Washington State Health Care Authority

Apple Health

CAHPS® 5.0H

Child Medicaid with Chronic Conditions

Comagine Health

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DataStat

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As Washington's Medicaid External Quality Review Organization (EQRO), Comagine Health provides external quality review and supports quality improvement for enrollees of Washington Apple Health managed care programs and the State's managed behavioral 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 plans during the spring of 2019. 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 Washington Apple Health. In 2019, the plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC). All survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC), Apple Health Foster Care (AH-IFC) and Behavioral Health Services Only (BHSO) programs. 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 22,063 cases was drawn of child members from across the five participating health plans. Survey participants included managed care enrollees from Apple Health Managed Care (AHMC), Apple Health Integrated Managed Care (AH-IMC), Apple Health Foster Care (AH-IFC) and Behavioral Health Services Only (BHSO)programs. 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. Three of the five plans then opted to do an additional oversample to reach a higher number of completed surveys. The oversample percentages for the plans ranged from 40% to 155%. 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, 2018, with no more than one enrollment gap of 45 days or less. Detailed information regarding sampling protocols and methods can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 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 4,552 children enrolled in Apple Health. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 21.1%. Detailed information regarding protocols and methods can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 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

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information regarding the survey-based screening tool can be found in *HEDIS® 2019 Volume 3* and the *HEDIS® 2019 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 was best for child

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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® 2019 Volume 3* and the *HEDIS® 2019 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 results are compared to Apple Health overall results, with statistical significance testing. The Apple Health overall results represent the combined scores of the five participating health plans.

Comparisons: Current Year and Trending

2019 results are presented with the 2017 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.

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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.

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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 Apple Health in the spring of 2019. Attempts were made to survey 22,063 Apple Health member households by mail, Internet and telephone using a standardized survey procedure and questionnaire. Complete interviews were obtained from 4,552 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® 2019 Volume 3* and the *HEDIS® 2019 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 2019 Apple Health child top box ratings scores are presented in the following chart.

The 2018 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 2018 child comparative database includes 79,736 respondents from 150 child Medicaid sample submissions. CAHPS® Database benchmarks are not available for the CCC measures and population.

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

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.

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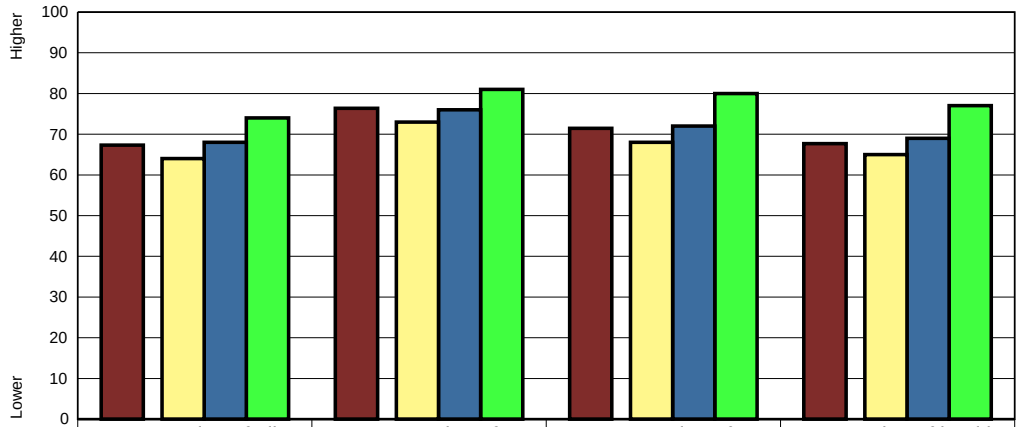
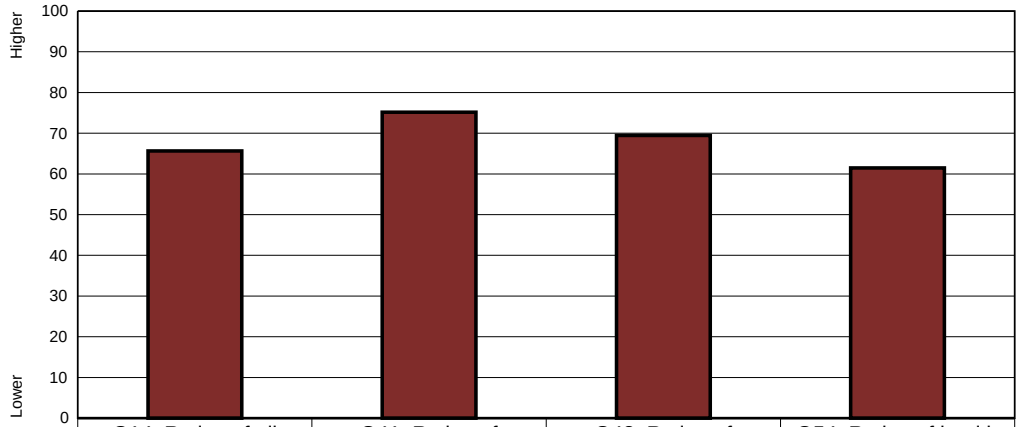
Overall Rating Questions - General Population



	Q14. Rating of all health care	Q41. Rating of personal doctor	Q48. Rating of specialist seen most often	Q54. Rating of health plan
Apple Health 2019 Overall	67.3%	76.4%	71.4%	67.7%
CAHPS 25th Percentile	64.0%	73.0%	68.0%	65.0%
CAHPS 50th Percentile	68.0%	76.0%	72.0%	69.0%
CAHPS 90th Percentile	74.0%	81.0%	80.0%	77.0%

Overall Rating Questions - CCC Population



	Q14. Rating of all health care	Q41. Rating of personal doctor	Q48. Rating of specialist seen most often	Q54. Rating of health plan
Apple Health 2019 CCC	65.7%	75.2%	69.5%	61.5%

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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 performed across the domain.

The 2019 Apple Health 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 2018 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 plans is presented as Apple Health.

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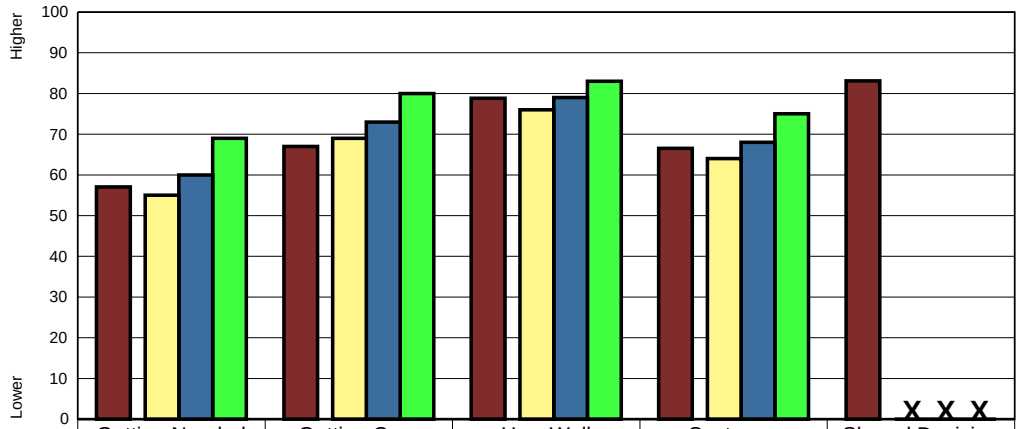
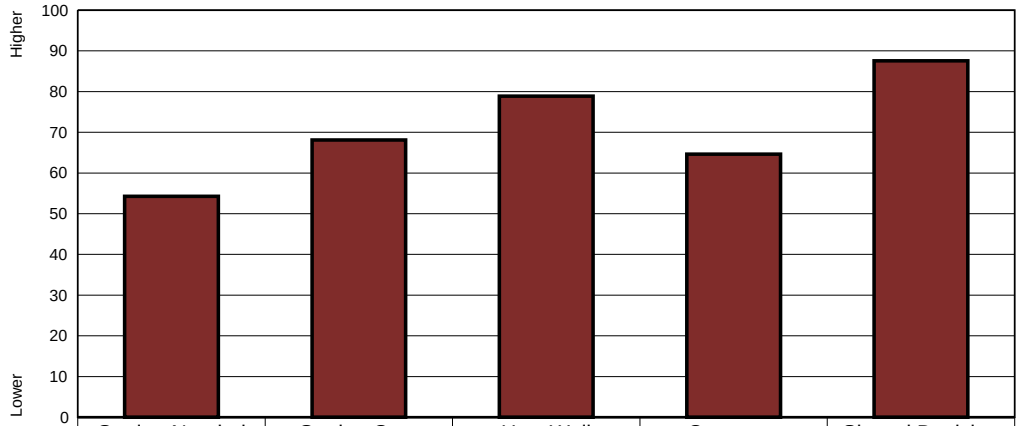
Standard Composites - General Population



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
Apple Health 2019 Overall	57.1%	67.0%	78.8%	66.5%	83.1%
CAHPS 25th Percentile	55.0%	69.0%	76.0%	64.0%	-
CAHPS 50th Percentile	60.0%	73.0%	79.0%	68.0%	-
CAHPS 90th Percentile	69.0%	80.0%	83.0%	75.0%	-

X Comparative data not available

Standard Composites - CCC Population



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
Apple Health 2019 CCC	54.3%	68.1%	78.9%	64.6%	87.5%

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.

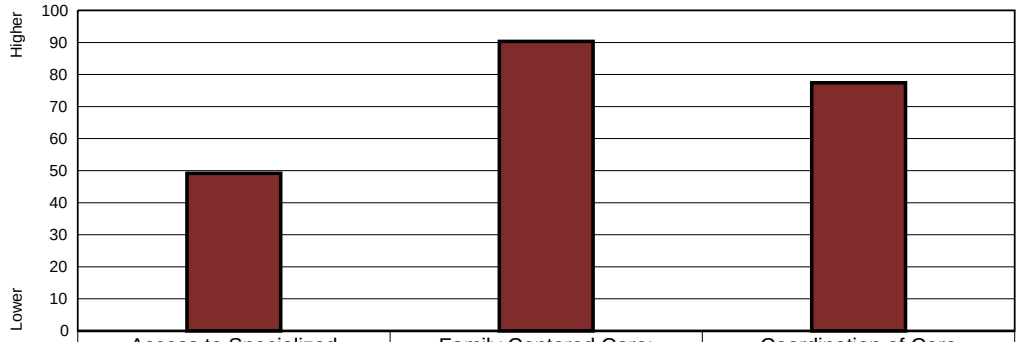
The Access to Specialized Care composite is composed of questions with response options of 'Never' to 'Always'. Responses of 'Always' are considered top box achievements for the Access to Specialized Care composite.

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.

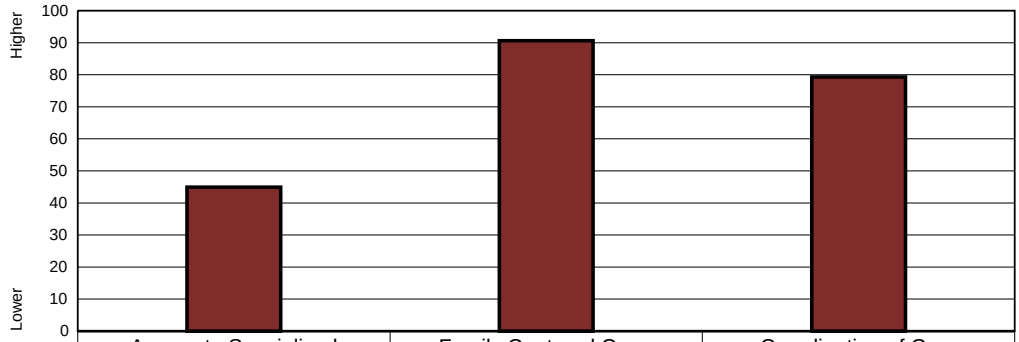
The combination of all five Apple Health plans is presented as Apple Health.

CCC Composites - General Population



	Access to Specialized Services	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Coordination of Care
Apple Health 2019 Overall	49.2%	90.3%	77.4%

CCC Composites - CCC Population



	Access to Specialized Services	Family Centered Care: Personal Doctor or Nurse Who Knows Child	Coordination of Care
Apple Health 2019 CCC	45.0%	90.6%	79.3%

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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 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	Apple Health Achievement Score	Correlation w/ satisfaction
Q33. Personal doctor usually or always listened carefully to you	94.5	0.23
Q51. Customer service usually or always treated you with courtesy and respect	93.8	0.37
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0	0.33
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.3	0.27

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q27. Someone from doctor's office helped get treatment or counseling for child	62.2	0.24
Q26. Usually or always easy to get treatment or counseling for child	67.7	0.34
Q23. Usually or always easy to get therapy for child	71.8	0.33
Q20. Usually or always easy to get special medical equipment or devices for child	73.5	0.40
Q50. Customer service usually or always gave help you needed	81.8	0.36

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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 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	Apple Health Achievement Score	Correlation w/ satisfaction
Q33. Personal doctor usually or always listened carefully to you	94.5	0.28
Q51. Customer service usually or always treated you with courtesy and respect	92.4	0.36
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4	0.41
Q40. Personal doctor usually or always seemed informed about care child got from other providers	82.6	0.30

Opportunities for Improvement

Question	Apple Health Achievement Score	Correlation w/ satisfaction
Q27. Someone from doctor's office helped get treatment or counseling for child	61.9	0.24
Q26. Usually or always easy to get treatment or counseling for child	66.4	0.33
Q23. Usually or always easy to get therapy for child	67.5	0.37
Q20. Usually or always easy to get special medical equipment or devices for child	72.4	0.35
Q50. Customer service usually or always gave help you needed	81.7	0.37

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Trend Analysis - Higher Scores - 2019 vs. 2017

Non-CCC Population

Improvements in Apple Health 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 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q14. Rating of all health care	87.7%	85.4%	+2.3	Ratings
Q54. Rating of health plan	85.2%	83.1%	+2.1	Ratings
Q41. Rating of personal doctor	90.4%	88.4%	+2.0	Ratings

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q12. Doctor talked about reasons you might not want child to take a medicine	73.5%	69.9%	+3.6	Shared Decision Making
HCA_6. Rating of treatment or counseling	74.2%	71.4%	+2.8	Supplemental Items
Q21. Someone from doctor's office helped get special medical equipment or devices for child	82.6%	80.1%	+2.5	Single Items
Q43. Doctor understands how health conditions affect child's day-to-day life	92.3%	90.3%	+2.0	Family Centered Care
Q24. Someone from doctor's office helped get therapy for child	75.2%	73.4%	+1.8	Single Items
Q27. Someone from doctor's office helped get treatment or counseling for child	62.2%	60.6%	+1.6	Single Items
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.1%	88.6%	+1.5	Family Centered Care
Q44. Doctor understands how health conditions affect family's day-to-day life	88.5%	87.1%	+1.4	Family Centered Care
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0%	87.8%	+1.2	Getting Needed Care

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Trend Analysis - Higher Scores - 2019 vs. 2017

Non-CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q46. Usually or always got appointments with specialists as soon as child needed	76.2%	75.1%	+1.1	Getting Needed Care
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was was best for child	83.0%	82.3%	+0.7	Shared Decision Making
Q9. Doctor usually or always answered questions about child's health	88.8%	88.1%	+0.7	Single Items
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8%	89.1%	+0.7	Single Items
PQ53. Forms from child's health plan were usually or always easy to fill out	94.1%	93.5%	+0.6	Single Items
Q58. Excellent or very good rating of child's overall health	75.2%	74.6%	+0.6	Single Items
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	62.5%	61.9%	+0.6	Coordination of Care
Q8. Doctor talked about specific things to prevent illness in child	72.1%	71.6%	+0.5	Single Items
Q51. Customer service usually or always treated you with courtesy and respect	93.8%	93.5%	+0.4	Customer Service
Q34. Personal doctor usually or always showed respect for what you had to say	96.2%	95.9%	+0.3	Communication
Q6. Usually or always got appt. for care as soon as child needed	84.6%	84.4%	+0.2	Getting Care Quickly
Q40. Personal doctor usually or always seemed informed about care child got from other providers	83.3%	83.1%	+0.2	Single Items
Q36. Doctor usually or always explained things in a way that was easy for child to understand	92.9%	92.7%	+0.2	Single Items
Q48. Rating of specialist seen most often	86.0%	85.9%	+0.1	Ratings
Q32. Personal doctor usually or always explained things in a way that was easy to understand	94.5%	94.4%	+0.1	Communication

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Trend Analysis - Lower Scores - 2019 vs. 2017

Non-CCC Population

Scores for Apple Health 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 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	60.1%	82.5%	-22.3	Supplemental Items
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	63.0%	78.0%	-15.0	Supplemental Items
Q59. Excellent or very good rating of child's overall mental or emotional health	68.2%	71.1%	-2.9	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q26. Usually or always easy to get treatment or counseling for child	67.7%	71.2%	-3.6	Access to Specialized Services
Q20. Usually or always easy to get special medical equipment or devices for child	73.5%	77.0%	-3.5	Access to Specialized Services
Q57. Someone from doctor's office helped get child's prescription medicines	63.8%	66.6%	-2.8	Single Items
Q37. Personal doctor usually or always spent enough time with child	89.8%	90.7%	-0.8	Communication
Q23. Usually or always easy to get therapy for child	71.8%	72.4%	-0.6	Access to Specialized Services
Q50. Customer service usually or always gave help you needed	81.8%	82.3%	-0.6	Customer Service
Q11. Doctor talked about reasons you might want child to take a medicine	92.8%	92.9%	-0.2	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	92.4%	92.6%	-0.2	Coordination of Care

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Trend Analysis - Lower Scores - 2019 vs. 2017

Non-CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q4. Usually or always got care as soon as child needed	89.0%	89.1%	-0.1	Getting Care Quickly
Q33. Personal doctor usually or always listened carefully to you	94.5%	94.6%	-0.1	Communication

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Trend Analysis - Higher Scores - 2019 vs. 2017

CCC Population

Improvements in Apple Health 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 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q21. Someone from doctor's office helped get special medical equipment or devices for child	85.7%	76.9%	+8.8	Single Items
Q14. Rating of all health care	86.8%	82.1%	+4.7	Ratings
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.1%	86.9%	+3.3	Family Centered Care
Q44. Doctor understands how health conditions affect family's day-to-day life	89.0%	86.2%	+2.9	Family Centered Care
Q43. Doctor understands how health conditions affect child's day-to-day life	92.7%	90.0%	+2.7	Family Centered Care
Q41. Rating of personal doctor	88.8%	86.3%	+2.5	Ratings

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q12. Doctor talked about reasons you might not want child to take a medicine	79.6%	76.4%	+3.3	Shared Decision Making
Q27. Someone from doctor's office helped get treatment or counseling for child	61.9%	59.8%	+2.2	Single Items
Q46. Usually or always got appointments with specialists as soon as child needed	77.7%	75.8%	+1.9	Getting Needed Care
Q50. Customer service usually or always gave help you needed	81.7%	79.8%	+1.8	Customer Service
Q24. Someone from doctor's office helped get therapy for child	72.8%	71.0%	+1.8	Single Items

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Trend Analysis - Higher Scores - 2019 vs. 2017

CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q33. Personal doctor usually or always listened carefully to you	94.5%	92.8%	+1.8	Communication
Q54. Rating of health plan	80.7%	79.1%	+1.6	Ratings
Q37. Personal doctor usually or always spent enough time with child	92.3%	90.9%	+1.4	Communication
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4%	89.1%	+1.4	Single Items
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4%	88.2%	+1.2	Getting Needed 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	64.5%	63.4%	+1.2	Coordination of Care
Q34. Personal doctor usually or always showed respect for what you had to say	95.7%	94.6%	+1.1	Communication
HCA_6. Rating of treatment or counseling	71.2%	70.2%	+1.0	Supplemental Items
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was was best for child	86.3%	85.3%	+1.0	Shared Decision Making
Q40. Personal doctor usually or always seemed informed about care child got from other providers	82.6%	81.8%	+0.9	Single Items
Q32. Personal doctor usually or always explained things in a way that was easy to understand	95.0%	94.3%	+0.7	Communication
Q6. Usually or always got appt. for care as soon as child needed	86.8%	86.2%	+0.6	Getting Care Quickly
Q48. Rating of specialist seen most often	85.7%	85.2%	+0.6	Ratings
Q8. Doctor talked about specific things to prevent illness in child	77.3%	76.9%	+0.4	Single Items
Q36. Doctor usually or always explained things in a way that was easy for child to understand	93.0%	92.6%	+0.4	Single Items
PQ53. Forms from child's health plan were usually or always easy to fill out	93.9%	93.7%	+0.2	Single Items

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Trend Analysis - Lower Scores - 2019 vs. 2017

CCC Population

Scores for Apple Health 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 2019 as compared to the 2017 Apple Health scores.

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
HCA_5. Usually or always easy to get needed treatment or counseling through health plan	69.6%	78.9%	-9.3	Supplemental Items
HCA_7. Usually or always involved as much as wanted in child's mental health care or counseling	76.9%	82.9%	-6.0	Supplemental Items
Q59. Excellent or very good rating of child's overall mental or emotional health	37.7%	43.0%	-5.3	Single Items
Q57. Someone from doctor's office helped get child's prescription medicines	64.5%	68.6%	-4.1	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

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

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q20. Usually or always easy to get special medical equipment or devices for child	72.4%	76.3%	-3.9	Access to Specialized Services
Q26. Usually or always easy to get treatment or counseling for child	66.4%	70.2%	-3.7	Access to Specialized Services
Q23. Usually or always easy to get therapy for child	67.5%	71.1%	-3.6	Access to Specialized Services
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	94.0%	95.6%	-1.6	Coordination of Care
Q51. Customer service usually or always treated you with courtesy and respect	92.4%	93.4%	-1.0	Customer Service
Q9. Doctor usually or always answered questions about child's health	90.9%	91.4%	-0.5	Single Items

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Trend Analysis - Lower Scores - 2019 vs. 2017

CCC Population

(continued)

Question	Apple Health 2019 Score	Apple Health 2017 Score	% Point Change	Composite Group
Q4. Usually or always got care as soon as child needed	90.4%	90.8%	-0.4	Getting Care Quickly
Q11. Doctor talked about reasons you might want child to take a medicine	96.7%	97.1%	-0.4	Shared Decision Making

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

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.

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Priority Matrix

Ratings

General Population

Top Priority

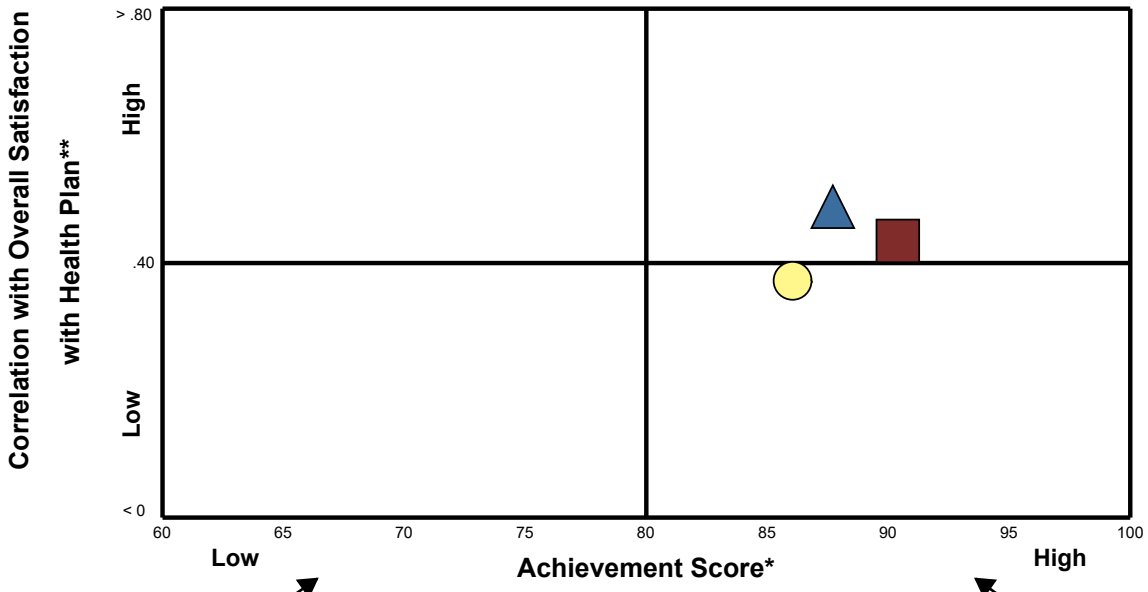
Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance



Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

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.

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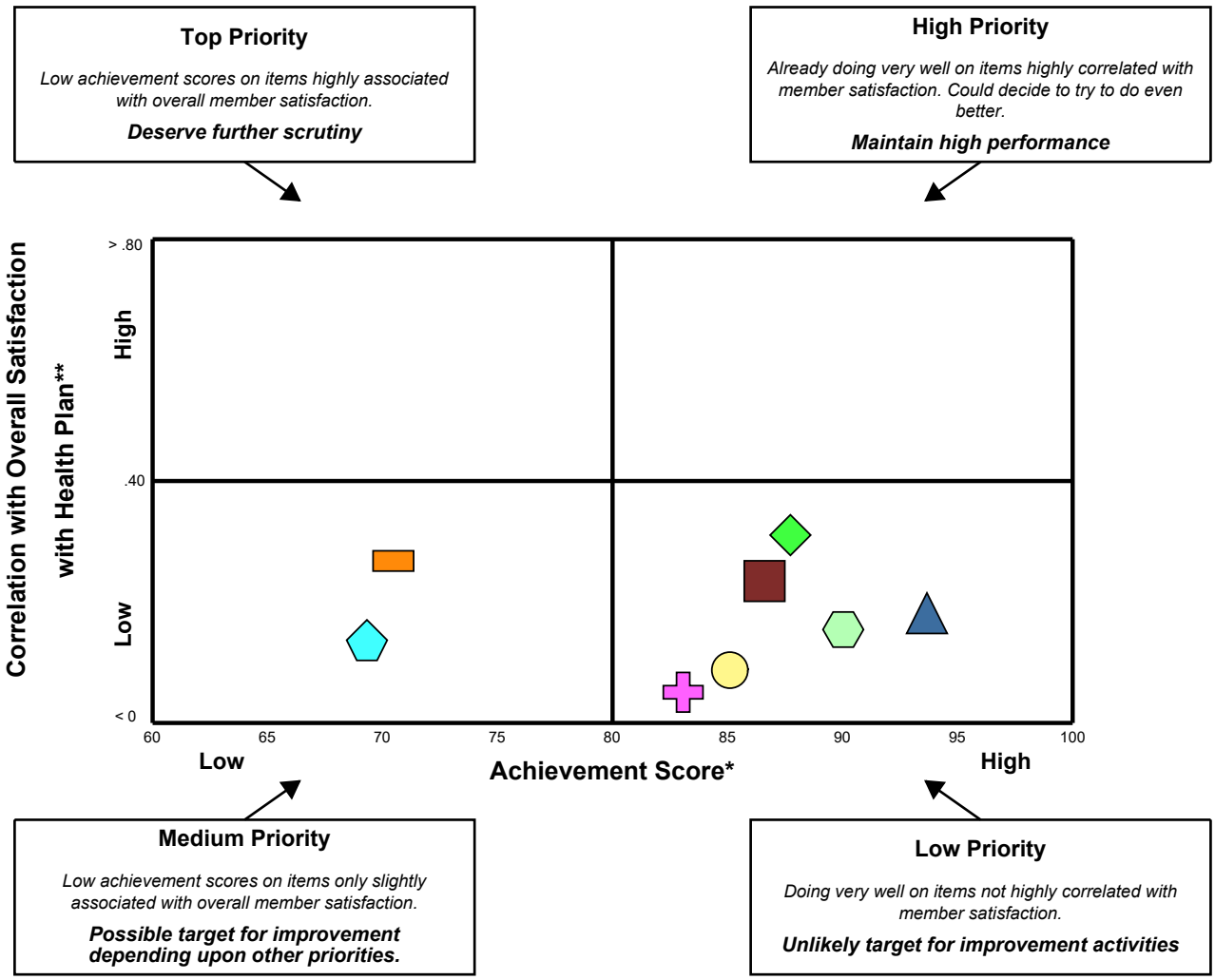
Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

General Population



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

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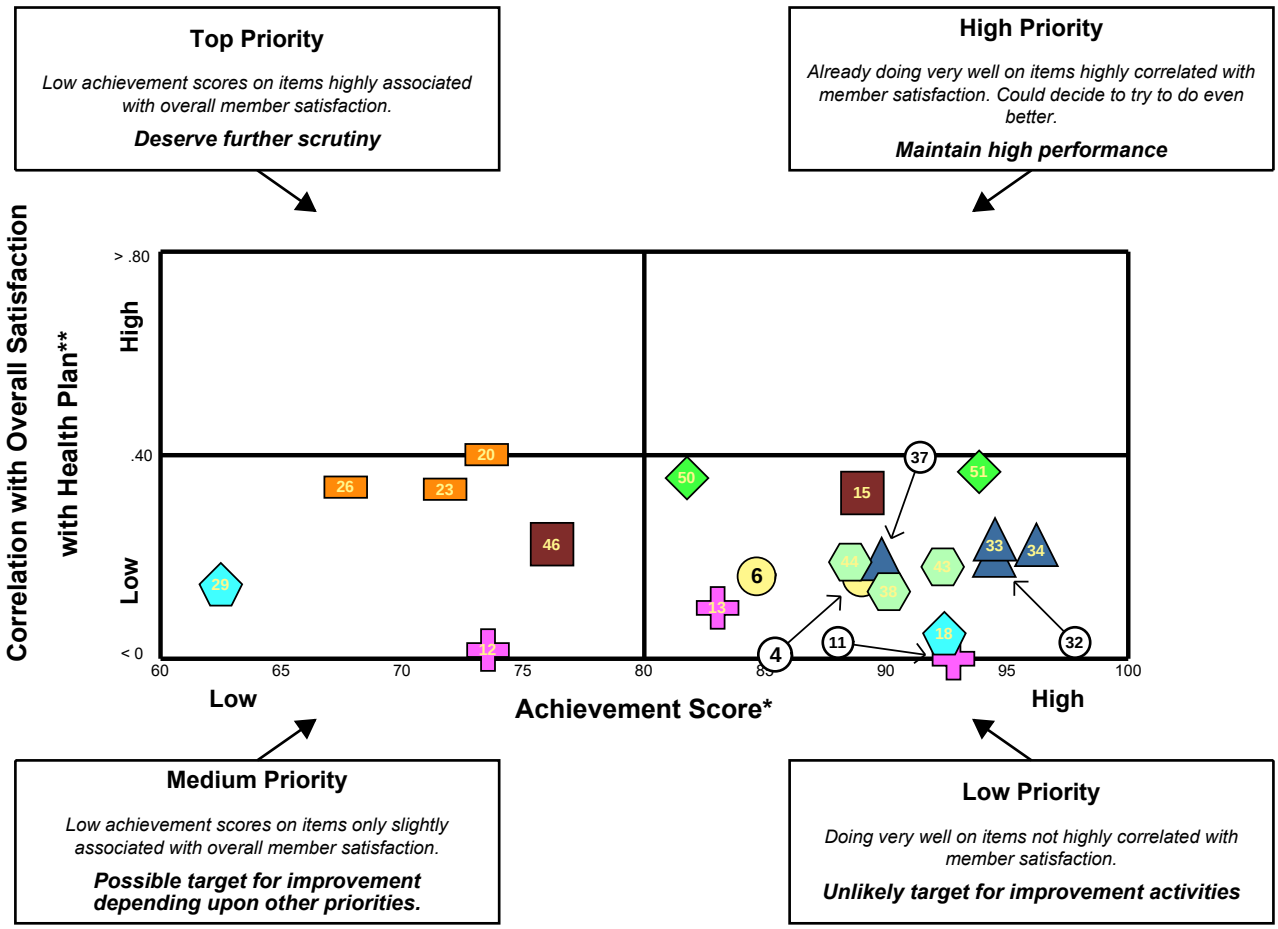
Priority Matrix - CAHPS® 5.0 Composites

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 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.

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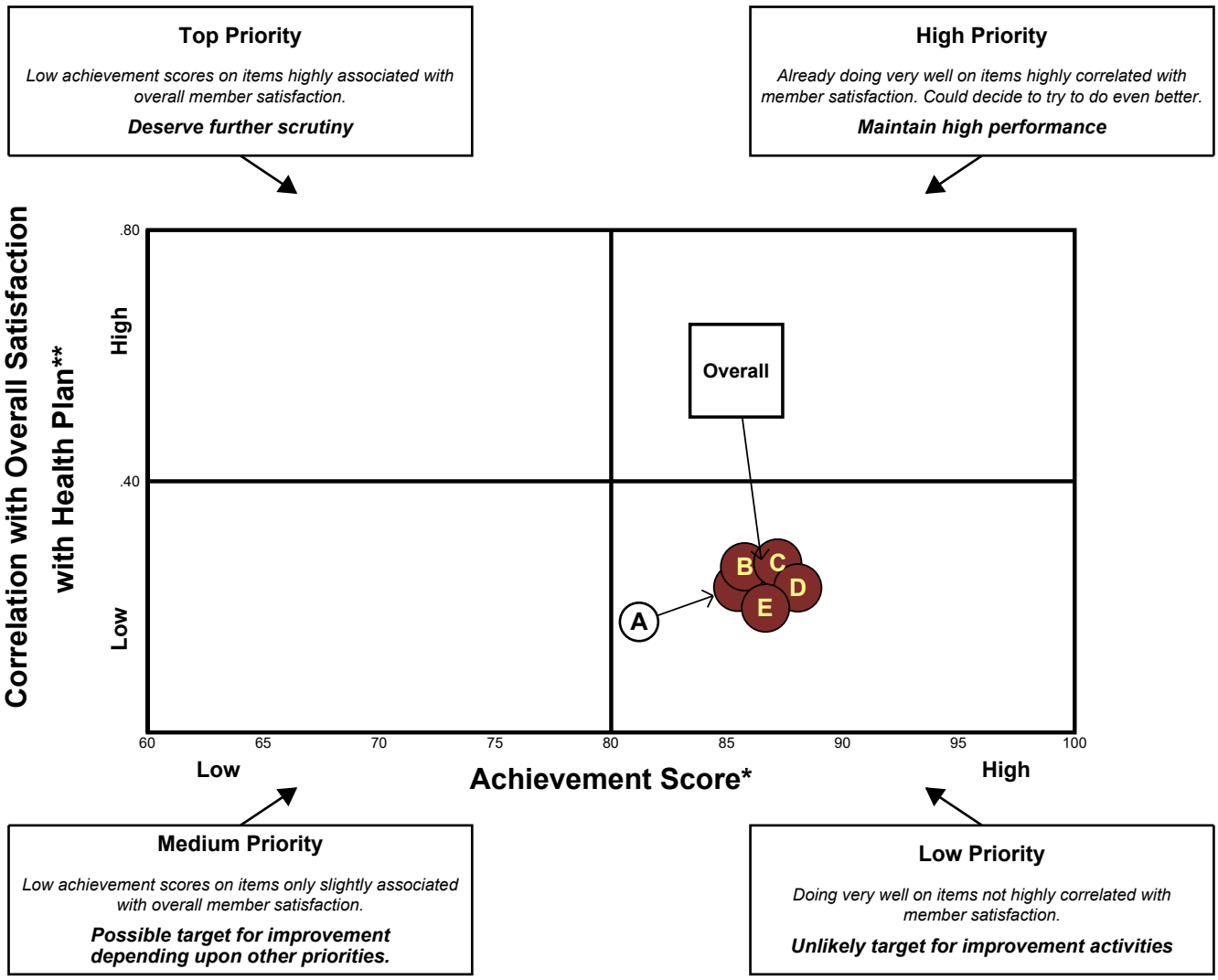
Priority Matrix - Standard Composites

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.

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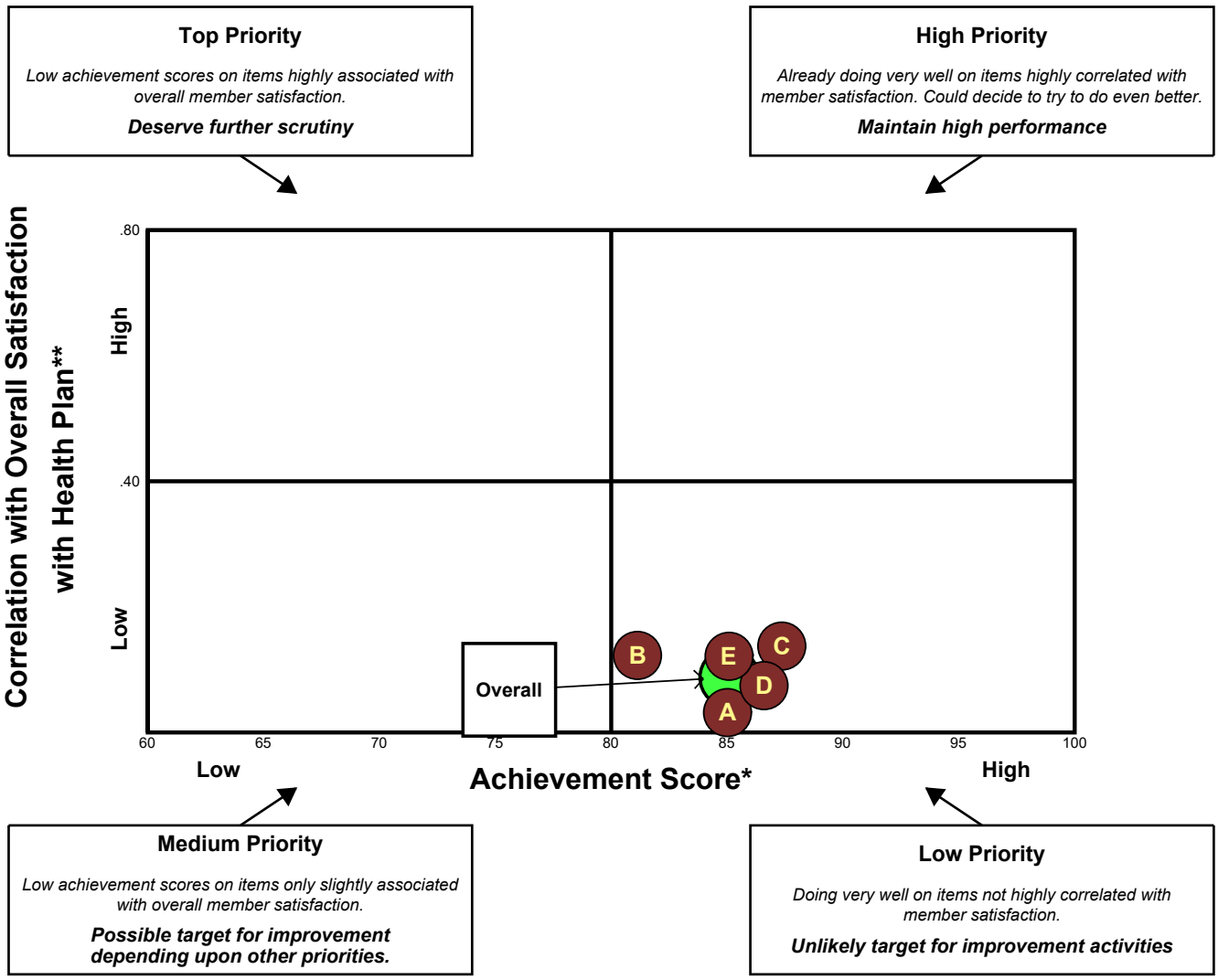
Priority Matrix - Standard Composites

Getting Care Quickly

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.

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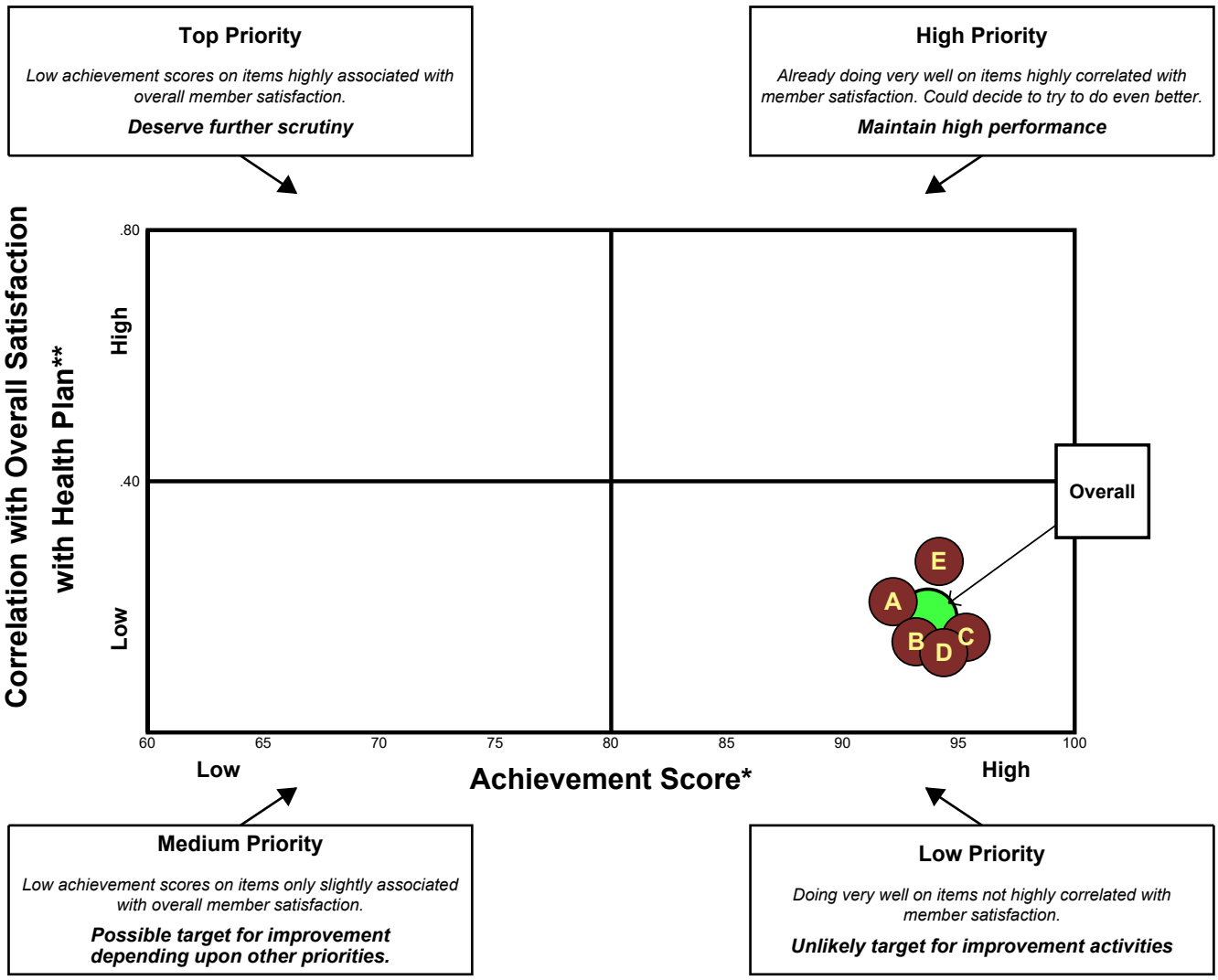
Priority Matrix - Standard Composites

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.

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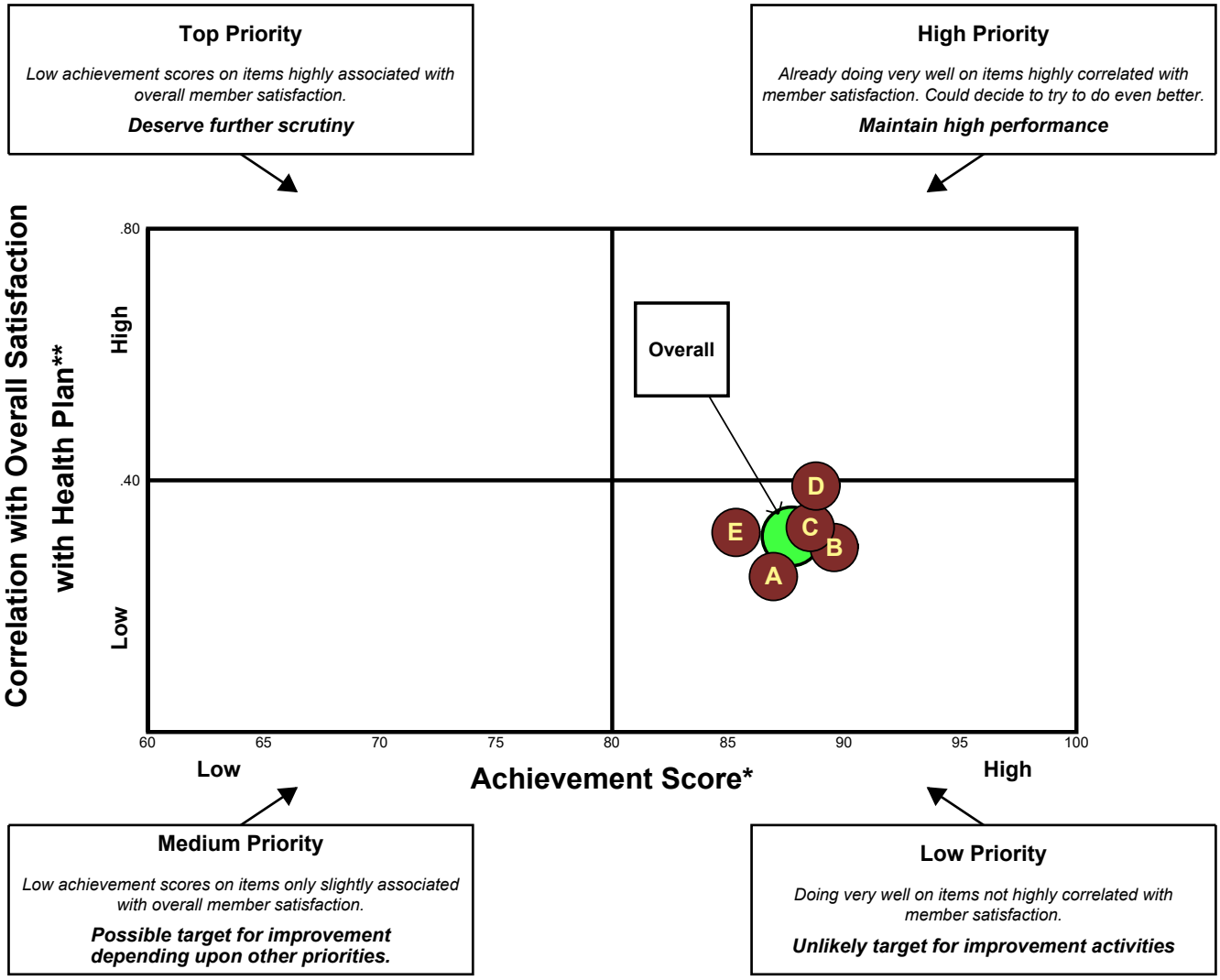
Priority Matrix - Standard Composites

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.

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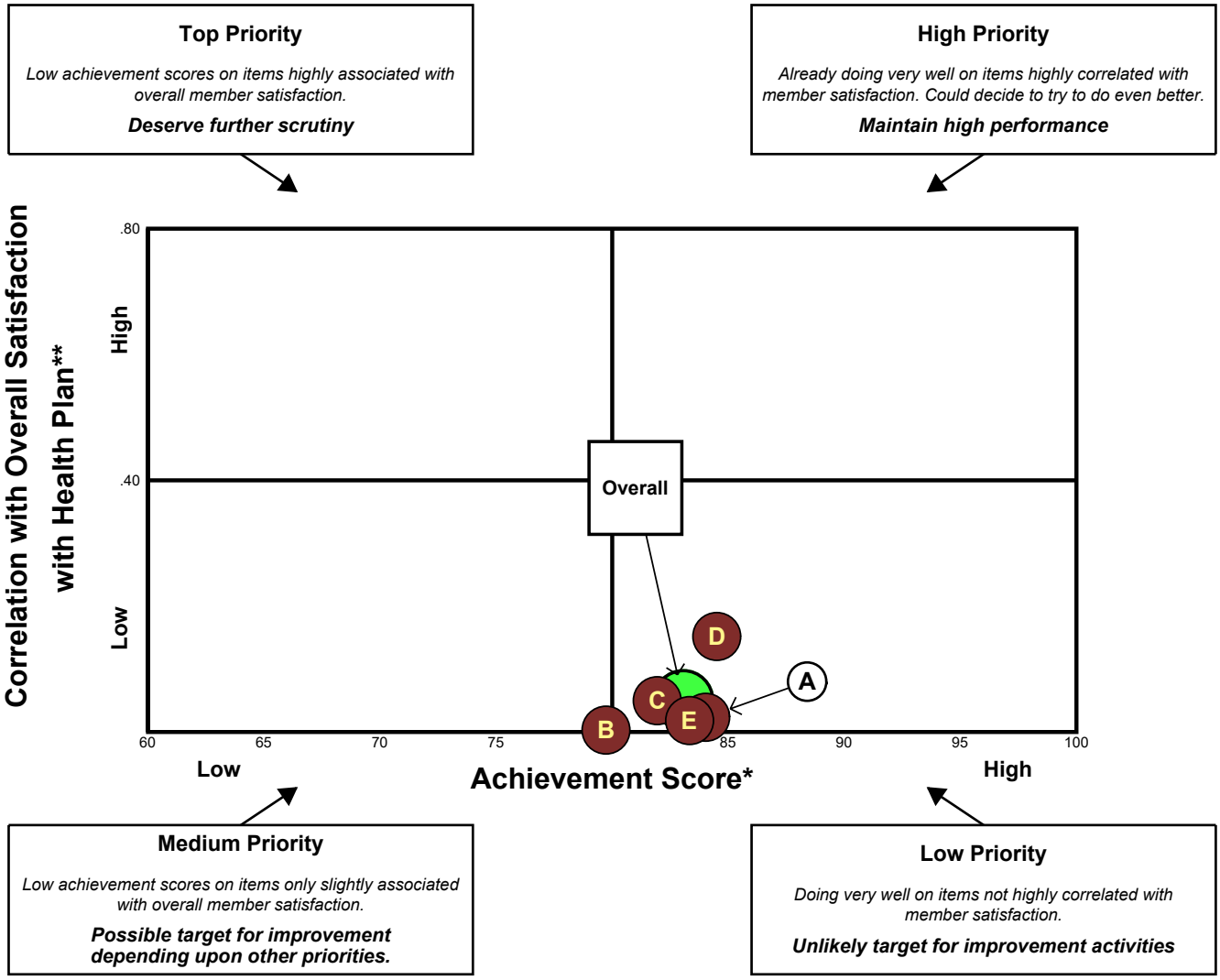
Priority Matrix - Standard Composites

Shared Decision Making

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.

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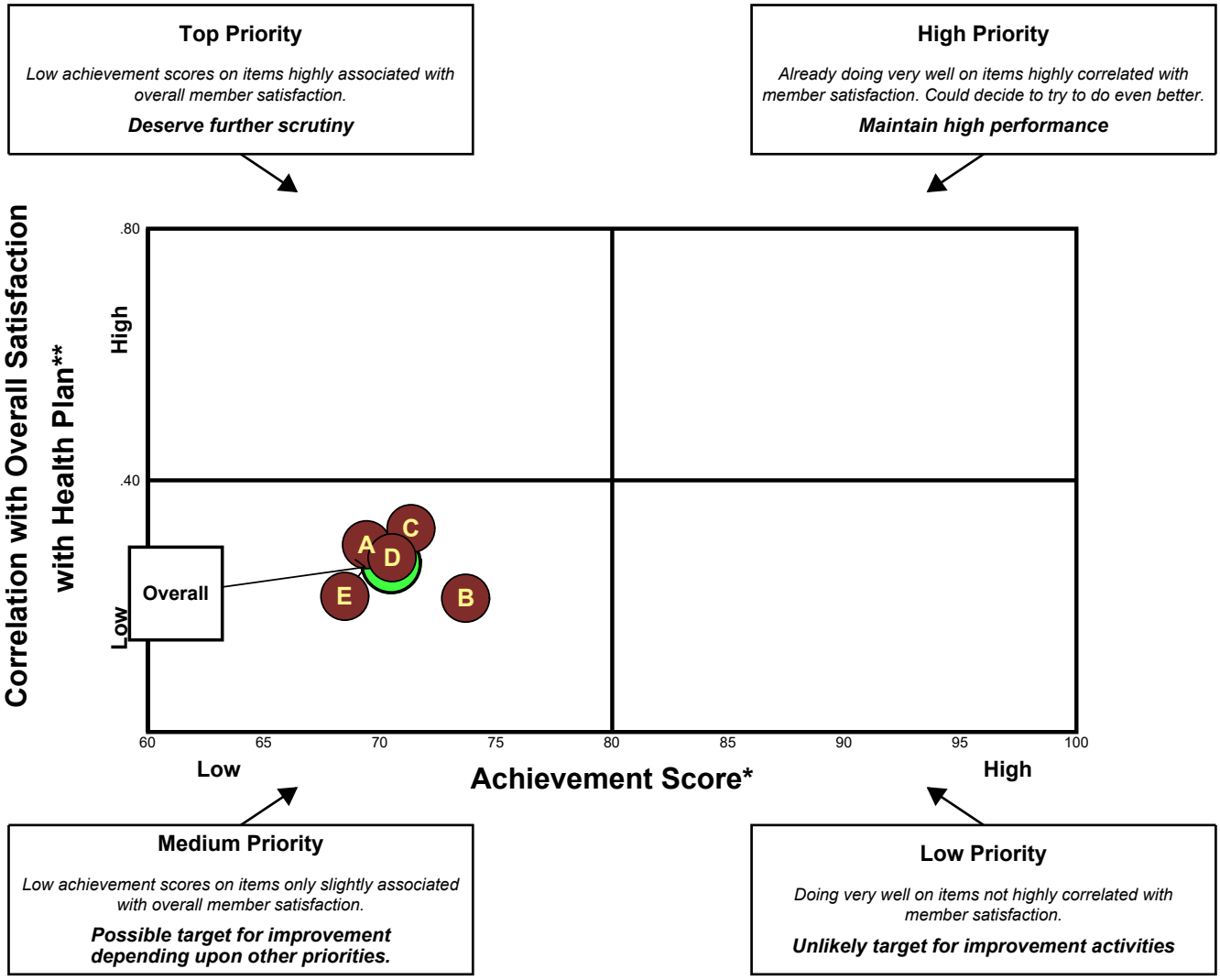
Priority Matrix - CCC Composites

Access to Specialized Services

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.

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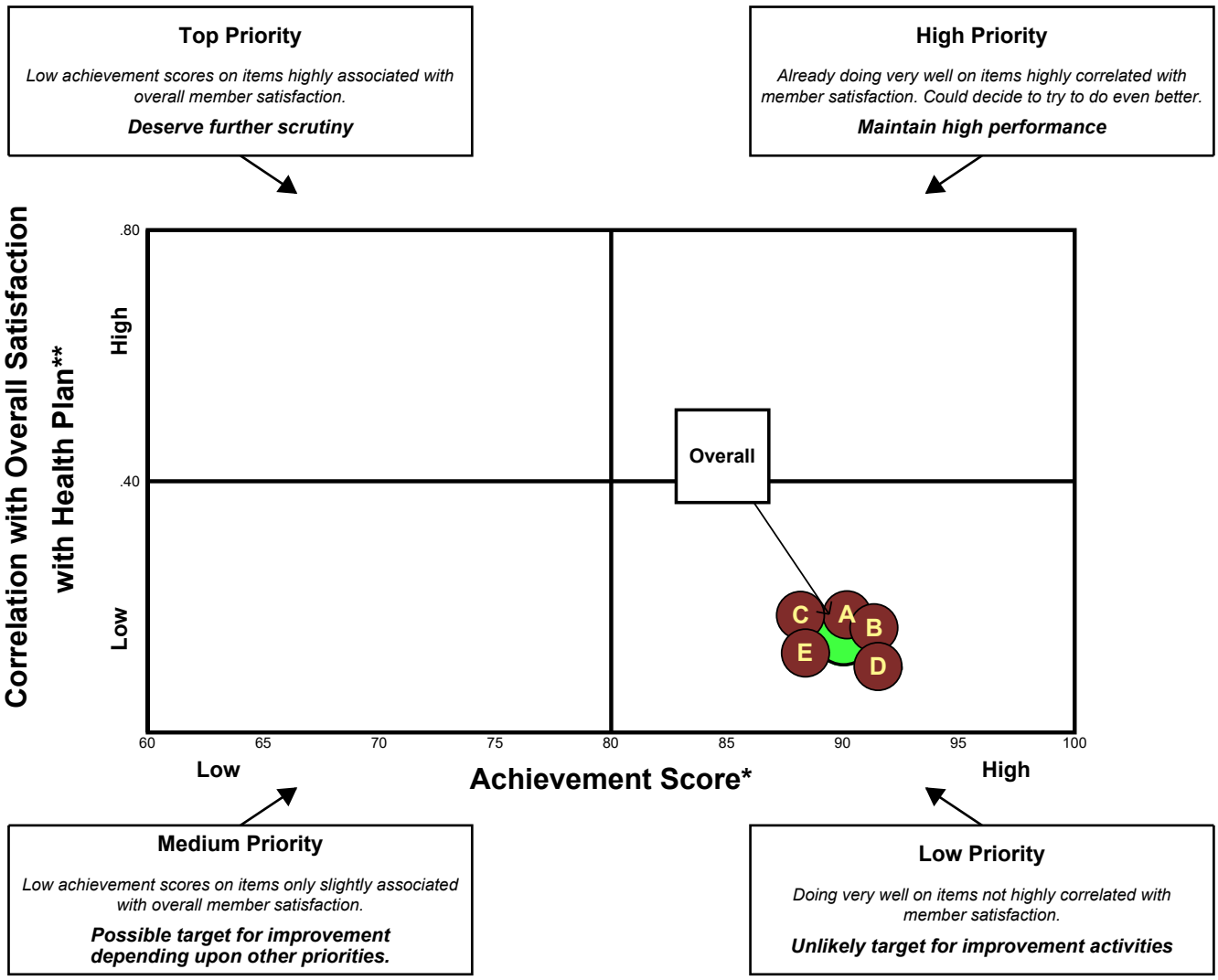
Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

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.

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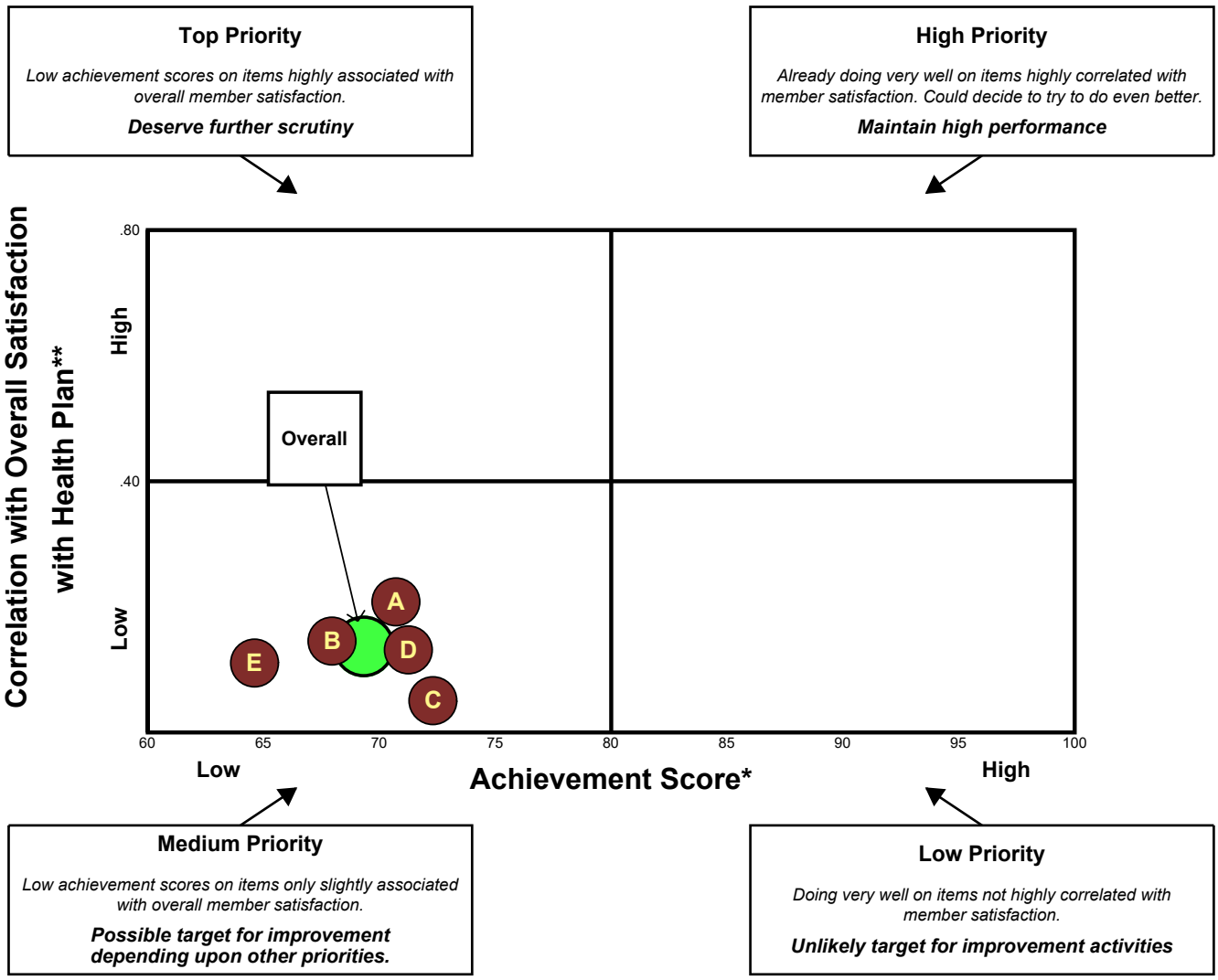
Priority Matrix - CCC Composites

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.

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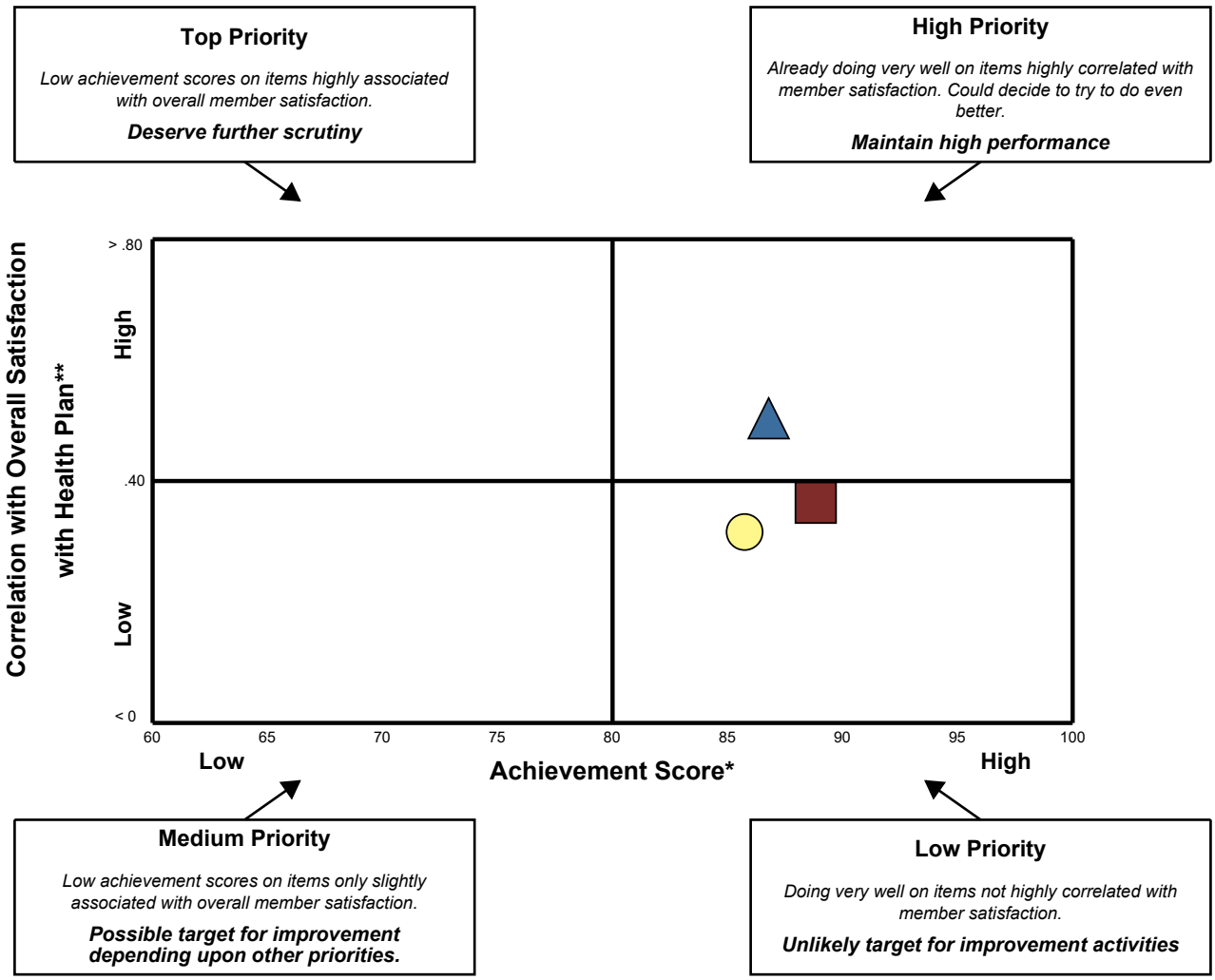
Priority Matrix

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.

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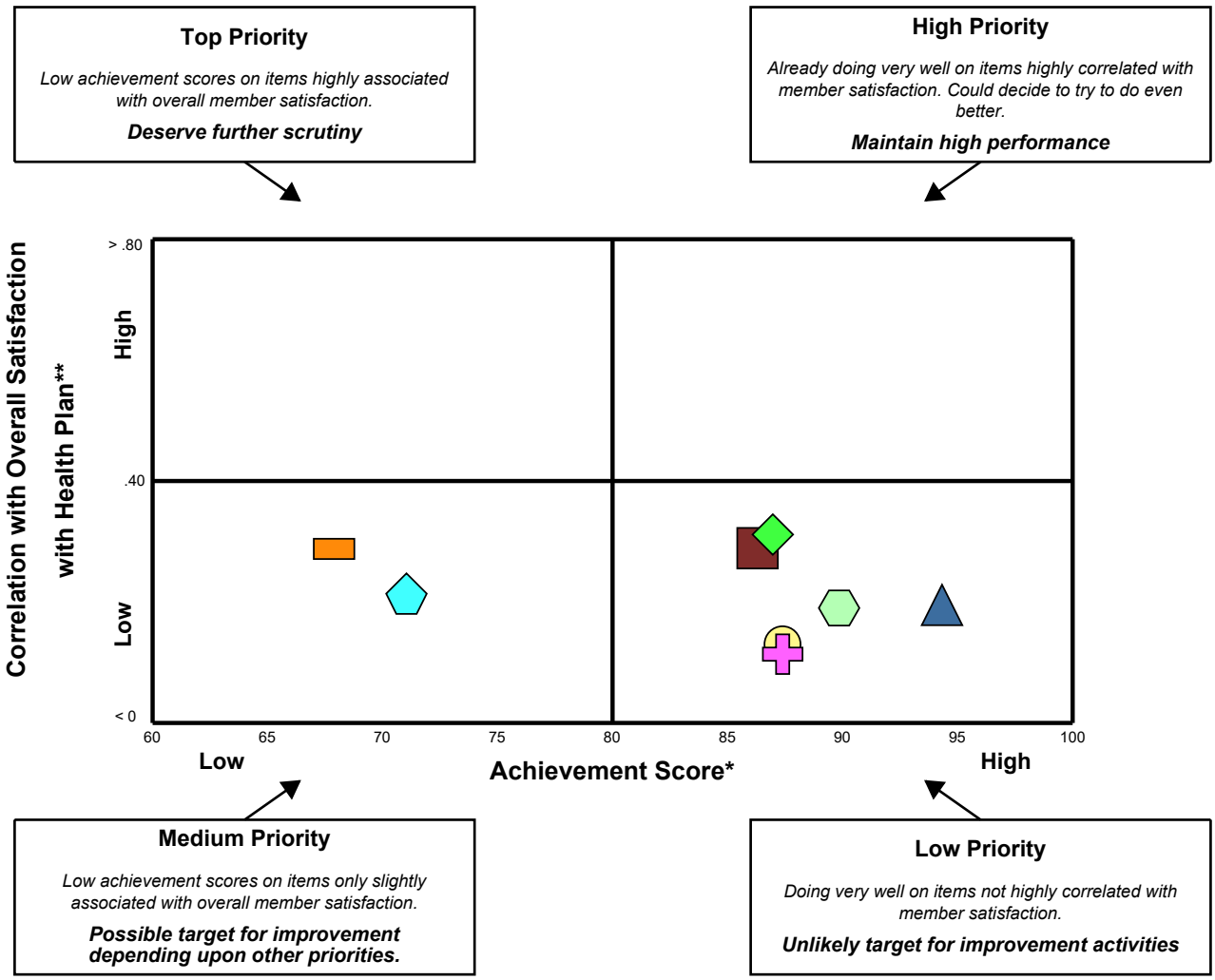
Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

CCC Population



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

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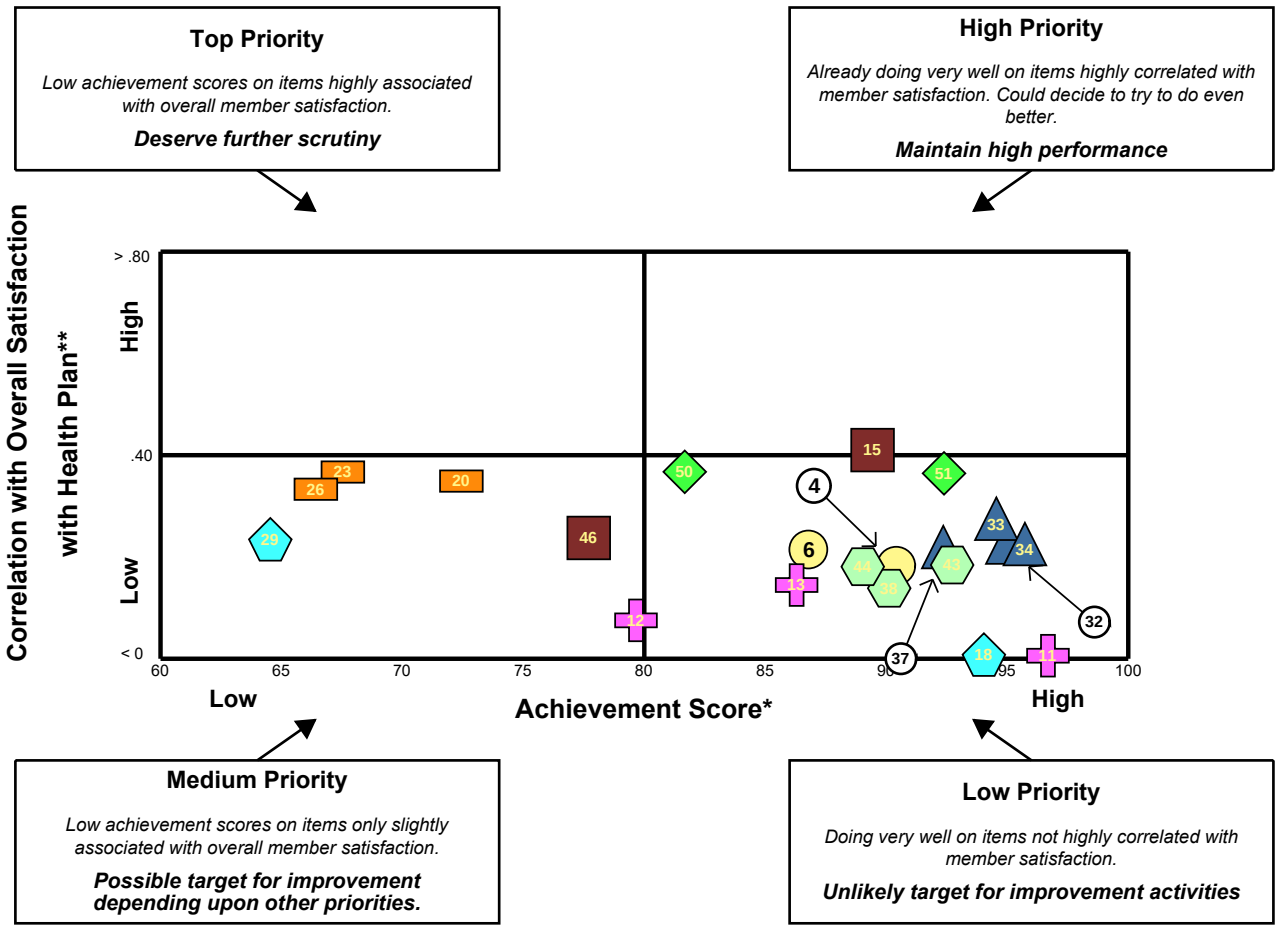
Priority Matrix - CAHPS® 5.0 Composites

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 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.

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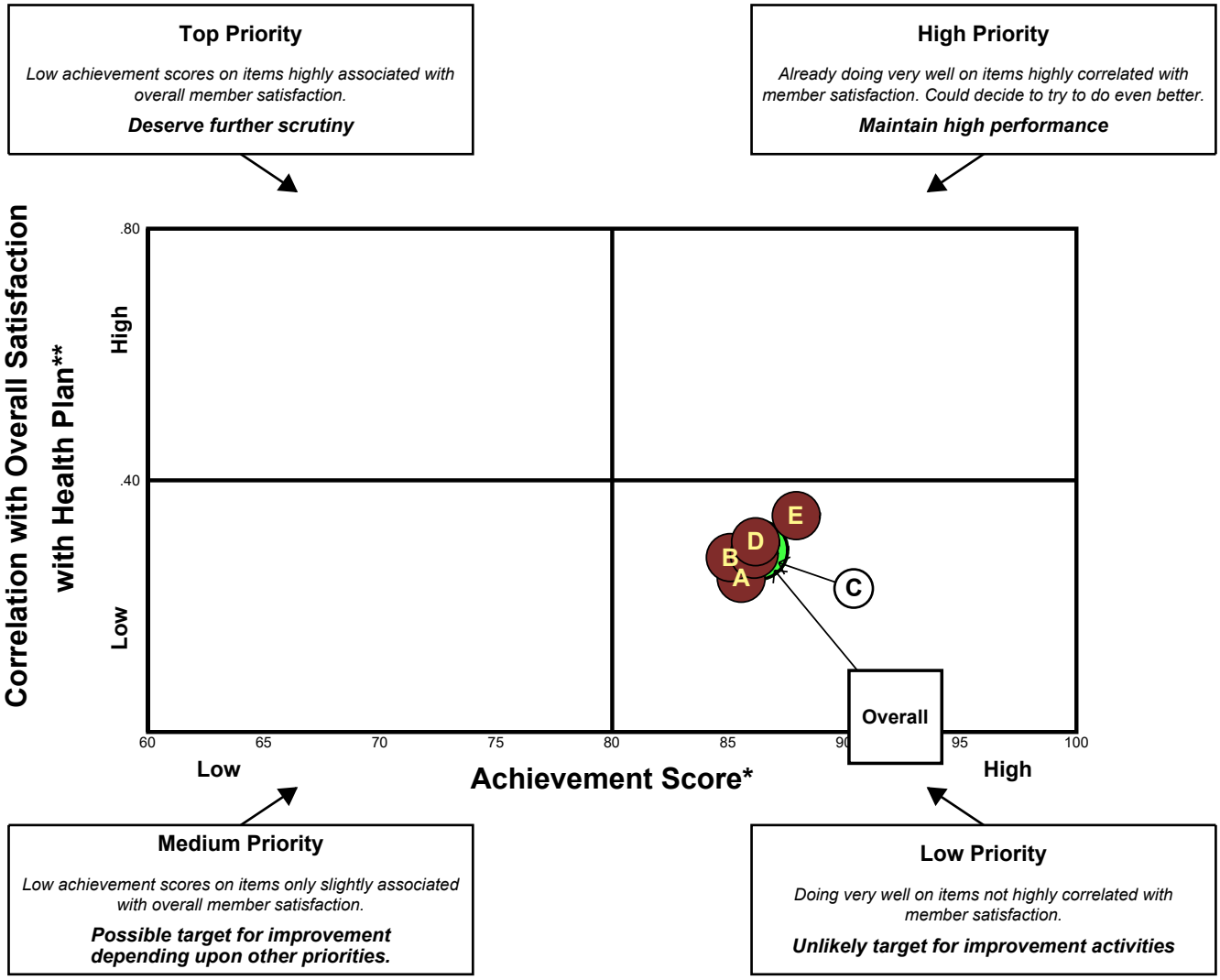
Priority Matrix - Standard Composites

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.

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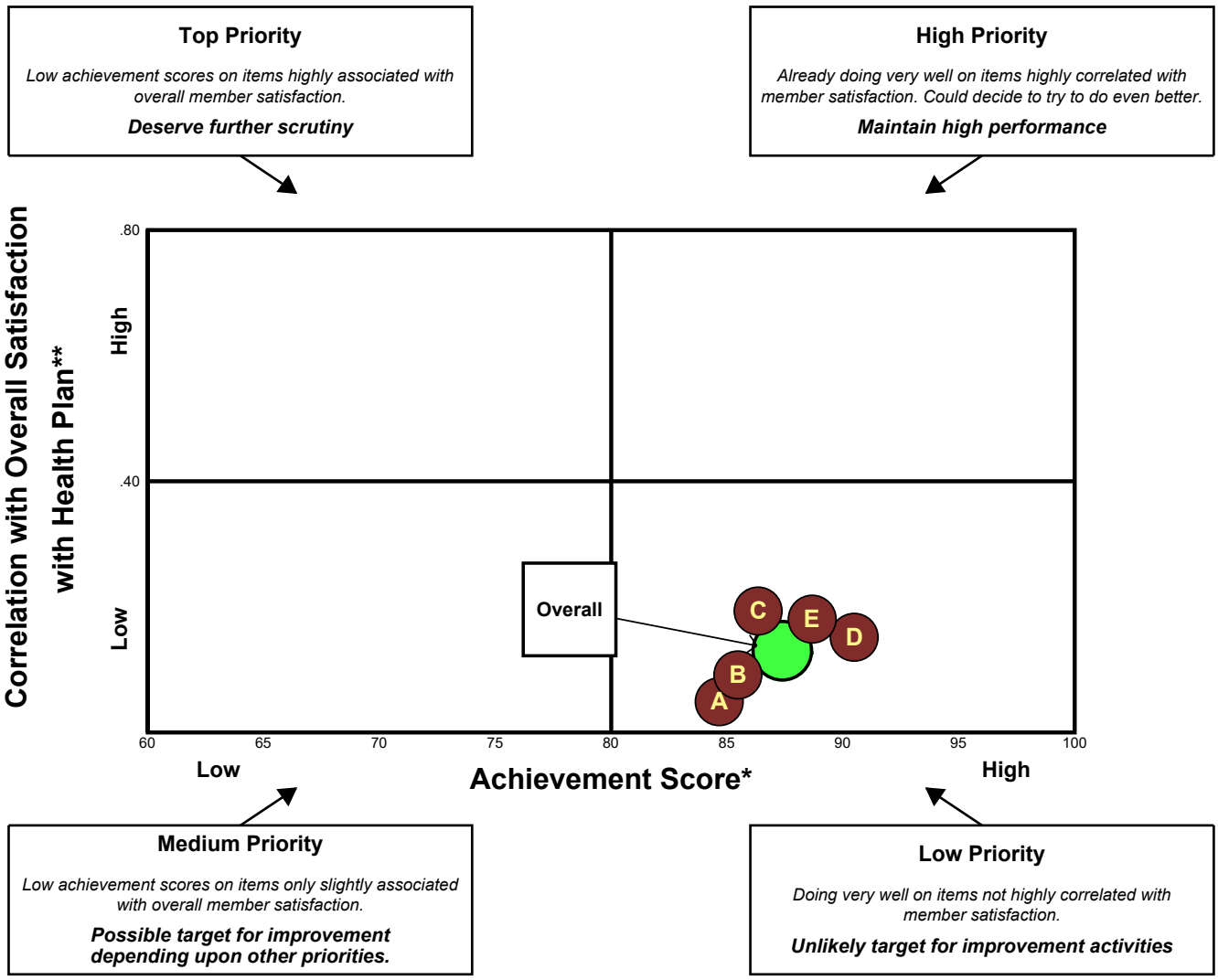
Priority Matrix - Standard Composites

Getting Care Quickly

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.

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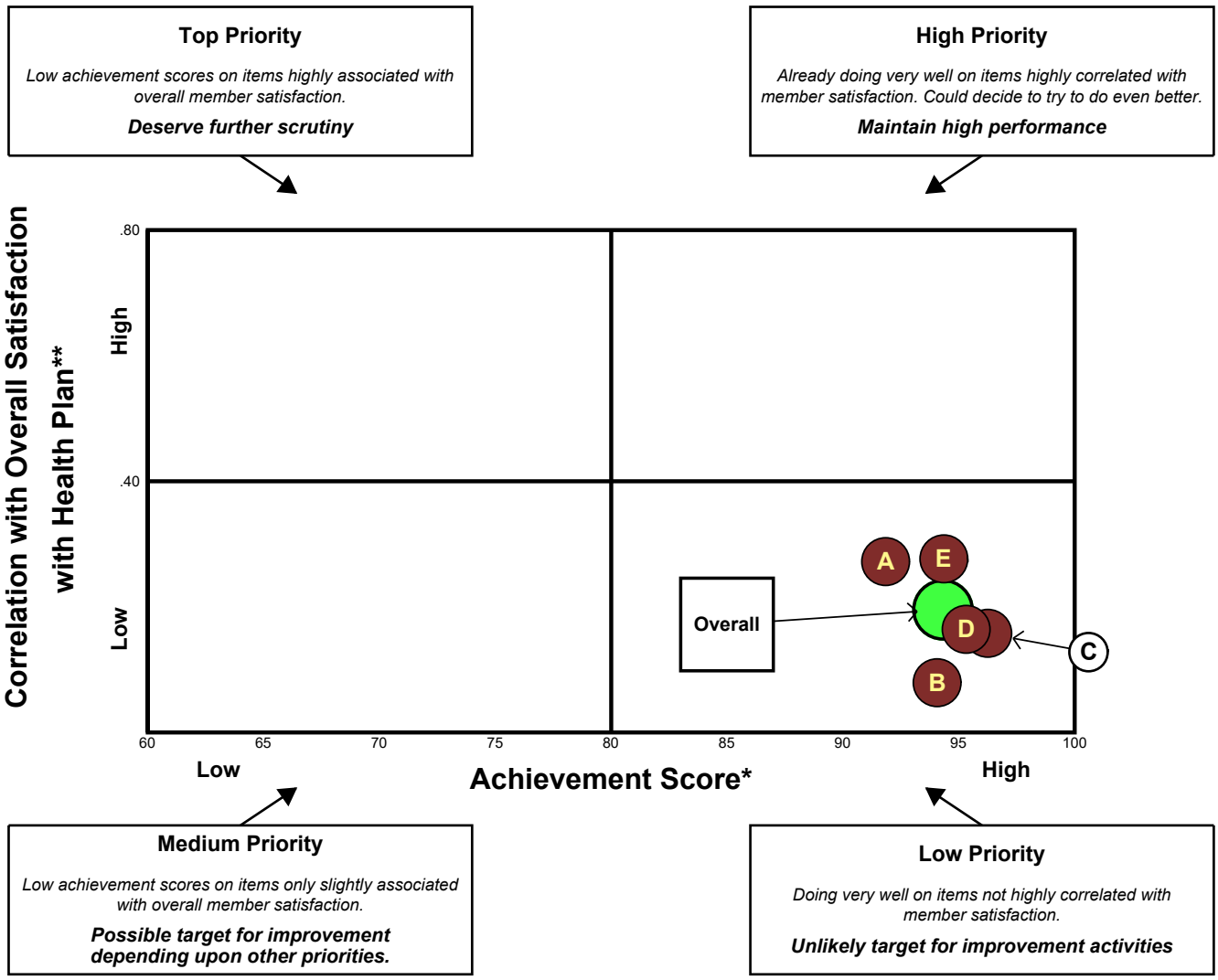
Priority Matrix - Standard Composites

How Well Doctors Communicate

CCC Population



- A Amerigroup
- B Community Health Plan
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- 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.

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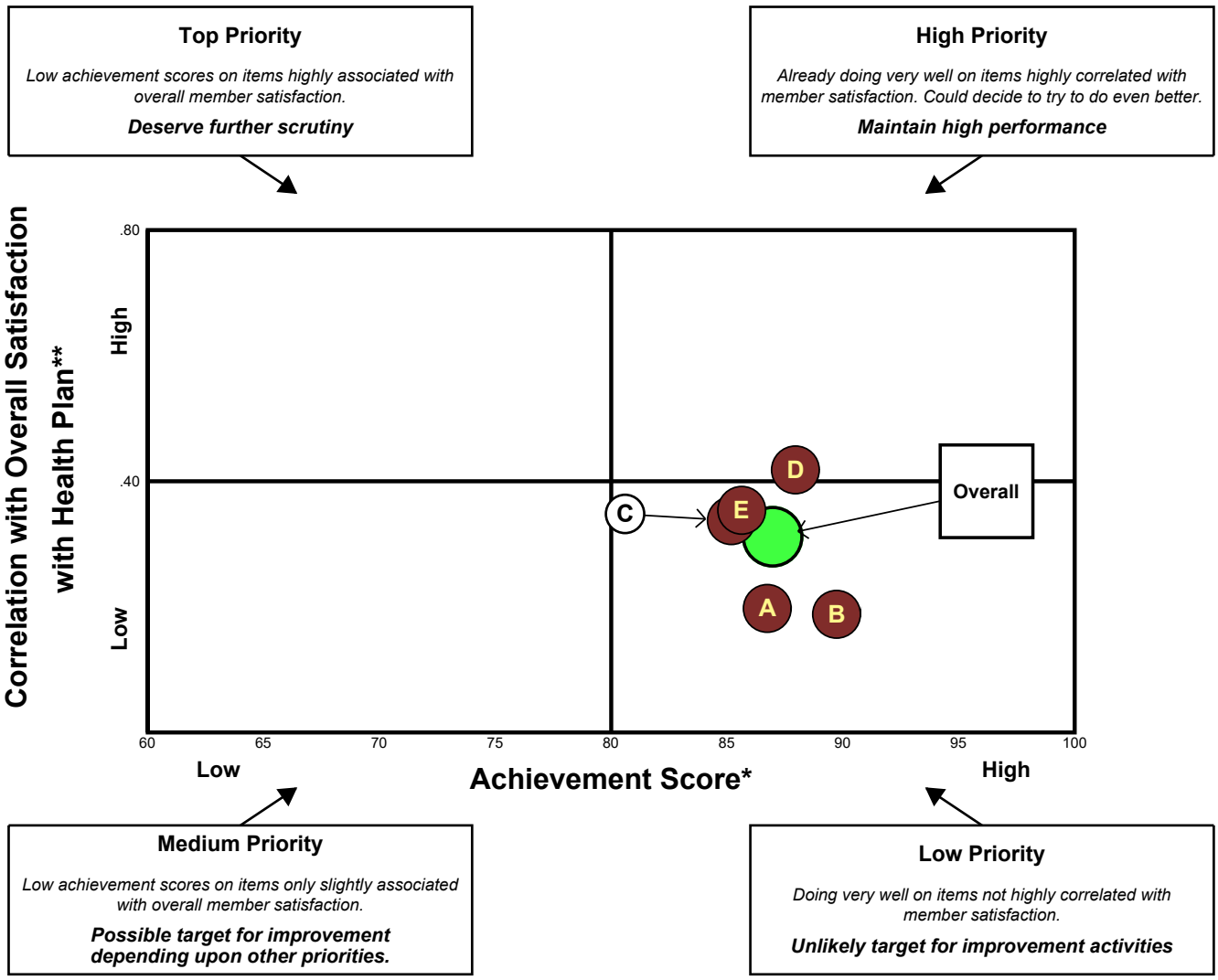
Priority Matrix - Standard Composites

Customer Service

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.

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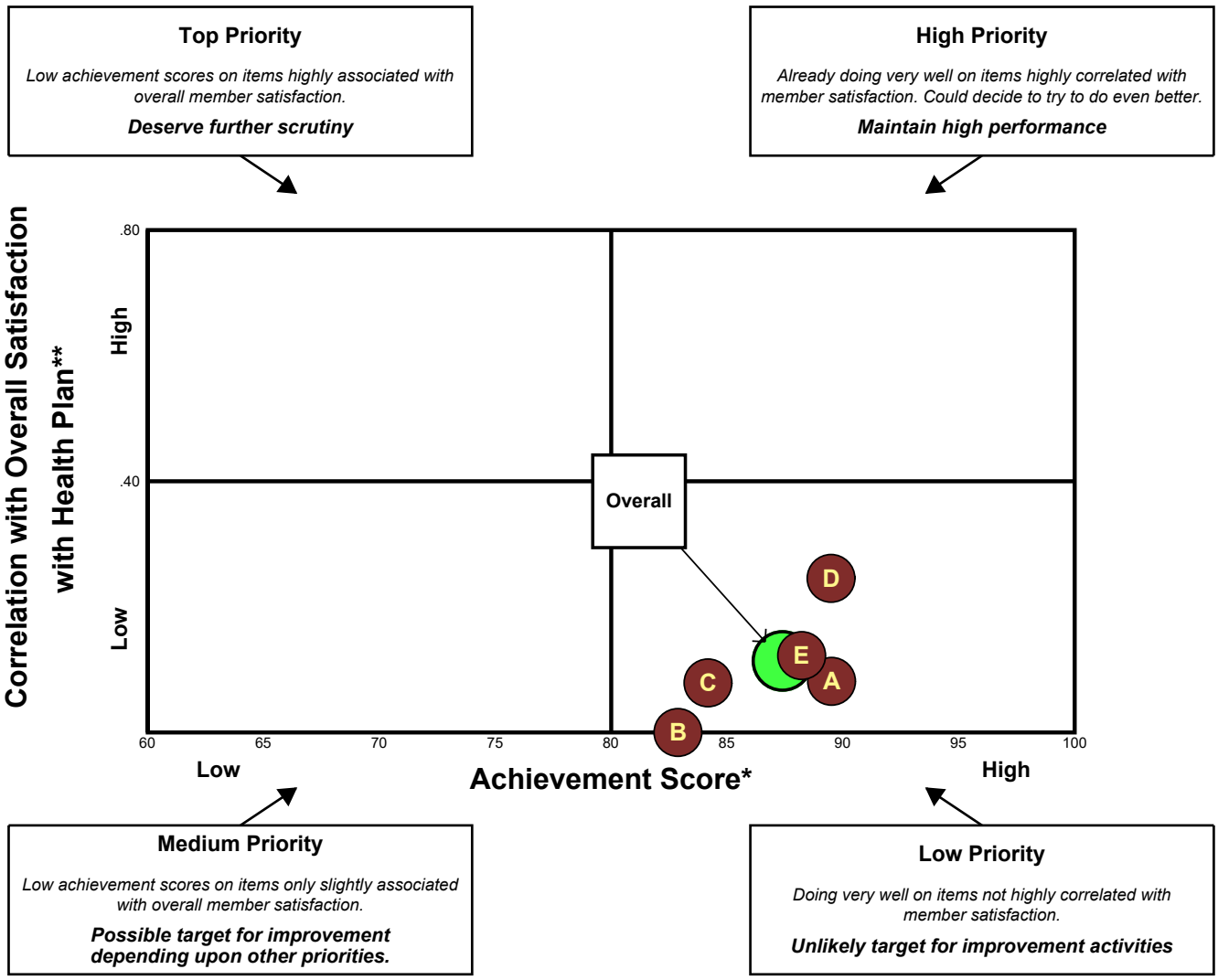
Priority Matrix - Standard Composites

Shared Decision Making

CCC Population



- A Amerigroup
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- 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.

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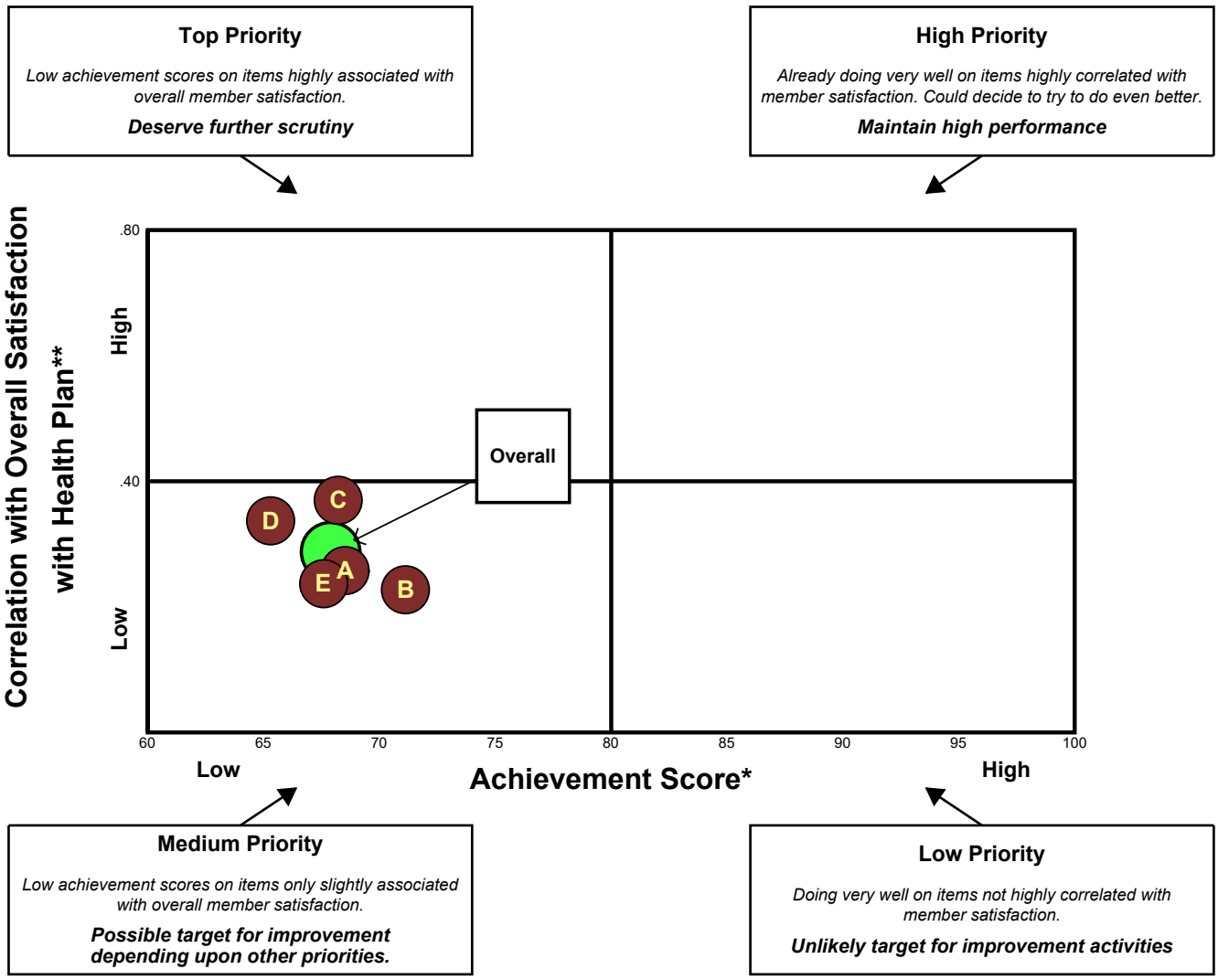
Priority Matrix - CCC Composites

Access to Specialized Services

CCC Population



- A Amerigroup
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- 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.

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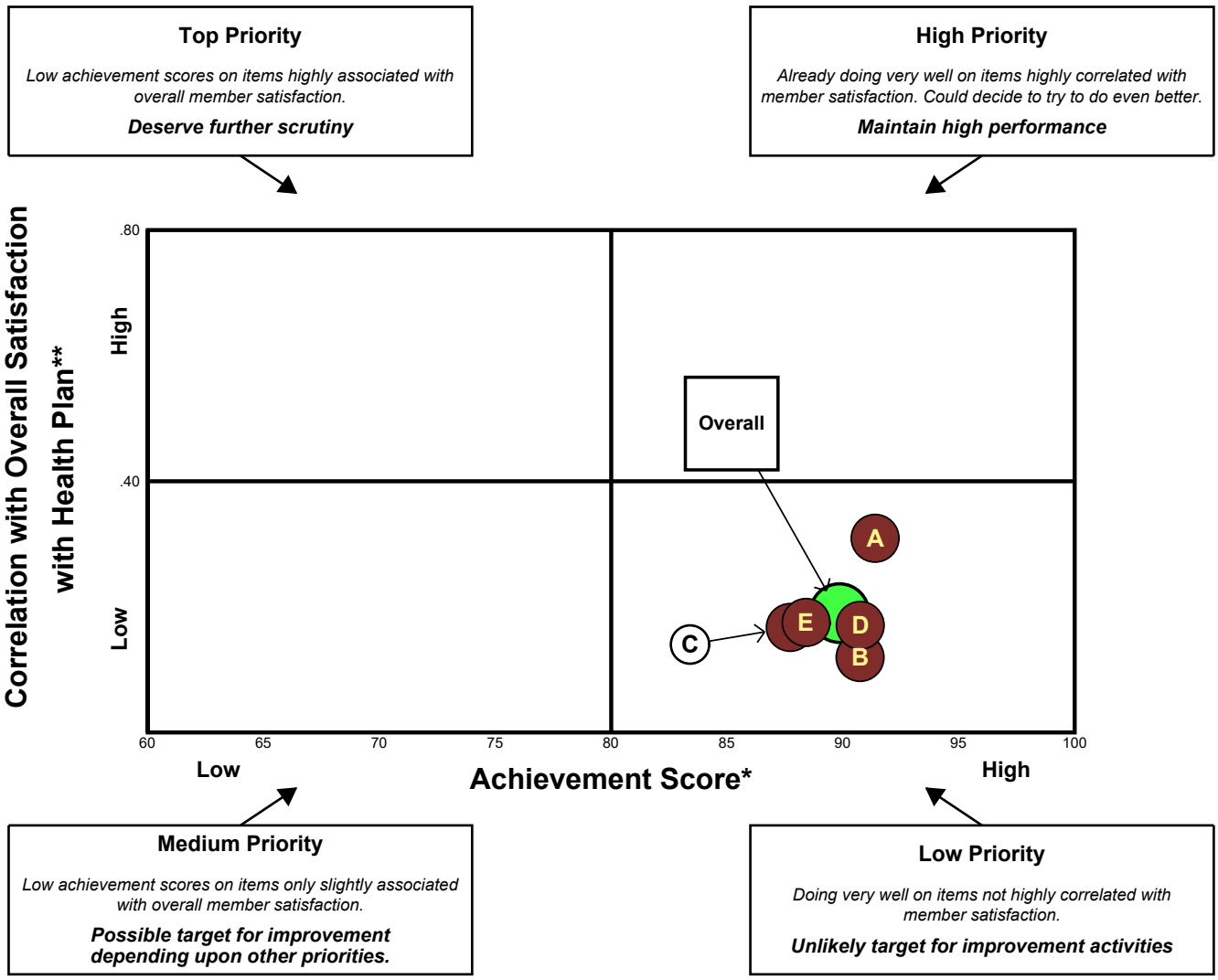
Priority Matrix - CCC Composites

Family Centered Care: Personal Doctor or Nurse Who Knows Child

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.

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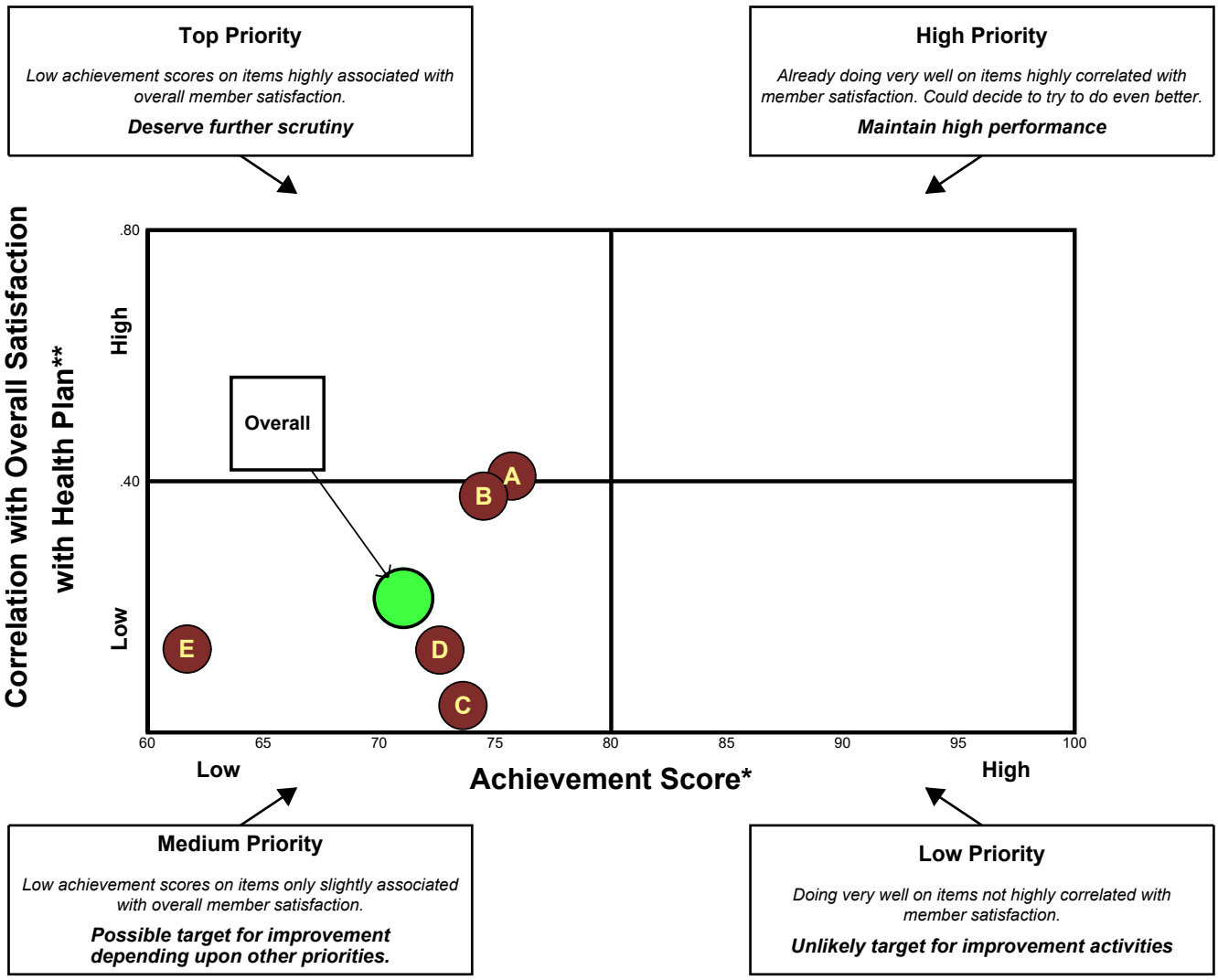
Priority Matrix - CCC Composites

Coordination of Care

CCC Population



- A Amerigroup
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- E UnitedHealthcare

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

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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 enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Apple Health overall child achievement score, and the correlation with overall satisfaction with the services for children under Apple Health. 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	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	87.7	0.49
Q41. Rating of personal doctor	90.4	0.43
Q20. Usually or always easy to get special medical equipment or devices for child	73.5	0.40
Q48. Rating of specialist seen most often	86.0	0.37
Q51. Customer service usually or always treated you with courtesy and respect	93.8	0.37
Q50. Customer service usually or always gave help you needed	81.8	0.36
Q26. Usually or always easy to get treatment or counseling for child	67.7	0.34
Q23. Usually or always easy to get therapy for child	71.8	0.33
Q56. Usually or always easy to get prescription medicines for child through health plan	89.8	0.33
Q15. Usually or always easy to get the care, tests or treatment child needed	89.0	0.33

* 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.

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Items Most Highly Correlated with Satisfaction

CCC Population

Question	Apple Health Achievement Score*	Correlation w/ satisfaction**
Q14. Rating of all health care	86.8	0.50
Q15. Usually or always easy to get the care, tests or treatment child needed	89.4	0.41
Q50. Customer service usually or always gave help you needed	81.7	0.37
Q23. Usually or always easy to get therapy for child	67.5	0.37
Q51. Customer service usually or always treated you with courtesy and respect	92.4	0.36
Q41. Rating of personal doctor	88.8	0.36
Q20. Usually or always easy to get special medical equipment or devices for child	72.4	0.35
Q26. Usually or always easy to get treatment or counseling for child	66.4	0.33
Q56. Usually or always easy to get prescription medicines for child through health plan	90.4	0.33
Q48. Rating of specialist seen most often	85.7	0.32

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

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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 plans is presented as Apple Health.

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.

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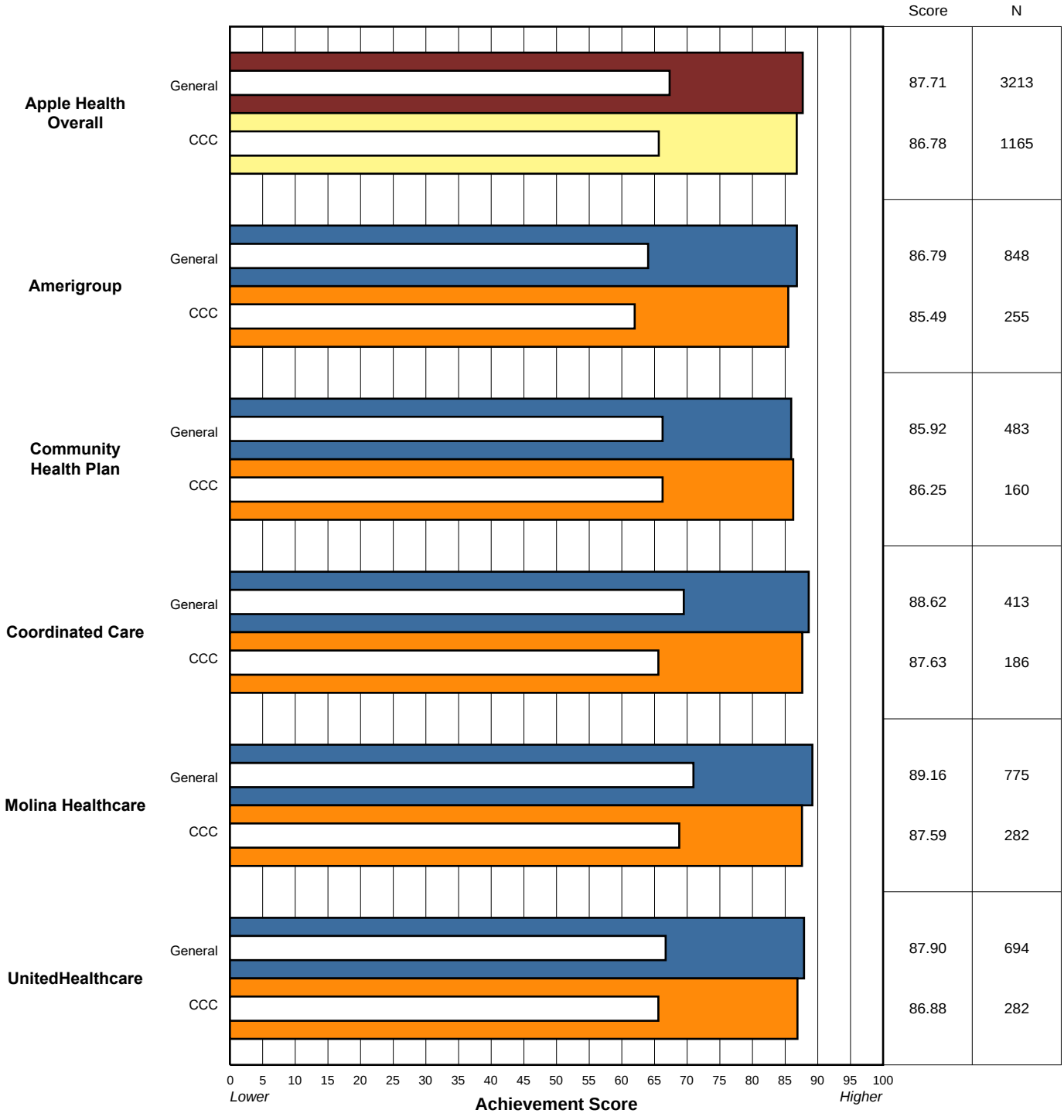
Overall Ratings

Q14. Rating of all health care



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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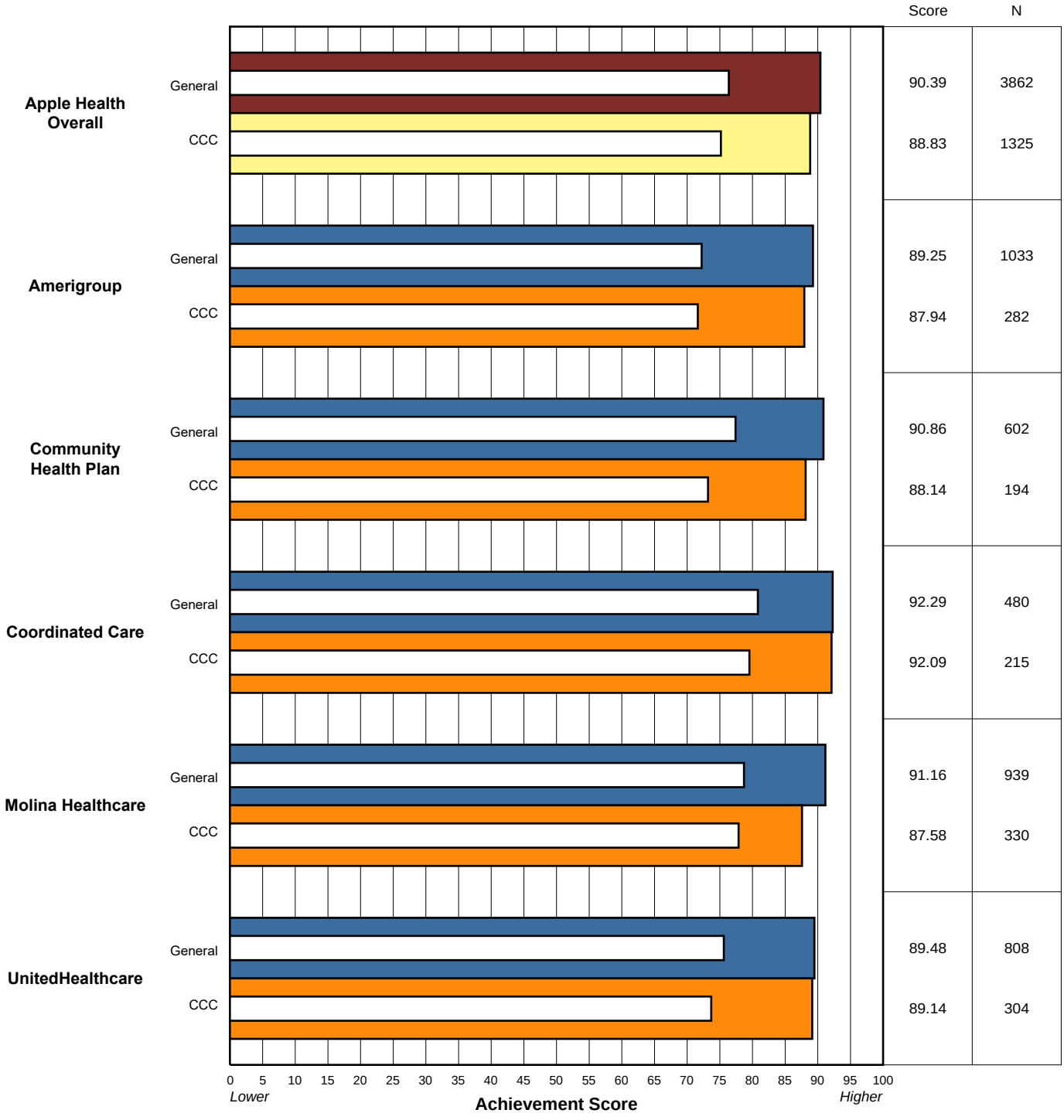
Overall Ratings

Q41. Rating of personal doctor



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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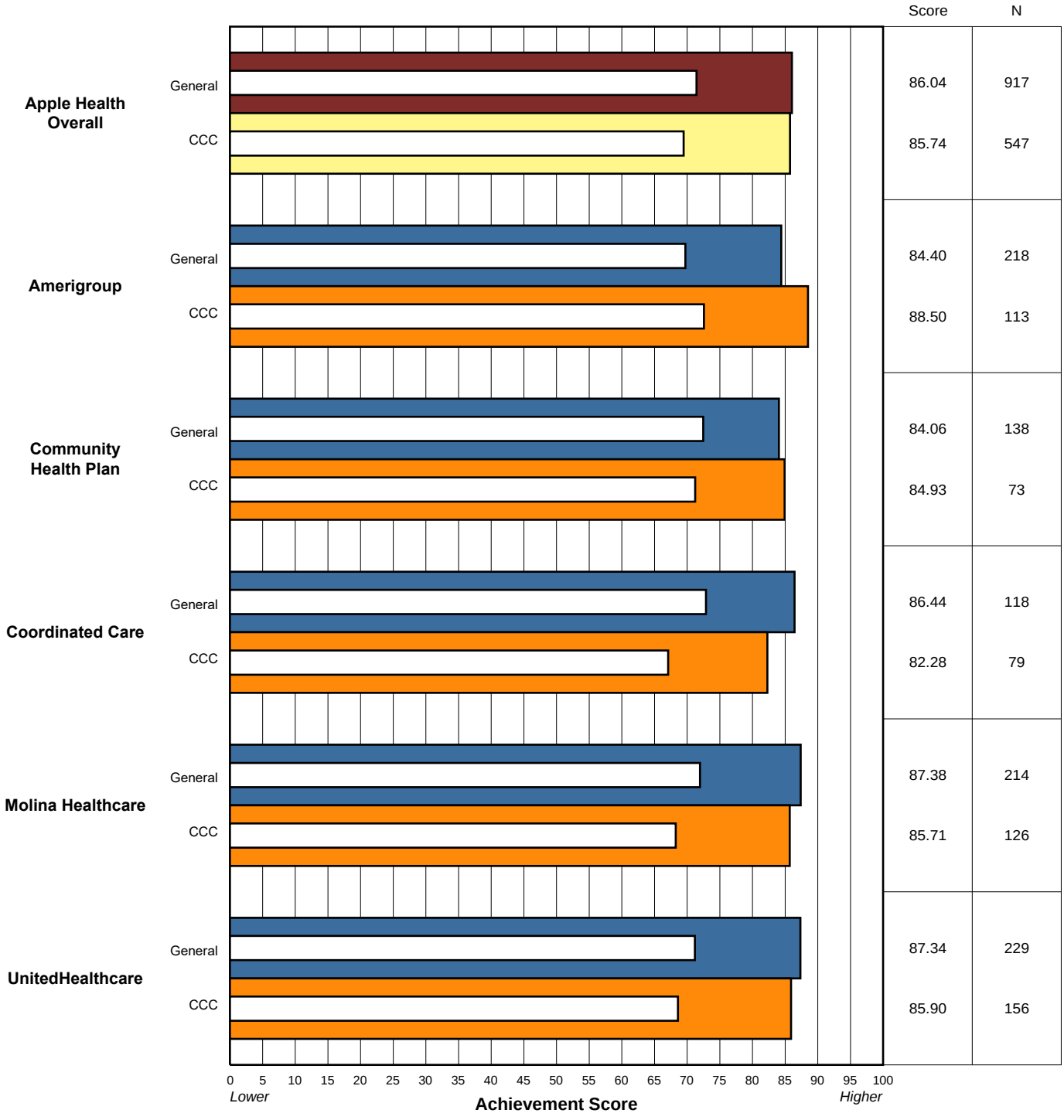
Overall Ratings

Q48. Rating of specialist seen most often



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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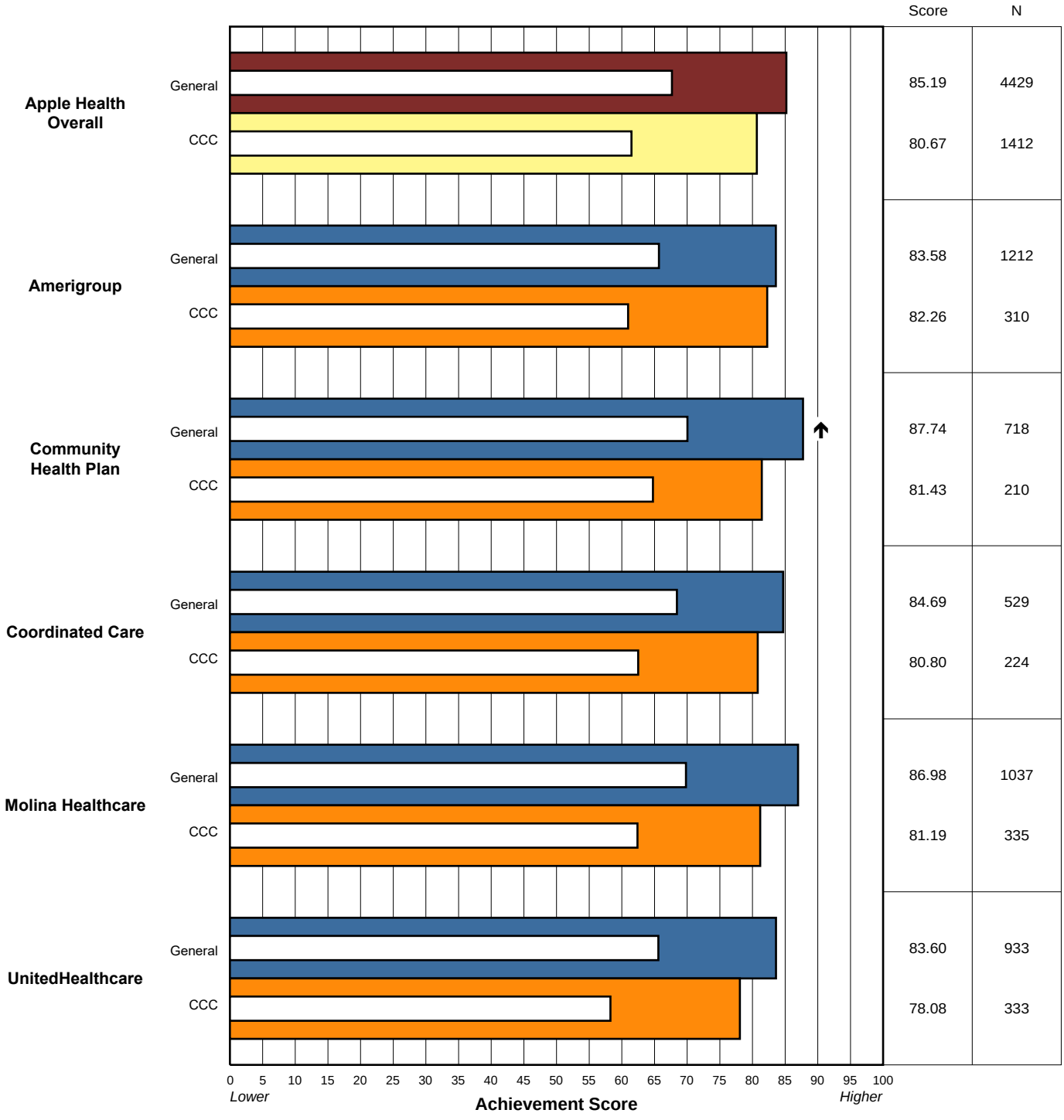
Overall Ratings

Q54. Rating of health plan



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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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 plans is presented as Apple Health.

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.

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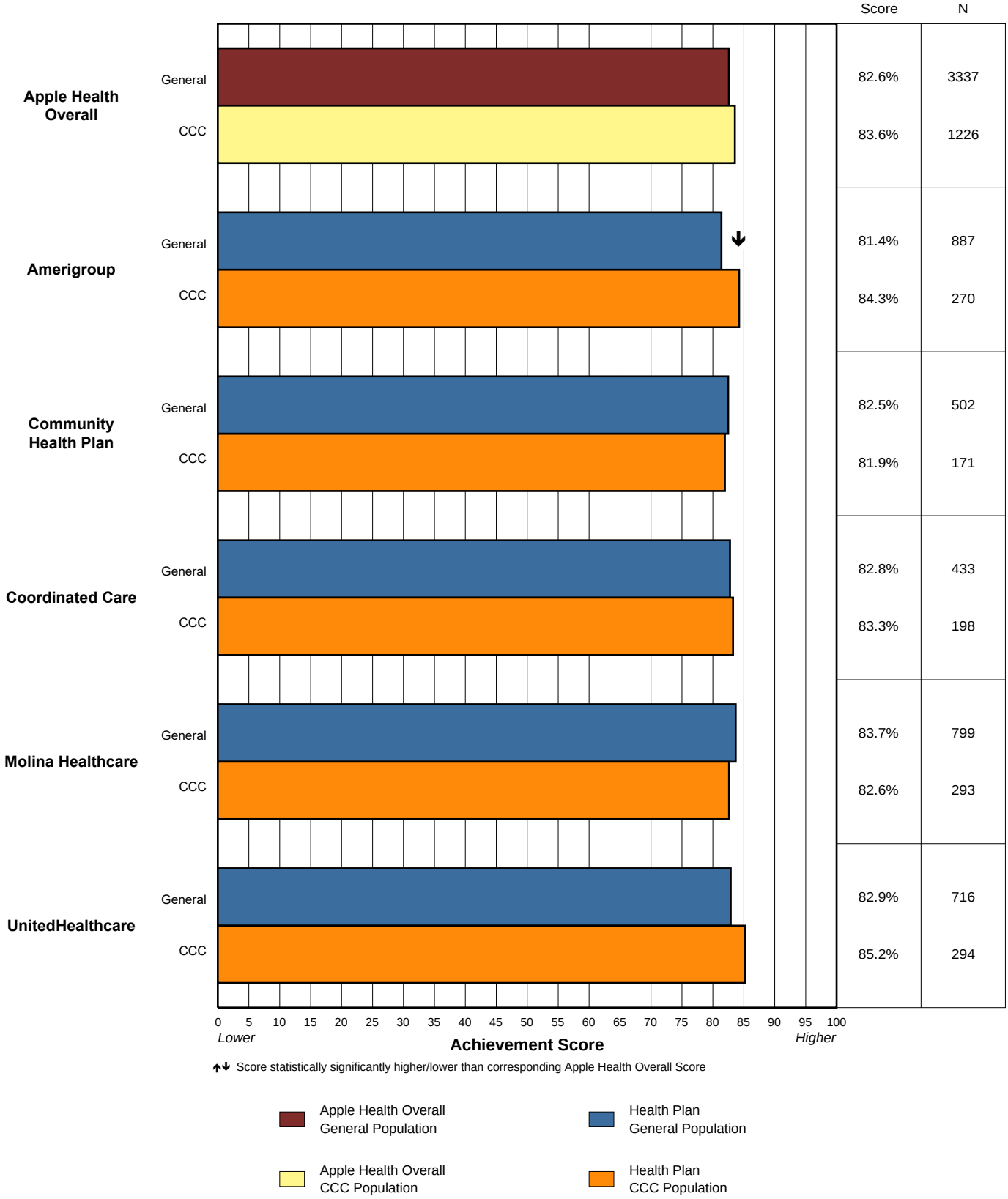
Composites
Getting Needed Care



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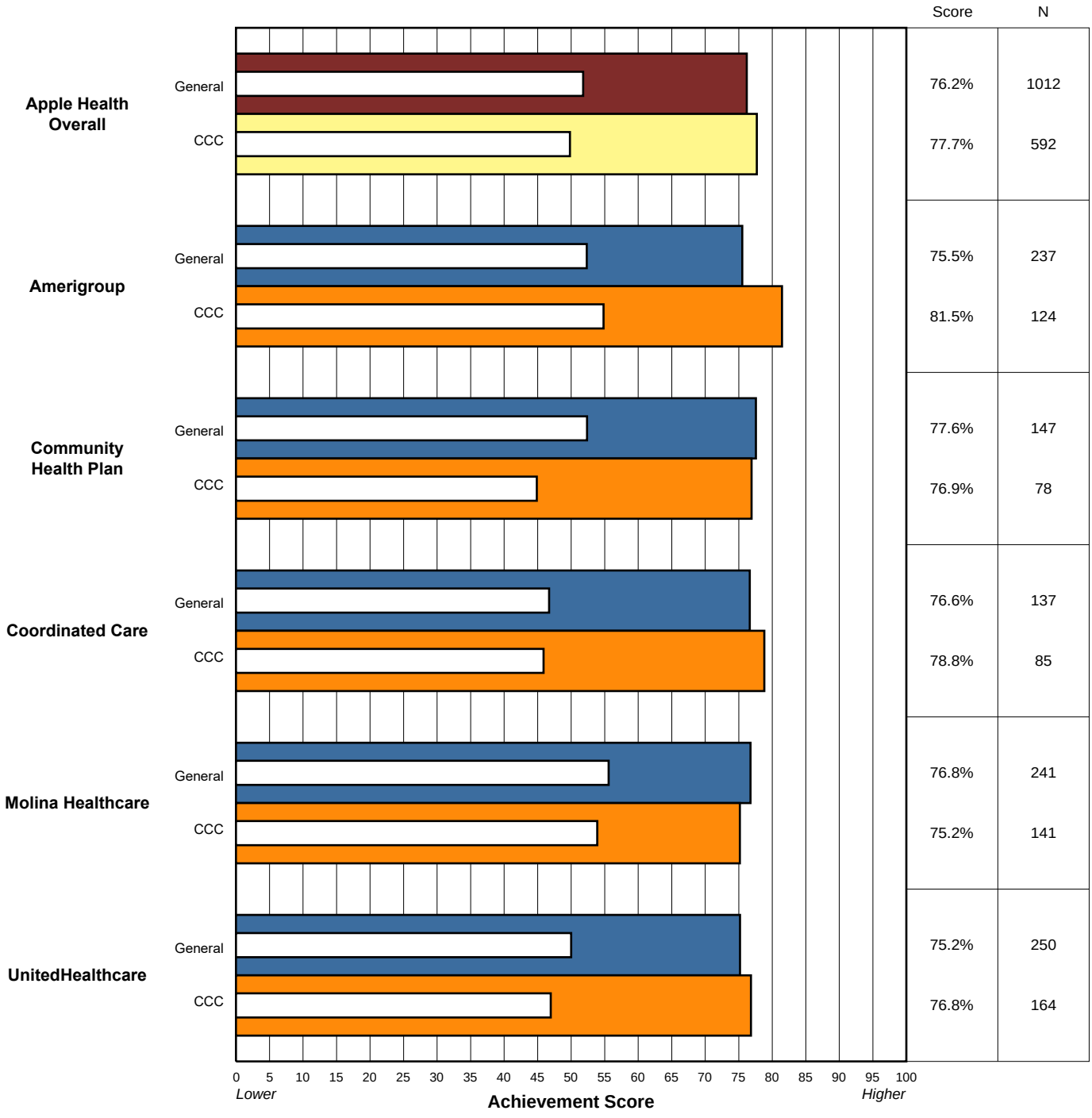
Getting Needed Care

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



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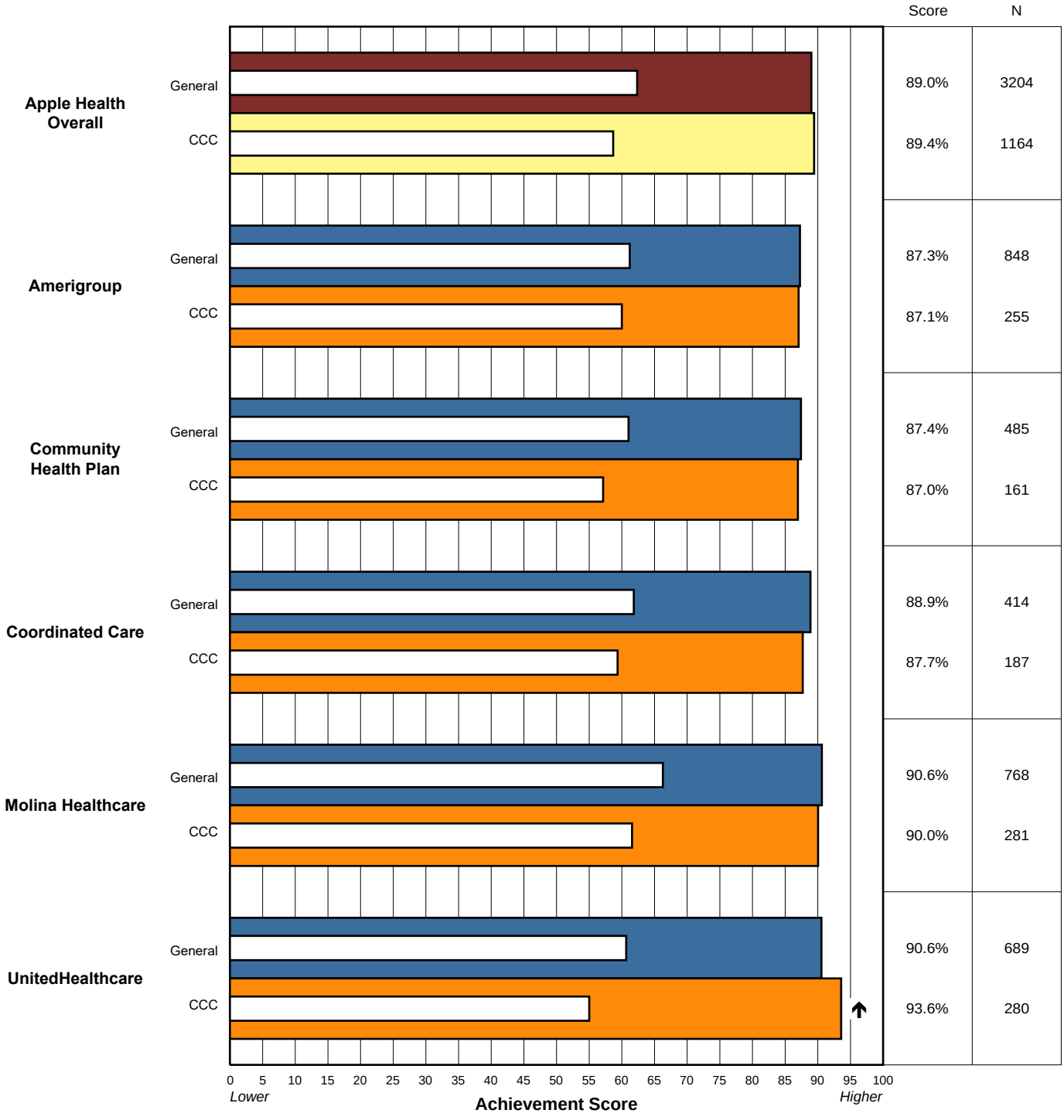
Getting Needed Care

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



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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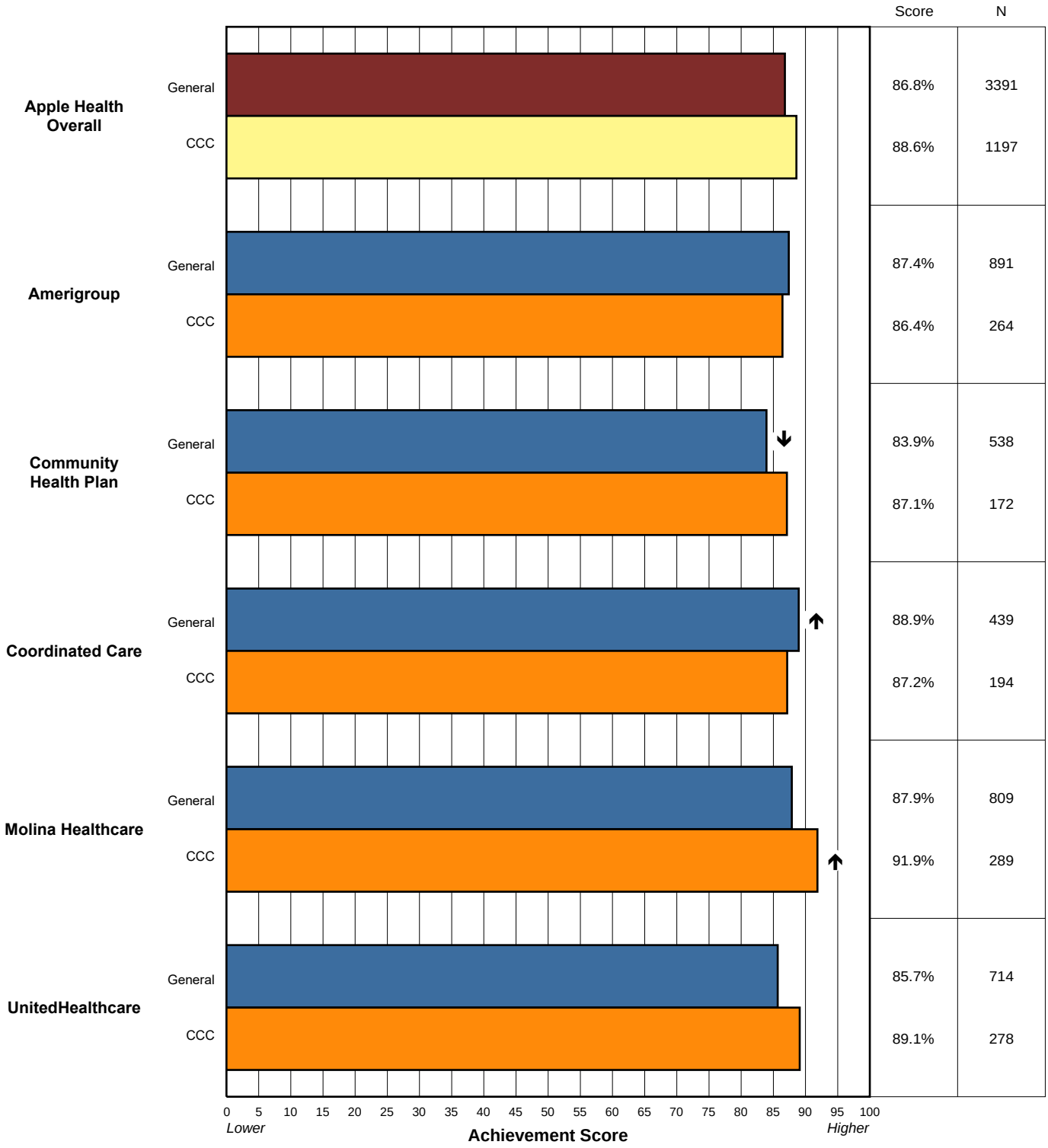
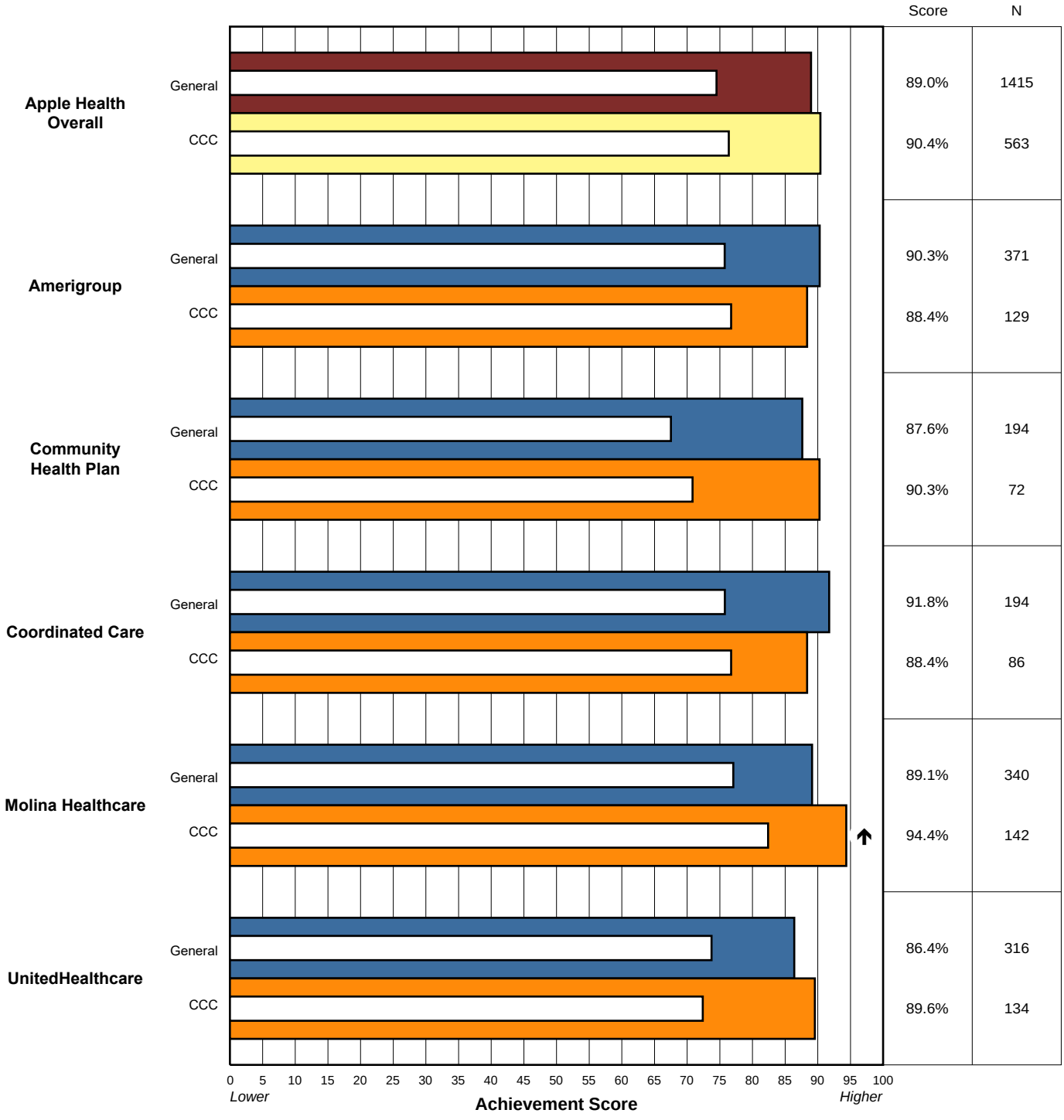
Getting Care Quickly



Getting Care Quickly

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



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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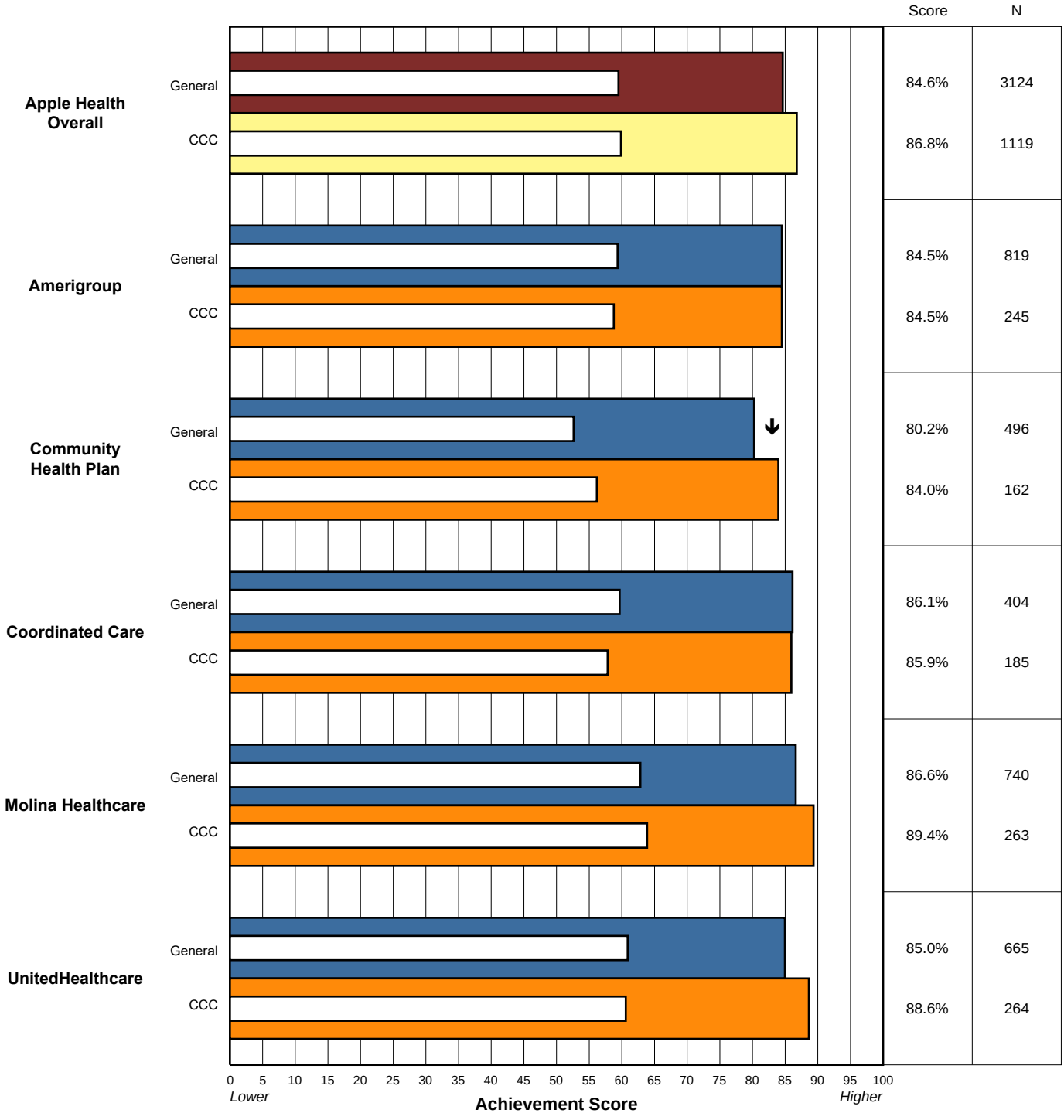
Getting Care Quickly

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



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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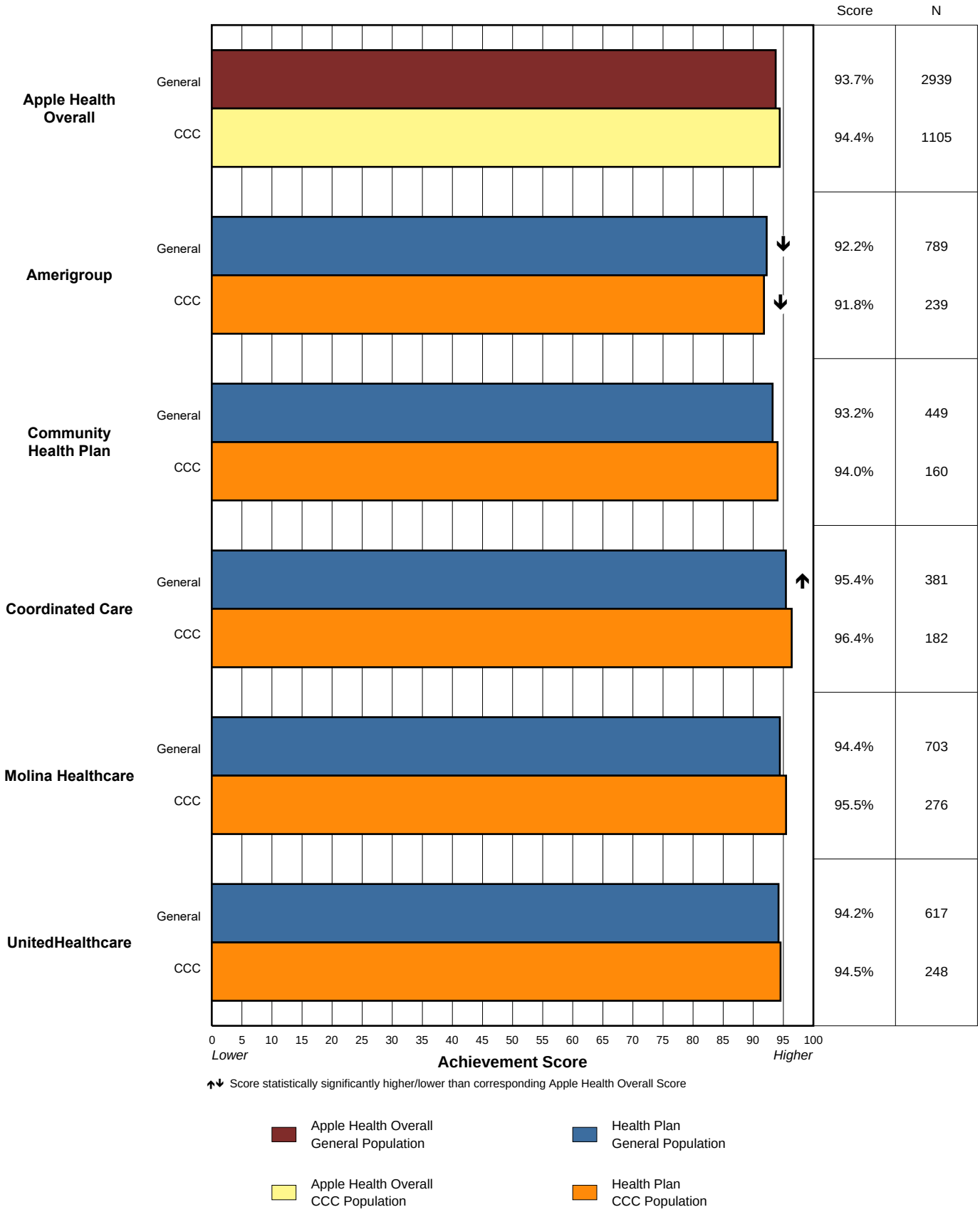
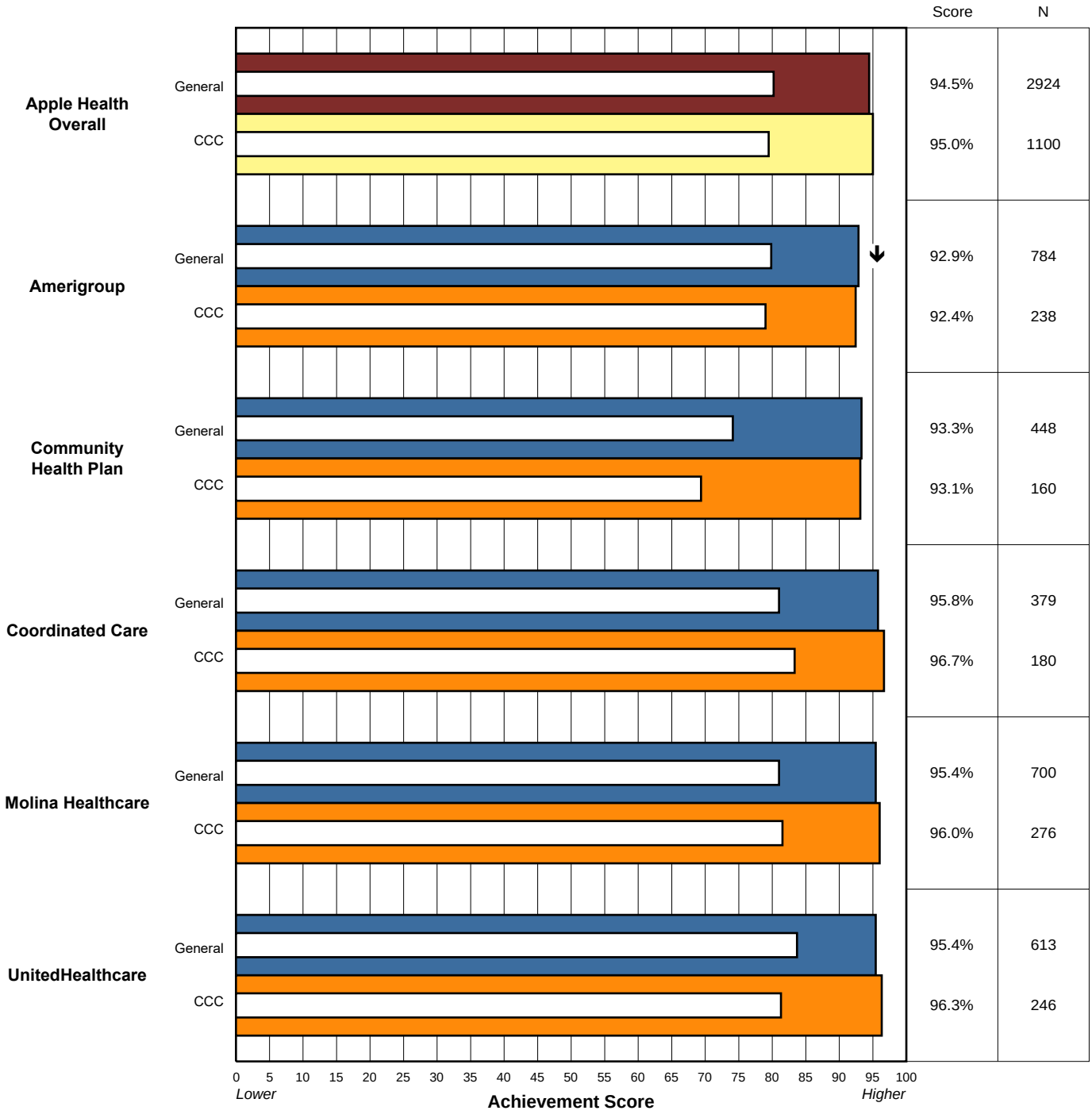
How Well Doctors Communicate



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 Apple Health Overall Score
Note: Hollow portion of bar represents proportions giving a response of Always.

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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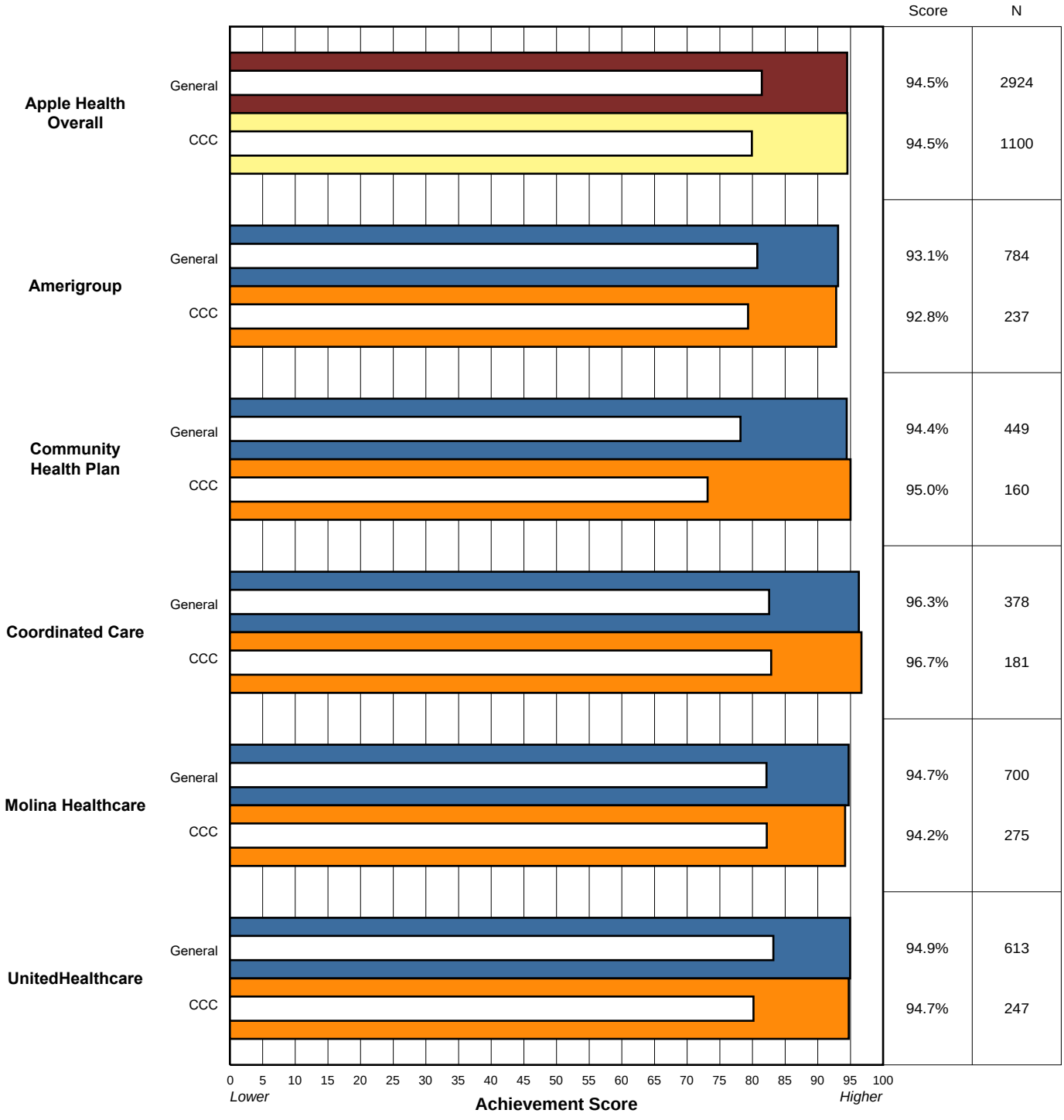
How Well Doctors Communicate

Q33. Personal doctor usually or always listened carefully to you



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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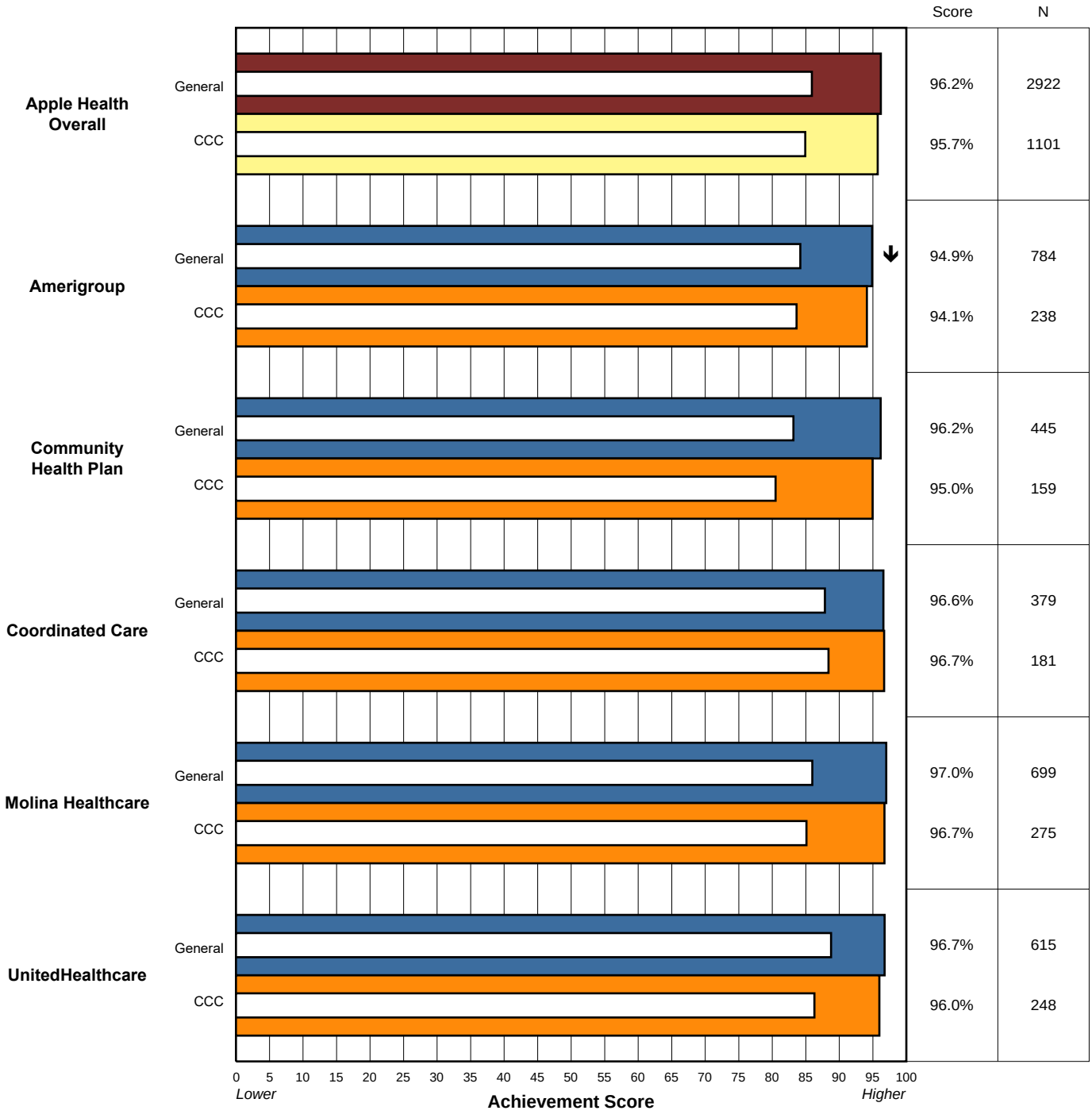
How Well Doctors Communicate

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



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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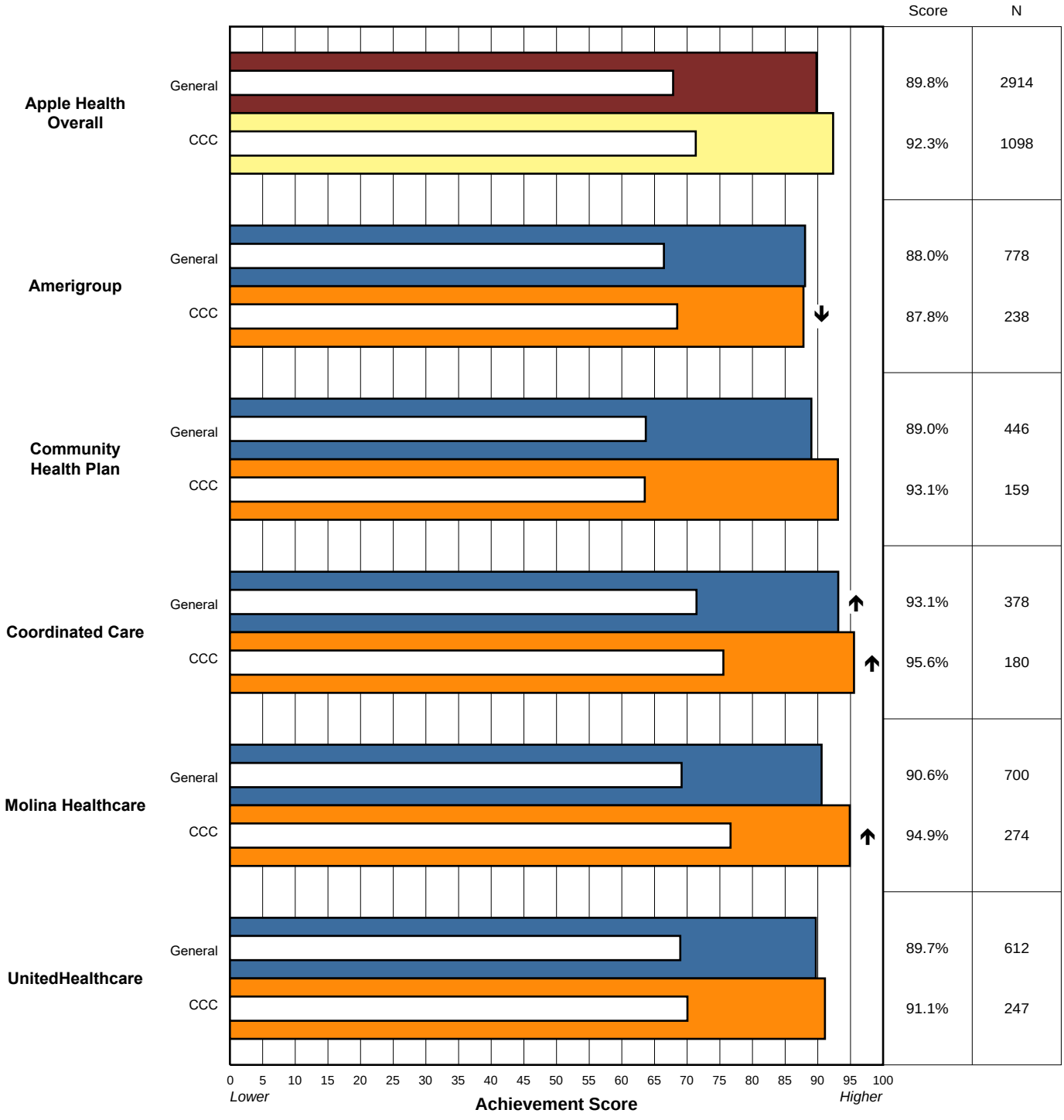
How Well Doctors Communicate

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



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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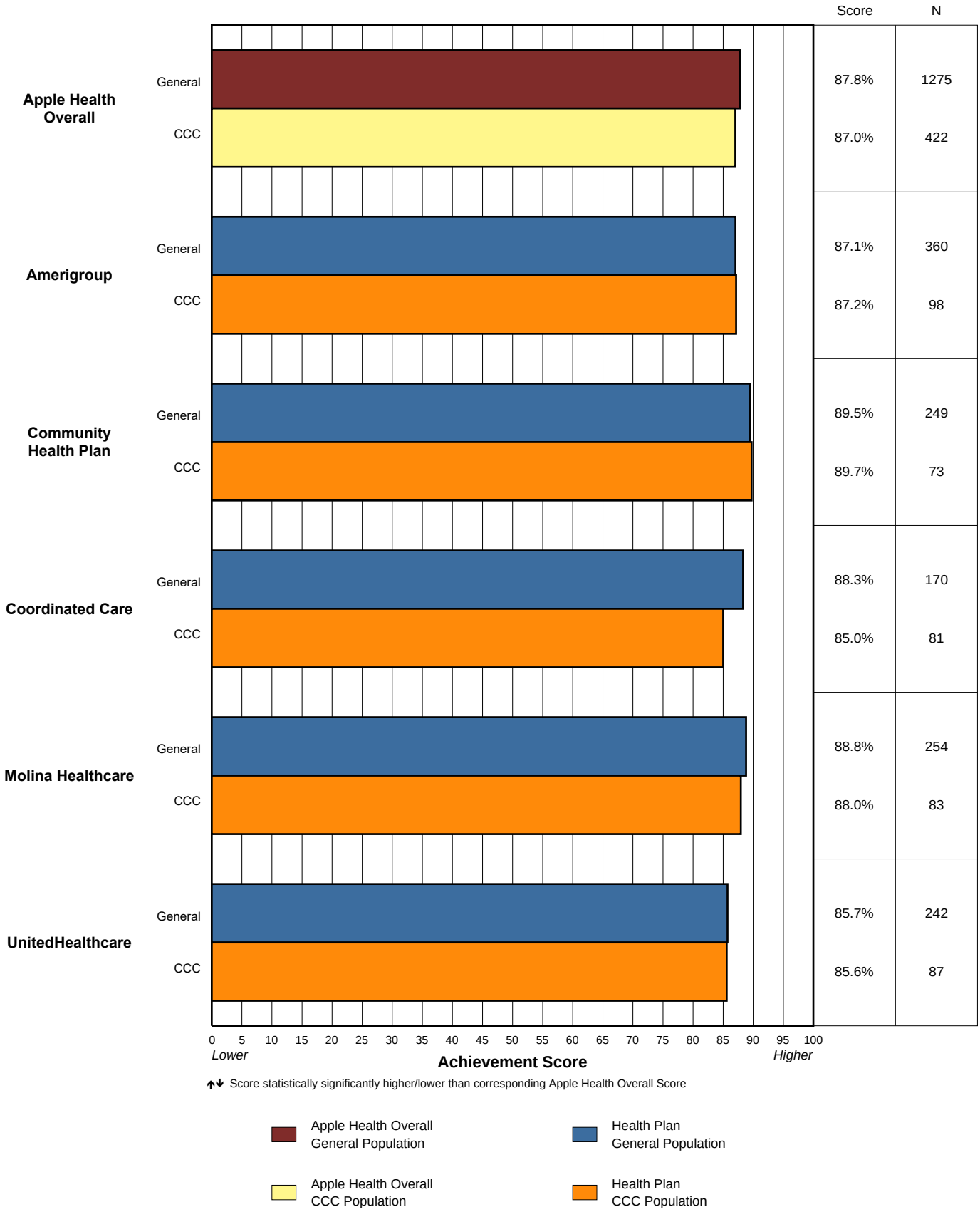
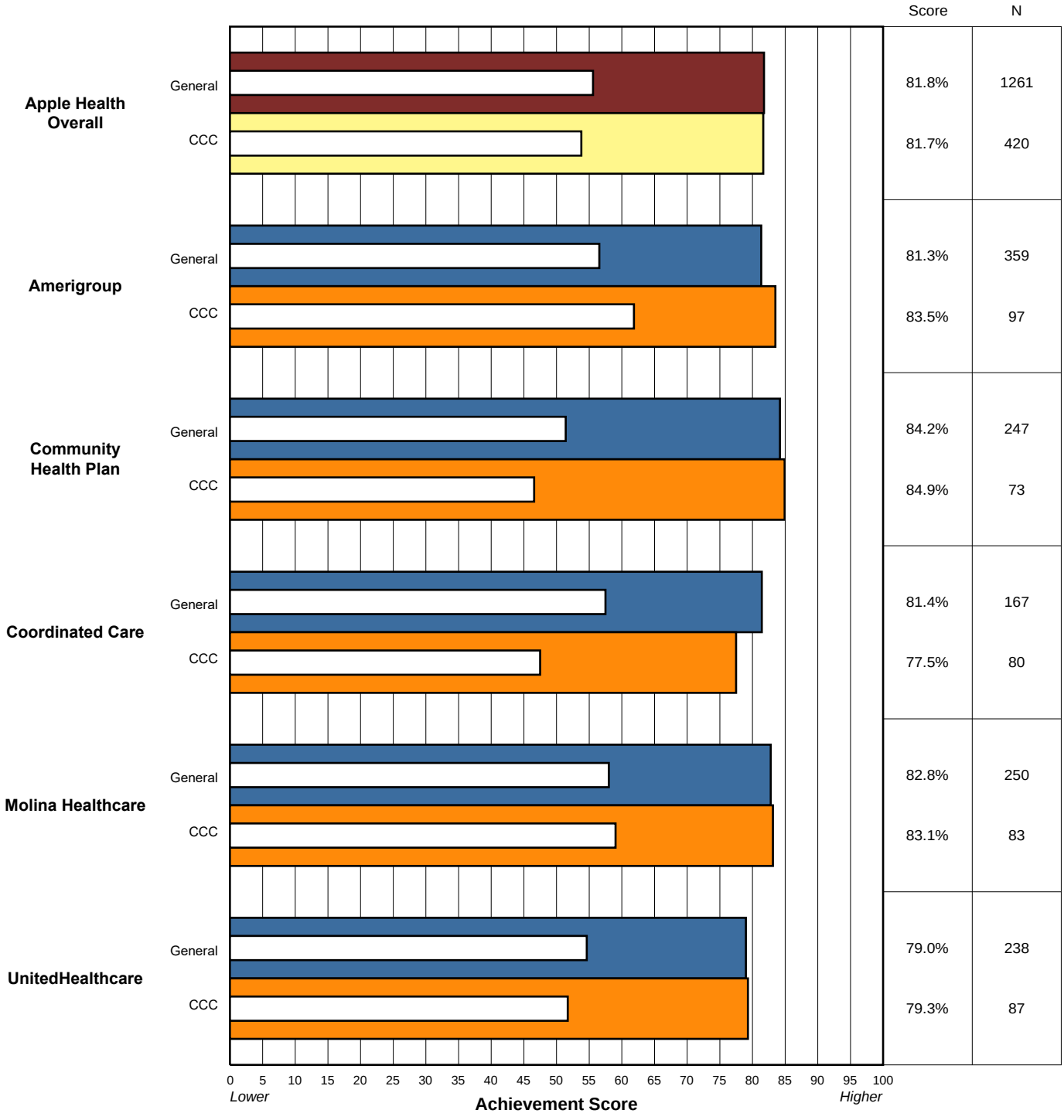
Customer Service



Customer Service

Q50. Customer service usually or always gave help you needed



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

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Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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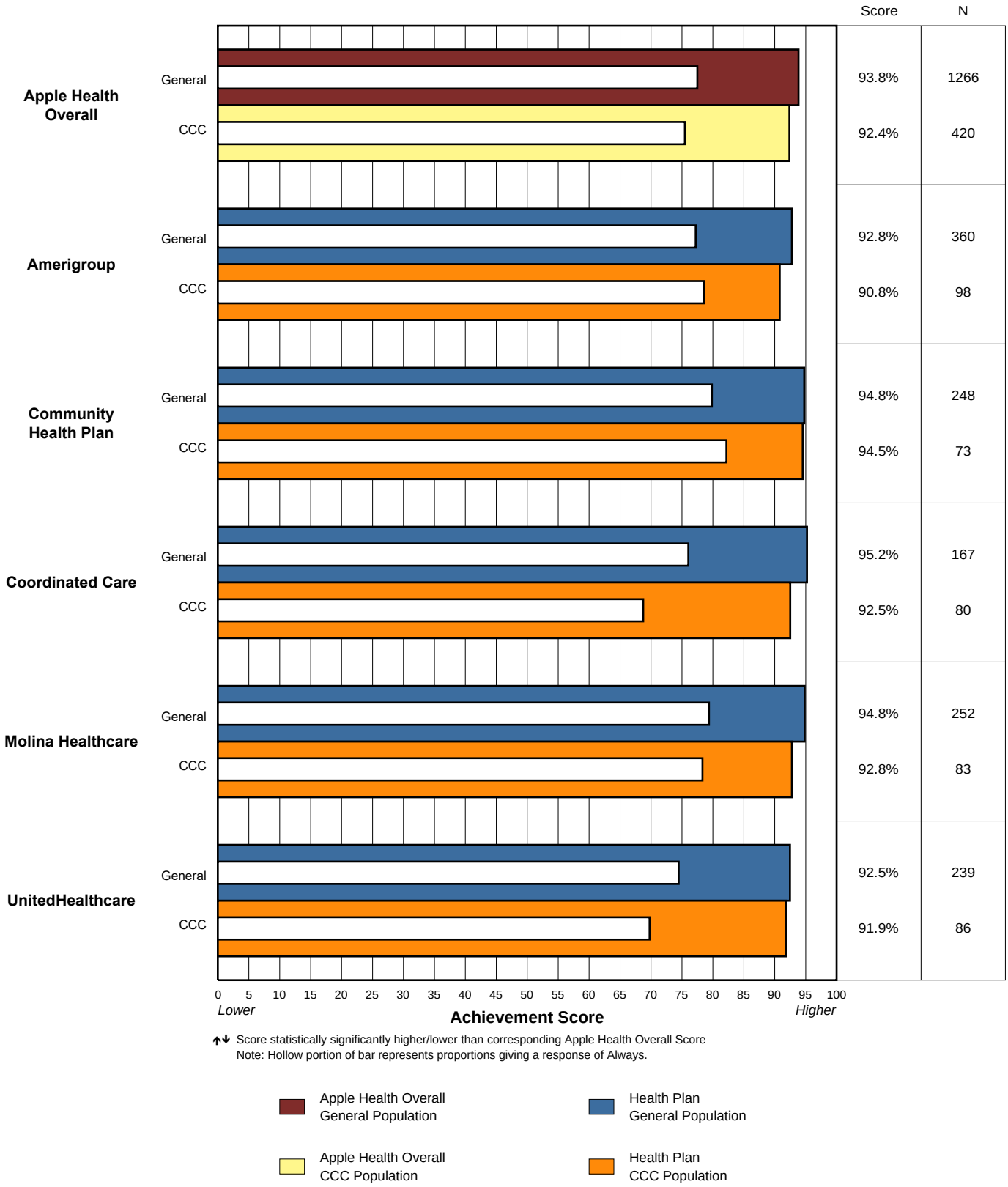
Customer Service

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



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

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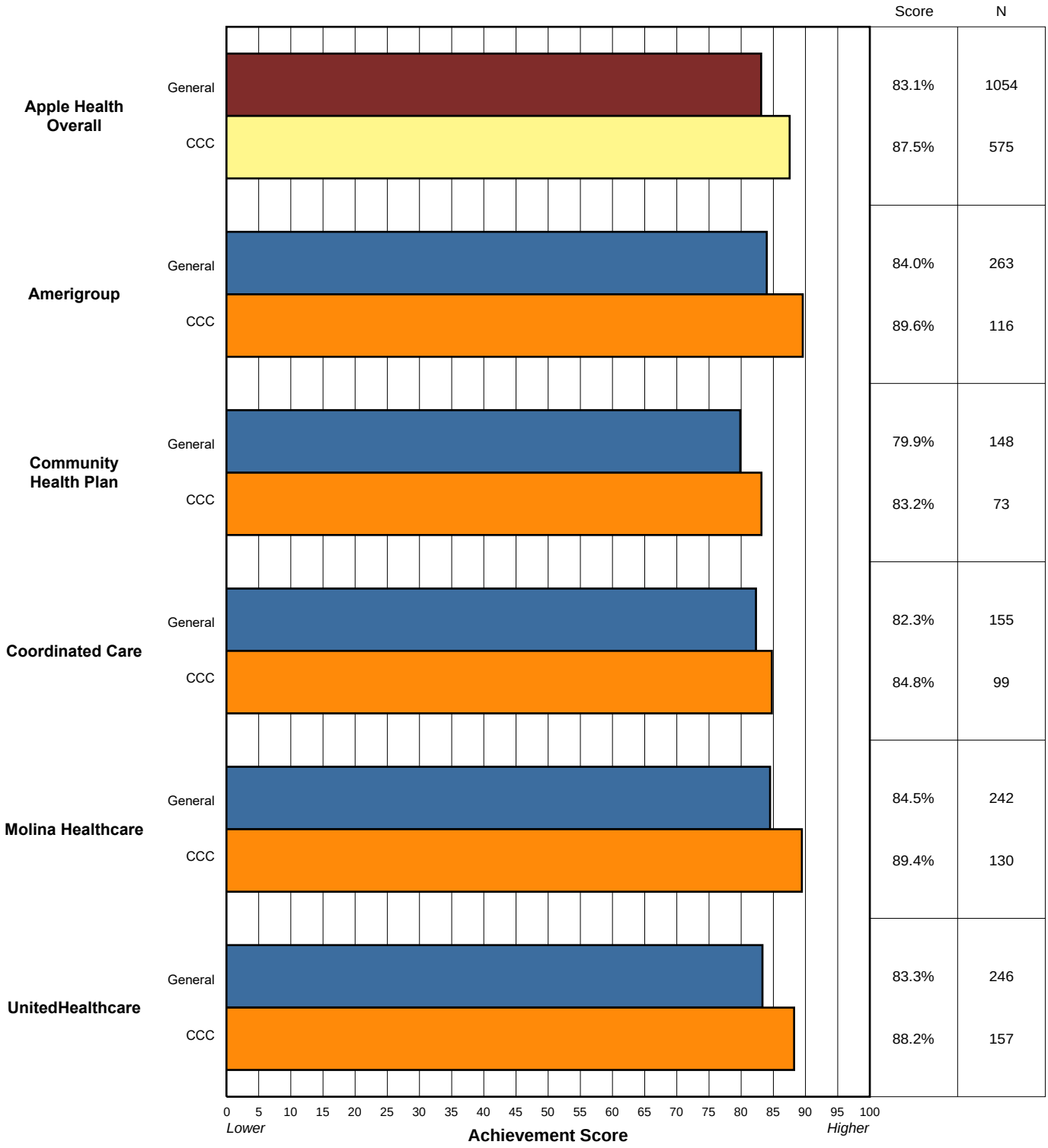
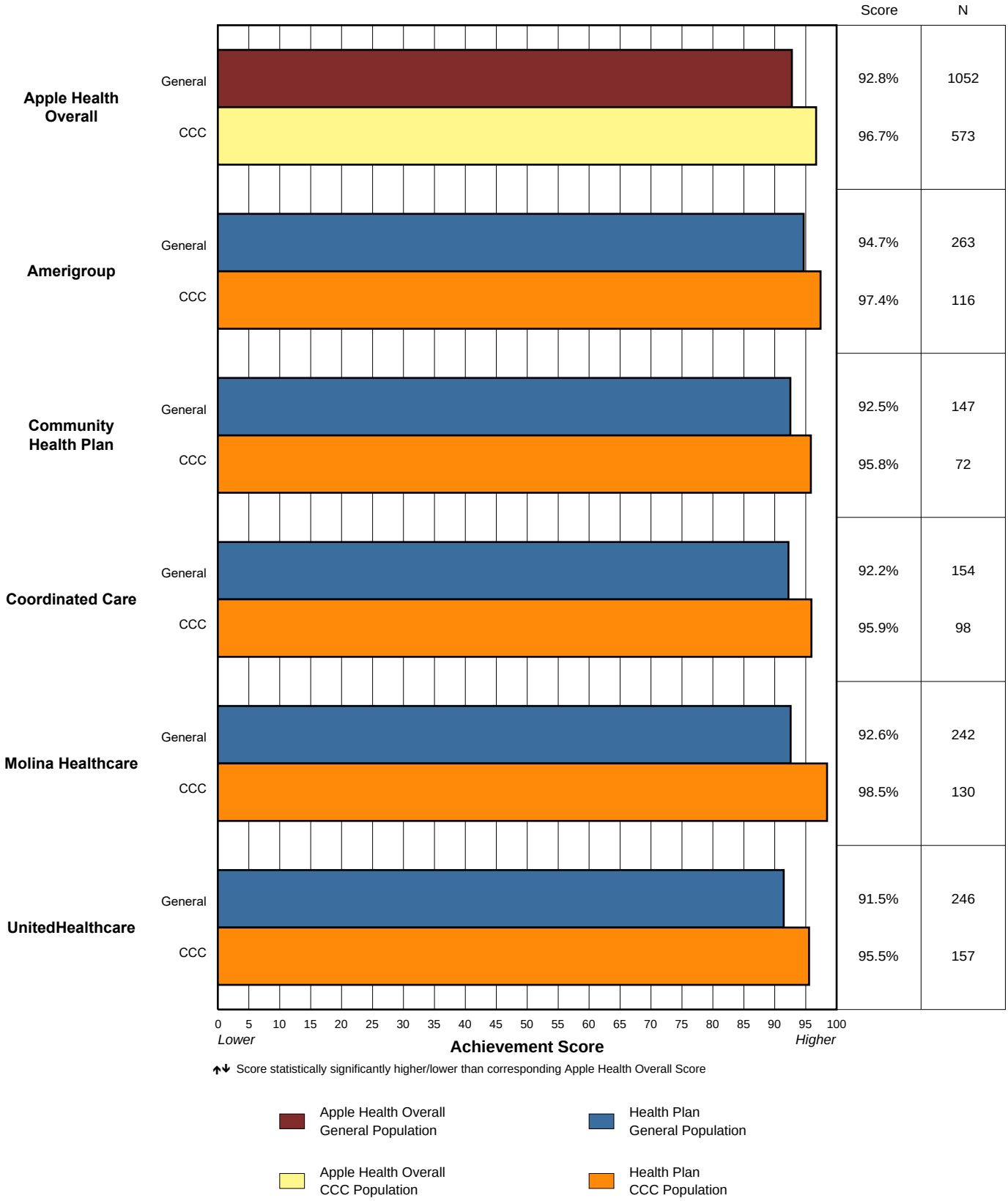
Shared Decision Making



Shared Decision Making

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



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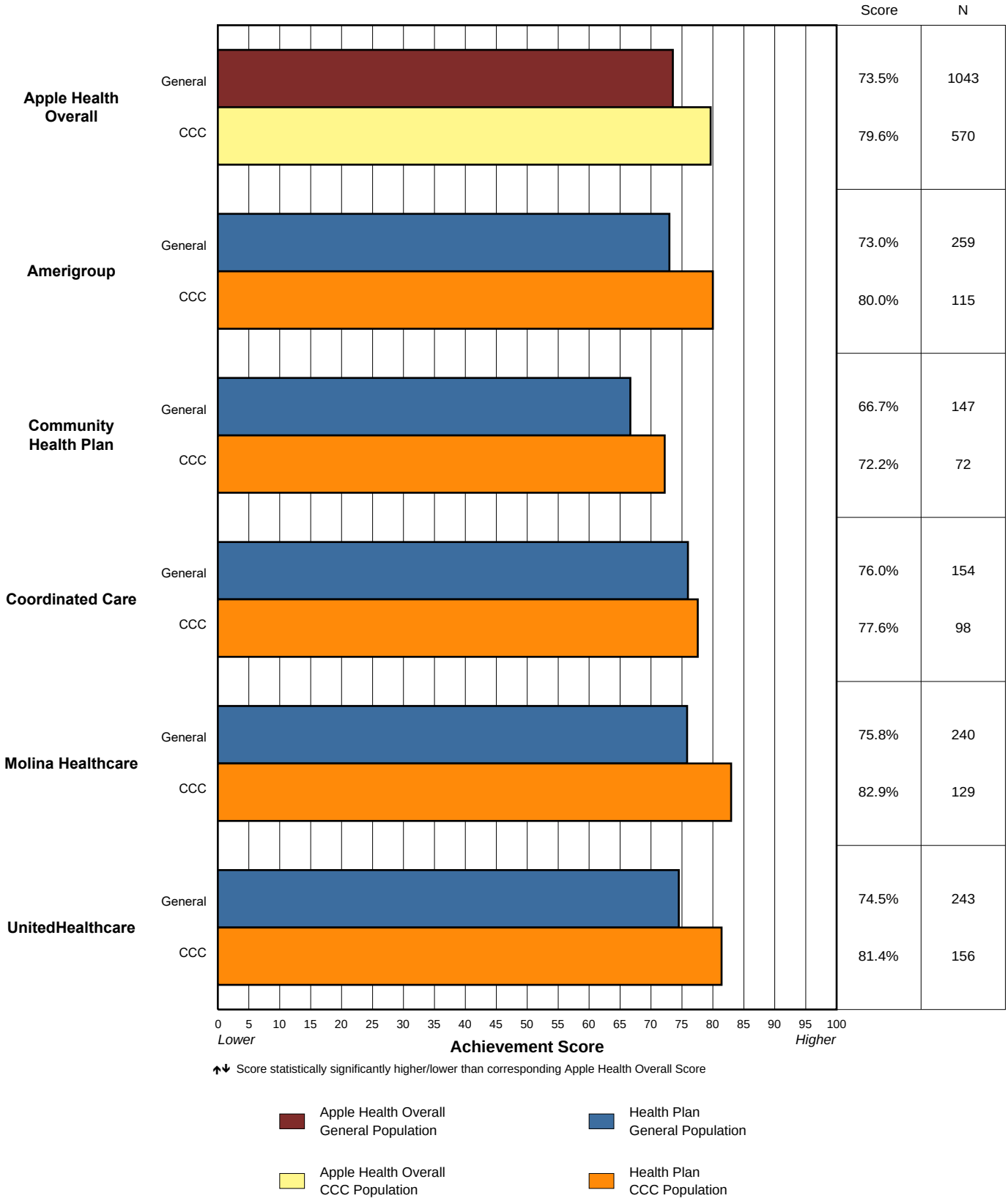
Shared Decision Making

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



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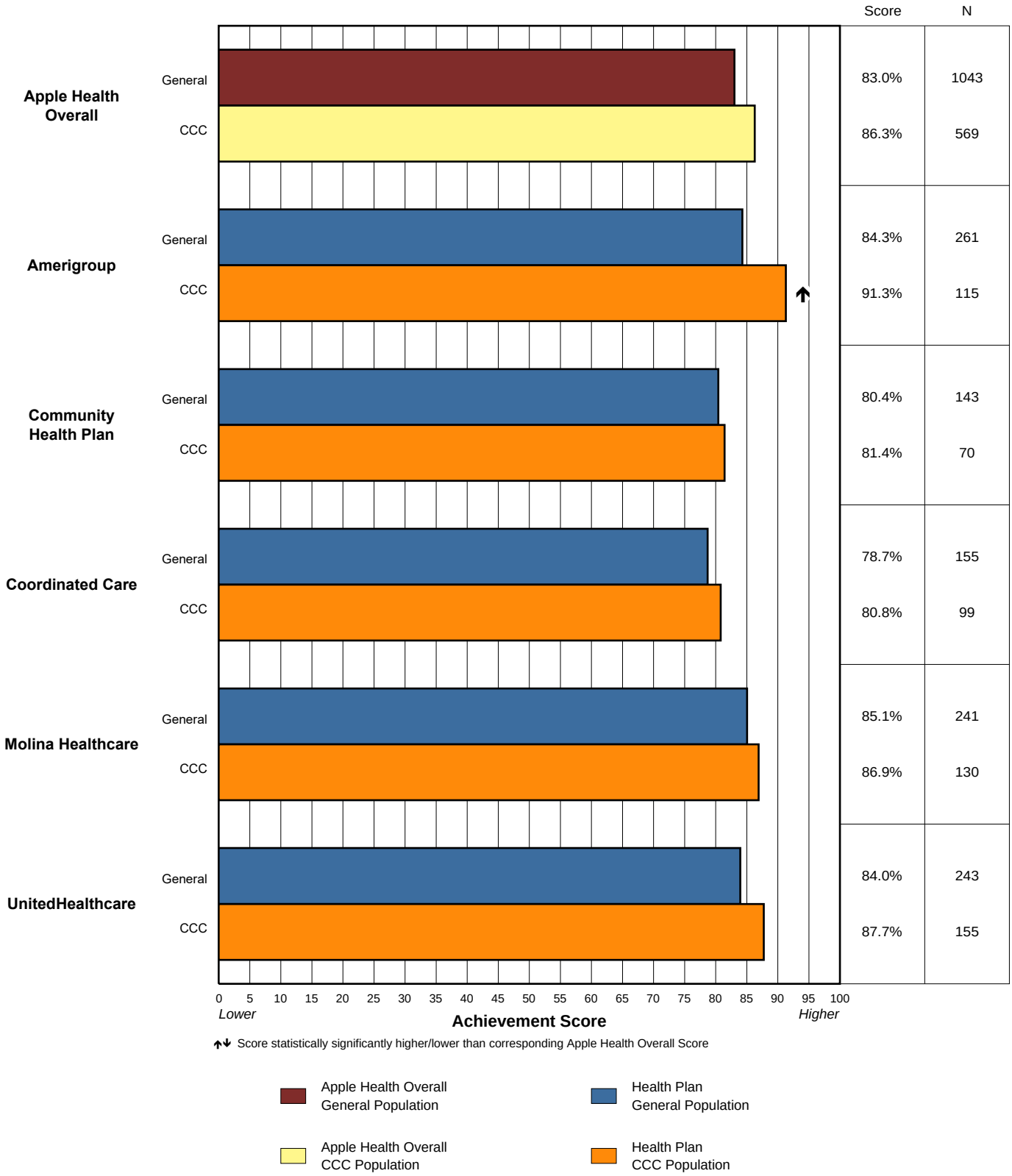
Shared Decision Making

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



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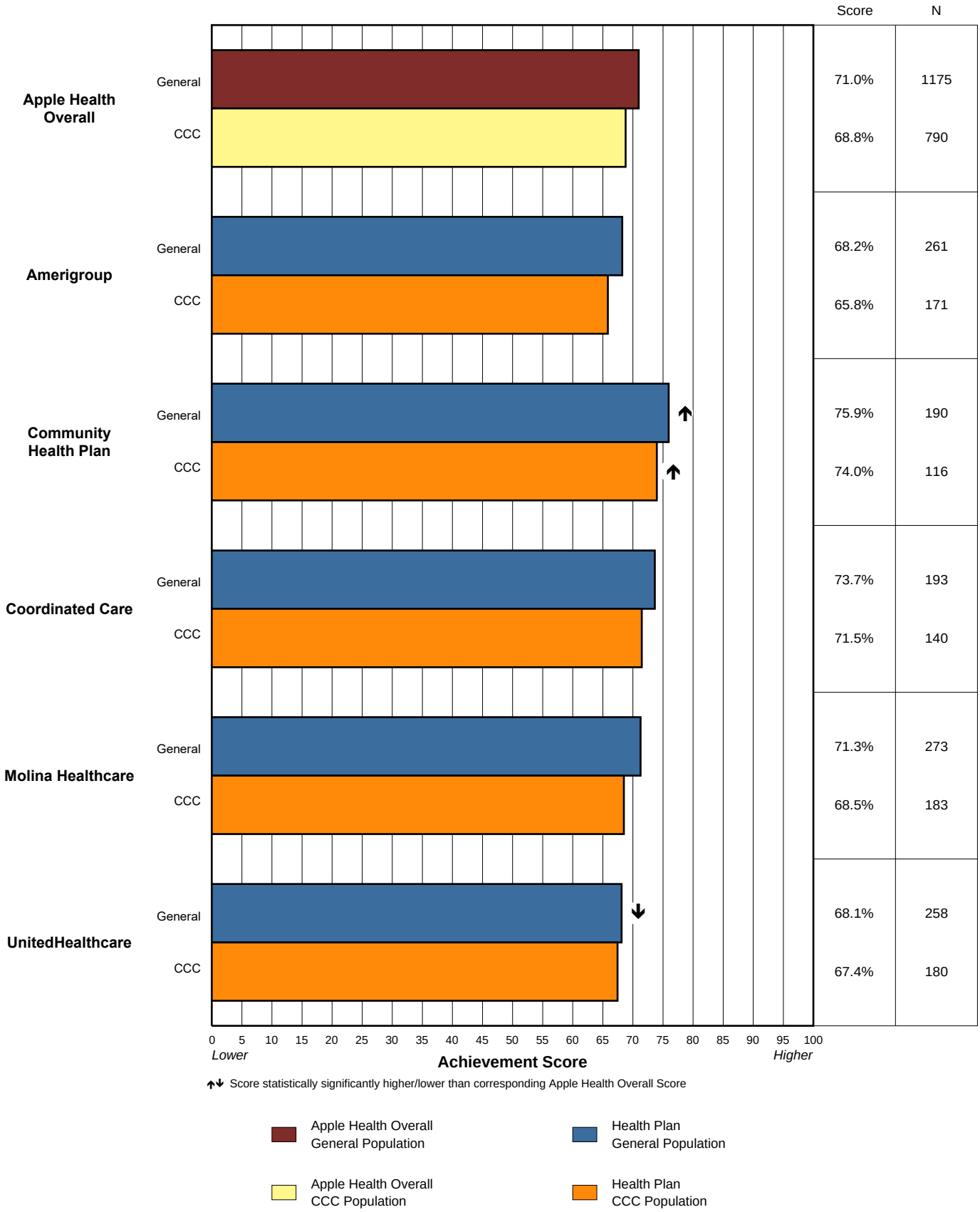
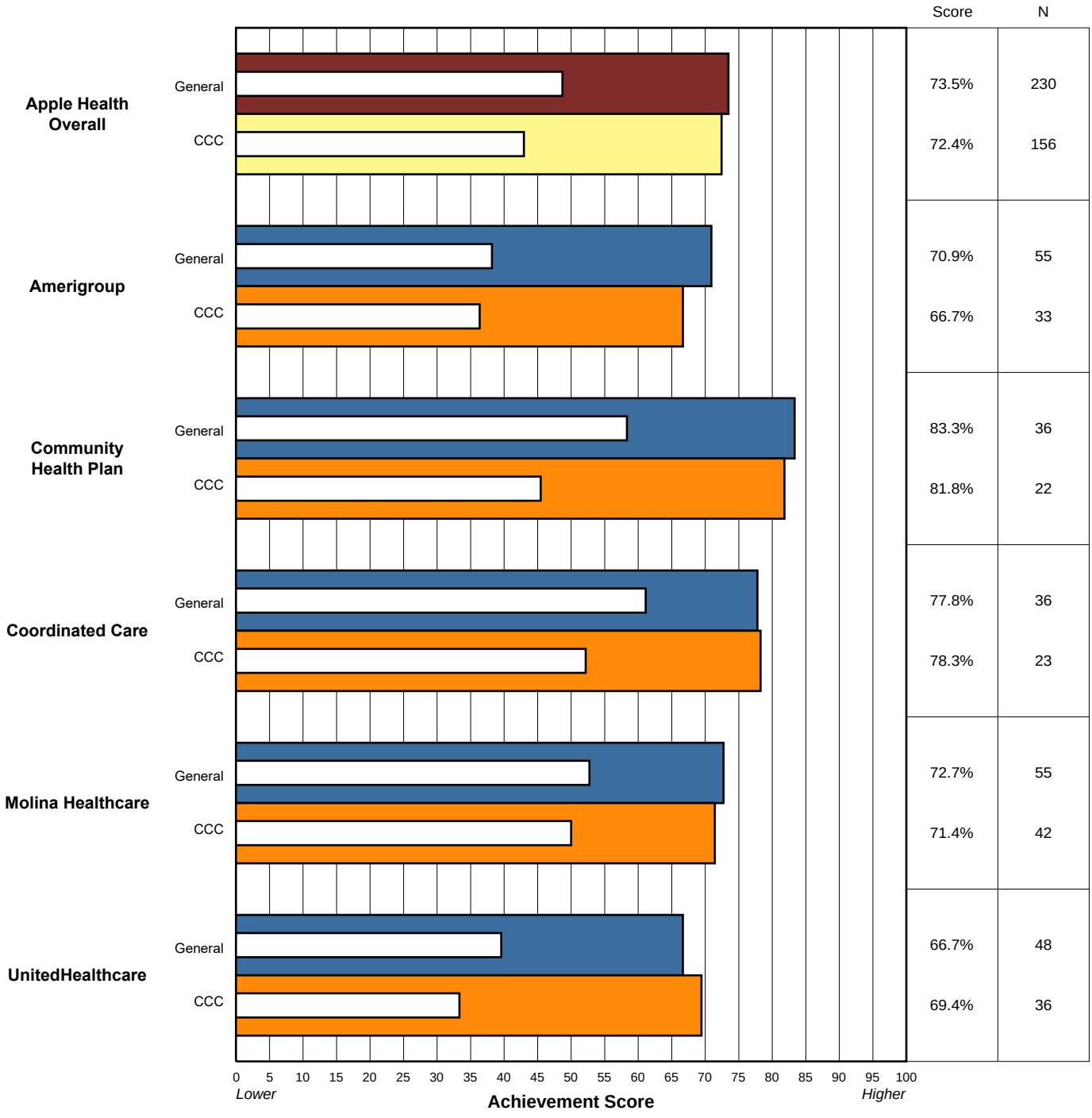
Access to Specialized Services



 © DataStat, Inc.

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 Apple Health Overall Score
Note: Hollow portion of bar represents proportions giving a response of Always.

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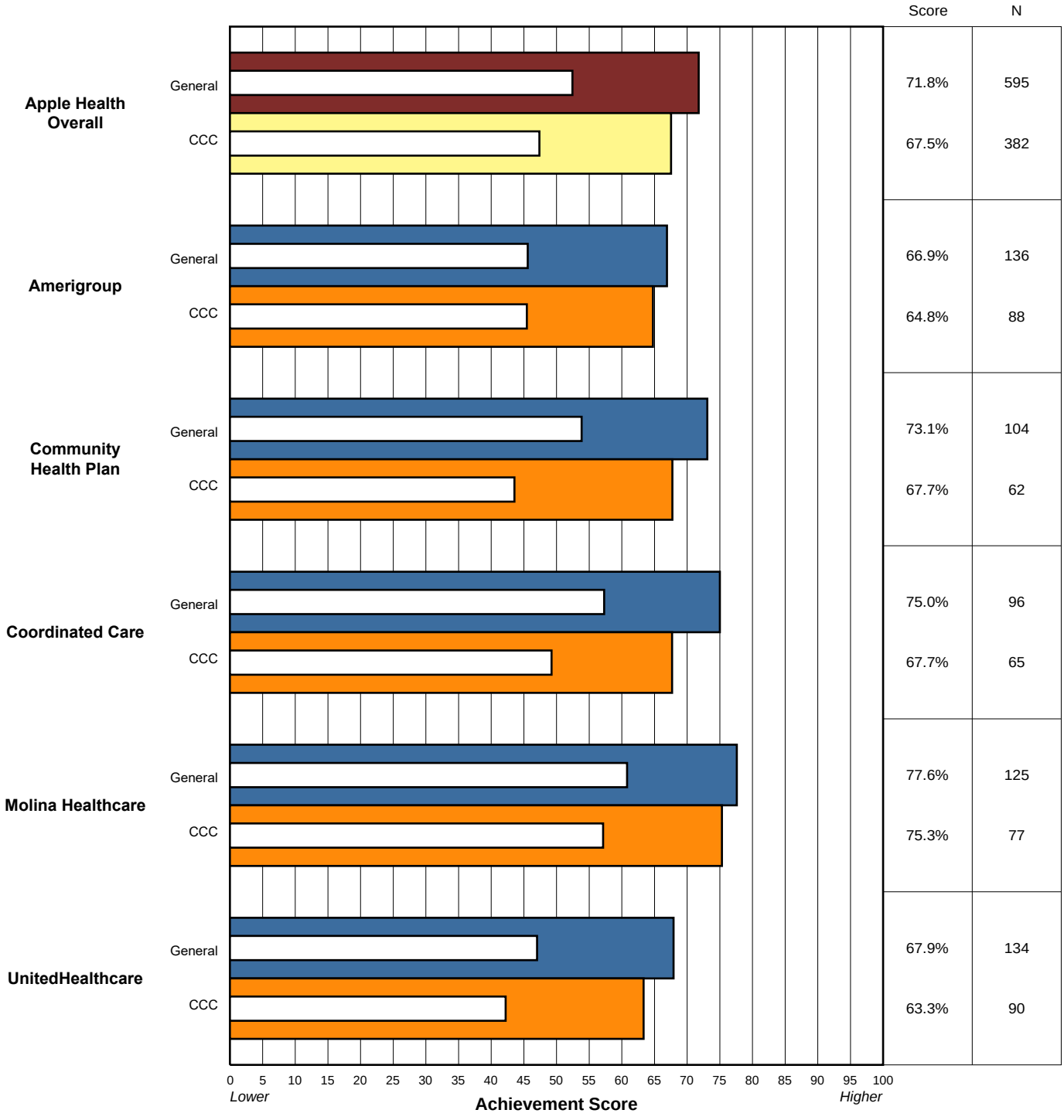
Access to Specialized Services

Q23. Usually or always easy to get therapy for child



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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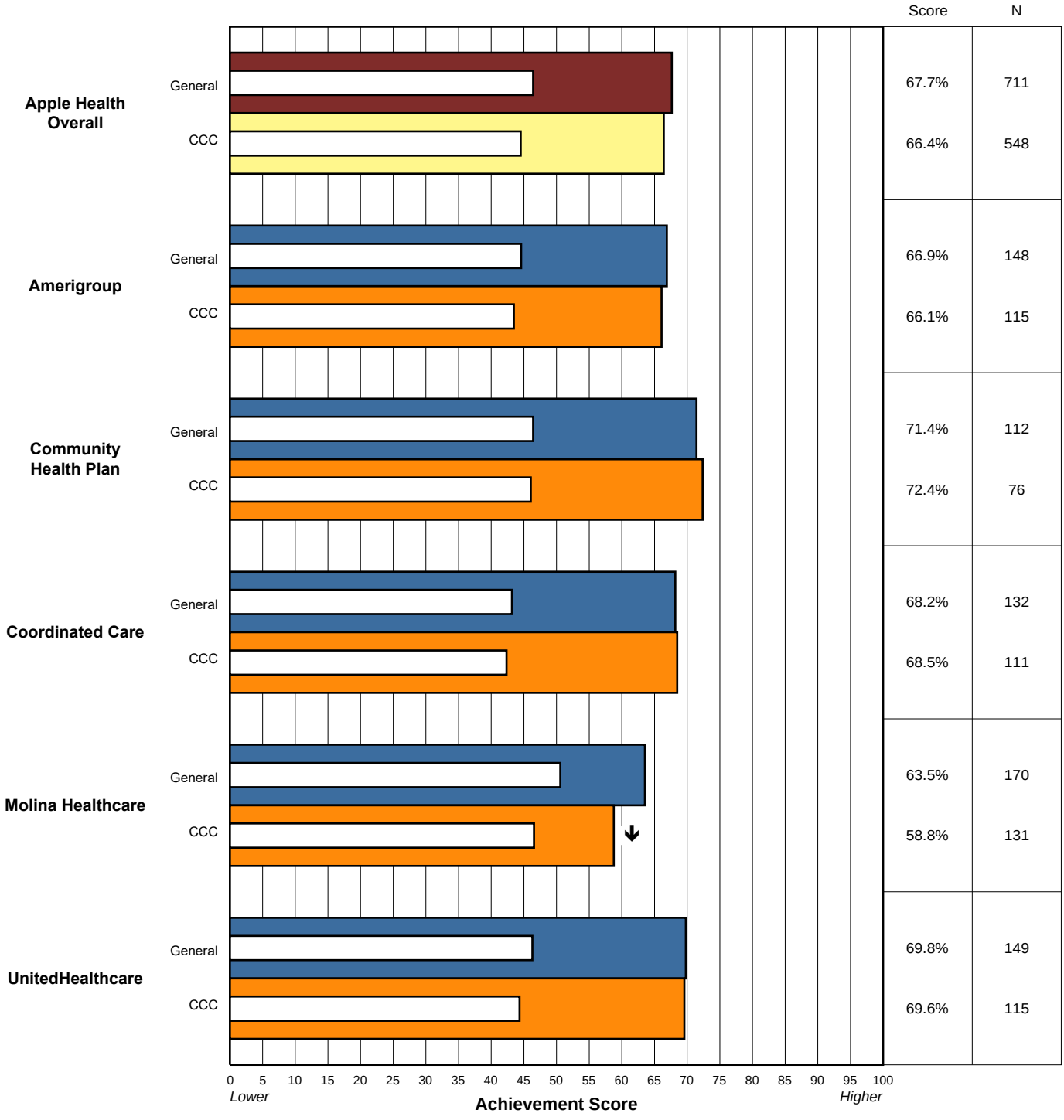
Access to Specialized Services

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



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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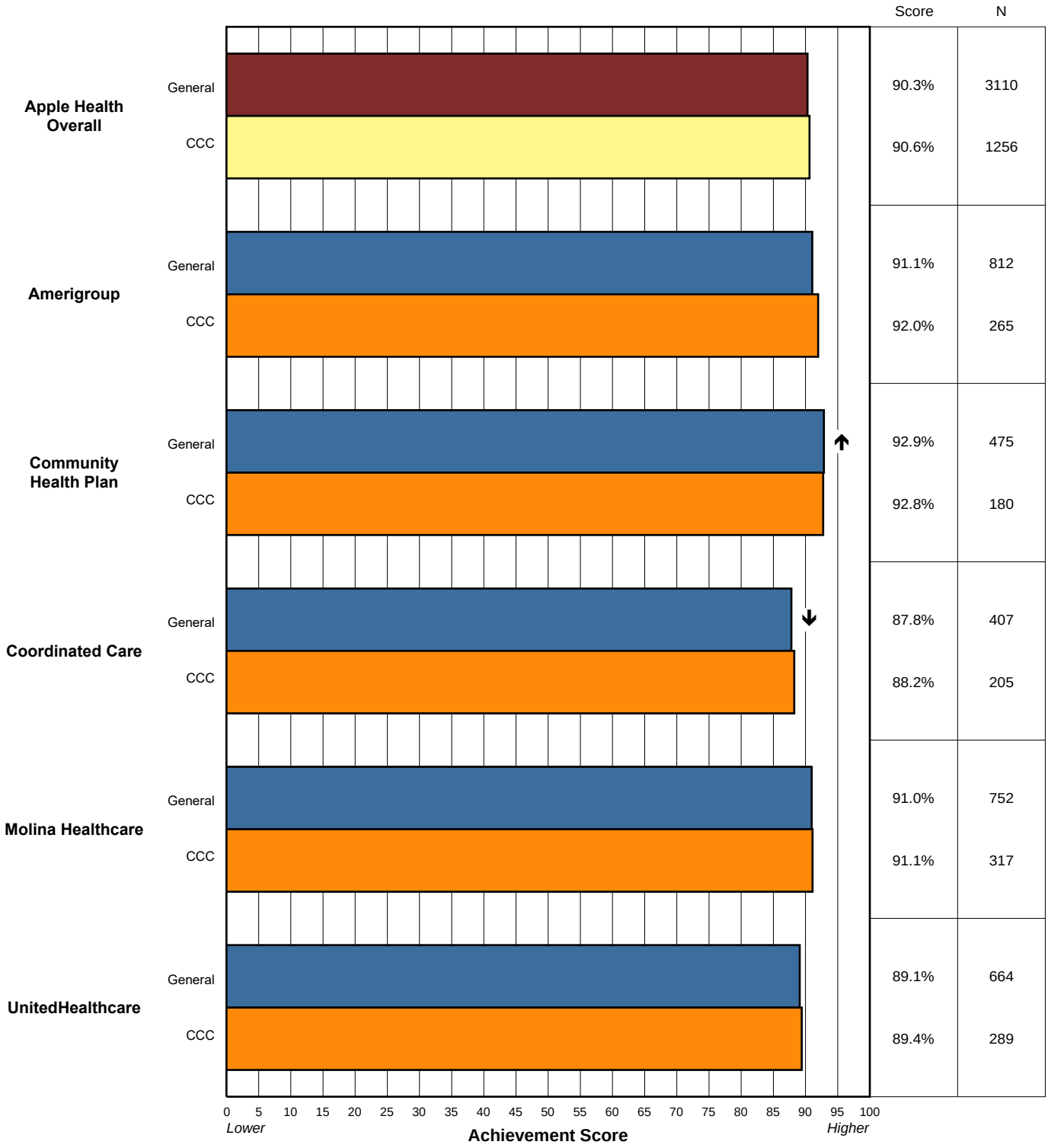
Family Centered Care: Personal Doctor or Nurse Who Knows Child



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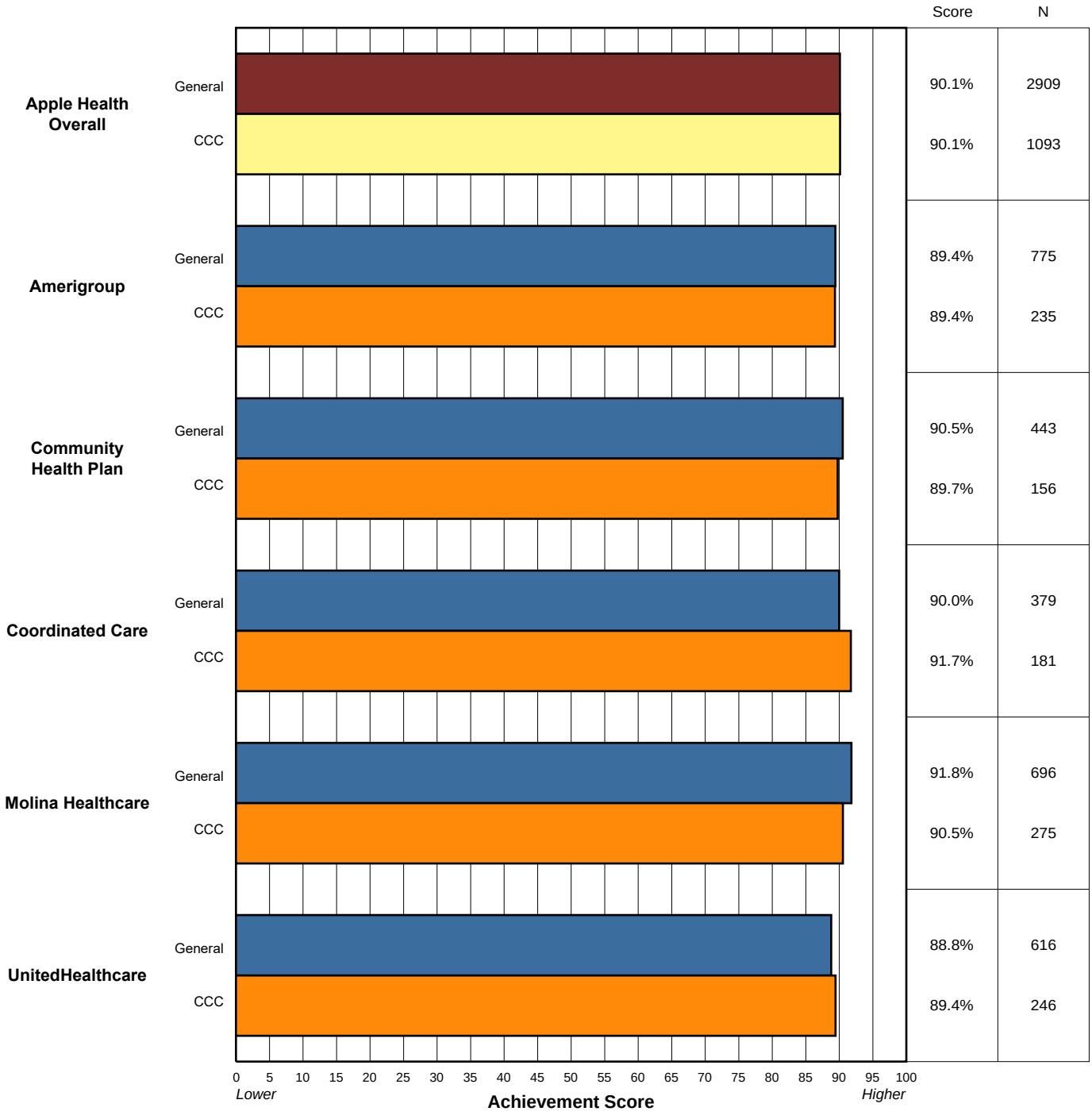
Family Centered Care: Personal Doctor or Nurse Who Knows Child

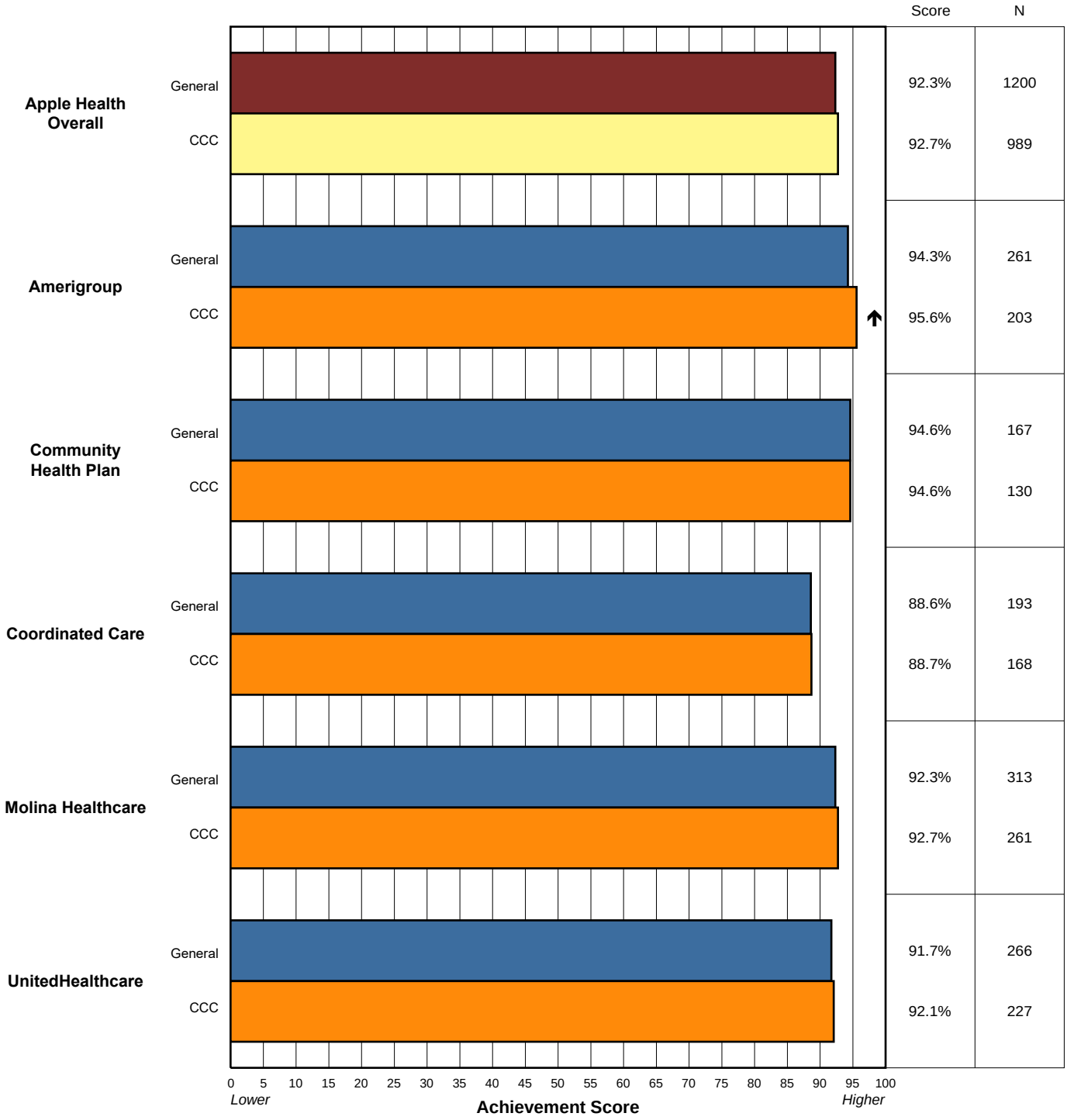
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving



 © DataStat, Inc.

Family Centered Care: Personal Doctor or Nurse Who Knows Child

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



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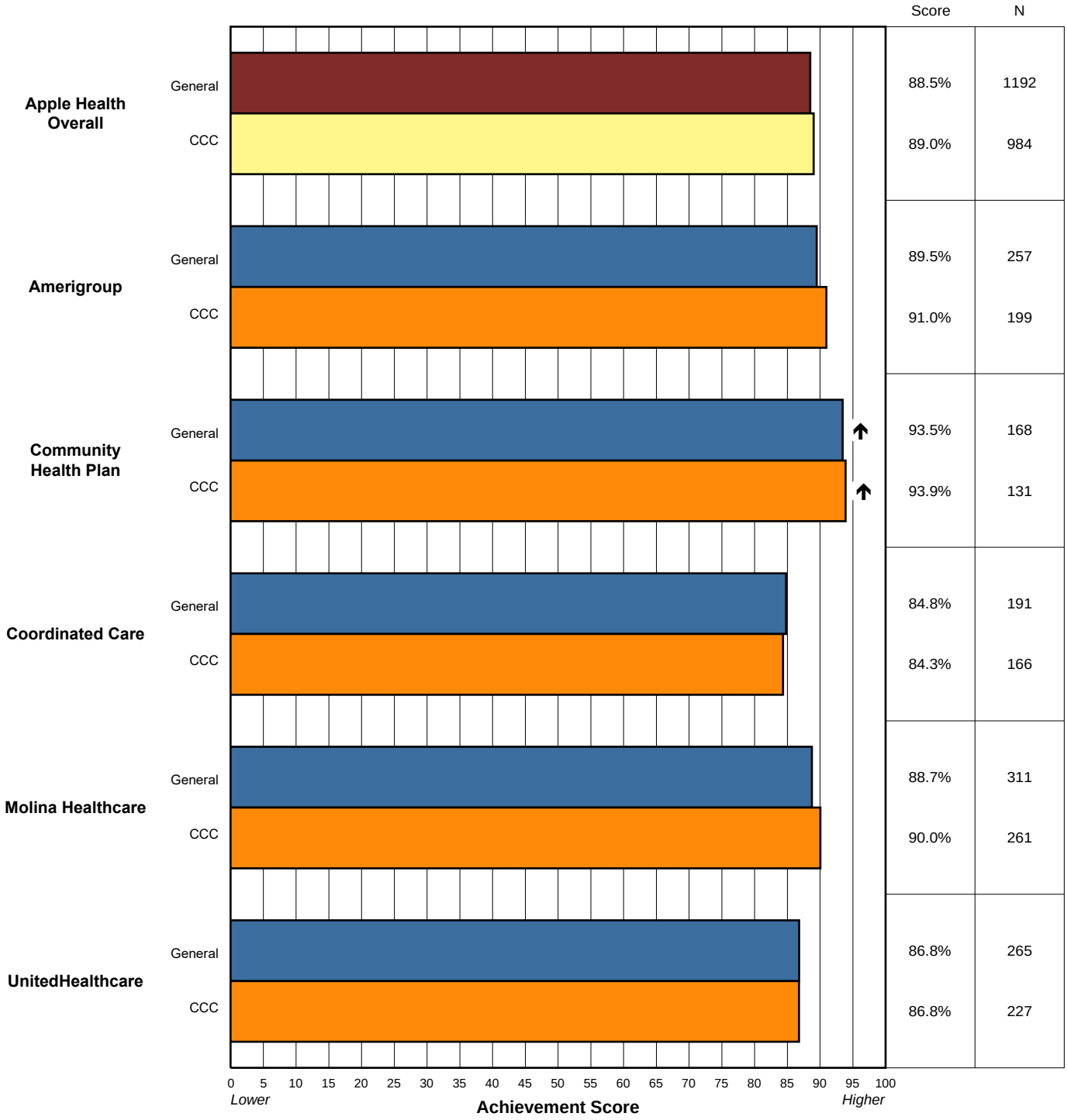
Family Centered Care: Personal Doctor or Nurse Who Knows Child

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



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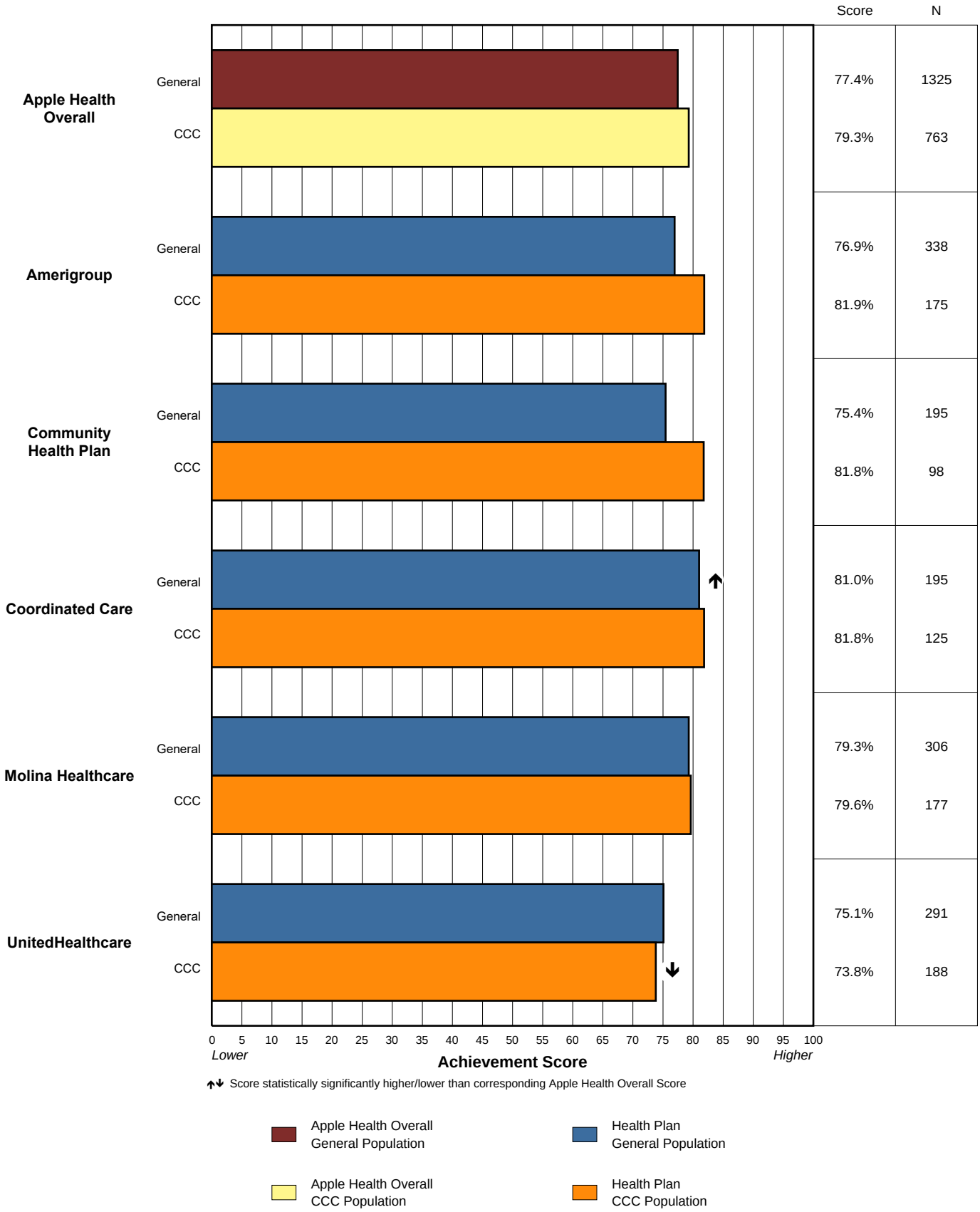
Coordination of Care



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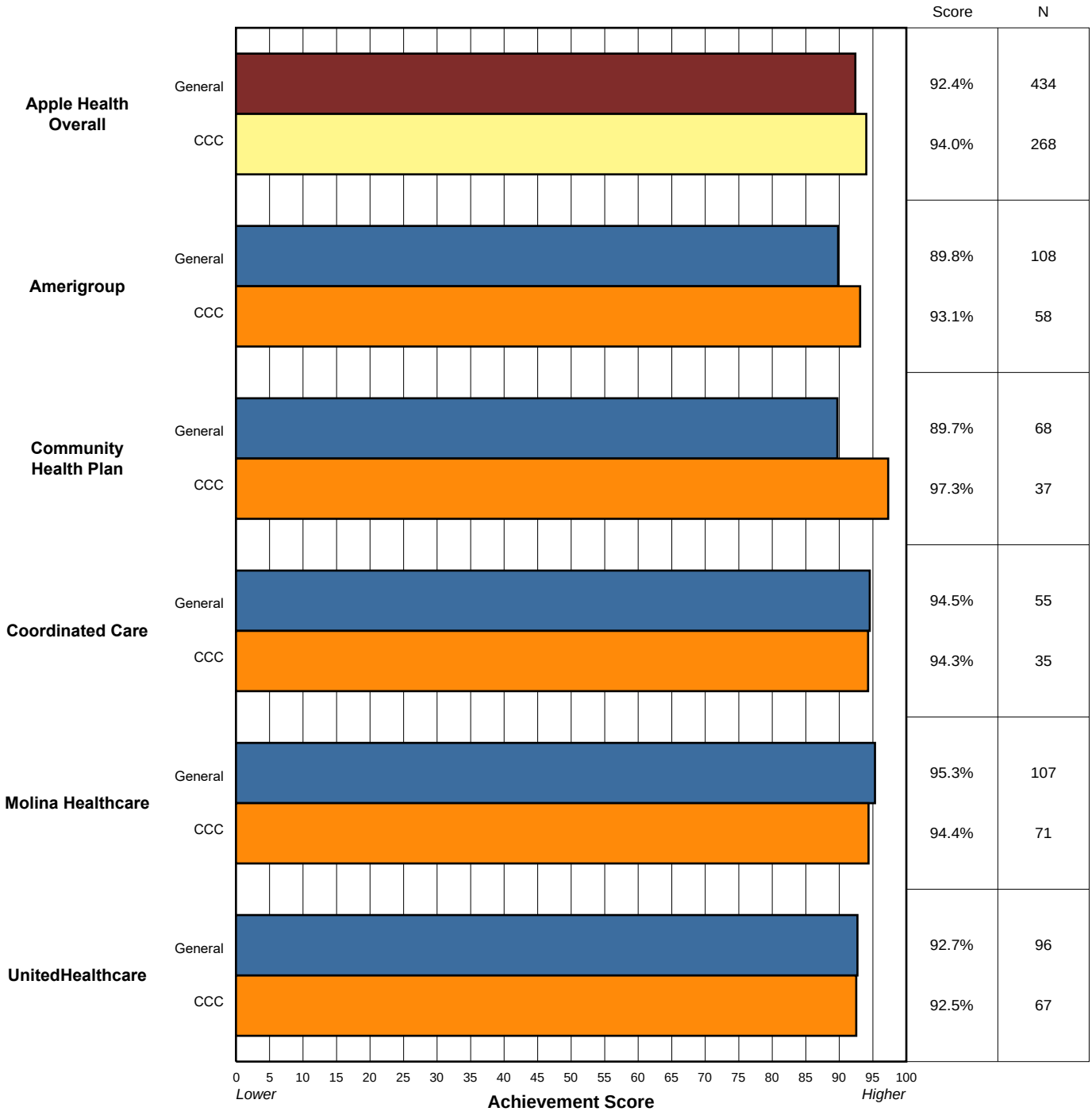
Coordination of Care

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



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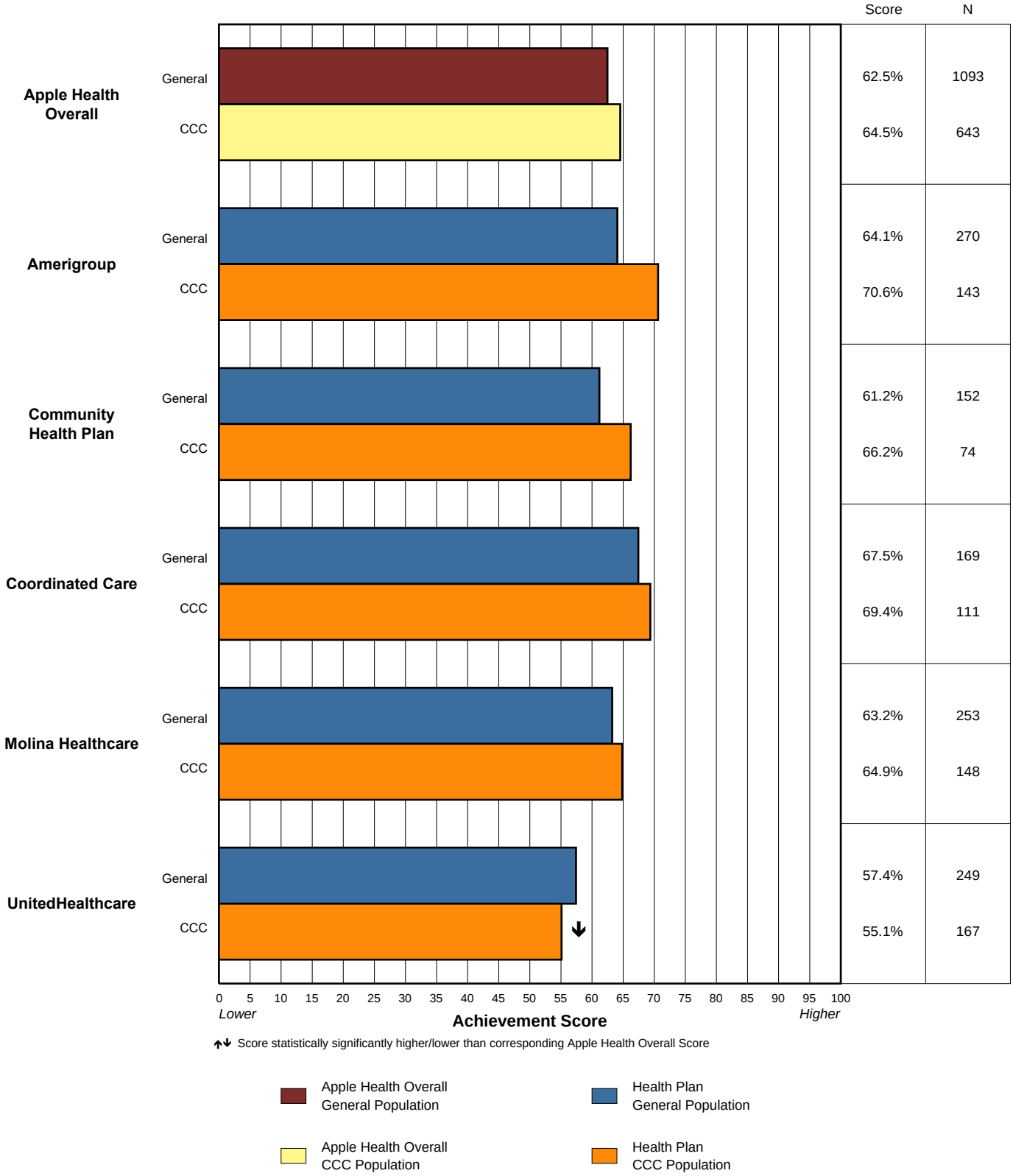
Coordination of Care

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



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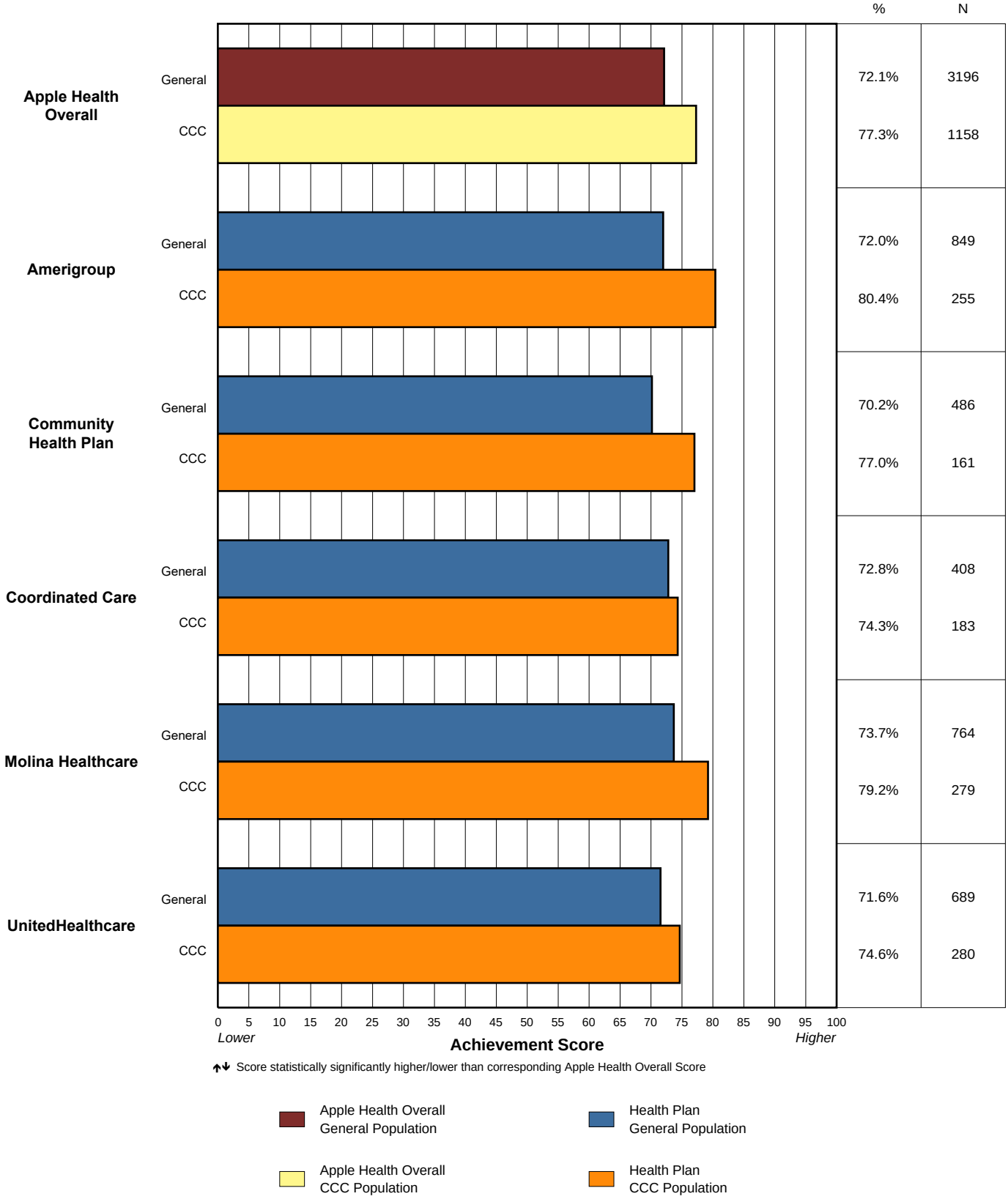
Single Items

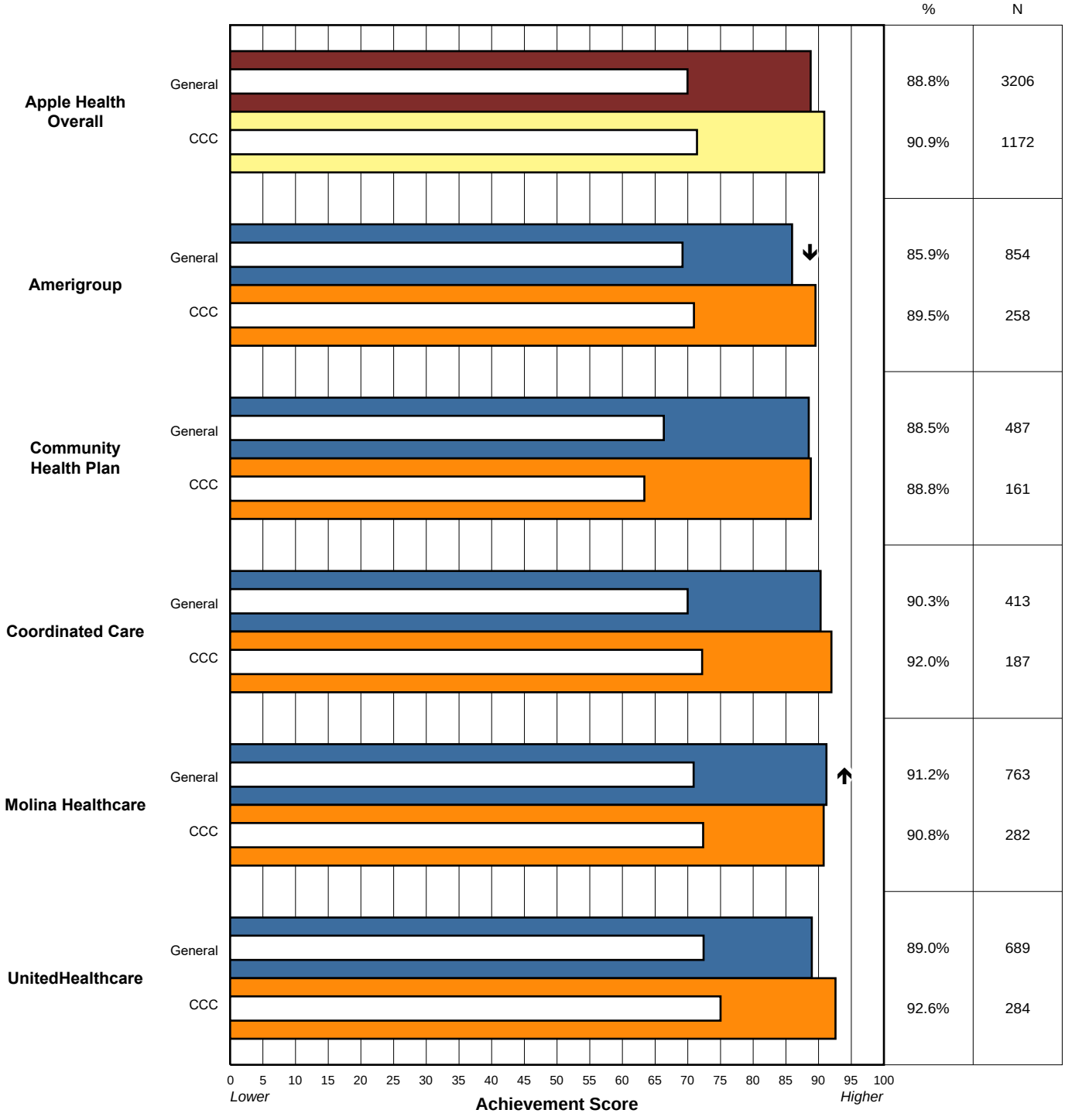
Q8. Doctor talked about specific things to prevent illness in child



 © DataStat, Inc.

Single Items

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



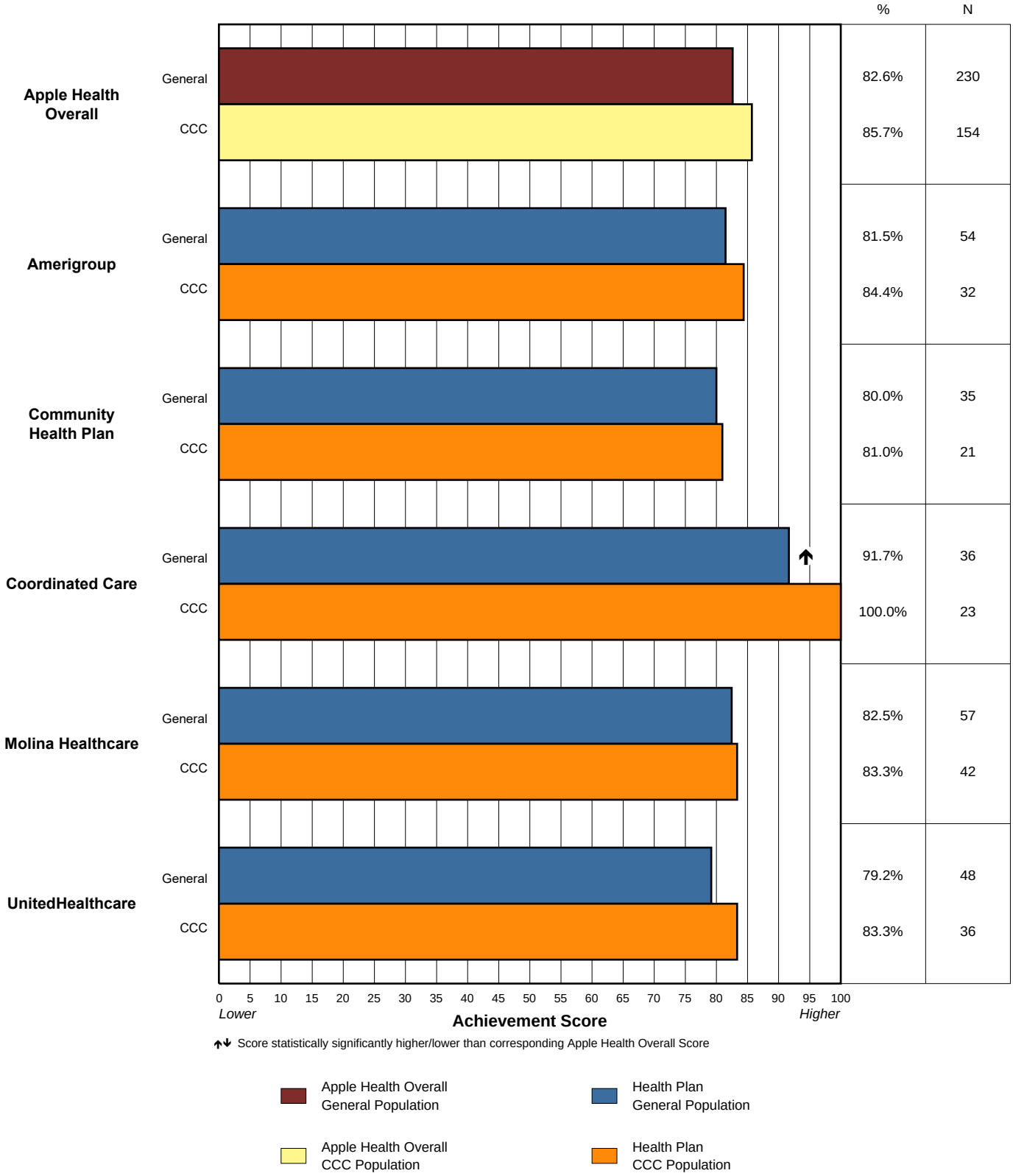
Score statistically significantly higher/lower than corresponding Apple Health Overall Score
Note: Hollow portion of bar represents proportions giving a response of Always.

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

 © DataStat, Inc.

Single Items

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



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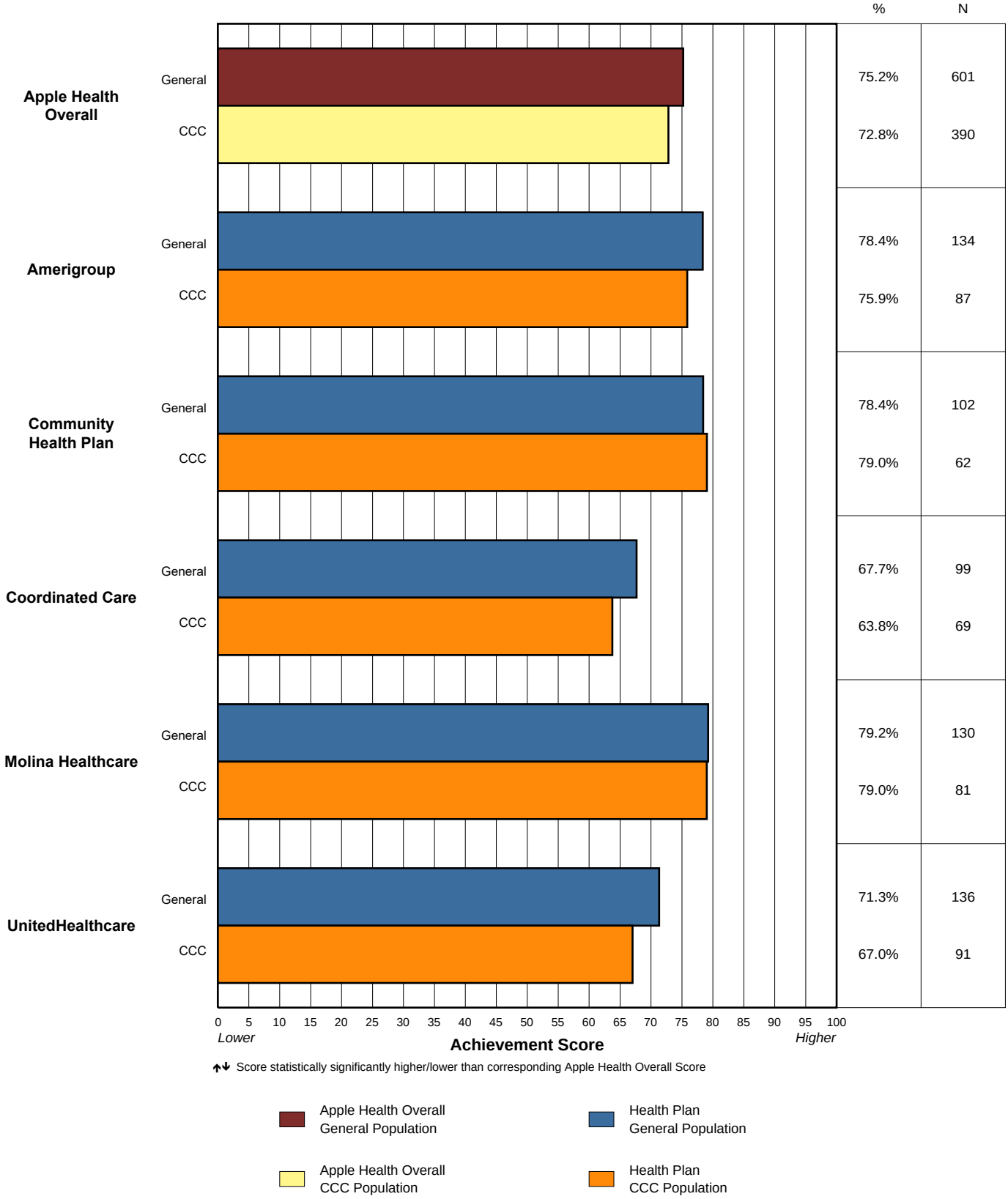
Single Items

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



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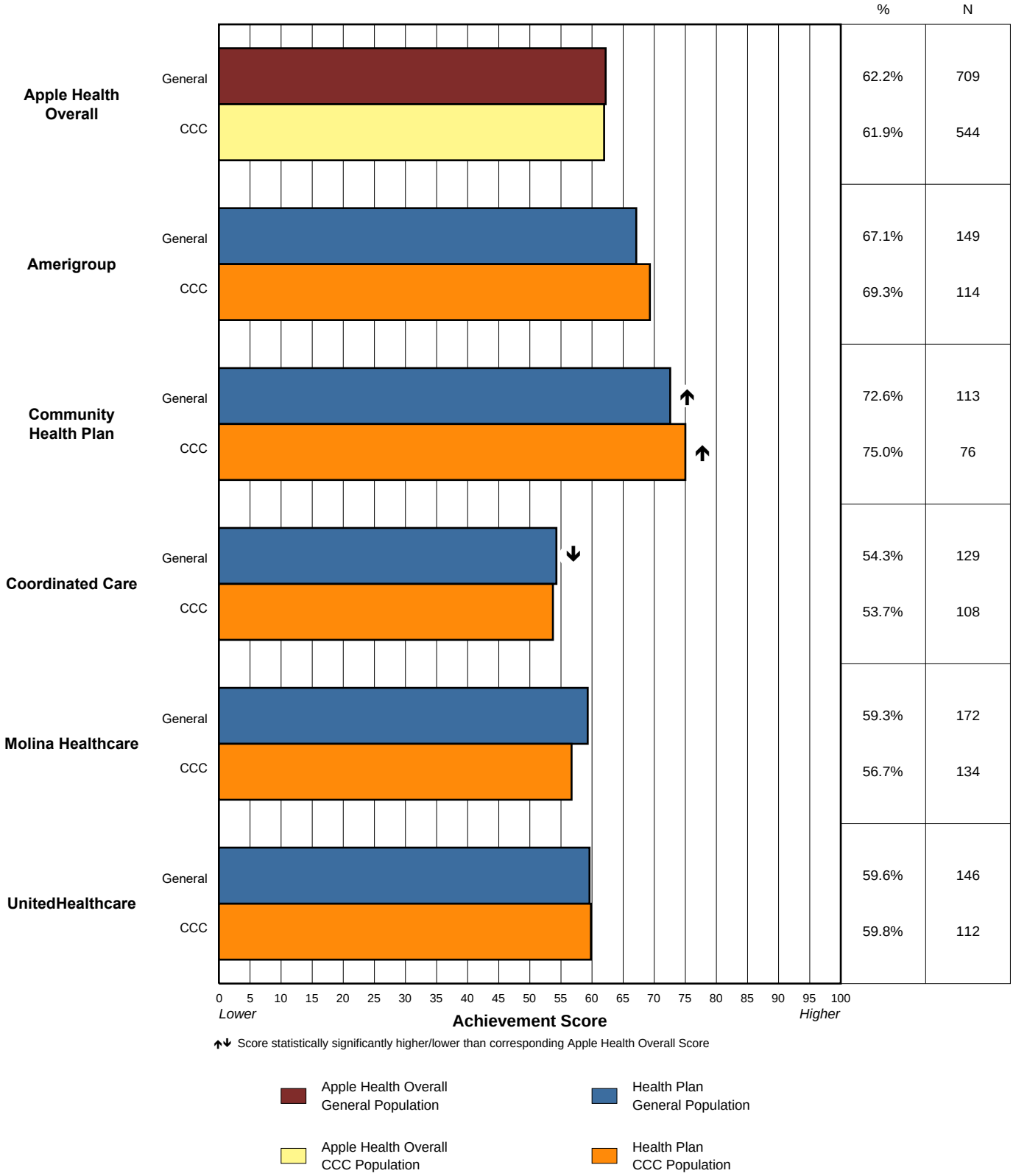
Single Items

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



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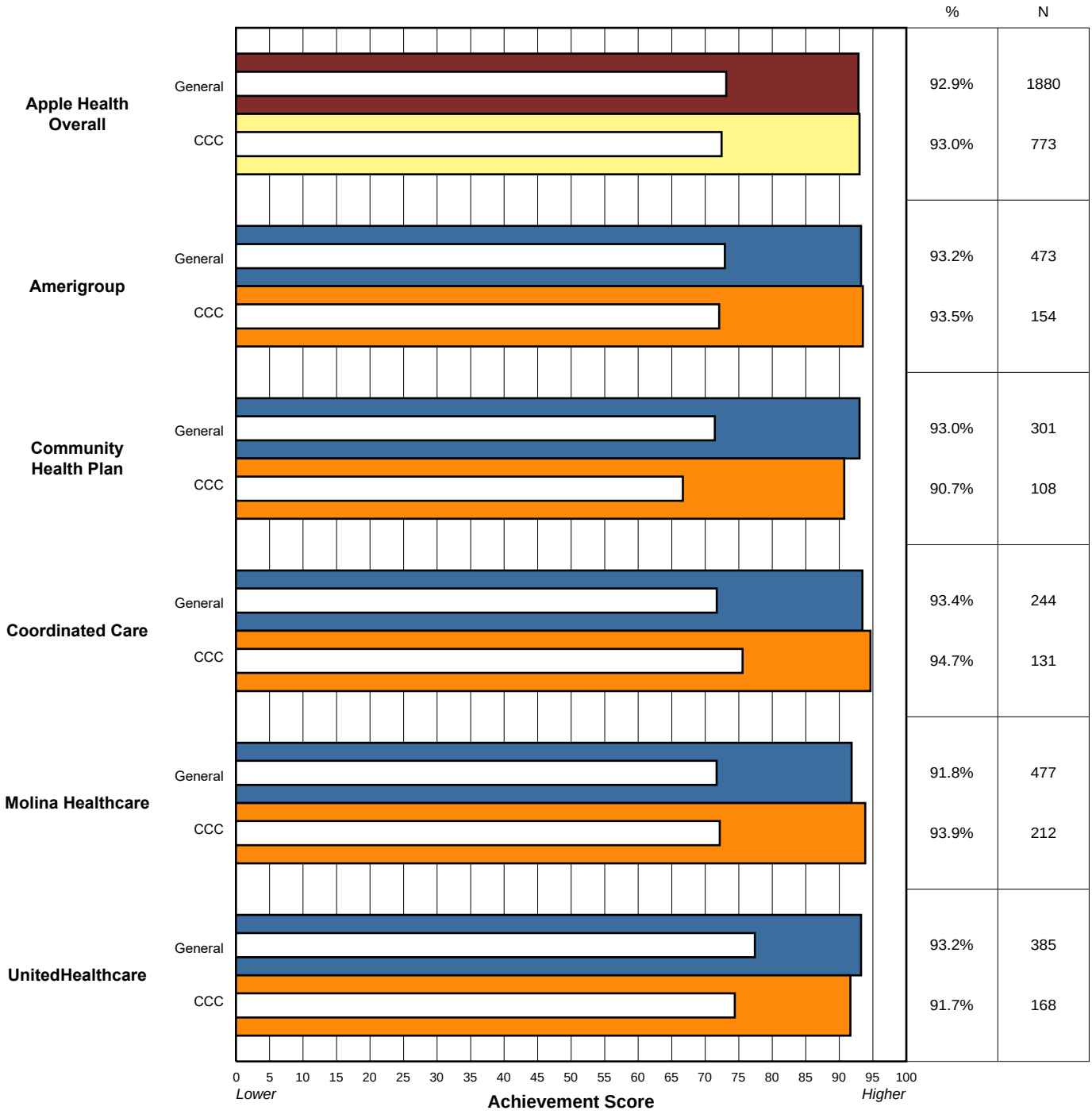
Single Items

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



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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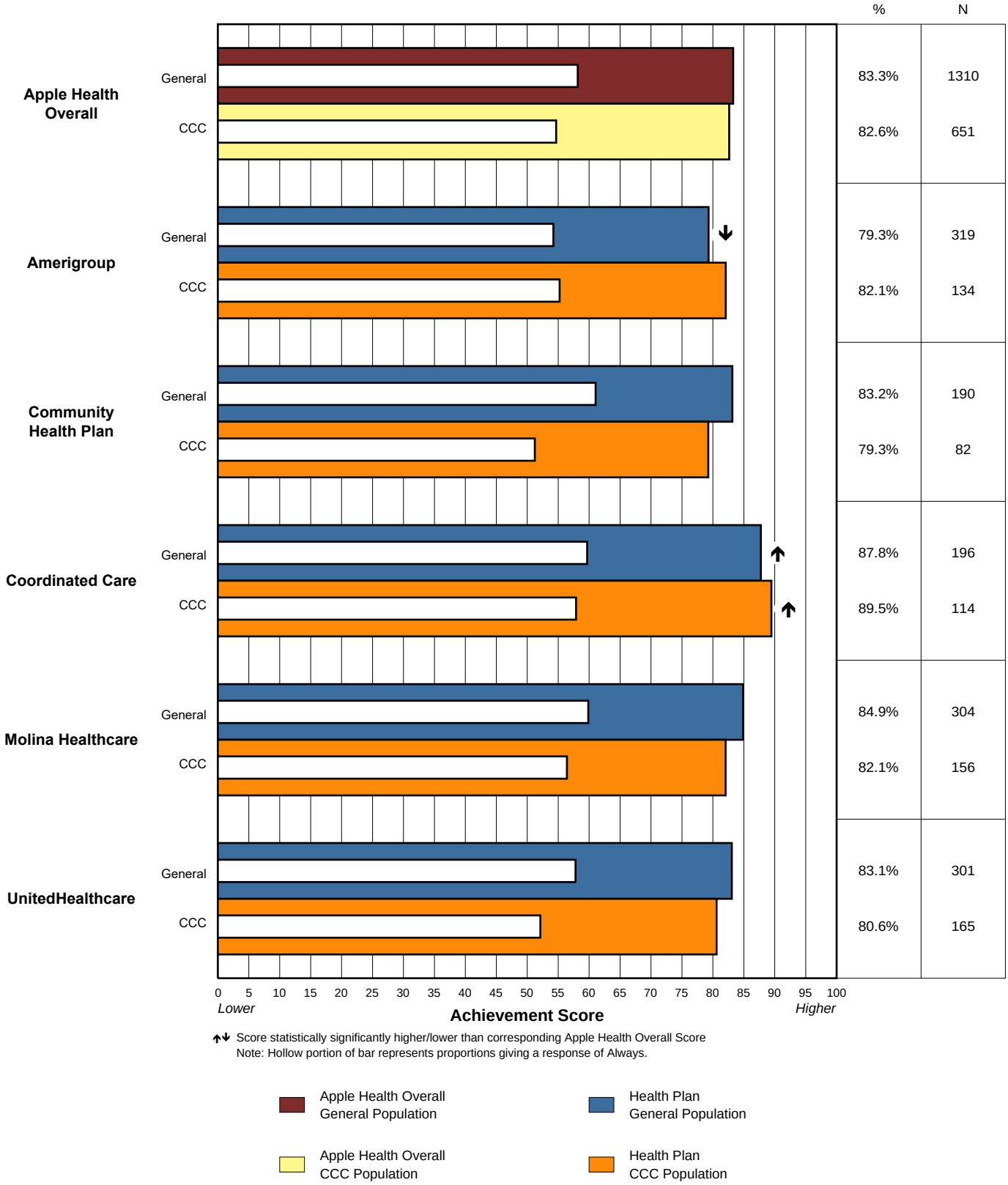
Single Items

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



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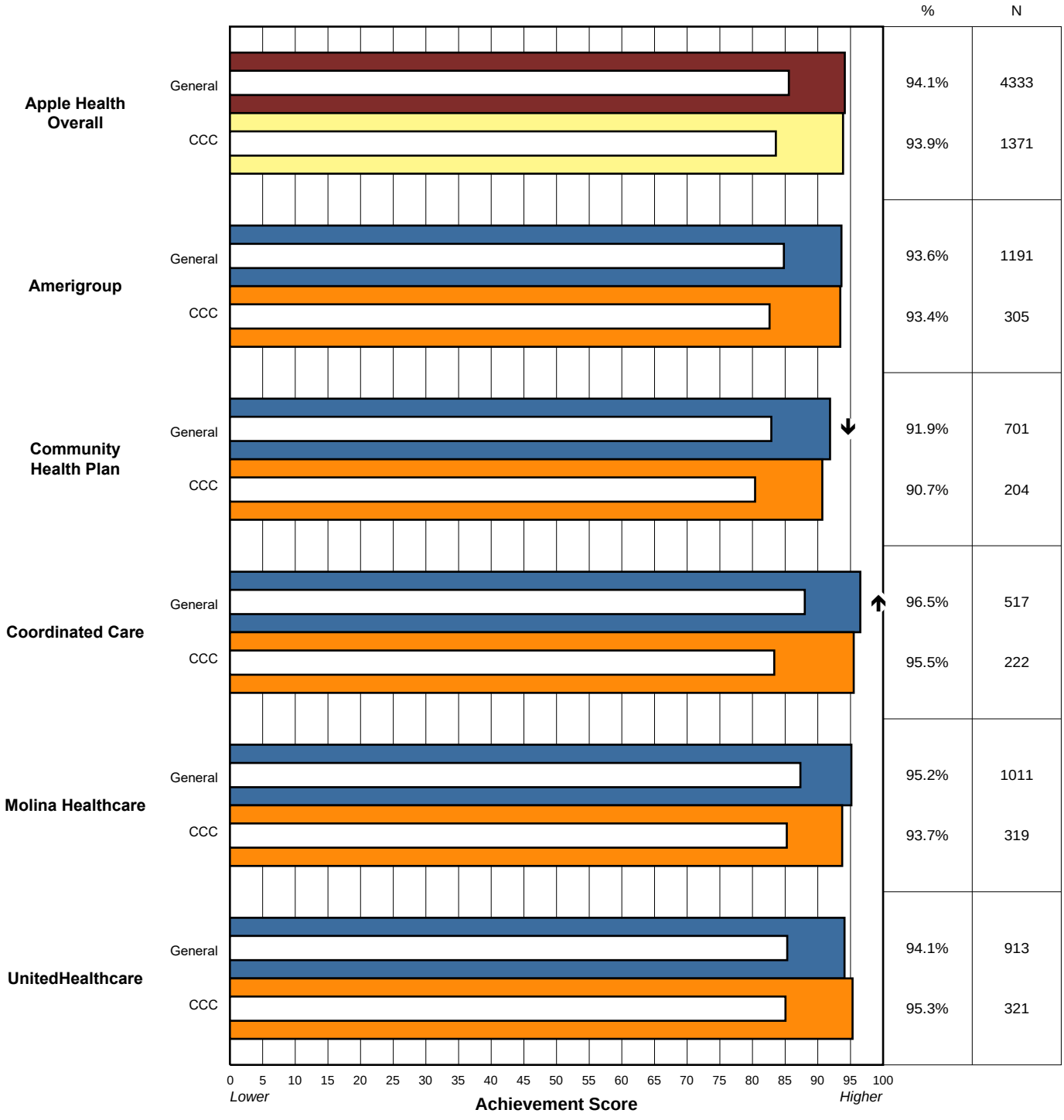
Single Items

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



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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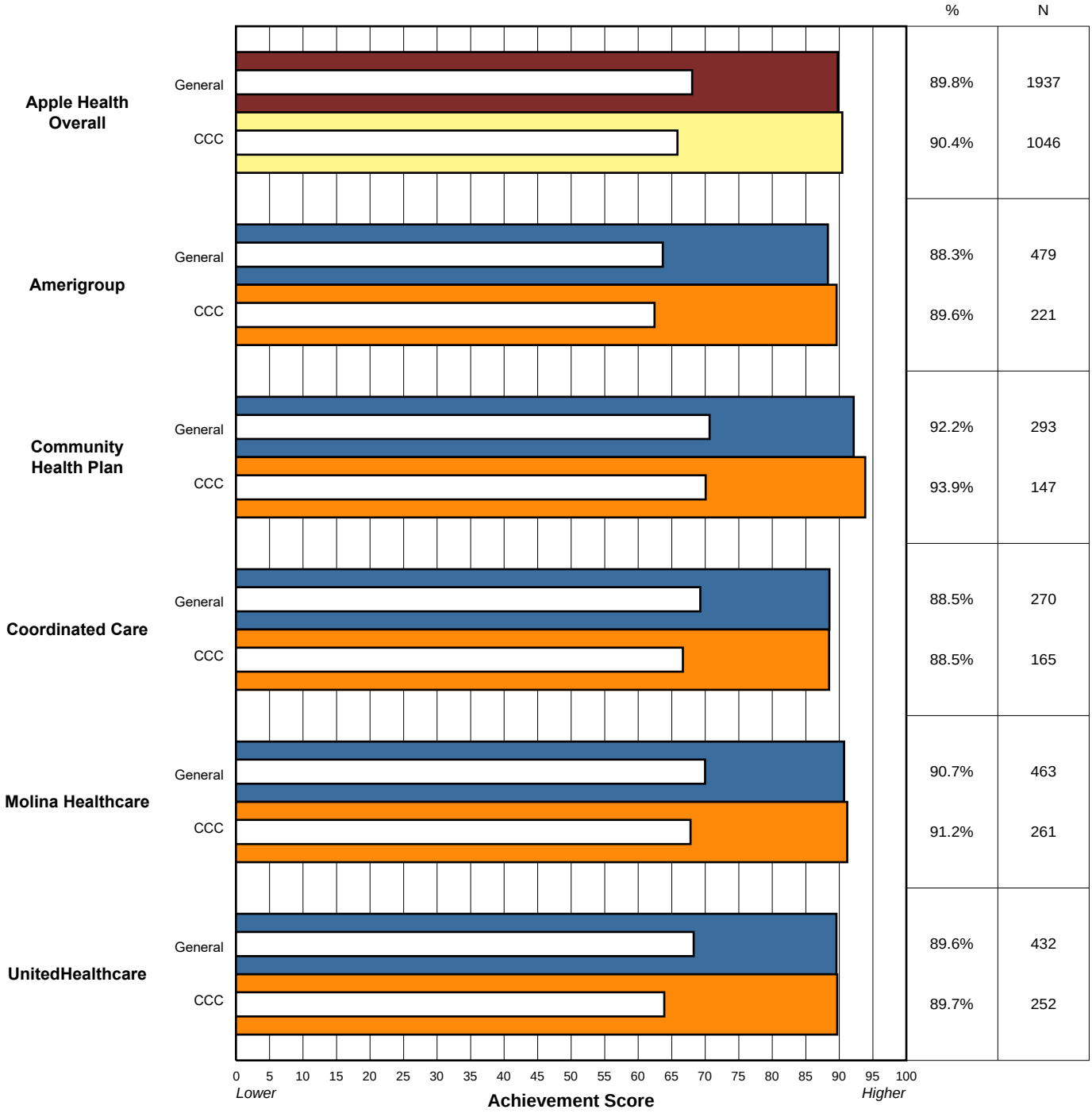
Single Items

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



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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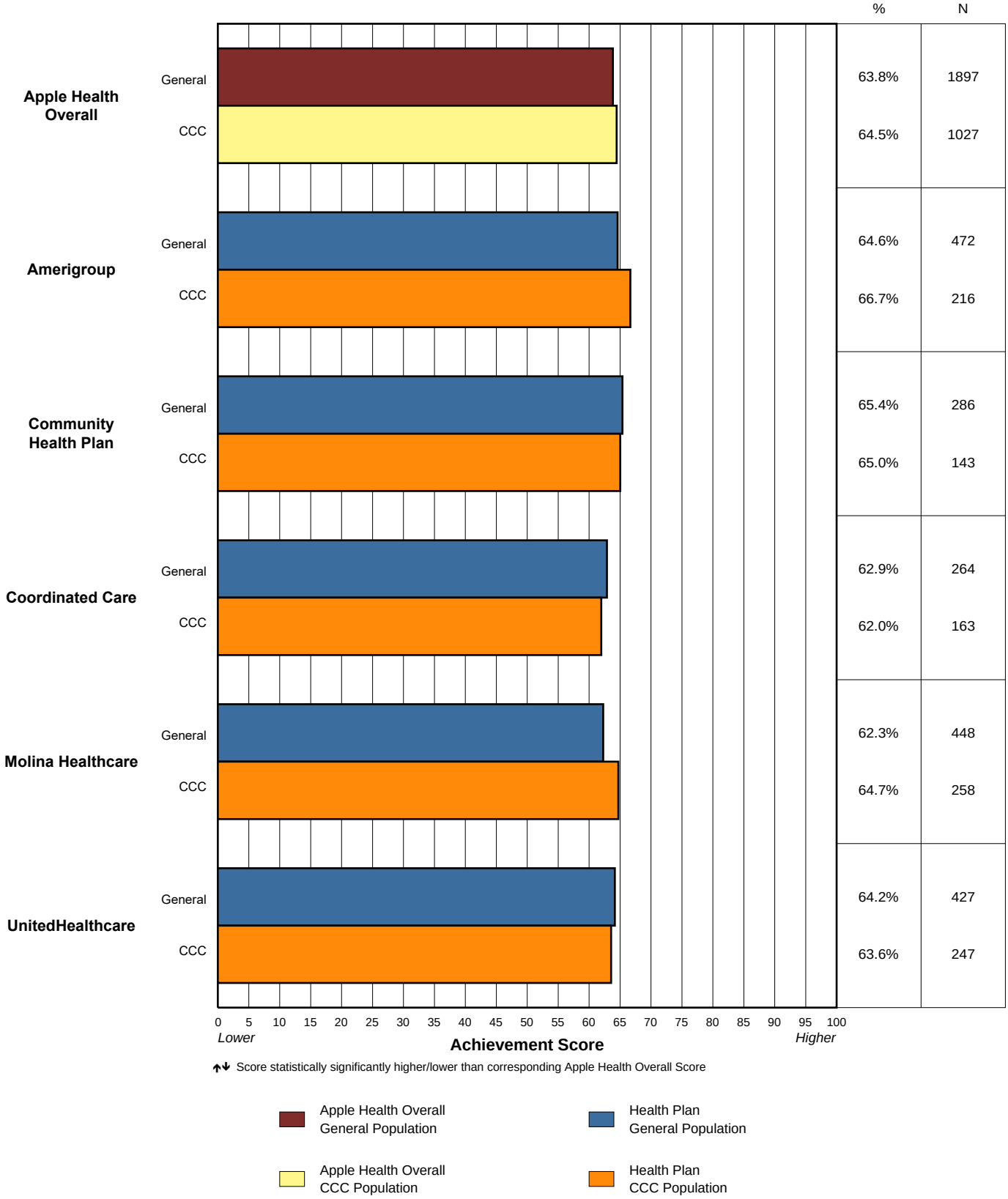
Single Items

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



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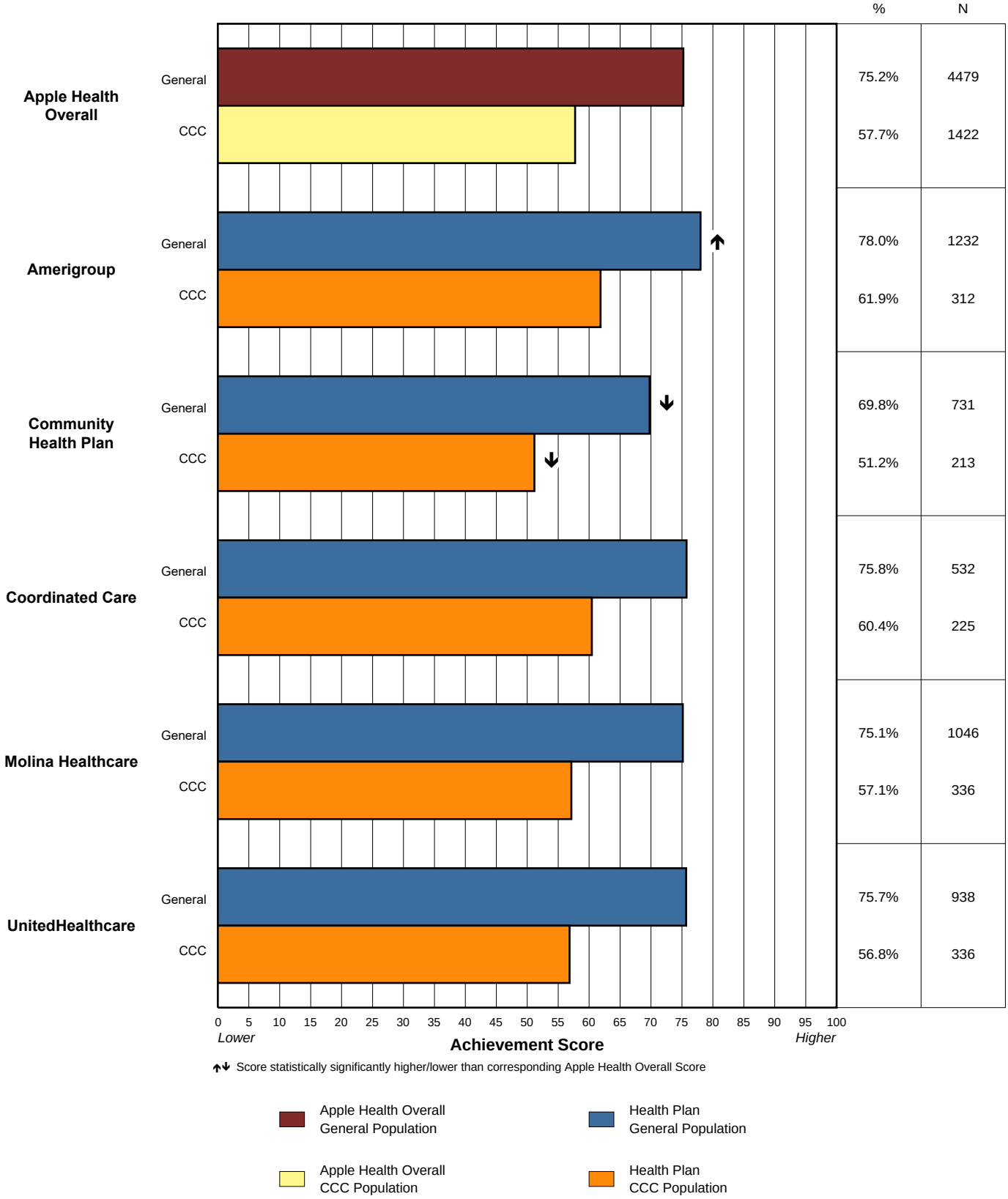
Single Items

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



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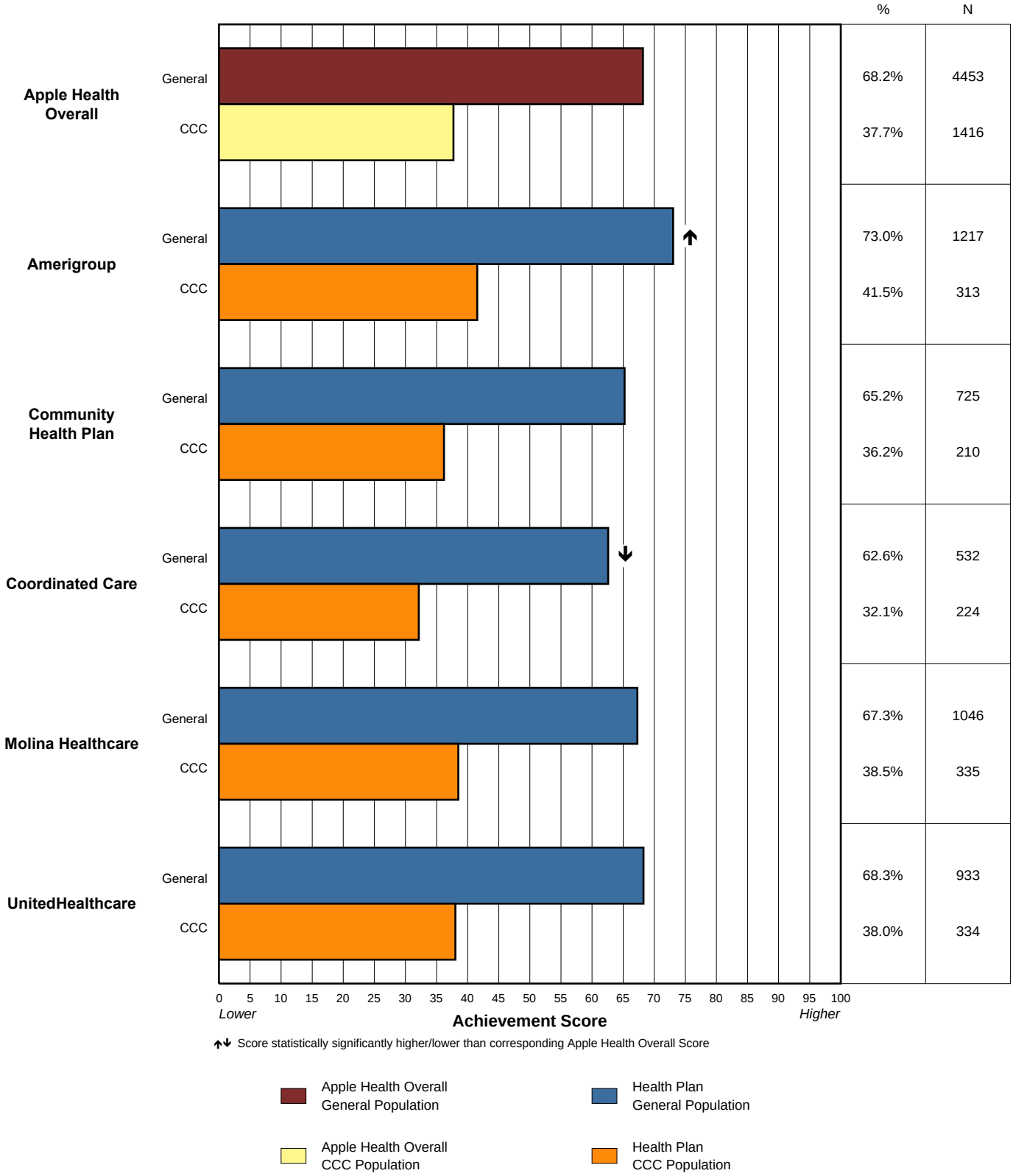
Single Items

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



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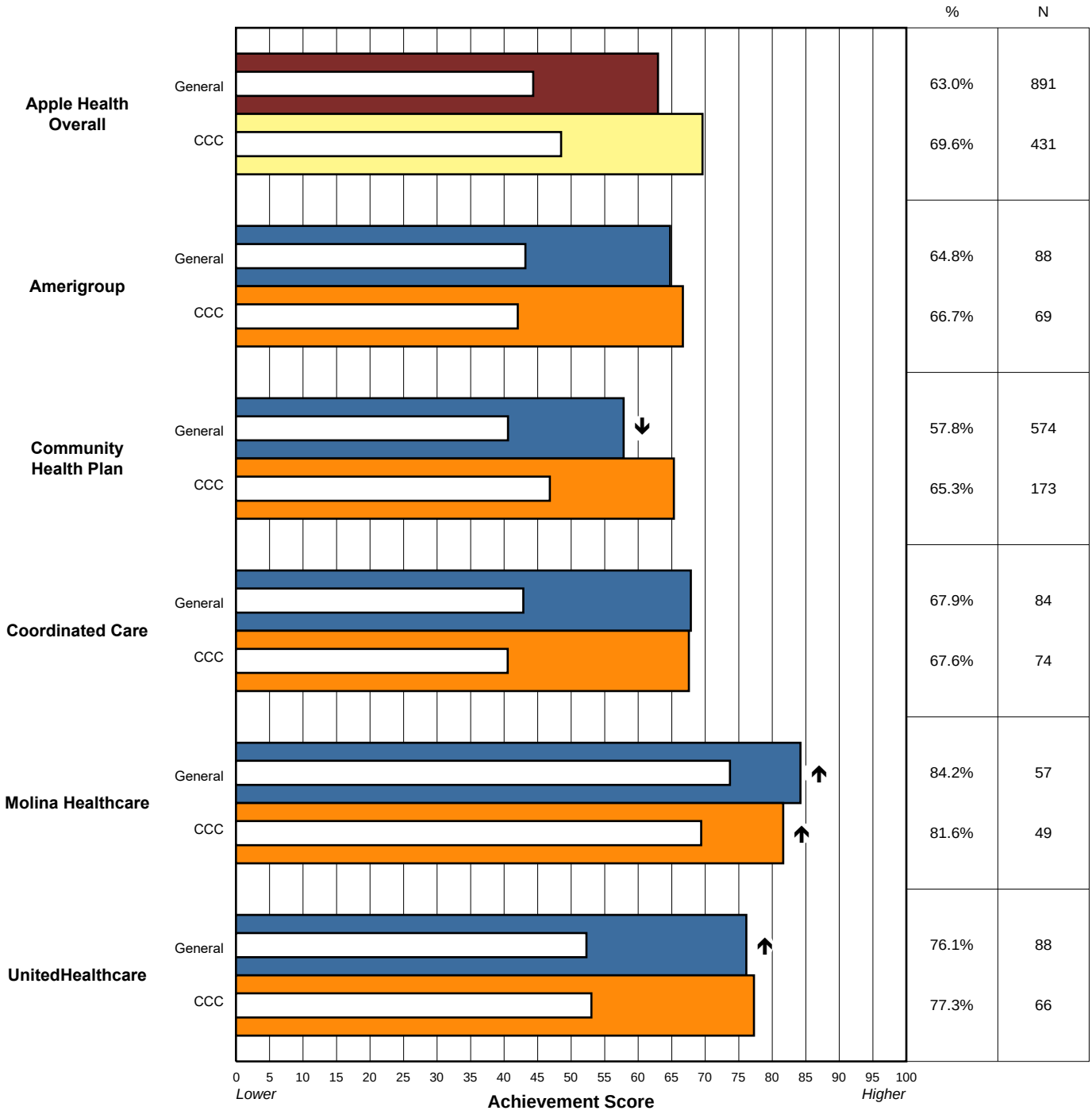
Supplemental Item Measures

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



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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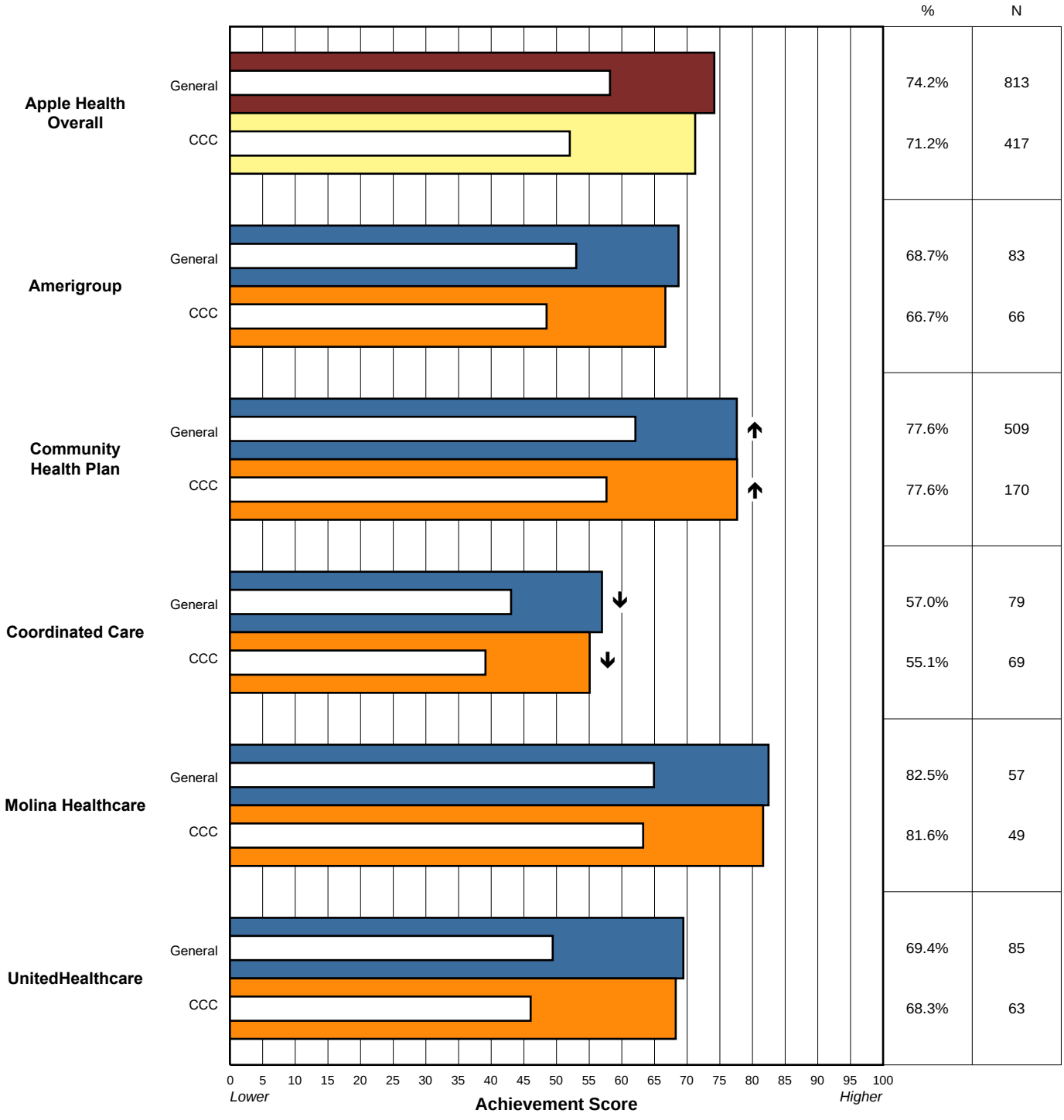
Supplemental Item Measures

HCA_6. Rating of treatment or counseling



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

Apple Health Overall General Population
Health Plan General Population
Apple Health Overall CCC Population
Health Plan CCC Population

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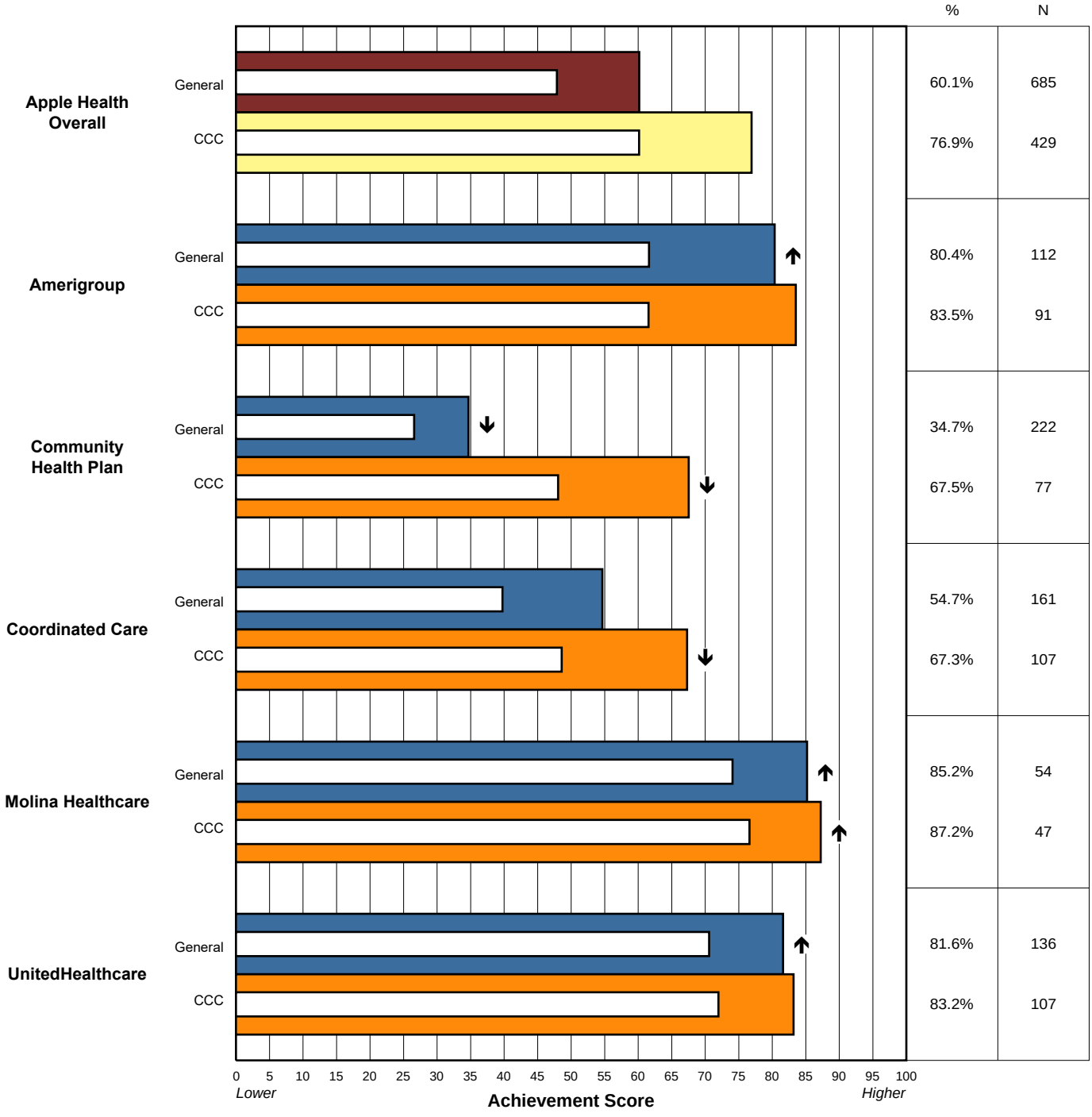
Supplemental Item Measures

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



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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. DataStat does not display cell counts with fewer than 11 observations on key demographic questions. For those questions, cells with fewer than 11 observations will be labelled with 'NA'.

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 plans is presented as Apple Health. The plans that participated are: Amerigroup Washington, Inc. (AMG), Community Health Plan of Washington (CHPW), Coordinated Care of Washington (CCW), Molina Healthcare of Washington, Inc. (MHW) and UnitedHealthcare Community Plan (UHC).

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4464	100.0%	1402	100.0%	1228	100.0%	310	100.0%	718	100.0%	204	100.0%	536	100.0%	226	100.0%	1042	100.0%	331	100.0%	940	100.0%	331	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	4464	100.0%	1402	100.0%	1228	100.0%	310	100.0%	718	100.0%	204	100.0%	536	100.0%	226	100.0%	1042	100.0%	331	100.0%	940	100.0%	331	100.0%
Not Answered	88		31		17		5		26		9		4		2		22		8		19		7	

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1455	32.3%	586	41.4%	392	31.8%	140	45.0%	195	26.5%	72	34.0%	196	36.8%	87	38.3%	347	33.0%	146	43.5%	325	34.4%	141	42.6%
No	3043	67.7%	831	58.6%	841	68.2%	171	55.0%	542	73.5%	140	66.0%	336	63.2%	140	61.7%	703	67.0%	190	56.5%	621	65.6%	190	57.4%
Total	4498	100.0%	1417	100.0%	1233	100.0%	311	100.0%	737	100.0%	212	100.0%	532	100.0%	227	100.0%	1050	100.0%	336	100.0%	946	100.0%	331	100.0%
Not Answered	54		16		12		4		7		1		8		1		14		3		13		7	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	19	1.3%	4	0.7%	6	1.6%	0	0.0%	2	1.0%	0	0.0%	4	2.1%	3	3.5%	3	0.9%	0	0.0%	4	1.3%	1	0.7%
Sometimes	137	9.7%	50	8.9%	30	8.1%	15	11.6%	22	11.3%	7	9.7%	12	6.2%	7	8.1%	34	10.0%	8	5.6%	39	12.3%	13	9.7%
Usually	205	14.5%	79	14.0%	54	14.6%	15	11.6%	39	20.1%	14	19.4%	31	16.0%	10	11.6%	41	12.1%	17	12.0%	40	12.7%	23	17.2%
Always	1054	74.5%	430	76.4%	281	75.7%	99	76.7%	131	67.5%	51	70.8%	147	75.8%	66	76.7%	262	77.1%	117	82.4%	233	73.7%	97	72.4%
Total	1415	100.0%	563	100.0%	371	100.0%	129	100.0%	194	100.0%	72	100.0%	194	100.0%	86	100.0%	340	100.0%	142	100.0%	316	100.0%	134	100.0%
Not Answered	40		23		21		11		1		0		2		1		7		4		9		7	
Reporting Category	Getting Care Quickly																							
Achievement Score	89.0%		90.4%		90.3%		88.4%		87.6%		90.3%		91.8%		88.4%		89.1%		94.4%		86.4%		89.6%	
Correlation with Satisfaction	0.160		0.183		0.128		0.112		0.042		-0.174		0.291		0.335		0.214		0.314		0.134		0.177	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3220	71.8%	1151	81.3%	849	69.0%	254	81.4%	508	69.5%	164	78.1%	405	76.3%	186	82.3%	762	72.6%	271	81.1%	696	73.7%	276	82.6%
No	1267	28.2%	265	18.7%	382	31.0%	58	18.6%	223	30.5%	46	21.9%	126	23.7%	40	17.7%	288	27.4%	63	18.9%	248	26.3%	58	17.4%
Total	4487	100.0%	1416	100.0%	1231	100.0%	312	100.0%	731	100.0%	210	100.0%	531	100.0%	226	100.0%	1050	100.0%	334	100.0%	944	100.0%	334	100.0%
Not Answered	65		17		14		3		13		3		9		2		14		5		15		4	

Response scored as: Room for Improvement Achievement

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

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	36	1.2%	12	1.1%	7	0.9%	1	0.4%	8	1.6%	2	1.2%	8	2.0%	6	3.2%	8	1.1%	3	1.1%	5	0.8%	0	0.0%
Sometimes	444	14.2%	136	12.2%	120	14.7%	37	15.1%	90	18.1%	24	14.8%	48	11.9%	20	10.8%	91	12.3%	25	9.5%	95	14.3%	30	11.4%
Usually	786	25.2%	301	26.9%	206	25.2%	63	25.7%	137	27.6%	45	27.8%	107	26.5%	52	28.1%	176	23.8%	67	25.5%	160	24.1%	74	28.0%
Always	1858	59.5%	670	59.9%	486	59.3%	144	58.8%	261	52.6%	91	56.2%	241	59.7%	107	57.8%	465	62.8%	168	63.9%	405	60.9%	160	60.6%
Total	3124	100.0%	1119	100.0%	819	100.0%	245	100.0%	496	100.0%	162	100.0%	404	100.0%	185	100.0%	740	100.0%	263	100.0%	665	100.0%	264	100.0%
Not Answered	96		32		30		9		12		2		1		1		22		8		31		12	
Reporting Category	Getting Care Quickly																							
Achievement Score	84.6%		86.8%		84.5%		84.5%		80.2%		84.0%		86.1%		85.9%		86.6%		89.4%		85.0%		88.6%	
Correlation with Satisfaction	0.162		0.215		0.116		0.139		0.195		0.281		0.182		0.271		0.169		0.236		0.186		0.193	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	1094	25.2%	195	14.2%	331	27.8%	41	13.7%	199	28.8%	35	17.8%	109	20.8%	34	15.3%	233	23.1%	40	12.3%	222	24.0%	45	13.7%
1 time	1279	29.5%	312	22.7%	340	28.5%	57	19.0%	213	30.8%	42	21.3%	149	28.4%	55	24.8%	298	29.5%	77	23.8%	279	30.2%	81	24.6%
2 times	936	21.6%	336	24.5%	258	21.6%	85	28.3%	140	20.3%	54	27.4%	115	21.9%	45	20.3%	237	23.5%	82	25.3%	186	20.1%	70	21.3%
3 times	492	11.3%	211	15.4%	121	10.2%	45	15.0%	74	10.7%	29	14.7%	82	15.6%	41	18.5%	107	10.6%	43	13.3%	108	11.7%	53	16.1%
4 times	242	5.6%	130	9.5%	62	5.2%	25	8.3%	27	3.9%	13	6.6%	41	7.8%	28	12.6%	61	6.0%	38	11.7%	51	5.5%	26	7.9%
5 to 9 times	234	5.4%	141	10.3%	67	5.6%	39	13.0%	31	4.5%	18	9.1%	22	4.2%	14	6.3%	54	5.3%	30	9.3%	60	6.5%	40	12.2%
10 or more times	65	1.5%	47	3.4%	13	1.1%	8	2.7%	7	1.0%	6	3.0%	7	1.3%	5	2.3%	20	2.0%	14	4.3%	18	1.9%	14	4.3%
Total	4342	100.0%	1372	100.0%	1192	100.0%	300	100.0%	691	100.0%	197	100.0%	525	100.0%	222	100.0%	1010	100.0%	324	100.0%	924	100.0%	329	100.0%
Not Answered	210		61		53		15		53		16		15		6		54		15		35		9	

Response scored as: Room for Improvement Achievement

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

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2305	72.1%	895	77.3%	611	72.0%	205	80.4%	341	70.2%	124	77.0%	297	72.8%	136	74.3%	563	73.7%	221	79.2%	493	71.6%	209	74.6%
No	891	27.9%	263	22.7%	238	28.0%	50	19.6%	145	29.8%	37	23.0%	111	27.2%	47	25.7%	201	26.3%	58	20.8%	196	28.4%	71	25.4%
Total	3196	100.0%	1158	100.0%	849	100.0%	255	100.0%	486	100.0%	161	100.0%	408	100.0%	183	100.0%	764	100.0%	279	100.0%	689	100.0%	280	100.0%
Not Answered	52		19		12		4		6		1		8		5		13		5		13		4	
Reporting Category	Single Items																							
Achievement Score	72.1%		77.3%		72.0%		80.4%		70.2%		77.0%		72.8%		74.3%		73.7%		79.2%		71.6%		74.6%	
Correlation with Satisfaction	0.071		0.070		0.131		0.161		-0.019		-0.080		0.057		0.098		0.095		0.083		0.038		0.040	
Priority Rating	Medium		Medium		Medium		Low		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	82	2.6%	16	1.4%	27	3.2%	2	0.8%	11	2.3%	2	1.2%	11	2.7%	4	2.1%	17	2.2%	5	1.8%	16	2.3%	3	1.1%
Sometimes	277	8.6%	91	7.8%	93	10.9%	25	9.7%	45	9.2%	16	9.9%	29	7.0%	11	5.9%	50	6.6%	21	7.4%	60	8.7%	18	6.3%
Usually	604	18.8%	228	19.5%	143	16.7%	48	18.6%	108	22.2%	41	25.5%	84	20.3%	37	19.8%	155	20.3%	52	18.4%	114	16.5%	50	17.6%
Always	2243	70.0%	837	71.4%	591	69.2%	183	70.9%	323	66.3%	102	63.4%	289	70.0%	135	72.2%	541	70.9%	204	72.3%	499	72.4%	213	75.0%
Total	3206	100.0%	1172	100.0%	854	100.0%	258	100.0%	487	100.0%	161	100.0%	413	100.0%	187	100.0%	763	100.0%	282	100.0%	689	100.0%	284	100.0%
Not Answered	42		5		7		1		5		1		3		1		14		2		13		0	
Reporting Category	Single Items																							
Achievement Score	88.8%		90.9%		85.9%		89.5%		88.5%		88.8%		90.3%		92.0%		91.2%		90.8%		89.0%		92.6%	
Correlation with Satisfaction	0.194		0.210		0.212		0.158		0.218		0.366		0.177		0.170		0.177		0.164		0.180		0.260	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1059	33.1%	579	49.7%	265	31.2%	117	45.7%	149	30.8%	74	46.3%	156	37.9%	100	53.5%	242	31.5%	130	46.3%	247	35.8%	158	56.2%
No	2144	66.9%	586	50.3%	585	68.8%	139	54.3%	335	69.2%	86	53.8%	256	62.1%	87	46.5%	526	68.5%	151	53.7%	442	64.2%	123	43.8%
Total	3203	100.0%	1165	100.0%	850	100.0%	256	100.0%	484	100.0%	160	100.0%	412	100.0%	187	100.0%	768	100.0%	281	100.0%	689	100.0%	281	100.0%
Not Answered	45		12		11		3		8		2		4		1		9		3		13		3	

Response scored as: Room for Improvement Achievement

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

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	976	92.8%	554	96.7%	249	94.7%	113	97.4%	136	92.5%	69	95.8%	142	92.2%	94	95.9%	224	92.6%	128	98.5%	225	91.5%	150	95.5%
No	76	7.2%	19	3.3%	14	5.3%	3	2.6%	11	7.5%	3	4.2%	12	7.8%	4	4.1%	18	7.4%	2	1.5%	21	8.5%	7	4.5%
Total	1052	100.0%	573	100.0%	263	100.0%	116	100.0%	147	100.0%	72	100.0%	154	100.0%	98	100.0%	242	100.0%	130	100.0%	246	100.0%	157	100.0%
Not Answered	7		6		2		1		2		2		2		2		0		0		1		1	
Reporting Category	Shared Decision Making																							
Achievement Score	92.8%		96.7%		94.7%		97.4%		92.5%		95.8%		92.2%		95.9%		92.6%		98.5%		91.5%		95.5%	
Correlation with Satisfaction	-0.017		0.006		0.076		0.076		-0.030		-0.051		-0.036		-0.042		-0.044		0.042		-0.063		-0.004	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	767	73.5%	454	79.6%	189	73.0%	92	80.0%	98	66.7%	52	72.2%	117	76.0%	76	77.6%	182	75.8%	107	82.9%	181	74.5%	127	81.4%
No	276	26.5%	116	20.4%	70	27.0%	23	20.0%	49	33.3%	20	27.8%	37	24.0%	22	22.4%	58	24.2%	22	17.1%	62	25.5%	29	18.6%
Total	1043	100.0%	570	100.0%	259	100.0%	115	100.0%	147	100.0%	72	100.0%	154	100.0%	98	100.0%	240	100.0%	129	100.0%	243	100.0%	156	100.0%
Not Answered	16		9		6		2		2		2		2		2		2		1		4		2	
Reporting Category	Shared Decision Making																							
Achievement Score	73.5%		79.6%		73.0%		80.0%		66.7%		72.2%		76.0%		77.6%		75.8%		82.9%		74.5%		81.4%	
Correlation with Satisfaction	0.017		0.075		-0.040		0.032		-0.093		-0.097		0.084		0.077		0.162		0.196		-0.025		0.096	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Low		Medium		Low	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	866	83.0%	491	86.3%	220	84.3%	105	91.3%	115	80.4%	57	81.4%	122	78.7%	80	80.8%	205	85.1%	113	86.9%	204	84.0%	136	87.7%
No	177	17.0%	78	13.7%	41	15.7%	10	8.7%	28	19.6%	13	18.6%	33	21.3%	19	19.2%	36	14.9%	17	13.1%	39	16.0%	19	12.3%
Total	1043	100.0%	569	100.0%	261	100.0%	115	100.0%	143	100.0%	70	100.0%	155	100.0%	99	100.0%	241	100.0%	130	100.0%	243	100.0%	155	100.0%
Not Answered	16		10		4		2		6		4		1		1		1		0		4		3	
Reporting Category	Shared Decision Making																							
Achievement Score	83.0%		86.3%		84.3%		91.3%		80.4%		81.4%		78.7%		80.8%		85.1%		86.9%		84.0%		87.7%	
Correlation with Satisfaction	0.100		0.145		0.050		0.094		0.125		0.091		0.055		0.134		0.168		0.238		0.115		0.133	
Priority Rating	Low		Low		Low		Low		Low		Low		Medium		Low		Low		Low		Low		Low	

Response scored as: Room for Improvement Achievement

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

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Worst health care possible	2	0.1%	0	0.0%	2	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
1	11	0.3%	2	0.2%	4	0.5%	0	0.0%	2	0.4%	0	0.0%	2	0.5%	0	0.0%	2	0.3%	1	0.4%	1	0.1%	1	0.4%
2	7	0.2%	2	0.2%	0	0.0%	0	0.0%	2	0.4%	0	0.0%	0	0.0%	0	0.0%	3	0.4%	2	0.7%	2	0.3%	0	0.0%
3	16	0.5%	9	0.8%	6	0.7%	3	1.2%	4	0.8%	2	1.3%	2	0.5%	1	0.5%	4	0.5%	3	1.1%	0	0.0%	0	0.0%
4	19	0.6%	7	0.6%	7	0.8%	1	0.4%	3	0.6%	1	0.6%	2	0.5%	2	1.1%	5	0.6%	2	0.7%	2	0.3%	1	0.4%
5	69	2.1%	26	2.2%	17	2.0%	4	1.6%	14	2.9%	7	4.4%	6	1.5%	2	1.1%	19	2.5%	8	2.8%	13	1.9%	5	1.8%
6	65	2.0%	23	2.0%	19	2.2%	5	2.0%	9	1.9%	4	2.5%	13	3.1%	5	2.7%	15	1.9%	7	2.5%	9	1.3%	2	0.7%
7	206	6.4%	85	7.3%	57	6.7%	24	9.4%	34	7.0%	8	5.0%	22	5.3%	13	7.0%	36	4.6%	12	4.3%	57	8.2%	28	9.9%
8	655	20.4%	246	21.1%	193	22.8%	60	23.5%	95	19.7%	32	20.0%	79	19.1%	41	22.0%	141	18.2%	53	18.8%	147	21.2%	60	21.3%
9	716	22.3%	280	24.0%	176	20.8%	61	23.9%	113	23.4%	36	22.5%	95	23.0%	45	24.2%	184	23.7%	68	24.1%	148	21.3%	70	24.8%
Best health care possible	1447	45.0%	485	41.6%	367	43.3%	97	38.0%	207	42.9%	70	43.8%	192	46.5%	77	41.4%	366	47.2%	126	44.7%	315	45.4%	115	40.8%
Total	3213	100.0%	1165	100.0%	848	100.0%	255	100.0%	483	100.0%	160	100.0%	413	100.0%	186	100.0%	775	100.0%	282	100.0%	694	100.0%	282	100.0%
Not Answered	35		12		13		4		9		2		3		2		2		2		8		2	
Reporting Category	Ratings																							
Achievement Score	87.7%		86.8%		86.8%		85.5%		85.9%		86.3%		88.6%		87.6%		89.2%		87.6%		87.9%		86.9%	
Correlation with Satisfaction	0.489		0.504		0.439		0.396		0.455		0.525		0.465		0.429		0.541		0.581		0.557		0.559	
Priority Rating	High		High		High		Low		High		High		High		High		High		High		High		High	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	58	1.8%	12	1.0%	19	2.2%	3	1.2%	9	1.9%	3	1.9%	6	1.4%	2	1.1%	11	1.4%	2	0.7%	13	1.9%	2	0.7%
Sometimes	294	9.2%	111	9.5%	89	10.5%	30	11.8%	52	10.7%	18	11.2%	40	9.7%	21	11.2%	61	7.9%	26	9.3%	52	7.5%	16	5.7%
Usually	854	26.7%	358	30.8%	221	26.1%	69	27.1%	128	26.4%	48	29.8%	112	27.1%	53	28.3%	187	24.3%	80	28.5%	206	29.9%	108	38.6%
Always	1998	62.4%	683	58.7%	519	61.2%	153	60.0%	296	61.0%	92	57.1%	256	61.8%	111	59.4%	509	66.3%	173	61.6%	418	60.7%	154	55.0%
Total	3204	100.0%	1164	100.0%	848	100.0%	255	100.0%	485	100.0%	161	100.0%	414	100.0%	187	100.0%	768	100.0%	281	100.0%	689	100.0%	280	100.0%
Not Answered	44		13		13		4		7		1		2		1		9		3		13		4	
Reporting Category	Getting Needed Care																							
Achievement Score	89.0%		89.4%		87.3%		87.1%		87.4%		87.0%		88.9%		87.7%		90.6%		90.0%		90.6%		93.6%	
Correlation with Satisfaction	0.326		0.410		0.299		0.336		0.400		0.535		0.341		0.444		0.329		0.385		0.297		0.422	
Priority Rating	Low		High		Low		Low		High		High		Low		High		Low		Low		Low		High	

Response scored as: Room for Improvement Achievement

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

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3036	67.8%	1184	83.6%	795	64.9%	262	84.0%	491	67.1%	179	84.8%	392	73.3%	196	87.1%	743	71.3%	283	84.5%	615	65.4%	264	79.0%
No	1439	32.2%	233	16.4%	430	35.1%	50	16.0%	241	32.9%	32	15.2%	143	26.7%	29	12.9%	299	28.7%	52	15.5%	326	34.6%	70	21.0%
Total	4475	100.0%	1417	100.0%	1225	100.0%	312	100.0%	732	100.0%	211	100.0%	535	100.0%	225	100.0%	1042	100.0%	335	100.0%	941	100.0%	334	100.0%
Not Answered	77		16		20		3		12		2		5		3		22		4		18		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	440	14.8%	270	23.4%	109	14.0%	59	23.0%	69	14.2%	37	20.8%	55	14.2%	35	18.2%	109	15.0%	71	25.6%	98	16.5%	68	27.0%
No	2529	85.2%	885	76.6%	667	86.0%	197	77.0%	416	85.8%	141	79.2%	331	85.8%	157	81.8%	618	85.0%	206	74.4%	497	83.5%	184	73.0%
Total	2969	100.0%	1155	100.0%	776	100.0%	256	100.0%	485	100.0%	178	100.0%	386	100.0%	192	100.0%	727	100.0%	277	100.0%	595	100.0%	252	100.0%
Not Answered	67		29		19		6		6		1		6		4		16		6		20		12	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	401	92.4%	252	94.0%	97	89.8%	54	93.1%	61	89.7%	36	97.3%	52	94.5%	33	94.3%	102	95.3%	67	94.4%	89	92.7%	62	92.5%
No	33	7.6%	16	6.0%	11	10.2%	4	6.9%	7	10.3%	1	2.7%	3	5.5%	2	5.7%	5	4.7%	4	5.6%	7	7.3%	5	7.5%
Total	434	100.0%	268	100.0%	108	100.0%	58	100.0%	68	100.0%	37	100.0%	55	100.0%	35	100.0%	107	100.0%	71	100.0%	96	100.0%	67	100.0%
Not Answered	6		2		1		1		1		0		0		0		2		0		2		1	
Reporting Category	Coordination of Care																							
Achievement Score	92.4%		94.0%		89.8%		93.1%		89.7%		97.3%		94.5%		94.3%		95.3%		94.4%		92.7%		92.5%	
Correlation with Satisfaction	0.050		0.008		0.270		0.225		-0.095		-0.132		-0.047		-0.019		0.040		-0.055		-0.053		-0.016	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	234	5.2%	158	11.2%	55	4.5%	33	10.6%	36	4.9%	22	10.4%	37	6.9%	24	10.6%	58	5.5%	43	12.9%	48	5.1%	36	10.8%
No	4262	94.8%	1256	88.8%	1173	95.5%	277	89.4%	702	95.1%	189	89.6%	500	93.1%	203	89.4%	993	94.5%	290	87.1%	894	94.9%	297	89.2%
Total	4496	100.0%	1414	100.0%	1228	100.0%	310	100.0%	738	100.0%	211	100.0%	537	100.0%	227	100.0%	1051	100.0%	333	100.0%	942	100.0%	333	100.0%
Not Answered	56		19		17		5		6		2		3		1		13		6		17		5	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	17	7.4%	13	8.3%	8	14.5%	6	18.2%	1	2.8%	0	0.0%	4	11.1%	3	13.0%	1	1.8%	1	2.4%	3	6.3%	3	8.3%
Sometimes	44	19.1%	30	19.2%	8	14.5%	5	15.2%	5	13.9%	4	18.2%	4	11.1%	2	8.7%	14	25.5%	11	26.2%	13	27.1%	8	22.2%
Usually	57	24.8%	46	29.5%	18	32.7%	10	30.3%	9	25.0%	8	36.4%	6	16.7%	6	26.1%	11	20.0%	9	21.4%	13	27.1%	13	36.1%
Always	112	48.7%	67	42.9%	21	38.2%	12	36.4%	21	58.3%	10	45.5%	22	61.1%	12	52.2%	29	52.7%	21	50.0%	19	39.6%	12	33.3%
Total	230	100.0%	156	100.0%	55	100.0%	33	100.0%	36	100.0%	22	100.0%	36	100.0%	23	100.0%	55	100.0%	42	100.0%	48	100.0%	36	100.0%
Not Answered	4		2		0		0		0		0		1		1		3		1		0		0	
Reporting Category	Access to Specialized Services																							
Achievement Score	73.5%		72.4%		70.9%		66.7%		83.3%		81.8%		77.8%		78.3%		72.7%		71.4%		66.7%		69.4%	
Correlation with Satisfaction	0.401		0.349		0.426		0.366		0.237		0.036		0.495		0.556		0.289		0.244		0.477		0.439	
Priority Rating	Top		Medium		Top		Medium		Low		Low		Top		Top		Medium		Medium		Top		Top	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	190	82.6%	132	85.7%	44	81.5%	27	84.4%	28	80.0%	17	81.0%	33	91.7%	23	100.0%	47	82.5%	35	83.3%	38	79.2%	30	83.3%
No	40	17.4%	22	14.3%	10	18.5%	5	15.6%	7	20.0%	4	19.0%	3	8.3%	0	0.0%	10	17.5%	7	16.7%	10	20.8%	6	16.7%
Total	230	100.0%	154	100.0%	54	100.0%	32	100.0%	35	100.0%	21	100.0%	36	100.0%	23	100.0%	57	100.0%	42	100.0%	48	100.0%	36	100.0%
Not Answered	4		4		1		1		1		1		1		1		1		1		0		0	
Reporting Category	Single Items																							
Achievement Score	82.6%		85.7%		81.5%		84.4%		80.0%		81.0%		91.7%		100.0%		82.5%		83.3%		79.2%		83.3%	
Correlation with Satisfaction	0.143		0.216		0.040		-0.019		0.364		0.477		-0.180		-		0.323		0.342		0.147		0.305	
Priority Rating	Low		Low		Low		Low		Medium		High		Low		-		Low		Low		Medium		Low	

Response scored as: Room for Improvement Achievement

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Specialized Services *(continued)*

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	611	13.6%	394	28.0%	139	11.3%	90	29.2%	105	14.2%	63	29.9%	100	18.8%	69	30.7%	131	12.5%	81	24.5%	136	14.5%	91	27.4%
No	3875	86.4%	1012	72.0%	1087	88.7%	218	70.8%	632	85.8%	148	70.1%	432	81.2%	156	69.3%	921	87.5%	249	75.5%	803	85.5%	241	72.6%
Total	4486	100.0%	1406	100.0%	1226	100.0%	308	100.0%	737	100.0%	211	100.0%	532	100.0%	225	100.0%	1052	100.0%	330	100.0%	939	100.0%	332	100.0%
Not Answered	66		27		19		7		7		2		8		3		12		9		20		6	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	64	10.8%	49	12.8%	16	11.8%	12	13.6%	10	9.6%	8	12.9%	8	8.3%	7	10.8%	15	12.0%	8	10.4%	15	11.2%	14	15.6%
Sometimes	104	17.5%	75	19.6%	29	21.3%	19	21.6%	18	17.3%	12	19.4%	16	16.7%	14	21.5%	13	10.4%	11	14.3%	28	20.9%	19	21.1%
Usually	115	19.3%	77	20.2%	29	21.3%	17	19.3%	20	19.2%	15	24.2%	17	17.7%	12	18.5%	21	16.8%	14	18.2%	28	20.9%	19	21.1%
Always	312	52.4%	181	47.4%	62	45.6%	40	45.5%	56	53.8%	27	43.5%	55	57.3%	32	49.2%	76	60.8%	44	57.1%	63	47.0%	38	42.2%
Total	595	100.0%	382	100.0%	136	100.0%	88	100.0%	104	100.0%	62	100.0%	96	100.0%	65	100.0%	125	100.0%	77	100.0%	134	100.0%	90	100.0%
Not Answered	16		12		3		2		1		1		4		4		6		4		2		1	
Reporting Category	Access to Specialized Services																							
Achievement Score	71.8%		67.5%		66.9%		64.8%		73.1%		67.7%		75.0%		67.7%		77.6%		75.3%		67.9%		63.3%	
Correlation with Satisfaction	0.333		0.367		0.482		0.459		0.305		0.322		0.434		0.507		0.136		0.245		0.275		0.246	
Priority Rating	Medium		Medium		Top		Top		Medium		Medium		Top		Top		Medium		Medium		Medium		Medium	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	452	75.2%	284	72.8%	105	78.4%	66	75.9%	80	78.4%	49	79.0%	67	67.7%	44	63.8%	103	79.2%	64	79.0%	97	71.3%	61	67.0%
No	149	24.8%	106	27.2%	29	21.6%	21	24.1%	22	21.6%	13	21.0%	32	32.3%	25	36.2%	27	20.8%	17	21.0%	39	28.7%	30	33.0%
Total	601	100.0%	390	100.0%	134	100.0%	87	100.0%	102	100.0%	62	100.0%	99	100.0%	69	100.0%	130	100.0%	81	100.0%	136	100.0%	91	100.0%
Not Answered	10		4		5		3		3		1		1		0		1		0		0		0	
Reporting Category	Single Items																							
Achievement Score	75.2%		72.8%		78.4%		75.9%		78.4%		79.0%		67.7%		63.8%		79.2%		79.0%		71.3%		67.0%	
Correlation with Satisfaction	0.206		0.195		0.360		0.357		0.334		0.308		0.130		0.094		0.021		0.071		0.169		0.114	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

Response scored as: Room for Improvement Achievement

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Specialized Services *(continued)*

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	729	16.2%	559	39.7%	153	12.5%	117	37.9%	114	15.6%	77	37.6%	133	24.8%	112	49.6%	178	16.9%	137	40.9%	151	16.0%	116	34.9%
No	3760	83.8%	848	60.3%	1075	87.5%	192	62.1%	615	84.4%	128	62.4%	403	75.2%	114	50.4%	877	83.1%	198	59.1%	790	84.0%	216	65.1%
Total	4489	100.0%	1407	100.0%	1228	100.0%	309	100.0%	729	100.0%	205	100.0%	536	100.0%	226	100.0%	1055	100.0%	335	100.0%	941	100.0%	332	100.0%
Not Answered	63		26		17		6		15		8		4		2		9		4		18		6	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	97	13.6%	79	14.4%	19	12.8%	17	14.8%	16	14.3%	10	13.2%	18	13.6%	16	14.4%	28	16.5%	23	17.6%	16	10.7%	13	11.3%
Sometimes	133	18.7%	105	19.2%	30	20.3%	22	19.1%	16	14.3%	11	14.5%	24	18.2%	19	17.1%	34	20.0%	31	23.7%	29	19.5%	22	19.1%
Usually	151	21.2%	120	21.9%	33	22.3%	26	22.6%	28	25.0%	20	26.3%	33	25.0%	29	26.1%	22	12.9%	16	12.2%	35	23.5%	29	25.2%
Always	330	46.4%	244	44.5%	66	44.6%	50	43.5%	52	46.4%	35	46.1%	57	43.2%	47	42.3%	86	50.6%	61	46.6%	69	46.3%	51	44.3%
Total	711	100.0%	548	100.0%	148	100.0%	115	100.0%	112	100.0%	76	100.0%	132	100.0%	111	100.0%	170	100.0%	131	100.0%	149	100.0%	115	100.0%
Not Answered	18		11		5		2		2		1		1		1		8		6		2		1	
Reporting Category	Access to Specialized Services																							
Achievement Score	67.7%		66.4%		66.9%		66.1%		71.4%		72.4%		68.2%		68.5%		63.5%		58.8%		69.8%		69.6%	
Correlation with Satisfaction	0.337		0.333		0.316		0.270		0.339		0.395		0.256		0.250		0.359		0.359		0.424		0.433	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Top		Top	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	441	62.2%	337	61.9%	100	67.1%	79	69.3%	82	72.6%	57	75.0%	70	54.3%	58	53.7%	102	59.3%	76	56.7%	87	59.6%	67	59.8%
No	268	37.8%	207	38.1%	49	32.9%	35	30.7%	31	27.4%	19	25.0%	59	45.7%	50	46.3%	70	40.7%	58	43.3%	59	40.4%	45	40.2%
Total	709	100.0%	544	100.0%	149	100.0%	114	100.0%	113	100.0%	76	100.0%	129	100.0%	108	100.0%	172	100.0%	134	100.0%	146	100.0%	112	100.0%
Not Answered	20		15		4		3		1		1		4		4		6		3		5		4	
Reporting Category	Single Items																							
Achievement Score	62.2%		61.9%		67.1%		69.3%		72.6%		75.0%		54.3%		53.7%		59.3%		56.7%		59.6%		59.8%	
Correlation with Satisfaction	0.235		0.242		0.167		0.244		0.296		0.353		0.175		0.159		0.267		0.226		0.265		0.284	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

Response scored as: Room for Improvement Achievement

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Specialized Services (continued)

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1120	25.2%	659	47.0%	275	22.5%	144	46.6%	156	21.5%	77	37.2%	173	33.0%	114	51.1%	259	24.7%	153	46.1%	257	27.5%	171	51.7%
No	3333	74.8%	743	53.0%	948	77.5%	165	53.4%	569	78.5%	130	62.8%	351	67.0%	109	48.9%	788	75.3%	179	53.9%	677	72.5%	160	48.3%
Total	4453	100.0%	1402	100.0%	1223	100.0%	309	100.0%	725	100.0%	207	100.0%	524	100.0%	223	100.0%	1047	100.0%	332	100.0%	934	100.0%	331	100.0%
Not Answered	99		31		22		6		19		6		16		5		17		7		25		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	683	62.5%	415	64.5%	173	64.1%	101	70.6%	93	61.2%	49	66.2%	114	67.5%	77	69.4%	160	63.2%	96	64.9%	143	57.4%	92	55.1%
No	410	37.5%	228	35.5%	97	35.9%	42	29.4%	59	38.8%	25	33.8%	55	32.5%	34	30.6%	93	36.8%	52	35.1%	106	42.6%	75	44.9%
Total	1093	100.0%	643	100.0%	270	100.0%	143	100.0%	152	100.0%	74	100.0%	169	100.0%	111	100.0%	253	100.0%	148	100.0%	249	100.0%	167	100.0%
Not Answered	27		16		5		1		4		3		4		3		6		5		8		4	
Reporting Category	Coordination of Care																							
Achievement Score	62.5%		64.5%		64.1%		70.6%		61.2%		66.2%		67.5%		69.4%		63.2%		64.9%		57.4%		55.1%	
Correlation with Satisfaction	0.146		0.235		0.168		0.406		0.147		0.405		0.109		0.090		0.112		0.131		0.182		0.190	
Priority Rating	Medium		Medium		Medium		Top		Medium		Top		Medium		Medium		Medium		Medium		Medium		Medium	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3943	87.6%	1348	94.8%	1058	86.2%	289	93.2%	611	83.1%	196	92.0%	488	91.0%	217	95.6%	958	90.8%	332	98.5%	828	87.6%	314	93.7%
No	556	12.4%	74	5.2%	170	13.8%	21	6.8%	124	16.9%	17	8.0%	48	9.0%	10	4.4%	97	9.2%	5	1.5%	117	12.4%	21	6.3%
Total	4499	100.0%	1422	100.0%	1228	100.0%	310	100.0%	735	100.0%	213	100.0%	536	100.0%	227	100.0%	1055	100.0%	337	100.0%	945	100.0%	335	100.0%
Not Answered	53		11		17		5		9		0		4		1		9		2		14		3	

Response scored as: Room for Improvement Achievement

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Your Child's Personal Doctor (continued)

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	882	23.0%	206	15.7%	235	22.9%	39	14.0%	138	23.5%	30	15.8%	102	21.1%	34	15.7%	224	24.1%	49	15.0%	183	22.8%	54	17.9%
1 time	1426	37.3%	415	31.6%	376	36.7%	77	27.7%	212	36.1%	53	27.9%	169	35.0%	71	32.9%	359	38.6%	112	34.4%	310	38.6%	102	33.8%
2 times	821	21.4%	339	25.8%	234	22.8%	78	28.1%	128	21.8%	55	28.9%	110	22.8%	58	26.9%	185	19.9%	83	25.5%	164	20.4%	65	21.5%
3 times	368	9.6%	174	13.3%	81	7.9%	32	11.5%	64	10.9%	27	14.2%	60	12.4%	29	13.4%	84	9.0%	43	13.2%	79	9.8%	43	14.2%
4 times	164	4.3%	83	6.3%	52	5.1%	24	8.6%	16	2.7%	9	4.7%	24	5.0%	14	6.5%	36	3.9%	16	4.9%	36	4.5%	20	6.6%
5 to 9 times	145	3.8%	80	6.1%	44	4.3%	27	9.7%	22	3.7%	11	5.8%	17	3.5%	9	4.2%	34	3.7%	18	5.5%	28	3.5%	15	5.0%
10 or more times	22	0.6%	15	1.1%	3	0.3%	1	0.4%	7	1.2%	5	2.6%	1	0.2%	1	0.5%	8	0.9%	5	1.5%	3	0.4%	3	1.0%
Total	3828	100.0%	1312	100.0%	1025	100.0%	278	100.0%	587	100.0%	190	100.0%	483	100.0%	216	100.0%	930	100.0%	326	100.0%	803	100.0%	302	100.0%
Not Answered	115		36		33		11		24		6		5		1		28		6		25		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	36	1.2%	11	1.0%	14	1.8%	4	1.7%	4	0.9%	0	0.0%	4	1.1%	2	1.1%	9	1.3%	3	1.1%	5	0.8%	2	0.8%
Sometimes	126	4.3%	44	4.0%	42	5.4%	14	5.9%	26	5.8%	11	6.9%	12	3.2%	4	2.2%	23	3.3%	8	2.9%	23	3.8%	7	2.8%
Usually	417	14.3%	171	15.5%	102	13.0%	32	13.4%	86	19.2%	38	23.8%	56	14.8%	24	13.3%	101	14.4%	40	14.5%	72	11.7%	37	15.0%
Always	2345	80.2%	874	79.5%	626	79.8%	188	79.0%	332	74.1%	111	69.4%	307	81.0%	150	83.3%	567	81.0%	225	81.5%	513	83.7%	200	81.3%
Total	2924	100.0%	1100	100.0%	784	100.0%	238	100.0%	448	100.0%	160	100.0%	379	100.0%	180	100.0%	700	100.0%	276	100.0%	613	100.0%	246	100.0%
Not Answered	22		6		6		1		1		0		2		2		6		1		7		2	
Reporting Category	Communication																							
Achievement Score	94.5%		95.0%		92.9%		92.4%		93.3%		93.1%		95.8%		96.7%		95.4%		96.0%		95.4%		96.3%	
Correlation with Satisfaction	0.203		0.228		0.211		0.256		0.139		0.171		0.145		0.186		0.211		0.231		0.297		0.303	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

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

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Your Child's Personal Doctor (continued)

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	32	1.1%	11	1.0%	17	2.2%	4	1.7%	3	0.7%	1	0.6%	3	0.8%	1	0.6%	5	0.7%	3	1.1%	4	0.7%	2	0.8%
Sometimes	129	4.4%	49	4.5%	37	4.7%	13	5.5%	22	4.9%	7	4.4%	11	2.9%	5	2.8%	32	4.6%	13	4.7%	27	4.4%	11	4.5%
Usually	382	13.1%	161	14.6%	97	12.4%	32	13.5%	73	16.3%	35	21.9%	52	13.8%	25	13.8%	88	12.6%	33	12.0%	72	11.7%	36	14.6%
Always	2381	81.4%	879	79.9%	633	80.7%	188	79.3%	351	78.2%	117	73.1%	312	82.5%	150	82.9%	575	82.1%	226	82.2%	510	83.2%	198	80.2%
Total	2924	100.0%	1100	100.0%	784	100.0%	237	100.0%	449	100.0%	160	100.0%	378	100.0%	181	100.0%	700	100.0%	275	100.0%	613	100.0%	247	100.0%
Not Answered	22		6		6		2		0		0		3		1		6		2		7		1	
Reporting Category	Communication																							
Achievement Score	94.5%		94.5%		93.1%		92.8%		94.4%		95.0%		96.3%		96.7%		94.7%		94.2%		94.9%		94.7%	
Correlation with Satisfaction	0.235		0.275		0.218		0.284		0.247		0.250		0.246		0.244		0.212		0.270		0.289		0.335	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	24	0.8%	8	0.7%	12	1.5%	2	0.8%	2	0.4%	1	0.6%	3	0.8%	1	0.6%	5	0.7%	3	1.1%	2	0.3%	1	0.4%
Sometimes	87	3.0%	39	3.5%	28	3.6%	12	5.0%	15	3.4%	7	4.4%	10	2.6%	5	2.8%	16	2.3%	6	2.2%	18	2.9%	9	3.6%
Usually	301	10.3%	119	10.8%	84	10.7%	25	10.5%	58	13.0%	23	14.5%	33	8.7%	15	8.3%	77	11.0%	32	11.6%	49	8.0%	24	9.7%
Always	2510	85.9%	935	84.9%	660	84.2%	199	83.6%	370	83.1%	128	80.5%	333	87.9%	160	88.4%	601	86.0%	234	85.1%	546	88.8%	214	86.3%
Total	2922	100.0%	1101	100.0%	784	100.0%	238	100.0%	445	100.0%	159	100.0%	379	100.0%	181	100.0%	699	100.0%	275	100.0%	615	100.0%	248	100.0%
Not Answered	24		5		6		1		4		1		2		1		7		2		5		0	
Reporting Category	Communication																							
Achievement Score	96.2%		95.7%		94.9%		94.1%		96.2%		95.0%		96.6%		96.7%		97.0%		96.7%		96.7%		96.0%	
Correlation with Satisfaction	0.224		0.225		0.242		0.347		0.259		0.173		0.195		0.155		0.150		0.130		0.299		0.328	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1898	65.4%	779	71.4%	476	61.1%	154	65.5%	302	68.5%	108	69.7%	248	65.6%	132	73.3%	479	68.8%	213	77.7%	393	64.5%	172	69.6%
No	1005	34.6%	312	28.6%	303	38.9%	81	34.5%	139	31.5%	47	30.3%	130	34.4%	48	26.7%	217	31.2%	61	22.3%	216	35.5%	75	30.4%
Total	2903	100.0%	1091	100.0%	779	100.0%	235	100.0%	441	100.0%	155	100.0%	378	100.0%	180	100.0%	696	100.0%	274	100.0%	609	100.0%	247	100.0%
Not Answered	43		15		11		4		8		5		3		2		10		3		11		1	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	15	0.8%	6	0.8%	3	0.6%	0	0.0%	4	1.3%	3	2.8%	1	0.4%	1	0.8%	4	0.8%	0	0.0%	3	0.8%	2	1.2%
Sometimes	119	6.3%	48	6.2%	29	6.1%	10	6.5%	17	5.6%	7	6.5%	15	6.1%	6	4.6%	35	7.3%	13	6.1%	23	6.0%	12	7.1%
Usually	371	19.7%	159	20.6%	96	20.3%	33	21.4%	65	21.6%	26	24.1%	53	21.7%	25	19.1%	96	20.1%	46	21.7%	61	15.8%	29	17.3%
Always	1375	73.1%	560	72.4%	345	72.9%	111	72.1%	215	71.4%	72	66.7%	175	71.7%	99	75.6%	342	71.7%	153	72.2%	298	77.4%	125	74.4%
Total	1880	100.0%	773	100.0%	473	100.0%	154	100.0%	301	100.0%	108	100.0%	244	100.0%	131	100.0%	477	100.0%	212	100.0%	385	100.0%	168	100.0%
Not Answered	18		6		3		0		1		0		4		1		2		1		8		4	
Reporting Category	Single Items																							
Achievement Score	92.9%		93.0%		93.2%		93.5%		93.0%		90.7%		93.4%		94.7%		91.8%		93.9%		93.2%		91.7%	
Correlation with Satisfaction	0.211		0.220		0.209		0.243		0.222		0.234		0.182		0.225		0.160		0.141		0.305		0.316	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	58	2.0%	16	1.5%	18	2.3%	6	2.5%	10	2.2%	3	1.9%	7	1.9%	3	1.7%	13	1.9%	2	0.7%	10	1.6%	2	0.8%
Sometimes	239	8.2%	68	6.2%	75	9.6%	23	9.7%	39	8.7%	8	5.0%	19	5.0%	5	2.8%	53	7.6%	12	4.4%	53	8.7%	20	8.1%
Usually	640	22.0%	231	21.0%	168	21.6%	46	19.3%	113	25.3%	47	29.6%	82	21.7%	36	20.0%	150	21.4%	50	18.2%	127	20.8%	52	21.1%
Always	1977	67.8%	783	71.3%	517	66.5%	163	68.5%	284	63.7%	101	63.5%	270	71.4%	136	75.6%	484	69.1%	210	76.6%	422	69.0%	173	70.0%
Total	2914	100.0%	1098	100.0%	778	100.0%	238	100.0%	446	100.0%	159	100.0%	378	100.0%	180	100.0%	700	100.0%	274	100.0%	612	100.0%	247	100.0%
Not Answered	32		8		12		1		3		1		3		2		6		3		8		1	
Reporting Category	Communication																							
Achievement Score	89.8%		92.3%		88.0%		87.8%		89.0%		93.1%		93.1%		95.6%		90.6%		94.9%		89.7%		91.1%	
Correlation with Satisfaction	0.196		0.219		0.237		0.273		0.185		0.197		0.104		0.128		0.130		0.186		0.301		0.308	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2621	90.1%	985	90.1%	693	89.4%	210	89.4%	401	90.5%	140	89.7%	341	90.0%	166	91.7%	639	91.8%	249	90.5%	547	88.8%	220	89.4%
No	288	9.9%	108	9.9%	82	10.6%	25	10.6%	42	9.5%	16	10.3%	38	10.0%	15	8.3%	57	8.2%	26	9.5%	69	11.2%	26	10.6%
Total	2909	100.0%	1093	100.0%	775	100.0%	235	100.0%	443	100.0%	156	100.0%	379	100.0%	181	100.0%	696	100.0%	275	100.0%	616	100.0%	246	100.0%
Not Answered	37		13		15		4		6		4		2		1		10		2		4		2	
Reporting Category	Family Centered Care																							
Achievement Score	90.1%		90.1%		89.4%		89.4%		90.5%		89.7%		90.0%		91.7%		91.8%		90.5%		88.8%		89.4%	
Correlation with Satisfaction	0.132		0.139		0.172		0.246		0.180		0.176		0.155		0.109		0.090		0.098		0.076		0.091	
Priority Rating	Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low		Low	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1345	46.1%	665	60.8%	329	42.0%	136	57.1%	193	43.8%	84	53.8%	197	51.8%	115	63.2%	316	45.3%	161	59.4%	310	50.4%	169	68.7%
No	1572	53.9%	428	39.2%	454	58.0%	102	42.9%	248	56.2%	72	46.2%	183	48.2%	67	36.8%	382	54.7%	110	40.6%	305	49.6%	77	31.3%
Total	2917	100.0%	1093	100.0%	783	100.0%	238	100.0%	441	100.0%	156	100.0%	380	100.0%	182	100.0%	698	100.0%	271	100.0%	615	100.0%	246	100.0%
Not Answered	29		13		7		1		8		4		1		0		8		6		5		2	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	59	4.5%	28	4.3%	18	5.6%	4	3.0%	10	5.3%	4	4.9%	3	1.5%	1	0.9%	12	3.9%	8	5.1%	16	5.3%	11	6.7%
Sometimes	160	12.2%	85	13.1%	48	15.0%	20	14.9%	22	11.6%	13	15.9%	21	10.7%	11	9.6%	34	11.2%	20	12.8%	35	11.6%	21	12.7%
Usually	329	25.1%	182	28.0%	80	25.1%	36	26.9%	42	22.1%	23	28.0%	55	28.1%	36	31.6%	76	25.0%	40	25.6%	76	25.2%	47	28.5%
Always	762	58.2%	356	54.7%	173	54.2%	74	55.2%	116	61.1%	42	51.2%	117	59.7%	66	57.9%	182	59.9%	88	56.4%	174	57.8%	86	52.1%
Total	1310	100.0%	651	100.0%	319	100.0%	134	100.0%	190	100.0%	82	100.0%	196	100.0%	114	100.0%	304	100.0%	156	100.0%	301	100.0%	165	100.0%
Not Answered	35		14		10		2		3		2		1		1		12		5		9		4	
Reporting Category	Single Items																							
Achievement Score	83.3%		82.6%		79.3%		82.1%		83.2%		79.3%		87.8%		89.5%		84.9%		82.1%		83.1%		80.6%	
Correlation with Satisfaction	0.266		0.296		0.306		0.350		0.298		0.457		0.122		0.194		0.343		0.408		0.224		0.141	
Priority Rating	Low		Low		Medium		Low		Low		Top		Low		Low		Low		High		Low		Low	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Worst personal doctor possible	1	0.0%	1	0.1%	1	0.1%	1	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
1	5	0.1%	3	0.2%	1	0.1%	1	0.4%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	1	0.1%	1	0.3%	2	0.2%	1	0.3%
2	8	0.2%	5	0.4%	2	0.2%	0	0.0%	1	0.2%	1	0.5%	1	0.2%	1	0.5%	2	0.2%	1	0.3%	2	0.2%	2	0.7%
3	13	0.3%	5	0.4%	3	0.3%	1	0.4%	1	0.2%	0	0.0%	2	0.4%	1	0.5%	5	0.5%	2	0.6%	2	0.2%	1	0.3%
4	22	0.6%	12	0.9%	3	0.3%	3	1.1%	5	0.8%	2	1.0%	4	0.8%	2	0.9%	5	0.5%	2	0.6%	5	0.6%	3	1.0%
5	75	1.9%	29	2.2%	21	2.0%	4	1.4%	14	2.3%	7	3.6%	8	1.7%	4	1.9%	19	2.0%	10	3.0%	13	1.6%	4	1.3%
6	69	1.8%	29	2.2%	21	2.0%	7	2.5%	6	1.0%	3	1.5%	11	2.3%	5	2.3%	12	1.3%	6	1.8%	19	2.4%	8	2.6%
7	178	4.6%	64	4.8%	59	5.7%	17	6.0%	28	4.7%	10	5.2%	10	2.1%	4	1.9%	39	4.2%	19	5.8%	42	5.2%	14	4.6%
8	541	14.0%	181	13.7%	176	17.0%	46	16.3%	81	13.5%	29	14.9%	55	11.5%	27	12.6%	117	12.5%	32	9.7%	112	13.9%	47	15.5%
9	762	19.7%	267	20.2%	206	19.9%	62	22.0%	103	17.1%	33	17.0%	107	22.3%	55	25.6%	179	19.1%	60	18.2%	167	20.7%	57	18.8%
Best personal doctor possible	2188	56.7%	729	55.0%	540	52.3%	140	49.6%	363	60.3%	109	56.2%	281	58.5%	116	54.0%	560	59.6%	197	59.7%	444	55.0%	167	54.9%
Total	3862	100.0%	1325	100.0%	1033	100.0%	282	100.0%	602	100.0%	194	100.0%	480	100.0%	215	100.0%	939	100.0%	330	100.0%	808	100.0%	304	100.0%
Not Answered	81		23		25		7		9		2		8		2		19		2		20		10	
Reporting Category	Ratings																							
Achievement Score	90.4%		88.8%		89.3%		87.9%		90.9%		88.1%		92.3%		92.1%		91.2%		87.6%		89.5%		89.1%	
Correlation with Satisfaction	0.435		0.364		0.477		0.399		0.558		0.529		0.337		0.255		0.336		0.313		0.471		0.378	
Priority Rating	High		Low		High		Low		High		High		Low		Low		Low		Low		High		Low	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1228	31.7%	1010	76.3%	268	25.9%	209	74.9%	172	28.6%	132	68.4%	195	40.1%	169	77.9%	317	33.6%	264	80.7%	276	34.1%	236	76.9%
No	2647	68.3%	313	23.7%	768	74.1%	70	25.1%	429	71.4%	61	31.6%	291	59.9%	48	22.1%	626	66.4%	63	19.3%	533	65.9%	71	23.1%
Total	3875	100.0%	1323	100.0%	1036	100.0%	279	100.0%	601	100.0%	193	100.0%	486	100.0%	217	100.0%	943	100.0%	327	100.0%	809	100.0%	307	100.0%
Not Answered	68		25		22		10		10		3		2		0		15		5		19		7	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1108	92.3%	917	92.7%	246	94.3%	194	95.6%	158	94.6%	123	94.6%	171	88.6%	149	88.7%	289	92.3%	242	92.7%	244	91.7%	209	92.1%
No	92	7.7%	72	7.3%	15	5.7%	9	4.4%	9	5.4%	7	5.4%	22	11.4%	19	11.3%	24	7.7%	19	7.3%	22	8.3%	18	7.9%
Total	1200	100.0%	989	100.0%	261	100.0%	203	100.0%	167	100.0%	130	100.0%	193	100.0%	168	100.0%	313	100.0%	261	100.0%	266	100.0%	227	100.0%
Not Answered	28		21		7		6		5		2		2		1		4		3		10		9	
Reporting Category	Family Centered Care																							
Achievement Score	92.3%		92.7%		94.3%		95.6%		94.6%		94.6%		88.6%		88.7%		92.3%		92.7%		91.7%		92.1%	
Correlation with Satisfaction	0.181		0.184		0.313		0.350		0.188		0.073		0.143		0.145		0.103		0.166		0.194		0.178	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1055	88.5%	876	89.0%	230	89.5%	181	91.0%	157	93.5%	123	93.9%	162	84.8%	140	84.3%	276	88.7%	235	90.0%	230	86.8%	197	86.8%
No	137	11.5%	108	11.0%	27	10.5%	18	9.0%	11	6.5%	8	6.1%	29	15.2%	26	15.7%	35	11.3%	26	10.0%	35	13.2%	30	13.2%
Total	1192	100.0%	984	100.0%	257	100.0%	199	100.0%	168	100.0%	131	100.0%	191	100.0%	166	100.0%	311	100.0%	261	100.0%	265	100.0%	227	100.0%
Not Answered	36		26		11		10		4		1		4		3		6		3		11		9	
Reporting Category	Family Centered Care																							
Achievement Score	88.5%		89.0%		89.5%		91.0%		93.5%		93.9%		84.8%		84.3%		88.7%		90.0%		86.8%		86.8%	
Correlation with Satisfaction	0.190		0.181		0.274		0.275		0.161		0.040		0.152		0.129		0.148		0.192		0.210		0.202	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1023	22.6%	593	41.8%	239	19.4%	124	40.0%	152	20.6%	78	37.3%	137	25.5%	85	37.3%	243	23.0%	141	41.8%	252	26.4%	165	49.1%
No	3494	77.4%	827	58.2%	993	80.6%	186	60.0%	585	79.4%	131	62.7%	400	74.5%	143	62.7%	814	77.0%	196	58.2%	702	73.6%	171	50.9%
Total	4517	100.0%	1420	100.0%	1232	100.0%	310	100.0%	737	100.0%	209	100.0%	537	100.0%	228	100.0%	1057	100.0%	337	100.0%	954	100.0%	336	100.0%
Not Answered	35		13		13		5		7		4		3		0		7		2		5		2	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	57	5.6%	35	5.9%	16	6.8%	7	5.6%	4	2.7%	4	5.1%	10	7.3%	6	7.1%	11	4.6%	7	5.0%	16	6.4%	11	6.7%
Sometimes	184	18.2%	97	16.4%	42	17.7%	16	12.9%	29	19.7%	14	17.9%	22	16.1%	12	14.1%	45	18.7%	28	19.9%	46	18.4%	27	16.5%
Usually	247	24.4%	165	27.9%	55	23.2%	33	26.6%	37	25.2%	25	32.1%	41	29.9%	28	32.9%	51	21.2%	30	21.3%	63	25.2%	49	29.9%
Always	524	51.8%	295	49.8%	124	52.3%	68	54.8%	77	52.4%	35	44.9%	64	46.7%	39	45.9%	134	55.6%	76	53.9%	125	50.0%	77	47.0%
Total	1012	100.0%	592	100.0%	237	100.0%	124	100.0%	147	100.0%	78	100.0%	137	100.0%	85	100.0%	241	100.0%	141	100.0%	250	100.0%	164	100.0%
Not Answered	11		1		2		0		5		0		0		0		2		0		2		1	
Reporting Category	Getting Needed Care																							
Achievement Score	76.2%		77.7%		75.5%		81.5%		77.6%		76.9%		76.6%		78.8%		76.8%		75.2%		75.2%		76.8%	
Correlation with Satisfaction	0.225		0.237		0.255		0.216		0.273		0.306		0.150		0.219		0.233		0.209		0.199		0.251	
Priority Rating	Medium		Medium		Medium		Low		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	75	7.5%	34	5.8%	16	6.8%	8	6.5%	6	4.1%	3	3.9%	16	11.9%	5	6.0%	19	8.0%	10	7.2%	18	7.3%	8	4.9%
1 specialist	587	58.5%	291	49.7%	138	58.2%	60	48.8%	90	62.1%	37	48.7%	76	56.3%	41	48.8%	146	61.3%	73	52.9%	137	55.2%	80	48.8%
2 specialists	179	17.8%	126	21.5%	49	20.7%	28	22.8%	25	17.2%	18	23.7%	25	18.5%	23	27.4%	39	16.4%	27	19.6%	41	16.5%	30	18.3%
3 specialists	86	8.6%	71	12.1%	23	9.7%	16	13.0%	15	10.3%	13	17.1%	8	5.9%	6	7.1%	19	8.0%	17	12.3%	21	8.5%	19	11.6%
4 specialists	33	3.3%	24	4.1%	5	2.1%	5	4.1%	5	3.4%	2	2.6%	3	2.2%	3	3.6%	9	3.8%	5	3.6%	11	4.4%	9	5.5%
5 or more specialists	43	4.3%	39	6.7%	6	2.5%	6	4.9%	4	2.8%	3	3.9%	7	5.2%	6	7.1%	6	2.5%	6	4.3%	20	8.1%	18	11.0%
Total	1003	100.0%	585	100.0%	237	100.0%	123	100.0%	145	100.0%	76	100.0%	135	100.0%	84	100.0%	238	100.0%	138	100.0%	248	100.0%	164	100.0%
Not Answered	20		8		2		1		7		2		2		1		5		3		4		1	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Worst specialist possible	4	0.4%	3	0.5%	2	0.9%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.5%	1	0.8%	1	0.4%	1	0.6%
1	4	0.4%	2	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.9%	1	0.8%	2	0.9%	1	0.6%
2	2	0.2%	1	0.2%	2	0.9%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3	6	0.7%	3	0.5%	3	1.4%	1	0.9%	2	1.4%	2	2.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
4	11	1.2%	9	1.6%	0	0.0%	0	0.0%	2	1.4%	1	1.4%	3	2.5%	3	3.8%	3	1.4%	2	1.6%	3	1.3%	3	1.9%
5	19	2.1%	12	2.2%	6	2.8%	1	0.9%	2	1.4%	2	2.7%	3	2.5%	3	3.8%	6	2.8%	4	3.2%	2	0.9%	2	1.3%
6	20	2.2%	10	1.8%	5	2.3%	1	0.9%	2	1.4%	1	1.4%	4	3.4%	3	3.8%	5	2.3%	3	2.4%	4	1.7%	2	1.3%
7	62	6.8%	38	6.9%	16	7.3%	8	7.1%	14	10.1%	5	6.8%	6	5.1%	5	6.3%	10	4.7%	7	5.6%	16	7.0%	13	8.3%
8	134	14.6%	89	16.3%	32	14.7%	18	15.9%	16	11.6%	10	13.7%	16	13.6%	12	15.2%	33	15.4%	22	17.5%	37	16.2%	27	17.3%
9	163	17.8%	97	17.7%	40	18.3%	18	15.9%	22	15.9%	11	15.1%	30	25.4%	21	26.6%	30	14.0%	18	14.3%	41	17.9%	29	18.6%
Best specialist possible	492	53.7%	283	51.7%	112	51.4%	64	56.6%	78	56.5%	41	56.2%	56	47.5%	32	40.5%	124	57.9%	68	54.0%	122	53.3%	78	50.0%
Total	917	100.0%	547	100.0%	218	100.0%	113	100.0%	138	100.0%	73	100.0%	118	100.0%	79	100.0%	214	100.0%	126	100.0%	229	100.0%	156	100.0%
Not Answered	11		4		3		2		1		0		1		0		5		2		1		0	
Reporting Category													Ratings											
Achievement Score	86.0%		85.7%		84.4%		88.5%		84.1%		84.9%		86.4%		82.3%		87.4%		85.7%		87.3%		85.9%	
Correlation with Satisfaction	0.372		0.316		0.278		0.083		0.378		0.461		0.520		0.463		0.375		0.370		0.400		0.280	
Priority Rating	Low		Low		Low		Low		Low		High		High		High		Low		Low		High		Low	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1288	29.0%	424	30.1%	362	29.7%	98	31.7%	251	34.8%	73	35.4%	171	32.7%	81	36.3%	258	24.8%	83	24.8%	246	26.3%	89	26.6%
No	3153	71.0%	983	69.9%	858	70.3%	211	68.3%	471	65.2%	133	64.6%	352	67.3%	142	63.7%	782	75.2%	252	75.2%	690	73.7%	245	73.4%
Total	4441	100.0%	1407	100.0%	1220	100.0%	309	100.0%	722	100.0%	206	100.0%	523	100.0%	223	100.0%	1040	100.0%	335	100.0%	936	100.0%	334	100.0%
Not Answered	111		26		25		6		22		7		17		5		24		4		23		4	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	30	2.4%	13	3.1%	8	2.2%	3	3.1%	5	2.0%	2	2.7%	5	3.0%	3	3.8%	5	2.0%	2	2.4%	7	2.9%	3	3.4%
Sometimes	200	15.9%	64	15.2%	59	16.4%	13	13.4%	34	13.8%	9	12.3%	26	15.6%	15	18.8%	38	15.2%	12	14.5%	43	18.1%	15	17.2%
Usually	330	26.2%	117	27.9%	89	24.8%	21	21.6%	81	32.8%	28	38.4%	40	24.0%	24	30.0%	62	24.8%	20	24.1%	58	24.4%	24	27.6%
Always	701	55.6%	226	53.8%	203	56.5%	60	61.9%	127	51.4%	34	46.6%	96	57.5%	38	47.5%	145	58.0%	49	59.0%	130	54.6%	45	51.7%
Total	1261	100.0%	420	100.0%	359	100.0%	97	100.0%	247	100.0%	73	100.0%	167	100.0%	80	100.0%	250	100.0%	83	100.0%	238	100.0%	87	100.0%
Not Answered	27		4		3		1		4		0		4		1		8		0		8		2	
Reporting Category	Customer Service																							
Achievement Score	81.8%		81.7%		81.3%		83.5%		84.2%		84.9%		81.4%		77.5%		82.8%		83.1%		79.0%		79.3%	
Correlation with Satisfaction	0.355		0.367		0.370		0.416		0.335		0.311		0.314		0.221		0.426		0.494		0.327		0.409	
Priority Rating	Low		Low		Low		High		Low		Low		Low		Medium		High		High		Medium		Top	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	16	1.3%	6	1.4%	4	1.1%	1	1.0%	2	0.8%	0	0.0%	2	1.2%	2	2.5%	3	1.2%	2	2.4%	5	2.1%	1	1.2%
Sometimes	62	4.9%	26	6.2%	22	6.1%	8	8.2%	11	4.4%	4	5.5%	6	3.6%	4	5.0%	10	4.0%	4	4.8%	13	5.4%	6	7.0%
Usually	207	16.4%	71	16.9%	56	15.6%	12	12.2%	37	14.9%	9	12.3%	32	19.2%	19	23.8%	39	15.5%	12	14.5%	43	18.0%	19	22.1%
Always	981	77.5%	317	75.5%	278	77.2%	77	78.6%	198	79.8%	60	82.2%	127	76.0%	55	68.8%	200	79.4%	65	78.3%	178	74.5%	60	69.8%
Total	1266	100.0%	420	100.0%	360	100.0%	98	100.0%	248	100.0%	73	100.0%	167	100.0%	80	100.0%	252	100.0%	83	100.0%	239	100.0%	86	100.0%
Not Answered	22		4		2		0		3		0		4		1		6		0		7		3	
Reporting Category	Customer Service																							
Achievement Score	93.8%		92.4%		92.8%		90.8%		94.8%		94.5%		95.2%		92.5%		94.8%		92.8%		92.5%		91.9%	
Correlation with Satisfaction	0.367		0.364		0.304		0.206		0.318		0.142		0.548		0.573		0.414		0.477		0.317		0.275	
Priority Rating	Low		Low		Low		Low		Low		Low		High		High		High		High		Low		Low	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1306	29.9%	436	31.5%	354	29.6%	93	30.4%	223	31.4%	67	32.7%	158	30.4%	82	36.6%	284	28.0%	94	29.2%	287	31.1%	100	30.6%
No	3062	70.1%	948	68.5%	843	70.4%	213	69.6%	488	68.6%	138	67.3%	362	69.6%	142	63.4%	732	72.0%	228	70.8%	637	68.9%	227	69.4%
Total	4368	100.0%	1384	100.0%	1197	100.0%	306	100.0%	711	100.0%	205	100.0%	520	100.0%	224	100.0%	1016	100.0%	322	100.0%	924	100.0%	327	100.0%
Not Answered	184		49		48		9		33		8		20		4		48		17		35		11	

Response scored as: Room for Improvement Achievement

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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.]

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	36	0.8%	11	0.8%	12	1.0%	1	0.3%	8	1.1%	3	1.5%	5	1.0%	2	0.9%	5	0.5%	4	1.3%	6	0.7%	1	0.3%
Sometimes	218	5.0%	73	5.3%	64	5.4%	19	6.2%	49	7.0%	16	7.8%	13	2.5%	8	3.6%	44	4.4%	16	5.0%	48	5.3%	14	4.4%
Usually	371	8.6%	141	10.3%	105	8.8%	33	10.8%	63	9.0%	21	10.3%	44	8.5%	27	12.2%	79	7.8%	27	8.5%	80	8.8%	33	10.3%
Always	3708	85.6%	1146	83.6%	1010	84.8%	252	82.6%	581	82.9%	164	80.4%	455	88.0%	185	83.3%	883	87.3%	272	85.3%	779	85.3%	273	85.0%
Total	4333	100.0%	1371	100.0%	1191	100.0%	305	100.0%	701	100.0%	204	100.0%	517	100.0%	222	100.0%	1011	100.0%	319	100.0%	913	100.0%	321	100.0%
Not Answered	35		13		6		1		10		1		3		2		5		3		11		6	
Reporting Category	Single Items																							
Achievement Score	94.1%		93.9%		93.6%		93.4%		91.9%		90.7%		96.5%		95.5%		95.2%		93.7%		94.1%		95.3%	
Correlation with Satisfaction	0.020		0.005		0.004		-0.053		0.027		-0.036		0.066		0.051		0.025		-0.011		0.011		0.090	
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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	15	0.3%	7	0.5%	4	0.3%	1	0.3%	3	0.4%	1	0.5%	4	0.8%	2	0.9%	2	0.2%	2	0.6%	2	0.2%	1	0.3%
1	4	0.1%	1	0.1%	0	0.0%	0	0.0%	1	0.1%	1	0.5%	1	0.2%	0	0.0%	0	0.0%	0	0.0%	2	0.2%	0	0.0%
2	8	0.2%	2	0.1%	3	0.2%	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.1%	1	0.3%	3	0.3%	1	0.3%
3	15	0.3%	8	0.6%	4	0.3%	1	0.3%	2	0.3%	1	0.5%	4	0.8%	3	1.3%	0	0.0%	0	0.0%	5	0.5%	3	0.9%
4	17	0.4%	10	0.7%	5	0.4%	2	0.6%	2	0.3%	1	0.5%	1	0.2%	0	0.0%	4	0.4%	3	0.9%	5	0.5%	4	1.2%
5	136	3.1%	57	4.0%	41	3.4%	13	4.2%	15	2.1%	6	2.9%	22	4.2%	12	5.4%	27	2.6%	15	4.5%	31	3.3%	11	3.3%
6	127	2.9%	51	3.6%	41	3.4%	7	2.3%	11	1.5%	7	3.3%	14	2.6%	10	4.5%	33	3.2%	15	4.5%	28	3.0%	12	3.6%
7	334	7.5%	137	9.7%	101	8.3%	31	10.0%	53	7.4%	22	10.5%	35	6.6%	16	7.1%	68	6.6%	27	8.1%	77	8.3%	41	12.3%
8	776	17.5%	271	19.2%	217	17.9%	66	21.3%	127	17.7%	35	16.7%	86	16.3%	41	18.3%	178	17.2%	63	18.8%	168	18.0%	66	19.8%
9	814	18.4%	289	20.5%	210	17.3%	56	18.1%	108	15.0%	37	17.6%	112	21.2%	55	24.6%	190	18.3%	67	20.0%	194	20.8%	74	22.2%
Best health plan possible	2183	49.3%	579	41.0%	586	48.3%	133	42.9%	395	55.0%	99	47.1%	250	47.3%	85	37.9%	534	51.5%	142	42.4%	418	44.8%	120	36.0%
Total	4429	100.0%	1412	100.0%	1212	100.0%	310	100.0%	718	100.0%	210	100.0%	529	100.0%	224	100.0%	1037	100.0%	335	100.0%	933	100.0%	333	100.0%
Not Answered	123		21		33		5		26		3		11		4		27		4		26		5	
Reporting Category	Ratings																							
Achievement Score	85.2%		80.7%		83.6%		82.3%		87.7%		81.4%		84.7%		80.8%		87.0%		81.2%		83.6%		78.1%	

Response scored as: Room for Improvement Achievement

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Prescription Medications

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1957	43.8%	1051	73.9%	481	39.2%	221	71.3%	294	40.6%	147	69.7%	272	51.4%	166	73.1%	467	44.9%	262	77.7%	443	46.8%	255	75.7%
No	2512	56.2%	371	26.1%	747	60.8%	89	28.7%	431	59.4%	64	30.3%	257	48.6%	61	26.9%	573	55.1%	75	22.3%	504	53.2%	82	24.3%
Total	4469	100.0%	1422	100.0%	1228	100.0%	310	100.0%	725	100.0%	211	100.0%	529	100.0%	227	100.0%	1040	100.0%	337	100.0%	947	100.0%	337	100.0%
Not Answered	83		11		17		5		19		2		11		1		24		2		12		1	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	23	1.2%	11	1.1%	5	1.0%	1	0.5%	2	0.7%	0	0.0%	5	1.9%	3	1.8%	5	1.1%	4	1.5%	6	1.4%	3	1.2%
Sometimes	175	9.0%	89	8.5%	51	10.6%	22	10.0%	21	7.2%	9	6.1%	26	9.6%	16	9.7%	38	8.2%	19	7.3%	39	9.0%	23	9.1%
Usually	421	21.7%	257	24.6%	118	24.6%	60	27.1%	63	21.5%	35	23.8%	52	19.3%	36	21.8%	96	20.7%	61	23.4%	92	21.3%	65	25.8%
Always	1318	68.0%	689	65.9%	305	63.7%	138	62.4%	207	70.6%	103	70.1%	187	69.3%	110	66.7%	324	70.0%	177	67.8%	295	68.3%	161	63.9%
Total	1937	100.0%	1046	100.0%	479	100.0%	221	100.0%	293	100.0%	147	100.0%	270	100.0%	165	100.0%	463	100.0%	261	100.0%	432	100.0%	252	100.0%
Not Answered	20		5		2		0		1		0		2		1		4		1		11		3	
Reporting Category	Single Items																							
Achievement Score	89.8%		90.4%		88.3%		89.6%		92.2%		93.9%		88.5%		88.5%		90.7%		91.2%		89.6%		89.7%	
Correlation with Satisfaction	0.329		0.326		0.250		0.220		0.213		0.168		0.505		0.482		0.308		0.336		0.380		0.348	
Priority Rating	Low		Low		Low		Low		Low		Low		High		High		Low		Low		Low		Low	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1211	63.8%	662	64.5%	305	64.6%	144	66.7%	187	65.4%	93	65.0%	166	62.9%	101	62.0%	279	62.3%	167	64.7%	274	64.2%	157	63.6%
No	686	36.2%	365	35.5%	167	35.4%	72	33.3%	99	34.6%	50	35.0%	98	37.1%	62	38.0%	169	37.7%	91	35.3%	153	35.8%	90	36.4%
Total	1897	100.0%	1027	100.0%	472	100.0%	216	100.0%	286	100.0%	143	100.0%	264	100.0%	163	100.0%	448	100.0%	258	100.0%	427	100.0%	247	100.0%
Not Answered	60		24		9		5		8		4		8		3		19		4		16		8	
Reporting Category	Single Items																							
Achievement Score	63.8%		64.5%		64.6%		66.7%		65.4%		65.0%		62.9%		62.0%		62.3%		64.7%		64.2%		63.6%	
Correlation with Satisfaction	0.099		0.110		0.061		0.103		0.097		0.133		0.138		0.132		0.083		0.042		0.132		0.158	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

Response scored as: Room for Improvement Achievement

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About Your Child and You

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1814	40.5%	292	20.5%	555	45.0%	66	21.2%	272	37.2%	48	22.5%	183	34.4%	43	19.1%	419	40.1%	60	17.9%	385	41.0%	75	22.3%
Very Good	1556	34.7%	529	37.2%	406	33.0%	127	40.7%	238	32.6%	61	28.6%	220	41.4%	93	41.3%	367	35.1%	132	39.3%	325	34.6%	116	34.5%
Good	896	20.0%	451	31.7%	222	18.0%	87	27.9%	175	23.9%	76	35.7%	104	19.5%	68	30.2%	217	20.7%	111	33.0%	178	19.0%	109	32.4%
Fair	193	4.3%	133	9.4%	45	3.7%	28	9.0%	43	5.9%	25	11.7%	23	4.3%	19	8.4%	40	3.8%	30	8.9%	42	4.5%	31	9.2%
Poor	20	0.4%	17	1.2%	4	0.3%	4	1.3%	3	0.4%	3	1.4%	2	0.4%	2	0.9%	3	0.3%	3	0.9%	8	0.9%	5	1.5%
Total	4479	100.0%	1422	100.0%	1232	100.0%	312	100.0%	731	100.0%	213	100.0%	532	100.0%	225	100.0%	1046	100.0%	336	100.0%	938	100.0%	336	100.0%
Not Answered	73		11		13		3		13		0		8		3		18		3		21		2	
Reporting Category	Single Items																							
Achievement Score	75.2%		57.7%		78.0%		61.9%		69.8%		51.2%		75.8%		60.4%		75.1%		57.1%		75.7%		56.8%	
Correlation with Satisfaction	0.138		0.086		0.148		0.029		0.100		0.069		0.105		0.027		0.159		0.136		0.168		0.142	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1883	42.3%	239	16.9%	580	47.7%	56	17.9%	294	40.6%	41	19.5%	189	35.5%	32	14.3%	429	41.0%	49	14.6%	391	41.9%	61	18.3%
Very Good	1153	25.9%	295	20.8%	309	25.4%	74	23.6%	179	24.7%	35	16.7%	144	27.1%	40	17.9%	275	26.3%	80	23.9%	246	26.4%	66	19.8%
Good	949	21.3%	503	35.5%	225	18.5%	105	33.5%	181	25.0%	81	38.6%	111	20.9%	74	33.0%	232	22.2%	115	34.3%	200	21.4%	128	38.3%
Fair	372	8.4%	292	20.6%	86	7.1%	62	19.8%	59	8.1%	42	20.0%	62	11.7%	52	23.2%	91	8.7%	75	22.4%	74	7.9%	61	18.3%
Poor	96	2.2%	87	6.1%	17	1.4%	16	5.1%	12	1.7%	11	5.2%	26	4.9%	26	11.6%	19	1.8%	16	4.8%	22	2.4%	18	5.4%
Total	4453	100.0%	1416	100.0%	1217	100.0%	313	100.0%	725	100.0%	210	100.0%	532	100.0%	224	100.0%	1046	100.0%	335	100.0%	933	100.0%	334	100.0%
Not Answered	99		17		28		2		19		3		8		4		18		4		26		4	
Reporting Category	Single Items																							
Achievement Score	68.2%		37.7%		73.0%		41.5%		65.2%		36.2%		62.6%		32.1%		67.3%		38.5%		68.3%		38.0%	
Correlation with Satisfaction	0.184		0.181		0.177		0.167		0.117		0.117		0.205		0.200		0.233		0.195		0.187		0.207	
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)?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1289	28.9%	1012	70.7%	288	23.6%	213	67.6%	199	27.3%	152	71.7%	189	35.4%	160	70.2%	311	29.8%	253	74.6%	302	32.3%	234	69.4%
No	3173	71.1%	419	29.3%	934	76.4%	102	32.4%	530	72.7%	60	28.3%	345	64.6%	68	29.8%	731	70.2%	86	25.4%	633	67.7%	103	30.6%
Total	4462	100.0%	1431	100.0%	1222	100.0%	315	100.0%	729	100.0%	212	100.0%	534	100.0%	228	100.0%	1042	100.0%	339	100.0%	935	100.0%	337	100.0%
Not Answered	90		2		23		0		15		1		6		0		22		0		24		1	

Response scored as: Room for Improvement Achievement

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1090	86.2%	981	97.3%	237	83.5%	207	97.2%	161	83.4%	147	96.7%	164	88.6%	152	95.0%	271	88.0%	248	98.4%	257	87.4%	227	98.3%
No	174	13.8%	27	2.7%	47	16.5%	6	2.8%	32	16.6%	5	3.3%	21	11.4%	8	5.0%	37	12.0%	4	1.6%	37	12.6%	4	1.7%
Total	1264	100.0%	1008	100.0%	284	100.0%	213	100.0%	193	100.0%	152	100.0%	185	100.0%	160	100.0%	308	100.0%	252	100.0%	294	100.0%	231	100.0%
Not Answered	25		4		4		0		6		0		4		0		3		1		8		3	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	958	89.8%	958	98.1%	202	87.8%	202	98.1%	142	91.0%	142	97.9%	151	92.6%	151	99.3%	237	88.8%	237	96.0%	226	90.0%	226	99.6%
No	109	10.2%	19	1.9%	28	12.2%	4	1.9%	14	9.0%	3	2.1%	12	7.4%	1	0.7%	30	11.2%	10	4.0%	25	10.0%	1	0.4%
Total	1067	100.0%	977	100.0%	230	100.0%	206	100.0%	156	100.0%	145	100.0%	163	100.0%	152	100.0%	267	100.0%	247	100.0%	251	100.0%	227	100.0%
Not Answered	23		4		7		1		5		2		1		0		4		1		6		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	933	21.2%	820	58.9%	191	15.9%	163	53.4%	124	17.2%	111	53.4%	163	31.2%	148	67.0%	225	21.8%	195	59.5%	230	25.0%	203	61.3%
No	3467	78.8%	573	41.1%	1013	84.1%	142	46.6%	599	82.8%	97	46.6%	360	68.8%	73	33.0%	805	78.2%	133	40.5%	690	75.0%	128	38.7%
Total	4400	100.0%	1393	100.0%	1204	100.0%	305	100.0%	723	100.0%	208	100.0%	523	100.0%	221	100.0%	1030	100.0%	328	100.0%	920	100.0%	331	100.0%
Not Answered	152		40		41		10		21		5		17		7		34		11		39		7	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	794	87.1%	770	95.5%	163	86.7%	156	96.3%	106	86.2%	104	93.7%	143	89.9%	140	96.6%	193	88.1%	184	96.8%	189	84.8%	186	93.9%
No	118	12.9%	36	4.5%	25	13.3%	6	3.7%	17	13.8%	7	6.3%	16	10.1%	5	3.4%	26	11.9%	6	3.2%	34	15.2%	12	6.1%
Total	912	100.0%	806	100.0%	188	100.0%	162	100.0%	123	100.0%	111	100.0%	159	100.0%	145	100.0%	219	100.0%	190	100.0%	223	100.0%	198	100.0%
Not Answered	21		14		3		1		1		0		4		3		6		5		7		5	

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	748	95.7%	748	97.9%	154	96.9%	154	99.4%	99	95.2%	99	97.1%	136	96.5%	136	97.8%	179	94.2%	179	98.4%	180	95.7%	180	96.8%
No	34	4.3%	16	2.1%	5	3.1%	1	0.6%	5	4.8%	3	2.9%	5	3.5%	3	2.2%	11	5.8%	3	1.6%	8	4.3%	6	3.2%
Total	782	100.0%	764	100.0%	159	100.0%	155	100.0%	104	100.0%	102	100.0%	141	100.0%	139	100.0%	190	100.0%	182	100.0%	188	100.0%	186	100.0%
Not Answered	12		6		4		1		2		2		2		1		3		2		1		0	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	763	17.3%	573	40.7%	189	15.6%	130	41.8%	125	17.4%	86	41.1%	114	21.7%	99	44.2%	157	15.3%	121	36.6%	178	19.2%	137	41.1%
No	3648	82.7%	835	59.3%	1020	84.4%	181	58.2%	594	82.6%	123	58.9%	411	78.3%	125	55.8%	872	84.7%	210	63.4%	751	80.8%	196	58.9%
Total	4411	100.0%	1408	100.0%	1209	100.0%	311	100.0%	719	100.0%	209	100.0%	525	100.0%	224	100.0%	1029	100.0%	331	100.0%	929	100.0%	333	100.0%
Not Answered	141		25		36		4		25		4		15		4		35		8		30		5	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	564	75.3%	543	95.4%	124	67.4%	120	94.5%	85	68.0%	83	96.5%	96	85.7%	93	93.9%	121	78.6%	115	95.8%	138	79.3%	132	96.4%
No	185	24.7%	26	4.6%	60	32.6%	7	5.5%	40	32.0%	3	3.5%	16	14.3%	6	6.1%	33	21.4%	5	4.2%	36	20.7%	5	3.6%
Total	749	100.0%	569	100.0%	184	100.0%	127	100.0%	125	100.0%	86	100.0%	112	100.0%	99	100.0%	154	100.0%	120	100.0%	174	100.0%	137	100.0%
Not Answered	14		4		5		3		0		0		2		0		3		1		4		0	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	536	96.1%	536	99.3%	119	97.5%	119	100.0%	81	95.3%	81	97.6%	92	95.8%	92	98.9%	113	95.0%	113	99.1%	131	96.3%	131	100.0%
No	22	3.9%	4	0.7%	3	2.5%	0	0.0%	4	4.7%	2	2.4%	4	4.2%	1	1.1%	6	5.0%	1	0.9%	5	3.7%	0	0.0%
Total	558	100.0%	540	100.0%	122	100.0%	119	100.0%	85	100.0%	83	100.0%	96	100.0%	93	100.0%	119	100.0%	114	100.0%	136	100.0%	131	100.0%
Not Answered	6		3		2		1		0		0		0		0		2		1		2		1	

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	689	15.5%	527	37.2%	142	11.7%	106	34.0%	110	15.3%	81	38.9%	113	21.5%	93	41.3%	147	14.1%	107	31.8%	177	18.9%	140	41.8%
No	3743	84.5%	889	62.8%	1069	88.3%	206	66.0%	609	84.7%	127	61.1%	413	78.5%	132	58.7%	894	85.9%	229	68.2%	758	81.1%	195	58.2%
Total	4432	100.0%	1416	100.0%	1211	100.0%	312	100.0%	719	100.0%	208	100.0%	526	100.0%	225	100.0%	1041	100.0%	336	100.0%	935	100.0%	335	100.0%
Not Answered	120		17		34		3		25		5		14		3		23		3		24		3	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	494	73.7%	466	90.1%	103	73.0%	98	92.5%	75	70.1%	72	92.3%	83	74.8%	79	85.9%	105	75.0%	95	92.2%	128	74.9%	122	88.4%
No	176	26.3%	51	9.9%	38	27.0%	8	7.5%	32	29.9%	6	7.7%	28	25.2%	13	14.1%	35	25.0%	8	7.8%	43	25.1%	16	11.6%
Total	670	100.0%	517	100.0%	141	100.0%	106	100.0%	107	100.0%	78	100.0%	111	100.0%	92	100.0%	140	100.0%	103	100.0%	171	100.0%	138	100.0%
Not Answered	19		10		1		0		3		3		2		1		7		4		6		2	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	448	93.1%	448	97.4%	94	94.0%	94	96.9%	70	94.6%	70	98.6%	76	93.8%	76	97.4%	92	90.2%	92	96.8%	116	93.5%	116	97.5%
No	33	6.9%	12	2.6%	6	6.0%	3	3.1%	4	5.4%	1	1.4%	5	6.2%	2	2.6%	10	9.8%	3	3.2%	8	6.5%	3	2.5%
Total	481	100.0%	460	100.0%	100	100.0%	97	100.0%	74	100.0%	71	100.0%	81	100.0%	78	100.0%	102	100.0%	95	100.0%	124	100.0%	119	100.0%
Not Answered	13		6		3		1		1		1		2		1		3		0		4		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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	879	19.9%	820	58.0%	180	15.0%	169	54.9%	133	18.5%	122	58.1%	159	30.1%	152	67.3%	204	19.7%	188	56.1%	203	22.0%	189	56.3%
No	3528	80.1%	595	42.0%	1024	85.0%	139	45.1%	586	81.5%	88	41.9%	369	69.9%	74	32.7%	829	80.3%	147	43.9%	720	78.0%	147	43.8%
Total	4407	100.0%	1415	100.0%	1204	100.0%	308	100.0%	719	100.0%	210	100.0%	528	100.0%	226	100.0%	1033	100.0%	335	100.0%	923	100.0%	336	100.0%
Not Answered	145		18		41		7		25		3		12		2		31		4		36		2	

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	790	92.7%	790	97.5%	165	94.3%	165	98.2%	121	92.4%	121	99.2%	147	94.8%	147	98.0%	177	89.8%	177	96.2%	180	92.8%	180	96.8%
No	62	7.3%	20	2.5%	10	5.7%	3	1.8%	10	7.6%	1	0.8%	8	5.2%	3	2.0%	20	10.2%	7	3.8%	14	7.2%	6	3.2%
Total	852	100.0%	810	100.0%	175	100.0%	168	100.0%	131	100.0%	122	100.0%	155	100.0%	150	100.0%	197	100.0%	184	100.0%	194	100.0%	186	100.0%
Not Answered	27		10		5		1		2		0		4		2		7		4		9		3	

NQ74. What is your child's age?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	113	2.6%	11	0.8%	40	3.3%	NA	-	13	1.8%	NA	-	NA	-	NA	-	25	2.4%	NA	-	27	2.9%	0	0.0%
1 to 2 years old	594	13.5%	73	5.2%	201	16.6%	19	6.1%	70	9.7%	NA	-	80	15.4%	14	6.3%	110	10.6%	NA	-	133	14.4%	23	7.0%
3 to 4 years old	570	12.9%	136	9.6%	178	14.7%	37	11.8%	77	10.7%	12	5.7%	67	12.9%	23	10.4%	132	12.7%	35	10.4%	116	12.6%	29	8.8%
5 to 7 years old	704	16.0%	194	13.7%	206	17.0%	43	13.7%	118	16.4%	30	14.2%	69	13.3%	30	13.5%	173	16.6%	43	12.8%	138	15.0%	48	14.5%
8 to 10 years old	661	15.0%	263	18.6%	148	12.2%	53	16.9%	141	19.6%	46	21.8%	87	16.7%	44	19.8%	166	15.9%	73	21.7%	119	12.9%	47	14.2%
11 to 13 years old	710	16.1%	291	20.6%	155	12.8%	59	18.8%	135	18.8%	45	21.3%	78	15.0%	36	16.2%	192	18.4%	70	20.8%	150	16.3%	81	24.5%
14 to 18 years old	1060	24.0%	445	31.5%	281	23.2%	95	30.4%	166	23.1%	70	33.2%	131	25.2%	74	33.3%	244	23.4%	104	30.9%	238	25.8%	102	30.9%
Total	4412	100.0%	1413	100.0%	1209	100.0%	313	100.0%	720	100.0%	211	100.0%	520	100.0%	222	100.0%	1042	100.0%	337	100.0%	921	100.0%	330	100.0%
Not Answered	140		20		36		2		24		2		20		6		22		2		38		8	

Q75. Is your child male or female?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	2330	52.6%	797	56.2%	662	54.8%	181	58.2%	368	51.3%	125	60.1%	276	52.4%	119	52.4%	544	52.3%	193	57.4%	480	51.4%	179	53.4%
Female	2098	47.4%	620	43.8%	547	45.2%	130	41.8%	349	48.7%	83	39.9%	251	47.6%	108	47.6%	497	47.7%	143	42.6%	454	48.6%	156	46.6%
Total	4428	100.0%	1417	100.0%	1209	100.0%	311	100.0%	717	100.0%	208	100.0%	527	100.0%	227	100.0%	1041	100.0%	336	100.0%	934	100.0%	335	100.0%
Not Answered	124		16		36		4		27		5		13		1		23		3		25		3	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1592	36.6%	401	28.5%	385	32.5%	78	25.2%	383	54.4%	91	43.8%	225	42.8%	68	30.1%	364	35.5%	94	28.3%	235	25.9%	70	21.3%
No, Not Hispanic or Latino	2753	63.4%	1004	71.5%	800	67.5%	232	74.8%	321	45.6%	117	56.3%	301	57.2%	158	69.9%	660	64.5%	238	71.7%	671	74.1%	259	78.7%
Total	4345	100.0%	1405	100.0%	1185	100.0%	310	100.0%	704	100.0%	208	100.0%	526	100.0%	226	100.0%	1024	100.0%	332	100.0%	906	100.0%	329	100.0%
Not Answered	207		28		60		5		40		5		14		2		40		7		53		9	

NA: Fewer than 11 responses

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2878	100.0%	1078	100.0%	775	100.0%	241	100.0%	418	100.0%	143	100.0%	349	100.0%	166	100.0%	739	100.0%	272	100.0%	597	100.0%	256	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	2878	100.0%	1078	100.0%	775	100.0%	241	100.0%	418	100.0%	143	100.0%	349	100.0%	166	100.0%	739	100.0%	272	100.0%	597	100.0%	256	100.0%
Not Answered	1674		355		470		74		326		70		191		62		325		67		362		82	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	468	100.0%	152	100.0%	137	100.0%	36	100.0%	59	100.0%	18	100.0%	47	100.0%	20	100.0%	104	100.0%	34	100.0%	121	100.0%	44	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	468	100.0%	152	100.0%	137	100.0%	36	100.0%	59	100.0%	18	100.0%	47	100.0%	20	100.0%	104	100.0%	34	100.0%	121	100.0%	44	100.0%
Not Answered	4084		1281		1108		279		685		195		493		208		960		305		838		294	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	496	100.0%	96	100.0%	156	100.0%	29	100.0%	69	100.0%	12	100.0%	36	100.0%	12	100.0%	88	100.0%	17	100.0%	147	100.0%	26	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	496	100.0%	96	100.0%	156	100.0%	29	100.0%	69	100.0%	12	100.0%	36	100.0%	12	100.0%	88	100.0%	17	100.0%	147	100.0%	26	100.0%
Not Answered	4056		1337		1089		286		675		201		504		216		976		322		812		312	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	171	100.0%	56	100.0%	50	100.0%	19	100.0%	18	100.0%	NA	-	11	100.0%	NA	-	40	100.0%	15	100.0%	52	100.0%	17	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	171	100.0%	56	100.0%	50	100.0%	19	100.0%	18	100.0%	NA	-	11	100.0%	NA	-	40	100.0%	15	100.0%	52	100.0%	17	100.0%
Not Answered	4381		1377		1195		296		726		212		529		224		1024		324		907		321	

NA: Fewer than 11 responses

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About Your Child and You *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	235	100.0%	97	100.0%	69	100.0%	19	100.0%	35	100.0%	16	100.0%	36	100.0%	20	100.0%	60	100.0%	28	100.0%	35	100.0%	14	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	235	100.0%	97	100.0%	69	100.0%	19	100.0%	35	100.0%	16	100.0%	36	100.0%	20	100.0%	60	100.0%	28	100.0%	35	100.0%	14	100.0%
Not Answered	4317		1336		1176		296		709		197		504		208		1004		311		924		324	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	844	100.0%	236	100.0%	219	100.0%	48	100.0%	204	100.0%	64	100.0%	98	100.0%	28	100.0%	186	100.0%	51	100.0%	137	100.0%	45	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	844	100.0%	236	100.0%	219	100.0%	48	100.0%	204	100.0%	64	100.0%	98	100.0%	28	100.0%	186	100.0%	51	100.0%	137	100.0%	45	100.0%
Not Answered	3708		1197		1026		267		540		149		442		200		878		288		822		293	

Q78. What is your age?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	166	3.8%	52	3.7%	35	2.9%	NA	-	27	3.8%	NA	-	28	5.5%	14	6.4%	22	2.1%	NA	-	54	5.9%	19	5.8%
18 to 24	215	4.9%	31	2.2%	75	6.3%	14	4.5%	31	4.4%	NA	-	23	4.5%	NA	-	55	5.4%	NA	-	31	3.4%	NA	-
25 to 34	1261	28.9%	291	20.8%	384	32.0%	76	24.4%	191	27.0%	38	18.1%	116	22.7%	29	13.3%	295	28.8%	72	21.7%	275	29.8%	76	23.1%
35 to 44	1519	34.8%	498	35.6%	415	34.6%	105	33.8%	265	37.5%	76	36.2%	133	26.1%	48	22.0%	404	39.4%	149	44.9%	302	32.7%	120	36.5%
45 to 54	781	17.9%	303	21.6%	195	16.3%	66	21.2%	138	19.5%	57	27.1%	110	21.6%	56	25.7%	159	15.5%	51	15.4%	179	19.4%	73	22.2%
55 to 64	276	6.3%	139	9.9%	61	5.1%	22	7.1%	42	5.9%	25	11.9%	64	12.5%	44	20.2%	53	5.2%	24	7.2%	56	6.1%	24	7.3%
65 to 74	119	2.7%	68	4.9%	24	2.0%	13	4.2%	12	1.7%	NA	-	31	6.1%	20	9.2%	30	2.9%	19	5.7%	22	2.4%	NA	-
75 or older	28	0.6%	18	1.3%	NA	-	NA	-	NA	-	0	0.0%	NA	-	NA	-	NA	-	NA	-	NA	-	NA	-
Total	4365	100.0%	1400	100.0%	1199	100.0%	311	100.0%	707	100.0%	210	100.0%	510	100.0%	218	100.0%	1026	100.0%	332	100.0%	923	100.0%	329	100.0%
Not Answered	187		33		46		4		37		3		30		10		38		7		36		9	

Q79. Are you male or female?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	675	15.4%	184	13.1%	206	17.1%	44	14.0%	102	14.3%	36	17.1%	74	14.3%	35	15.8%	147	14.3%	39	11.7%	146	15.8%	30	9.1%
Female	3714	84.6%	1225	86.9%	998	82.9%	270	86.0%	612	85.7%	175	82.9%	442	85.7%	187	84.2%	883	85.7%	293	88.3%	779	84.2%	300	90.9%
Total	4389	100.0%	1409	100.0%	1204	100.0%	314	100.0%	714	100.0%	211	100.0%	516	100.0%	222	100.0%	1030	100.0%	332	100.0%	925	100.0%	330	100.0%
Not Answered	163		24		41		1		30		2		24		6		34		7		34		8	

NA: Fewer than 11 responses

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	335	7.9%	83	6.0%	81	6.9%	14	4.6%	111	16.4%	28	14.0%	37	7.3%	13	5.9%	68	6.8%	17	5.2%	38	4.2%	11	3.4%
Some high school but did not graduate	381	8.9%	112	8.1%	103	8.8%	24	7.8%	91	13.5%	25	12.5%	48	9.4%	15	6.8%	84	8.4%	25	7.6%	55	6.1%	23	7.1%
High school graduate or GED	1268	29.8%	346	25.1%	360	30.8%	80	26.1%	217	32.1%	54	27.0%	152	29.8%	59	26.9%	321	32.3%	93	28.3%	218	24.0%	60	18.5%
Some college or 2-year degree	1481	34.8%	566	41.1%	421	36.0%	140	45.8%	162	24.0%	61	30.5%	172	33.7%	81	37.0%	363	36.5%	136	41.3%	363	39.9%	148	45.7%
4-year college graduate	489	11.5%	162	11.8%	133	11.4%	32	10.5%	55	8.1%	17	8.5%	52	10.2%	25	11.4%	97	9.7%	35	10.6%	152	16.7%	53	16.4%
More than 4-year college degree	304	7.1%	109	7.9%	71	6.1%	16	5.2%	39	5.8%	15	7.5%	49	9.6%	26	11.9%	62	6.2%	23	7.0%	83	9.1%	29	9.0%
Total	4258	100.0%	1378	100.0%	1169	100.0%	306	100.0%	675	100.0%	200	100.0%	510	100.0%	219	100.0%	995	100.0%	329	100.0%	909	100.0%	324	100.0%
Not Answered	294		55		76		9		69		13		30		9		69		10		50		14	

Q81. How are you related to the child?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	3976	91.8%	1171	85.5%	1102	92.8%	260	85.2%	664	94.1%	184	90.6%	409	81.5%	151	71.2%	932	92.2%	276	86.3%	869	94.0%	300	91.2%
Grandparent	212	4.9%	127	9.3%	49	4.1%	32	10.5%	27	3.8%	13	6.4%	45	9.0%	28	13.2%	50	4.9%	30	9.4%	41	4.4%	24	7.3%
Aunt or uncle	40	0.9%	19	1.4%	7	0.6%	1	0.3%	5	0.7%	1	0.5%	13	2.6%	9	4.2%	9	0.9%	6	1.9%	6	0.6%	2	0.6%
Older brother or sister	15	0.3%	3	0.2%	6	0.5%	2	0.7%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	7	0.7%	1	0.3%	1	0.1%	0	0.0%
Other relative	4	0.1%	1	0.1%	2	0.2%	0	0.0%	0	0.0%	0	0.0%	1	0.2%	1	0.5%	1	0.1%	0	0.0%	0	0.0%	0	0.0%
Legal guardian	64	1.5%	38	2.8%	16	1.3%	9	3.0%	8	1.1%	4	2.0%	24	4.8%	16	7.5%	10	1.0%	6	1.9%	6	0.6%	3	0.9%
Someone else	19	0.4%	10	0.7%	5	0.4%	1	0.3%	1	0.1%	1	0.5%	10	2.0%	7	3.3%	2	0.2%	1	0.3%	1	0.1%	0	0.0%
Total	4330	100.0%	1369	100.0%	1187	100.0%	305	100.0%	706	100.0%	203	100.0%	502	100.0%	212	100.0%	1011	100.0%	320	100.0%	924	100.0%	329	100.0%
Not Answered	222		64		58		10		38		10		38		16		53		19		35		9	

Q82. Did someone help you complete this survey?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	93	4.7%	24	3.4%	17	3.8%	4	3.1%	32	10.2%	5	5.2%	8	2.6%	3	2.1%	16	3.7%	6	3.9%	20	4.3%	6	3.4%
No	1879	95.3%	677	96.6%	435	96.2%	127	96.9%	282	89.8%	91	94.8%	301	97.4%	140	97.9%	421	96.3%	147	96.1%	440	95.7%	172	96.6%
Total	1972	100.0%	701	100.0%	452	100.0%	131	100.0%	314	100.0%	96	100.0%	309	100.0%	143	100.0%	437	100.0%	153	100.0%	460	100.0%	178	100.0%
Not Answered	2580		732		793		184		430		117		231		85		627		186		499		160	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	44	100.0%	15	100.0%	9	100.0%	3	100.0%	14	100.0%	3	100.0%	4	100.0%	2	100.0%	9	100.0%	5	100.0%	8	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	44	100.0%	15	100.0%	9	100.0%	3	100.0%	14	100.0%	3	100.0%	4	100.0%	2	100.0%	9	100.0%	5	100.0%	8	100.0%	2	100.0%
Not Answered	49		9		8		1		18		2		4		1		7		1		12		4	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	25	100.0%	7	100.0%	4	100.0%	1	100.0%	10	100.0%	1	100.0%	2	100.0%	1	100.0%	4	100.0%	3	100.0%	5	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	0.0%	0	0.0%
Total	25	100.0%	7	100.0%	4	100.0%	1	100.0%	10	100.0%	1	100.0%	2	100.0%	1	100.0%	4	100.0%	3	100.0%	5	100.0%	1	100.0%
Not Answered	68		17		13		3		22		4		6		2		12		3		15		5	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	20	100.0%	2	100.0%	3	100.0%	0		5	100.0%	0		0		0		4	100.0%	0		8	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%
Total	20	100.0%	2	100.0%	3	100.0%	0		5	100.0%	0		0		0		4	100.0%	0		8	100.0%	2	100.0%
Not Answered	73		22		14		4		27		5		8		3		12		6		12		4	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	42	100.0%	4	100.0%	3	100.0%	0		26	100.0%	3	100.0%	2	100.0%	0		1	100.0%	0		10	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%
Total	42	100.0%	4	100.0%	3	100.0%	0		26	100.0%	3	100.0%	2	100.0%	0		1	100.0%	0		10	100.0%	1	100.0%
Not Answered	51		20		14		4		6		2		6		3		15		6		10		5	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	9	100.0%	3	100.0%	3	100.0%	0		1	100.0%	0		0		0		2	100.0%	1	100.0%	3	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%
Total	9	100.0%	3	100.0%	3	100.0%	0		1	100.0%	0		0		0		2	100.0%	1	100.0%	3	100.0%	2	100.0%
Not Answered	84		21		14		4		31		5		8		3		14		5		17		4	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1462	34.0%	744	53.8%	392	33.0%	163	52.2%	202	29.5%	102	51.0%	194	37.9%	114	51.6%	334	33.7%	184	57.7%	340	37.0%	181	54.7%
No	2832	66.0%	639	46.2%	796	67.0%	149	47.8%	482	70.5%	98	49.0%	318	62.1%	107	48.4%	658	66.3%	135	42.3%	578	63.0%	150	45.3%
Total	4294	100.0%	1383	100.0%	1188	100.0%	312	100.0%	684	100.0%	200	100.0%	512	100.0%	221	100.0%	992	100.0%	319	100.0%	918	100.0%	331	100.0%
Not Answered	258		50		57		3		60		13		28		7		72		20		41		7	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	557	12.9%	451	32.6%	116	9.7%	94	30.1%	79	11.5%	61	30.5%	95	18.6%	83	37.6%	127	12.8%	105	33.0%	140	15.2%	108	32.6%
No	3748	87.1%	931	67.4%	1078	90.3%	218	69.9%	606	88.5%	139	69.5%	417	81.4%	138	62.4%	866	87.2%	213	67.0%	781	84.8%	223	67.4%
Total	4305	100.0%	1382	100.0%	1194	100.0%	312	100.0%	685	100.0%	200	100.0%	512	100.0%	221	100.0%	993	100.0%	318	100.0%	921	100.0%	331	100.0%
Not Answered	247		51		51		3		59		13		28		7		71		21		38		7	

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	587	54.2%	375	66.5%	96	85.0%	77	84.6%	233	37.8%	95	52.2%	65	69.9%	55	67.1%	88	71.0%	71	68.9%	105	76.1%	77	72.6%
No	497	45.8%	189	33.5%	17	15.0%	14	15.4%	383	62.2%	87	47.8%	28	30.1%	27	32.9%	36	29.0%	32	31.1%	33	23.9%	29	27.4%
Total	1084	100.0%	564	100.0%	113	100.0%	91	100.0%	616	100.0%	182	100.0%	93	100.0%	82	100.0%	124	100.0%	103	100.0%	138	100.0%	106	100.0%
Not Answered	138		39		3		3		128		31		2		1		3		2		2		2	

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Additional Questions *(continued)*

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

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	395	11.7%	313	27.9%	89	7.4%	70	22.6%	68	10.0%	48	24.2%	86	16.9%	76	34.5%	57	65.5%	49	70.0%	95	10.4%	70	21.5%
No	2990	88.3%	810	72.1%	1106	92.6%	240	77.4%	610	90.0%	150	75.8%	423	83.1%	144	65.5%	30	34.5%	21	30.0%	821	89.6%	255	78.5%
Total	3385	100.0%	1123	100.0%	1195	100.0%	310	100.0%	678	100.0%	198	100.0%	509	100.0%	220	100.0%	87	100.0%	70	100.0%	916	100.0%	325	100.0%
Not Answered	191		42		50		5		66		15		31		8		1		1		43		13	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	220	24.7%	73	16.9%	14	15.9%	10	14.5%	179	31.2%	42	24.3%	13	15.5%	11	14.9%	1	1.8%	1	2.0%	13	14.8%	9	13.6%
Sometimes	110	12.3%	58	13.5%	17	19.3%	13	18.8%	63	11.0%	18	10.4%	14	16.7%	13	17.6%	8	14.0%	8	16.3%	8	9.1%	6	9.1%
Usually	166	18.6%	91	21.1%	19	21.6%	17	24.6%	99	17.2%	32	18.5%	21	25.0%	20	27.0%	6	10.5%	6	12.2%	21	23.9%	16	24.2%
Always	395	44.3%	209	48.5%	38	43.2%	29	42.0%	233	40.6%	81	46.8%	36	42.9%	30	40.5%	42	73.7%	34	69.4%	46	52.3%	35	53.0%
Total	891	100.0%	431	100.0%	88	100.0%	69	100.0%	574	100.0%	173	100.0%	84	100.0%	74	100.0%	57	100.0%	49	100.0%	88	100.0%	66	100.0%
Not Answered	180		47		1		1		170		40		2		2		0		0		7		4	
Reporting Category	Supplemental Items																							
Achievement Score	63.0%		69.6%		64.8%		66.7%		57.8%		65.3%		67.9%		67.6%		84.2%		81.6%		76.1%		77.3%	
Correlation with Satisfaction	0.131		0.247		0.260		0.237		0.109		0.225		0.316		0.395		0.228		0.237		0.220		0.178	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Medium		Medium		Medium		Low		Low		Medium		Medium	

Response scored as: Room for Improvement Achievement

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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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Worst treatment or counseling possible	51	6.3%	24	5.8%	7	8.4%	5	7.6%	32	6.3%	9	5.3%	7	8.9%	7	10.1%	0	0.0%	0	0.0%	5	5.9%	3	4.8%
1	6	0.7%	4	1.0%	1	1.2%	1	1.5%	1	0.2%	0	0.0%	2	2.5%	1	1.4%	0	0.0%	0	0.0%	2	2.4%	2	3.2%
2	8	1.0%	7	1.7%	2	2.4%	2	3.0%	2	0.4%	1	0.6%	1	1.3%	1	1.4%	1	1.8%	1	2.0%	2	2.4%	2	3.2%
3	4	0.5%	2	0.5%	0	0.0%	0	0.0%	2	0.4%	0	0.0%	2	2.5%	2	2.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4	10	1.2%	8	1.9%	1	1.2%	1	1.5%	4	0.8%	3	1.8%	3	3.8%	3	4.3%	1	1.8%	1	2.0%	1	1.2%	0	0.0%
5	52	6.4%	25	6.0%	6	7.2%	5	7.6%	34	6.7%	10	5.9%	5	6.3%	4	5.8%	4	7.0%	3	6.1%	3	3.5%	3	4.8%
6	28	3.4%	18	4.3%	2	2.4%	2	3.0%	13	2.6%	4	2.4%	6	7.6%	6	8.7%	0	0.0%	0	0.0%	7	8.2%	6	9.5%
7	51	6.3%	32	7.7%	7	8.4%	6	9.1%	26	5.1%	11	6.5%	8	10.1%	7	10.1%	4	7.0%	4	8.2%	6	7.1%	4	6.3%
8	130	16.0%	80	19.2%	13	15.7%	12	18.2%	79	15.5%	34	20.0%	11	13.9%	11	15.9%	10	17.5%	9	18.4%	17	20.0%	14	22.2%
9	137	16.9%	75	18.0%	15	18.1%	10	15.2%	77	15.1%	26	15.3%	13	16.5%	9	13.0%	14	24.6%	14	28.6%	18	21.2%	16	25.4%
Best treatment or counseling possible	336	41.3%	142	34.1%	29	34.9%	22	33.3%	239	47.0%	72	42.4%	21	26.6%	18	26.1%	23	40.4%	17	34.7%	24	28.2%	13	20.6%
Total	813	100.0%	417	100.0%	83	100.0%	66	100.0%	509	100.0%	170	100.0%	79	100.0%	69	100.0%	57	100.0%	49	100.0%	85	100.0%	63	100.0%
Not Answered	258		61		6		4		235		43		7		7		0		0		10		7	
Reporting Category	Supplemental Items																							
Achievement Score	74.2%		71.2%		68.7%		66.7%		77.6%		77.6%		57.0%		55.1%		82.5%		81.6%		69.4%		68.3%	
Correlation with Satisfaction	0.355		0.396		0.313		0.298		0.387		0.494		0.271		0.344		0.344		0.322		0.248		0.309	
Priority Rating	Medium		Medium		Medium		Medium		Medium		Top		Medium		Medium		Low		Low		Medium		Medium	

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?

	Apple Health General		Apple Health CCC		AMG General		AMG CCC		CHPW General		CHPW CCC		CCW General		CCW CCC		MHW General		MHW CCC		UHC General		UHC CCC	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	202	29.5%	52	12.1%	5	4.5%	5	5.5%	128	57.7%	20	26.0%	56	34.8%	19	17.8%	3	5.6%	2	4.3%	10	7.4%	6	5.6%
Sometimes	71	10.4%	47	11.0%	17	15.2%	10	11.0%	17	7.7%	5	6.5%	17	10.6%	16	15.0%	5	9.3%	4	8.5%	15	11.0%	12	11.2%
Usually	84	12.3%	72	16.8%	21	18.8%	20	22.0%	18	8.1%	15	19.5%	24	14.9%	20	18.7%	6	11.1%	5	10.6%	15	11.0%	12	11.2%
Always	328	47.9%	258	60.1%	69	61.6%	56	61.5%	59	26.6%	37	48.1%	64	39.8%	52	48.6%	40	74.1%	36	76.6%	96	70.6%	77	72.0%
No use of mental health care in the last 6 months	755		224		2		1		418		115		334		108		0		0		1		0	
Total	685	100.0%	429	100.0%	112	100.0%	91	100.0%	222	100.0%	77	100.0%	161	100.0%	107	100.0%	54	100.0%	47	100.0%	136	100.0%	107	100.0%
Not Answered	157		39		2		2		104		21		45		13		3		2		3		1	
Reporting Category	Supplemental Items																							
Achievement Score	60.1%		76.9%		80.4%		83.5%		34.7%		67.5%		54.7%		67.3%		85.2%		87.2%		81.6%		83.2%	
Correlation with Satisfaction	-0.073		0.062		0.069		0.067		-0.141		-0.073		0.059		0.241		-0.023		-0.124		-0.071		0.002	
Priority Rating	Medium		Medium		Low		Low		Medium		Medium		Medium		Medium		Low		Low		Low		Low	

Response scored as: Room for Improvement Achievement

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Sample Disposition

	Apple Health Overall
Total mailing - sent	22,063
***First mailing - usable survey returned**	1,226
***Second mailing - usable survey returned**	768
***Phone - usable surveys**	2,529
***Internet - usable surveys**	29
Total - usable surveys	4,552
†Ineligible: According to population criteria‡	146
†Ineligible: Language barrier	359
†Ineligible: Deceased	4
Bad address and/or bad phone number	2,491
Refusal	767
Incomplete survey - mail or phone	440
Nonresponse - Unavailable by mail or phone	13,304
Response Rate	**21.12%**

*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*

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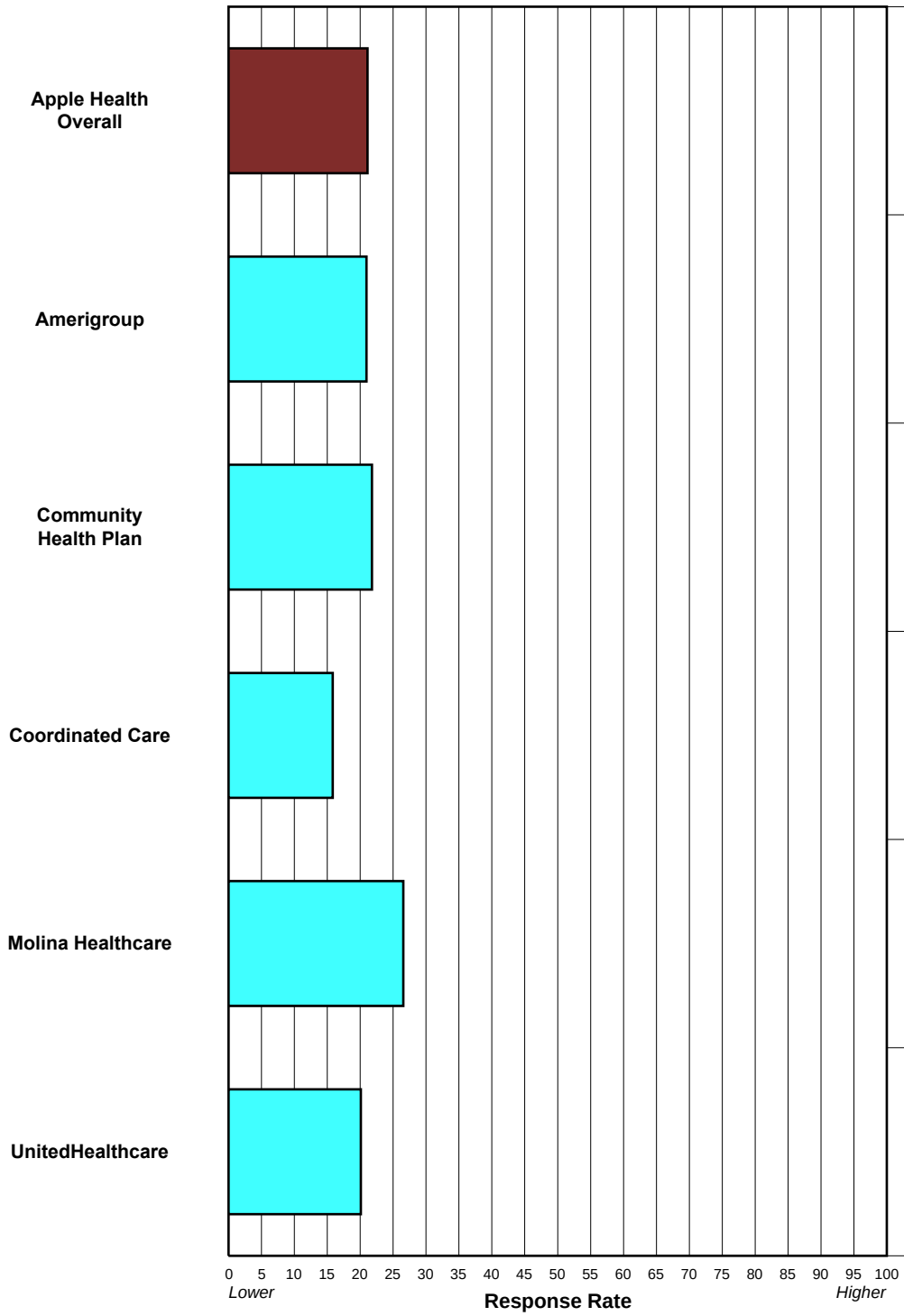
Response Rates

Variation Across Health Plans



	Response Rate	Mailed Surveys	Usable Surveys
Apple Health Overall	21.1%	22,063	4,552
Amerigroup	20.9%	6,047	1,245
Community Health Plan	21.8%	3,490	744
Coordinated Care	15.8%	3,490	540
Molina Healthcare	26.5%	4,150	1,064
UnitedHealthcare	20.1%	4,886	959

Apple Health Overall Health Plans

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Amerigroup

An Anthem Company

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. 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 <u>not</u> 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 <u>your child</u> 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 a few more questions about the services your child's health plan provides.

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 88***

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

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ 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?

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

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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?

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

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.

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**

6135261

COMMUNITY HEALTH PLAN of Washington™

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

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 <u>not</u> 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
0	1	2	3	4	5	6	7	8	9	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
    - ☐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

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

91. **In the last 6 months, how often has your child been treated differently at your child's personal doctor's office because of your child's race, culture or economic status?**
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

92. **In the last 6 months, how many days did you usually have to wait between making an initial appointment for your child with a specialist and actually seeing the specialist for a non-urgent problem or health condition? For example: making an appointment to see an Ear, Nose, and Throat specialist for a chronic ear infection.**
    - ☐1 Same day
    - ☐2 1-2 days
    - ☐3 3-7 days
    - ☐4 8-14 days
    - ☐5 15-30 days
    - ☐6 More than 30 days
    - ☐7 My child did not need an appointment with a specialist for a non-urgent problem or health condition in the last 6 months

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?
- ☐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

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
- ☐2 No

88. 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

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

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**

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	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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**

coordinated care™

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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 1-888-707-7601.

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 ☐ No .....**Go 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 ☐ Yes .....**Go to Question 4**
2 ☐ 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.....**Go to Question 6**
2 ☐ 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?

0 ☐ None .....**Go to Question 16**
1 ☐ 1 time .....**Go 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

Please place an "X" in only one box for each question.

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
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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**

Please place an "X" in only one box for each question.

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 ☐ 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..... **Go to Question 31**
2 ☐ 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?

0 ☐ None ..... **Go to Question 41**
1 ☐ 1 time ..... **Go 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 times .... **Go 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 ☐ 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 <u>your child</u> 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 ☐ 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

Please place an "X" in only one box for each question.

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
☐ 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
☐ 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
☐ 00	☐ 01	☐ 02	☐ 03	☐ 04	☐ 05	☐ 06	☐ 07	☐ 08	☐ 09	☐ 10

Please place an "X" in only one box for each question.

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

Please place an "X" in only one box for each question.

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 ☐ 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

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.

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..... **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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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

Thank You. Please return the completed survey in the postage-paid envelope.
SPH Analytics, PO Box 5703, Hopkins MN 55343-9989

Please place an "X" in only one box for each question.

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**

6135122

MOLINA® HEALTHCARE

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

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

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

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?
- ☐ 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 ➔ **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?
- ☐ 1 Yes
- ☐ 2 No ➔ **Thank you. Please return the completed survey in the postage-paid envelope.**

87. 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. Please return the completed survey in the postage-paid envelope.**

88. 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

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

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**

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	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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**

UnitedHealthcare®
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 <u>your child</u> 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 a few more questions about the services your child's health plan provides.

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 88***

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

- ☐ Yes
- ☐ 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 91***

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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?

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

91. 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

92. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not need an interpreter to speak with my child's doctors or other health providers

93. 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

94. 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, lab work, or an x-ray
- ☐ I could not find a doctor, lab, or x-ray facility in my child's network
- ☐ I could not find a doctor, lab, or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment for my child in the last 6 months

95. 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

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.