

2024 CAHPS[®] 5.1H MEMBER SURVEY

Medicaid Adult Washington All Plan Report

Washington Medicaid Adult

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OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Comagine Health to report its MY 2023 CAHPS® 5.1H Medicaid Adult Survey.

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

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

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

ACRONYMS

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

EXECUTIVE SUMMARY

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

Scores for the State of Washington tend to fall below National Averages, consistent with the other states in their Health and Human Services Region (HHS) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington).

The following 2024 Washington composite or rating scores for the Medicaid Adult population fall significantly below the 2023 Quality Compass Average:

- ↓ **Rating of Health Plan.** 69.2% of members rated their health plan highly compared to the national average of 77.7%.
 - ↑ More CHPW and UHC members provided the highest rating for their plan with 73.2% of respondents providing a rating of 8, 9, or 10 out of 10.
 - ↓ Fewer CCW and MHW member provided high ratings for their plan with 65.3% (CCW) and 65.6% (MHW) providing a rating of 8, 9, or 10 out of 10.
- ↓ **Rating of Health Care.** 69.3% of members rated their health care highly which is significantly below the national average of 74.6%.
 - ↓ Fewer CCW members (64.4%) providing a rating of 8, 9, or 10 out of 10 for their health care in 2024. In 2022 CCW members had the highest rating for this measure at 75.4%.
- ↓ **Getting Needed Care.** 76.9% of members reported they always or usually received needed care compared to the national average of 81.0%.
 - ↑ CHPW exceeded the national average score with 82.3% of member reporting always or usually getting care, tests, treatments or appointments with specialists as soon as needed.
 - ↓ While most plans showed some improvement, if still below national averages, CCW had a lower score (72.9%) and the lowest score of the plans.
- ↓ **Getting Care Quickly.** 69.7% of members reported they always or usually received urgent care or routine appointments as soon as needed which is significant below the national average of 80.4%.

EXECUTIVE SUMMARY


While scores for the State of Washington tend to fall below National Averages, performance varies by plan. The chart* below highlights plan performance and if performance has varied significantly from the previous year. No plans performed above the MY2023 50th percentile. More detailed findings are available in the [Overall Ratings](#) and [Composites](#) sections.

| | CHPW | CCW | MHW | UHC | WLP | WASHINGTON TOTAL |
|--|------|-----|-------|-----|-----|------------------|
| Rating of Health Plan (Q28) (% 8, 9 or 10) | 73% | 65% | 66% | 73% | 68% | 69% |
| Rating of Health Care (Q8) (% 8,9 or 10) | 73% | 64% | 69% | 67% | 71% | 69% |
| Rating of Personal Doctor (Q18) (8,9 or 10) | 80% | 81% | 76% | 81% | 81% | 80% |
| Rating of Specialist (Q22) (% 8, 9 or 10) | 84% | 79% | 81% | 85% | 79% | 82% |
| Customer Service (% Always or Usually) | 89% | 91% | 85% | 88% | 83% | 87% |
| Getting Needed Care (% Always or Usually) | 82% | 73% | 79% | 75% | 74% | 77% |
| Getting Care Quickly (% Always or Usually) | 70% | 48% | 67% | 67% | 71% | 70% |
| How Well Doctors Communicate (% Always or Usually) | 93% | 94% | 88% | 91% | 92% | 92% |
| Coordination of Care (Q17) (% Always or Usually) | 83% | 86% | 69% ▼ | 81% | 85% | 81% |


Benchmark Comparison:


Below MY2023 50th 


At MY2023 50th 

Above MY2023 50th,
Below 75th 

At MY2023 75th 

Above MY2023 75th 

Statistically significant
increase from previous
measurement year 

Statistically significant
decrease from previous
measurement year 

*This chart created by Comagine Health. Figures rounded to the whole number.

PRESS GANEY RECOMMENDATIONS

- Access remains at the top of the list for Key Drivers of Health Plan Satisfaction. Utilizing technology can help with access issues in rural areas
- Consider running “Secret Shopper” access surveys to help identify where gaps may exist
- Identifying and targeting high-risk members with a Case Manager can also be impactful
- Collaborate with providers and share tools, resources, and best practices to support, or reinforce, a complete and effective information exchange with all patients
- Visit the [Press Ganey Resource Library](#) for more information.

METHODOLOGY

METHODOLOGY

| | Initial Sample Size | Undeliv-erables | Total Ineligible | Completed Surveys | | | | Spanish Completes | | | | Adjusted Response Rate* | | |
|--|---------------------|-----------------|------------------|-------------------|------------|-------------|----------------|-------------------|------|-------|----------|-------------------------|-------|-------|
| | | | | Total | Mail Total | Phone Total | Internet Total | Total | Mail | Phone | Internet | 2022 | 2023 | 2024 |
| Washington Total | 9923 | NA | 171 | 1050 | 567 | 278 | 205 | 56 | 26 | 21 | 9 | 11.9% | 11.5% | 10.8% |
| Community Health Plan of Washington (CHPW) | 2498 | 294 | 40 | 265 | 152 | 65 | 48 | 5 | 5 | 0 | 0 | 12.3% | 12.4% | 10.8% |
| Coordinated Care of Washington (CCW) | 1350 | 136 | 12 | 133 | 63 | 32 | 38 | 11 | 4 | 5 | 2 | 9.3% | 10.5% | 9.9% |
| Molina Healthcare of Washington (MHW) | 2295 | 202 | 38 | 233 | 121 | 75 | 37 | 5 | 2 | 2 | 1 | 13.1% | 11.8% | 10.3% |
| UnitedHealthcare Community Plan (UHC) | 1620 | 230 | 26 | 163 | 84 | 27 | 52 | 2 | 0 | 1 | 1 | 11.4% | 11.0% | 10.2% |
| Wellpoint Washington (previously Amerigroup Washington) (WLP)^ | 2160 | NA | 55 | 256 | 147 | 79 | 30 | 12 | 1 | 7 | 4 | 12.3% | 11.2% | 12.2% |

^ The survey for Wellpoint Washington (previously Amerigroup Washington) was administered by CCS.

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

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
NA



Second questionnaire
mailed
NA



Initiate follow-up calls
to non-responders
NA



Last day to accept
completed surveys
NA

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{1050 \text{ (Completed)}}{9923 \text{ (Sample)} - 171 \text{ (Ineligible)}} = \frac{1050}{9752} = 10.8\%$$

COMPLETES - MODALITY BY LANGUAGE

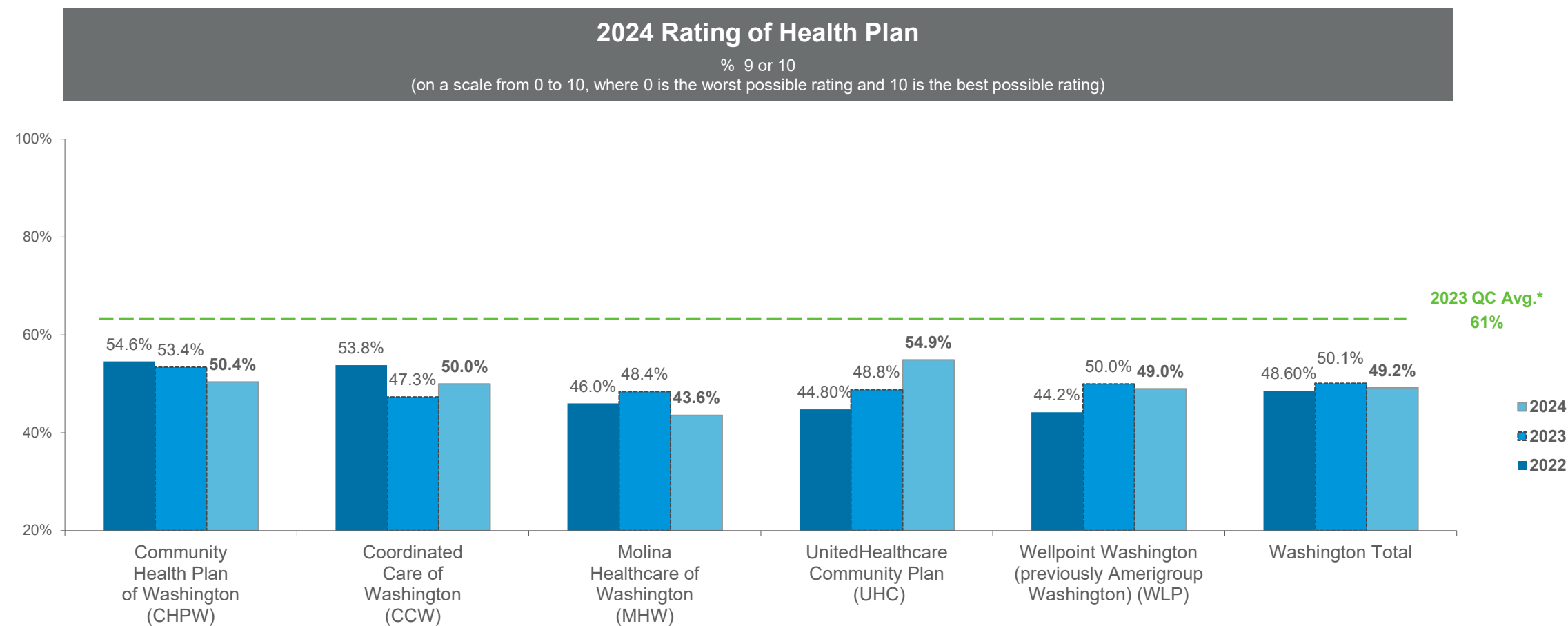
| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|----------|------|-------|----------|----------------|-------|-----|-------|
| | | | | QR Code | Email | URL | |
| English | 536 | 257 | 196 | 77 | 22 | 71 | 989 |
| Spanish | 26 | 21 | 9 | 3 | 1 | 1 | 56 |
| Chinese | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| Total | 567 | 278 | 205 | 80 | 23 | 72 | 1050 |

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|------------------|---|--------|--------|--------|
| Completed | SUBTOTAL | 1158 | 1097 | 1050 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 79 | 80 | 105 |
| | Language Barrier (03) | 19 | 22 | 36 |
| | Mentally/Physically Incapacitated (04) | 16 | 15 | 21 |
| | Deceased (05) | 11 | 6 | 9 |
| | SUBTOTAL | 125 | 123 | 171 |
| Non-response | Break-off/Incomplete (02) | 87 | 108 | 91 |
| | Refusal (06) | 332 | 215 | 265 |
| | Maximum Attempts Made (07) | 8140 | 8091 | 8328 |
| | Added to DNC List (08) | 13 | 19 | 18 |
| | SUBTOTAL | 8572 | 8433 | 8702 |
| Total Sample | | 9855 | 9653 | 9923 |
| Oversampling % | | 630.0% | 615.0% | 635.0% |
| Response Rate | | 11.9% | 11.5% | 10.8% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

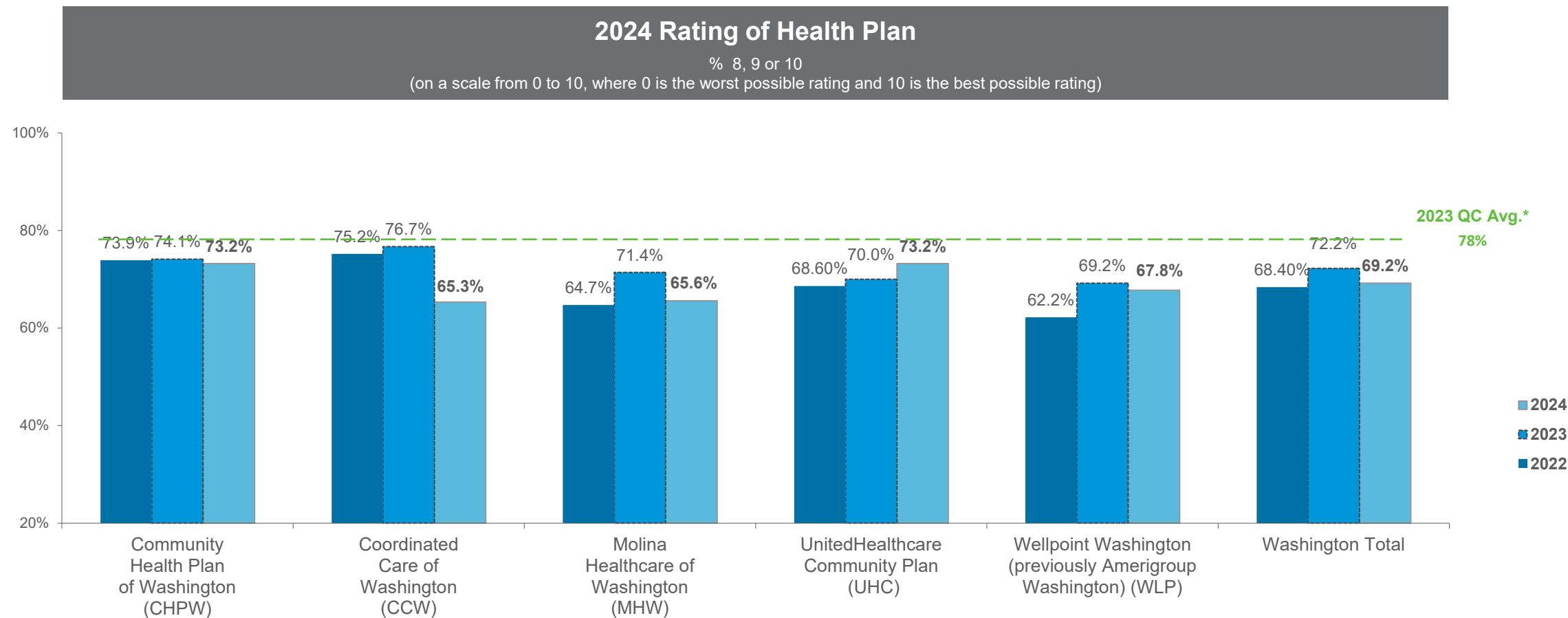
OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10



* QC Avg. : "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

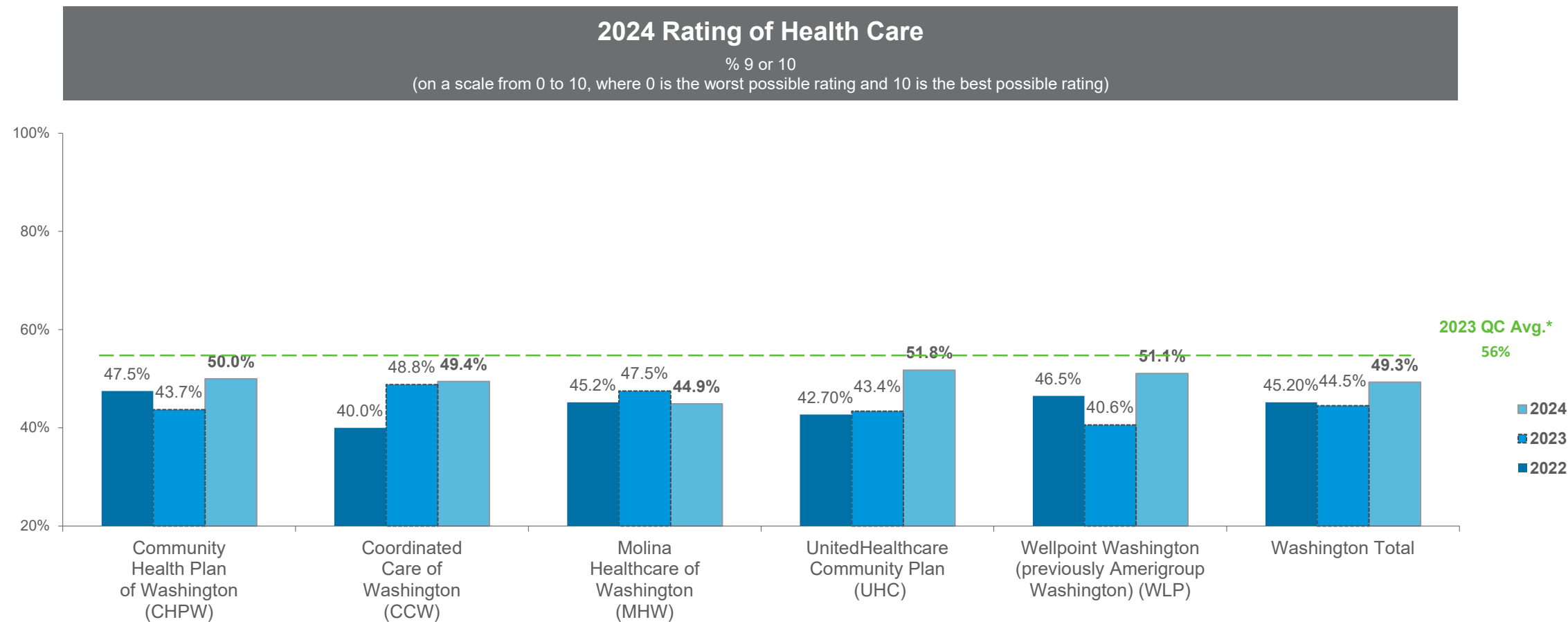
HEALTH PLAN – PERCENT 8, 9 OR 10



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

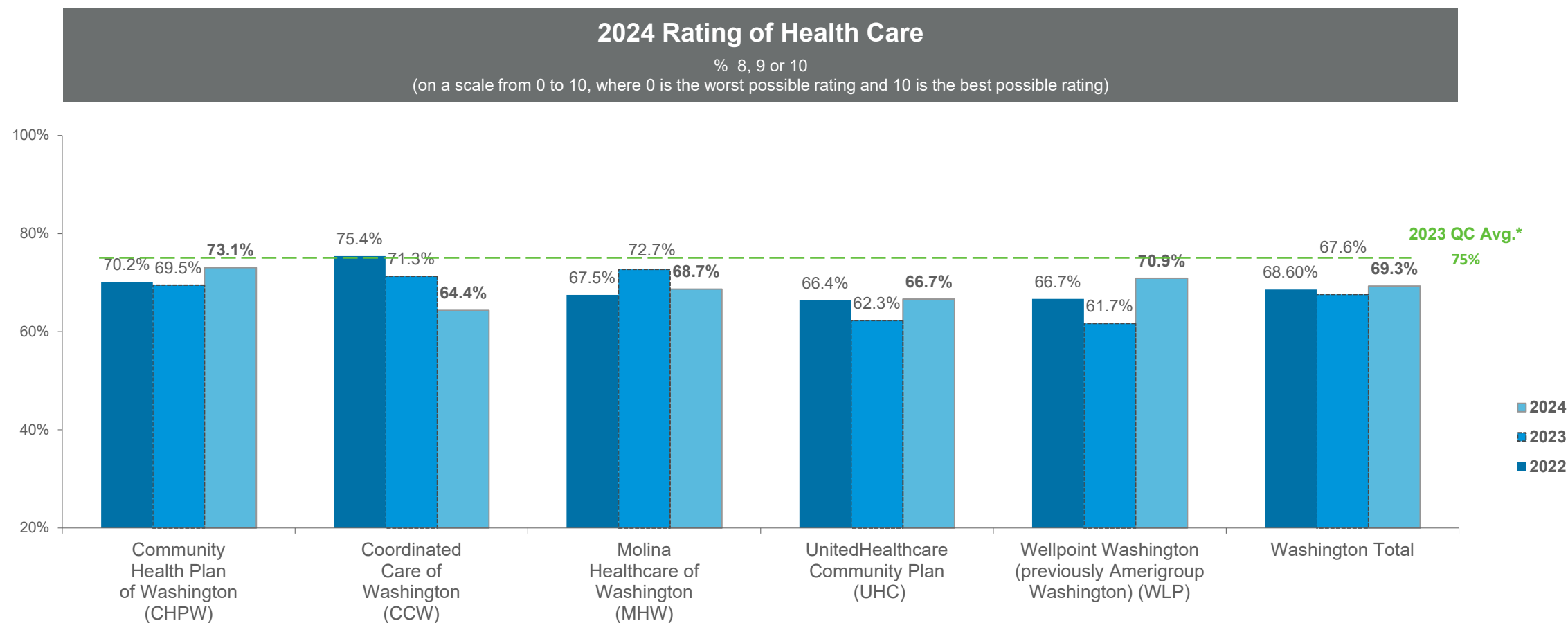
28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? [RHP]

HEALTH CARE – PERCENT 9 OR 10



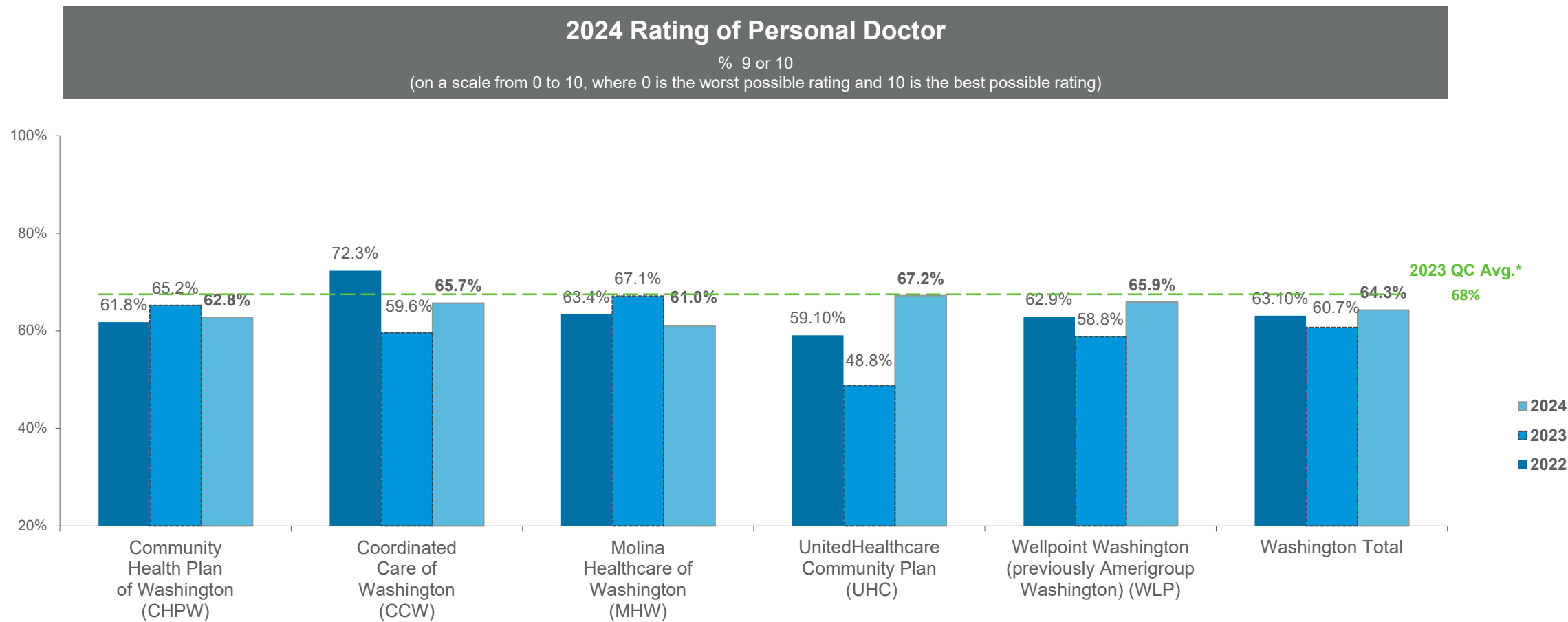
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

HEALTH CARE – PERCENT 8, 9 OR 10



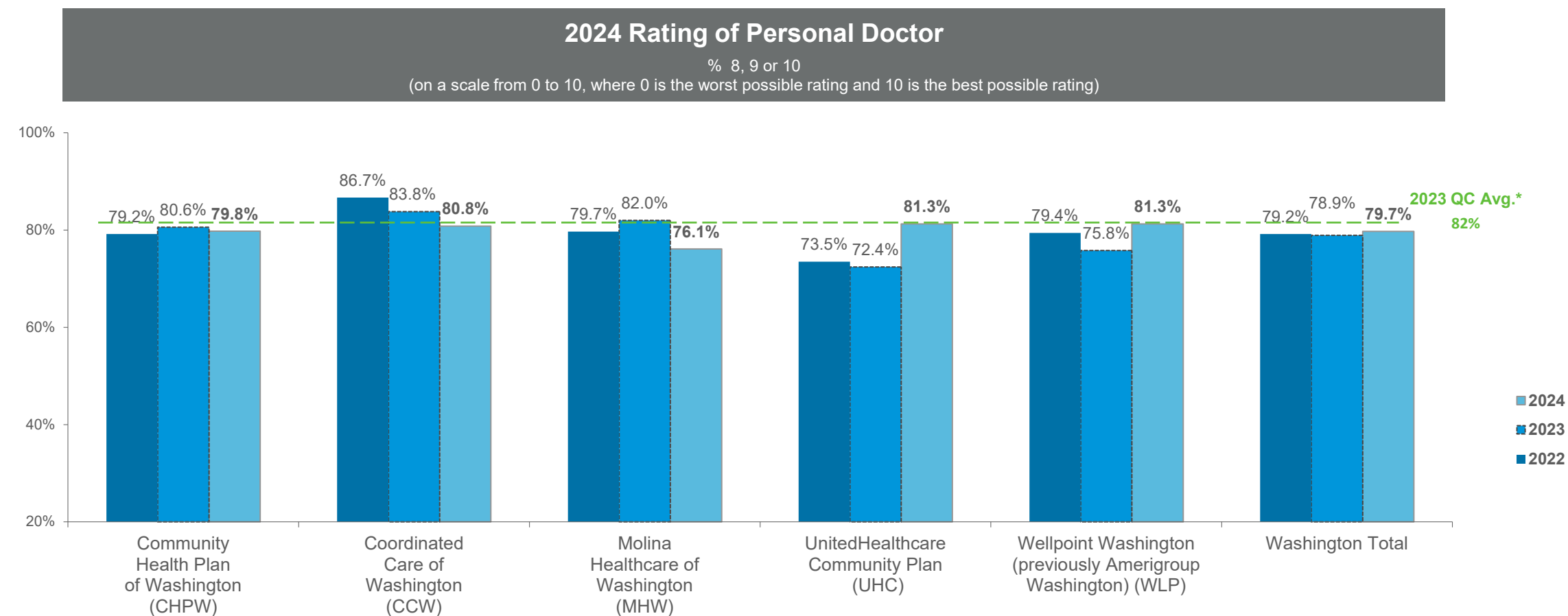
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

PERSONAL DOCTOR – PERCENT 9 OR 10



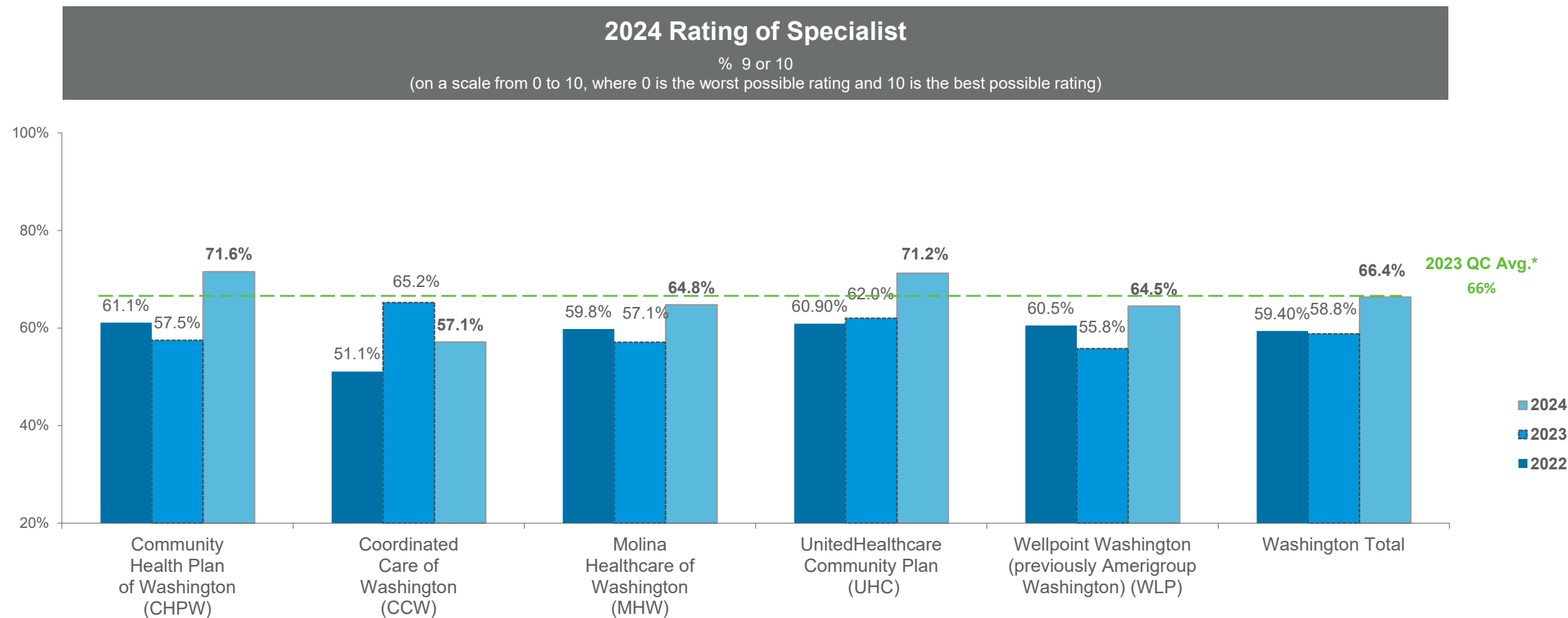
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

PERSONAL DOCTOR – PERCENT 8, 9 OR 10



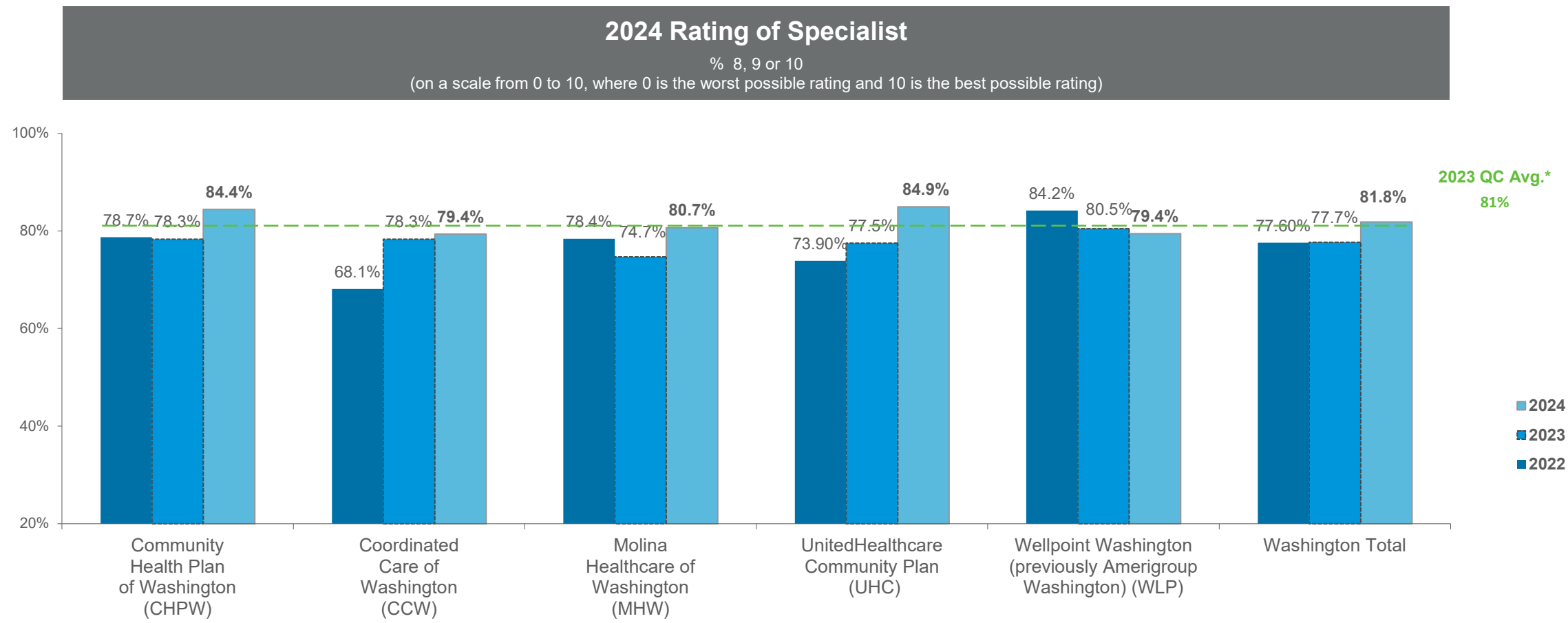
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

SPECIALIST – PERCENT 9 OR 10



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

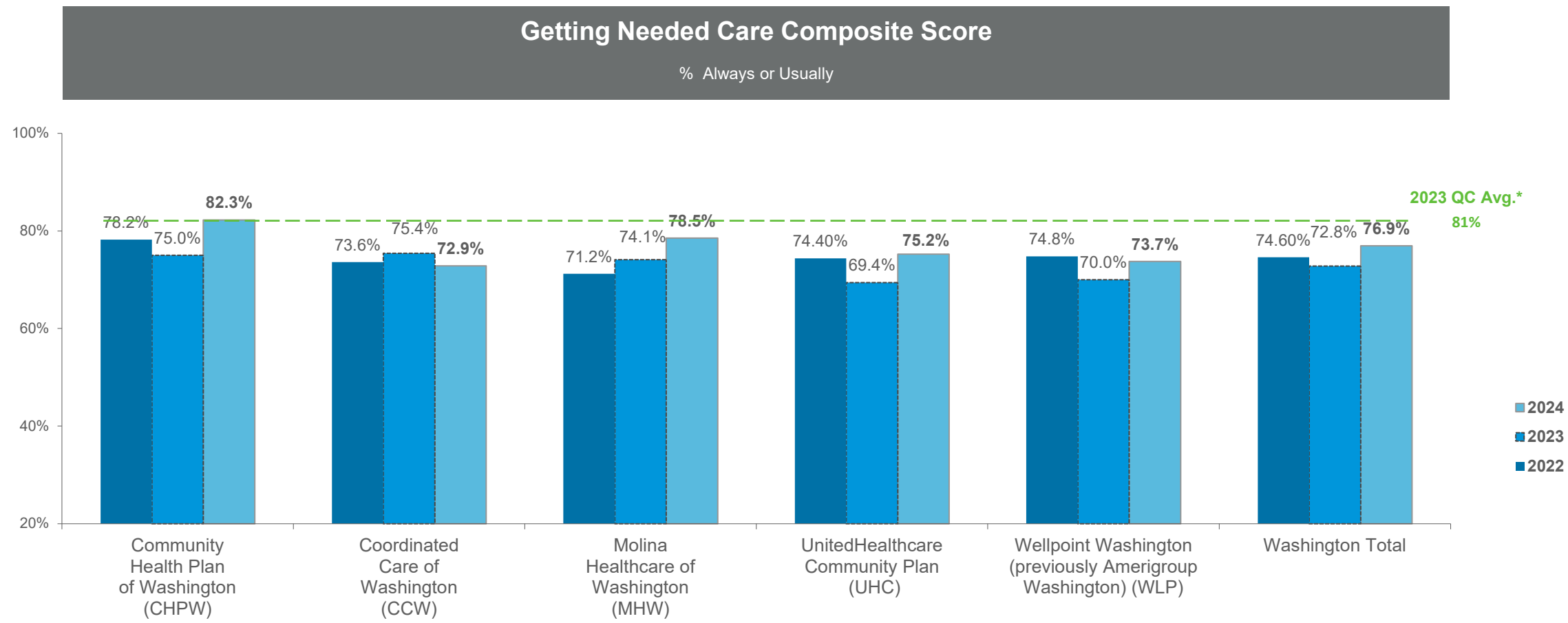
SPECIALIST – PERCENT 8, 9 OR 10



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

COMPOSITES

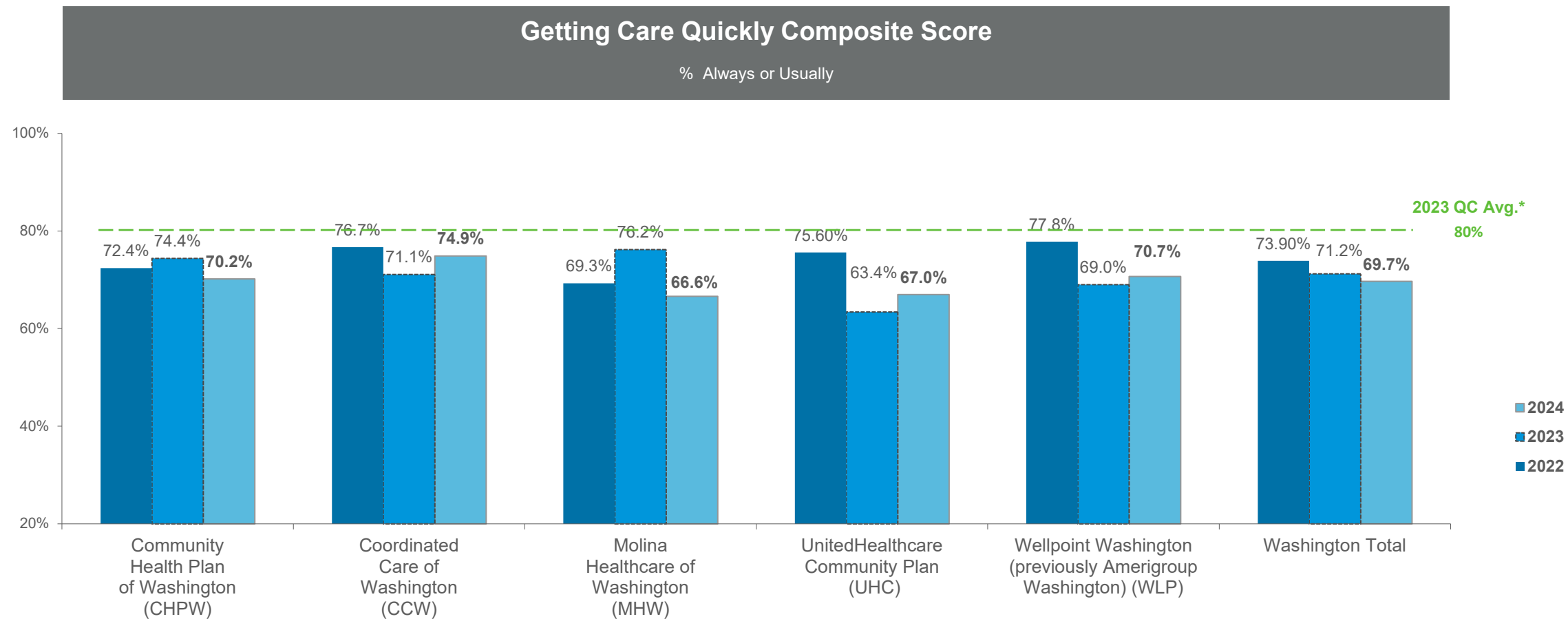
GETTING NEEDED CARE



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q9. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?
Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

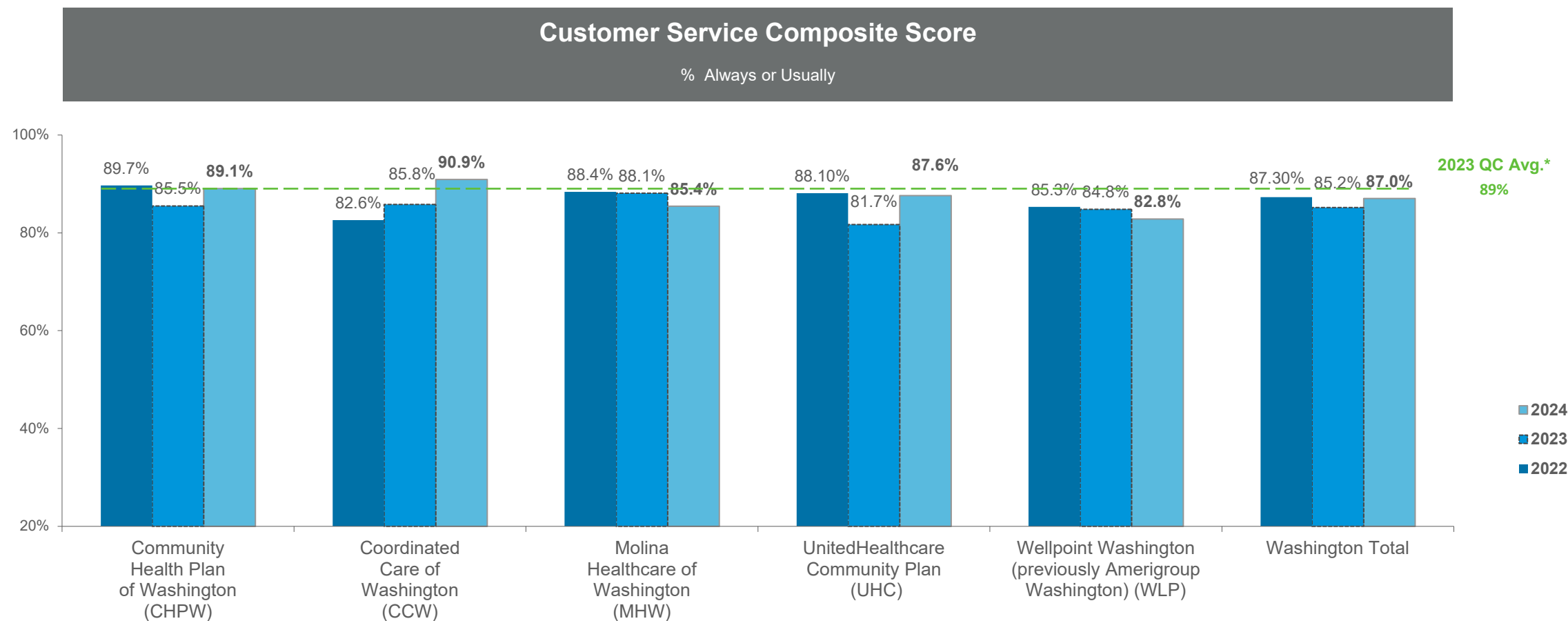
GETTING CARE QUICKLY



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

CUSTOMER SERVICE

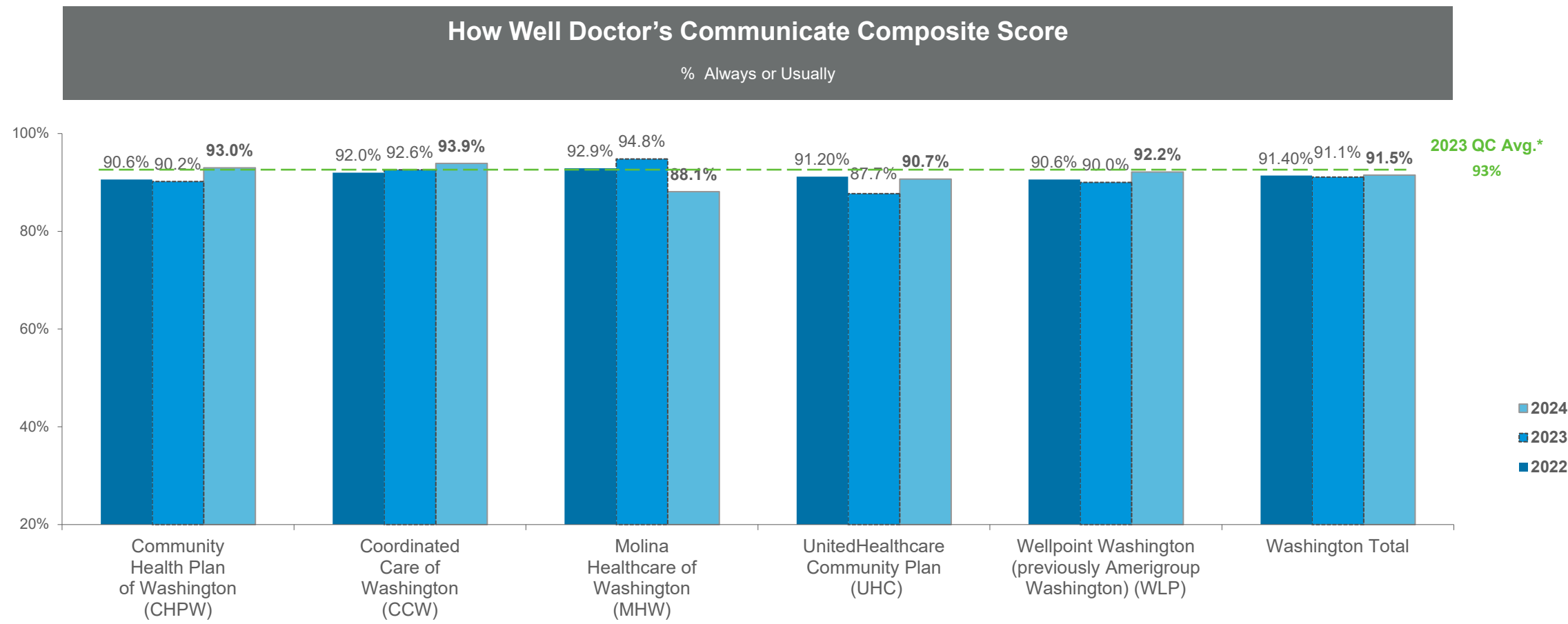


* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

How Well Doctors Communicate

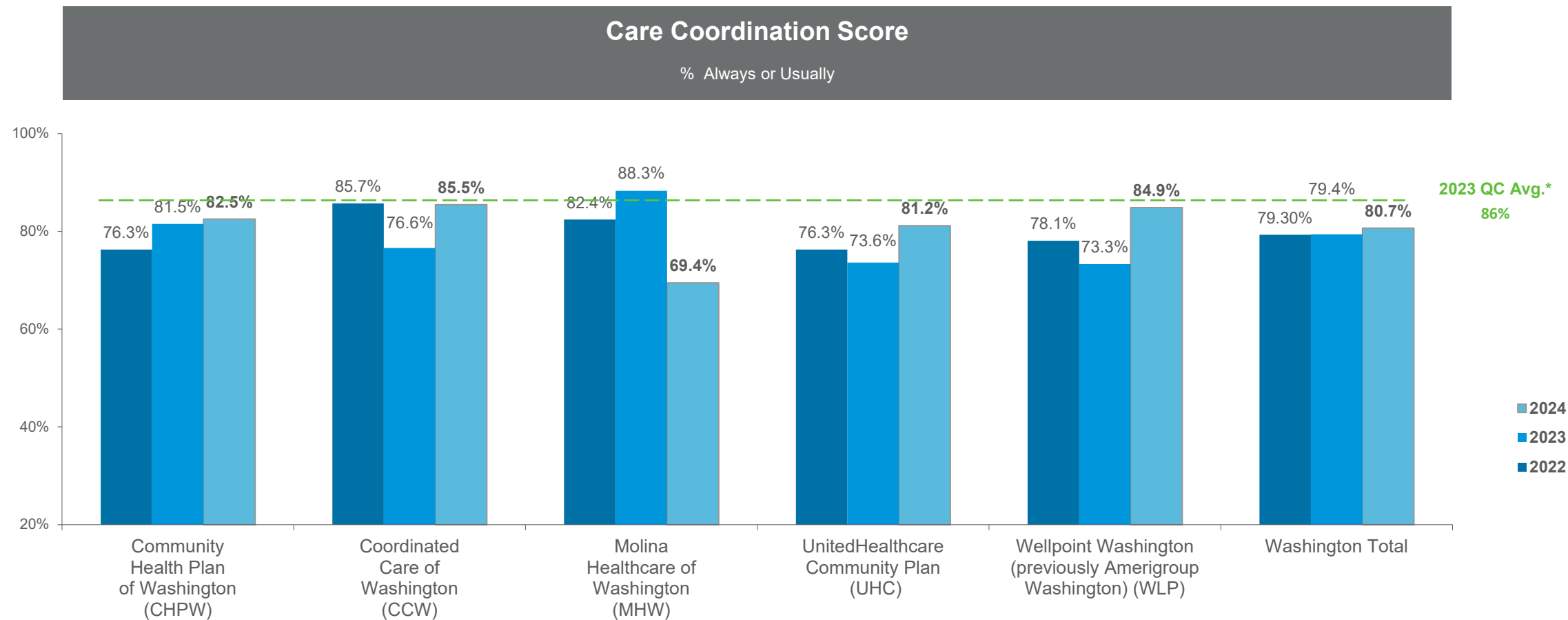


* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say? Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

CARE COORDINATION



* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."
Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

KEY MEASURES – SUMMARY RATES

SUMMARY OF TERMS

- **QC Avg.** – NCQA Quality Compass
 - National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance.
- **SRS** – Summary Rate Score
 - Percentage of respondents answering Yes, Always or Usually, 9,10 or 8,9,10 for the corresponding scaled questions
- **Regional** – Region 10
 - Regional Data based on Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)

KEY MEASURES – SUMMARY RATES

| | 2023 | 2024 | 2024 Num. | 2024 Den. | 2023 QC Avg. | Regional |
|--|-------|-------|--------------|--------------|-----------------|----------|
| Rating of Health Plan (Q28) (% 8, 9 or 10) | 72.2% | 69.2% | 688 | 994 | 77.7% ▼ | 68.7% |
| Rating of Health Care (Q8) (% 8, 9 or 10) | 67.6% | 69.3% | 447 | 645 | 74.6% ▼ | 67.4% |
| Rating of Personal Doctor (Q18) (% 8, 9 or 10) | 78.9% | 79.7% | 598 | 750 | 82.4% | 78.2% |
| Rating of Specialist (Q22) (% 8, 9 or 10) | 77.7% | 81.8% | 360 | 440 | 81.4% | 80.7% |
| Customer Service (% Always or Usually) | 85.2% | 87.0% | --- | 323 | 89.2% | 87.9% |
| Q24. CS provided needed information or help | 78.3% | 79.0% | 256 | 324 | 83.7% ▼ | 81.3% |
| Q25. CS treated member with courtesy and respect | 92.2% | 95.0% | 306 | 322 | 94.7% | 94.4% |
| Getting Needed Care (% Always or Usually) | 72.8% | 76.9% | --- | 554 | 81.0% ▼ | 76.8% |
| Q9. Ease of getting care, tests or treatment | 76.4% | 81.2% | 523 | 644 | 84.2% | 80.1% |
| Q20. Got appointment with specialist as soon as needed | 69.2% | 72.7% | 338 | 465 | 78.3% ▼ | 73.4% |
| Getting Care Quickly (% Always or Usually) | 71.2% | 69.7% | --- | 483 | 80.4% ▼ | 68.8% |
| Q4. Got urgent care as soon as needed | 74.6% | 71.9% | 266 | 370 | 82.0% ▼ | 71.8% |
| Q6. Got check-up or routine appointment as soon as needed | 67.9% | 67.4% | 402 | 596 | 79.2% ▼ | 65.9% |
| How Well Doctors Communicate (% Always or Usually) | 91.1% | 91.5% | --- | 575 | 92.5% | 91.3% |
| Q12. Personal doctor explained things | 91.1% | 92.0% | 529 | 575 | 92.6% | 91.8% |
| Q13. Personal doctor listened carefully | 91.3% | 92.0% | 529 | 575 | 92.6% | 91.6% |
| Q14. Personal doctor showed respect | 92.0% | 93.7% | 539 | 575 | 94.4% | 93.6% |
| Q15. Personal doctor spent enough time | 89.9% | 88.2% | 509 | 577 | 90.3% | 88.1% |
| Coordination of Care (Q17) (% Always or Usually) | 79.4% | 80.7% | 292 | 362 | 84.6% | 80.6% |
| Medical Assistance with Smoking and Tobacco Use Cessation | | | | | | |
| Q33. Advising Smokers and Tobacco Users to Quit | 66.9% | 63.5% | 146 | 243 | 72.8% | 56.0% |
| Q34. Discussing Cessation Medications | 45.7% | 42.0% | 91 | 238 | 51.2% | 38.8% |
| Q35. Discussing Cessation Strategies | 41.4% | 39.9% | 91 | 237 | 45.4% | 35.1% |

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

KEY MEASURES – SUMMARY RATES

| | WA TOTAL | | CHPW (B) | | CCW (C) | | MHW (D) | | UHC (E) | | WLP (A) | |
|---|----------|-------|-------------|---------|------------|---------|------------|-------|------------|-------|------------|---------|
| Rating of Health Plan (Q28) (% 8, 9 or 10) | 994 | 69.2% | 254 | 73.2% | 124 | 65.3% | 218 | 65.6% | 153 | 73.2% | 245 | 67.8% |
| Rating of Health Care (Q8) (% 8, 9 or 10) | 645 | 69.3% | 156 | 73.1% | 87^ | 64.4% | 147 | 68.7% | 114 | 66.7% | 141 | 70.9% |
| Rating of Personal Doctor (Q18) (% 8, 9 or 10) | 750 | 79.7% | 188 | 79.8% | 99^ | 80.8% | 159 | 76.1% | 128 | 81.3% | 176 | 81.3% |
| Rating of Specialist (Q22) (% 8, 9 or 10) | 440 | 81.8% | 109 | 84.4% | 63^ | 79.4% | 88^ | 80.7% | 73^ | 84.9% | 107 | 79.4% |
| Customer Service (% Always or Usually) | 323 | 87.0% | 92^ | 89.1% | 44^ | 90.9% | 61^ | 85.4% | 56^ | 87.6% | 69^ | 82.8% |
| Q24. CS provided needed information or help | 324 | 79.0% | 91^ | 84.6% A | 44^ | 84.1% | 62^ | 75.8% | 57^ | 80.7% | 70^ | 70.0% |
| Q25. CS treated member with courtesy and respect | 322 | 95.0% | 93^ | 93.5% | 44^ | 97.7% | 61^ | 95.1% | 55^ | 94.5% | 69^ | 95.7% |
| Getting Needed Care (% Always or Usually) | 554 | 76.9% | 136 | 82.3% | 76^ | 72.9% | 119 | 78.5% | 97^ | 75.2% | 126 | 73.7% |
| Q9. Ease of getting care, tests or treatment | 644 | 81.2% | 154 | 85.7% E | 86^ | 79.1% | 147 | 82.3% | 114 | 75.4% | 143 | 81.1% |
| Q20. Got appointment with specialist as soon as needed | 465 | 72.7% | 118 | 78.8% A | 66^ | 66.7% | 91^ | 74.7% | 80^ | 75.0% | 110 | 66.4% |
| Getting Care Quickly (% Always or Usually) | 483 | 69.7% | 114 | 70.2% | 69^ | 74.9% | 100 | 66.6% | 84^ | 67.0% | 115 | 70.7% |
| Q4. Got urgent care as soon as needed | 370 | 71.9% | 92^ | 71.7% | 58^ | 81.0% | 71^ | 70.4% | 59^ | 71.2% | 90^ | 67.8% |
| Q6. Got check-up or routine appointment as soon as needed | 596 | 67.4% | 137 | 68.6% | 80^ | 68.8% | 129 | 62.8% | 110 | 62.7% | 140 | 73.6% |
| How Well Doctors Communicate (% Always or Usually) | 575 | 91.5% | 139 | 93.0% | 77^ | 93.9% | 119 | 88.1% | 102 | 90.7% | 137 | 92.2% |
| Q12. Personal doctor explained things | 575 | 92.0% | 139 | 92.1% | 78^ | 93.6% | 119 | 89.9% | 101 | 91.1% | 138 | 93.5% |
| Q13. Personal doctor listened carefully | 575 | 92.0% | 138 | 94.9% | 78^ | 92.3% | 120 | 88.3% | 102 | 91.2% | 137 | 92.7% |
| Q14. Personal doctor showed respect | 575 | 93.7% | 139 | 95.0% | 78^ | 96.2% | 120 | 91.7% | 102 | 92.2% | 136 | 94.1% |
| Q15. Personal doctor spent enough time | 577 | 88.2% | 140 | 90.0% | 77^ | 93.5% D | 120 | 82.5% | 103 | 88.3% | 137 | 88.3% |
| Coordination of Care (Q17) (% Always or Usually) | 362 | 80.7% | 80^ | 82.5% | 55^ | 85.5% D | 72^ | 69.4% | 69^ | 81.2% | 86^ | 84.9% D |
| Medical Assistance with Smoking and Tobacco Use Cessation | | | | | | | | | | | | |
| Q33. Advising Smokers and Tobacco Users to Quit | 243 | 63.5% | 123 | 66.7% | 53^ | 73.6% | 109 | 53.2% | 80^ | 66.3% | 126 | 63.5% |
| Q34. Discussing Cessation Medications | 238 | 42.0% | 121 | 47.1% | 53^ | 45.3% | 107 | 35.5% | 79^ | 44.3% | 123 | 39.8% |
| Q35. Discussing Cessation Strategies | 237 | 39.9% | 118 | 42.4% | 52^ | 44.2% | 107 | 30.8% | 76^ | 46.1% | 121 | 39.7% |

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

STATE SPECIFIC QUESTIONS

| | WA TOTAL | CHPW (B) | CCW (C) | MHW (D) | UHC (E) | WLP (A) |
|--|-------------|-------------|------------|------------|------------|------------|
| Personal Doctor asked about Mental or Emotional Health (% Yes) | 49.5% | 41.7% | 54.0% | 48.1% | 56.0% | 53.6% |
| Received Mental Health Care (% Yes) | 21.6% | 18.2% | 19.7% | 27.9% | 23.9% | 19.0% |
| Received All Mental Health Care Needed (% Yes) | NR | NR | NR | NR | NR | NR |
| Involved in Mental Health Care as much as wanted (% Always or Usually) | NR | NR | NR | NR | NR | NR |
| Needed Treatment or Counseling for personal or family problem (% Yes) | NR | NR | NR | NR | NR | NR |
| Easy to of Receive Treatment or Counseling (% Always or Usually) | NR | NR | NR | NR | NR | NR |
| Rating of Treatment or Counseling (% 9,10) | NR | NR | NR | NR | NR | NR |

NR: Supplemental question scores cannot be compared across MCOs as data collection process were not implemented consistently across all MCOs for the state specific question set. Individual MCO supplemental question scores should be analyzed with caution as data collection process for this question set may not have been consistent year over year.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

OVERVIEW OF TERMS

Summary Rates are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures are calculated on a two-year rolling average due to anticipated small denominators.

| | | | |
|-------|-----------|---------|--------|
| | No | Yes | |
| Never | Sometimes | Usually | Always |

Rating questions are typically displayed with two Summary Rates:

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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

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

NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2023. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|---|---------------------------------|--------------|--------------------|-------------------------|---------------------------|---------------------------|
| PATIENT EXPERIENCE | | | | | | 1.5 |
| GETTING CARE | | | | | | 1.5 |
| Getting Needed Care | Usually or Always | 554 | 76.9% | 84.6% | 10 th | 2 |
| Getting Care Quickly | Usually or Always | 483 | 69.6% | 83.8% | <10 th | 1 |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | 2 |
| Rating of Personal Doctor | 9 or 10 | 750 | 64.2% | 71.1% | 10 th | 2 |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 1.5 |
| Rating of Health Plan | 9 or 10 | 994 | 49.2% | 64.9% | <10 th | 1 |
| Rating of Health Care | 9 or 10 | 645 | 49.3% | 58.7% | 10 th | 2 |
| TREATMENT | | | | | | |
| Smoking Advice: <i>Rolling Average</i> | Sometimes, Usually or Always | 491 | 63.5% | 75.4% | <10 th | 1 |

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left.

Percentiles and ratings are estimated by PG based on the 2023 NCQA data and benchmarks.

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|--|------------------------------|-----------|-----------------|----------------------|---------------------|---------------------|
| PATIENT EXPERIENCE | | | | | | 2 |
| GETTING CARE | | | | | | 2.5 |
| Getting Needed Care | Usually or Always | 136 | 82.2% | 84.6% | 33 rd | 3 |
| Getting Care Quickly | Usually or Always | 114 | 70.1% | 83.8% | 10 th | 2 |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | 2 |
| Rating of Personal Doctor | 9 or 10 | 188 | 62.7% | 71.1% | 10 th | 2 |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 1.5 |
| Rating of Health Plan | 9 or 10 | 254 | 50.3% | 64.9% | <10 th | 1 |
| Rating of Health Care | 9 or 10 | 156 | 50.0% | 58.7% | 10 th | 2 |
| TREATMENT | | | | | | |
| Smoking Advice: Rolling Average | Sometimes, Usually or Always | 123 | 66.7% | 75.4% | 10 th | 2 |

EXPLANATION

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

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

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|---|---------------------------------|--------------|--------------------|-------------------------|---------------------------|---------------------------|
| PATIENT EXPERIENCE | | | | | | 1 |
| GETTING CARE | | | | | | NA^ |
| Getting Needed Care | Usually or Always | 76 | 72.8% | 84.6% | <10 th | NA^ |
| Getting Care Quickly | Usually or Always | 69 | 74.8% | 83.8% | 10 th | NA^ |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | NA^ |
| Rating of Personal Doctor | 9 or 10 | 99 | 65.6% | 71.1% | 33 rd | NA^ |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 1 |
| Rating of Health Plan | 9 or 10 | 124 | 50.0% | 64.9% | <10 th | 1 |
| Rating of Health Care | 9 or 10 | 87 | 49.4% | 58.7% | 10 th | NA^ |
| TREATMENT | | | | | | |
| Smoking Advice: <i>Rolling Average</i> | Sometimes, Usually or Always | 53 | 73.6% | 75.4% | 33 rd | NA^ |

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left.
Percentiles and ratings are estimated by PG based on the 2023 NCQA data and benchmarks.

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

Notes:

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

^ NA assigned to ratings or composites with a denominator less than 100.

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|---|---------------------------------|--------------|--------------------|-------------------------|---------------------------|---------------------------|
| PATIENT EXPERIENCE | | | | | | 1 |
| GETTING CARE | | | | | | 1.5 |
| Getting Needed Care | Usually or Always | 119 | 78.5% | 84.6% | 10 th | 2 |
| Getting Care Quickly | Usually or Always | 100 | 66.6% | 83.8% | <10 th | 1 |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | 1 |
| Rating of Personal Doctor | 9 or 10 | 159 | 61.0% | 71.1% | <10 th | 1 |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 1 |
| Rating of Health Plan | 9 or 10 | 218 | 43.5% | 64.9% | <10 th | 1 |
| Rating of Health Care | 9 or 10 | 147 | 44.9% | 58.7% | <10 th | 1 |
| TREATMENT | | | | | | |
| Smoking Advice: <i>Rolling Average</i> | Sometimes, Usually or Always | 109 | 53.2% | 75.4% | <10 th | 1 |

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left.

Percentiles and ratings are estimated by PG based on the 2023 NCQA data and benchmarks.

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

Notes:

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

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|--|------------------------------|-----------|-----------------|----------------------|---------------------|---------------------|
| PATIENT EXPERIENCE | | | | | | 2.5 |
| GETTING CARE | | | | | | NA^ |
| Getting Needed Care | Usually or Always | 97 | 75.2% | 84.6% | <10 th | NA^ |
| Getting Care Quickly | Usually or Always | 84 | 66.9% | 83.8% | <10 th | NA^ |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | 3 |
| Rating of Personal Doctor | 9 or 10 | 128 | 67.1% | 71.1% | 33 rd | 3 |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 2 |
| Rating of Health Plan | 9 or 10 | 153 | 54.9% | 64.9% | 10 th | 2 |
| Rating of Health Care | 9 or 10 | 114 | 51.7% | 58.7% | 10 th | 2 |
| TREATMENT | | | | | | |
| Smoking Advice: Rolling Average | Sometimes, Usually or Always | 80 | 66.3% | 75.4% | 10 th | NA^ |

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

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|------------------------------|--|--|--|------------------------------|
| <10 th Percentile | 10 th – 32 nd Percentile | 33 rd – 66 th Percentile | 67 th – 89 th Percentile | ≥90 th Percentile |

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

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ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

| | SCORE DEFINITION | 2024 BASE | 2024 HPR SCORE* | HPR 4 STAR THRESHOLD | HPR PERCENTILE BAND | PG ESTIMATED RATING |
|--|------------------------------|-----------|-----------------|----------------------|---------------------|---------------------|
| PATIENT EXPERIENCE | | | | | | 2 |
| GETTING CARE | | | | | | 1.5 |
| Getting Needed Care | Usually or Always | 126 | 73.7% | 84.6% | <10 th | 1 |
| Getting Care Quickly | Usually or Always | 115 | 70.6% | 83.8% | 10 th | 2 |
| SATISFACTION WITH PLAN PHYSICIANS | | | | | | 3 |
| Rating of Personal Doctor | 9 or 10 | 176 | 65.9% | 71.1% | 33 rd | 3 |
| SATISFACTION WITH PLAN AND PLAN SERVICES | | | | | | 1.5 |
| Rating of Health Plan | 9 or 10 | 245 | 48.9% | 64.9% | <10 th | 1 |
| Rating of Health Care | 9 or 10 | 141 | 51.0% | 58.7% | 10 th | 2 |
| TREATMENT | | | | | | |
| Smoking Advice: Rolling Average | Sometimes, Usually or Always | 126 | 63.5% | 75.4% | <10 th | 1 |

EXPLANATION

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

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

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left.

Percentiles and ratings are estimated by PG based on the 2023 NCQA data and benchmarks.

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

Notes:

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POWER AND KEY DRIVERS

POWER CHART: EXPLANATION

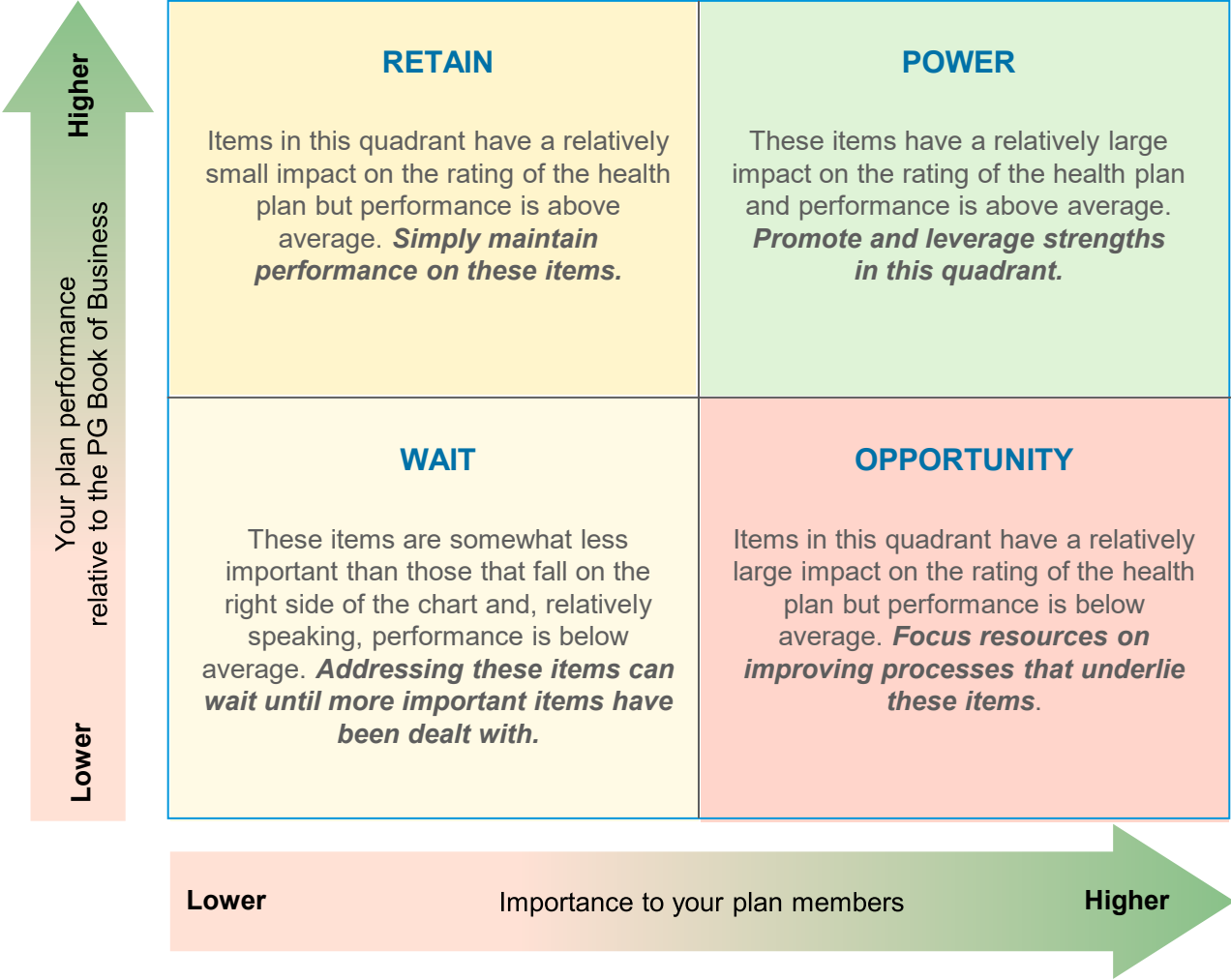
POWeR™ CHART CLASSIFICATION MATRIX

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWeR™ Chart classification matrix on the following page.

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

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

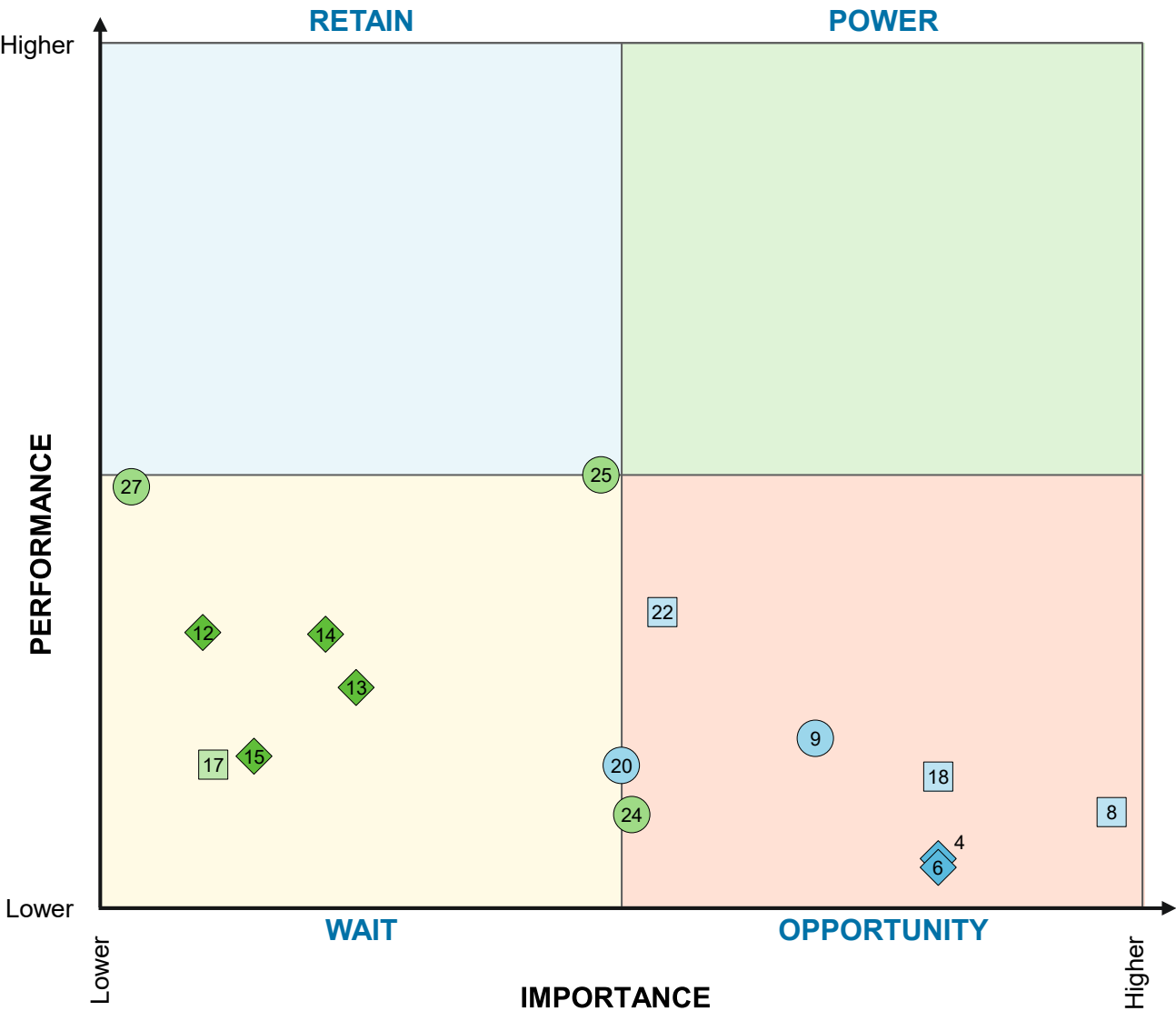


POWER CHART: YOUR RESULTS

MEDICAID ADULT

| SURVEY MEASURE | | | | 2023 | | 2024 | |
|----------------|-----|-----------------------------------|--|-------|------------------|-------|------------------|
| | | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | | |
| None | | | | | | | |
| OPPORTUNITY | | | | | | | |
| Rating | Q8 | Rating of Health Care | | 44.5% | 5 th | 49.3% | 10 th |
| GCQ | Q4 | Getting urgent care | | 74.6% | 8 th | 71.9% | <5 th |
| GCQ | Q6 | Getting routine care | | 67.9% | <5 th | 67.4% | <5 th |
| Rating | Q18 | Rating of Personal Doctor | | 60.7% | 7 th | 64.3% | 14 th |
| GNC | Q9 | Getting care, tests, or treatment | | 76.4% | 8 th | 81.2% | 18 th |
| Rating | Q22 | Rating of Specialist + | | 58.8% | 8 th | 66.4% | 34 th |
| CS | Q24 | Provided information or help | | 78.3% | 11 th | 79.0% | 9 th |
| GNC | Q20 | Getting specialist appointment | | 69.2% | 6 th | 72.7% | 15 th |
| WAIT | | | | | | | |
| CS | Q25 | Treated with courtesy and respect | | 92.2% | 18 th | 95.0% | 49 th |
| HWDC | Q13 | Dr. listened carefully | | 91.3% | 23 rd | 92.0% | 25 th |
| HWDC | Q14 | Dr. showed respect | | 92.0% | 9 th | 93.7% | 30 th |
| HWDC | Q15 | Dr. spent enough time | | 89.9% | 37 th | 88.2% | 16 th |
| CC | Q17 | Coordination of Care + | | 79.4% | 11 th | 80.7% | 16 th |
| HWDC | Q12 | Dr. explained things | | 91.1% | 24 th | 92.0% | 32 nd |
| CS | Q27 | Ease of Filling Out Forms + | | 94.8% | 38 th | 94.7% | 49 th |
| RETAIN | | | | | | | |
| None | | | | | | | |

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

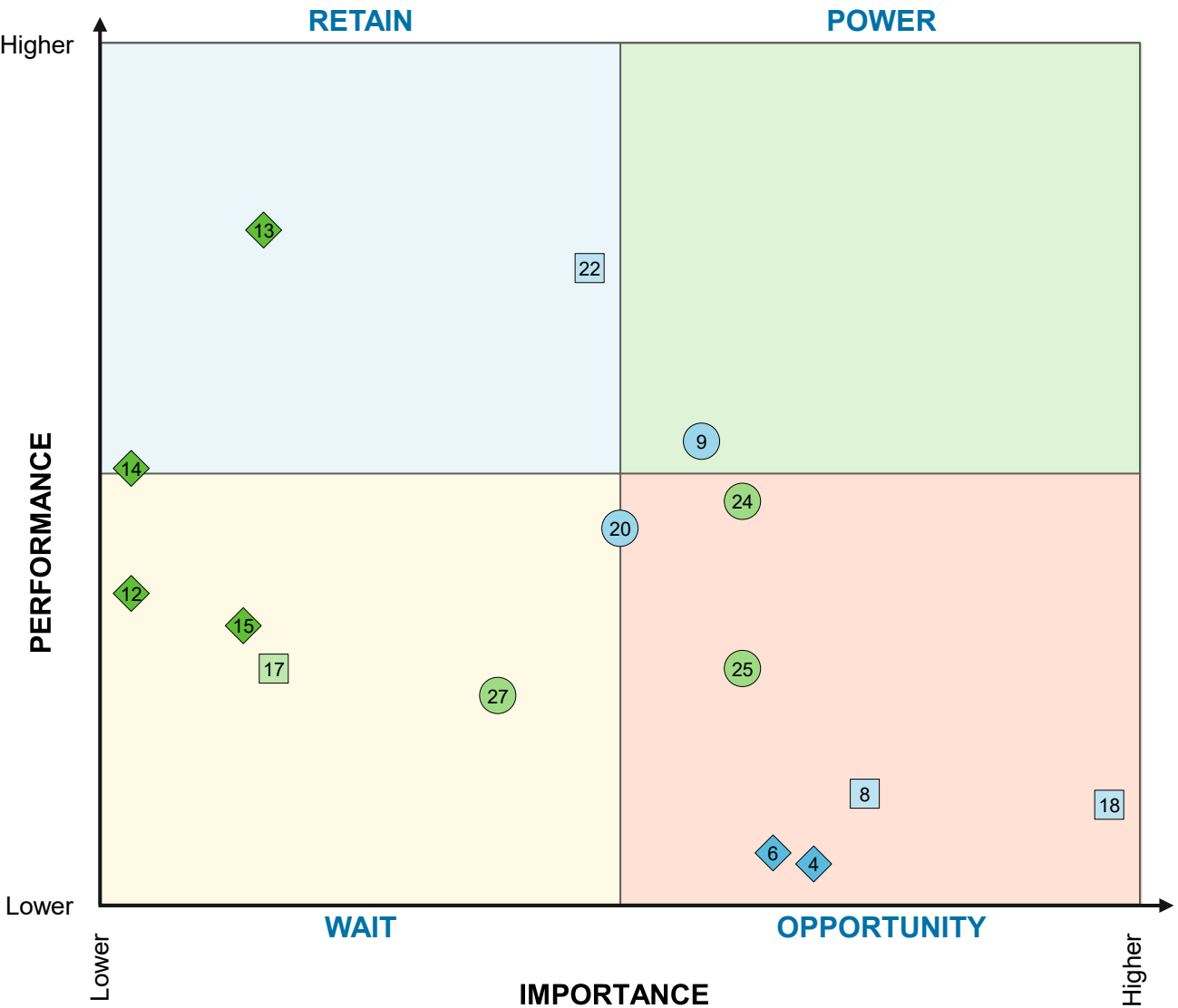


POWER CHART: YOUR RESULTS

MEDICAID ADULT

| SURVEY MEASURE | | | 2023 | | 2024 | |
|----------------|-----|-----------------------------------|-------|------------------|-------|------------------|
| | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | |
| ● GNC | Q9 | Getting care, tests, or treatment | 75.9% | 8 th | 85.7% | 53 rd |
| OPPORTUNITY | | | | | | |
| ■ Rating | Q18 | Rating of Personal Doctor | 65.2% | 27 th | 62.8% | 10 th |
| ■ Rating | Q8 | Rating of Health Care | 43.7% | <5 th | 50.0% | 12 th |
| ◆ GCQ | Q4 | Getting urgent care | 80.9% | 36 th | 71.7% | <5 th |
| ◆ GCQ | Q6 | Getting routine care | 67.9% | <5 th | 68.6% | 5 th |
| ● CS | Q24 | Provided information or help | 78.1% | 10 th | 84.6% | 45 th |
| ● CS | Q25 | Treated with courtesy and respect | 92.9% | 21 st | 93.5% | 26 th |
| ● GNC | Q20 | Getting specialist appointment | 74.1% | 24 th | 78.8% | 43 rd |
| WAIT | | | | | | |
| ● CS | Q27 | Ease of Filling Out Forms + | 94.0% | 23 rd | 93.5% | 23 rd |
| ■ CC | Q17 | Coordination of Care + | 81.5% | 20 th | 82.5% | 27 th |
| ◆ HWDC | Q15 | Dr. spent enough time | 89.3% | 32 nd | 90.0% | 32 nd |
| ◆ HWDC | Q12 | Dr. explained things | 91.2% | 26 th | 92.1% | 36 th |
| RETAIN | | | | | | |
| ■ Rating | Q22 | Rating of Specialist + | 57.5% | 8 th | 71.6% | 74 th |
| ◆ HWDC | Q13 | Dr. listened carefully | 89.1% | 8 th | 94.9% | 78 th |
| ◆ HWDC | Q14 | Dr. showed respect | 91.2% | 5 th | 95.0% | 52 nd |

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

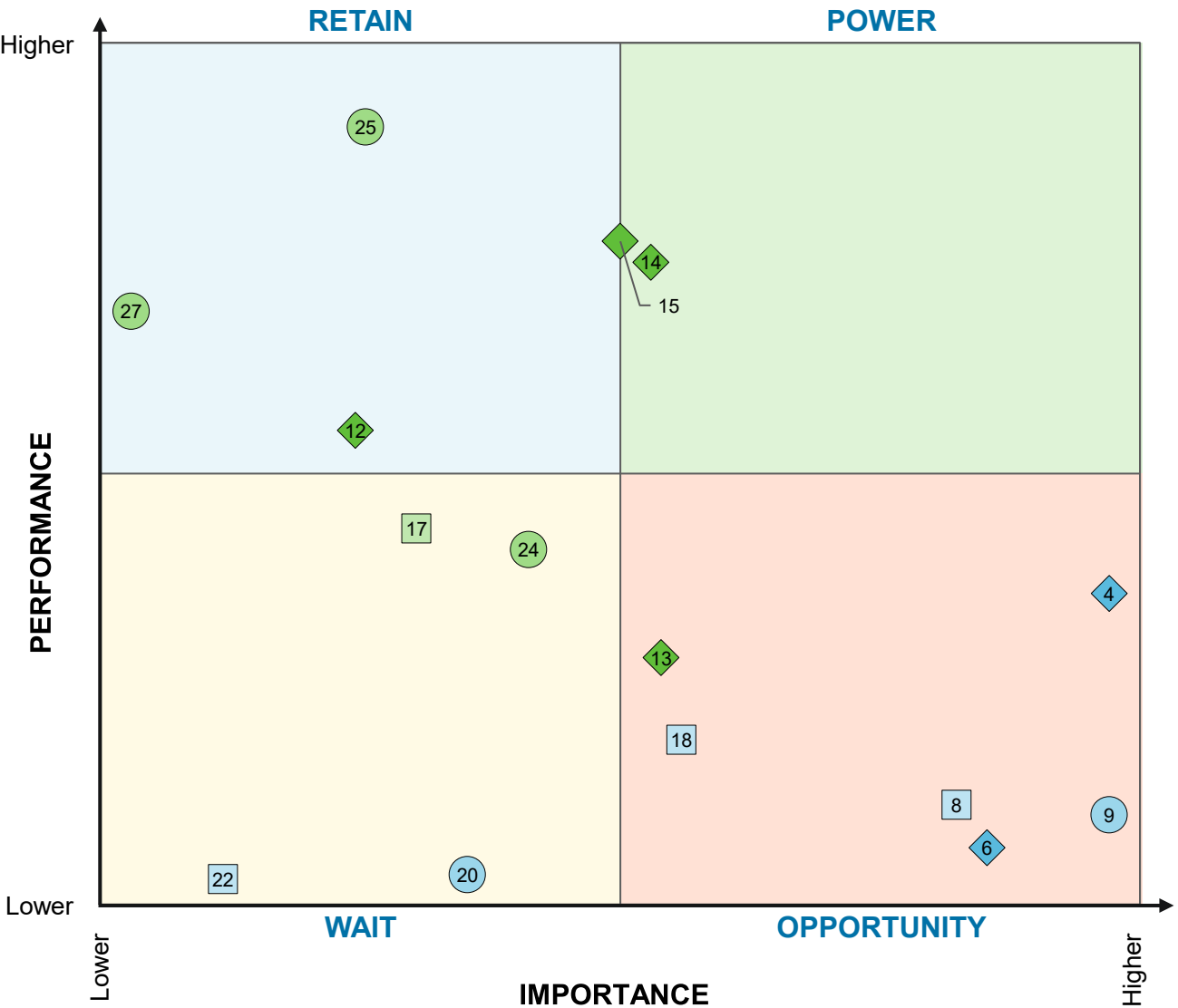


POWER CHART: YOUR RESULTS

MEDICAID ADULT

| SURVEY MEASURE | | | | 2023 | | 2024 | |
|----------------|-----|-----------------------------------|--|-------|------------------|-------|------------------|
| | | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | | |
| ◆ HWDC | Q14 | Dr. showed respect | | 93.6% | 30 th | 96.2% | 76 th |
| ◆ HWDC | Q15 | Dr. spent enough time | | 93.6% | 78 th | 93.5% | 77 th |
| OPPORTUNITY | | | | | | | |
| ◆ GCQ | Q4 | Getting urgent care | | 73.3% | 6 th | 81.0% | 35 th |
| ● GNC | Q9 | Getting care, tests, or treatment | | 75.3% | <5 th | 79.1% | 9 th |
| ◆ GCQ | Q6 | Getting routine care | | 68.8% | <5 th | 68.8% | 5 th |
| ■ Rating | Q8 | Rating of Health Care | | 48.8% | 10 th | 49.4% | 10 th |
| ■ Rating | Q18 | Rating of Personal Doctor | | 59.6% | <5 th | 65.7% | 19 th |
| ◆ HWDC | Q13 | Dr. listened carefully | | 91.0% | 22 nd | 92.3% | 28 th |
| WAIT | | | | | | | |
| ● CS | Q24 | Provided information or help | | 78.6% | 12 th | 84.1% | 41 st |
| ● GNC | Q20 | Getting specialist appointment | | 75.5% | 27 th | 66.7% | <5 th |
| ■ CC | Q17 | Coordination of Care + | | 76.6% | 6 th | 85.5% | 43 rd |
| ■ Rating | Q22 | Rating of Specialist + | | 65.2% | 37 th | 57.1% | <5 th |
| RETAIN | | | | | | | |
| ● CS | Q25 | Treated with courtesy and respect | | 93.0% | 23 rd | 97.7% | 90 th |
| ◆ HWDC | Q12 | Dr. explained things | | 92.2% | 38 th | 93.6% | 55 th |
| ● CS | Q27 | Ease of Filling Out Forms + | | 93.8% | 18 th | 96.0% | 69 th |

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

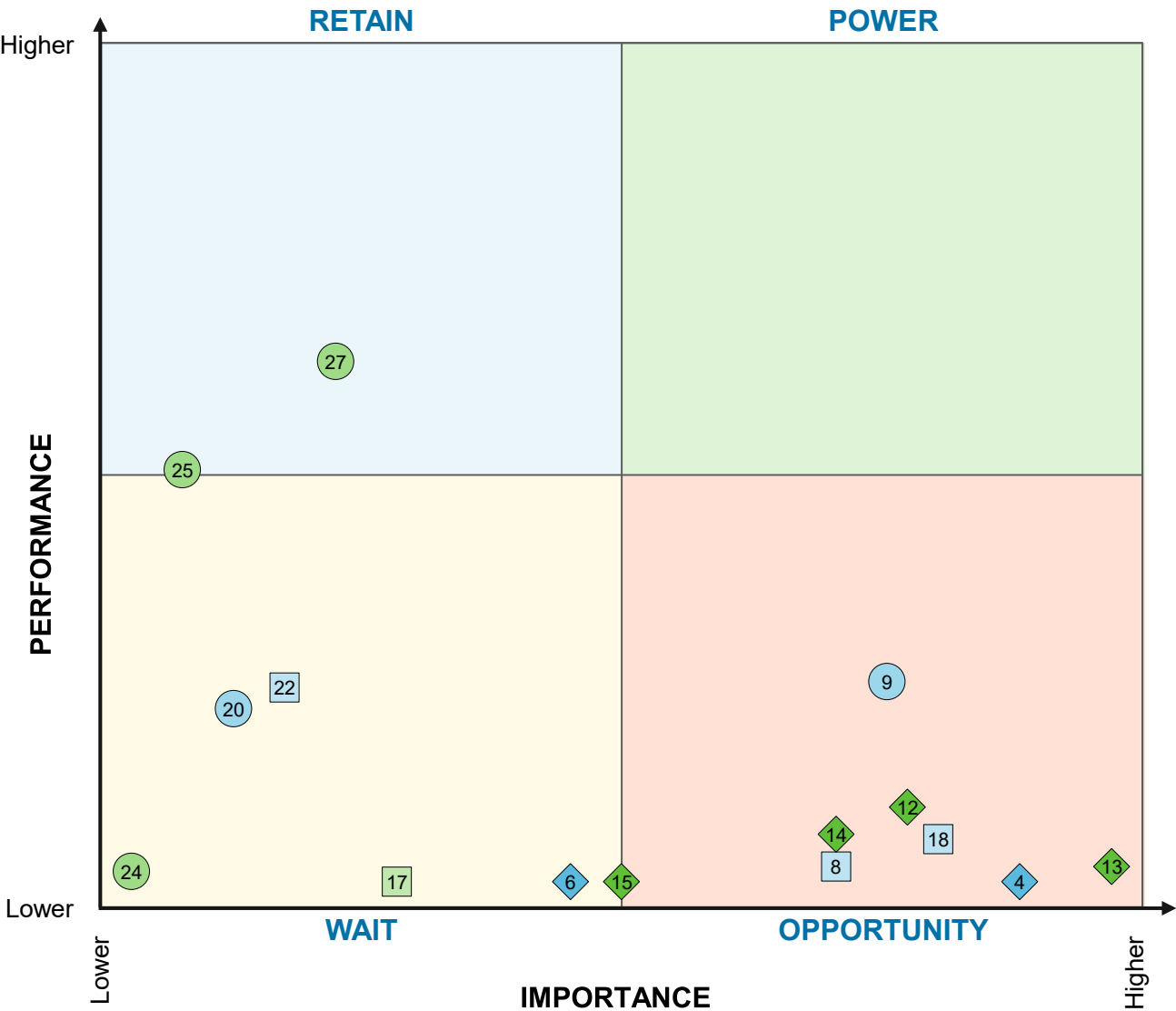


POWER CHART: YOUR RESULTS

MEDICAID ADULT

| SURVEY MEASURE | | | 2023 | | 2024 | |
|----------------|-----|-----------------------------------|-------|------------------|-------|------------------|
| | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | |
| None | | | | | | |
| OPPORTUNITY | | | | | | |
| ◆ HWDC | Q13 | Dr. listened carefully | 95.7% | 91 st | 88.3% | <5 th |
| ◆ GCQ | Q4 | Getting urgent care | 78.9% | 25 th | 70.4% | <5 th |
| ■ Rating | Q18 | Rating of Personal Doctor | 67.1% | 40 th | 61.0% | 7 th |
| ◆ HWDC | Q12 | Dr. explained things | 93.9% | 63 rd | 89.9% | 10 th |
| ● GNC | Q9 | Getting care, tests, or treatment | 79.4% | 12 th | 82.3% | 25 th |
| ■ Rating | Q8 | Rating of Health Care | 47.5% | 7 th | 44.9% | <5 th |
| ◆ HWDC | Q14 | Dr. showed respect | 95.7% | 71 st | 91.7% | 8 th |
| ◆ HWDC | Q15 | Dr. spent enough time | 94.0% | 83 rd | 82.5% | <5 th |
| WAIT | | | | | | |
| ◆ GCQ | Q6 | Getting routine care | 73.5% | 18 th | 62.8% | <5 th |
| ■ CC | Q17 | Coordination of Care + | 88.3% | 74 th | 69.4% | <5 th |
| ■ Rating | Q22 | Rating of Specialist + | 57.1% | 6 th | 64.8% | 25 th |
| ● GNC | Q20 | Getting specialist appointment | 68.8% | 6 th | 74.7% | 22 nd |
| ● CS | Q24 | Provided information or help | 83.1% | 37 th | 75.8% | <5 th |
| RETAIN | | | | | | |
| ● CS | Q27 | Ease of Filling Out Forms + | 95.4% | 51 st | 95.8% | 63 rd |
| ● CS | Q25 | Treated with courtesy and respect | 93.1% | 24 th | 95.1% | 50 th |

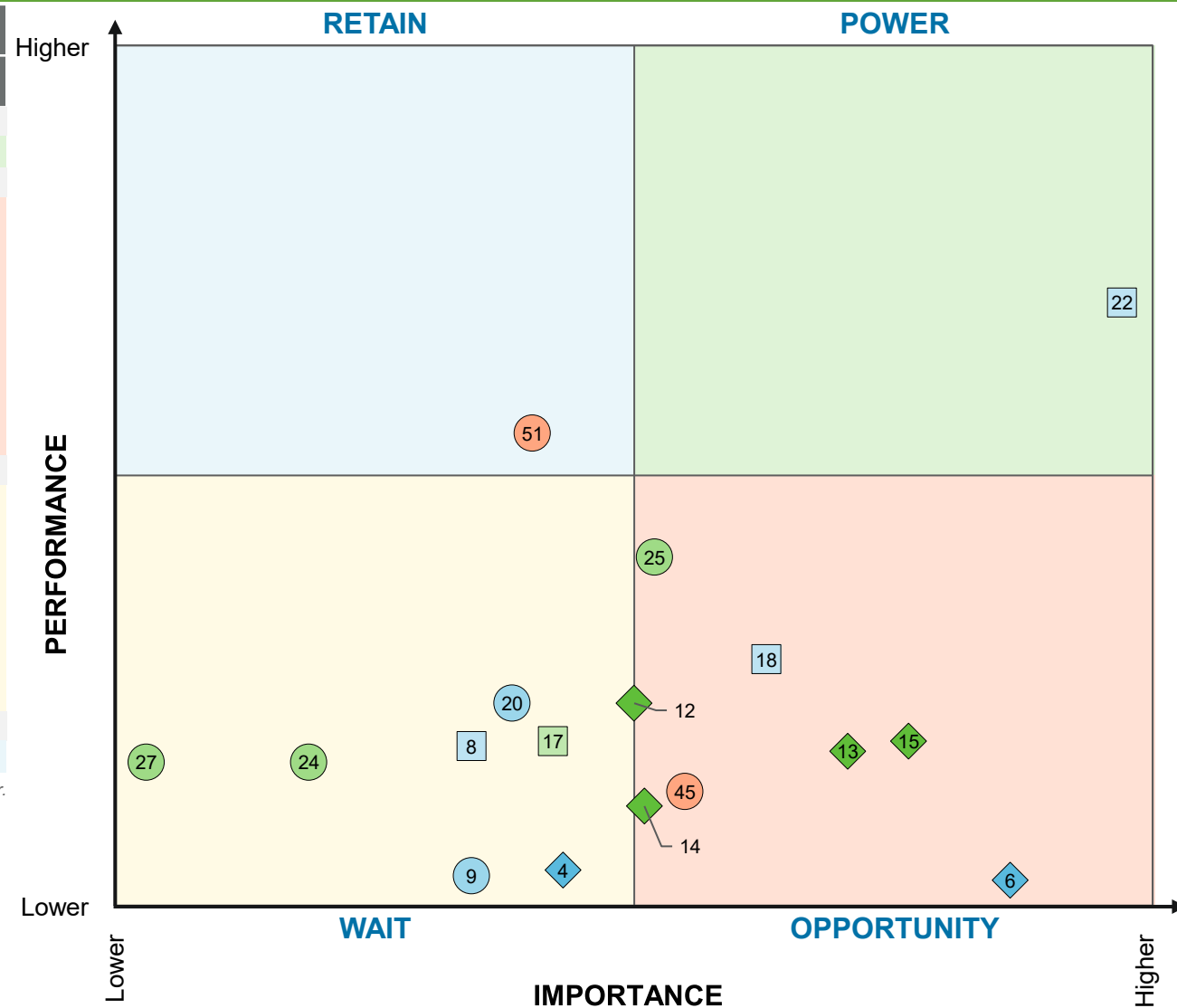
*Percentiles based on the PG Book of Business of the listed year.



MEDICAID ADULT

| SURVEY MEASURE | | | | 2023 | | 2024 | |
|----------------|--------|-----|---|-------|------------------|-------|------------------|
| | | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | | |
| ■ | Rating | Q22 | Rating of Specialist + | 62.0% | 23 rd | 71.2% | 70 th |
| OPPORTUNITY | | | | | | | |
| ◆ | GCQ | Q6 | Getting routine care | 57.6% | <5 th | 62.7% | <5 th |
| ◆ | HWDC | Q15 | Dr. spent enough time | 86.7% | 9 th | 88.3% | 17 th |
| ◆ | HWDC | Q13 | Dr. listened carefully | 87.8% | <5 th | 91.2% | 18 th |
| ■ | Rating | Q18 | Rating of Personal Doctor | 48.8% | <5 th | 67.2% | 28 th |
| ● | SQ | Q45 | Overall rating of treatment/counseling | 48.7% | --- | 52.3% | --- |
| ● | CS | Q25 | Treated with courtesy and respect | 86.5% | <5 th | 94.5% | 39 th |
| ◆ | HWDC | Q14 | Dr. showed respect | 89.9% | <5 th | 92.2% | 11 th |
| ◆ | HWDC | Q12 | Dr. explained things | 86.5% | 6 th | 91.1% | 23 rd |
| WAIT | | | | | | | |
| ◆ | GCQ | Q4 | Getting urgent care | 69.2% | <5 th | 71.2% | <5 th |
| ■ | CC | Q17 | Coordination of Care + | 73.6% | <5 th | 81.2% | 18 th |
| ● | GNC | Q20 | Getting specialist appointment | 63.0% | <5 th | 75.0% | 25 th |
| ● | GNC | Q9 | Getting care, tests, or treatment | 75.7% | 6 th | 75.4% | <5 th |
| ■ | Rating | Q8 | Rating of Health Care | 43.4% | <5 th | 51.8% | 18 th |
| ● | CS | Q24 | Provided information or help | 76.9% | 8 th | 80.7% | 15 th |
| ● | CS | Q27 | Ease of Filling Out Forms + | 93.8% | 18 th | 92.9% | 15 th |
| RETAIN | | | | | | | |
| ● | SQ | Q51 | Dr. respected beliefs/cultural traditions | 80.9% | --- | 85.1% | --- |

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



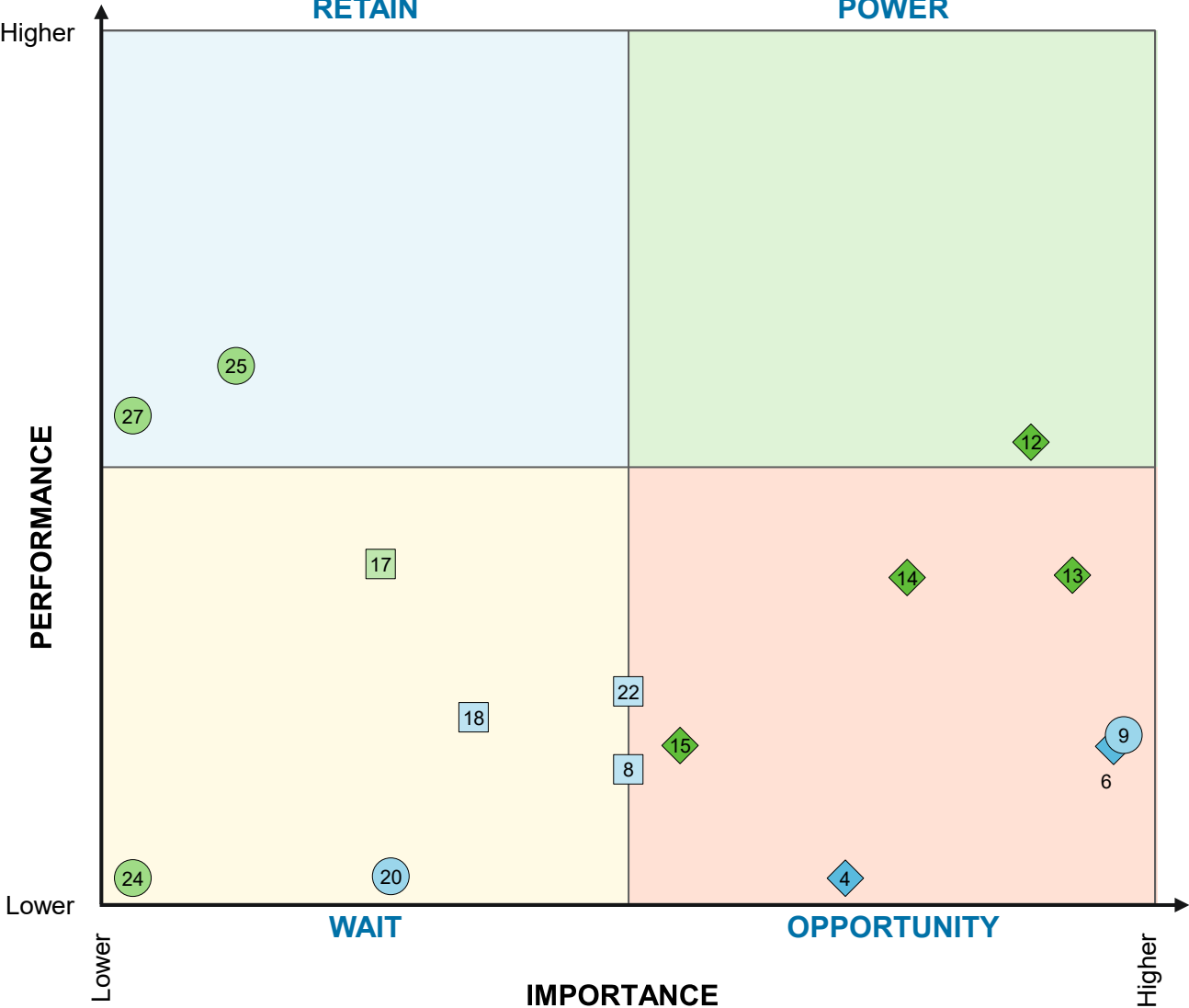
POWER CHART: YOUR RESULTS

MEDICAID ADULT

Wellpoint Washington (previously Amerigroup Washington)

| SURVEY MEASURE | | | 2023 | | 2024 | |
|----------------|-----|-----------------------------------|-------|------------------|-------|------------------|
| | | | SRS | %tile* | SRS | %tile* |
| POWER | | | | | | |
| ◆ HWDC | Q12 | Dr. explained things | 90.8% | 21 st | 93.5% | 53 rd |
| OPPORTUNITY | | | | | | |
| ● GNC | Q9 | Getting care, tests, or treatment | 75.4% | 5 th | 81.1% | 18 th |
| ◆ GCQ | Q6 | Getting routine care | 69.4% | 5 th | 73.6% | 17 th |
| ◆ HWDC | Q13 | Dr. listened carefully | 92.4% | 39 th | 92.7% | 37 th |
| ◆ HWDC | Q14 | Dr. showed respect | 90.0% | <5 th | 94.1% | 36 th |
| ◆ GCQ | Q4 | Getting urgent care | 68.7% | <5 th | 67.8% | <5 th |
| ◆ HWDC | Q15 | Dr. spent enough time | 86.7% | 9 th | 88.3% | 17 th |
| ■ Rating | Q22 | Rating of Specialist + | 55.8% | <5 th | 64.5% | 23 rd |
| WAIT | | | | | | |
| ■ Rating | Q8 | Rating of Health Care | 40.6% | <5 th | 51.1% | 15 th |
| ■ Rating | Q18 | Rating of Personal Doctor | 58.8% | <5 th | 65.9% | 20 th |
| ● GNC | Q20 | Getting specialist appointment | 64.6% | <5 th | 66.4% | <5 th |
| ■ CC | Q17 | Coordination of Care + | 73.3% | <5 th | 84.9% | 38 th |
| ● CS | Q24 | Provided information or help | 75.4% | 5 th | 70.0% | <5 th |
| RETAIN | | | | | | |
| ● CS | Q25 | Treated with courtesy and respect | 94.2% | 37 th | 95.7% | 62 nd |
| ● CS | Q27 | Ease of Filling Out Forms + | 96.4% | 75 th | 95.2% | 56 th |

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



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | | | |
|--------------------|---|---|-----------------|----------|-----------|-----------------------------------|--------------------|----------|------------------|----------------|------|------|------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 | | |
| | | | | | | | | | | | | | |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 49.2% | 63.1% | <5 th | (+0) | | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 1 | Q8 | Rating of Health Care | 49.3% | 57.3% | 10 th | (+5) | Opp. | Opp. | |
| | | ✓ | 2 | 6 | Q4 | Getting urgent care | 71.9% | 82.7% | <5 th | (-3) | Opp. | Opp. | |
| | | ✓ | 3 | 4 | Q6 | Getting routine care | 67.4% | 79.7% | <5 th | (+0) | Opp. | Opp. | |
| | | ✓ | 4 | 2 | Q18 | Rating of Personal Doctor | 64.3% | 70.3% | 14 th | (+7) | Opp. | Opp. | |
| | | ✓ | 5 | 5 | Q9 | Getting care, tests, or treatment | 81.2% | 85.1% | 18 th | (+10) | Opp. | Opp. | |
| | | ✓ | 6 | 3 | Q22 | Rating of Specialist + | 66.4% | 68.5% | 34 th | (+26) | Opp. | Opp. | |
| | | ✓ | 7 | 8 | Q24 | Provided information or help | 79.0% | 84.7% | 9 th | (-2) | Wait | → | Opp. |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | ✓ | 8 | 9 | Q20 | Getting specialist appointment | 72.7% | 79.1% | 15 th | (+9) | Opp. | Opp. | |
| | | ✓ | 9 | 7 | Q25 | Treated with courtesy and respect | 95.0% | 94.8% | 49 th | (+31) | Opp. | → | Wait |
| | | ✓ | 10 | 10 | Q13 | Dr. listened carefully | 92.0% | 93.3% | 25 th | (+2) | Wait | | Wait |
| | | | | | | | | | | | | | |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | | | |
|--------------------|---|---|-----------------|----------|-----------|-----------------------------------|--------------------|----------|------------------|----------------|------|---|--------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 | | |
| | | | | | | | | | | | | | |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 50.4% | 63.1% | <5 th | (-4) | | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 2 | Q18 | Rating of Personal Doctor | 62.8% | 70.3% | 10 th | (-17) | Opp. | | Opp. |
| | | ✓ | 2 | 1 | Q8 | Rating of Health Care | 50.0% | 57.3% | 12 th | (+8) | Opp. | | Opp. |
| | | ✓ | 3 | 6 | Q4 | Getting urgent care | 71.7% | 82.7% | <5 th | (-33) | Wait | → | Opp. |
| | | ✓ | 4 | 4 | Q6 | Getting routine care | 68.6% | 79.7% | 5 th | (+2) | Wait | → | Opp. |
| | | ✓ | 5 | 8 | Q24 | Provided information or help | 84.6% | 84.7% | 45 th | (+35) | Opp. | | Opp. |
| | | ✓ | 6 | 7 | Q25 | Treated with courtesy and respect | 93.5% | 94.8% | 26 th | (+5) | Opp. | | Opp. |
| | | ✓ | 7 | 5 | Q9 | Getting care, tests, or treatment | 85.7% | 85.1% | 53 rd | (+45) | Wait | → | Power |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | ✓ | 8 | 9 | Q20 | Getting specialist appointment | 78.8% | 79.1% | 43 rd | (+19) | Wait | → | Opp. |
| | | ✓ | 9 | 3 | Q22 | Rating of Specialist + | 71.6% | 68.5% | 74 th | (+66) | Wait | → | Retain |
| | | | 10 | 15 | Q27 | Ease of Filling Out Forms + | 93.5% | 94.8% | 23 rd | (+0) | Wait | | Wait |
| | | | 12 | 10 | Q13 | Dr. listened carefully | 94.9% | 93.3% | 78 th | (+70) | Opp. | → | Retain |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | |
|------------------------------------|---|---|-----------------|----------|-----------|-----------------------------------|--------------------|----------|------------------------|----------------|----------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 50.0% | 63.1% | <5 th | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 6 | Q4 | Getting urgent care | 81.0% | 82.7% | 35 th (+29) | Opp. | Opp. |
| | | ✓ | 2 | 5 | Q9 | Getting care, tests, or treatment | 79.1% | 85.1% | 9 th (+5) | Opp. | Opp. |
| | | ✓ | 3 | 4 | Q6 | Getting routine care | 68.8% | 79.7% | 5 th (+1) | Wait | → Opp. |
| | | ✓ | 4 | 1 | Q8 | Rating of Health Care | 49.4% | 57.3% | 10 th (+0) | Opp. | Opp. |
| | | ✓ | 5 | 2 | Q18 | Rating of Personal Doctor | 65.7% | 70.3% | 19 th (+15) | Opp. | Opp. |
| | | ✓ | 6 | 10 | Q13 | Dr. listened carefully | 92.3% | 93.3% | 28 th (+6) | Opp. | Opp. |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | | 7 | 11 | Q14 | Dr. showed respect | 96.2% | 94.9% | 76 th (+46) | Opp. | → Power |
| | | | 8 | 12 | Q15 | Dr. spent enough time | 93.5% | 91.4% | 77 th (-1) | Retain | → Power |
| | | ✓ | 9 | 8 | Q24 | Provided information or help | 84.1% | 84.7% | 41 st (+29) | Wait | Wait |
| | | ✓ | 10 | 9 | Q20 | Getting specialist appointment | 66.7% | 79.1% | <5 th (-24) | Wait | Wait |
| | | | 12 | 7 | Q25 | Treated with courtesy and respect | 97.7% | 94.8% | 90 th (+67) | Wait | → Retain |
| All Industry scores & rankings are | | | 14 | 3 | Q22 | Rating of Specialist + | 57.1% | 68.5% | <5 th (-36) | Opp. | → Wait |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | | | |
|--------------------|---|---|-----------------|----------|-----------|-----------------------------------|--------------------|----------|------------------|----------------|--------|---|--------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 | | |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 43.6% | 63.1% | <5 th | (-2) | | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 10 | Q13 | Dr. listened carefully | 88.3% | 93.3% | <5 th | (-88) | Retain | → | Opp. |
| | | ✓ | 2 | 6 | Q4 | Getting urgent care | 70.4% | 82.7% | <5 th | (-24) | Opp. | | Opp. |
| | | ✓ | 3 | 2 | Q18 | Rating of Personal Doctor | 61.0% | 70.3% | 7 th | (-33) | Wait | → | Opp. |
| | | | 4 | 13 | Q12 | Dr. explained things | 89.9% | 93.2% | 10 th | (-53) | Retain | → | Opp. |
| | | ✓ | 5 | 5 | Q9 | Getting care, tests, or treatment | 82.3% | 85.1% | 25 th | (+13) | Opp. | | Opp. |
| | | ✓ | 6 | 1 | Q8 | Rating of Health Care | 44.9% | 57.3% | <5 th | (-4) | Opp. | | Opp. |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | | 7 | 11 | Q14 | Dr. showed respect | 91.7% | 94.9% | 8 th | (-63) | Retain | → | Opp. |
| | | | 8 | 12 | Q15 | Dr. spent enough time | 82.5% | 91.4% | <5 th | (-82) | Retain | → | Opp. |
| | | ✓ | 9 | 4 | Q6 | Getting routine care | 62.8% | 79.7% | <5 th | (-17) | Opp. | → | Wait |
| | | | 10 | 14 | Q17 | Coordination of Care + | 69.4% | 86.0% | <5 th | (-73) | Retain | → | Wait |
| | | | 12 | 3 | Q22 | Rating of Specialist + | 64.8% | 68.5% | 25 th | (+19) | Opp. | → | Wait |
| | | | 13 | 9 | Q20 | Getting specialist appointment | 74.7% | 79.1% | 22 nd | (+16) | Opp. | → | Wait |
| | | | 14 | 7 | Q25 | Treated with courtesy and respect | 95.1% | 94.8% | 50 th | (+26) | Opp. | → | Retain |
| | | | 15 | 8 | Q24 | Provided information or help | 75.8% | 84.7% | <5 th | (-35) | Opp. | → | Wait |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | |
|--------------------|---|---|-----------------|----------|-----------|--|--------------------|----------|------------------------|----------------|---------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 54.9% | 63.1% | 8 th (+6) | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 3 | Q22 | Rating of Specialist + | 71.2% | 68.5% | 70 th (+47) | Opp. | → Power |
| | | ✓ | 2 | 4 | Q6 | Getting routine care | 62.7% | 79.7% | <5 th (+0) | Wait | → Opp. |
| | | | 3 | 12 | Q15 | Dr. spent enough time | 88.3% | 91.4% | 17 th (+8) | Wait | → Opp. |
| | | ✓ | 4 | 10 | Q13 | Dr. listened carefully | 91.2% | 93.3% | 18 th (+15) | Opp. | Opp. |
| | | ✓ | 5 | 2 | Q18 | Rating of Personal Doctor | 67.2% | 70.3% | 28 th (+28) | Opp. | Opp. |
| | | | 6 | --- | Q45 | Overall rating of treatment/counseling | 52.3% | --- | --- | Opp. | Opp. |
| | | ✓ | 7 | 7 | Q25 | Treated with courtesy and respect | 94.5% | 94.8% | 39 th (+39) | Wait | → Opp. |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | | 8 | 11 | Q14 | Dr. showed respect | 92.2% | 94.9% | 11 th (+8) | Opp. | Opp. |
| | | | 9 | 13 | Q12 | Dr. explained things | 91.1% | 93.2% | 23 rd (+17) | Wait | → Opp. |
| | | ✓ | 10 | 6 | Q4 | Getting urgent care | 71.2% | 82.7% | <5 th (+1) | Wait | Wait |
| | | | 13 | 9 | Q20 | Getting specialist appointment | 75.0% | 79.1% | 25 th (+24) | Opp. | → Wait |
| | | | 14 | 5 | Q9 | Getting care, tests, or treatment | 75.4% | 85.1% | <5 th (-4) | Opp. | → Wait |
| | | | 15 | 1 | Q8 | Rating of Health Care | 51.8% | 57.3% | 18 th (+15) | Opp. | → Wait |
| | | | 16 | 8 | Q24 | Provided information or help | 80.7% | 84.7% | 15 th (+7) | Wait | Wait |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID ADULT

| | | ALIGNMENT <i>Are your key drivers typical of the industry?</i> | KEY DRIVER RANK | | ATTRIBUTE | | SUMMARY RATE SCORE | | PG BoB %TILE* | CLASSIFICATION | |
|--------------------|---|---|-----------------|----------|-----------|-----------------------------------|--------------------|----------|------------------------|----------------|----------|
| | | | YOUR PLAN | INDUSTRY | | | YOUR PLAN | INDUSTRY | | 2023 | 2024 |
| TOP 10 KEY DRIVERS | | | | | Q28 | Rating of Health Plan | 49.0% | 63.1% | <5 th (+0) | | |
| YOUR PLAN | These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan. | ✓ | 1 | 5 | Q9 | Getting care, tests, or treatment | 81.1% | 85.1% | 18 th (+13) | Opp. | Opp. |
| | | ✓ | 2 | 4 | Q6 | Getting routine care | 73.6% | 79.7% | 17 th (+12) | Opp. | Opp. |
| | | ✓ | 3 | 10 | Q13 | Dr. listened carefully | 92.7% | 93.3% | 37 th (-2) | Wait | → Opp. |
| | | | 4 | 13 | Q12 | Dr. explained things | 93.5% | 93.2% | 53 rd (+32) | Wait | → Power |
| | | | 5 | 11 | Q14 | Dr. showed respect | 94.1% | 94.9% | 36 th (+0) | Wait | → Opp. |
| | | ✓ | 6 | 6 | Q4 | Getting urgent care | 67.8% | 82.7% | <5 th (+0) | Opp. | Opp. |
| | | | 7 | 12 | Q15 | Dr. spent enough time | 88.3% | 91.4% | 17 th (+8) | Wait | → Opp. |
| INDUSTRY | PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business. | ✓ | 8 | 3 | Q22 | Rating of Specialist + | 64.5% | 68.5% | 23 rd (+19) | Opp. | Opp. |
| | | ✓ | 9 | 1 | Q8 | Rating of Health Care | 51.1% | 57.3% | 15 th (+11) | Opp. | → Wait |
| | | ✓ | 10 | 2 | Q18 | Rating of Personal Doctor | 65.9% | 70.3% | 20 th (+16) | Opp. | → Wait |
| | | | 11 | 9 | Q20 | Getting specialist appointment | 66.4% | 79.1% | <5 th (+0) | Opp. | → Wait |
| | | | 13 | 7 | Q25 | Treated with courtesy and respect | 95.7% | 94.8% | 62 nd (+25) | Wait | → Retain |
| | | | 14 | 8 | Q24 | Provided information or help | 70.0% | 84.7% | <5 th (-1) | Wait | Wait |

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

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

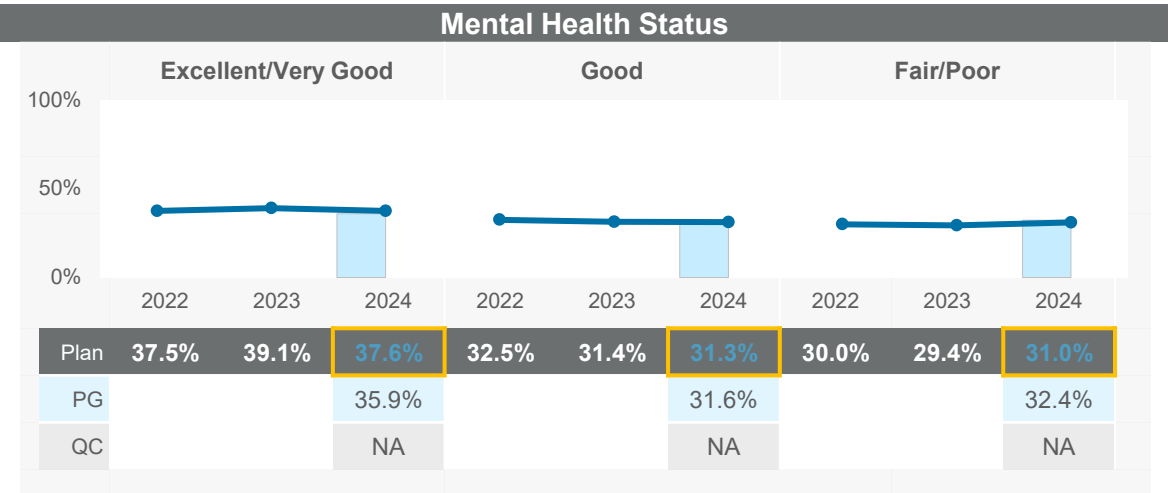
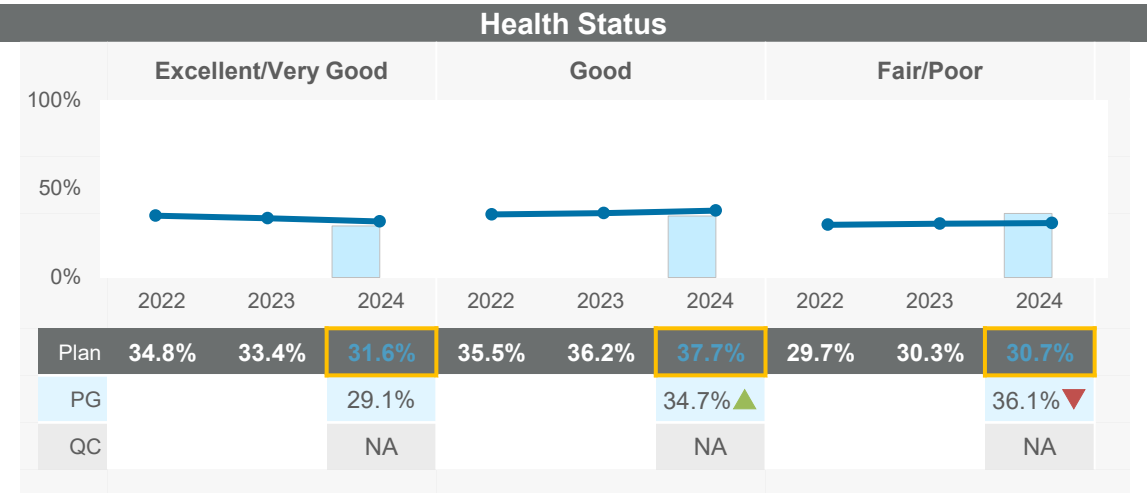
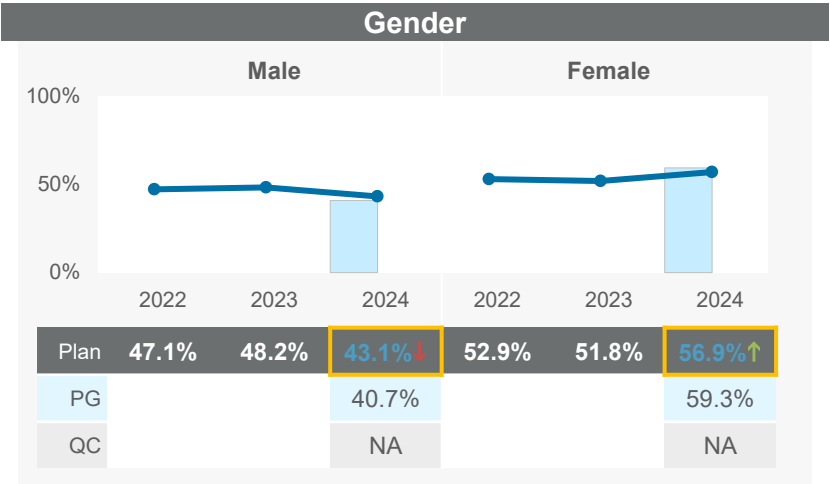
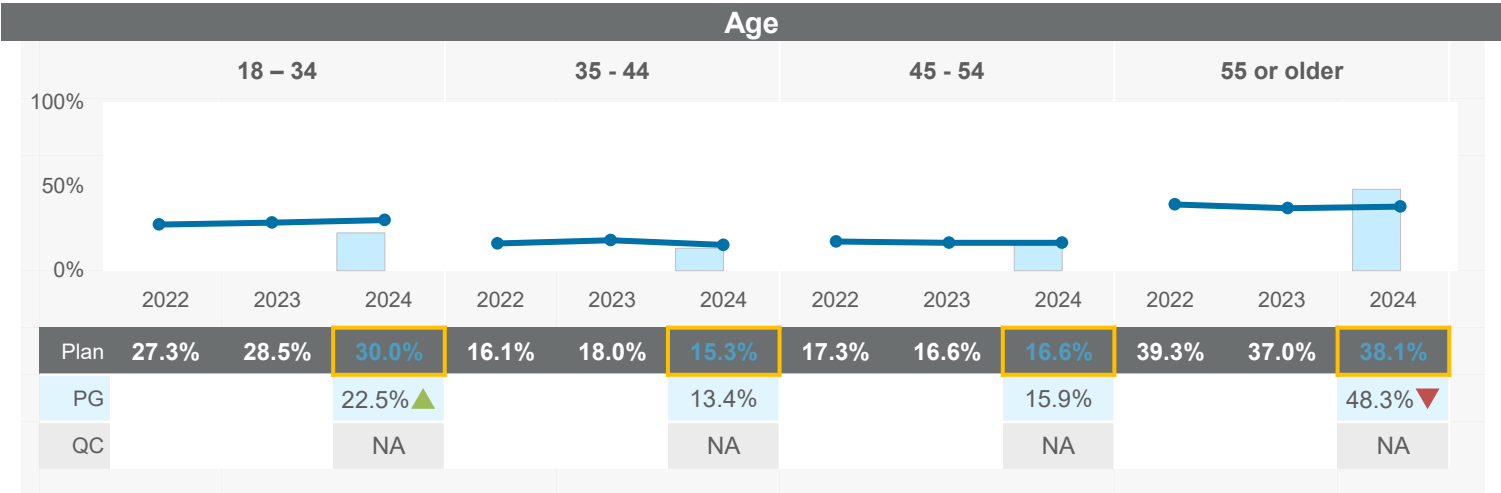
WASHINGTON PROFILE

The Profile of Survey Respondents slides offer an overview of the Washington State demographics of survey respondents.

The profiles for each plan can be found in [Appendix B.](#)

PROFILE OF SURVEY RESPONDENTS

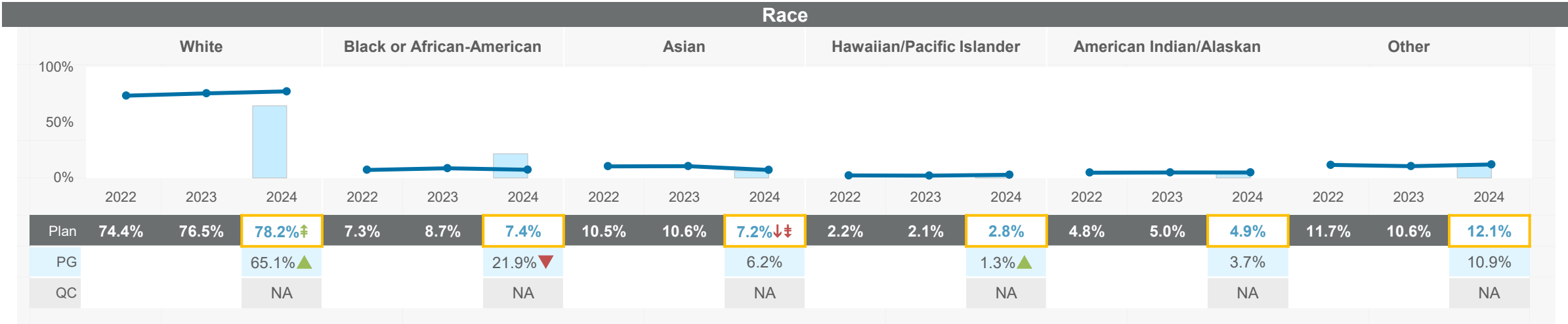
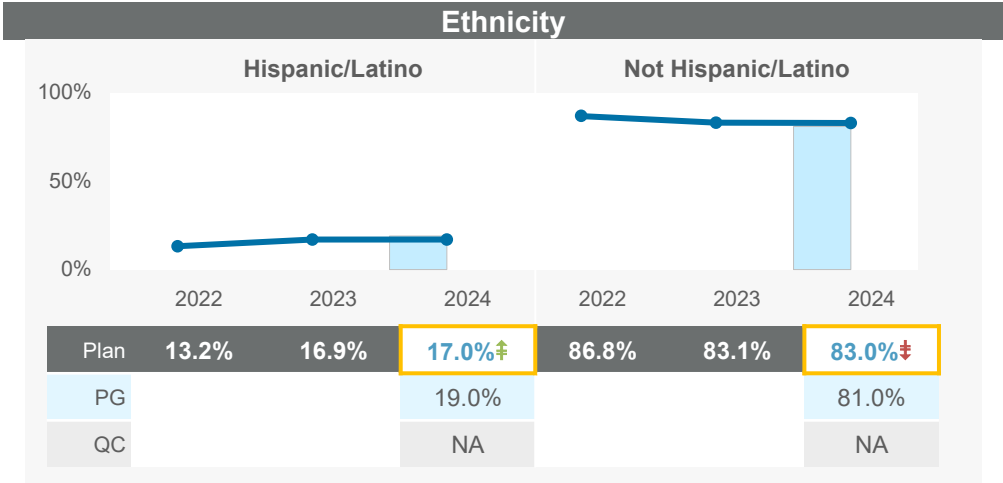
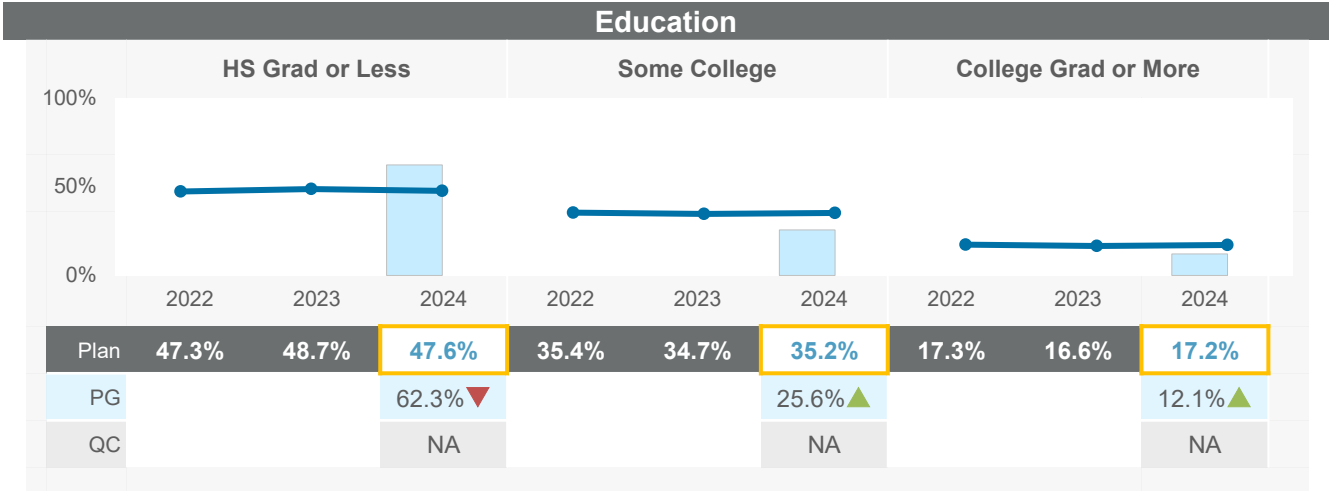
MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (▲/▼), the 2022 score (▲/▼) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

APPENDIX A

METHODOLOGY BY PLAN

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/5/2024



Second questionnaire
mailed
4/9/2024



Initiate follow-up calls
to non-responders
4/30/2024 - 5/14/2024



Last day to accept
completed surveys
5/15/2024

QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- 18 years and older (as of December 31st of the measurement year)
 - Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{265 \text{ (Completed)}}{2498 \text{ (Sample)} - 40 \text{ (Ineligible)}} = \frac{265}{2458} = 10.8\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|----------|------|-------|----------|----------------|-------|-----|-------|
| | | | | QR Code | Email | URL | |
| English | 128 | 59 | 47 | 20 | 0 | 27 | 234 |
| Spanish | 19 | 6 | 1 | 1 | 0 | 0 | 26 |
| Chinese | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| Total | 152 | 65 | 48 | 21 | 0 | 27 | 265 |

Total Number of Undeliverables: 294

Note: Respondents were given the option of completing the survey in English, Spanish, or Chinese. In place of the English survey, a Spanish or Chinese survey was mailed based on the preferred language of the member. Per NCQA guidelines, Chinese surveys could only be completed via the mail.

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|------------------|---|-------|-------|-------|
| Completed | SUBTOTAL | 327 | 306 | 265 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 19 | 25 | 14 |
| | Language Barrier (03) | 8 | 7 | 19 |
| | Mentally/Physically Incapacitated (04) | 0 | 4 | 2 |
| | Deceased (05) | 4 | 1 | 5 |
| | SUBTOTAL | 31 | 37 | 40 |
| Non-response | Break-off/Incomplete (02) | 12 | 16 | 9 |
| | Refusal (06) | 62 | 53 | 63 |
| | Maximum Attempts Made (07) | 2268 | 2086 | 2121 |
| | Added to DNC List (08) | 0 | 0 | 0 |
| | SUBTOTAL | 2342 | 2155 | 2193 |
| Total Sample | | 2700 | 2498 | 2498 |
| Oversampling % | | 100% | 85.0% | 85.0% |
| Response Rate | | 12.3% | 12.4% | 10.8% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

Pre-notification
mailed
2/23/2024



First questionnaire
mailed
3/1/2024



Second questionnaire
mailed
4/5/2024



Initiate follow-up calls
to non-responders
4/26/2024 - 5/10/2024



Last day to accept
completed surveys
5/15/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{133 \text{ (Completed)}}{1350 \text{ (Sample)} - 12 \text{ (Ineligible)}} = \frac{133}{1338} = 9.9\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|--------------|-----------|-----------|-----------|----------------|-----------|----------|------------|
| | | | | QR Code | Email | URL | |
| English | 59 | 27 | 36 | 10 | 22 | 4 | 122 |
| Spanish | 4 | 5 | 2 | 1 | 1 | 0 | 11 |
| Total | 63 | 32 | 38 | 11 | 23 | 4 | 133 |

Total Number of Undeliverables: 136

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|-------------------------|---|--------------|--------------|--------------|
| Completed | SUBTOTAL | 124 | 140 | 133 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 10 | 9 | 6 |
| | Language Barrier (03) | 5 | 2 | 1 |
| | Mentally/Physically Incapacitated (04) | 3 | 1 | 4 |
| | Deceased (05) | 1 | 0 | 1 |
| | SUBTOTAL | 19 | 12 | 12 |
| Non-response | Break-off/Incomplete (02) | 8 | 8 | 8 |
| | Refusal (06) | 32 | 18 | 27 |
| | Maximum Attempts Made (07) | 1167 | 1172 | 1170 |
| | Added to DNC List (08) | 0 | 0 | 0 |
| | SUBTOTAL | 1207 | 1198 | 1205 |
| Total Sample | | 1350 | 1350 | 1350 |
| Oversampling % | | 0.0% | 0.0% | 0.0% |
| Response Rate | | 9.3% | 10.5% | 9.9% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/8/2024



Second questionnaire
mailed
4/12/2024



Initiate follow-up calls
to non-responders
5/3/2024 - 5/17/2024



Last day to accept
completed surveys
5/17/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{233 \text{ (Completed)}}{2295 \text{ (Sample)} - 38 \text{ (Ineligible)}} = \frac{233}{2257} = 10.3\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|--------------|------------|-----------|-----------|----------------|----------|-----------|------------|
| | | | | QR Code | Email | URL | |
| English | 119 | 73 | 36 | 22 | 0 | 14 | 228 |
| Spanish | 2 | 2 | 1 | 0 | 0 | 1 | 5 |
| Total | 121 | 75 | 37 | 22 | 0 | 15 | 233 |

Total Number of Undeliverables: 202

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

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|-------------------------|---|--------------|--------------|--------------|
| Completed | SUBTOTAL | 263 | 236 | 233 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 18 | 12 | 24 |
| | Language Barrier (03) | 3 | 5 | 7 |
| | Mentally/Physically Incapacitated (04) | 0 | 4 | 6 |
| | Deceased (05) | 3 | 3 | 1 |
| | SUBTOTAL | 24 | 24 | 38 |
| Non-response | Break-off/Incomplete (02) | 11 | 15 | 12 |
| | Refusal (06) | 60 | 45 | 55 |
| | Maximum Attempts Made (07) | 1667 | 1705 | 1957 |
| | Added to DNC List (08) | 0 | 0 | 0 |
| | SUBTOTAL | 1738 | 1765 | 2024 |
| Total Sample | | 2025 | 2025 | 2295 |
| Oversampling % | | 50.0% | 50.0% | 70.0% |
| Response Rate | | 13.1% | 11.8% | 10.3% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/1/2024



Second questionnaire
mailed
4/5/2024



Initiate follow-up calls
to non-responders
4/26/2024 - 5/10/2024



Last day to accept
completed surveys
5/10/2024

QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- 18 years and older (as of December 31st of the measurement year)
 - Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{163 \text{ (Completed)}}{1620 \text{ (Sample)} - 26 \text{ (Ineligible)}} = \frac{163}{1594} = 10.2\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|----------|------|-------|----------|----------------|-------|-----|-------|
| | | | | QR Code | Email | URL | |
| English | 84 | 26 | 51 | 25 | 0 | 26 | 161 |
| Spanish | 0 | 1 | 1 | 1 | 0 | 0 | 2 |
| Total | 84 | 27 | 52 | 26 | 0 | 26 | 163 |

Total Number of Undeliverables: 230
Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|------------------|---|-------|-------|-------|
| Completed | SUBTOTAL | 182 | 177 | 163 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 15 | 7 | 19 |
| | Language Barrier (03) | 0 | 6 | 3 |
| | Mentally/Physically Incapacitated (04) | 3 | 2 | 3 |
| | Deceased (05) | 1 | 0 | 1 |
| | SUBTOTAL | 19 | 15 | 26 |
| Non-response | Break-off/Incomplete (02) | 13 | 12 | 5 |
| | Refusal (06) | 74 | 33 | 48 |
| | Maximum Attempts Made (07) | 1332 | 1383 | 1378 |
| | Added to DNC List (08) | 0 | 0 | 0 |
| | SUBTOTAL | 1419 | 1428 | 1431 |
| Total Sample | | 1620 | 1620 | 1620 |
| Oversampling % | | 20.0% | 20.0% | 20.0% |
| Response Rate | | 11.4% | 11.0% | 10.2% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

DATA COLLECTION

The MY 2023 Medicaid Adult version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
NA[^]

Second questionnaire
mailed
NA

Initiate follow-up calls
to non-responders
NA

Last day to accept
completed surveys
NA

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2024 RESPONSE RATE CALCULATION

$$\frac{256 \text{ (Completed)}}{2160 \text{ (Sample)} - 55 \text{ (Ineligible)}} = \frac{256}{2105} = 12.2\%$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
|--------------|------------|-----------|-----------|----------------|----------|----------|------------|
| | | | | QR Code | Email | URL | |
| English | 146 | 72 | 26 | 0 | 0 | 0 | 244 |
| Spanish | 1 | 7 | 4 | 0 | 0 | 0 | 12 |
| Total | 147 | 79 | 30 | 0 | 0 | 0 | 256 |

RESPONSE RATE TRENDING

| | | 2022 | 2023 | 2024 |
|-------------------------|---|--------------|--------------|--------------|
| Completed | SUBTOTAL | 262 | 238 | 256 |
| Ineligible | Does not Meet Eligibility Criteria (01) | 17 | 27 | 42 |
| | Language Barrier (03) | 3 | 2 | 6 |
| | Mentally/Physically Incapacitated (04) | 10 | 4 | 6 |
| | Deceased (05) | 2 | 2 | 1 |
| | SUBTOTAL | 32 | 35 | 55 |
| Non-response | Break-off/Incomplete (02) | 43 | 57 | 57 |
| | Refusal (06) | 104 | 66 | 72 |
| | Maximum Attempts Made (07) | 1706 | 1745 | 1702 |
| | Added to DNC List (08) | 13 | 19 | 18 |
| | SUBTOTAL | 1866 | 1887 | 1849 |
| Total Sample | | 2160 | 2160 | 2160 |
| Oversampling % | | 60.0% | 60.0% | 60.0% |
| Response Rate | | 12.3% | 11.2% | 12.2% |
| PG Response Rate | | 12.2% | 11.5% | 11.1% |

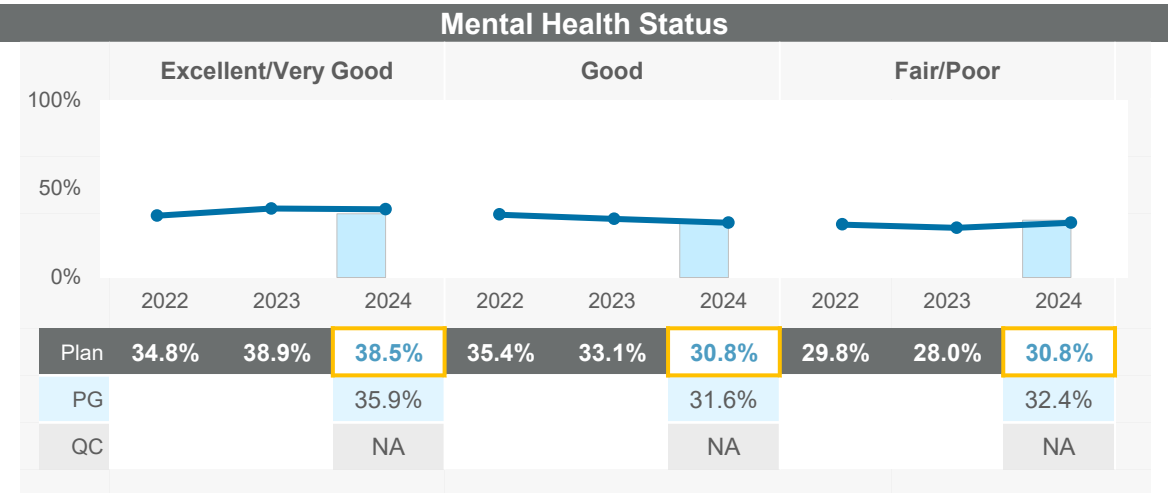
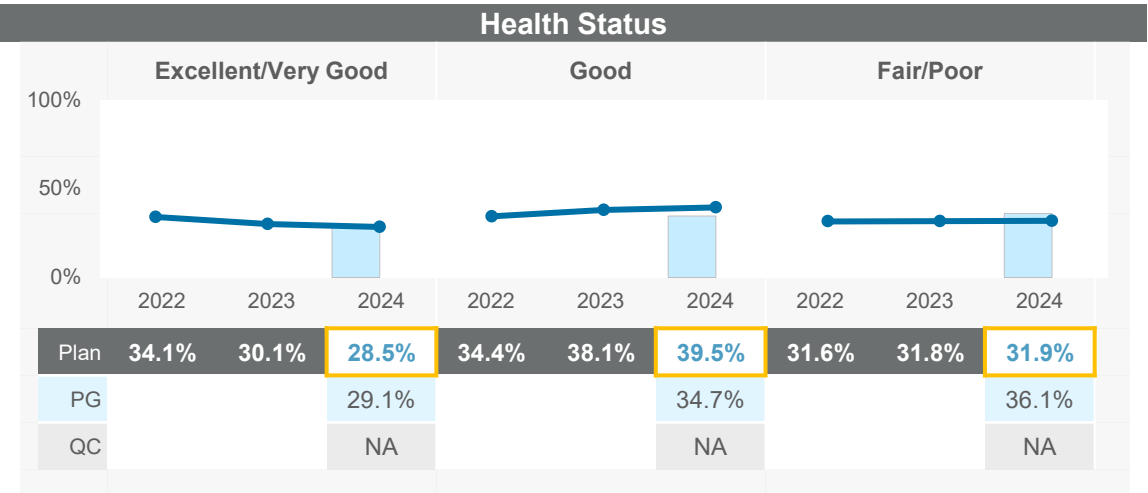
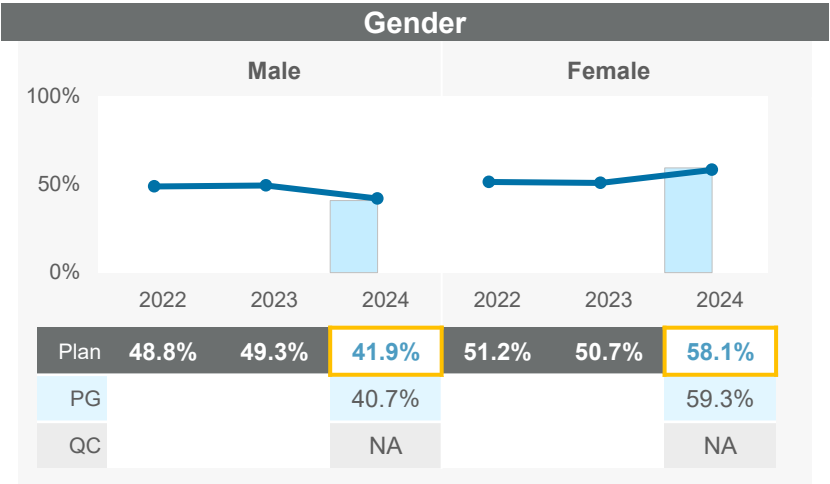
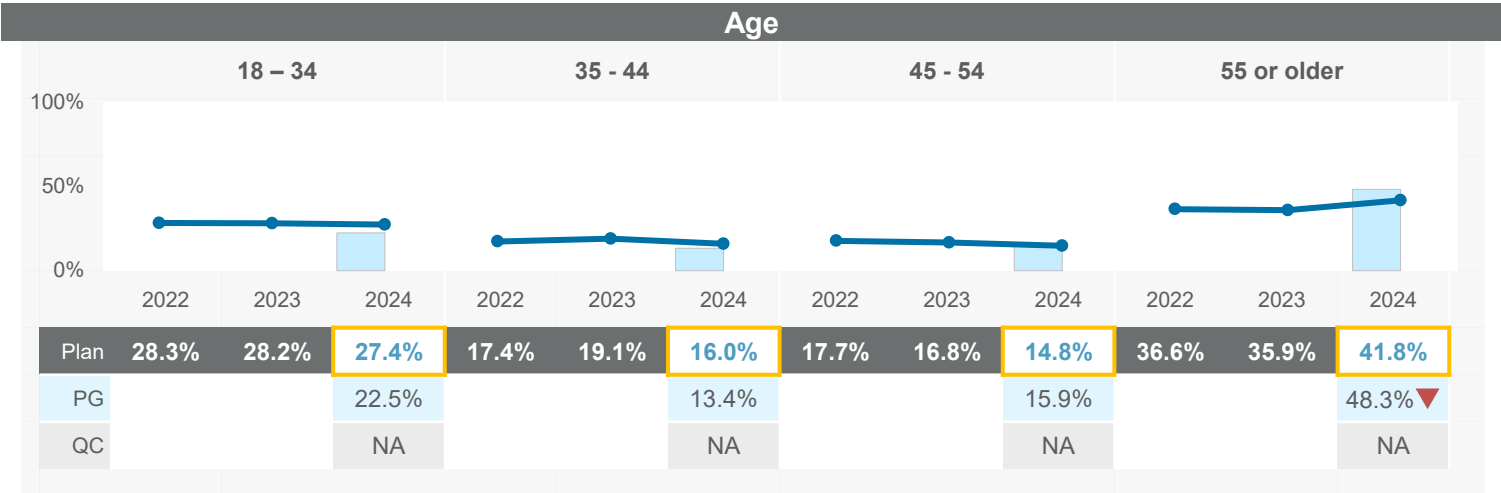
[^] The survey for Wellpoint Washington (previously Amerigroup Washington) was administered by CCS.

APPENDIX B

PROFILE OF SURVEY RESPONDENTS BY PLAN

PROFILE OF SURVEY RESPONDENTS

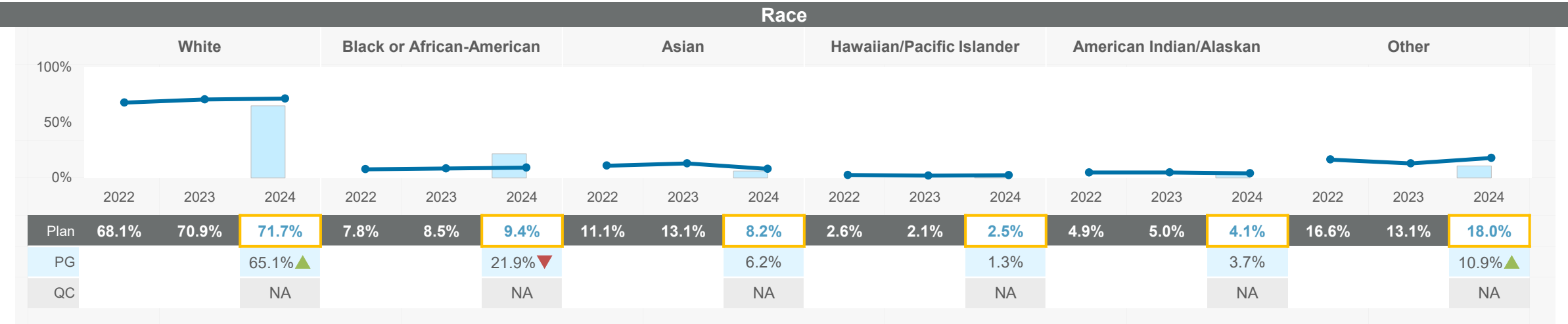
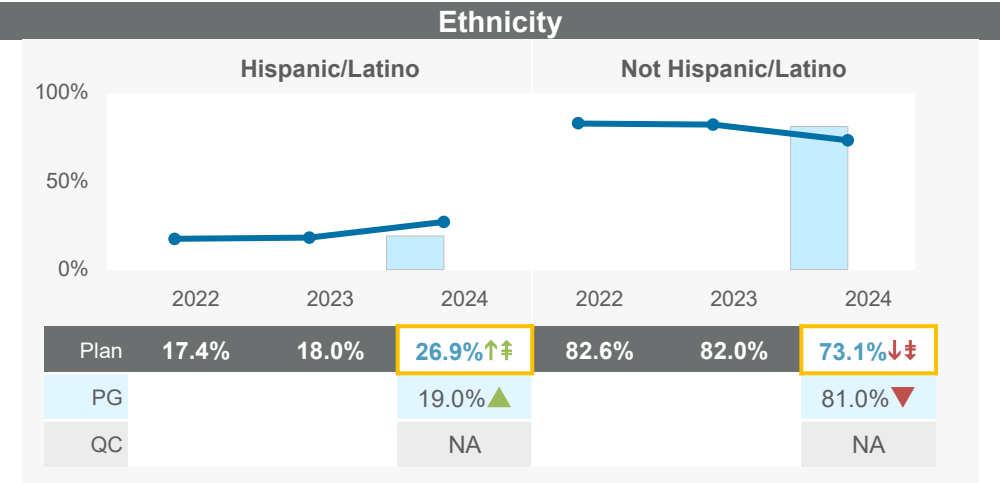
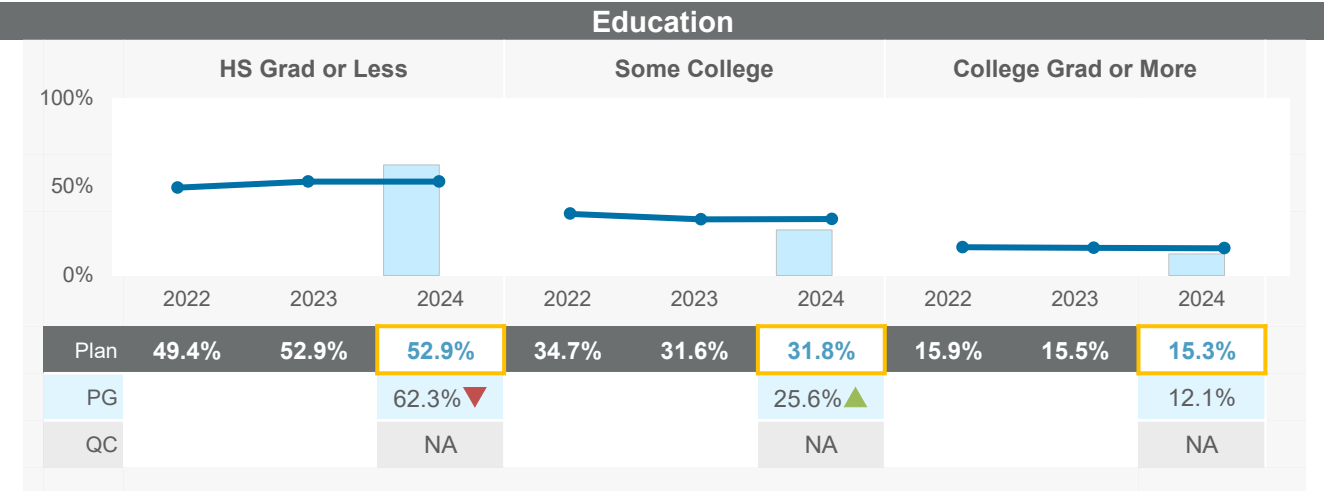
MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

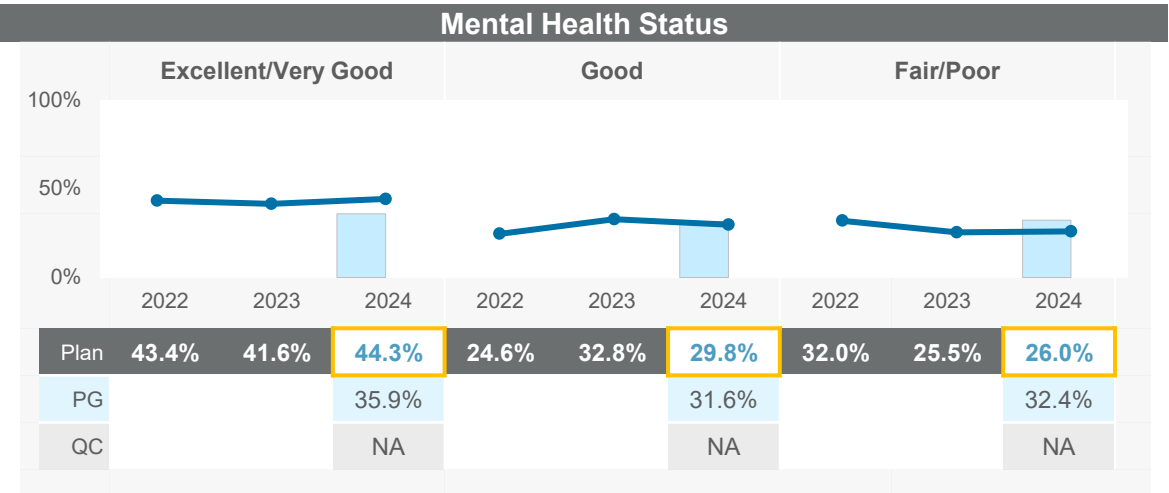
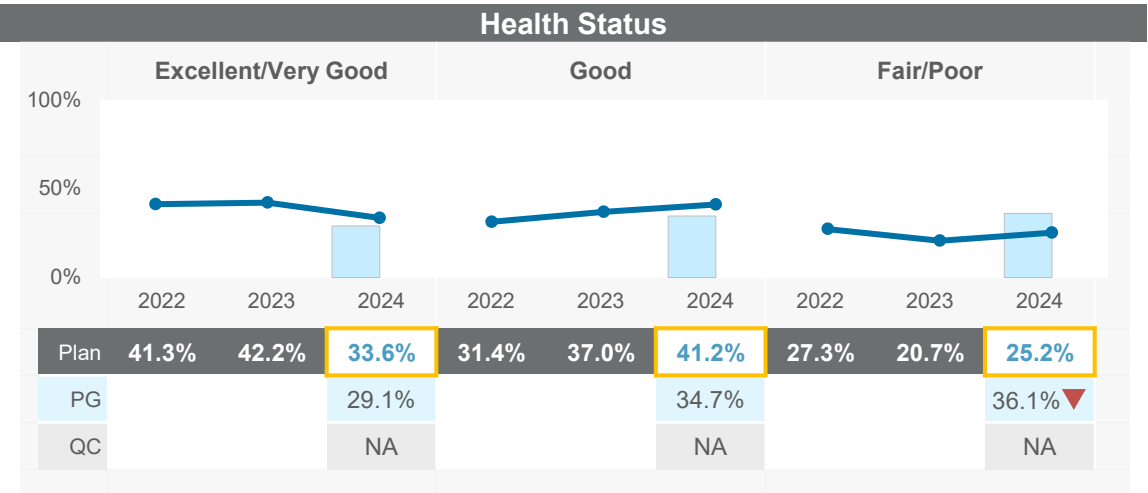
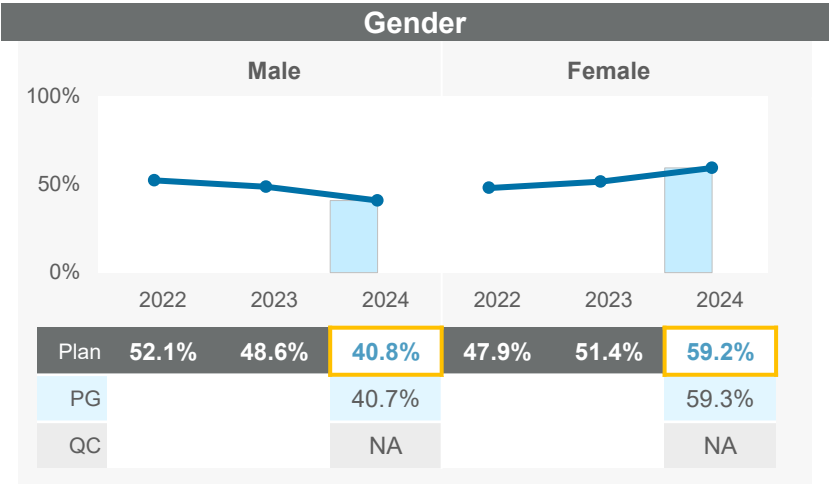
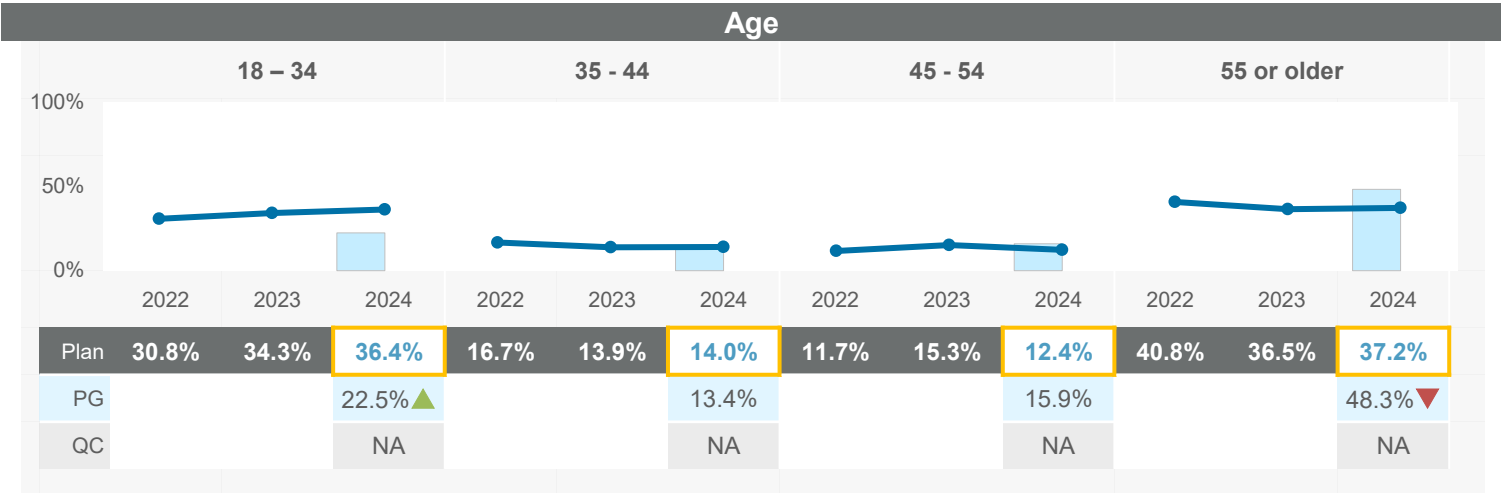
MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

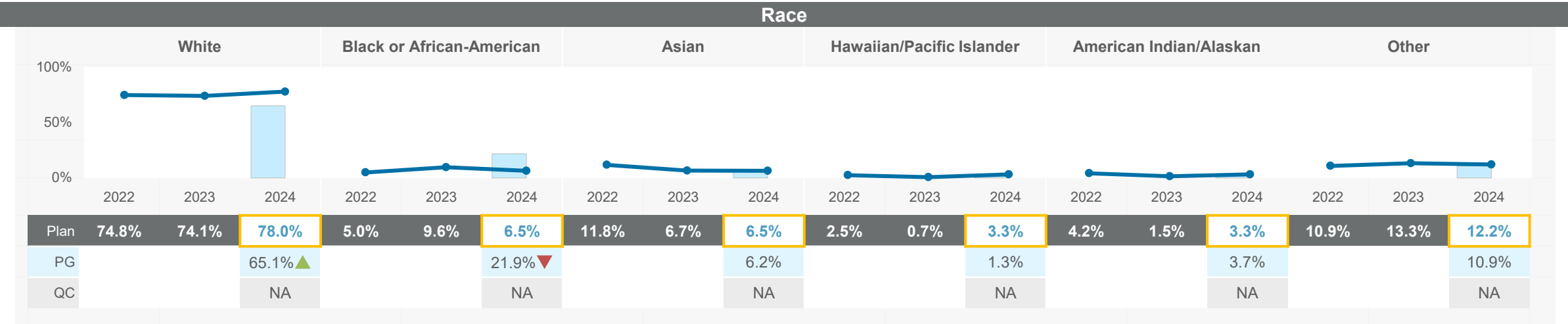
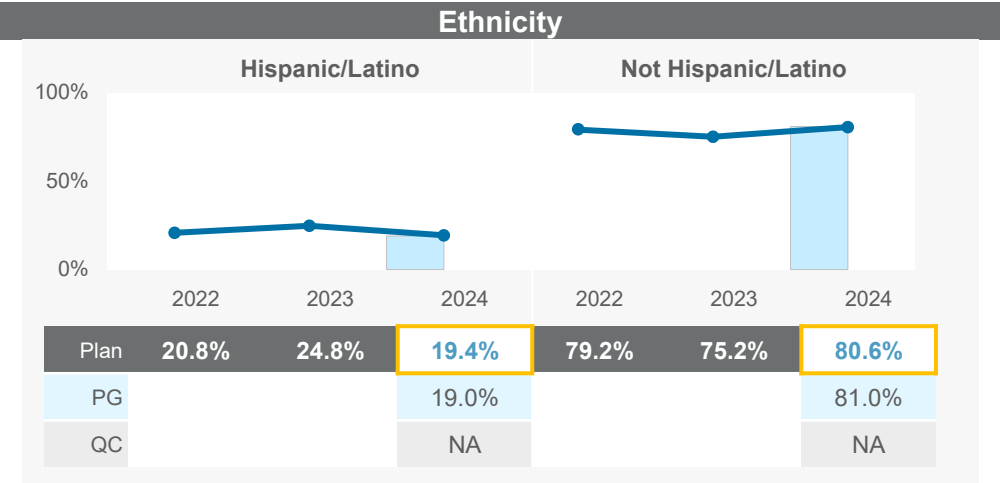
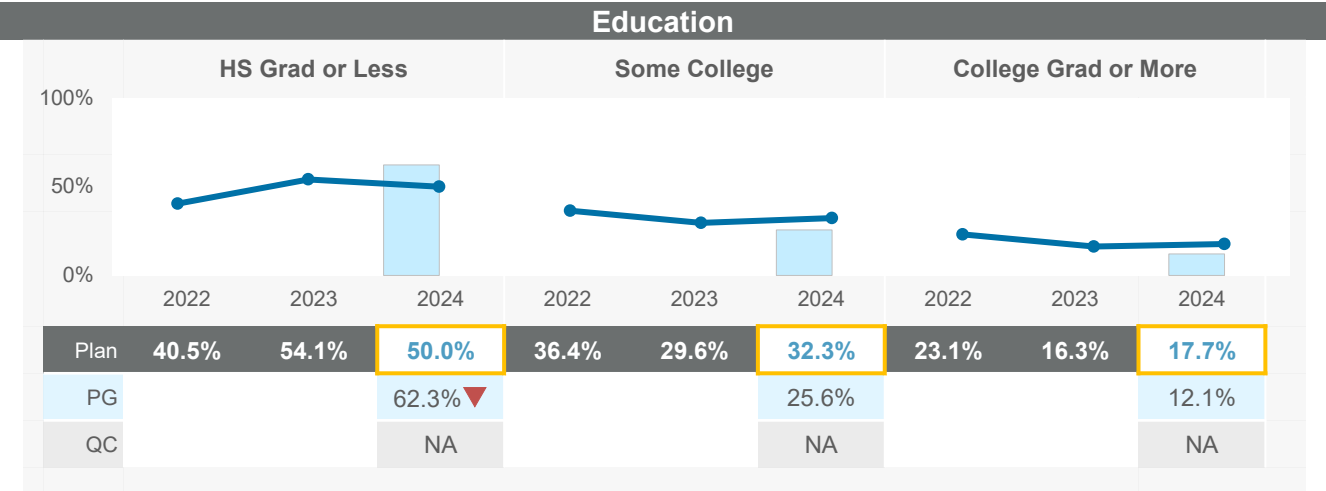
MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

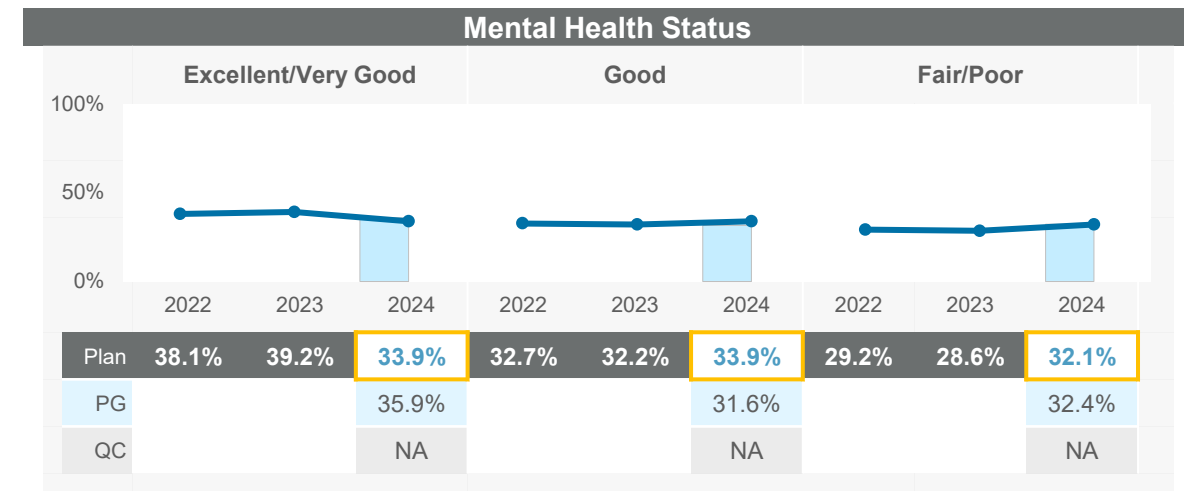
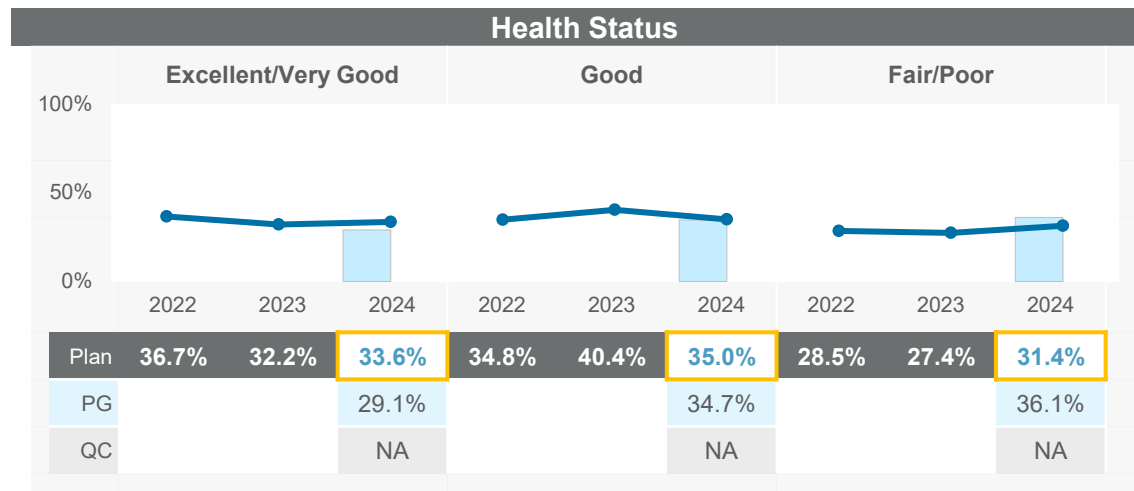
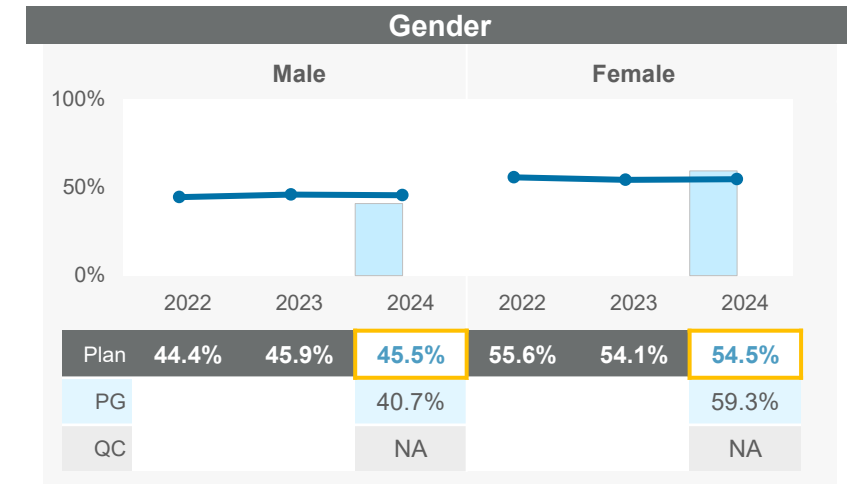
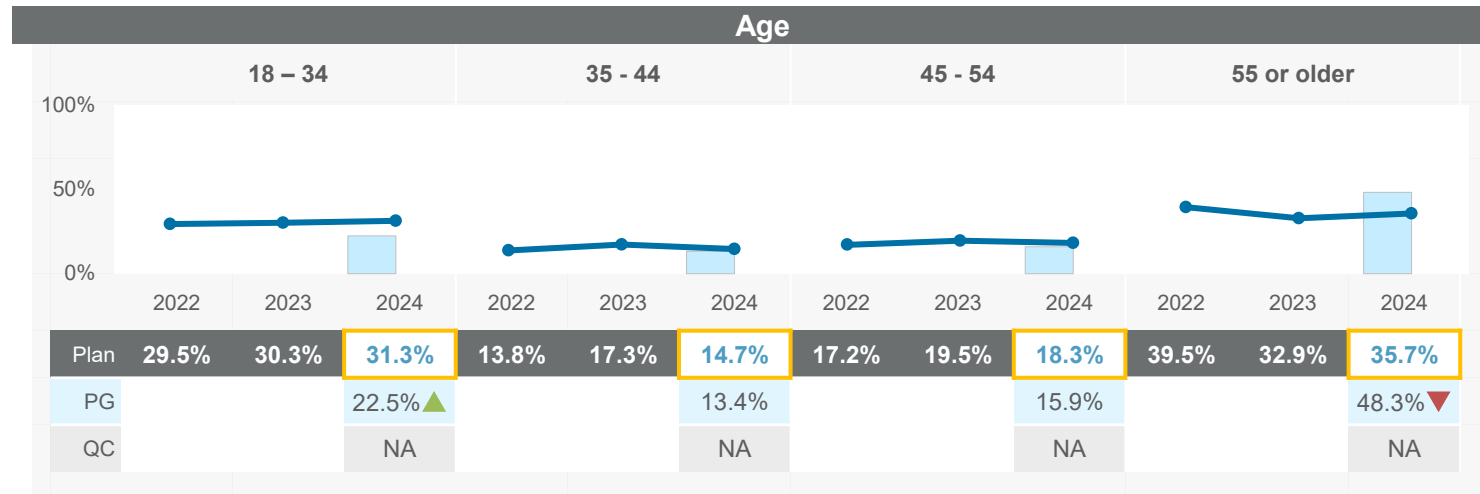
MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

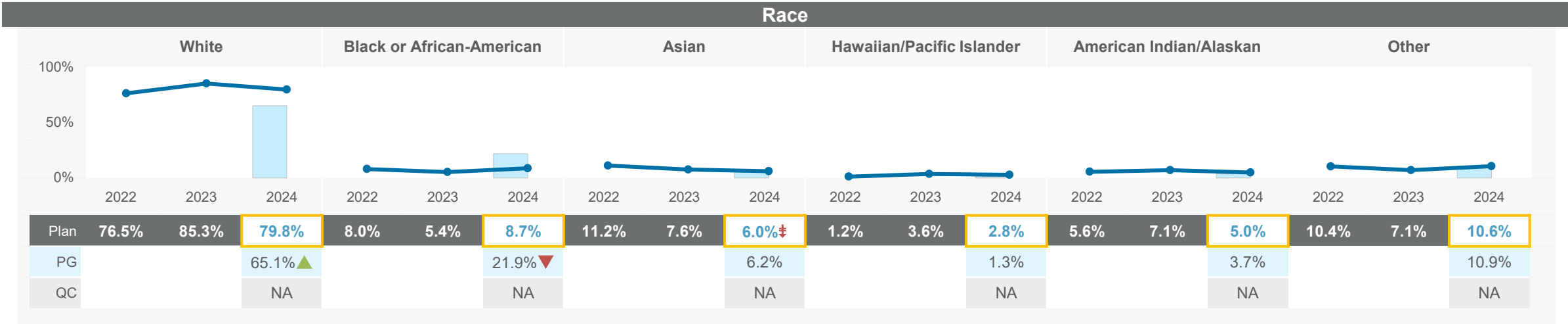
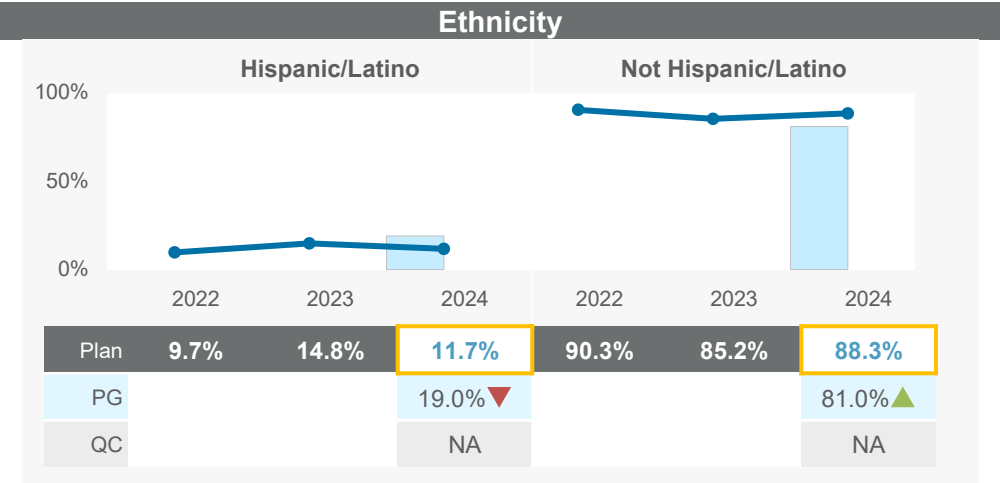
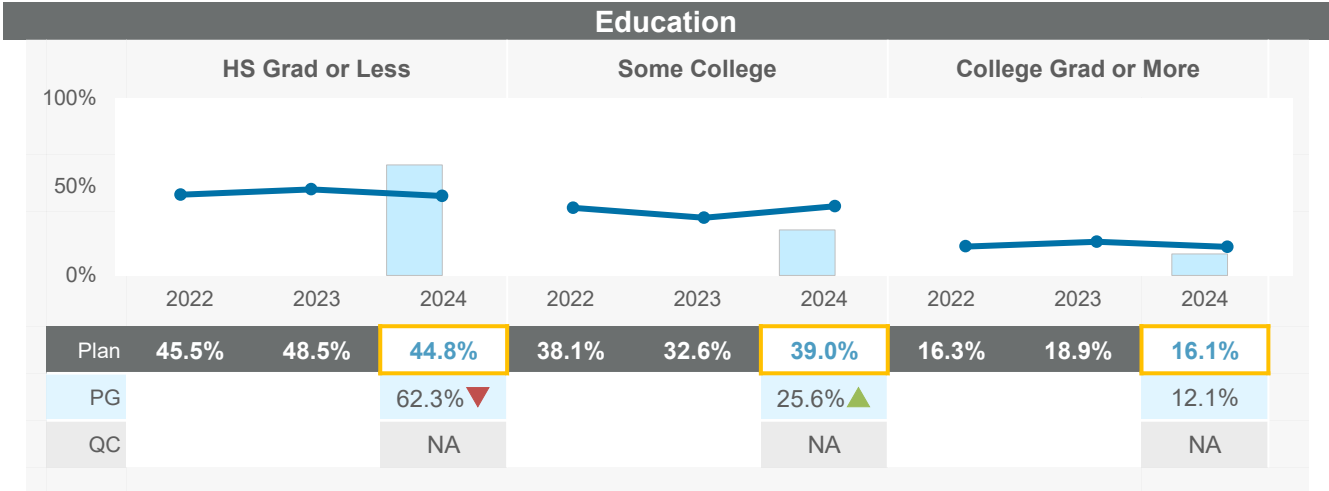


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

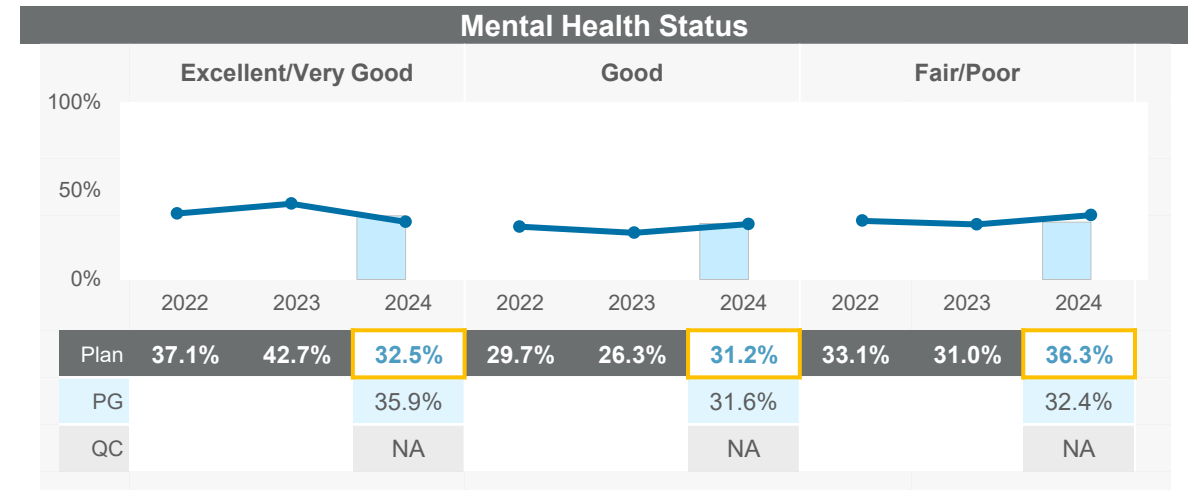
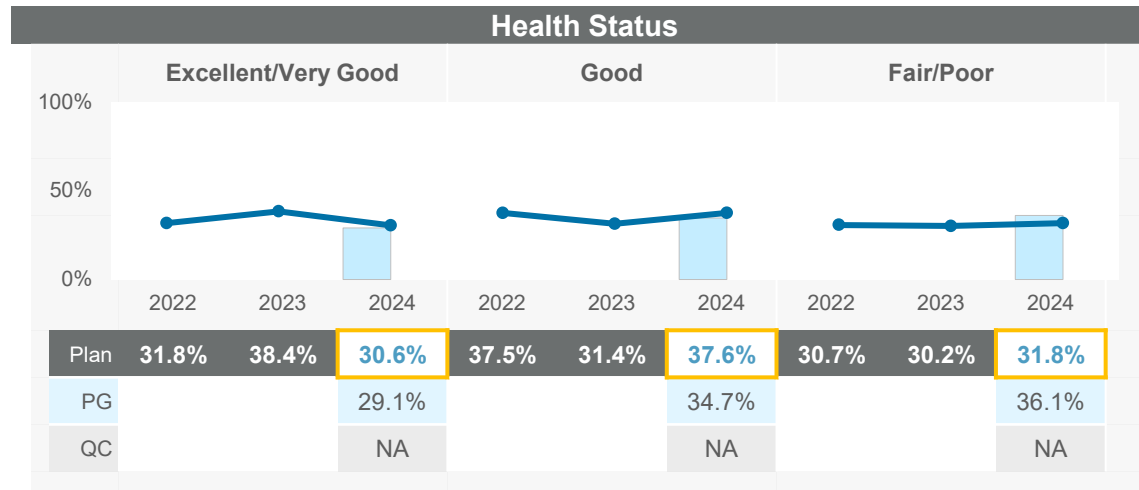
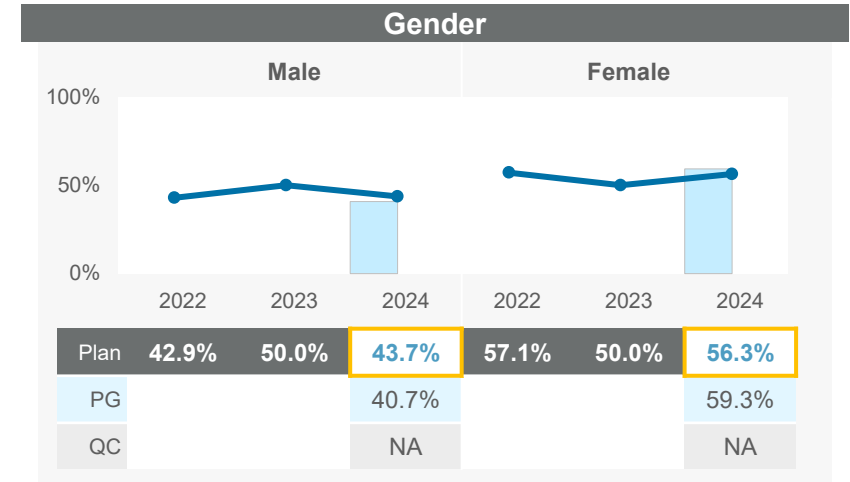
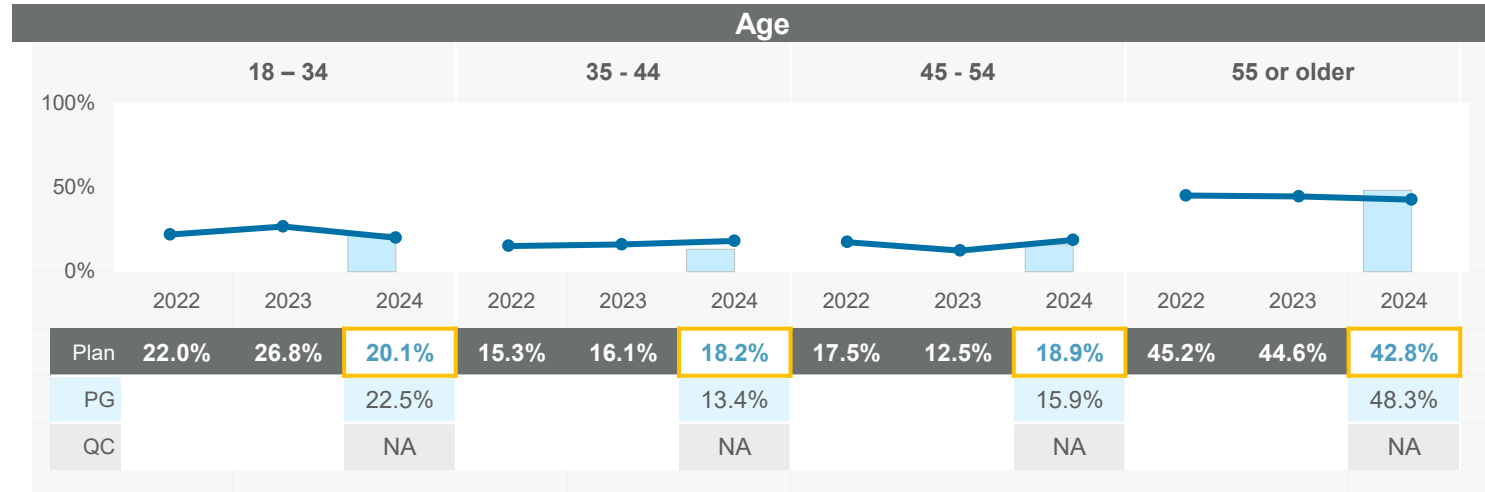


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

UnitedHealthcare Community Plan (UHC)



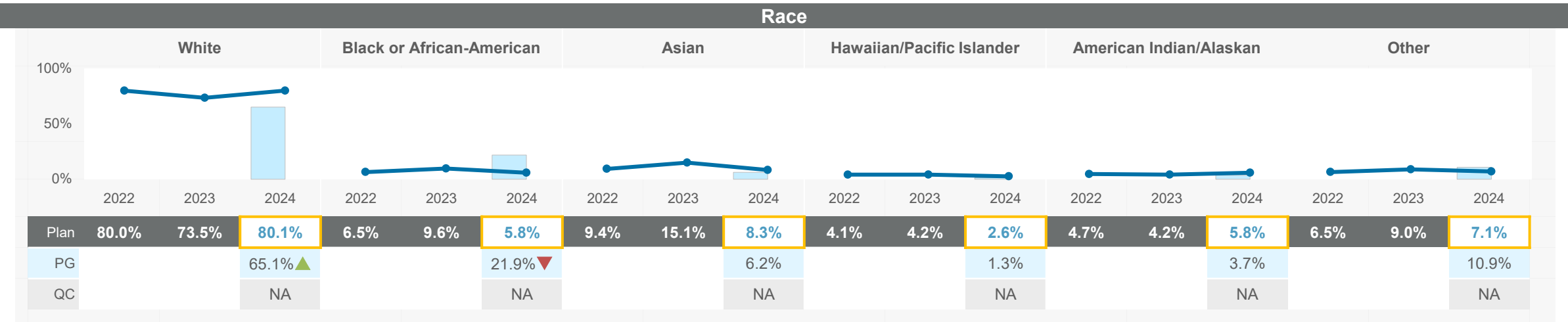
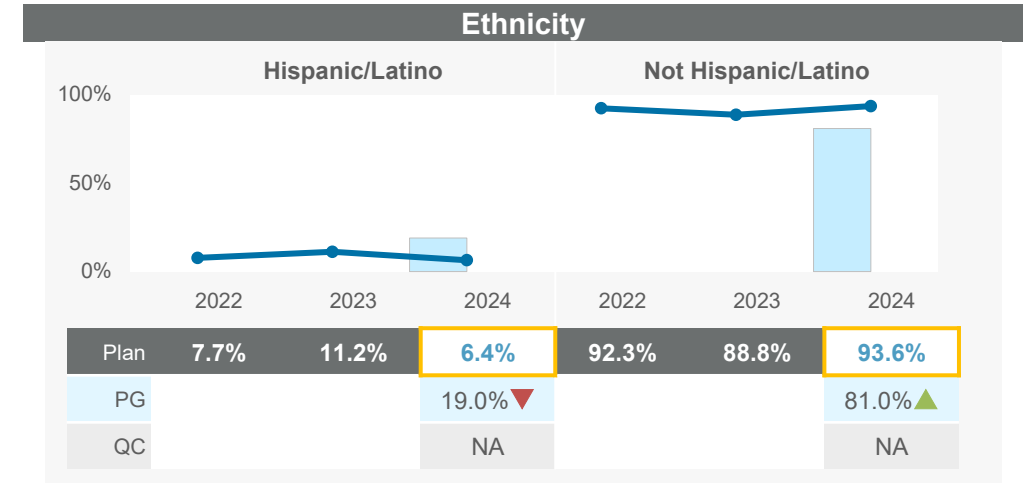
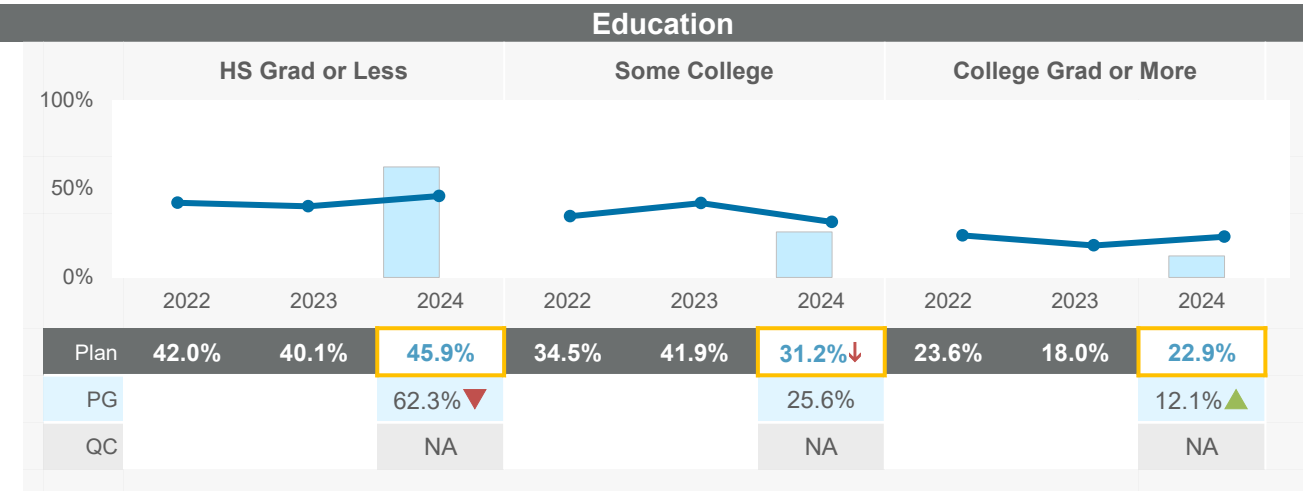
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

UnitedHealthcare Community Plan (UHC)

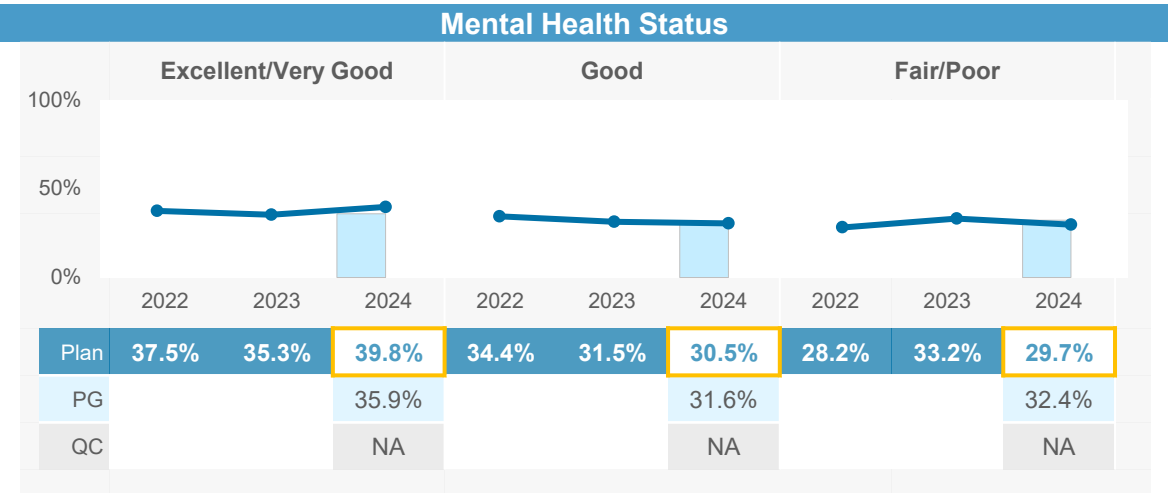
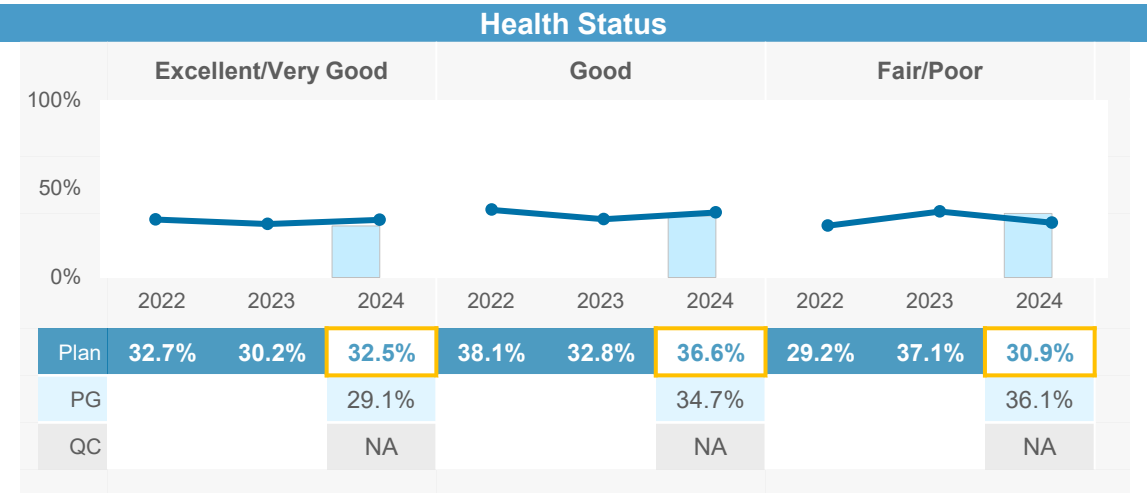
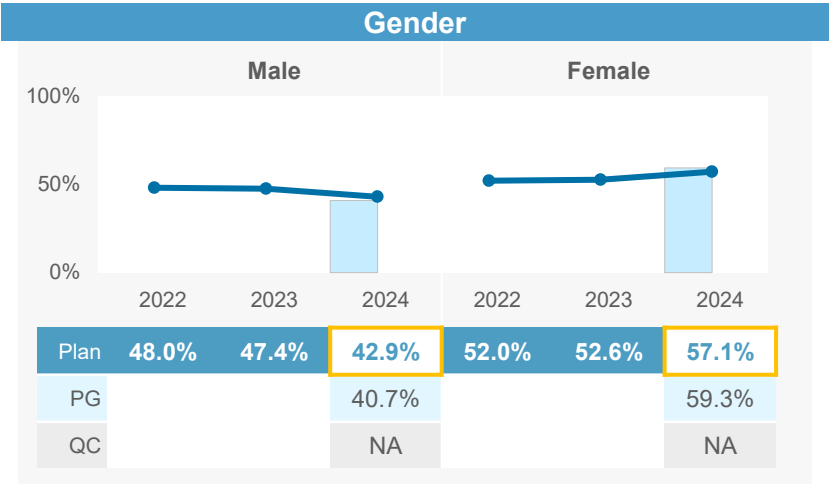
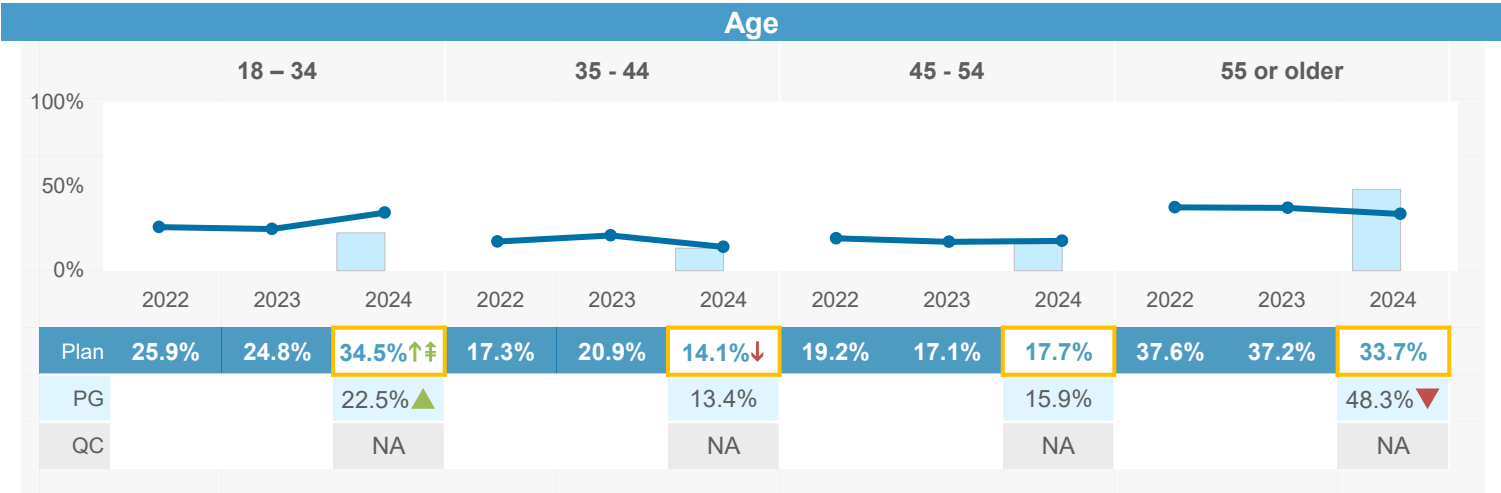


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

Wellpoint Washington (previously Amerigroup Washington)

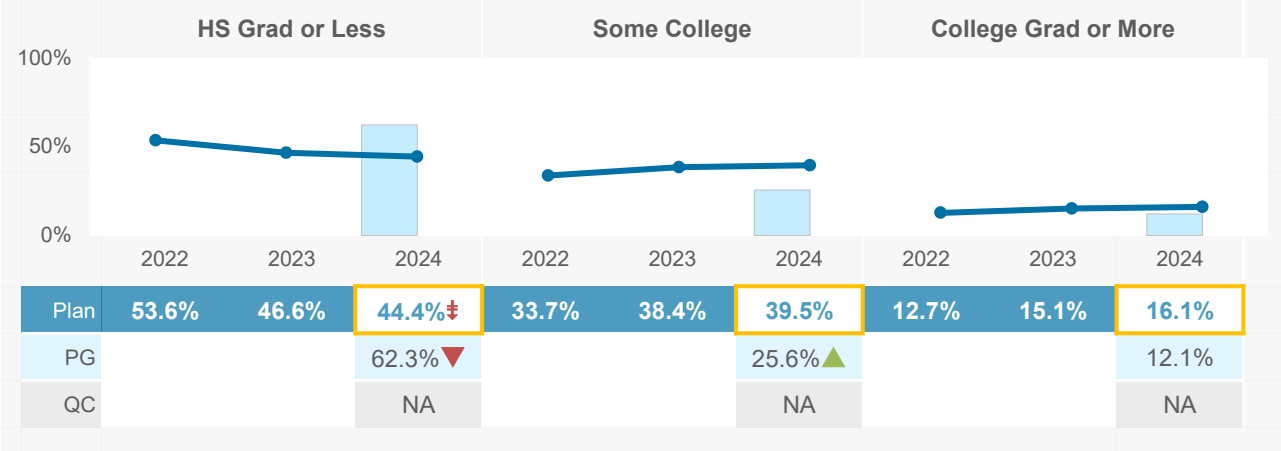


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

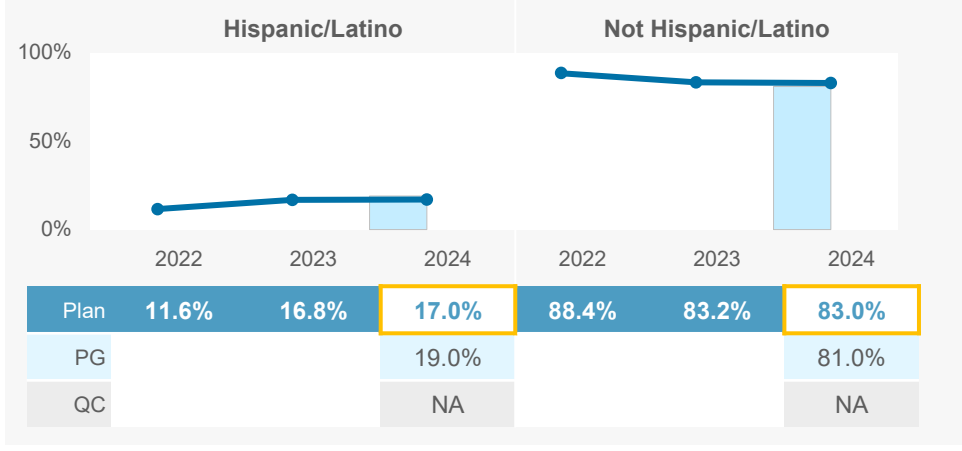
PROFILE OF SURVEY RESPONDENTS

MEDICAID ADULT

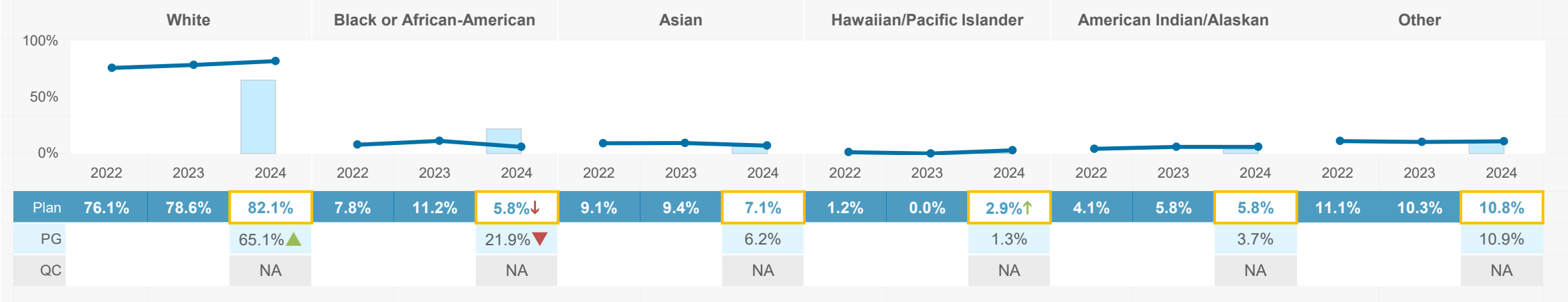
Education



Ethnicity



Race



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.