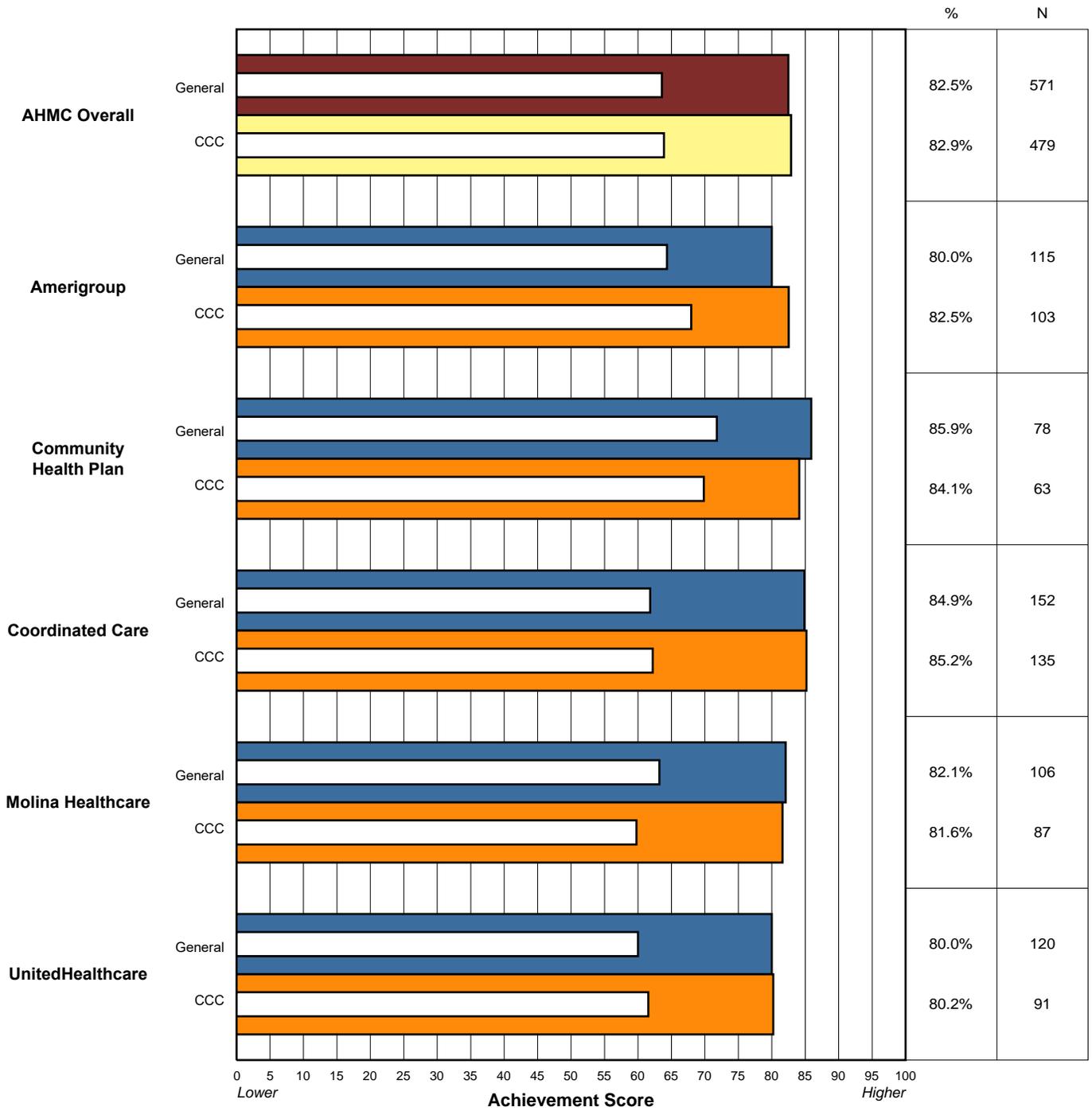


↕ Score statistically significantly higher/lower than corresponding AHMC Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

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

Supplemental Item Measures

HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling



↕ 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

Responses by Question

The *Responses by Question* section shows the proportions of respondents (N) and the associated percentage (%) of whom selected each response option for each question in the survey.

When applicable the achievement score, correlation with satisfaction and priority rating are presented. 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. Achievement scores are considered "high" when the score is 80% or higher. 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. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction. The priority rating corresponds to which quadrant the question falls in on the priority matrix. Please see the *Priority Matrices* section for the full plot graph for each composite.

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

Q1. Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5841	100.0%	1706	100.0%	1448	100.0%	360	100.0%	1062	100.0%	261	100.0%	869	100.0%	324	100.0%	1192	100.0%	378	100.0%	1270	100.0%	383	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	5841	100.0%	1706	100.0%	1448	100.0%	360	100.0%	1062	100.0%	261	100.0%	869	100.0%	324	100.0%	1192	100.0%	378	100.0%	1270	100.0%	383	100.0%
Not Answered	73		16		3		1		44		9		0		0		25		6		1		0	

Your Child's Health Care in the Last 6 Months

Q3. 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?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1823	31.2%	730	42.9%	462	32.3%	161	45.6%	282	25.8%	110	41.5%	285	33.0%	137	42.3%	375	31.1%	159	41.7%	419	33.4%	163	43.1%
No	4024	68.8%	971	57.1%	968	67.7%	192	54.4%	812	74.2%	155	58.5%	578	67.0%	187	57.7%	830	68.9%	222	58.3%	836	66.6%	215	56.9%
Total	5847	100.0%	1701	100.0%	1430	100.0%	353	100.0%	1094	100.0%	265	100.0%	863	100.0%	324	100.0%	1205	100.0%	381	100.0%	1255	100.0%	378	100.0%
Not Answered	67		21		21		8		12		5		6		0		12		3		16		5	

Your Child's Health Care in the Last 6 Months (continued)

Q4. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	17 1.0%	6 0.8%	0 0.0%	0 0.0%	5 1.8%	1 0.9%	4 1.4%	2 1.5%	1 0.3%	1 0.7%	7 1.7%	2 1.3%
● Sometimes	176 9.9%	59 8.3%	42 9.4%	15 9.4%	36 13.1%	12 11.1%	23 8.2%	8 6.0%	40 11.1%	14 9.4%	35 8.6%	10 6.3%
● Usually	245 13.8%	114 16.1%	52 11.6%	21 13.2%	42 15.3%	17 15.7%	54 19.2%	35 26.1%	43 11.9%	18 12.1%	54 13.3%	23 14.5%
● Always	1331 75.2%	530 74.8%	353 79.0%	123 77.4%	192 69.8%	78 72.2%	200 71.2%	89 66.4%	276 76.7%	116 77.9%	310 76.4%	124 78.0%
Total	1769 100.0%	709 100.0%	447 100.0%	159 100.0%	275 100.0%	108 100.0%	281 100.0%	134 100.0%	360 100.0%	149 100.0%	406 100.0%	159 100.0%
Not Answered	54	21	15	2	7	2	4	3	15	10	13	4
Reporting Category												
Getting Care Quickly												
Achievement Score	89.1%	90.8%	90.6%	90.6%	85.1%	88.0%	90.4%	92.5%	88.6%	89.9%	89.7%	92.5%
Correlation with Satisfaction	0.156	0.221	0.153	0.266	0.152	0.356	0.168	0.098	0.164	0.117	0.164	0.325
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q5. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	4083 70.3%	1334 78.6%	1010 70.6%	282 79.2%	699 64.9%	203 76.3%	631 73.2%	255 79.7%	820 69.1%	297 79.0%	923 73.6%	297 78.4%
No	1727 29.7%	363 21.4%	421 29.4%	74 20.8%	378 35.1%	63 23.7%	231 26.8%	65 20.3%	366 30.9%	79 21.0%	331 26.4%	82 21.6%
Total	5810 100.0%	1697 100.0%	1431 100.0%	356 100.0%	1077 100.0%	266 100.0%	862 100.0%	320 100.0%	1186 100.0%	376 100.0%	1254 100.0%	379 100.0%
Not Answered	104	25	20	5	29	4	7	4	31	8	17	4

Q6. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	67 1.7%	23 1.8%	18 1.8%	3 1.1%	14 2.1%	3 1.5%	11 1.7%	6 2.4%	15 1.9%	8 2.7%	9 1.0%	3 1.0%
● Sometimes	558 13.9%	158 12.1%	133 13.4%	35 12.7%	135 19.8%	40 20.4%	80 12.7%	22 8.7%	110 13.8%	30 10.3%	100 11.1%	31 10.7%
● Usually	960 24.0%	366 28.0%	232 23.4%	83 30.1%	151 22.2%	47 24.0%	193 30.7%	93 36.6%	199 24.9%	79 27.1%	185 20.5%	64 22.1%
● Always	2418 60.4%	760 58.1%	610 61.4%	155 56.2%	381 55.9%	106 54.1%	345 54.8%	133 52.4%	474 59.4%	174 59.8%	608 67.4%	192 66.2%
Total	4003 100.0%	1307 100.0%	993 100.0%	276 100.0%	681 100.0%	196 100.0%	629 100.0%	254 100.0%	798 100.0%	291 100.0%	902 100.0%	290 100.0%
Not Answered	80	27	17	6	18	7	2	1	22	6	21	7
Reporting Category												
Getting Care Quickly												
Achievement Score	84.4%	86.2%	84.8%	86.2%	78.1%	78.1%	85.5%	89.0%	84.3%	86.9%	87.9%	88.3%
Correlation with Satisfaction	0.205	0.242	0.218	0.234	0.209	0.274	0.177	0.204	0.228	0.233	0.192	0.266
Priority Rating	Low	Low	Low	Low	Medium	Medium	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q7. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
None	1544 27.0%	258 15.5%	376 26.8%	51 14.8%	355 33.7%	45 17.4%	206 24.2%	52 16.4%	308 26.2%	51 13.7%	299 24.2%	59 15.7%
1 time	1605 28.1%	391 23.4%	387 27.6%	72 20.9%	299 28.4%	65 25.2%	242 28.5%	83 26.1%	322 27.4%	83 22.3%	355 28.7%	88 23.4%
2 times	1202 21.0%	386 23.1%	320 22.8%	80 23.3%	199 18.9%	64 24.8%	185 21.8%	77 24.2%	246 20.9%	83 22.3%	252 20.4%	82 21.8%
3 times	637 11.1%	249 14.9%	146 10.4%	51 14.8%	85 8.1%	31 12.0%	101 11.9%	45 14.2%	140 11.9%	63 16.9%	165 13.3%	59 15.7%
4 times	320 5.6%	155 9.3%	76 5.4%	37 10.8%	53 5.0%	19 7.4%	57 6.7%	29 9.1%	61 5.2%	34 9.1%	73 5.9%	36 9.6%
5 to 9 times	305 5.3%	158 9.5%	72 5.1%	34 9.9%	49 4.6%	26 10.1%	43 5.1%	20 6.3%	74 6.3%	44 11.8%	67 5.4%	34 9.0%
10 or more times	105 1.8%	71 4.3%	25 1.8%	19 5.5%	14 1.3%	8 3.1%	16 1.9%	12 3.8%	25 2.1%	14 3.8%	25 2.0%	18 4.8%
Total	5718 100.0%	1668 100.0%	1402 100.0%	344 100.0%	1054 100.0%	258 100.0%	850 100.0%	318 100.0%	1176 100.0%	372 100.0%	1236 100.0%	376 100.0%
Not Answered	196	54	49	17	52	12	19	6	41	12	35	7

Q8. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Yes	2940 71.6%	1073 76.9%	724 71.5%	219 75.5%	481 69.7%	165 77.8%	463 72.9%	204 77.6%	586 69.3%	244 76.7%	686 74.3%	241 77.0%
<input checked="" type="radio"/> No	1167 28.4%	323 23.1%	289 28.5%	71 24.5%	209 30.3%	47 22.2%	172 27.1%	59 22.4%	260 30.7%	74 23.3%	237 25.7%	72 23.0%
Total	4107 100.0%	1396 100.0%	1013 100.0%	290 100.0%	690 100.0%	212 100.0%	635 100.0%	263 100.0%	846 100.0%	318 100.0%	923 100.0%	313 100.0%
Not Answered	67	14	13	3	9	1	9	3	22	3	14	4
Reporting Category	Single Items											
Achievement Score	71.6%	76.9%	71.5%	75.5%	69.7%	77.8%	72.9%	77.6%	69.3%	76.7%	74.3%	77.0%
Correlation with Satisfaction	0.057	0.098	0.071	0.117	0.103	0.155	0.031	0.099	-0.002	0.024	0.074	0.110
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Never	94 2.3%	15 1.1%	22 2.2%	1 0.3%	22 3.2%	3 1.4%	9 1.4%	2 0.8%	26 3.0%	7 2.2%	15 1.6%	2 0.6%
<input checked="" type="radio"/> Sometimes	399 9.6%	106 7.6%	98 9.6%	28 9.6%	83 12.0%	20 9.4%	53 8.3%	15 5.7%	78 9.1%	21 6.6%	87 9.4%	22 7.0%
<input checked="" type="radio"/> Usually	828 20.0%	309 22.0%	199 19.5%	58 19.9%	142 20.5%	49 23.1%	158 24.6%	71 26.8%	180 21.1%	70 21.9%	149 16.0%	61 19.4%
<input checked="" type="radio"/> Always	2814 68.1%	973 69.4%	699 68.7%	205 70.2%	445 64.3%	140 66.0%	421 65.7%	177 66.8%	571 66.8%	222 69.4%	678 73.0%	229 72.9%
Total	4135 100.0%	1403 100.0%	1018 100.0%	292 100.0%	692 100.0%	212 100.0%	641 100.0%	265 100.0%	855 100.0%	320 100.0%	929 100.0%	314 100.0%
Not Answered	39	7	8	1	7	1	3	1	13	1	8	3
Reporting Category	Single Items											
Achievement Score	88.1%	91.4%	88.2%	90.1%	84.8%	89.2%	90.3%	93.6%	87.8%	91.3%	89.0%	92.4%
Correlation with Satisfaction	0.193	0.239	0.219	0.266	0.211	0.306	0.175	0.202	0.201	0.205	0.151	0.237
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Response scored as: Room for Improvement Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q10. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1343 32.7%	689 49.3%	307 30.3%	147 50.7%	217 31.5%	107 50.5%	238 37.4%	138 52.1%	274 32.3%	149 47.3%	307 33.1%	148 46.8%
No	2770 67.3%	709 50.7%	706 69.7%	143 49.3%	472 68.5%	105 49.5%	398 62.6%	127 47.9%	573 67.7%	166 52.7%	621 66.9%	168 53.2%
Total	4113 100.0%	1398 100.0%	1013 100.0%	290 100.0%	689 100.0%	212 100.0%	636 100.0%	265 100.0%	847 100.0%	315 100.0%	928 100.0%	316 100.0%
Not Answered	61	12	13	3	10	1	8	1	21	6	9	1

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Yes	1237 92.9%	663 97.1%	284 92.8%	146 99.3%	202 94.0%	103 97.2%	221 93.2%	132 96.4%	250 91.6%	145 97.3%	280 93.3%	137 95.1%
<input checked="" type="radio"/> No	94 7.1%	20 2.9%	22 7.2%	1 0.7%	13 6.0%	3 2.8%	16 6.8%	5 3.6%	23 8.4%	4 2.7%	20 6.7%	7 4.9%
Total	1331 100.0%	683 100.0%	306 100.0%	147 100.0%	215 100.0%	106 100.0%	237 100.0%	137 100.0%	273 100.0%	149 100.0%	300 100.0%	144 100.0%
Not Answered	12	6	1	0	2	1	1	1	1	0	7	4
Reporting Category	Shared Decision Making											
Achievement Score	92.9%	97.1%	92.8%	99.3%	94.0%	97.2%	93.2%	96.4%	91.6%	97.3%	93.3%	95.1%
Correlation with Satisfaction	-0.023	0.031	-0.026	0.016	0.019	0.125	-0.062	0.031	-0.093	-0.072	0.050	0.070
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Yes	924 69.9%	521 76.4%	217 71.6%	118 80.3%	140 65.1%	75 70.1%	173 73.9%	107 78.1%	178 66.4%	108 74.0%	216 71.5%	113 77.9%
<input checked="" type="radio"/> No	398 30.1%	161 23.6%	86 28.4%	29 19.7%	75 34.9%	32 29.9%	61 26.1%	30 21.9%	90 33.6%	38 26.0%	86 28.5%	32 22.1%
Total	1322 100.0%	682 100.0%	303 100.0%	147 100.0%	215 100.0%	107 100.0%	234 100.0%	137 100.0%	268 100.0%	146 100.0%	302 100.0%	145 100.0%
Not Answered	21	7	4	0	2	0	4	1	6	3	5	3
Reporting Category	Shared Decision Making											
Achievement Score	69.9%	76.4%	71.6%	80.3%	65.1%	70.1%	73.9%	78.1%	66.4%	74.0%	71.5%	77.9%
Correlation with Satisfaction	-0.022	0.009	0.009	0.021	-0.091	-0.139	0.068	0.152	-0.084	-0.096	-0.010	0.084
Priority Rating	Medium	Medium	Medium	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Response scored as: Room for Improvement Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q13. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	1087 82.3%	580 85.3%	252 83.4%	129 87.8%	178 82.8%	93 86.9%	180 75.9%	111 81.0%	225 83.6%	128 87.7%	252 84.6%	119 83.2%
● No	234 17.7%	100 14.7%	50 16.6%	18 12.2%	37 17.2%	14 13.1%	57 24.1%	26 19.0%	44 16.4%	18 12.3%	46 15.4%	24 16.8%
Total	1321 100.0%	680 100.0%	302 100.0%	147 100.0%	215 100.0%	107 100.0%	237 100.0%	137 100.0%	269 100.0%	146 100.0%	298 100.0%	143 100.0%
Not Answered	22	9	5	0	2	0	1	1	5	3	9	5
Reporting Category	Shared Decision Making											
Achievement Score	82.3%	85.3%	83.4%	87.8%	82.8%	86.9%	75.9%	81.0%	83.6%	87.7%	84.6%	83.2%
Correlation with Satisfaction	0.072	0.098	0.083	0.072	0.015	0.019	0.164	0.236	-0.042	0.026	0.103	0.069
Priority Rating	Low	Low	Low	Low	Low	Low	Medium	Low	Low	Low	Low	Low

Q14. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Worst health care possible	8 0.2%	0 0.0%	1 0.1%	0 0.0%	4 0.6%	0 0.0%	0 0.0%	0 0.0%	2 0.2%	0 0.0%	1 0.1%	0 0.0%
● 1	9 0.2%	6 0.4%	2 0.2%	0 0.0%	3 0.4%	3 1.4%	1 0.2%	1 0.4%	2 0.2%	1 0.3%	1 0.1%	1 0.3%
● 2	12 0.3%	4 0.3%	2 0.2%	0 0.0%	3 0.4%	1 0.5%	3 0.5%	2 0.8%	1 0.1%	0 0.0%	3 0.3%	1 0.3%
● 3	21 0.5%	11 0.8%	5 0.5%	2 0.7%	4 0.6%	2 0.9%	4 0.6%	3 1.1%	4 0.5%	2 0.6%	4 0.4%	2 0.6%
● 4	31 0.8%	19 1.4%	8 0.8%	3 1.0%	6 0.9%	4 1.9%	5 0.8%	3 1.1%	6 0.7%	5 1.6%	6 0.6%	4 1.3%
● 5	99 2.4%	37 2.6%	26 2.6%	12 4.1%	16 2.3%	2 0.9%	17 2.7%	7 2.7%	19 2.2%	8 2.5%	21 2.3%	8 2.6%
● 6	102 2.5%	44 3.1%	24 2.4%	16 5.5%	19 2.8%	7 3.3%	26 4.1%	13 4.9%	19 2.2%	4 1.3%	14 1.5%	4 1.3%
● 7	316 7.7%	129 9.2%	69 6.8%	25 8.5%	69 10.0%	23 10.9%	47 7.4%	27 10.3%	66 7.8%	29 9.1%	65 7.0%	25 8.0%
● 8	857 20.9%	300 21.4%	236 23.3%	62 21.2%	156 22.7%	52 24.6%	135 21.3%	62 23.6%	163 19.2%	61 19.1%	167 18.0%	63 20.2%
● 9	839 20.4%	283 20.2%	189 18.7%	65 22.2%	138 20.1%	36 17.1%	143 22.6%	51 19.4%	192 22.7%	81 25.3%	177 19.1%	50 16.0%
● Best health care possible	1815 44.2%	566 40.5%	451 44.5%	108 36.9%	270 39.2%	81 38.4%	253 39.9%	94 35.7%	373 44.0%	129 40.3%	468 50.5%	154 49.4%
Total	4109 100.0%	1399 100.0%	1013 100.0%	293 100.0%	688 100.0%	211 100.0%	634 100.0%	263 100.0%	847 100.0%	320 100.0%	927 100.0%	312 100.0%
Not Answered	65	11	13	0	11	2	10	3	21	1	10	5
Reporting Category	Ratings											
Achievement Score	85.4%	82.1%	86.5%	80.2%	82.0%	80.1%	83.8%	78.7%	86.0%	84.7%	87.6%	85.6%
Correlation with Satisfaction	0.534	0.541	0.562	0.520	0.592	0.642	0.457	0.443	0.529	0.530	0.515	0.575
Priority Rating	High	High	High	High	High	High	High	Top	High	High	High	High

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	88 2.1%	21 1.5%	18 1.8%	3 1.0%	19 2.8%	4 1.9%	13 2.0%	4 1.5%	19 2.2%	6 1.9%	19 2.0%	4 1.3%
● Sometimes	413 10.0%	144 10.3%	94 9.3%	30 10.2%	92 13.3%	22 10.4%	73 11.4%	31 11.7%	74 8.7%	31 9.8%	80 8.6%	30 9.6%
● Usually	1120 27.2%	429 30.7%	298 29.4%	100 34.1%	201 29.1%	65 30.8%	182 28.5%	81 30.7%	230 27.0%	99 31.2%	209 22.5%	84 26.8%
● Always	2498 60.6%	805 57.5%	603 59.5%	160 54.6%	378 54.8%	120 56.9%	370 58.0%	148 56.1%	528 62.0%	181 57.1%	619 66.8%	196 62.4%
Total	4119 100.0%	1399 100.0%	1013 100.0%	293 100.0%	690 100.0%	211 100.0%	638 100.0%	264 100.0%	851 100.0%	317 100.0%	927 100.0%	314 100.0%
Not Answered	55	11	13	0	9	2	6	2	17	4	10	3
Reporting Category	Getting Needed Care											
Achievement Score	87.8%	88.2%	88.9%	88.7%	83.9%	87.7%	86.5%	86.7%	89.1%	88.3%	89.3%	89.2%
Correlation with Satisfaction	0.298	0.376	0.342	0.393	0.288	0.433	0.264	0.313	0.274	0.257	0.300	0.495
Priority Rating	Low	Low	Low	Low	Low	High	Low	Low	Low	Low	Low	High

Q16. Is your child now enrolled in any kind of school or daycare?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	3838 65.7%	1396 81.6%	873 60.8%	291 81.3%	731 66.8%	220 81.8%	609 70.9%	274 84.8%	818 68.2%	311 81.6%	807 64.3%	300 79.2%
No	2007 34.3%	314 18.4%	564 39.2%	67 18.7%	363 33.2%	49 18.2%	250 29.1%	49 15.2%	381 31.8%	70 18.4%	449 35.7%	79 20.8%
Total	5845 100.0%	1710 100.0%	1437 100.0%	358 100.0%	1094 100.0%	269 100.0%	859 100.0%	323 100.0%	1199 100.0%	381 100.0%	1256 100.0%	379 100.0%
Not Answered	69	12	14	3	12	1	10	1	18	3	15	4

Q17. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	531 14.1%	303 22.1%	116 13.5%	61 21.4%	108 15.1%	57 26.5%	82 13.6%	53 19.3%	119 14.9%	78 25.6%	106 13.4%	54 18.5%
No	3239 85.9%	1068 77.9%	742 86.5%	224 78.6%	607 84.9%	158 73.5%	523 86.4%	221 80.7%	682 85.1%	227 74.4%	685 86.6%	238 81.5%
Total	3770 100.0%	1371 100.0%	858 100.0%	285 100.0%	715 100.0%	215 100.0%	605 100.0%	274 100.0%	801 100.0%	305 100.0%	791 100.0%	292 100.0%
Not Answered	68	25	15	6	16	5	4	0	17	6	16	8

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q18. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	485 92.6%	285 95.6%	107 93.0%	57 95.0%	100 94.3%	56 98.2%	71 87.7%	48 92.3%	110 94.0%	74 97.4%	97 92.4%	50 94.3%
● No	39 7.4%	13 4.4%	8 7.0%	3 5.0%	6 5.7%	1 1.8%	10 12.3%	4 7.7%	7 6.0%	2 2.6%	8 7.6%	3 5.7%
Total	524 100.0%	298 100.0%	115 100.0%	60 100.0%	106 100.0%	57 100.0%	81 100.0%	52 100.0%	117 100.0%	76 100.0%	105 100.0%	53 100.0%
Not Answered	7	5	1	1	2	0	1	1	2	2	1	1
Reporting Category	Coordination of Care											
Achievement Score	92.6%	95.6%	93.0%	95.0%	94.3%	98.2%	87.7%	92.3%	94.0%	97.4%	92.4%	94.3%
Correlation with Satisfaction	0.075	0.052	0.204	0.252	0.131	-0.018	-0.034	-0.026	0.084	0.080	-0.018	-0.148
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Specialized Services

Q19. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	300 5.1%	199 11.6%	69 4.8%	47 13.1%	31 2.8%	18 6.7%	57 6.7%	38 11.9%	71 5.9%	53 13.8%	72 5.7%	43 11.4%
No	5561 94.9%	1510 88.4%	1375 95.2%	313 86.9%	1066 97.2%	250 93.3%	800 93.3%	282 88.1%	1131 94.1%	330 86.2%	1189 94.3%	335 88.6%
Total	5861 100.0%	1709 100.0%	1444 100.0%	360 100.0%	1097 100.0%	268 100.0%	857 100.0%	320 100.0%	1202 100.0%	383 100.0%	1261 100.0%	378 100.0%
Not Answered	53	13	7	1	9	2	12	4	15	1	10	5

Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	24 8.2%	19 9.8%	6 9.2%	4 9.1%	3 10.0%	1 5.6%	5 8.9%	4 10.5%	4 5.8%	4 7.7%	6 8.5%	6 14.3%
● Sometimes	43 14.8%	27 13.9%	7 10.8%	6 13.6%	8 26.7%	5 27.8%	6 10.7%	5 13.2%	10 14.5%	5 9.6%	12 16.9%	6 14.3%
● Usually	51 17.5%	34 17.5%	11 16.9%	6 13.6%	4 13.3%	1 5.6%	9 16.1%	6 15.8%	16 23.2%	13 25.0%	11 15.5%	8 19.0%
● Always	173 59.5%	114 58.8%	41 63.1%	28 63.6%	15 50.0%	11 61.1%	36 64.3%	23 60.5%	39 56.5%	30 57.7%	42 59.2%	22 52.4%
Total	291 100.0%	194 100.0%	65 100.0%	44 100.0%	30 100.0%	18 100.0%	56 100.0%	38 100.0%	69 100.0%	52 100.0%	71 100.0%	42 100.0%
Not Answered	9	5	4	3	1	0	1	0	2	1	1	1
Reporting Category	Access to Specialized Services											
Achievement Score	77.0%	76.3%	80.0%	77.3%	63.3%	66.7%	80.4%	76.3%	79.7%	82.7%	74.6%	71.4%
Correlation with Satisfaction	0.416	0.485	0.282	0.186	0.415	0.434	0.448	0.495	0.370	0.547	0.540	0.702
Priority Rating	Top	Top	Medium	Medium	Top	Top	High	Top	Medium	High	Top	Top

● Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	234 80.1%	150 76.9%	54 80.6%	37 80.4%	23 79.3%	11 64.7%	45 81.8%	28 75.7%	57 82.6%	41 78.8%	55 76.4%	33 76.7%
● No	58 19.9%	45 23.1%	13 19.4%	9 19.6%	6 20.7%	6 35.3%	10 18.2%	9 24.3%	12 17.4%	11 21.2%	17 23.6%	10 23.3%
Total	292 100.0%	195 100.0%	67 100.0%	46 100.0%	29 100.0%	17 100.0%	55 100.0%	37 100.0%	69 100.0%	52 100.0%	72 100.0%	43 100.0%
Not Answered	8	4	2	1	2	1	2	1	2	1	0	0
Reporting Category	Single Items											
Achievement Score	80.1%	76.9%	80.6%	80.4%	79.3%	64.7%	81.8%	75.7%	82.6%	78.8%	76.4%	76.7%
Correlation with Satisfaction	0.124	0.157	0.111	0.071	0.087	0.274	0.429	0.446	0.057	0.130	-0.027	-0.032
Priority Rating	Low	Medium	Low	Low	Medium	Medium	High	Top	Low	Medium	Medium	Medium

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	711 12.1%	446 26.2%	152 10.6%	92 25.7%	123 11.2%	68 25.4%	113 13.2%	75 23.6%	174 14.5%	116 30.3%	149 11.8%	95 25.1%
No	5142 87.9%	1259 73.8%	1286 89.4%	266 74.3%	974 88.8%	200 74.6%	742 86.8%	243 76.4%	1030 85.5%	267 69.7%	1110 88.2%	283 74.9%
Total	5853 100.0%	1705 100.0%	1438 100.0%	358 100.0%	1097 100.0%	268 100.0%	855 100.0%	318 100.0%	1204 100.0%	383 100.0%	1259 100.0%	378 100.0%
Not Answered	61	17	13	3	9	2	14	6	13	1	12	5

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	69 10.0%	47 10.8%	17 11.6%	11 12.2%	13 11.2%	6 9.1%	8 7.1%	7 9.3%	15 8.8%	13 11.5%	16 11.0%	10 10.9%
● Sometimes	122 17.6%	79 18.1%	26 17.7%	14 15.6%	16 13.8%	11 16.7%	19 16.8%	15 20.0%	31 18.1%	20 17.7%	30 20.7%	19 20.7%
● Usually	150 21.7%	100 22.9%	29 19.7%	18 20.0%	33 28.4%	19 28.8%	27 23.9%	20 26.7%	32 18.7%	23 20.4%	29 20.0%	20 21.7%
● Always	351 50.7%	210 48.2%	75 51.0%	47 52.2%	54 46.6%	30 45.5%	59 52.2%	33 44.0%	93 54.4%	57 50.4%	70 48.3%	43 46.7%
Total	692 100.0%	436 100.0%	147 100.0%	90 100.0%	116 100.0%	66 100.0%	113 100.0%	75 100.0%	171 100.0%	113 100.0%	145 100.0%	92 100.0%
Not Answered	19	10	5	2	7	2	0	0	3	3	4	3
Reporting Category	Access to Specialized Services											
Achievement Score	72.4%	71.1%	70.7%	72.2%	75.0%	74.2%	76.1%	70.7%	73.1%	70.8%	68.3%	68.5%
Correlation with Satisfaction	0.365	0.419	0.355	0.527	0.396	0.433	0.413	0.412	0.282	0.286	0.425	0.487
Priority Rating	Medium	Top	Medium	Top	Medium	Top	Top	Top	Medium	Medium	Top	Top

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	505 73.4%	309 71.0%	105 70.9%	63 69.2%	83 70.9%	43 67.2%	89 80.9%	57 77.0%	114 67.9%	73 64.6%	114 78.6%	73 78.5%
● No	183 26.6%	126 29.0%	43 29.1%	28 30.8%	34 29.1%	21 32.8%	21 19.1%	17 23.0%	54 32.1%	40 35.4%	31 21.4%	20 21.5%
Total	688 100.0%	435 100.0%	148 100.0%	91 100.0%	117 100.0%	64 100.0%	110 100.0%	74 100.0%	168 100.0%	113 100.0%	145 100.0%	93 100.0%
Not Answered	23	11	4	1	6	4	3	1	6	3	4	2
Reporting Category	Single Items											
Achievement Score	73.4%	71.0%	70.9%	69.2%	70.9%	67.2%	80.9%	77.0%	67.9%	64.6%	78.6%	78.5%
Correlation with Satisfaction	0.229	0.268	0.107	0.170	0.337	0.372	0.448	0.470	0.226	0.299	0.086	0.092
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	High	Top	Medium	Medium	Medium	Medium

Q25. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	873 14.9%	676 39.8%	169 11.7%	129 35.9%	146 13.3%	109 40.8%	197 23.2%	159 50.6%	187 15.5%	146 38.2%	174 13.8%	133 35.2%
No	4979 85.1%	1024 60.2%	1274 88.3%	230 64.1%	950 86.7%	158 59.2%	651 76.8%	155 49.4%	1016 84.5%	236 61.8%	1088 86.2%	245 64.8%
Total	5852 100.0%	1700 100.0%	1443 100.0%	359 100.0%	1096 100.0%	267 100.0%	848 100.0%	314 100.0%	1203 100.0%	382 100.0%	1262 100.0%	378 100.0%
Not Answered	62	22	8	2	10	3	21	10	14	2	9	5

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	99 11.5%	82 12.3%	26 15.8%	20 15.7%	13 9.0%	8 7.4%	22 11.2%	20 12.7%	21 11.4%	20 13.8%	17 10.1%	14 10.9%
● Sometimes	148 17.2%	117 17.5%	24 14.5%	18 14.2%	33 22.8%	27 25.0%	28 14.3%	25 15.8%	36 19.6%	28 19.3%	27 16.1%	19 14.7%
● Usually	217 25.3%	164 24.6%	37 22.4%	31 24.4%	27 18.6%	19 17.6%	58 29.6%	43 27.2%	51 27.7%	36 24.8%	44 26.2%	35 27.1%
● Always	394 45.9%	304 45.6%	78 47.3%	58 45.7%	72 49.7%	54 50.0%	88 44.9%	70 44.3%	76 41.3%	61 42.1%	80 47.6%	61 47.3%
Total	858 100.0%	667 100.0%	165 100.0%	127 100.0%	145 100.0%	108 100.0%	196 100.0%	158 100.0%	184 100.0%	145 100.0%	168 100.0%	129 100.0%
Not Answered	15	9	4	2	1	1	1	1	3	1	6	4
Reporting Category	Access to Specialized Services											
Achievement Score	71.2%	70.2%	69.7%	70.1%	68.3%	67.6%	74.5%	71.5%	69.0%	66.9%	73.8%	74.4%
Correlation with Satisfaction	0.328	0.381	0.274	0.278	0.177	0.247	0.410	0.475	0.412	0.464	0.327	0.372
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Top	Top	Top	Top	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Specialized Services (continued)

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	519 60.6%	398 59.8%	97 58.4%	73 57.5%	99 68.8%	77 71.3%	109 55.6%	82 51.9%	111 60.0%	85 58.6%	103 62.0%	81 63.3%
● No	338 39.4%	268 40.2%	69 41.6%	54 42.5%	45 31.3%	31 28.7%	87 44.4%	76 48.1%	74 40.0%	60 41.4%	63 38.0%	47 36.7%
Total	857 100.0%	666 100.0%	166 100.0%	127 100.0%	144 100.0%	108 100.0%	196 100.0%	158 100.0%	185 100.0%	145 100.0%	166 100.0%	128 100.0%
Not Answered	16	10	3	2	2	1	1	1	2	1	8	5
Reporting Category	Single Items											
Achievement Score	60.6%	59.8%	58.4%	57.5%	68.8%	71.3%	55.6%	51.9%	60.0%	58.6%	62.0%	63.3%
Correlation with Satisfaction	0.205	0.223	0.164	0.249	0.005	-0.008	0.218	0.178	0.253	0.263	0.318	0.352
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q28. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1279 22.0%	733 43.2%	290 20.2%	151 42.3%	192 17.7%	102 38.3%	226 26.5%	152 47.5%	293 24.6%	171 45.5%	278 22.3%	157 41.8%
No	4534 78.0%	962 56.8%	1147 79.8%	206 57.7%	895 82.3%	164 61.7%	626 73.5%	168 52.5%	896 75.4%	205 54.5%	970 77.7%	219 58.2%
Total	5813 100.0%	1695 100.0%	1437 100.0%	357 100.0%	1087 100.0%	266 100.0%	852 100.0%	320 100.0%	1189 100.0%	376 100.0%	1248 100.0%	376 100.0%
Not Answered	101	27	14	4	19	4	17	4	28	8	23	7

Q29. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	772 61.9%	455 63.4%	180 63.4%	99 66.9%	123 66.1%	68 68.7%	137 61.2%	88 58.7%	165 58.5%	104 61.9%	167 61.6%	96 62.7%
● No	475 38.1%	263 36.6%	104 36.6%	49 33.1%	63 33.9%	31 31.3%	87 38.8%	62 41.3%	117 41.5%	64 38.1%	104 38.4%	57 37.3%
Total	1247 100.0%	718 100.0%	284 100.0%	148 100.0%	186 100.0%	99 100.0%	224 100.0%	150 100.0%	282 100.0%	168 100.0%	271 100.0%	153 100.0%
Not Answered	32	15	6	3	6	3	2	2	11	3	7	4
Reporting Category	Coordination of Care											
Achievement Score	61.9%	63.4%	63.4%	66.9%	66.1%	68.7%	61.2%	58.7%	58.5%	61.9%	61.6%	62.7%
Correlation with Satisfaction	0.175	0.179	0.158	0.232	0.140	0.152	0.129	0.104	0.283	0.314	0.144	0.083
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor

Q30. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	5054 86.2%	1579 92.2%	1235 85.7%	319 88.9%	857 78.1%	237 88.4%	771 89.8%	307 95.3%	1061 88.3%	359 94.5%	1130 89.4%	357 93.2%
No	809 13.8%	133 7.8%	206 14.3%	40 11.1%	240 21.9%	31 11.6%	88 10.2%	15 4.7%	141 11.7%	21 5.5%	134 10.6%	26 6.8%
Total	5863 100.0%	1712 100.0%	1441 100.0%	359 100.0%	1097 100.0%	268 100.0%	859 100.0%	322 100.0%	1202 100.0%	380 100.0%	1264 100.0%	383 100.0%
Not Answered	51	10	10	2	9	2	10	2	15	4	7	0

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
None	1154 23.5%	250 16.3%	275 22.9%	50 16.2%	220 26.5%	41 17.7%	155 20.4%	43 14.2%	266 26.1%	54 15.7%	238 21.7%	62 18.0%
1 time	1756 35.8%	484 31.6%	428 35.6%	97 31.5%	303 36.5%	61 26.3%	279 36.8%	107 35.3%	352 34.5%	115 33.5%	394 35.9%	104 30.1%
2 times	1066 21.7%	382 25.0%	272 22.6%	75 24.4%	165 19.9%	67 28.9%	177 23.3%	80 26.4%	202 19.8%	72 21.0%	250 22.8%	88 25.5%
3 times	473 9.6%	201 13.1%	112 9.3%	39 12.7%	68 8.2%	33 14.2%	73 9.6%	33 10.9%	106 10.4%	50 14.6%	114 10.4%	46 13.3%
4 times	227 4.6%	96 6.3%	61 5.1%	19 6.2%	36 4.3%	12 5.2%	39 5.1%	20 6.6%	38 3.7%	24 7.0%	53 4.8%	21 6.1%
5 to 9 times	196 4.0%	92 6.0%	43 3.6%	18 5.8%	33 4.0%	14 6.0%	30 4.0%	15 5.0%	49 4.8%	25 7.3%	41 3.7%	20 5.8%
10 or more times	35 0.7%	26 1.7%	11 0.9%	10 3.2%	6 0.7%	4 1.7%	6 0.8%	5 1.7%	6 0.6%	3 0.9%	6 0.5%	4 1.2%
Total	4907 100.0%	1531 100.0%	1202 100.0%	308 100.0%	831 100.0%	232 100.0%	759 100.0%	303 100.0%	1019 100.0%	343 100.0%	1096 100.0%	345 100.0%
Not Answered	147	48	33	11	26	5	12	4	42	16	34	12

Q32. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	35 0.9%	13 1.0%	9 1.0%	2 0.8%	8 1.3%	3 1.6%	2 0.3%	1 0.4%	8 1.1%	3 1.0%	8 0.9%	4 1.4%
● Sometimes	174 4.7%	59 4.6%	37 4.0%	11 4.3%	32 5.3%	10 5.3%	28 4.7%	12 4.7%	36 4.8%	12 4.2%	41 4.8%	14 5.0%
● Usually	564 15.1%	196 15.4%	125 13.6%	34 13.2%	112 18.4%	34 17.9%	103 17.2%	45 17.5%	123 16.4%	51 17.7%	101 11.8%	32 11.3%
● Always	2959 79.3%	1006 79.0%	749 81.4%	210 81.7%	457 75.0%	143 75.3%	465 77.8%	199 77.4%	583 77.7%	222 77.1%	705 82.5%	232 82.3%
Total	3732 100.0%	1274 100.0%	920 100.0%	257 100.0%	609 100.0%	190 100.0%	598 100.0%	257 100.0%	750 100.0%	288 100.0%	855 100.0%	282 100.0%
Not Answered	21	7	7	1	2	1	6	3	3	1	3	1
Reporting Category	Communication											
Achievement Score	94.4%	94.3%	95.0%	94.9%	93.4%	93.2%	95.0%	94.9%	94.1%	94.8%	94.3%	93.6%
Correlation with Satisfaction	0.173	0.216	0.171	0.296	0.147	0.202	0.150	0.170	0.237	0.214	0.160	0.221
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	27 0.7%	11 0.9%	3 0.3%	0 0.0%	4 0.7%	1 0.5%	5 0.8%	3 1.2%	4 0.5%	2 0.7%	11 1.3%	5 1.8%
● Sometimes	175 4.7%	81 6.3%	43 4.7%	17 6.6%	33 5.5%	16 8.4%	30 5.0%	17 6.6%	34 4.5%	15 5.2%	35 4.1%	16 5.7%
● Usually	526 14.1%	188 14.7%	141 15.3%	41 15.9%	100 16.5%	33 17.4%	94 15.6%	46 17.8%	96 12.8%	39 13.5%	95 11.1%	29 10.3%
● Always	3004 80.5%	996 78.1%	736 79.7%	200 77.5%	468 77.4%	140 73.7%	472 78.5%	192 74.4%	615 82.1%	232 80.6%	713 83.5%	232 82.3%
Total	3732 100.0%	1276 100.0%	923 100.0%	258 100.0%	605 100.0%	190 100.0%	601 100.0%	258 100.0%	749 100.0%	288 100.0%	854 100.0%	282 100.0%
Not Answered	21	5	4	0	6	1	3	2	4	1	4	1
Reporting Category	Communication											
Achievement Score	94.6%	92.8%	95.0%	93.4%	93.9%	91.1%	94.2%	92.2%	94.9%	94.1%	94.6%	92.6%
Correlation with Satisfaction	0.209	0.256	0.202	0.189	0.197	0.319	0.281	0.334	0.231	0.220	0.152	0.213
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	28 0.7%	11 0.9%	4 0.4%	1 0.4%	4 0.7%	1 0.5%	4 0.7%	1 0.4%	8 1.1%	3 1.0%	8 0.9%	5 1.8%
● Sometimes	124 3.3%	58 4.6%	27 2.9%	13 5.0%	22 3.6%	9 4.8%	27 4.5%	18 7.0%	23 3.1%	7 2.4%	25 2.9%	11 3.9%
● Usually	376 10.1%	138 10.8%	100 10.8%	32 12.4%	78 12.9%	28 14.8%	69 11.5%	33 12.8%	70 9.3%	28 9.8%	59 6.9%	17 6.0%
● Always	3206 85.9%	1067 83.8%	791 85.8%	212 82.2%	503 82.9%	151 79.9%	500 83.3%	206 79.8%	649 86.5%	249 86.8%	763 89.2%	249 88.3%
Total	3734 100.0%	1274 100.0%	922 100.0%	258 100.0%	607 100.0%	189 100.0%	600 100.0%	258 100.0%	750 100.0%	287 100.0%	855 100.0%	282 100.0%
Not Answered	19	7	5	0	4	2	4	2	3	2	3	1
Reporting Category	Communication											
Achievement Score	95.9%	94.6%	96.6%	94.6%	95.7%	94.7%	94.8%	92.6%	95.9%	96.5%	96.1%	94.3%
Correlation with Satisfaction	0.185	0.252	0.243	0.236	0.158	0.339	0.221	0.295	0.138	0.153	0.157	0.228
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q35. Is your child able to talk with doctors about his or her health care?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	2367 63.8%	921 72.7%	526 57.3%	183 71.2%	438 72.5%	152 80.9%	405 67.6%	184 71.0%	510 68.6%	216 76.1%	488 57.7%	186 66.9%
No	1343 36.2%	345 27.3%	392 42.7%	74 28.8%	166 27.5%	36 19.1%	194 32.4%	75 29.0%	233 31.4%	68 23.9%	358 42.3%	92 33.1%
Total	3710 100.0%	1266 100.0%	918 100.0%	257 100.0%	604 100.0%	188 100.0%	599 100.0%	259 100.0%	743 100.0%	284 100.0%	846 100.0%	278 100.0%
Not Answered	43	15	9	1	7	3	5	1	10	5	12	5

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q36. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	23 1.0%	12 1.3%	6 1.2%	3 1.7%	4 0.9%	2 1.3%	2 0.5%	1 0.5%	8 1.6%	4 1.9%	3 0.6%	2 1.1%
● Sometimes	147 6.3%	55 6.1%	28 5.4%	11 6.1%	43 10.0%	19 12.8%	25 6.2%	14 7.7%	26 5.2%	7 3.3%	25 5.2%	4 2.2%
● Usually	470 20.1%	201 22.2%	108 20.9%	38 21.1%	81 18.8%	31 20.8%	90 22.3%	41 22.5%	107 21.3%	49 23.2%	84 17.5%	42 23.1%
● Always	1693 72.6%	636 70.4%	374 72.5%	128 71.1%	303 70.3%	97 65.1%	286 71.0%	126 69.2%	362 72.0%	151 71.6%	368 76.7%	134 73.6%
Total	2333 100.0%	904 100.0%	516 100.0%	180 100.0%	431 100.0%	149 100.0%	403 100.0%	182 100.0%	503 100.0%	211 100.0%	480 100.0%	182 100.0%
Not Answered	34	17	10	3	7	3	2	2	7	5	8	4
Reporting Category	Single Items											
Achievement Score	92.7%	92.6%	93.4%	92.2%	89.1%	85.9%	93.3%	91.8%	93.2%	94.8%	94.2%	96.7%
Correlation with Satisfaction	0.215	0.265	0.225	0.273	0.235	0.186	0.214	0.331	0.210	0.233	0.203	0.312
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	55 1.5%	20 1.6%	11 1.2%	4 1.6%	7 1.2%	3 1.6%	8 1.3%	3 1.2%	17 2.3%	5 1.7%	12 1.4%	5 1.8%
● Sometimes	293 7.9%	95 7.5%	67 7.3%	20 7.8%	64 10.6%	20 10.6%	45 7.5%	14 5.4%	57 7.6%	23 8.0%	60 7.0%	18 6.4%
● Usually	879 23.6%	299 23.6%	223 24.3%	58 22.6%	157 26.0%	49 26.1%	170 28.3%	74 28.7%	161 21.6%	58 20.3%	168 19.7%	60 21.4%
● Always	2497 67.1%	855 67.4%	618 67.2%	175 68.1%	377 62.3%	116 61.7%	378 62.9%	167 64.7%	511 68.5%	200 69.9%	613 71.9%	197 70.4%
Total	3724 100.0%	1269 100.0%	919 100.0%	257 100.0%	605 100.0%	188 100.0%	601 100.0%	258 100.0%	746 100.0%	286 100.0%	853 100.0%	280 100.0%
Not Answered	29	12	8	1	6	3	3	2	7	3	5	3
Reporting Category	Communication											
Achievement Score	90.7%	90.9%	91.5%	90.7%	88.3%	87.8%	91.2%	93.4%	90.1%	90.2%	91.6%	91.8%
Correlation with Satisfaction	0.194	0.270	0.244	0.299	0.208	0.292	0.193	0.324	0.145	0.204	0.177	0.252
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Yes	3302 88.6%	1103 86.9%	821 89.2%	226 88.3%	533 87.7%	165 86.8%	520 87.0%	219 85.2%	657 87.8%	245 85.7%	771 90.5%	248 88.3%
● No	424 11.4%	167 13.1%	99 10.8%	30 11.7%	75 12.3%	25 13.2%	78 13.0%	38 14.8%	91 12.2%	41 14.3%	81 9.5%	33 11.7%
Total	3726 100.0%	1270 100.0%	920 100.0%	256 100.0%	608 100.0%	190 100.0%	598 100.0%	257 100.0%	748 100.0%	286 100.0%	852 100.0%	281 100.0%
Not Answered	27	11	7	2	3	1	6	3	5	3	6	2
Reporting Category	Family Centered Care											
Achievement Score	88.6%	86.9%	89.2%	88.3%	87.7%	86.8%	87.0%	85.2%	87.8%	85.7%	90.5%	88.3%
Correlation with Satisfaction	0.103	0.122	0.107	0.185	0.116	0.087	0.085	0.106	0.112	0.116	0.098	0.115
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1680	45.1%	734	57.7%	361	39.3%	146	57.0%	267	44.0%	108	57.1%	304	50.8%	144	56.0%	348	46.7%	166	57.4%	400	46.9%	170	60.7%
No	2042	54.9%	537	42.3%	558	60.7%	110	43.0%	340	56.0%	81	42.9%	294	49.2%	113	44.0%	397	53.3%	123	42.6%	453	53.1%	110	39.3%
Total	3722	100.0%	1271	100.0%	919	100.0%	256	100.0%	607	100.0%	189	100.0%	598	100.0%	257	100.0%	745	100.0%	289	100.0%	853	100.0%	280	100.0%
Not Answered	31		10		8		2		4		2		6		3		8		0		5		3	

Q40. 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?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	76	4.6%	38	5.3%	15	4.2%	6	4.2%	12	4.6%	6	5.7%	17	5.7%	11	7.8%	16	4.7%	7	4.3%	16	4.1%	8	4.7%
● Sometimes	202	12.3%	93	12.9%	48	13.6%	21	14.8%	38	14.6%	16	15.1%	33	11.0%	17	12.1%	40	11.8%	21	13.0%	43	10.9%	18	10.7%
● Usually	430	26.1%	201	28.0%	92	26.1%	38	26.8%	67	25.8%	28	26.4%	94	31.3%	50	35.5%	93	27.5%	47	29.2%	84	21.3%	38	22.5%
● Always	937	57.0%	387	53.8%	198	56.1%	77	54.2%	143	55.0%	56	52.8%	156	52.0%	63	44.7%	189	55.9%	86	53.4%	251	63.7%	105	62.1%
Total	1645	100.0%	719	100.0%	353	100.0%	142	100.0%	260	100.0%	106	100.0%	300	100.0%	141	100.0%	338	100.0%	161	100.0%	394	100.0%	169	100.0%
Not Answered	35		15		8		4		7		2		4		3		10		5		6		1	
Reporting Category	Single Items																							
Achievement Score	83.1%		81.8%		82.2%		81.0%		80.8%		79.2%		83.3%		80.1%		83.4%		82.6%		85.0%		84.6%	
Correlation with Satisfaction	0.231		0.248		0.216		0.207		0.251		0.375		0.284		0.303		0.257		0.201		0.152		0.165	
Priority Rating	Low		Low		Low		Low		Low		Medium		Low		Low		Low		Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q41. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Worst personal doctor possible	11 0.2%	3 0.2%	4 0.3%	1 0.3%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	3 0.3%	0 0.0%	3 0.3%	2 0.6%
● 1	10 0.2%	4 0.3%	2 0.2%	1 0.3%	2 0.2%	1 0.4%	2 0.3%	0 0.0%	3 0.3%	1 0.3%	1 0.1%	1 0.3%
● 2	11 0.2%	3 0.2%	2 0.2%	0 0.0%	3 0.4%	2 0.9%	2 0.3%	0 0.0%	3 0.3%	0 0.0%	1 0.1%	1 0.3%
● 3	24 0.5%	12 0.8%	7 0.6%	1 0.3%	5 0.6%	3 1.3%	7 0.9%	6 2.0%	4 0.4%	2 0.6%	1 0.1%	0 0.0%
● 4	30 0.6%	17 1.1%	5 0.4%	2 0.6%	5 0.6%	3 1.3%	5 0.7%	3 1.0%	5 0.5%	3 0.9%	10 0.9%	6 1.7%
● 5	109 2.2%	41 2.7%	25 2.1%	11 3.5%	19 2.3%	7 3.0%	20 2.6%	8 2.7%	21 2.0%	10 2.8%	24 2.2%	5 1.4%
● 6	101 2.0%	35 2.3%	26 2.2%	10 3.2%	17 2.0%	4 1.7%	13 1.7%	5 1.7%	22 2.1%	7 2.0%	23 2.1%	9 2.6%
● 7	276 5.6%	97 6.3%	66 5.5%	19 6.0%	52 6.2%	17 7.4%	47 6.2%	22 7.3%	62 6.0%	24 6.8%	49 4.4%	15 4.3%
● 8	748 15.1%	237 15.3%	203 16.8%	55 17.5%	127 15.1%	42 18.2%	108 14.2%	49 16.3%	144 14.0%	42 12.0%	166 15.0%	49 14.0%
● 9	940 19.0%	265 17.1%	210 17.4%	55 17.5%	172 20.5%	31 13.4%	160 21.0%	54 18.0%	219 21.2%	71 20.2%	179 16.2%	54 15.5%
● Best personal doctor possible	2688 54.3%	832 53.8%	657 54.4%	160 50.8%	437 52.1%	121 52.4%	397 52.1%	153 51.0%	546 52.9%	191 54.4%	651 58.8%	207 59.3%
Total	4948 100.0%	1546 100.0%	1207 100.0%	315 100.0%	839 100.0%	231 100.0%	762 100.0%	300 100.0%	1032 100.0%	351 100.0%	1108 100.0%	349 100.0%
Not Answered	106	33	28	4	18	6	9	7	29	8	22	8
Reporting Category												
Ratings												
Achievement Score	88.4%	86.3%	88.6%	85.7%	87.7%	84.0%	87.3%	85.3%	88.1%	86.6%	89.9%	88.8%
Correlation with Satisfaction	0.376	0.372	0.419	0.348	0.405	0.420	0.314	0.343	0.351	0.339	0.378	0.409
Priority Rating	Low	Low	High	Low	High	High	Low	Low	Low	Low	Low	High

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1462 29.4%	1173 75.6%	315 25.7%	245 77.3%	215 25.6%	172 74.8%	282 36.9%	232 76.6%	311 30.0%	263 75.1%	339 30.6%	261 74.4%
No	3513 70.6%	378 24.4%	909 74.3%	72 22.7%	626 74.4%	58 25.2%	483 63.1%	71 23.4%	727 70.0%	87 24.9%	768 69.4%	90 25.6%
Total	4975 100.0%	1551 100.0%	1224 100.0%	317 100.0%	841 100.0%	230 100.0%	765 100.0%	303 100.0%	1038 100.0%	350 100.0%	1107 100.0%	351 100.0%
Not Answered	79	28	11	2	16	7	6	4	23	9	23	6

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Yes	1292 90.3%	1036 90.0%	286 92.6%	224 92.6%	191 90.1%	154 90.6%	245 87.8%	198 86.5%	269 88.8%	230 89.1%	301 91.8%	230 91.3%
<input checked="" type="radio"/> No	139 9.7%	115 10.0%	23 7.4%	18 7.4%	21 9.9%	16 9.4%	34 12.2%	31 13.5%	34 11.2%	28 10.9%	27 8.2%	22 8.7%
Total	1431 100.0%	1151 100.0%	309 100.0%	242 100.0%	212 100.0%	170 100.0%	279 100.0%	229 100.0%	303 100.0%	258 100.0%	328 100.0%	252 100.0%
Not Answered	31	22	6	3	3	2	3	3	8	5	11	9
Reporting Category	Family Centered Care											
Achievement Score	90.3%	90.0%	92.6%	92.6%	90.1%	90.6%	87.8%	86.5%	88.8%	89.1%	91.8%	91.3%
Correlation with Satisfaction	0.166	0.152	0.202	0.142	0.012	0.001	0.120	0.093	0.201	0.225	0.262	0.263
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q44. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
<input checked="" type="radio"/> Yes	1245 87.1%	991 86.2%	279 90.3%	218 90.1%	186 88.2%	146 86.9%	234 84.5%	187 82.0%	257 84.8%	222 85.7%	289 87.8%	218 86.2%
<input checked="" type="radio"/> No	184 12.9%	159 13.8%	30 9.7%	24 9.9%	25 11.8%	22 13.1%	43 15.5%	41 18.0%	46 15.2%	37 14.3%	40 12.2%	35 13.8%
Total	1429 100.0%	1150 100.0%	309 100.0%	242 100.0%	211 100.0%	168 100.0%	277 100.0%	228 100.0%	303 100.0%	259 100.0%	329 100.0%	253 100.0%
Not Answered	33	23	6	3	4	4	5	4	8	4	10	8
Reporting Category	Family Centered Care											
Achievement Score	87.1%	86.2%	90.3%	90.1%	88.2%	86.9%	84.5%	82.0%	84.8%	85.7%	87.8%	86.2%
Correlation with Satisfaction	0.174	0.153	0.184	0.128	0.057	0.042	0.181	0.145	0.157	0.176	0.263	0.238
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Getting Health Care From Specialists

Q45. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1219 20.8%	703 41.2%	261 18.0%	148 41.1%	211 19.2%	102 38.1%	210 24.4%	128 39.9%	241 20.1%	151 40.1%	296 23.5%	174 45.9%
No	4651 79.2%	1002 58.8%	1185 82.0%	212 58.9%	890 80.8%	166 61.9%	652 75.6%	193 60.1%	959 79.9%	226 59.9%	965 76.5%	205 54.1%
Total	5870 100.0%	1705 100.0%	1446 100.0%	360 100.0%	1101 100.0%	268 100.0%	862 100.0%	321 100.0%	1200 100.0%	377 100.0%	1261 100.0%	379 100.0%
Not Answered	44	17	5	1	5	2	7	3	17	7	10	4

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	77 6.4%	51 7.4%	13 5.0%	7 4.7%	11 5.3%	8 7.9%	17 8.3%	13 10.3%	15 6.4%	11 7.4%	21 7.2%	12 7.1%
● Sometimes	221 18.5%	117 16.9%	54 20.9%	34 23.0%	53 25.7%	21 20.8%	36 17.5%	19 15.1%	36 15.3%	19 12.8%	42 14.5%	24 14.1%
● Usually	320 26.8%	204 29.4%	69 26.7%	39 26.4%	53 25.7%	28 27.7%	55 26.7%	40 31.7%	64 27.1%	48 32.4%	79 27.2%	49 28.8%
● Always	578 48.3%	321 46.3%	122 47.3%	68 45.9%	89 43.2%	44 43.6%	98 47.6%	54 42.9%	121 51.3%	70 47.3%	148 51.0%	85 50.0%
Total	1196 100.0%	693 100.0%	258 100.0%	148 100.0%	206 100.0%	101 100.0%	206 100.0%	126 100.0%	236 100.0%	148 100.0%	290 100.0%	170 100.0%
Not Answered	23	10	3	0	5	1	4	2	5	3	6	4
Reporting Category	Getting Needed Care											
Achievement Score	75.1%	75.8%	74.0%	72.3%	68.9%	71.3%	74.3%	74.6%	78.4%	79.7%	78.3%	78.8%
Correlation with Satisfaction	0.323	0.334	0.322	0.251	0.437	0.579	0.320	0.370	0.267	0.255	0.298	0.296
Priority Rating	Medium	Medium	Medium	Medium	Top	Top	Medium	Medium	Medium	Medium	Medium	Medium

Q47. How many specialists has your child seen in the last 6 months?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
None	99 8.2%	55 7.9%	26 10.0%	13 8.8%	21 10.2%	10 9.8%	23 11.0%	17 13.3%	10 4.2%	3 2.0%	19 6.5%	12 7.0%
1 specialist	740 61.3%	388 55.5%	166 63.6%	85 57.4%	112 54.4%	48 47.1%	117 56.0%	64 50.0%	150 63.0%	87 58.4%	195 66.6%	104 60.5%
2 specialists	209 17.3%	135 19.3%	35 13.4%	24 16.2%	41 19.9%	23 22.5%	42 20.1%	26 20.3%	45 18.9%	33 22.1%	46 15.7%	29 16.9%
3 specialists	90 7.5%	69 9.9%	24 9.2%	17 11.5%	15 7.3%	10 9.8%	13 6.2%	10 7.8%	19 8.0%	16 10.7%	19 6.5%	16 9.3%
4 specialists	38 3.1%	27 3.9%	5 1.9%	5 3.4%	9 4.4%	4 3.9%	9 4.3%	6 4.7%	7 2.9%	5 3.4%	8 2.7%	7 4.1%
5 or more specialists	31 2.6%	25 3.6%	5 1.9%	4 2.7%	8 3.9%	7 6.9%	5 2.4%	5 3.9%	7 2.9%	5 3.4%	6 2.0%	4 2.3%
Total	1207 100.0%	699 100.0%	261 100.0%	148 100.0%	206 100.0%	102 100.0%	209 100.0%	128 100.0%	238 100.0%	149 100.0%	293 100.0%	172 100.0%
Not Answered	12	4	0	0	5	0	1	0	3	2	3	2

○ Response scored as: ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q48. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Worst specialist possible	6 0.6%	4 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.6%	2 1.9%	0 0.0%	0 0.0%	3 1.1%	2 1.3%
● 1	4 0.4%	3 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	1 0.7%	3 1.1%	2 1.3%
● 2	4 0.4%	2 0.3%	1 0.4%	0 0.0%	2 1.1%	1 1.1%	1 0.5%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
● 3	7 0.6%	4 0.6%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.5%	1 0.9%	0 0.0%	0 0.0%	5 1.9%	3 1.9%
● 4	10 0.9%	8 1.3%	1 0.4%	0 0.0%	1 0.5%	1 1.1%	4 2.2%	4 3.7%	2 0.9%	1 0.7%	2 0.8%	2 1.3%
● 5	27 2.5%	16 2.5%	7 3.0%	3 2.2%	5 2.7%	2 2.2%	3 1.6%	2 1.9%	6 2.7%	5 3.4%	6 2.3%	4 2.6%
● 6	38 3.5%	23 3.6%	6 2.6%	4 3.0%	6 3.3%	3 3.3%	6 3.3%	6 5.6%	6 2.7%	4 2.8%	14 5.3%	6 3.8%
● 7	57 5.2%	34 5.4%	14 6.1%	10 7.5%	10 5.5%	3 3.3%	9 4.9%	5 4.6%	9 4.0%	7 4.8%	15 5.6%	9 5.8%
● 8	163 15.0%	105 16.6%	34 14.7%	22 16.4%	27 14.8%	13 14.4%	31 17.0%	20 18.5%	37 16.4%	29 20.0%	34 12.8%	21 13.5%
● 9	209 19.2%	118 18.6%	56 24.2%	31 23.1%	39 21.3%	21 23.3%	27 14.8%	16 14.8%	43 19.0%	24 16.6%	44 16.5%	26 16.7%
● Best specialist possible	563 51.7%	316 49.9%	112 48.5%	64 47.8%	92 50.3%	46 51.1%	97 53.3%	51 47.2%	122 54.0%	74 51.0%	140 52.6%	81 51.9%
Total	1088 100.0%	633 100.0%	231 100.0%	134 100.0%	183 100.0%	90 100.0%	182 100.0%	108 100.0%	226 100.0%	145 100.0%	266 100.0%	156 100.0%
Not Answered	20	11	4	1	2	2	4	3	2	1	8	4
Reporting Category	Ratings											
Achievement Score	85.9%	85.2%	87.4%	87.3%	86.3%	88.9%	85.2%	80.6%	89.4%	87.6%	82.0%	82.1%
Correlation with Satisfaction	0.423	0.396	0.480	0.270	0.564	0.583	0.260	0.324	0.459	0.475	0.431	0.429
Priority Rating	High	Low	High	Low	High	High	Low	Low	High	High	High	High

Your Child's Health Plan

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1683 29.0%	525 30.9%	410 28.7%	104 29.0%	311 28.6%	86 32.6%	287 33.3%	107 33.4%	324 27.4%	123 32.5%	351 28.4%	105 27.8%
No	4111 71.0%	1175 69.1%	1018 71.3%	255 71.0%	775 71.4%	178 67.4%	574 66.7%	213 66.6%	859 72.6%	256 67.5%	885 71.6%	273 72.2%
Total	5794 100.0%	1700 100.0%	1428 100.0%	359 100.0%	1086 100.0%	264 100.0%	861 100.0%	320 100.0%	1183 100.0%	379 100.0%	1236 100.0%	378 100.0%
Not Answered	120	22	23	2	20	6	8	4	34	5	35	5

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	36 2.2%	13 2.5%	7 1.7%	3 2.9%	6 2.0%	3 3.5%	5 1.8%	1 0.9%	8 2.5%	2 1.6%	10 2.9%	4 3.9%
● Sometimes	258 15.5%	92 17.7%	80 19.6%	32 30.8%	45 14.8%	13 15.3%	41 14.4%	15 14.2%	44 13.7%	16 13.0%	48 13.9%	16 15.5%
● Usually	464 27.9%	147 28.2%	106 26.0%	22 21.2%	84 27.6%	30 35.3%	83 29.1%	29 27.4%	92 28.7%	39 31.7%	99 28.6%	27 26.2%
● Always	906 54.4%	269 51.6%	215 52.7%	47 45.2%	169 55.6%	39 45.9%	156 54.7%	61 57.5%	177 55.1%	66 53.7%	189 54.6%	56 54.4%
Total	1664 100.0%	521 100.0%	408 100.0%	104 100.0%	304 100.0%	85 100.0%	285 100.0%	106 100.0%	321 100.0%	123 100.0%	346 100.0%	103 100.0%
Not Answered	19	4	2	0	7	1	2	1	3	0	5	2
Reporting Category	Customer Service											
Achievement Score	82.3%	79.8%	78.7%	66.3%	83.2%	81.2%	83.9%	84.9%	83.8%	85.4%	83.2%	80.6%
Correlation with Satisfaction	0.376	0.430	0.408	0.482	0.332	0.248	0.404	0.598	0.375	0.327	0.355	0.436
Priority Rating	Low	Top	Top	Top	Low	Low	High	High	Low	Low	Low	High

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	14 0.8%	4 0.8%	6 1.5%	1 1.0%	2 0.7%	1 1.2%	4 1.4%	2 1.9%	0 0.0%	0 0.0%	2 0.6%	0 0.0%
● Sometimes	94 5.7%	30 5.8%	25 6.2%	9 8.7%	23 7.6%	6 7.3%	10 3.5%	4 3.8%	16 5.0%	3 2.5%	20 5.8%	8 7.7%
● Usually	301 18.2%	108 20.9%	84 20.9%	22 21.2%	55 18.2%	21 25.6%	57 20.0%	27 25.5%	57 17.8%	18 14.9%	48 14.0%	20 19.2%
● Always	1244 75.3%	375 72.5%	287 71.4%	72 69.2%	222 73.5%	54 65.9%	214 75.1%	73 68.9%	247 77.2%	100 82.6%	274 79.7%	76 73.1%
Total	1653 100.0%	517 100.0%	402 100.0%	104 100.0%	302 100.0%	82 100.0%	285 100.0%	106 100.0%	320 100.0%	121 100.0%	344 100.0%	104 100.0%
Not Answered	30	8	8	0	9	4	2	1	4	2	7	1
Reporting Category	Customer Service											
Achievement Score	93.5%	93.4%	92.3%	90.4%	91.7%	91.5%	95.1%	94.3%	95.0%	97.5%	93.6%	92.3%
Correlation with Satisfaction	0.389	0.427	0.446	0.536	0.376	0.394	0.431	0.467	0.311	0.346	0.332	0.292
Priority Rating	Low	High	High	High	Low	Low	High	High	Low	Low	Low	Low

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1762 30.9%	531 31.7%	399 28.6%	101 28.5%	393 36.8%	106 40.5%	256 30.3%	89 28.1%	358 30.8%	120 32.3%	356 29.2%	115 30.8%
No	3932 69.1%	1146 68.3%	996 71.4%	253 71.5%	676 63.2%	156 59.5%	590 69.7%	228 71.9%	805 69.2%	251 67.7%	865 70.8%	258 69.2%
Total	5694 100.0%	1677 100.0%	1395 100.0%	354 100.0%	1069 100.0%	262 100.0%	846 100.0%	317 100.0%	1163 100.0%	371 100.0%	1221 100.0%	373 100.0%
Not Answered	220	45	56	7	37	8	23	7	54	13	50	10

○ Response scored as: ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

PQ53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	52 0.9%	12 0.7%	15 1.1%	2 0.6%	11 1.0%	2 0.8%	3 0.4%	1 0.3%	12 1.0%	5 1.4%	11 0.9%	2 0.5%
● Sometimes	315 5.6%	93 5.6%	56 4.1%	13 3.7%	81 7.7%	26 10.0%	45 5.4%	19 6.1%	64 5.6%	14 3.8%	69 5.7%	21 5.7%
● Usually	481 8.5%	155 9.3%	117 8.5%	39 11.1%	107 10.1%	32 12.4%	77 9.2%	21 6.7%	101 8.8%	35 9.5%	79 6.5%	28 7.5%
● Always	4790 85.0%	1404 84.4%	1194 86.4%	297 84.6%	856 81.1%	199 76.8%	716 85.1%	273 86.9%	971 84.6%	315 85.4%	1053 86.9%	320 86.3%
Total	5638 100.0%	1664 100.0%	1382 100.0%	351 100.0%	1055 100.0%	259 100.0%	841 100.0%	314 100.0%	1148 100.0%	369 100.0%	1212 100.0%	371 100.0%
Not Answered	56	13	13	3	14	3	5	3	15	2	9	2
Reporting Category												
	Single Items											
Achievement Score	93.5%	93.7%	94.9%	95.7%	91.3%	89.2%	94.3%	93.6%	93.4%	94.9%	93.4%	93.8%
Correlation with Satisfaction	0.052	0.073	0.081	0.072	0.068	0.077	0.017	0.094	0.026	0.056	0.051	0.060
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low

Q54. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Worst health plan possible	20 0.3%	6 0.4%	7 0.5%	2 0.6%	3 0.3%	0 0.0%	5 0.6%	2 0.6%	2 0.2%	1 0.3%	3 0.2%	1 0.3%
● 1	8 0.1%	5 0.3%	2 0.1%	1 0.3%	3 0.3%	2 0.7%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	2 0.2%	2 0.5%
● 2	25 0.4%	9 0.5%	8 0.6%	2 0.6%	4 0.4%	0 0.0%	5 0.6%	4 1.3%	3 0.3%	1 0.3%	5 0.4%	2 0.5%
● 3	37 0.6%	14 0.8%	10 0.7%	4 1.1%	5 0.5%	3 1.1%	4 0.5%	2 0.6%	8 0.7%	3 0.8%	10 0.8%	2 0.5%
● 4	38 0.7%	16 0.9%	17 1.2%	7 2.0%	4 0.4%	1 0.4%	4 0.5%	3 0.9%	7 0.6%	3 0.8%	6 0.5%	2 0.5%
● 5	210 3.6%	79 4.7%	50 3.5%	15 4.2%	41 3.8%	16 6.0%	30 3.5%	16 5.0%	46 3.9%	17 4.5%	43 3.5%	15 4.0%
● 6	194 3.4%	81 4.8%	43 3.0%	18 5.1%	45 4.2%	20 7.5%	30 3.5%	17 5.4%	42 3.5%	14 3.7%	34 2.8%	12 3.2%
● 7	444 7.7%	144 8.5%	117 8.3%	33 9.3%	79 7.3%	19 7.1%	61 7.2%	31 9.8%	85 7.2%	27 7.1%	102 8.3%	34 9.1%
● 8	1029 17.9%	337 19.9%	270 19.1%	80 22.5%	203 18.9%	50 18.7%	131 15.4%	63 19.9%	201 16.9%	72 18.9%	224 18.2%	72 19.2%
● 9	1082 18.8%	318 18.8%	277 19.6%	70 19.7%	204 19.0%	52 19.4%	160 18.8%	51 16.1%	228 19.2%	81 21.3%	213 17.3%	64 17.1%
● Best health plan possible	2673 46.4%	686 40.5%	611 43.3%	123 34.6%	484 45.0%	105 39.2%	421 49.5%	128 40.4%	565 47.6%	161 42.4%	592 48.0%	169 45.1%
Total	5760 100.0%	1695 100.0%	1412 100.0%	355 100.0%	1075 100.0%	268 100.0%	851 100.0%	317 100.0%	1188 100.0%	380 100.0%	1234 100.0%	375 100.0%
Not Answered	154	27	39	6	31	2	18	7	29	4	37	8
Reporting Category												
	Ratings											
Achievement Score	83.1%	79.1%	82.0%	76.9%	82.9%	77.2%	83.7%	76.3%	83.7%	82.6%	83.4%	81.3%

○ Response scored as: ● Room for Improvement ● Achievement

Prescription Medications

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	2551 43.8%	1250 73.0%	576 40.3%	260 72.4%	419 38.4%	187 70.0%	421 49.0%	245 75.9%	549 46.1%	282 74.2%	586 46.9%	276 72.1%
No	3267 56.2%	462 27.0%	853 59.7%	99 27.6%	671 61.6%	80 30.0%	438 51.0%	78 24.1%	641 53.9%	98 25.8%	664 53.1%	107 27.9%
Total	5818 100.0%	1712 100.0%	1429 100.0%	359 100.0%	1090 100.0%	267 100.0%	859 100.0%	323 100.0%	1190 100.0%	380 100.0%	1250 100.0%	383 100.0%
Not Answered	96	10	22	2	16	3	10	1	27	4	21	0

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Never	29 1.1%	15 1.2%	9 1.6%	4 1.5%	4 1.0%	4 2.2%	5 1.2%	1 0.4%	5 0.9%	3 1.1%	6 1.0%	3 1.1%
Sometimes	248 9.8%	121 9.7%	72 12.5%	33 12.7%	39 9.5%	19 10.3%	34 8.1%	23 9.4%	49 9.0%	22 7.8%	54 9.3%	24 8.7%
Usually	550 21.7%	298 23.9%	142 24.7%	66 25.4%	76 18.5%	39 21.2%	79 18.8%	49 20.0%	124 22.8%	72 25.6%	129 22.2%	72 26.2%
Always	1704 67.3%	811 65.1%	351 61.1%	157 60.4%	292 71.0%	122 66.3%	303 72.0%	172 70.2%	366 67.3%	184 65.5%	392 67.5%	176 64.0%
Total	2531 100.0%	1245 100.0%	574 100.0%	260 100.0%	411 100.0%	184 100.0%	421 100.0%	245 100.0%	544 100.0%	281 100.0%	581 100.0%	275 100.0%
Not Answered	20	5	2	0	8	3	0	0	5	1	5	1
Reporting Category	Single Items											
Achievement Score	89.1%	89.1%	85.9%	85.8%	89.5%	87.5%	90.7%	90.2%	90.1%	91.1%	89.7%	90.2%
Correlation with Satisfaction	0.296	0.349	0.285	0.309	0.344	0.342	0.291	0.372	0.259	0.326	0.309	0.406
Priority Rating	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	High

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1650 66.6%	834 68.6%	368 65.4%	179 70.5%	278 69.5%	123 69.1%	287 69.2%	162 67.2%	357 67.2%	196 71.0%	360 63.4%	174 65.2%
No	827 33.4%	382 31.4%	195 34.6%	75 29.5%	122 30.5%	55 30.9%	128 30.8%	79 32.8%	174 32.8%	80 29.0%	208 36.6%	93 34.8%
Total	2477 100.0%	1216 100.0%	563 100.0%	254 100.0%	400 100.0%	178 100.0%	415 100.0%	241 100.0%	531 100.0%	276 100.0%	568 100.0%	267 100.0%
Not Answered	74	34	13	6	19	9	6	4	18	6	18	9
Reporting Category	Single Items											
Achievement Score	66.6%	68.6%	65.4%	70.5%	69.5%	69.1%	69.2%	67.2%	67.2%	71.0%	63.4%	65.2%
Correlation with Satisfaction	0.077	0.080	0.131	0.138	0.170	0.234	0.114	0.142	0.052	0.043	-0.048	-0.098
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Response scored as: Room for Improvement Achievement

About Your Child and You

Q58. In general, how would you rate your child's overall health?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Excellent	2395 41.1%	349 20.5%	635 44.3%	74 20.7%	416 38.2%	42 15.7%	317 36.8%	71 22.1%	480 40.3%	73 19.3%	547 43.8%	89 23.5%
● Very Good	1950 33.5%	635 37.3%	512 35.7%	143 39.9%	338 31.1%	95 35.6%	291 33.8%	120 37.4%	380 31.9%	142 37.5%	429 34.4%	135 35.7%
● Good	1159 19.9%	515 30.2%	225 15.7%	101 28.2%	262 24.1%	88 33.0%	199 23.1%	91 28.3%	258 21.6%	119 31.4%	215 17.2%	116 30.7%
● Fair	293 5.0%	186 10.9%	55 3.8%	35 9.8%	65 6.0%	37 13.9%	53 6.2%	38 11.8%	68 5.7%	41 10.8%	52 4.2%	35 9.3%
● Poor	25 0.4%	18 1.1%	6 0.4%	5 1.4%	7 0.6%	5 1.9%	1 0.1%	1 0.3%	6 0.5%	4 1.1%	5 0.4%	3 0.8%
Total	5822 100.0%	1703 100.0%	1433 100.0%	358 100.0%	1088 100.0%	267 100.0%	861 100.0%	321 100.0%	1192 100.0%	379 100.0%	1248 100.0%	378 100.0%
Not Answered	92	19	18	3	18	3	8	3	25	5	23	5
Reporting Category												
Single Items												
Achievement Score	74.6%	57.8%	80.0%	60.6%	69.3%	51.3%	70.6%	59.5%	72.1%	56.7%	78.2%	59.3%
Correlation with Satisfaction	0.119	0.108	0.181	0.086	0.132	0.217	0.139	0.084	0.028	0.005	0.122	0.172
Priority Rating	Medium	Medium	Low	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q59. In general, how would you rate your child's overall mental or emotional health?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Excellent	2591 44.7%	327 19.2%	727 51.2%	73 20.3%	439 40.3%	50 18.7%	314 36.7%	48 15.0%	519 43.4%	74 19.4%	592 47.7%	82 21.9%
● Very Good	1533 26.4%	405 23.8%	370 26.0%	95 26.5%	313 28.8%	65 24.3%	221 25.8%	68 21.2%	308 25.8%	90 23.6%	321 25.8%	87 23.2%
● Good	1141 19.7%	560 32.9%	225 15.8%	112 31.2%	221 20.3%	78 29.2%	206 24.1%	104 32.4%	253 21.2%	131 34.4%	236 19.0%	135 36.0%
● Fair	441 7.6%	329 19.3%	83 5.8%	65 18.1%	93 8.5%	59 22.1%	89 10.4%	76 23.7%	90 7.5%	64 16.8%	86 6.9%	65 17.3%
● Poor	96 1.7%	82 4.8%	16 1.1%	14 3.9%	22 2.0%	15 5.6%	25 2.9%	25 7.8%	26 2.2%	22 5.8%	7 0.6%	6 1.6%
Total	5802 100.0%	1703 100.0%	1421 100.0%	359 100.0%	1088 100.0%	267 100.0%	855 100.0%	321 100.0%	1196 100.0%	381 100.0%	1242 100.0%	375 100.0%
Not Answered	112	19	30	2	18	3	14	3	21	3	29	8
Reporting Category												
Single Items												
Achievement Score	71.1%	43.0%	77.2%	46.8%	69.1%	43.1%	62.6%	36.1%	69.1%	43.0%	73.5%	45.1%
Correlation with Satisfaction	0.169	0.162	0.173	0.078	0.150	0.182	0.287	0.246	0.088	0.122	0.191	0.188
Priority Rating	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1597 27.5%	1201 69.9%	327 22.9%	245 67.9%	278 25.5%	191 70.7%	286 33.3%	231 71.5%	351 29.5%	274 71.5%	355 28.5%	260 68.1%
No	4218 72.5%	518 30.1%	1101 77.1%	116 32.1%	814 74.5%	79 29.3%	574 66.7%	92 28.5%	837 70.5%	109 28.5%	892 71.5%	122 31.9%
Total	5815 100.0%	1719 100.0%	1428 100.0%	361 100.0%	1092 100.0%	270 100.0%	860 100.0%	323 100.0%	1188 100.0%	383 100.0%	1247 100.0%	382 100.0%
Not Answered	99	3	23	0	14	0	9	1	29	1	24	1

○ Response scored as: ● Room for Improvement ● Achievement

About Your Child and You (continued)

Q61. Is this because of any medical, behavioral, or other health condition?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1291	82.4%	1150	96.2%	270	83.3%	238	97.1%	207	77.8%	179	95.2%	250	87.7%	225	97.4%	293	84.4%	265	96.7%	271	78.6%	243	94.6%
No	276	17.6%	45	3.8%	54	16.7%	7	2.9%	59	22.2%	9	4.8%	35	12.3%	6	2.6%	54	15.6%	9	3.3%	74	21.4%	14	5.4%
Total	1567	100.0%	1195	100.0%	324	100.0%	245	100.0%	266	100.0%	188	100.0%	285	100.0%	231	100.0%	347	100.0%	274	100.0%	345	100.0%	257	100.0%
Not Answered	30		6		3		0		12		3		1		0		4		0		10		3	

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1123	88.7%	1123	98.3%	229	86.1%	229	97.0%	173	87.4%	173	98.9%	222	90.6%	222	99.1%	261	90.3%	261	98.5%	238	88.8%	238	97.9%
No	143	11.3%	20	1.7%	37	13.9%	7	3.0%	25	12.6%	2	1.1%	23	9.4%	2	0.9%	28	9.7%	4	1.5%	30	11.2%	5	2.1%
Total	1266	100.0%	1143	100.0%	266	100.0%	236	100.0%	198	100.0%	175	100.0%	245	100.0%	224	100.0%	289	100.0%	265	100.0%	268	100.0%	243	100.0%
Not Answered	25		7		4		2		9		4		5		1		4		0		3		0	

Q63. Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1138	19.8%	974	57.8%	244	17.3%	207	58.1%	176	16.3%	143	54.0%	215	25.4%	193	60.9%	256	21.7%	219	58.4%	247	20.2%	212	57.1%
No	4606	80.2%	710	42.2%	1168	82.7%	149	41.9%	904	83.7%	122	46.0%	633	74.6%	124	39.1%	923	78.3%	156	41.6%	978	79.8%	159	42.9%
Total	5744	100.0%	1684	100.0%	1412	100.0%	356	100.0%	1080	100.0%	265	100.0%	848	100.0%	317	100.0%	1179	100.0%	375	100.0%	1225	100.0%	371	100.0%
Not Answered	170		38		39		5		26		5		21		7		38		9		46		12	

Q64. Is this because of any medical, behavioral, or other health condition?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	968	85.7%	922	95.1%	208	86.0%	197	95.6%	137	79.2%	131	92.3%	193	90.2%	183	95.3%	222	87.4%	210	96.8%	208	84.6%	201	94.8%
No	161	14.3%	47	4.9%	34	14.0%	9	4.4%	36	20.8%	11	7.7%	21	9.8%	9	4.7%	32	12.6%	7	3.2%	38	15.4%	11	5.2%
Total	1129	100.0%	969	100.0%	242	100.0%	206	100.0%	173	100.0%	142	100.0%	214	100.0%	192	100.0%	254	100.0%	217	100.0%	246	100.0%	212	100.0%
Not Answered	9		5		2		1		3		1		1		1		2		2		1		0	

About Your Child and You (continued)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	900	95.6%	900	98.9%	190	94.5%	190	98.4%	130	97.0%	130	100.0%	180	95.7%	180	99.4%	204	94.4%	204	98.1%	196	97.0%	196	99.0%
No	41	4.4%	10	1.1%	11	5.5%	3	1.6%	4	3.0%	0	0.0%	8	4.3%	1	0.6%	12	5.6%	4	1.9%	6	3.0%	2	1.0%
Total	941	100.0%	910	100.0%	201	100.0%	193	100.0%	134	100.0%	130	100.0%	188	100.0%	181	100.0%	216	100.0%	208	100.0%	202	100.0%	198	100.0%
Not Answered	27		12		7		4		3		1		5		2		6		2		6		3	

Q66. 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?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	892	15.5%	671	39.5%	209	14.7%	141	39.5%	155	14.5%	106	40.0%	148	17.4%	120	37.3%	179	15.1%	146	38.5%	201	16.3%	158	41.9%
No	4862	84.5%	1029	60.5%	1209	85.3%	216	60.5%	916	85.5%	159	60.0%	702	82.6%	202	62.7%	1004	84.9%	233	61.5%	1031	83.7%	219	58.1%
Total	5754	100.0%	1700	100.0%	1418	100.0%	357	100.0%	1071	100.0%	265	100.0%	850	100.0%	322	100.0%	1183	100.0%	379	100.0%	1232	100.0%	377	100.0%
Not Answered	160		22		33		4		35		5		19		2		34		5		39		6	

Q67. Is this because of any medical, behavioral, or other health condition?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	653	74.3%	631	94.6%	141	68.8%	134	96.4%	98	65.3%	95	90.5%	120	81.6%	115	96.6%	140	78.7%	137	93.8%	154	77.4%	150	94.9%
No	226	25.7%	36	5.4%	64	31.2%	5	3.6%	52	34.7%	10	9.5%	27	18.4%	4	3.4%	38	21.3%	9	6.2%	45	22.6%	8	5.1%
Total	879	100.0%	667	100.0%	205	100.0%	139	100.0%	150	100.0%	105	100.0%	147	100.0%	119	100.0%	178	100.0%	146	100.0%	199	100.0%	158	100.0%
Not Answered	13		4		4		2		5		1		1		1		1		0		2		0	

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	622	96.1%	622	98.9%	131	94.2%	131	97.8%	95	96.9%	95	100.0%	113	95.0%	113	99.1%	134	97.8%	134	98.5%	149	96.8%	149	99.3%
No	25	3.9%	7	1.1%	8	5.8%	3	2.2%	3	3.1%	0	0.0%	6	5.0%	1	0.9%	3	2.2%	2	1.5%	5	3.2%	1	0.7%
Total	647	100.0%	629	100.0%	139	100.0%	134	100.0%	98	100.0%	95	100.0%	119	100.0%	114	100.0%	137	100.0%	136	100.0%	154	100.0%	150	100.0%
Not Answered	6		2		2		0		0		0		1		1		3		1		0		0	

About Your Child and You (continued)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	778	13.4%	565	33.1%	167	11.7%	117	32.6%	131	12.1%	89	33.1%	126	14.8%	94	29.5%	171	14.4%	123	32.4%	183	14.8%	142	37.5%
No	5007	86.6%	1141	66.9%	1256	88.3%	242	67.4%	956	87.9%	180	66.9%	726	85.2%	225	70.5%	1013	85.6%	257	67.6%	1056	85.2%	237	62.5%
Total	5785	100.0%	1706	100.0%	1423	100.0%	359	100.0%	1087	100.0%	269	100.0%	852	100.0%	319	100.0%	1184	100.0%	380	100.0%	1239	100.0%	379	100.0%
Not Answered	129		16		28		2		19		1		17		5		33		4		32		4	

Q70. Is this because of any medical, behavioral, or other health condition?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	538	71.4%	509	91.5%	115	72.8%	108	95.6%	86	68.8%	80	92.0%	90	73.8%	86	93.5%	118	70.7%	110	90.2%	129	71.3%	125	88.0%
No	215	28.6%	47	8.5%	43	27.2%	5	4.4%	39	31.2%	7	8.0%	32	26.2%	6	6.5%	49	29.3%	12	9.8%	52	28.7%	17	12.0%
Total	753	100.0%	556	100.0%	158	100.0%	113	100.0%	125	100.0%	87	100.0%	122	100.0%	92	100.0%	167	100.0%	122	100.0%	181	100.0%	142	100.0%
Not Answered	25		9		9		4		6		2		4		2		4		1		2		0	

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	497	94.3%	497	98.6%	106	93.8%	106	99.1%	79	92.9%	79	98.8%	86	96.6%	86	100.0%	106	93.0%	106	97.2%	120	95.2%	120	98.4%
No	30	5.7%	7	1.4%	7	6.2%	1	0.9%	6	7.1%	1	1.3%	3	3.4%	0	0.0%	8	7.0%	3	2.8%	6	4.8%	2	1.6%
Total	527	100.0%	504	100.0%	113	100.0%	107	100.0%	85	100.0%	80	100.0%	89	100.0%	86	100.0%	114	100.0%	109	100.0%	126	100.0%	122	100.0%
Not Answered	11		5		2		1		1		0		1		0		4		1		3		3	

Q72. Does your child have any kind of emotional, developmental, or behavioral problems for which he or she needs or gets treatment or counseling?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1005	17.4%	925	54.4%	197	13.9%	186	51.7%	161	14.9%	143	54.2%	222	25.9%	208	64.2%	215	18.2%	195	51.7%	210	17.1%	193	51.3%
No	4761	82.6%	776	45.6%	1225	86.1%	174	48.3%	918	85.1%	121	45.8%	636	74.1%	116	35.8%	966	81.8%	182	48.3%	1016	82.9%	183	48.7%
Total	5766	100.0%	1701	100.0%	1422	100.0%	360	100.0%	1079	100.0%	264	100.0%	858	100.0%	324	100.0%	1181	100.0%	377	100.0%	1226	100.0%	376	100.0%
Not Answered	148		21		29		1		27		6		11		0		36		7		45		7	

About Your Child and You (continued)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	888 92.1%	888 97.6%	181 95.3%	181 98.9%	136 88.3%	136 97.1%	201 93.5%	201 97.6%	188 91.7%	188 97.4%	182 91.0%	182 96.8%
No	76 7.9%	22 2.4%	9 4.7%	2 1.1%	18 11.7%	4 2.9%	14 6.5%	5 2.4%	17 8.3%	5 2.6%	18 9.0%	6 3.2%
Total	964 100.0%	910 100.0%	190 100.0%	183 100.0%	154 100.0%	140 100.0%	215 100.0%	206 100.0%	205 100.0%	193 100.0%	200 100.0%	188 100.0%
Not Answered	41	15	7	3	7	3	7	2	10	2	10	5

NQ74. What is your child's age?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Less than 1 year old	156 2.7%	15 0.9%	55 3.9%	5 1.4%	17 1.6%	0 0.0%	18 2.1%	5 1.6%	30 2.5%	1 0.3%	36 3.0%	4 1.1%
1 to 2 years old	862 15.1%	116 6.9%	283 20.2%	33 9.4%	109 10.1%	11 4.2%	104 12.3%	23 7.3%	140 11.9%	20 5.3%	226 18.7%	29 7.7%
3 to 4 years old	718 12.6%	126 7.5%	205 14.6%	30 8.5%	106 9.8%	11 4.2%	123 14.5%	27 8.5%	114 9.7%	17 4.5%	170 14.0%	41 10.9%
5 to 7 years old	851 14.9%	247 14.7%	176 12.6%	42 11.9%	180 16.7%	43 16.2%	112 13.2%	37 11.7%	214 18.2%	74 19.6%	169 14.0%	51 13.6%
8 to 10 years old	896 15.7%	334 19.8%	188 13.4%	73 20.7%	195 18.1%	54 20.4%	130 15.3%	60 19.0%	217 18.4%	84 22.3%	166 13.7%	63 16.8%
11 to 13 years old	862 15.1%	329 19.5%	175 12.5%	59 16.8%	185 17.1%	53 20.0%	142 16.8%	71 22.5%	187 15.9%	71 18.8%	173 14.3%	75 19.9%
14 to 18 years old	1372 24.0%	519 30.8%	319 22.8%	110 31.3%	287 26.6%	93 35.1%	218 25.7%	93 29.4%	277 23.5%	110 29.2%	271 22.4%	113 30.1%
Total	5717 100.0%	1686 100.0%	1401 100.0%	352 100.0%	1079 100.0%	265 100.0%	847 100.0%	316 100.0%	1179 100.0%	377 100.0%	1211 100.0%	376 100.0%
Not Answered	197	36	50	9	27	5	22	8	38	7	60	7

Q75. Is your child male or female?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Male	3120 54.1%	963 56.8%	783 55.2%	212 59.2%	557 51.6%	141 53.2%	476 55.9%	178 56.3%	607 51.3%	203 54.0%	697 56.6%	229 60.3%
Female	2644 45.9%	732 43.2%	635 44.8%	146 40.8%	522 48.4%	124 46.8%	375 44.1%	138 43.7%	577 48.7%	173 46.0%	535 43.4%	151 39.7%
Total	5764 100.0%	1695 100.0%	1418 100.0%	358 100.0%	1079 100.0%	265 100.0%	851 100.0%	316 100.0%	1184 100.0%	376 100.0%	1232 100.0%	380 100.0%
Not Answered	150	27	33	3	27	5	18	8	33	8	39	3

Q76. Is your child of Hispanic or Latino origin or descent?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes, Hispanic or Latino	2083 36.7%	489 29.0%	380 27.3%	73 20.5%	512 48.2%	103 39.0%	411 48.4%	105 33.1%	447 38.1%	121 32.3%	333 27.6%	87 23.3%
No, Not Hispanic or Latino	3600 63.3%	1196 71.0%	1011 72.7%	283 79.5%	550 51.8%	161 61.0%	439 51.6%	212 66.9%	726 61.9%	254 67.7%	874 72.4%	286 76.7%
Total	5683 100.0%	1685 100.0%	1391 100.0%	356 100.0%	1062 100.0%	264 100.0%	850 100.0%	317 100.0%	1173 100.0%	375 100.0%	1207 100.0%	373 100.0%
Not Answered	231	37	60	5	44	6	19	7	44	9	64	10

About Your Child and You (continued)

Q77.1. What is your child's race? Response: White.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	3687 100.0%	1259 100.0%	943 100.0%	291 100.0%	589 100.0%	176 100.0%	541 100.0%	235 100.0%	806 100.0%	286 100.0%	808 100.0%	271 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	3687 100.0%	1259 100.0%	943 100.0%	291 100.0%	589 100.0%	176 100.0%	541 100.0%	235 100.0%	806 100.0%	286 100.0%	808 100.0%	271 100.0%
Not Answered	2227	463	508	70	517	94	328	89	411	98	463	112

Q77.2. What is your child's race? Response: Black or African-American.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	564 100.0%	183 100.0%	147 100.0%	35 100.0%	89 100.0%	24 100.0%	67 100.0%	33 100.0%	115 100.0%	44 100.0%	146 100.0%	47 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	564 100.0%	183 100.0%	147 100.0%	35 100.0%	89 100.0%	24 100.0%	67 100.0%	33 100.0%	115 100.0%	44 100.0%	146 100.0%	47 100.0%
Not Answered	5350	1539	1304	326	1017	246	802	291	1102	340	1125	336

Q77.3. What is your child's race? Response: Asian.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	619 100.0%	98 100.0%	199 100.0%	23 100.0%	121 100.0%	15 100.0%	54 100.0%	12 100.0%	85 100.0%	12 100.0%	160 100.0%	36 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	619 100.0%	98 100.0%	199 100.0%	23 100.0%	121 100.0%	15 100.0%	54 100.0%	12 100.0%	85 100.0%	12 100.0%	160 100.0%	36 100.0%
Not Answered	5295	1624	1252	338	985	255	815	312	1132	372	1111	347

Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	193 100.0%	48 100.0%	64 100.0%	12 100.0%	27 100.0%	3 100.0%	23 100.0%	12 100.0%	31 100.0%	6 100.0%	48 100.0%	15 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	193 100.0%	48 100.0%	64 100.0%	12 100.0%	27 100.0%	3 100.0%	23 100.0%	12 100.0%	31 100.0%	6 100.0%	48 100.0%	15 100.0%
Not Answered	5721	1674	1387	349	1079	267	846	312	1186	378	1223	368

About Your Child and You (continued)

Q77.5. What is your child's race? Response: American Indian or Alaska Native.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	277 100.0%	115 100.0%	85 100.0%	31 100.0%	43 100.0%	11 100.0%	35 100.0%	19 100.0%	63 100.0%	35 100.0%	51 100.0%	19 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	277 100.0%	115 100.0%	85 100.0%	31 100.0%	43 100.0%	11 100.0%	35 100.0%	19 100.0%	63 100.0%	35 100.0%	51 100.0%	19 100.0%
Not Answered	5637	1607	1366	330	1063	259	834	305	1154	349	1220	364

Q77.6. What is your child's race? Response: Other.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1116 100.0%	287 100.0%	253 100.0%	51 100.0%	245 100.0%	62 100.0%	201 100.0%	46 100.0%	210 100.0%	64 100.0%	207 100.0%	64 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	1116 100.0%	287 100.0%	253 100.0%	51 100.0%	245 100.0%	62 100.0%	201 100.0%	46 100.0%	210 100.0%	64 100.0%	207 100.0%	64 100.0%
Not Answered	4798	1435	1198	310	861	208	668	278	1007	320	1064	319

Q78. What is your age?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Under 18	172 3.0%	64 3.8%	36 2.6%	13 3.7%	27 2.5%	8 3.0%	36 4.3%	16 5.1%	23 2.0%	9 2.4%	50 4.1%	18 4.8%
18 to 24	329 5.8%	45 2.7%	117 8.3%	15 4.2%	45 4.2%	4 1.5%	50 5.9%	5 1.6%	48 4.1%	9 2.4%	69 5.7%	12 3.2%
25 to 34	1839 32.2%	421 25.1%	509 36.2%	100 28.2%	308 28.8%	66 24.9%	218 25.8%	55 17.5%	387 33.0%	106 28.4%	417 34.2%	94 25.3%
35 to 44	1943 34.0%	570 33.9%	428 30.4%	110 31.1%	400 37.5%	90 34.0%	248 29.3%	94 29.8%	466 39.8%	145 38.9%	401 32.9%	131 35.2%
45 to 54	935 16.4%	345 20.5%	212 15.1%	75 21.2%	197 18.4%	58 21.9%	166 19.6%	68 21.6%	158 13.5%	62 16.6%	202 16.6%	82 22.0%
55 to 64	341 6.0%	162 9.6%	77 5.5%	34 9.6%	60 5.6%	24 9.1%	82 9.7%	48 15.2%	60 5.1%	29 7.8%	62 5.1%	27 7.3%
65 to 74	121 2.1%	58 3.5%	23 1.6%	7 2.0%	21 2.0%	13 4.9%	35 4.1%	21 6.7%	28 2.4%	12 3.2%	14 1.1%	5 1.3%
75 or older	32 0.6%	14 0.8%	5 0.4%	0 0.0%	10 0.9%	2 0.8%	10 1.2%	8 2.5%	2 0.2%	1 0.3%	5 0.4%	3 0.8%
Total	5712 100.0%	1679 100.0%	1407 100.0%	354 100.0%	1068 100.0%	265 100.0%	845 100.0%	315 100.0%	1172 100.0%	373 100.0%	1220 100.0%	372 100.0%
Not Answered	202	43	44	7	38	5	24	9	45	11	51	11

Q79. Are you male or female?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Male	930 16.2%	251 14.8%	281 19.9%	66 18.5%	174 16.2%	45 16.9%	105 12.4%	38 12.0%	166 14.1%	49 13.1%	204 16.6%	53 14.1%
Female	4808 83.8%	1440 85.2%	1131 80.1%	291 81.5%	901 83.8%	222 83.1%	743 87.6%	278 88.0%	1009 85.9%	326 86.9%	1024 83.4%	323 85.9%
Total	5738 100.0%	1691 100.0%	1412 100.0%	357 100.0%	1075 100.0%	267 100.0%	848 100.0%	316 100.0%	1175 100.0%	375 100.0%	1228 100.0%	376 100.0%
Not Answered	176	31	39	4	31	3	21	8	42	9	43	7

About Your Child and You (continued)

Q80. What is the highest grade or level of school that you have completed?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
8th grade or less	505 9.0%	102 6.1%	79 5.7%	10 2.8%	165 16.1%	38 14.7%	112 13.4%	18 5.8%	90 7.9%	24 6.5%	59 4.9%	12 3.3%
Some high school but did not graduate	523 9.3%	129 7.8%	118 8.5%	29 8.2%	122 11.9%	29 11.2%	94 11.2%	21 6.8%	102 8.9%	26 7.0%	87 7.2%	24 6.5%
High school graduate or GED	1636 29.2%	427 25.7%	401 29.0%	96 27.0%	347 33.8%	68 26.3%	212 25.3%	72 23.2%	350 30.5%	99 26.8%	326 27.1%	92 25.0%
Some college or 2-year degree	1963 35.1%	697 41.9%	517 37.4%	152 42.8%	267 26.0%	87 33.6%	275 32.8%	128 41.2%	417 36.4%	152 41.1%	487 40.5%	178 48.4%
4-year college graduate	618 11.0%	185 11.1%	180 13.0%	41 11.5%	84 8.2%	29 11.2%	82 9.8%	33 10.6%	119 10.4%	48 13.0%	153 12.7%	34 9.2%
More than 4-year college degree	351 6.3%	123 7.4%	88 6.4%	27 7.6%	42 4.1%	8 3.1%	63 7.5%	39 12.5%	68 5.9%	21 5.7%	90 7.5%	28 7.6%
Total	5596 100.0%	1663 100.0%	1383 100.0%	355 100.0%	1027 100.0%	259 100.0%	838 100.0%	311 100.0%	1146 100.0%	370 100.0%	1202 100.0%	368 100.0%
Not Answered	318	59	68	6	79	11	31	13	71	14	69	15

Q81. How are you related to the child?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Mother or father	5231 92.2%	1434 86.6%	1313 93.8%	313 88.4%	991 93.3%	225 86.9%	697 84.3%	223 74.3%	1077 92.4%	330 88.7%	1153 94.6%	343 92.5%
Grandparent	253 4.5%	130 7.9%	59 4.2%	29 8.2%	51 4.8%	26 10.0%	46 5.6%	23 7.7%	59 5.1%	34 9.1%	38 3.1%	18 4.9%
Aunt or uncle	59 1.0%	20 1.2%	9 0.6%	3 0.8%	5 0.5%	1 0.4%	16 1.9%	8 2.7%	14 1.2%	3 0.8%	15 1.2%	5 1.3%
Older brother or sister	18 0.3%	4 0.2%	3 0.2%	0 0.0%	4 0.4%	1 0.4%	1 0.1%	0 0.0%	6 0.5%	2 0.5%	4 0.3%	1 0.3%
Other relative	13 0.2%	5 0.3%	5 0.4%	1 0.3%	3 0.3%	1 0.4%	4 0.5%	3 1.0%	0 0.0%	0 0.0%	1 0.1%	0 0.0%
Legal guardian	70 1.2%	43 2.6%	7 0.5%	7 2.0%	8 0.8%	5 1.9%	41 5.0%	27 9.0%	7 0.6%	1 0.3%	7 0.6%	3 0.8%
Someone else	30 0.5%	20 1.2%	4 0.3%	1 0.3%	0 0.0%	0 0.0%	22 2.7%	16 5.3%	3 0.3%	2 0.5%	1 0.1%	1 0.3%
Total	5674 100.0%	1656 100.0%	1400 100.0%	354 100.0%	1062 100.0%	259 100.0%	827 100.0%	300 100.0%	1166 100.0%	372 100.0%	1219 100.0%	371 100.0%
Not Answered	240	66	51	7	44	11	42	24	51	12	52	12

Q82. Did someone help you complete this survey?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	172 5.9%	42 4.4%	27 4.2%	4 2.3%	70 12.1%	20 12.8%	22 4.2%	5 2.3%	22 3.7%	5 2.4%	31 5.3%	8 4.3%
No	2740 94.1%	905 95.6%	612 95.8%	172 97.7%	508 87.9%	136 87.2%	499 95.8%	213 97.7%	567 96.3%	206 97.6%	554 94.7%	178 95.7%
Total	2912 100.0%	947 100.0%	639 100.0%	176 100.0%	578 100.0%	156 100.0%	521 100.0%	218 100.0%	589 100.0%	211 100.0%	585 100.0%	186 100.0%
Not Answered	3002	775	812	185	528	114	348	106	628	173	686	197

About Your Child and You (continued)

Q83.1. How did that person help you? Response: Read the questions to me.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	73 100.0%	16 100.0%	12 100.0%	1 100.0%	25 100.0%	5 100.0%	12 100.0%	4 100.0%	10 100.0%	2 100.0%	14 100.0%	4 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	73 100.0%	16 100.0%	12 100.0%	1 100.0%	25 100.0%	5 100.0%	12 100.0%	4 100.0%	10 100.0%	2 100.0%	14 100.0%	4 100.0%
Not Answered	99	26	15	3	45	15	10	1	12	3	17	4

Q83.2. How did that person help you? Response: Wrote down the answers I gave.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	47 100.0%	16 100.0%	10 100.0%	0	16 100.0%	7 100.0%	5 100.0%	0	7 100.0%	3 100.0%	9 100.0%	6 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	47 100.0%	16 100.0%	10 100.0%	0	16 100.0%	7 100.0%	5 100.0%	0	7 100.0%	3 100.0%	9 100.0%	6 100.0%
Not Answered	125	26	17	4	54	13	17	5	15	2	22	2

Q83.3. How did that person help you? Response: Answered the questions for me.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	25 100.0%	7 100.0%	4 100.0%	1 100.0%	9 100.0%	5 100.0%	3 100.0%	0	3 100.0%	0	6 100.0%	1 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0	0 0.0%	0 0.0%
Total	25 100.0%	7 100.0%	4 100.0%	1 100.0%	9 100.0%	5 100.0%	3 100.0%	0	3 100.0%	0	6 100.0%	1 100.0%
Not Answered	147	35	23	3	61	15	19	5	19	5	25	7

Q83.4. How did that person help you? Response: Translated the questions into my language.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	81 100.0%	15 100.0%	9 100.0%	0	47 100.0%	11 100.0%	6 100.0%	0	8 100.0%	1 100.0%	11 100.0%	3 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	81 100.0%	15 100.0%	9 100.0%	0	47 100.0%	11 100.0%	6 100.0%	0	8 100.0%	1 100.0%	11 100.0%	3 100.0%
Not Answered	91	27	18	4	23	9	16	5	14	4	20	5

About Your Child and You (continued)

Q83.5. How did that person help you? Response: Helped in some other way.

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	17 100.0%	8 100.0%	3 100.0%	2 100.0%	3 100.0%	1 100.0%	3 100.0%	1 100.0%	4 100.0%	2 100.0%	4 100.0%	2 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	17 100.0%	8 100.0%	3 100.0%	2 100.0%	3 100.0%	1 100.0%	3 100.0%	1 100.0%	4 100.0%	2 100.0%	4 100.0%	2 100.0%
Not Answered	155	34	24	2	67	19	19	4	18	3	27	6

Additional Questions

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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	1374 31.1%	669 49.9%	397 28.6%	171 48.7%	214 26.3%	100 46.1%	304 36.3%	160 51.3%	81 34.3%	61 51.7%	378 33.3%	177 51.5%
No	3037 68.9%	673 50.1%	992 71.4%	180 51.3%	599 73.7%	117 53.9%	534 63.7%	152 48.7%	155 65.7%	57 48.3%	757 66.7%	167 48.5%
Total	4411 100.0%	1342 100.0%	1389 100.0%	351 100.0%	813 100.0%	217 100.0%	838 100.0%	312 100.0%	236 100.0%	118 100.0%	1135 100.0%	344 100.0%
Not Answered	1503	380	62	10	293	53	31	12	981	266	136	39

HCA_2. Did your child receive mental health care or counseling in the last 6 months?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	643 12.0%	536 33.6%	120 8.6%	106 30.0%	100 12.3%	81 37.7%	162 19.2%	142 44.9%	137 11.9%	114 30.9%	124 10.9%	93 27.3%
No	4698 88.0%	1058 66.4%	1273 91.4%	247 70.0%	716 87.7%	134 62.3%	681 80.8%	174 55.1%	1014 88.1%	255 69.1%	1014 89.1%	248 72.7%
Total	5341 100.0%	1594 100.0%	1393 100.0%	353 100.0%	816 100.0%	215 100.0%	843 100.0%	316 100.0%	1151 100.0%	369 100.0%	1138 100.0%	341 100.0%
Not Answered	573	128	58	8	290	55	26	8	66	15	133	42

HCA_3. Did your child receive all the mental health care or counseling that he or she needed?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
Yes	469 74.8%	381 72.7%	78 67.8%	67 65.7%	71 73.2%	58 74.4%	123 75.9%	104 73.2%	102 77.3%	82 74.5%	95 78.5%	70 76.1%
No	158 25.2%	143 27.3%	37 32.2%	35 34.3%	26 26.8%	20 25.6%	39 24.1%	38 26.8%	30 22.7%	28 25.5%	26 21.5%	22 23.9%
Total	627 100.0%	524 100.0%	115 100.0%	102 100.0%	97 100.0%	78 100.0%	162 100.0%	142 100.0%	132 100.0%	110 100.0%	121 100.0%	92 100.0%
Not Answered	16	12	5	4	3	3	0	0	5	4	3	1

Additional Questions (continued)

HCA_4. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	371	63.1%	319	64.8%	74	62.2%	65	61.9%	49	63.6%	42	65.6%	108	67.1%	99	70.2%	63	57.8%	53	58.9%	77	63.1%	60	65.2%
No	217	36.9%	173	35.2%	45	37.8%	40	38.1%	28	36.4%	22	34.4%	53	32.9%	42	29.8%	46	42.2%	37	41.1%	45	36.9%	32	34.8%
Total	588	100.0%	492	100.0%	119	100.0%	105	100.0%	77	100.0%	64	100.0%	161	100.0%	141	100.0%	109	100.0%	90	100.0%	122	100.0%	92	100.0%
Not Answered	55		44		1		1		23		17		1		1		28		24		2		1	

HCA_5. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

	AHMC General		AHMC CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCARE General		CCARE CCC		MHC General		MHC CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	36	7.6%	32	8.0%	9	7.8%	9	8.8%	2	3.6%	2	4.3%	11	10.3%	11	11.2%	2	2.7%	2	3.2%	12	9.8%	8	8.6%
● Sometimes	68	14.4%	53	13.2%	22	19.1%	19	18.6%	6	10.9%	5	10.9%	12	11.2%	12	12.2%	8	11.0%	5	7.9%	20	16.3%	12	12.9%
● Usually	117	24.7%	111	27.6%	25	21.7%	25	24.5%	13	23.6%	11	23.9%	28	26.2%	27	27.6%	20	27.4%	20	31.7%	31	25.2%	28	30.1%
● Always	252	53.3%	206	51.2%	59	51.3%	49	48.0%	34	61.8%	28	60.9%	56	52.3%	48	49.0%	43	58.9%	36	57.1%	60	48.8%	45	48.4%
Total	473	100.0%	402	100.0%	115	100.0%	102	100.0%	55	100.0%	46	100.0%	107	100.0%	98	100.0%	73	100.0%	63	100.0%	123	100.0%	93	100.0%
Not Answered	170		134		5		4		45		35		55		44		64		51		1		0	
Reporting Category	Supplemental Items																							
Achievement Score	78.0%	78.9%	73.0%	72.5%	85.5%	84.8%	78.5%	76.5%	86.3%	88.9%	74.0%	78.5%												
Correlation with Satisfaction	0.373	0.415	0.157	0.156	0.264	0.353	0.594	0.599	0.406	0.449	0.404	0.489												
Priority Rating	Medium	Top	Medium	Medium	Low	Low	Top	Top	High	High	Top	Top												

○ Response scored as: ● Room for Improvement ● Achievement

Additional Questions (continued)

HCA_6. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your child's treatment or counseling in the last 6 months?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Worst treatment or counseling possible	7 1.5%	7 1.8%	1 0.9%	1 1.0%	2 3.6%	2 4.3%	2 1.9%	2 2.1%	1 1.4%	1 1.6%	1 0.8%	1 1.1%
● 1	2 0.4%	2 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 1.1%	0 0.0%	0 0.0%	1 0.8%	1 1.1%
● 2	4 0.9%	3 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.9%	2 2.1%	0 0.0%	0 0.0%	2 1.7%	1 1.1%
● 3	9 1.9%	8 2.0%	1 0.9%	1 1.0%	0 0.0%	0 0.0%	2 1.9%	2 2.1%	2 2.7%	2 3.1%	4 3.3%	3 3.2%
● 4	5 1.1%	5 1.3%	1 0.9%	1 1.0%	0 0.0%	0 0.0%	2 1.9%	2 2.1%	0 0.0%	0 0.0%	2 1.7%	2 2.2%
● 5	27 5.8%	23 5.8%	7 6.2%	6 6.0%	4 7.1%	2 4.3%	8 7.7%	8 8.4%	6 8.1%	5 7.8%	2 1.7%	2 2.2%
● 6	31 6.6%	29 7.3%	7 6.2%	7 7.0%	4 7.1%	4 8.5%	5 4.8%	5 5.3%	6 8.1%	5 7.8%	9 7.4%	8 8.6%
● 7	49 10.5%	42 10.5%	13 11.5%	11 11.0%	5 8.9%	4 8.5%	11 10.6%	11 11.6%	6 8.1%	6 9.4%	14 11.6%	10 10.8%
● 8	98 20.9%	83 20.8%	20 17.7%	16 16.0%	15 26.8%	14 29.8%	20 19.2%	18 18.9%	18 24.3%	16 25.0%	25 20.7%	19 20.4%
● 9	71 15.2%	62 15.5%	20 17.7%	18 18.0%	7 12.5%	4 8.5%	16 15.4%	15 15.8%	10 13.5%	10 15.6%	18 14.9%	15 16.1%
● Best treatment or counseling possible	165 35.3%	135 33.8%	43 38.1%	39 39.0%	19 33.9%	17 36.2%	35 33.7%	29 30.5%	25 33.8%	19 29.7%	43 35.5%	31 33.3%
Total	468 100.0%	399 100.0%	113 100.0%	100 100.0%	56 100.0%	47 100.0%	104 100.0%	95 100.0%	74 100.0%	64 100.0%	121 100.0%	93 100.0%
Not Answered	175	137	7	6	44	34	58	47	63	50	3	0
Reporting Category	Supplemental Items											
Achievement Score	71.4%	70.2%	73.5%	73.0%	73.2%	74.5%	68.3%	65.3%	71.6%	70.3%	71.1%	69.9%
Correlation with Satisfaction	0.496	0.503	0.389	0.390	0.496	0.476	0.619	0.629	0.486	0.504	0.486	0.492
Priority Rating	Top	Top	Medium	Medium	Top	Top	Top	Top	Top	Top	Top	Top

HCA_7. 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?

	AHMC General N %	AHMC CCC N %	AMG General N %	AMG CCC N %	CHPW General N %	CHPW CCC N %	CCARE General N %	CCARE CCC N %	MHC General N %	MHC CCC N %	UHC General N %	UHC CCC N %
● Never	25 4.4%	17 3.5%	6 5.2%	4 3.9%	1 1.3%	1 1.6%	9 5.9%	6 4.4%	5 4.7%	5 5.7%	4 3.3%	1 1.1%
● Sometimes	75 13.1%	65 13.6%	17 14.8%	14 13.6%	10 12.8%	9 14.3%	14 9.2%	14 10.4%	14 13.2%	11 12.6%	20 16.7%	17 18.7%
● Usually	108 18.9%	91 19.0%	18 15.7%	15 14.6%	11 14.1%	9 14.3%	35 23.0%	31 23.0%	20 18.9%	19 21.8%	24 20.0%	17 18.7%
● Always	363 63.6%	306 63.9%	74 64.3%	70 68.0%	56 71.8%	44 69.8%	94 61.8%	84 62.2%	67 63.2%	52 59.8%	72 60.0%	56 61.5%
No use of mental health care in the last 6 months	17	13	1	0	2	2	8	6	4	4	2	1
Total	571 100.0%	479 100.0%	115 100.0%	103 100.0%	78 100.0%	63 100.0%	152 100.0%	135 100.0%	106 100.0%	87 100.0%	120 100.0%	91 100.0%
Not Answered	55	44	4	3	20	16	2	1	27	23	2	1
Reporting Category	Supplemental Items											
Achievement Score	82.5%	82.9%	80.0%	82.5%	85.9%	84.1%	84.9%	85.2%	82.1%	81.6%	80.0%	80.2%
Correlation with Satisfaction	0.085	0.122	-0.089	-0.024	0.292	0.292	0.075	0.131	0.175	0.195	0.116	0.139
Priority Rating	Low	Low	Medium	Low	Low	Low	Low	Low	Low	Low	Medium	Low

○ Response scored as: ● Room for Improvement ● Achievement

Sample Disposition

	AHMC Overall
Total mailing - sent	26,461
*First mailing - usable survey returned	1,878
*Second mailing - usable survey returned	1,258
*Phone - usable surveys	3,210
*Internet - usable surveys	86
Total - usable surveys	6,432
†Ineligible: According to population criteria‡	211
†Ineligible: Language barrier	246
†Ineligible: Deceased	3
Bad address and/or bad phone number	4,144
Refusal	1,486
Incomplete survey - mail or phone	501
Nonresponse - Unavailable by mail or phone	13,438
Response Rate	24.74%

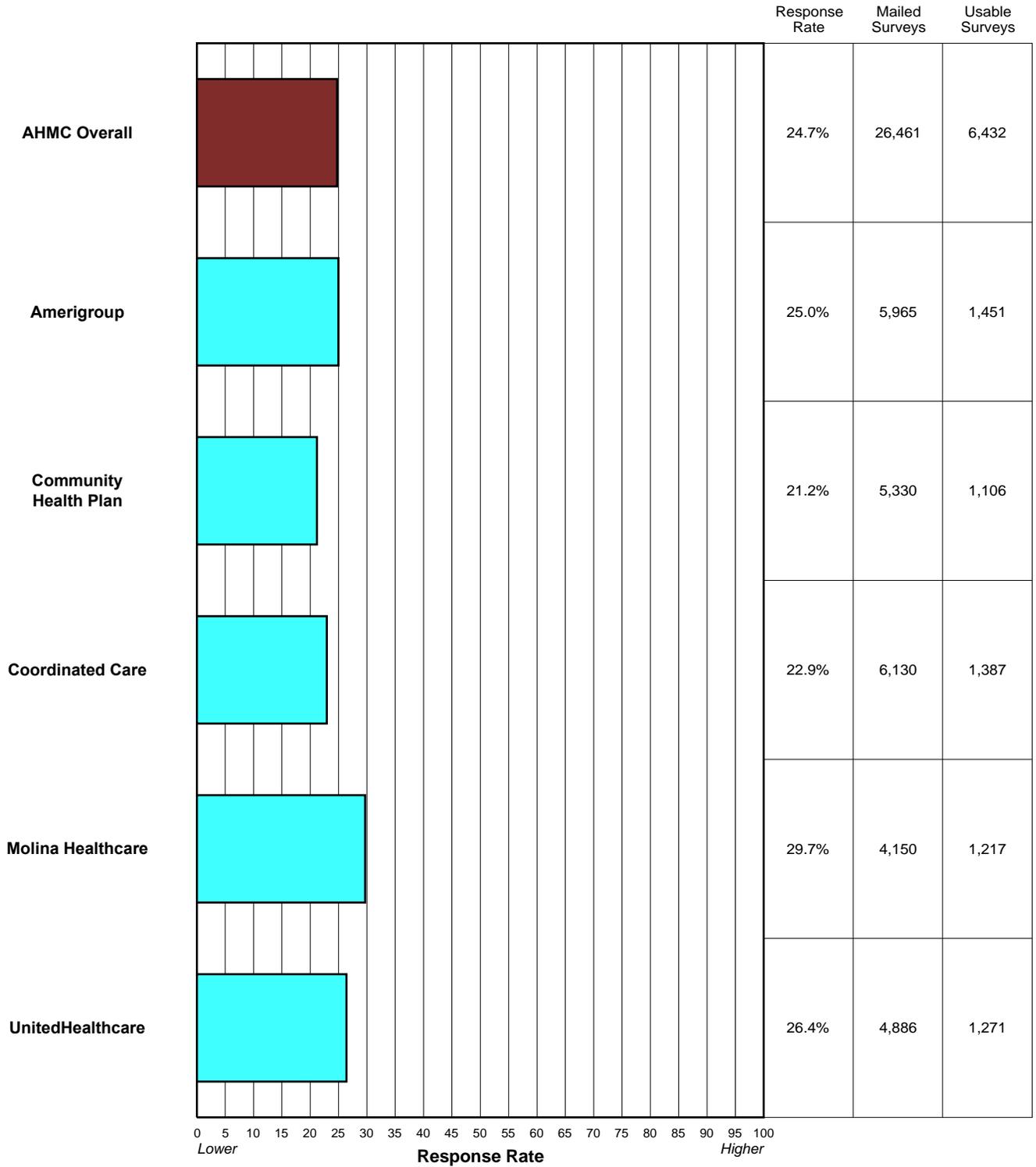
*Included in response rate numerator

†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



Amerigroup Plan Detail

The following section presents a copy of the plan specific questionnaire used. 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.

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.

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → **If Yes, Go to Question 1**
 No

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

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

If you want to know more about this study, please call 1.888.797.3605, ext. 4190.

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

1. Our records show that your child is now in Amerigroup Washington, Inc. 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.

84. 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

85. 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.*

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

- Yes
- No

87. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
- No

88. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst treatment or counseling
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

90. 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 the last 6 months

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1.888.797.3605, ext. 4190.**

Community Health Plan of Washington Plan Detail

The following section presents a copy of the plan specific questionnaire used. 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.

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.



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.

If you want to know more about this study, please call 1-877-476-7538.

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

Community Health Plan of Washington.

Is that right?
₁ Yes → If Yes, Go to Question 3
₂ 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?
₁ Yes
₂ 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?
₁ Never
₂ Sometimes
₃ Usually
₄ 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?
₁ Yes
₂ 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?
₁ Never
₂ Sometimes
₃ Usually
₄ 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?
₁ None → If None, Go to Question 16
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

THANK YOU. Please return the completed survey in the postage-paid envelope.

 **SPH Analytics**
 Attn: Survey Processing Department
 PO Box 100072, Duluth, GA 30096-9876
 Toll-Free: **1-877-476-7538**

6122330, 6122332

2017 CAHPS 5.0 Child Questionnaire (Medicaid): 06_MCS-CCC English 2-11x17



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?

- 1 Yes
2 No

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

- 1 Never
2 Sometimes
3 Usually
4 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

Worst health care possible 0 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?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Never
2 Sometimes
3 Usually
4 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 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?

- 1 Yes
2 No -> If No, Go to Question 28

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78. What is your age?
- 1 Under 18
 - 2 18 to 24
 - 3 25 to 34
 - 4 35 to 44
 - 5 45 to 54
 - 6 55 to 64
 - 7 65 to 74
 - 8 75 or older
79. Are you male or female?
- 1 Male
 - 2 Female
80. What is the highest grade or level of school that you have completed?
- 1 8th grade or less
 - 2 Some high school, but did not graduate
 - 3 High school graduate or GED
 - 4 Some college or 2-year degree
 - 5 4-year college graduate
 - 6 More than 4-year college degree
81. How are you related to the child?
- 1 Mother or father
 - 2 Grandparent
 - 3 Aunt or uncle
 - 4 Older brother or sister
 - 5 Other relative
 - 6 Legal guardian
 - 7 Someone else
82. Did someone help you complete this survey?
- 1 Yes → If Yes, Go to Question 83
 - 2 No → If No, Go to Question 84
83. How did that person help you? Mark one or more.
- A Read the questions to me
 - B Wrote down the answers I gave
 - C Answered the questions for me
 - D Translated the questions into my language
 - E Helped in some other way
84. 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?
- 1 Yes
 - 2 No
85. Did your child receive mental health care or counseling in the last 6 months?
- 1 Yes
 - 2 No → If No, Go to Question 90
86. Did your child receive all the mental health care or counseling that he or she needed?
- 1 Yes
 - 2 No → If No, Go to Question 90

87. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?
- 1 Yes
 - 2 No → If No, Go to Question 90
88. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
89. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?
- | | |
|--|---------------------------------------|
| Worst treatment or counseling possible | Best treatment or counseling possible |
| 0 | 10 |
| 1 | 9 |
| 2 | 8 |
| 3 | 7 |
| 4 | 6 |
| 5 | 5 |
| 6 | 4 |
| 7 | 3 |
| 8 | 2 |
| 9 | 1 |
| <input type="checkbox"/> | <input type="checkbox"/> |
90. 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?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
 - 5 No use of mental health care in last 6 months

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 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?
- 1 Yes
 - 2 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?
- 1 Yes
 - 2 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?
- 1 Yes
 - 2 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?
- 1 Yes
 - 2 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?
- 1 None → If None, Go to Question 41
 - 2 1 time
 - 3 2
 - 4 3
 - 5 4
 - 6 5 to 9
 - 7 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?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always

34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
35. Is your child able to talk with doctors about his or her health care?
- 1 Yes
 - 2 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?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 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?
- 1 Yes
 - 2 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?
- 1 Yes
 - 2 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?
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 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?
- | | |
|--------------------------------|-------------------------------|
| Worst personal doctor possible | Best personal doctor possible |
| 0 | 10 |
| 1 | 9 |
| 2 | 8 |
| 3 | 7 |
| 4 | 6 |
| 5 | 5 |
| 6 | 4 |
| 7 | 3 |
| 8 | 2 |
| 9 | 1 |
| <input type="checkbox"/> | <input type="checkbox"/> |

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than **3 months**?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
47. How many specialists has your child seen in the last 6 months?
- ₁ None → If None, Go to Question 49
₂ 1 specialist
₃ 2
₄ 3
₅ 4
₆ 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?

Worst specialist possible											Best specialist possible
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?

Worst health plan possible											Best health plan possible
0	1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ₁ Yes
₂ No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
59. In general, how would you rate your child's overall **mental or emotional** health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ₁ Yes
₂ No → If No, Go to Question 63
61. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 66
64. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 69

67. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- ₁ Yes
₂ No → If No, Go to Question 72
70. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 74
73. Has this problem lasted or is it expected to last for at least 12 months?
- ₁ Yes
₂ No
74. What is **your child's** age?
- ₀₀ Less than 1 year old
- YEARS OLD (*write in*)
75. Is your child male or female?
- ₁ Male
₂ Female
76. Is your child of Hispanic or Latino origin or descent?
- ₁ Yes, Hispanic or Latino
₂ No, not Hispanic or Latino
77. What is your child's race? Mark one or more.
- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other

Coordinated Care Plan Detail

The following section presents a copy of the plan specific questionnaire used. 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.

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.



SURVEY INSTRUCTIONS

- Answer each question by marking in 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 a note that tells you what question to answer next, like this: Yes.....Go to Question 1



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. If you want to know more about this study, please call 1-844-543-1445.

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 Coordinated Care. Is that right?

- 1 Yes.....Go to Question 3
- 2 NoGo to Question 2

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?

- 1 YesGo to Question 4
- 2 NoGo 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Yes.....Go to Question 6
- 2 NoGo 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 0 NoneGo to Question 16
- 1 1 timeGo to Question 8
- 2 2.....Go to Question 8
- 3 3.....Go to Question 8
- 4 4.....Go to Question 8
- 5 5 to 9.....Go to Question 8
- 6 10 or more times....Go to Question 8

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?

- 1 Yes
- 2 No

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Yes..... Go to Question 11
- 2 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?

- 1 Yes
- 2 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?

- 1 Yes
- 2 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?

- 1 Yes
- 2 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?

Worst health care possible												Best health care possible	
possible												possible	
0	1	2	3	4	5	6	7	8	9	10			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
00	01	02	03	04	05	06	07	08	09	10			

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Yes..... Go to Question 17
- 2 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?

- 1 Yes..... Go to Question 18
- 2 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?

- 1 Yes
- 2 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?

- 1 Yes..... Go to Question 20
- 2 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Yes
- 2 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?

- 1 Yes..... Go to Question 23
- 2 No Go to Question 25

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Yes
- 2 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?

- 1 Yes..... Go to Question 26
- 2 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Yes
- 2 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?

- 1 Yes.....Go to Question 29
- 2 NoGo 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?

- 1 Yes
- 2 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?

- 1 Yes.....Go to Question 31
- 2 NoGo to Question 45

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

- 0 NoneGo to Question 41
- 1 1 timeGo to Question 32
- 2 2.....Go to Question 32
- 3 3.....Go to Question 32
- 4 4.....Go to Question 32
- 5 5 to 9.....Go to Question 32
- 6 10 or more timesGo to Question 32

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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Yes.....Go to Question 36
- 2 NoGo 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Yes
- 2 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?

- 1 Yes.....Go to Question 40
- 2 NoGo 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

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

- 1 Yes..... Go to Question 43
- 2 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?

- 1 Yes
- 2 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?

- 1 Yes
- 2 No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when your child 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?

- 1 Yes..... Go to Question 46
- 2 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 0 None Go to Question 49
- 1 1 specialist Go to Question 48
- 2 2 Go to Question 48
- 3 3 Go to Question 48
- 4 4 Go to Question 48
- 5 5 or more specialists Go to Question 48

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?

Worst specialist possible					Best specialist possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

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?

- 1 Yes..... Go to Question 50
- 2 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

- 1 Yes..... Go to Question 53
- 2 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 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?

Worst health plan possible					Best health plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

PRESCRIPTION MEDICINES

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

- 1 Yes..... Go to Question 56
2 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?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 No

ABOUT YOUR CHILD AND YOU

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

- 1 Excellent
2 Very good
3 Good
4 Fair
5 Poor

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

- 1 Excellent
2 Very good
3 Good
4 Fair
5 Poor

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

- 1 Yes..... Go to Question 61
2 No Go to Question 63

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

- 1 Yes..... Go to Question 62
2 No Go to Question 63

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

- 1 Yes
2 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?

- 1 Yes..... Go to Question 64
2 No Go to Question 66

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

- 1 Yes..... Go to Question 65
2 No Go to Question 66

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

- 1 Yes
2 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?

- 1 Yes..... Go to Question 67
2 No Go to Question 69

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

- 1 Yes..... Go to Question 68
2 No Go to Question 69

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

- 1 Yes
2 No

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

- 1 Yes..... Go to Question 70
2 No Go to Question 72

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

- 1 Yes..... Go to Question 71
2 No Go to Question 72

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

- 1 Yes
2 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?

- 1 Yes..... Go to Question 73
2 No Go to Question 74

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

- 1 Yes
2 No

74. What is your child's age?

- 00 Less than 1 year old
- _____ YEARS OLD (*write in*)

75. Is your child male or female?

- 1 Male
- 2 Female

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

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

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

- a White
- b Black or African-American
- c Asian
- d Native Hawaiian or other Pacific Islander
- e American Indian or Alaska Native
- f Other

78. What is your age?

- 0 Under 18
- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or older

79. Are you male or female?

- 1 Male
- 2 Female

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

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

81. How are you related to the child?

- 1 Mother or father
- 2 Grandparent
- 3 Aunt or uncle
- 4 Older brother or sister
- 5 Other relative
- 6 Legal guardian
- 7 Someone else

82. Did someone help you complete this survey?

- 1 Yes.....Go to Question 83
- 2 NoGo to Question 84

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

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

84. Now we would like to ask you a few more questions about your child's health care and health plan. Your child's health plan is very interested in your responses to these questions. 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?

- 1 Yes
- 2 No

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

- 1 Yes..... Go to Question 86
- 2 No Go to Question 87

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

- 1 Yes
- 2 No

87. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

- 1 Yes..... Go to Question 88
- 2 No Go to Question 90

88. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

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

Worst treatment or counseling possible					Best treatment or counseling possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

90. 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?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 No use of mental health care in last 6 months

Molina Healthcare Plan Detail

The following section presents a copy of the plan specific questionnaire used. 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.

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.



Your Extended Family.

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.

If you want to know more about this study, please call 1-877-476-7538.

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
Molina Healthcare of Washington.

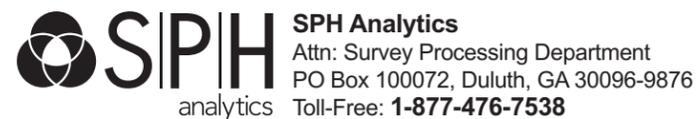
Is that right?
₁ Yes → If Yes, Go to Question 3
₂ No
2. What is the name of your child's health plan?
(please print)

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?
₁ Yes
₂ 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?
₁ Never
₂ Sometimes
₃ Usually
₄ 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?
₁ Yes
₂ 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?
₁ Never
₂ Sometimes
₃ Usually
₄ 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?
₁ None → If None, Go to Question 16
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

THANK YOU. Please return the completed survey in the postage-paid envelope.



6116660, 6122614

2017 CAHPS 5.0 Child Questionnaire (Medicaid): 06_MCS-CCC English 2-11x17



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?

- 1 Yes
2 No

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

- 1 Never
2 Sometimes
3 Usually
4 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

Worst health care possible 0 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?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Never
2 Sometimes
3 Usually
4 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?

- 1 Yes
2 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?

- 1 Yes
2 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?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Yes
2 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?

- 1 Yes
2 No -> If No, Go to Question 28

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78. What is your age?
- ₁ Under 18
₂ 18 to 24
₃ 25 to 34
₄ 35 to 44
₅ 45 to 54
₆ 55 to 64
₇ 65 to 74
₈ 75 or older
79. Are you male or female?
- ₁ Male
₂ Female
80. What is the highest grade or level of school that you have completed?
- ₁ 8th grade or less
₂ Some high school, but did not graduate
₃ High school graduate or GED
₄ Some college or 2-year degree
₅ 4-year college graduate
₆ More than 4-year college degree
81. How are you related to the child?
- ₁ Mother or father
₂ Grandparent
₃ Aunt or uncle
₄ Older brother or sister
₅ Other relative
₆ Legal guardian
₇ Someone else
82. Did someone help you complete this survey?
- ₁ Yes → If Yes, Go to Question 83
₂ No → If No, Go to Question 84
83. How did that person help you? Mark one or more.
- _A Read the questions to me
_B Wrote down the answers I gave
_C Answered the questions for me
_D Translated the questions into my language
_E Helped in some other way
84. Did your child receive mental health care or counseling in the last 6 months?
- ₁ Yes
₂ No → Thank you for completing the survey
85. Did your child receive all the mental health care or counseling that he or she needed?
- ₁ Yes
₂ No → Thank you for completing the survey
86. 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?
- ₁ Yes
₂ No

87. 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
₅ No use of mental health care in last 6 months
88. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?
- ₁ Yes
₂ No → Thank you for completing the survey
89. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
90. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?
- | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst treatment | | | | | Best treatment | | | | | |
| or counseling possible | | | | | or counseling possible | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> |

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ None → If None, Go to Question 41
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
35. Is your child able to talk with doctors about his or her health care?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?
- | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst personal doctor | | | | | Best personal doctor | | | | | |
| possible | | | | | possible | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> |



42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than **3 months**?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
47. How many specialists has your child seen in the last 6 months?
- ₁ None → If None, Go to Question 49
₂ 1 specialist
₃ 2
₄ 3
₅ 4
₆ 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?

Worst specialist possible										Best specialist possible											
0	1	2	3	4	5	6	7	8	9	10											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ 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?

Worst health plan possible										Best health plan possible											
0	1	2	3	4	5	6	7	8	9	10											
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- ₁ Yes
₂ 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?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- ₁ Yes
₂ No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
59. In general, how would you rate your child's overall **mental or emotional** health?
- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- ₁ Yes
₂ No → If No, Go to Question 63
61. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 66
64. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 69

67. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- ₁ Yes
₂ No → If No, Go to Question 72
70. Is this because of any medical, behavioral, or other health condition?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ 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?
- ₁ Yes
₂ No → If No, Go to Question 74
73. Has this problem lasted or is it expected to last for at least 12 months?
- ₁ Yes
₂ No
74. What is **your child's** age?
- _{oo} Less than 1 year old
- YEARS OLD (*write in*)
75. Is your child male or female?
- ₁ Male
₂ Female
76. Is your child of Hispanic or Latino origin or descent?
- ₁ Yes, Hispanic or Latino
₂ No, not Hispanic or Latino
77. What is your child's race? Mark one or more.
- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other

UnitedHealthCare Community Plan Detail

The following section presents the plan specific details including all supplemental questions. This section will include a graph of all the questions that were applicable to have an achievement score calculated, *Responses by Question* tables that include all plan specific supplemental questions and a copy of the plan specific questionnaire used.

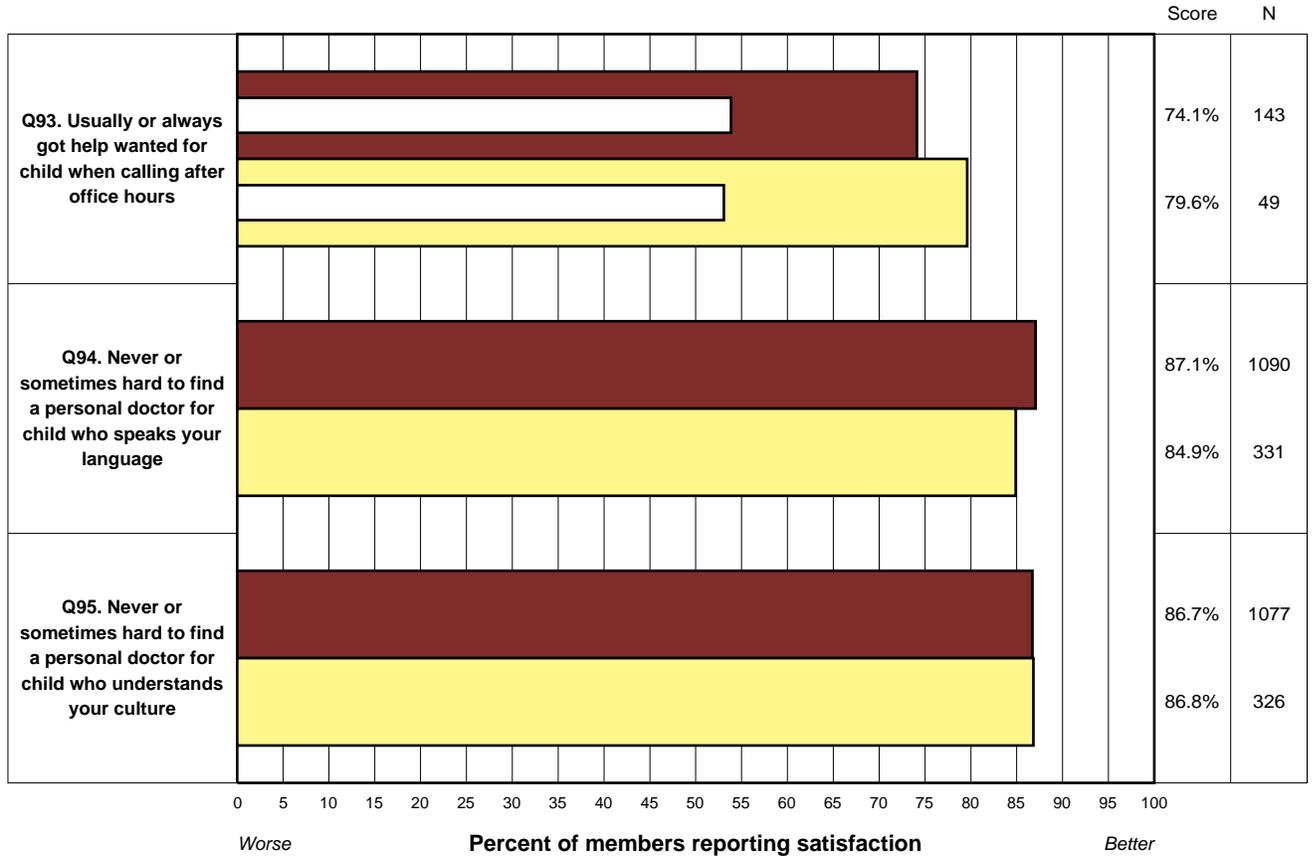
In the graphs proportions of respondents (N) assigning somewhat positive responses and positive responses are reported as achievement scores (Score). For the questions that use a 'Never' to 'Always' scale the alternate top box scores of 'Always' are presented as hollow bars.

The *Responses by Question* tables show the proportions of respondents (N) and the associated percentage (%) of whom selected each response option for each question in the survey. When applicable the achievement score, correlation with satisfaction and priority rating are presented. An achievement score is computed as the proportion of responses qualifying as achievements. Achievement scores are considered "high" when the score is 80% or higher. 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. A correlation coefficient of 0.40 or greater indicates a relatively high correlation with health plan satisfaction. The priority rating corresponds to which quadrant the question falls in on the priority matrix.

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, as 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.

UnitedHealthCare Community Plan

Plan Supplemental Item Measures - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

UnitedHealthCare Community Plan General UnitedHealthCare Community Plan CCC

Responses by Question

Additional Questions - UnitedHealthCare Community Plan

Q91. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	UHC General		UHC CCC	
	N	%	N	%
I had to wait too long for the health plan to give the OK	37	4.8%	20	9.0%
I did not know where to go to get a physician for care	20	2.6%	9	4.1%
I did not know where to go to get lab work done	4	0.5%	3	1.4%
I could not find a doctor, lab, or x-ray facility in my network	20	2.6%	13	5.9%
I could not find a doctor who was easy to get to	7	0.9%	1	0.5%
I could not find a lab or x-ray facility that was easy to get to	1	0.1%	1	0.5%
I had to wait too long to get an appointment	92	12.0%	33	14.9%
I could not find someone who spoke my language	10	1.3%	3	1.4%
Other, personal reason	120	15.6%	50	22.5%
I did not try to get care, tests, or treatment for my child in the last 6 months	456	59.5%	89	40.1%
Total	767	100.0%	222	100.0%
Not Answered	504		161	

Q92. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

	UHC General		UHC CCC	
	N	%	N	%
Yes	146	13.0%	49	14.4%
No	980	87.0%	292	85.6%
Total	1126	100.0%	341	100.0%
Not Answered	145		42	

Q93. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	UHC General		UHC CCC	
	N	%	N	%
● Never	13	9.1%	3	6.1%
● Sometimes	24	16.8%	7	14.3%
● Usually	29	20.3%	13	26.5%
● Always	77	53.8%	26	53.1%
I did not call after hours in the last 6 months	2		0	0.0%
Total	143	100.0%	49	100.0%
Not Answered	1		0	
Reporting Category	Plan Supplemental Items			
Achievement Score	74.1%		79.6%	
Correlation with Satisfaction	0.170		0.189	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Additional Questions - UnitedHealthCare Community Plan (continued)

Q94. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

	UHC General		UHC CCC	
	N	%	N	%
● Never	877	80.5%	264	79.8%
● Sometimes	72	6.6%	17	5.1%
● Usually	30	2.8%	9	2.7%
● Always	111	10.2%	41	12.4%
Total	1090	100.0%	331	100.0%
Not Answered	181		52	
Reporting Category	Plan Supplemental Items			
Achievement Score	87.1%		84.9%	
Correlation with Satisfaction	0.099		0.140	
Priority Rating	Low		Low	

Q87. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

	UHC General		UHC CCC	
	N	%	N	%
● Never	866	80.4%	265	81.3%
● Sometimes	68	6.3%	18	5.5%
● Usually	37	3.4%	12	3.7%
● Always	106	9.8%	31	9.5%
Total	1077	100.0%	326	100.0%
Not Answered	194		57	
Reporting Category	Plan Supplemental Items			
Achievement Score	86.7%		86.8%	
Correlation with Satisfaction	0.048		0.086	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement



Community Plan

SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → **If Yes, Go to Question 1**
 No

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

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

If you want to know more about this study, please call 1.888.797.3605, ext. 4190.

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

1. Our records show that your child is now in UnitedHealthcare Community Plan. 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.

84. 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

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

- Yes
- No → *If No, Go to Question 91*

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

- Yes
- No

87. In the last 6 months, did your child need any treatment or counseling for a personal or family problem?

- Yes
- No

88. In the last 6 months, how often was it easy to get the treatment or counseling your child needed through your child's health plan?

- Never
- Sometimes
- Usually
- Always

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

- 0 Worst treatment or counseling possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best treatment or counseling possible

90. 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

91. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? (*Please mark ONLY one*)

- I had to wait too long for the health plan to give the OK
- I did not know where to go to get a physician for care
- I did not know where to go to get lab work done
- I could not find a doctor, lab, or x-ray facility in my network
- I could not find a doctor who was easy to get to
- I could not find a lab or x-ray facility that was easy to get to
- I had to wait too long to get an appointment
- I could not find someone who spoke my language
- Other, personal reason
- I did not try to get any care, tests, or treatment for my child in the last 6 months

92. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

- Yes
- No → *If No, Go to Question 94*

93. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

- Never
- Sometimes
- Usually
- Always
- I did not call after hours in the last 6 months

94. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

- Never
- Sometimes
- Usually
- Always

95. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

- Never
- Sometimes
- Usually
- Always

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions,
please call 1.888.797.3605, ext. 4190.**



