2024 CAHPS® 5.1H MEMBER SURVEY

Medicaid Child Washington All Plan Report

Washington Medicaid Child

CONTENTS

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 Child Survey.

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

2024 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2024.

> 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 Child general population fall significantly below the 2024 Quality Compass Average:

↓**Rating of Health Plan.** 84.6% of members rated their health plan highly compared to the national average of 86.2%.

↑More CCW members provided a high rating for their plan with 86.7% of respondents providing a rating of 8, 9, or 10 out of 10. This score exceeds the national average.

↓**Getting Needed Care.** 79.2% of members reported they always or usually received needed care compared to the national average of 82.7%.

↓While most plans showed some improvement, if still below national averages, UHC continues to decline with the lowest score (77.1%) of the plans.

Washington state has made improvements in 2024 with the following composite scores showing significant improvement over 2023 performance:

↑**Getting Care Quickly.** 83.8% of members stated they always or usually received care quickly compared to 78.8% in 2023. This score still falls below the national average of 85.5%

↓UHC members gave the plan a lower score in 2024 (79.8%) compared to 2023 (81.4%). While CHPW improved in 2024, their score (78.2%) remains the lowest of the five Apple Health plans.

↑CCW and MHW both exceeded the national average in 2024.

↑**Coordination of Care**. 83.5% of members stated they always or usually received care coordination compared to 79.0% in 2023. The national average is 83.8%.

↑CCW, MHW, and UHC all exceeded the national average of 94% for the composite score.

EXECUTIVE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

While scores for the State of Washington tend to fall below NCQA Quality Compass 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.

	CCW	CHPW	MHW	UHC	WLP	WASHINGTON TOTAL
Rating of Health Plan (Q49) (% 8, 9 or 10)	87%	85%	84%	82%	85%	85%
Rating of Health Care (Q9) (% 8,9 or 10)	90%	84%	85%	83%	84%	85%
Rating of Personal Doctor (Q36) (8,9 or 10)	91%	88%	90%	88%	89%	89%
Rating of Specialist (Q43) (% 8, 9 or 10)	82%	81%	85%	83%	88%	85%
Customer Service (% Always or Usually)	85%	84%	88%	86%	84%	85%
Getting Needed Care (% Always or Usually)	81%	79%	79%	77%	79%	79%
Getting Care Quickly (% Always or Usually)	88%	78%	87%	80%	85%	84%
How Well Doctors Communicate (% Always or Usually)	95%	93%	95%	95%	92%	94%
Coordination of Care (Q35) (% Always or Usually)	84%	84%	85%	86%	81%	84%

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

EXECUTIVE SUMMARY

MEDICAID CHILD: CCC POPULATION

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 for the Chronic Conditions population can be found in the Key Measures section.

	CCW	CHPW	MHW	UHC	WLP	WASHINGTON TOTAL
Rating of Health Plan (Q49) (% 8, 9 or 10)	80%	84%	78%	80%	77%	80% ▼
Rating of Health Care (Q9) (% 8,9 or 10)	88%	83%	81%	82%	79%	82%
Rating of Personal Doctor (Q36) (8,9 or 10)	90%	88%	83%	89%	85%	87%
Rating of Specialist (Q43) (% 8, 9 or 10)	84%	88%	83%	87%	80%	84%
Customer Service (% Always or Usually)	84%	87%	87%	88%	83%	86%
Getting Needed Care (% Always or Usually)	82%	82%	75%	76%	75%	78%
Getting Care Quickly (% Always or Usually)	89%	80%	82%	84%	87%	84%
How Well Doctors Communicate (% Always or Usually)	95%	92%	95%	94%	94%	94%
Coordination of Care (Q35) (% Always or Usually)	78%	82%	81%	82%	86%	82%

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	**15923**	**NA**	**239**	**2028**	**663**	**937**	**428**	**557**	**111**	**318**	**128**	**12.2%**	**12.9%**	**12.9%**
Community Health Plan of Washington (CHPW)	3465	621	45	404	118	181	105	112	0	76	36	12.8%	12.9%	11.8%
Coordinated Care of Washington (CCW)	1650	323	15	217	78	86	53	81	20	44	17	9.6%	14.9%	13.3%
Molina Healthcare of Washington (MHW)	4125	439	36	441	179	173	89	92	42	30	20	15.1%	11.4%	10.8%
UnitedHealthcare Community Plan (UHC)	2475	678	14	255	82	74	99	40	0	9	31	11.7%	9.2%	10.4%
Wellpoint Washington (previously Amerigroup Washington) (WLP)^	4208	NA	129	711	206	423	82	232	49	159	24	---	15.6%	17.4%

CHIP Members included in all Sample Frames

^ The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) 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 Child with CCC 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…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2024 RESPONSE RATE CALCULATION

$$\frac{2028 \text{ (Completed)}}{15923 \text{ (Sample)} - 239 \text{ (Ineligible)}} = \frac{2028}{15684} = \textbf{12.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	552	619	300	164	12	65	1471
Spanish	111	318	128	83	5	16	557
Total	663	937	428	247	18	81	2028

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	1447	2003	2028
Ineligible	Does not Meet Eligibility Criteria (01)	74	106	151
	Language Barrier (03)	69	101	86
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	2	2
	SUBTOTAL	143	209	239
Non-response	Break-off/Incomplete (02)	133	236	323
	Refusal (06)	336	448	353
	Maximum Attempts Made (07)	9904	12838	12934
	Added to DNC List (08)	0	25	46
	SUBTOTAL	10373	13547	13656
	Total Sample	11963	15759	15923
	Oversampling %	625.0%	855.1%	865.0%
	Response Rate	12.2%	12.9%	12.9%
	PG Response Rate	10.2%	9.9%	9.4%
	Total Completed (General Pop + CCC)	2987	3706	3659
	Total Ineligible (General Pop + CCC)	240	347	392
	Total Sample (General Pop + CCC)	23923	27718	28067
	Total Response Rate (General Pop + CCC)	12.6%	13.5%	13.2%
	Supplemental (CCC) Sample Size	11960	11959	12144
	Supplemental (CCC) Completes	1160	1237	1167

Note: Methodology for each plan can be found in Appendix A.

OVERALL RATINGS

HEALTH PLAN – PERCENT 9 OR 10
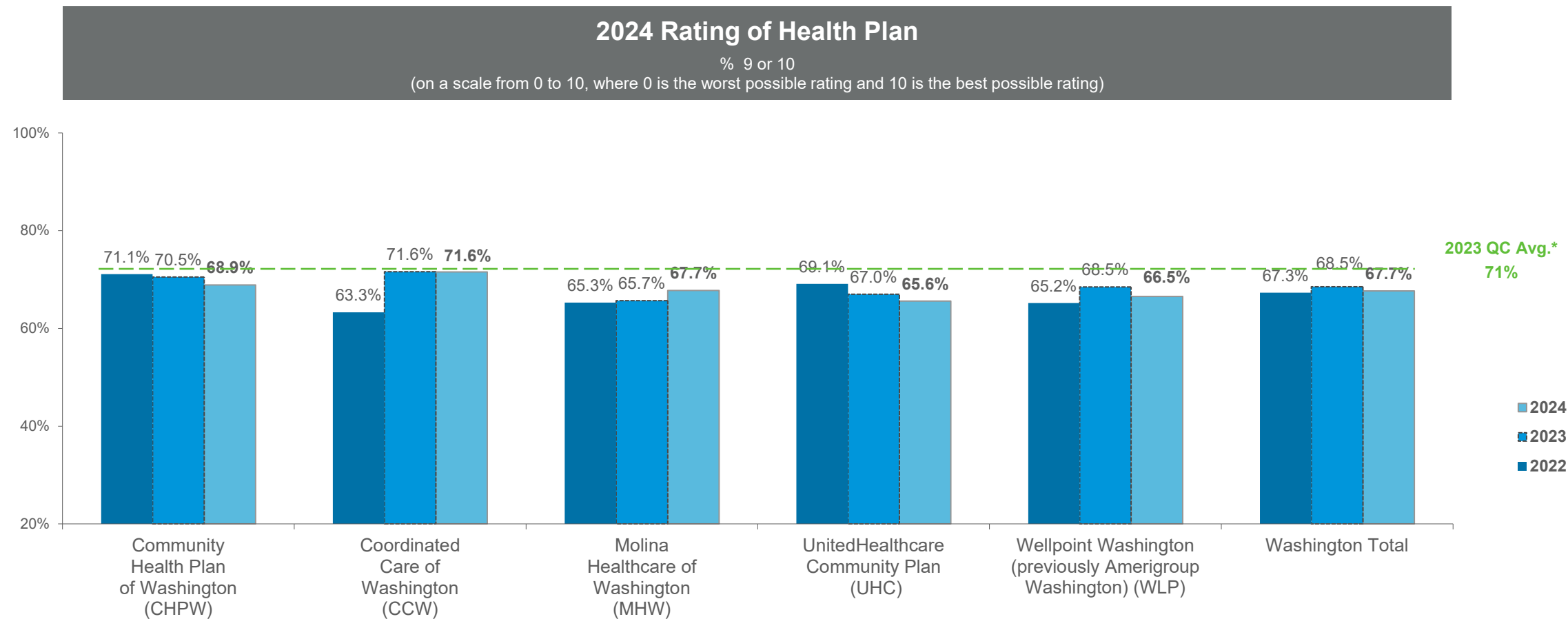
2024 Rating of Health Plan
% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

2023 QC Avg.* 71%

Community Health Plan of Washington (CHPW): 71.1%, 70.5%, 68.9%
Coordinated Care of Washington (CCW): 63.3%, 71.6%, 71.6%
Molina Healthcare of Washington (MHW): 65.3%, 65.7%, 67.7%
UnitedHealthcare Community Plan (UHC): 69.1%, 67.0%, 65.6%
Wellpoint Washington (previously Amerigroup Washington) (WLP): 65.2%, 68.5%, 66.5%
Washington Total: 67.3%, 68.5%, 67.7%

2024
2023
2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

HEALTH PLAN – PERCENT 8, 9 OR 10

2024 Rating of Health Plan

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

Plan	2024	2023	2022
Community Health Plan of Washington (CHPW)	85.3%	84.7%	84.1%
Coordinated Care of Washington (CCW)	86.7%	86.0%	79.0%
Molina Healthcare of Washington (MHW)	84.0%	83.2%	81.2%
UnitedHealthcare Community Plan (UHC)	81.8%	80.5%	86.1%
Wellpoint Washington (previously Amerigroup Washington) (WLP)	84.9%	85.4%	82.4%
Washington Total	84.6%	84.3%	82.5%

2023 QC Avg.* 86%

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

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

HEALTH CARE – PERCENT 9 OR 10

2024 Rating of Health Care

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

Community Health Plan of Washington (CHPW): 2024 66.0%, 2023 64.8%, 2022 64.8%
Coordinated Care of Washington (CCW): 2024 67.2%, 2023 67.1%, 2022 65.2%
Molina Healthcare of Washington (MHW): 2024 69.3%, 2023 61.9%, 2022 64.6%
UnitedHealthcare Community Plan (UHC): 2024 65.5%, 2023 59.5%, 2022 63.3%
Wellpoint Washington (previously Amerigroup Washington) (WLP): 2024 70.1%, 2023 62.7%, 2022 65.0%
Washington Total: 2024 67.2%, 2023 63.2%, 2022 64.7%

2023 QC Avg.* 68%

Legend: 2024, 2023, 2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

HEALTH CARE – PERCENT 8, 9 OR 10

2024 Rating of Health Care

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

2023 QC Avg.*
86%

Community Health Plan of Washington (CHPW): 81.8% (2024), 81.5% (2023), 83.8% (2022)

Coordinated Care of Washington (CCW): 84.1% (2024), 86.0% (2023), 90.1% (2022)

Molina Healthcare of Washington (MHW): 88.9% (2024), 81.3% (2023), 85.1% (2022)

UnitedHealthcare Community Plan (UHC): 84.5% (2024), 81.0% (2023), 83.0% (2022)

Wellpoint Washington (previously Amerigroup Washington) (WLP): 88.7% (2024), 83.1% (2023), 84.1% (2022)

Washington Total: 85.1% (2024), 82.5% (2023), 84.8% (2022)

Legend: 2024, 2023, 2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

PERSONAL DOCTOR – PERCENT 9 OR 10

2024 Rating of Personal Doctor

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

2023 QC Avg.*
76%

Chart data (% 9 or 10):

Plan	2024	2023	2022
Community Health Plan of Washington (CHPW)	72.4%	69.9%	72.0%
Coordinated Care of Washington (CCW)	77.8%	69.1%	79.3%
Molina Healthcare of Washington (MHW)	75.4%	72.8%	77.3%
UnitedHealthcare Community Plan (UHC)	77.10%	70.9%	75.1%
Wellpoint Washington (previously Amerigroup Washington) (WLP)	71.7%	71.0%	72.2%
Washington Total	75.4%	71.0%	74.5%

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

PERSONAL DOCTOR – PERCENT 8, 9 OR 10

2024 Rating of Personal Doctor

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

2023 QC Avg.*
89%

Community Health Plan of Washington (CHPW): 85.0% 85.3% **88.3%**

Coordinated Care of Washington (CCW): 92.1% 86.9% **90.5%**

Molina Healthcare of Washington (MHW): 88.8% 88.5% **90.2%**

UnitedHealthcare Community Plan (UHC): 91.60% 89.9% **88.1%**

Wellpoint Washington (previously Amerigroup Washington) (WLP): 87.4% 87.7% **89.0%**

Washington Total: 89.0% 87.5% **89.2%**

Legend: 2024 | 2023 | 2022
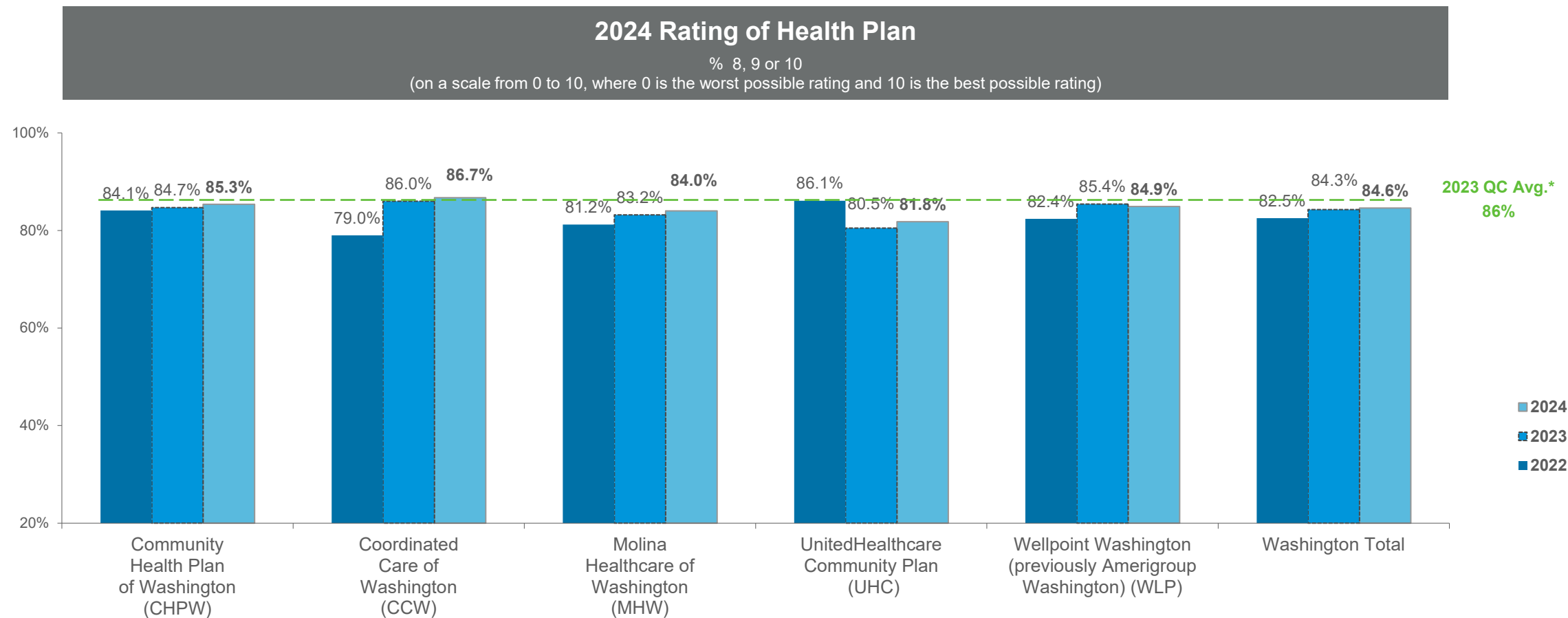
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* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."

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

SPECIALIST – PERCENT 9 OR 10

2024 Rating of Specialist
% 9 or 10
(on a scale from 0 to 10, where 0 is the worst possible rating and 10 is the best possible rating)

Community Health Plan of Washington (CHPW): 74.1%, 65.7%, **64.5%**
Coordinated Care of Washington (CCW): 69.9%, 68.6%, **66.7%**
Molina Healthcare of Washington (MHW): 83.6%, 60.3%, **74.4%**
UnitedHealthcare Community Plan (UHC): 64.30%, 72.5%, **66.7%**
Wellpoint Washington (previously Amerigroup Washington) (WLP): 72.2%, 71.6%, **72.0%**
Washington Total: 73.5%, 67.5%, **69.8%**

2023 QC Avg.* 71%

2024
2023
2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."
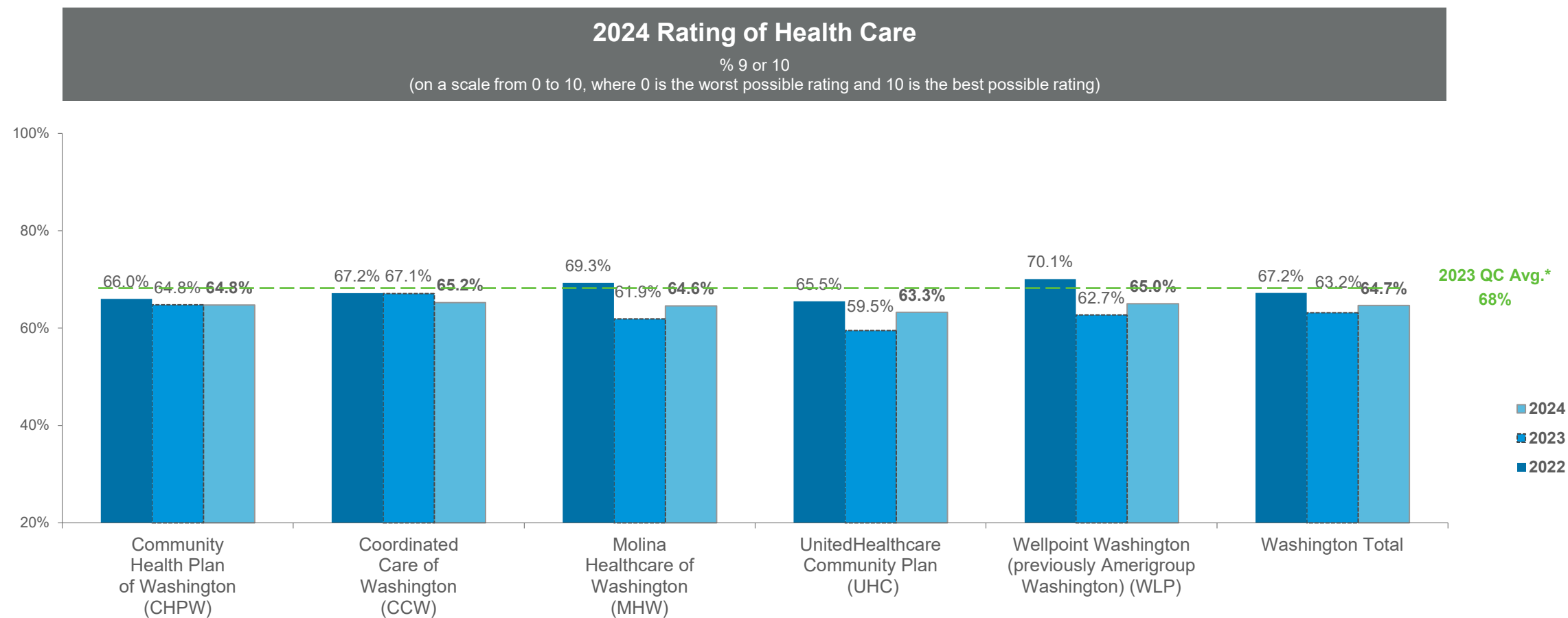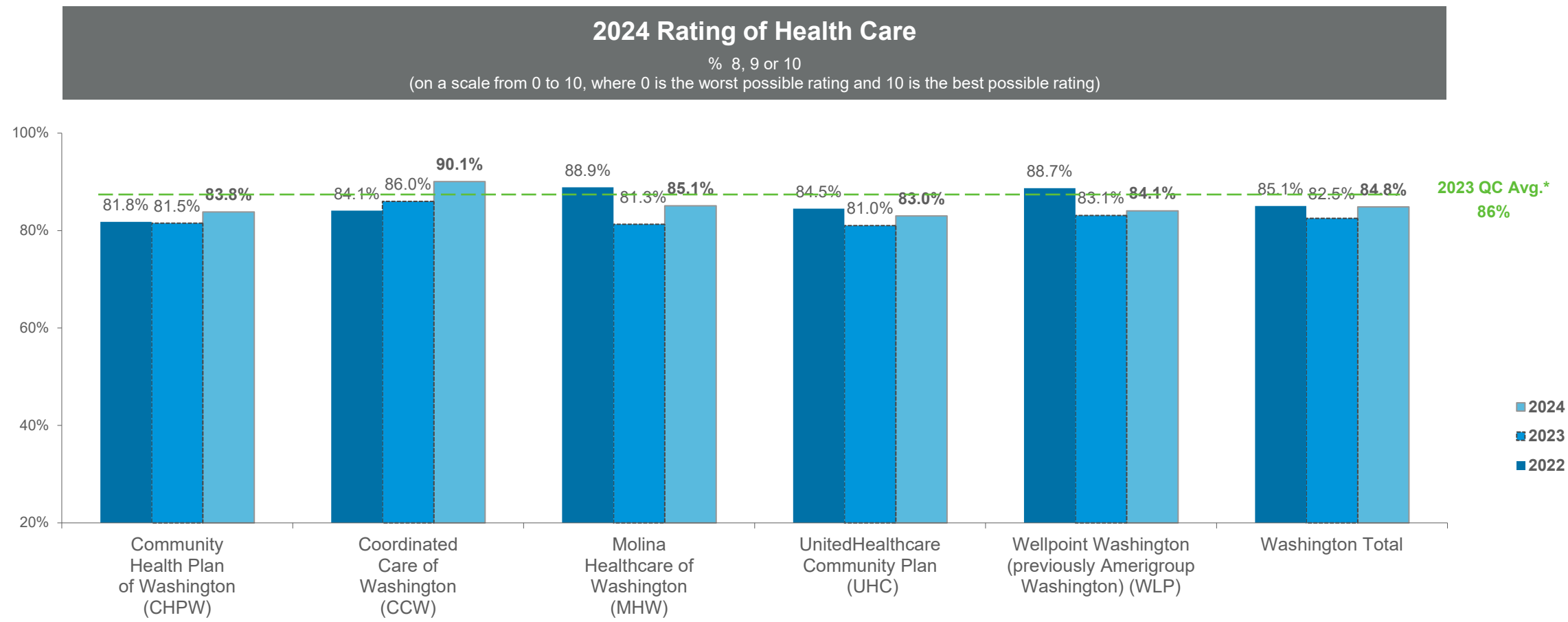
43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

SPECIALIST – PERCENT 8, 9 OR 10

2024 Rating of Specialist

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

2023 QC Avg.*
86%

- **Community Health Plan of Washington (CHPW):** 94.8%, 83.6%, 80.6%
- **Coordinated Care of Washington (CCW):** 80.8%, 84.3%, 82.2%
- **Molina Healthcare of Washington (MHW):** 90.2%, 83.3%, 85.4%
- **UnitedHealthcare Community Plan (UHC):** 78.60%, 87.5%, 83.3%
- **Wellpoint Washington (previously Amerigroup Washington) (WLP):** 85.2%, 86.3%, 88.2%
- **Washington Total:** 86.3%, 84.9%, 84.6%

Legend: 2024, 2023, 2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."
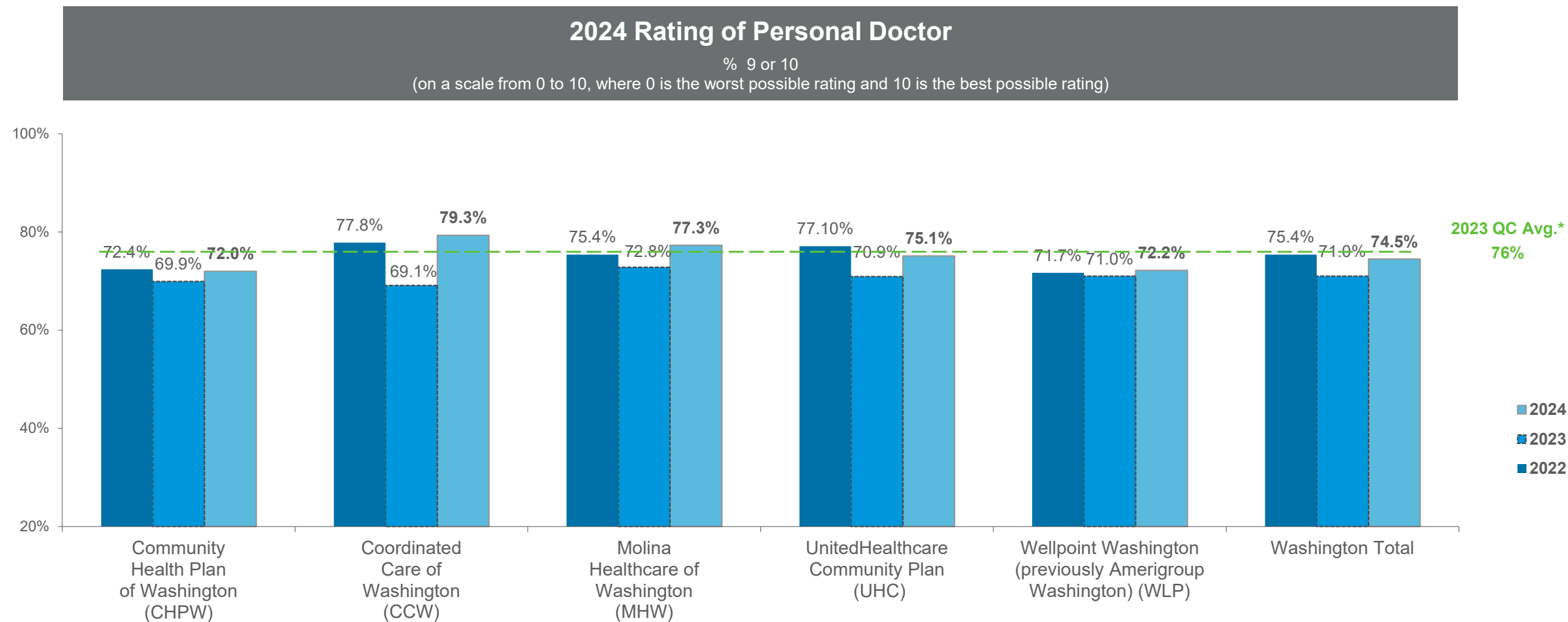
43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

COMPOSITES

GETTING NEEDED CARE

Getting Needed Care Composite Score

% Always or Usually

	2024	2023	2022
Community Health Plan of Washington (CHPW)	74.6%	73.3%	79.2%
Coordinated Care of Washington (CCW)	80.9%	79.2%	81.0%
Molina Healthcare of Washington (MHW)	80.7%	71.2%	79.2%
UnitedHealthcare Community Plan (UHC)	83.20%	82.1%	77.1%
Wellpoint Washington (previously Amerigroup Washington) (WLP)	84.8%	78.1%	79.4%
Washington Total	79.6%	76.1%	79.2%

2023 QC Avg.* 83%

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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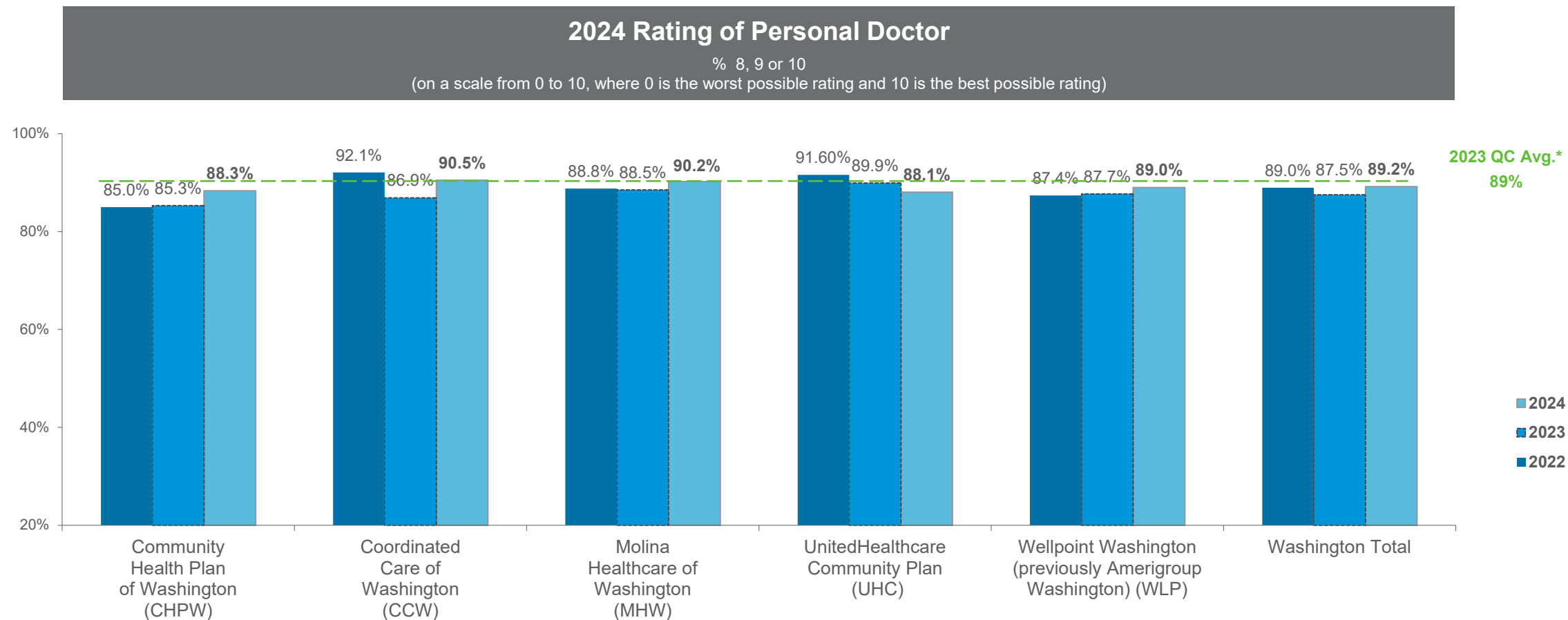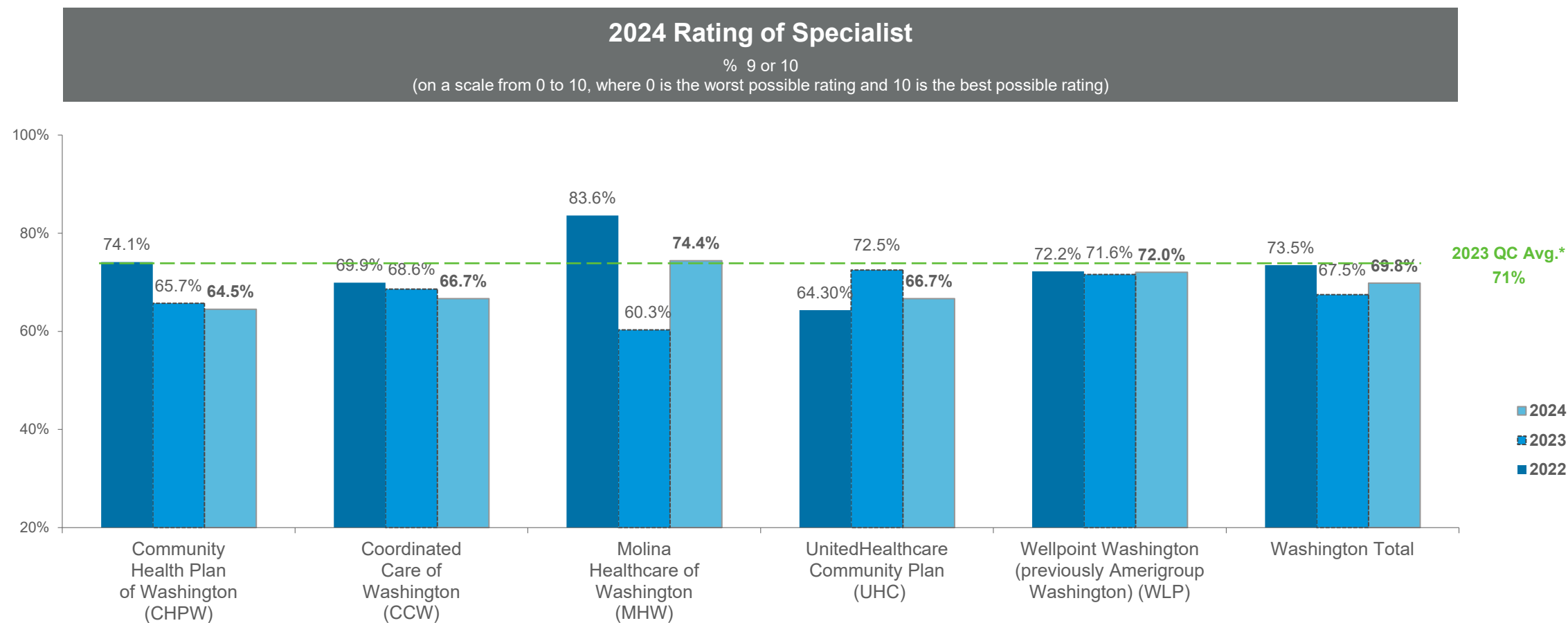
10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

GETTING CARE QUICKLY

Getting Care Quickly Composite Score

% Always or Usually

2023 QC Avg.*
86%

	Community Health Plan of Washington (CHPW)	Coordinated Care of Washington (CCW)	Molina Healthcare of Washington (MHW)	UnitedHealthcare Community Plan (UHC)	Wellpoint Washington (previously Amerigroup Washington) (WLP)	Washington Total
2024	78.3%	87.7%	83.1%	79.80%	82.2%	82.3%
2023	75.1%	79.2%	79.7%	81.4%	79.6%	78.8%
2022	**78.2%**	**87.5%**	**86.6%**	**79.8%**	**84.6%**	**83.8%**

Legend:
- 2024
- 2023
- 2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance."
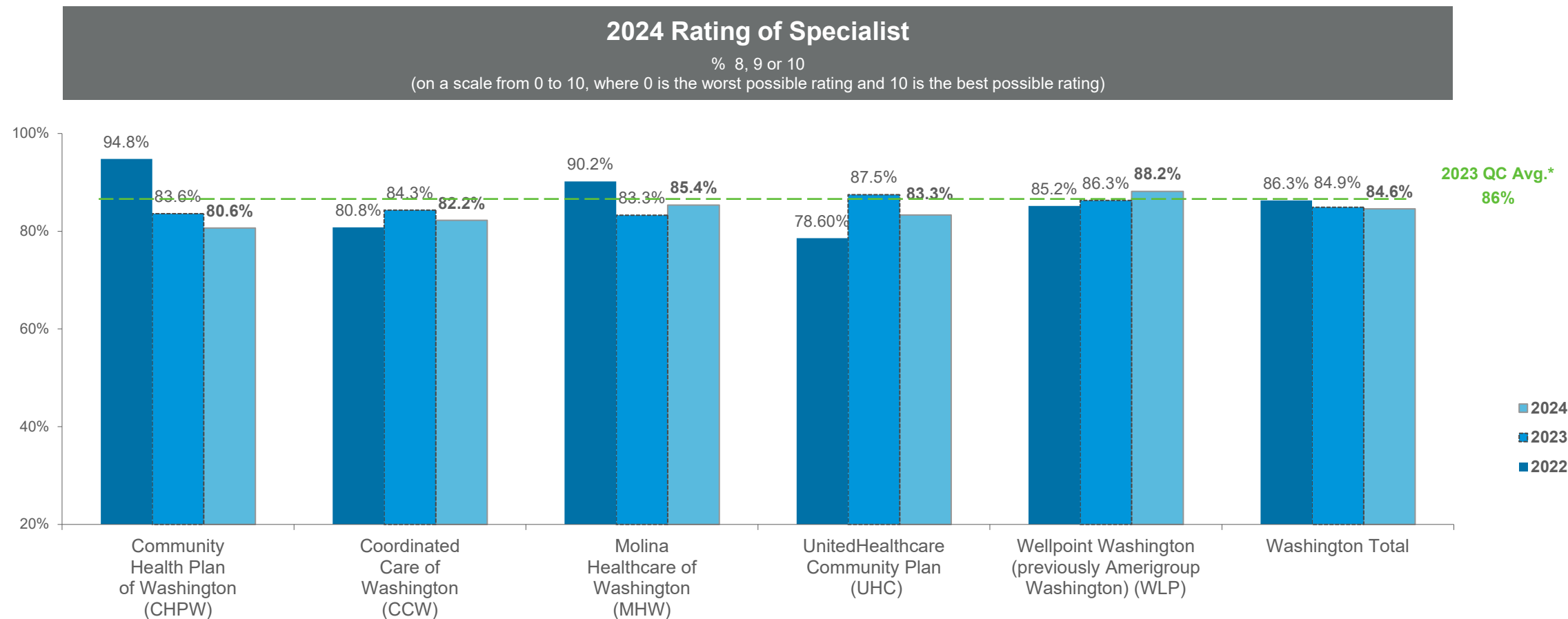
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

CUSTOMER SERVICE

Customer Service Composite Score

% Always or Usually

- Community Health Plan of Washington (CHPW): 87.2%, 86.7%, 84.3%
- Coordinated Care of Washington (CCW): 87.5%, 95.5%, 84.6%
- Molina Healthcare of Washington (MHW): 83.2%, 88.9%, 88.0%
- UnitedHealthcare Community Plan (UHC): 86.40%, 85.5%, 86.2%
- Wellpoint Washington (previously Amerigroup Washington) (WLP): 84.8%, 87.4%, 83.5%
- Washington Total: 86.1%, 88.1%, 84.9%

2023 QC Avg.* 88%
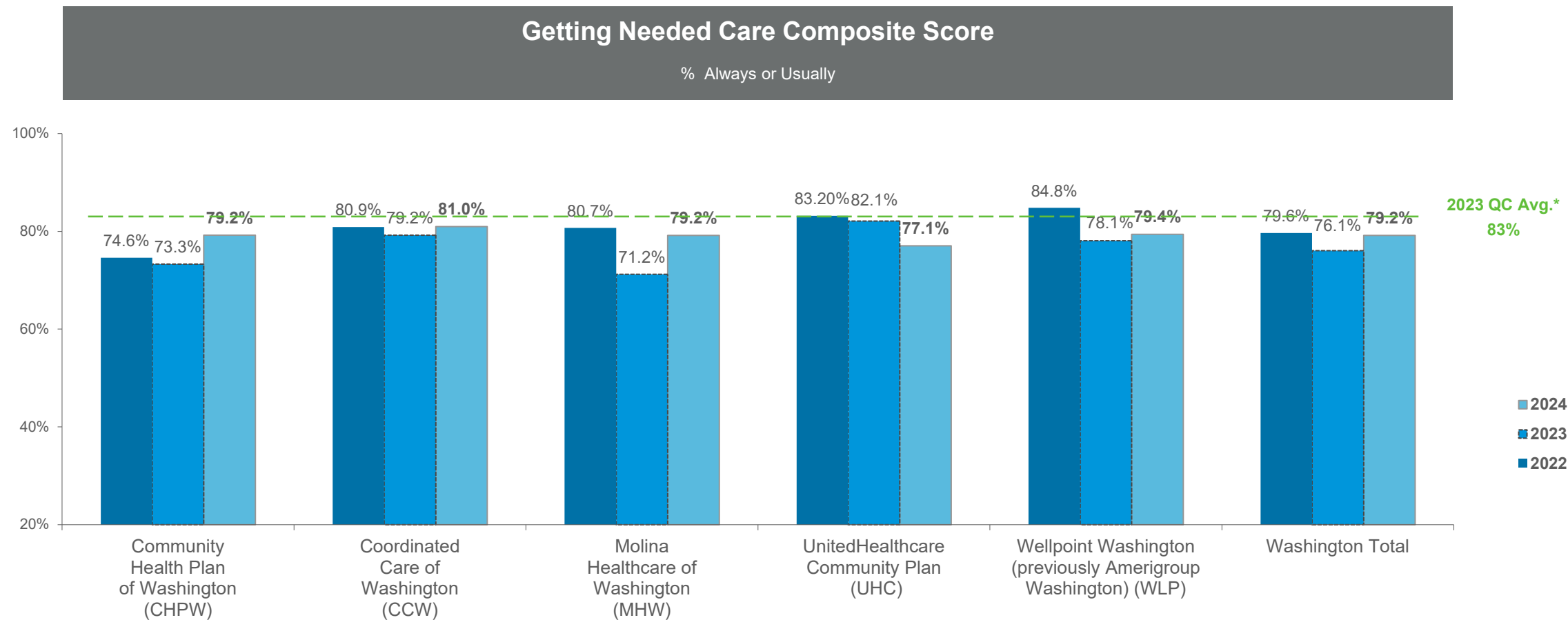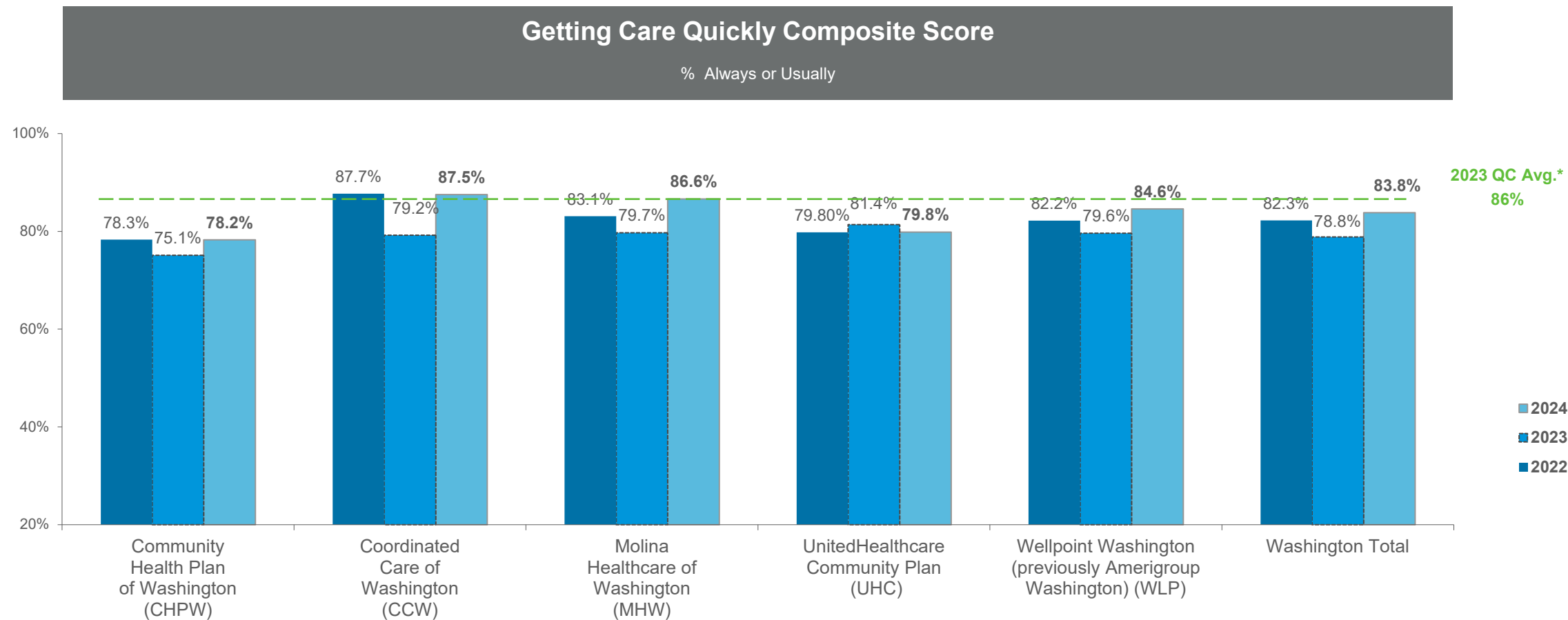
Legend: 2024, 2023, 2022

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

HOW WELL DOCTORS COMMUNICATE

How Well Doctor's Communicate Composite Score

% Always or Usually

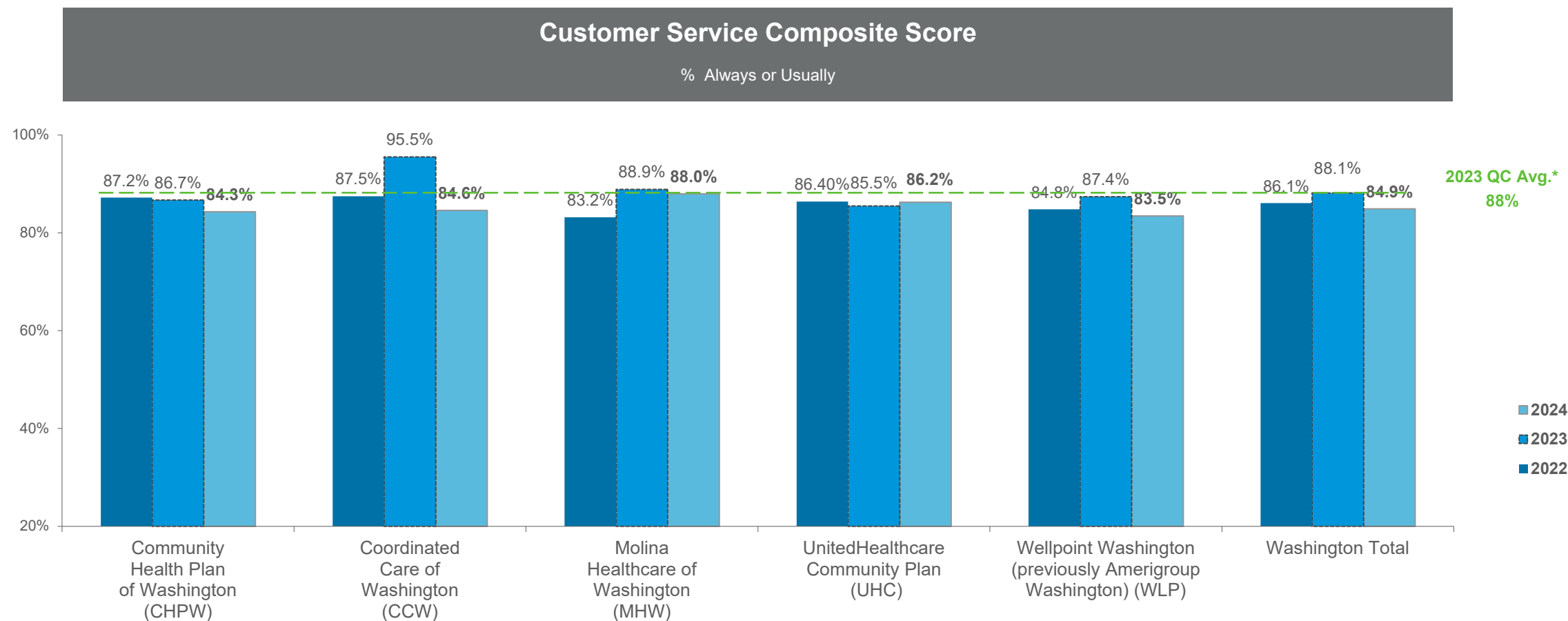|	2024	2023	2022
Community Health Plan of Washington (CHPW)	92.0%	89.4%	**93.2%**
Coordinated Care of Washington (CCW)	96.5%	89.2%	**94.8%**
Molina Healthcare of Washington (MHW)	93.4%	91.8%	**94.9%**
UnitedHealthcare Community Plan (UHC)	95.60%	91.8%	**95.0%**
Wellpoint Washington (previously Amerigroup Washington) (WLP)	93.1%	91.9%	**92.2%**
Washington Total	94.2%	91.0%	**93.7%**

2023 QC Avg.* 94%

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

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

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

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

CARE COORDINATION
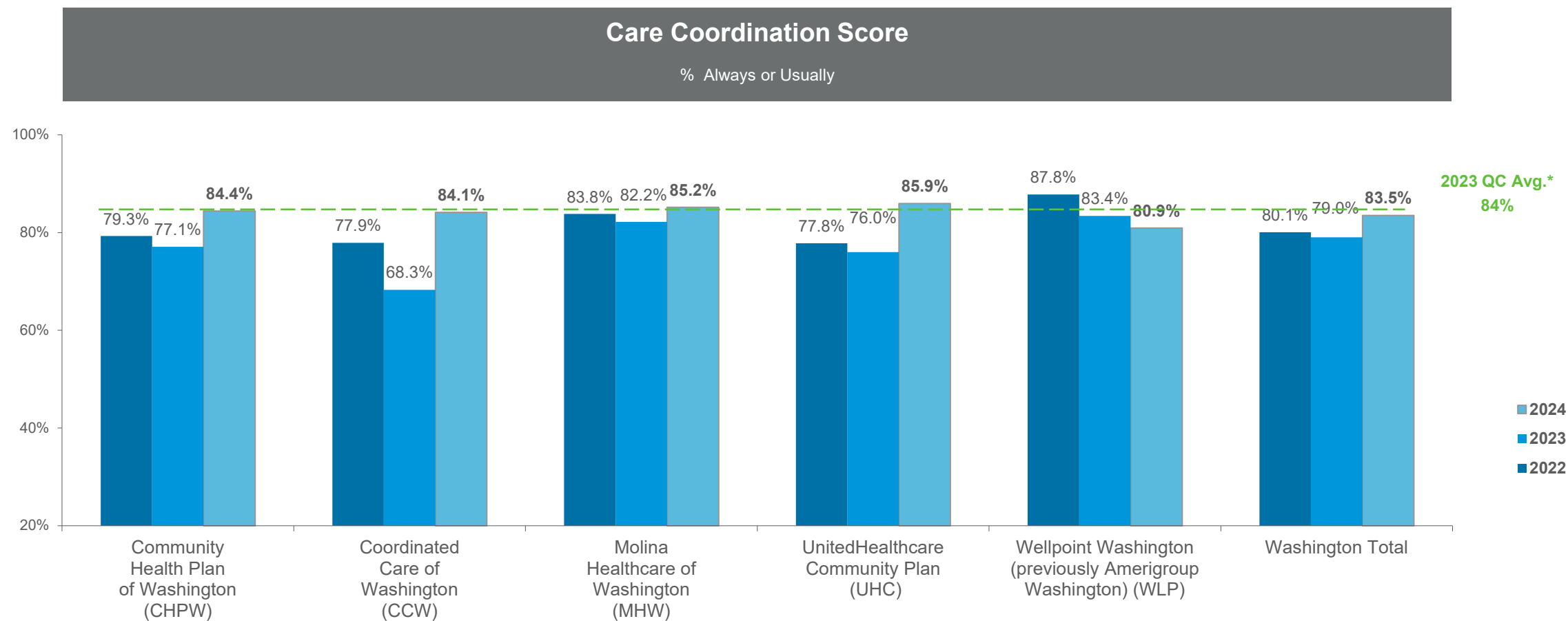
Care Coordination Score

% Always or Usually

2023 QC Avg.*
84%

2024
2023
2022

Community Health Plan of Washington (CHPW): 79.3%, 77.1%, 84.4%
Coordinated Care of Washington (CCW): 77.9%, 68.3%, 84.1%
Molina Healthcare of Washington (MHW): 83.8%, 82.2%, 85.2%
UnitedHealthcare Community Plan (UHC): 77.8%, 76.0%, 85.9%
Wellpoint Washington (previously Amerigroup Washington) (WLP): 87.8%, 83.4%, 80.9%
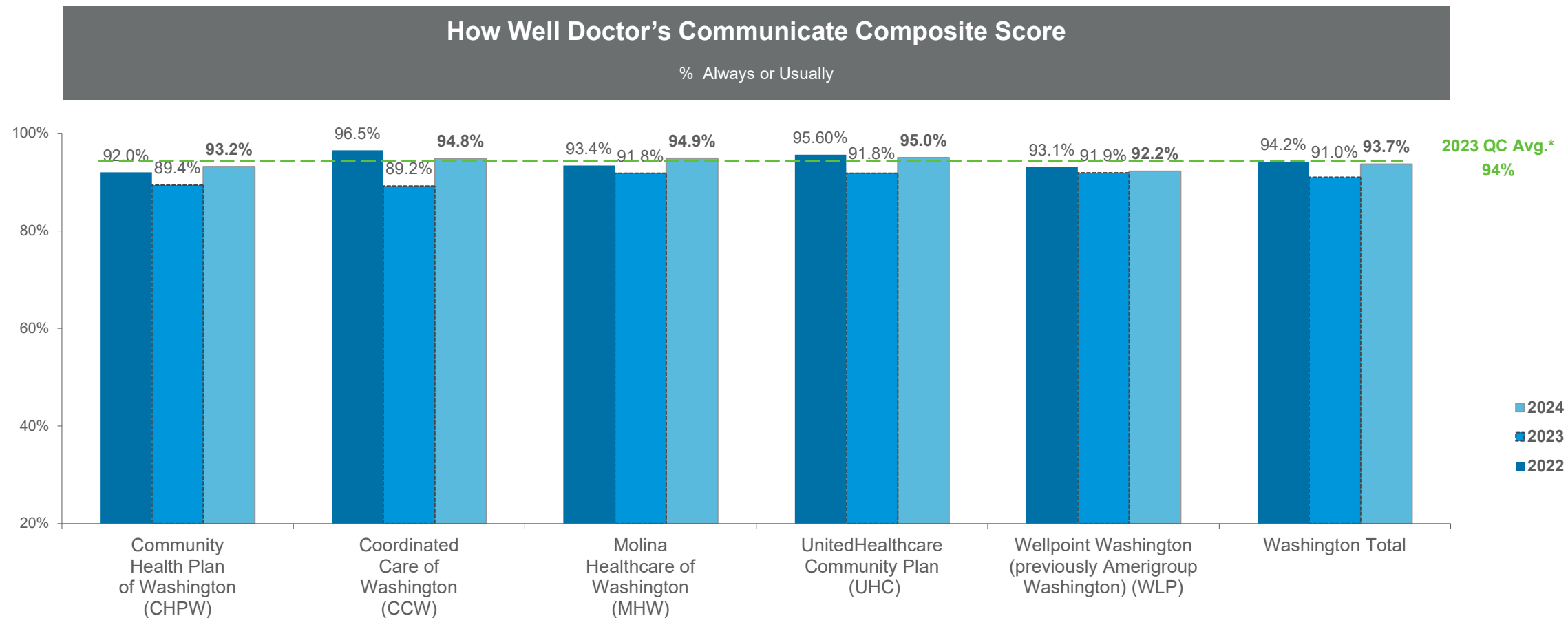Washington Total: 80.1%, 79.0%, 83.5%

^The survey for Wellpoint Washington (previously Amerigroup Washington) (WLP) was administered in 2021 (not 2022) as yearly surveys were not yet contractually required by the HCA.

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

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

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

MEDICAID CHILD: GENERAL POPULATION

	2023	2024		2024 Num.	2024 Den.	2023 QC Avg.		Regional
Rating of Health Plan (Q49) (% 8, 9 or 10)	84.3%	84.6%		1670	1974	86.2%	▼	83.4%
Rating of Health Care (Q9) (% 8, 9 or 10)	82.5%	84.8%		980	1155	86.2%		84.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	87.5%	89.2%		1172	1574	89.3%		89.0%
Rating of Specialist (Q43) (% 8, 9 or 10)	84.9%	84.6%		269	318	85.6%		82.6%
Customer Service (% Always or Usually)	88.1%	84.9%		---	555	87.6%		86.5%
Q45. CS provided needed information or help	81.3%	77.8%		434	558	81.8%	▼	80.5%
Q46. CS treated member with courtesy and respect	95.0%	92.0%		508	552	93.5%		92.5%
Getting Needed Care (% Always or Usually)	76.1%	79.2%		---	759	82.7%	▼	77.7%
Q10. Ease of getting care, tests or treatment	82.8%	85.7%		508	1158	88.2%	▼	85.1%
Q41. Got appointment with specialist as soon as needed	69.3%	72.7%		261	359	78.1%	▼	70.2%
Getting Care Quickly (% Always or Usually)	78.8%	83.8%	↑	---	811	85.5%		83.2%
Q4. Got urgent care as soon as needed	84.6%	90.2%	↑	416	461	89.6%		90.2%
Q6. Got check-up or routine appointment as soon as needed	73.0%	77.4%	↑	898	1160	81.7%	▼	76.2%
How Well Doctors Communicate (% Always or Usually)	91.0%	93.7%	↑	---	1062	93.6%		94.5%
Q27. Personal doctor explained things	91.2%	93.8%	↑	998	1064	93.9%		94.5%
Q28. Personal doctor listened carefully	92.2%	95.7%	↑	1018	1064	95.1%		96.6%
Q29. Personal doctor showed respect	94.3%	97.5%	↑	1037	1064	96.5%	▲	97.5%
Q32. Personal doctor spent enough time	86.3%	87.7%		927	1057	89.1%		89.3%
Coordination of Care (Q35) (% Always or Usually)	79.0%	83.5%		405	485	83.8%		84.3%

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

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

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	2023	2024	2024 Num.	2024 Den.	2023 QC Avg.	
Rating of Health Plan (Q49) (% 8, 9 or 10)	83.8%	79.8%	924	1158	82.7%	▼
Rating of Health Care (Q9) (% 8, 9 or 10)	82.2%	82.4%	719	873	83.3%	
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	88.1%	86.9%	737	1024	88.0%	
Rating of Specialist (Q43) (% 8, 9 or 10)	83.0%	84.2%	383	455	86.4%	
Customer Service (% Always or Usually)	87.1%	85.9%	---	363	89.6%	▼
Q45. CS provided needed information or help	80.0%	80.2%	291	363	83.6%	
Q46. CS treated member with courtesy and respect	94.2%	91.7%	332	362	95.5%	▼
Getting Needed Care (% Always or Usually)	75.7%	77.9%	---	687	84.6%	▼
Q10. Ease of getting care, tests or treatment	83.4%	85.4%	749	877	88.5%	▼
Q41. Got appointment with specialist as soon as needed	68.1%	70.4%	350	497	81.2%	▼
Getting Care Quickly (% Always or Usually)	79.4%	83.9%	---	651	89.2%	▼
Q4. Got urgent care as soon as needed	84.5%	87.5%	378	432	92.4%	▼
Q6. Got check-up or routine appointment as soon as needed	74.2%	80.3%	699	870	86.2%	▼
How Well Doctors Communicate (% Always or Usually)	91.4%	93.9%	---	827	93.5%	
Q27. Personal doctor explained things	91.4%	94.5% ↑	780	825	94.1%	
Q28. Personal doctor listened carefully	92.9%	95.2% ↑	787	827	94.6%	
Q29. Personal doctor showed respect	94.6%	97.0% ↑	803	828	95.8%	▲
Q32. Personal doctor spent enough time	86.8%	89.0% ↑	735	826	89.6%	
Coordination of Care (Q35) (% Always or Usually)	79.1%	81.9%	412	503	83.6%	

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

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

Key Measures – Summary Rates

Medicaid Child: General Population

	WA TOTAL		CHPW (B)		CCW (C)		MHW (D)		UHC (E)		WLP (A)	
Rating of Health Plan (Q49) (% 8, 9 or 10)	1974	84.6%	389	85.3%	211	86.7%	431	84.0%	247	81.8%	696	84.9%
Rating of Health Care (Q9) (% 8, 9 or 10)	1155	84.8%	210	83.8%	141	90.1%	268	85.1%	147	83.0%	389	84.1%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1574	89.2%	300	88.3%	179	90.5%	348	90.2%	201	88.1%	546	89.0%
Rating of Specialist (Q43) (% 8, 9 or 10)	318	84.6%	62	80.6%	45	82.2%	82	85.4%	36	83.3%	93	88.2%
Customer Service (% Always or Usually)	555	84.9%	118	84.3%	62	84.6%	99	88.0%	66	86.2%	211	83.5%
Q45. CS provided needed information or help	558	77.8%	118	75.4%	62	77.4%	101	83.2%	65	84.6%	212	74.5%
Q46. CS treated member with courtesy and respect	552	92.0%	118	93.2%	61	91.8%	97	92.8%	66	87.9%	210	92.4%
Getting Needed Care (% Always or Usually)	759	79.2%	141	79.2%	96	81.0%	181	79.2%	96	77.1%	246	79.4%
Q10. Ease of getting care, tests or treatment	1158	85.7%	213	84.5%	141	87.9%	269	87.7%	147	83.7%	388	84.8%
Q41. Got appointment with specialist as soon as needed	359	72.7%	69	73.9%	50	74.0%	92	70.7%	44	70.5%	104	74.0%
Getting Care Quickly (% Always or Usually)	811	83.8%	141	78.2%	99	87.5% B	192	86.6% B	102	79.8%	278	84.6% B
Q4. Got urgent care as soon as needed	461	90.2%	63	85.7%	62	93.5%	122	95.1% E	61	83.6%	153	89.5%
Q6. Got check-up or routine appointment as soon as needed	1160	77.4%	219	70.8%	135	81.5% B	261	78.2%	142	76.1%	403	79.7% B
How Well Doctors Communicate (% Always or Usually)	1062	93.7%	194	93.2%	126	94.8%	236	94.9%	131	95.0%	375	92.2%
Q27. Personal doctor explained things	1064	93.8%	195	92.8%	126	93.7%	237	94.9%	131	96.9% A	375	92.5%
Q28. Personal doctor listened carefully	1064	95.7%	194	95.9%	126	97.6% A	237	96.6%	131	98.5%	376	93.4%
Q29. Personal doctor showed respect	1064	97.5%	194	96.9%	126	98.4%	236	97.9%	131	96.2%	377	97.6%
Q32. Personal doctor spent enough time	1057	87.7%	194	87.1%	126	89.7%	234	90.2%	131	88.5%	372	85.5%
Coordination of Care (Q35) (% Always or Usually)	485	83.5%	77	84.4%	63	84.1%	108	85.2%	64	85.9%	173	80.9%

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

KEY MEASURES – SUMMARY RATES

MEDICAID CHILD: CCC POPULATION

	WA TOTAL		CHPW (B)		CCW (C)		MHW (D)		UHC (E)		WLP (A)	
Rating of Health Plan (Q49) (% 8, 9 or 10)	1158	79.8%	280	83.6%	187	79.7%	211	78.2%	193	79.8%	287	77.4%
Rating of Health Care (Q9) (% 8, 9 or 10)	873	82.4%	214	83.2%	144	87.5%	163	81.0%	142	82.4%	210	79.0%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1024	86.9%	248	87.9%	163	90.2%	187	83.4%	177	88.7%	249	85.1%
Rating of Specialist (Q43) (% 8, 9 or 10)	455	84.2%	109	88.1%	74	83.8%	87	82.8%	82	86.6%	103	79.6%
Customer Service (% Always or Usually)	363	85.9%	104	87.4%	59	83.9%	52	87.4%	64	88.2%	85	82.9%
Q45. CS provided needed information or help	363	80.2%	103	83.5%	59	79.7%	52	80.8%	64	81.3%	85	75.3%
Q46. CS treated member with courtesy and respect	362	91.7%	104	91.3%	59	88.1%	51	94.1%	63	95.2%	85	90.6%
Getting Needed Care (% Always or Usually)	687	77.9%	165	81.6%	112	81.8%	130	75.3%	117	76.1%	164	75.2%
Q10. Ease of getting care, tests or treatment	877	85.4%	216	86.1%	145	89.0%	162	83.3%	142	85.9%	212	83.5%
Q41. Got appointment with specialist as soon as needed	497	70.4%	113	77.0%	79	74.7%	98	67.3%	92	66.3%	115	67.0%
Getting Care Quickly (% Always or Usually)	651	83.9%	162	80.1%	106	89.1%	118	81.6%	109	83.5%	157	86.6%
Q4. Got urgent care as soon as needed	432	87.5%	108	86.1%	74	91.9%	72	87.5%	74	83.8%	104	88.5%
Q6. Got check-up or routine appointment as soon as needed	870	80.3%	216	74.1%	138	86.2%	164	75.6%	143	83.2%	209	84.7%
How Well Doctors Communicate (% Always or Usually)	827	93.9%	206	92.3%	131	94.8%	147	94.5%	145	94.1%	199	94.3%
Q27. Personal doctor explained things	825	94.5%	205	91.7%	131	96.2%	146	94.5%	145	95.9%	198	95.5%
Q28. Personal doctor listened carefully	827	95.2%	206	93.7%	130	96.9%	147	95.2%	145	96.6%	199	94.5%
Q29. Personal doctor showed respect	828	97.0%	206	96.6%	131	96.9%	147	96.6%	145	96.6%	199	98.0%
Q32. Personal doctor spent enough time	826	89.0%	205	87.3%	131	89.3%	147	91.8%	145	87.6%	198	89.4%
Coordination of Care (Q35) (% Always or Usually)	503	81.9%	131	82.4%	90	77.8%	82	80.5%	89	82.0%	111	85.6%

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

STATE SPECIFIC QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	WA TOTAL	CHPW (B)	CCW (C)	MHW (D)	UHC (E)	WLP (A)
Personal Doctor asked about Mental or Emotional Health (% Yes)	34.3%	31.6%	37.5%	37.6%	32.9%	33.2%
Received Mental Health Care (% Yes)	9.2%	8.3%	11.5%	8.8%	8.1%	9.5%
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 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.

STATE SPECIFIC QUESTIONS

MEDICAID CHILD: CCC POPULATION

	WA TOTAL	CHPW (B)	CCW (C)	MHW (D)	UHC (E)	WLP (A)
Personal Doctor asked about Mental or Emotional Health (% Yes)	53.0%	59.9%	59.3%	57.8%	53.7%	39.9%
Received Mental Health Care (% Yes)	30.7%	33.7%	42.9%	30.2%	31.9%	20.6%
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 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.

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.

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						2
Getting Needed Care	Usually or Always	758	79.1%	86.6%	10th	2
Getting Care Quickly	Usually or Always	810	83.8%	89.3%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	1574	74.4%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						1.5
Rating of Health Plan	9 or 10	1974	67.6%	74.4%	10th	2
Rating of Health Care	9 or 10	1155	64.6%	73.1%	<10th	1

EXPLANATION

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

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

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

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

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

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	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	141	79.2%	86.6%	10th	2
Getting Care Quickly	Usually or Always	141	78.2%	89.3%	<10th	1
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	300	72.0%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	389	68.8%	74.4%	10th	2
Rating of Health Care	9 or 10	210	64.7%	73.1%	<10th	1

EXPLANATION

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

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

Notes:

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	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	95	80.9%	86.6%	10th	NA^
Getting Care Quickly	Usually or Always	98	87.5%	89.3%	33rd	NA^
SATISFACTION WITH PLAN PHYSICIANS						**4**
Rating of Personal Doctor	9 or 10	179	79.3%	78.8%	67th	4
SATISFACTION WITH PLAN AND PLAN SERVICES						**2**
Rating of Health Plan	9 or 10	211	71.5%	74.4%	33rd	3
Rating of Health Care	9 or 10	141	65.2%	73.1%	<10th	1

^ 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.

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
<10th Percentile	10th – 32nd Percentile	33rd – 66th Percentile	67th – 89th Percentile	>90th Percentile

Notes:

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	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	180	79.1%	86.6%	10th	2
Getting Care Quickly	Usually or Always	191	86.6%	89.3%	33rd	3
SATISFACTION WITH PLAN PHYSICIANS						**3**
Rating of Personal Doctor	9 or 10	348	77.3%	78.8%	33rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	431	67.7%	74.4%	10th	2
Rating of Health Care	9 or 10	268	64.5%	73.1%	<10th	1

EXPLANATION

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

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

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

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

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

Notes:

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

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

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

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						**2**
Getting Needed Care	Usually or Always	95	77.0%	86.6%	10th	NA^
Getting Care Quickly	Usually or Always	101	79.8%	89.3%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	201	75.1%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	247	65.5%	74.4%	10th	2
Rating of Health Care	9 or 10	147	63.2%	73.1%	<10th	1

EXPLANATION

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

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

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

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

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

Notes:

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

^ 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 CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						**2**
GETTING CARE						**2**
Getting Needed Care	Usually or Always	246	79.4%	86.6%	10th	2
Getting Care Quickly	Usually or Always	278	84.6%	89.3%	10th	2
SATISFACTION WITH PLAN PHYSICIANS						**2**
Rating of Personal Doctor	9 or 10	546	72.1%	78.8%	10th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						**1.5**
Rating of Health Plan	9 or 10	696	66.5%	74.4%	10th	2
Rating of Health Care	9 or 10	389	65.0%	73.1%	<10th	1

EXPLANATION

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

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

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

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

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

Notes:

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

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

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

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.

Higher ↑

Your plan performance relative to the PG Book of Business

Lower

RETAIN
Items in this quadrant have a relatively small impact on the rating of the health plan but performance is above average. *Simply maintain performance on these items.*

POWER
These items have a relatively large impact on the rating of the health plan and performance is above average. *Promote and leverage strengths in this quadrant.*

WAIT
These items are somewhat less important than those that fall on the right side of the chart and, relatively speaking, performance is below average. *Addressing these items can wait until more important items have been dealt with.*

OPPORTUNITY
Items in this quadrant have a relatively large impact on the rating of the health plan but performance is below average. *Focus resources on improving processes that underlie these items.*

Lower   Importance to your plan members   **Higher** →

POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
None						
OPPORTUNITY						
Rating	**Q9**	Rating of Health Care	63.2%	10th	64.7%	13th
Rating	**Q43**	Rating of Specialist +	67.5%	25th	69.8%	30th
Rating	**Q36**	Rating of Personal Doctor	71.0%	11th	74.5%	25th
GNC	**Q10**	Getting care, tests, or treatment	82.8%	15th	85.7%	12th
CS	**Q46**	Treated with courtesy and respect	95.0%	58th	92.0%	20th
CS	**Q45**	Provided information or help	81.3%	34th	77.8%	13th
GCQ	**Q6**	Getting routine care	73.0%	7th	77.4%	14th
GCQ	**Q4**	Getting urgent care	84.6%	17th	90.2%	41st
WAIT						
HWDC	**Q27**	Dr. explained things	91.2%	12th	93.8%	31st
CC	**Q35**	Coordination of Care +	79.0%	17th	83.5%	42nd
HWDC	**Q31**	Dr. explained things to child	92.4%	18th	94.3%	47th
HWDC	**Q32**	Dr. spent enough time	86.3%	19th	87.7%	22nd
GNC	**Q41**	Getting specialist appointment	69.3%	15th	72.7%	20th
CS	**Q48**	Ease of Filling Out Forms +	95.6%	43rd	93.9%	28th
RETAIN						
HWDC	**Q29**	Dr. showed respect	94.3%	9th	97.5%	60th
HWDC	**Q28**	Dr. listened carefully	92.2%	9th	95.7%	51st

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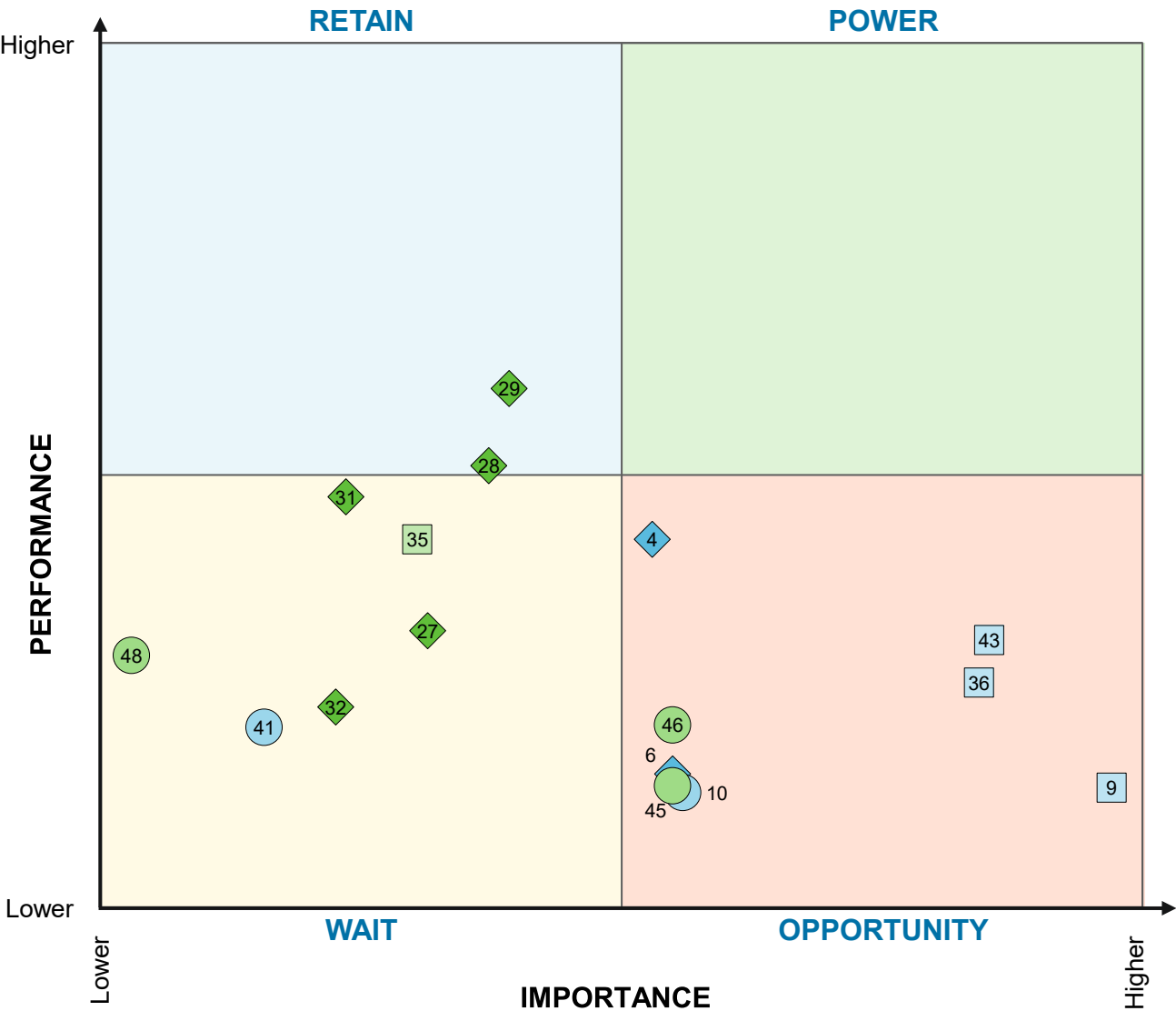
POWeR Chart: Your Results

Medicaid Child: General Population

	SURVEY MEASURE		2023 SRS	2023 %tile*	2024 SRS	2024 %tile*
POWER						
CC	Q35	Coordination of Care +	77.1%	12th	84.4%	50th
OPPORTUNITY						
Rating	Q43	Rating of Specialist +	65.7%	19th	64.5%	10th
Rating	Q9	Rating of Health Care	64.8%	18th	64.8%	13th
Rating	Q36	Rating of Personal Doctor	69.9%	10th	72.0%	10th
GCQ	Q4	Getting urgent care	81.7%	8th	85.7%	18th
HWDC	Q27	Dr. explained things	88.6%	<5th	92.8%	21st
GCQ	Q6	Getting routine care	68.5%	<5th	70.8%	<5th
GNC	Q41	Getting specialist appointment	66.2%	9th	73.9%	25th
WAIT						
CS	Q45	Provided information or help	78.1%	16th	75.4%	5th
CS	Q46	Treated with courtesy and respect	95.3%	63rd	93.2%	31st
GNC	Q10	Getting care, tests, or treatment	80.3%	6th	84.5%	7th
HWDC	Q29	Dr. showed respect	94.3%	9th	96.9%	47th
HWDC	Q31	Dr. explained things to child	89.7%	5th	93.8%	44th
HWDC	Q32	Dr. spent enough time	83.3%	9th	87.1%	19th
CS	Q48	Ease of Filling Out Forms +	94.0%	15th	93.0%	16th
RETAIN						
HWDC	Q28	Dr. listened carefully	91.3%	5th	95.9%	55th

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

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POWeR Chart: Your Results

Medicaid Child: General Population

SURVEY MEASURE			2023 SRS	2023 %tile*	2024 SRS	2024 %tile*
POWER						
Rating	Q36	Rating of Personal Doctor	69.1%	6th	79.3%	67th
OPPORTUNITY						
GCQ	Q6	Getting routine care	76.5%	16th	81.5%	31st
GNC	Q10	Getting care, tests, or treatment	88.1%	40th	87.9%	25th
Rating	Q9	Rating of Health Care	67.1%	33rd	65.2%	14th
CS	Q45	Provided information or help	95.6%	100th	77.4%	12th
CC	Q35	Coordination of Care +	68.3%	<5th	84.1%	46th
CS	Q46	Treated with courtesy and respect	95.5%	65th	91.8%	18th
GNC	Q41	Getting specialist appointment	70.4%	19th	74.0%	26th
WAIT						
Rating	Q43	Rating of Specialist +	68.6%	31st	66.7%	20th
HWDC	Q27	Dr. explained things	89.1%	5th	93.7%	30th
CS	Q48	Ease of Filling Out Forms +	96.5%	64th	92.8%	14th
HWDC	Q32	Dr. spent enough time	86.7%	24th	89.7%	41st
RETAIN						
GCQ	Q4	Getting urgent care	81.8%	9th	93.5%	68th
HWDC	Q31	Dr. explained things to child	90.7%	11th	97.3%	84th
HWDC	Q28	Dr. listened carefully	89.0%	<5th	97.6%	81st
HWDC	Q29	Dr. showed respect	92.2%	<5th	98.4%	77th

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

POWeR Chart: Your Results

Medicaid Child: General Population

		SURVEY MEASURE	2023		2024	
			SRS	%tile*	SRS	%tile*
		POWER				
CC	Q35	Coordination of Care +	82.2%	33rd	85.2%	58th
Rating	Q36	Rating of Personal Doctor	72.9%	21st	77.3%	50th
HWDC	Q29	Dr. showed respect	94.4%	10th	97.9%	67th
HWDC	Q28	Dr. listened carefully	93.2%	15th	96.6%	64th
		OPPORTUNITY				
Rating	Q43	Rating of Specialist +	60.3%	6th	74.4%	49th
Rating	Q9	Rating of Health Care	61.9%	7th	64.6%	12th
SQ	Q84	Overall experience with interpreter/language services utilized with Dr.	65.0%	---	62.1%	---
SQ	Q85	Overall experience with interpreter/language services utilized with plan	60.9%	---	66.2%	---
GNC	Q41	Getting specialist appointment	62.4%	<5th	70.7%	16th
		WAIT				
HWDC	Q32	Dr. spent enough time	88.4%	37th	90.2%	45th
GNC	Q10	Getting care, tests, or treatment	80.0%	6th	87.7%	23rd
HWDC	Q27	Dr. explained things	91.4%	15th	94.9%	47th
GCQ	Q6	Getting routine care	72.0%	5th	78.2%	15th
CS	Q45	Provided information or help	81.5%	36th	83.2%	45th
CS	Q46	Treated with courtesy and respect	96.4%	76th	92.8%	28th
CS	Q48	Ease of Filling Out Forms +	95.2%	33rd	94.5%	39th
		RETAIN				
GCQ	Q4	Getting urgent care	87.3%	29th	95.1%	80th
HWDC	Q31	Dr. explained things to child	92.4%	25th	96.9%	79th

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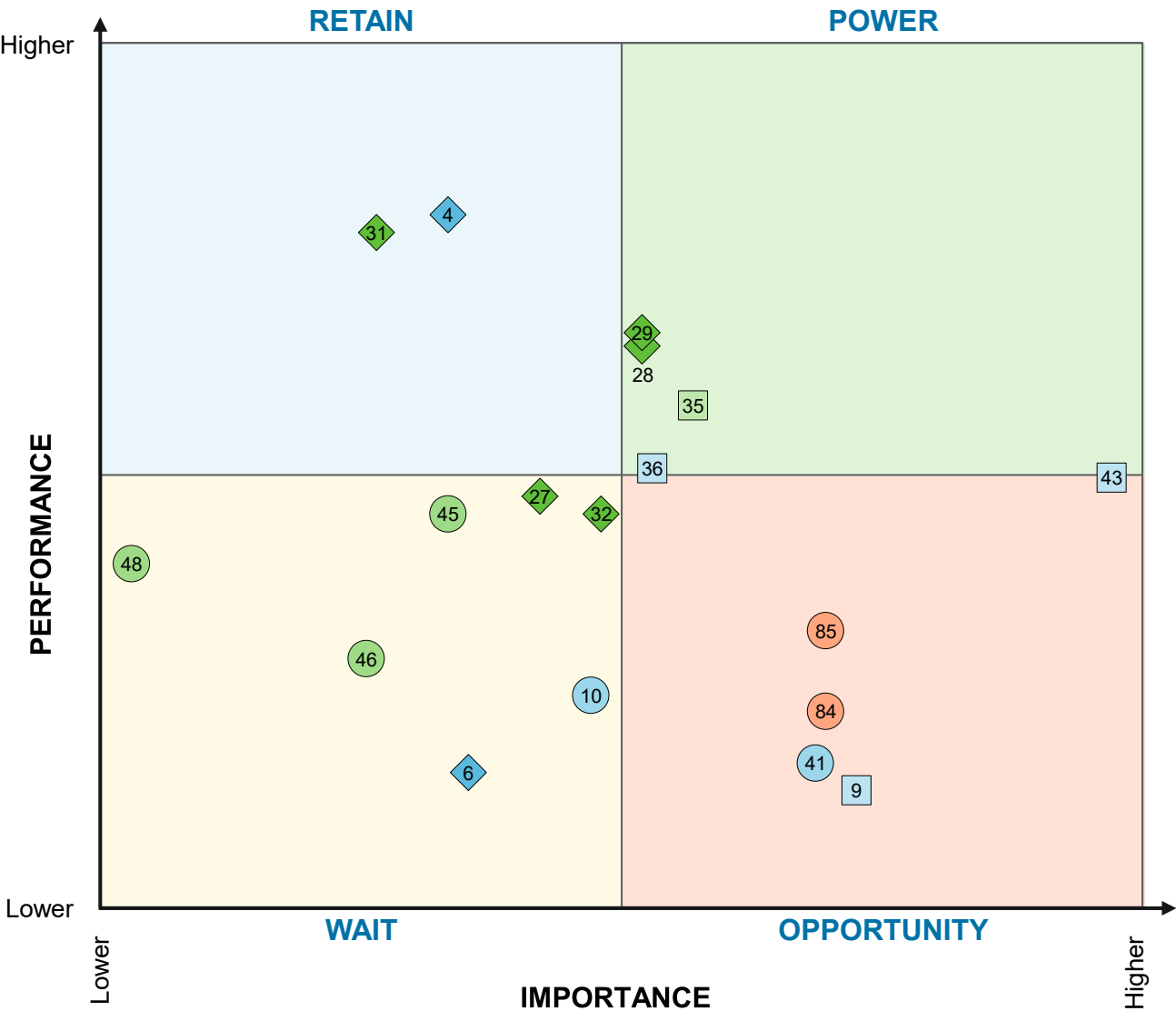
RETAIN — **POWER**

WAIT — **OPPORTUNITY**

PERFORMANCE (Lower / Higher)
IMPORTANCE (Lower / Higher)

Chart plotted points: 31, 4, 29, 28, 35, 36, 43, 27, 45, 32, 48, 85, 46, 10, 84, 6, 41, 9

POWeR Chart: Your Results

Medicaid Child: General Population

		SURVEY MEASURE	2023		2024	
			SRS	%tile*	SRS	%tile*
		POWER				
◆	**HWDC**	**Q31** Dr. explained things to child	94.7%	57th	98.8%	98th
●	**CS**	**Q45** Provided information or help	78.8%	20th	84.6%	55th
		OPPORTUNITY				
■	**Rating**	**Q9** Rating of Health Care	59.5%	<5th	63.3%	9th
■	**Rating**	**Q36** Rating of Personal Doctor	70.9%	11th	75.1%	30th
●	**GNC**	**Q10** Getting care, tests, or treatment	82.4%	12th	83.7%	6th
■	**Rating**	**Q43** Rating of Specialist +	72.5%	53rd	66.7%	20th
●	**GNC**	**Q41** Getting specialist appointment	81.8%	74th	70.5%	15th
●	**CS**	**Q46** Treated with courtesy and respect	92.2%	23rd	87.9%	<5th
		WAIT				
◆	**HWDC**	**Q29** Dr. showed respect	95.3%	18th	96.2%	30th
◆	**HWDC**	**Q32** Dr. spent enough time	88.7%	39th	88.5%	28th
◆	**GCQ**	**Q4** Getting urgent care	86.7%	25th	83.6%	10th
◆	**GCQ**	**Q6** Getting routine care	76.2%	14th	76.1%	12th
		RETAIN				
◆	**HWDC**	**Q28** Dr. listened carefully	91.6%	6th	98.5%	93rd
■	**CC**	**Q35** Coordination of Care +	76.0%	9th	85.9%	64th
◆	**HWDC**	**Q27** Dr. explained things	91.7%	16th	96.9%	79th
●	**CS**	**Q48** Ease of Filling Out Forms +	96.0%	51st	96.6%	75th

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

POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

	SURVEY MEASURE			2023		2024	
				SRS	%tile*	SRS	%tile*
			POWER				
			None				
			OPPORTUNITY				
▢	Rating	Q9	Rating of Health Care	62.7%	10th	65.0%	14th
▢	Rating	Q36	Rating of Personal Doctor	71.0%	11th	72.2%	13th
●	CS	Q46	Treated with courtesy and respect	94.8%	53rd	92.4%	25th
▢	Rating	Q43	Rating of Specialist +	71.6%	47th	72.0%	37th
●	CS	Q45	Provided information or help	80.0%	26th	74.5%	<5th
●	GNC	Q10	Getting care, tests, or treatment	84.6%	20th	84.8%	10th
◆	GCQ	Q6	Getting routine care	74.6%	11th	79.7%	21st
◆	GCQ	Q4	Getting urgent care	84.6%	17th	89.5%	35th
			WAIT				
●	GNC	Q41	Getting specialist appointment	71.7%	23rd	74.0%	26th
◆	HWDC	Q28	Dr. listened carefully	93.6%	18th	93.4%	15th
▢	CC	Q35	Coordination of Care +	83.4%	43rd	80.9%	28th
◆	HWDC	Q32	Dr. spent enough time	86.1%	17th	85.5%	15th
◆	HWDC	Q27	Dr. explained things	93.4%	32nd	92.5%	19th
◆	HWDC	Q31	Dr. explained things to child	94.2%	49th	90.2%	12th
●	CS	Q48	Ease of Filling Out Forms +	96.4%	61st	93.5%	22nd
			RETAIN				
◆	HWDC	Q29	Dr. showed respect	94.5%	11th	97.6%	62nd

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

KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION	
	YOUR PLAN	INDUSTRY				YOUR PLAN	INDUSTRY		2023	2024
TOP 10 KEY DRIVERS			Q49	**Rating of Health Plan**		**67.7%**	**72.0%**	**18**th *(-7)*		
✓	1	1	Q9	Rating of Health Care		64.7%	70.5%	13th *(+3)*	Opp.	Opp.
✓	2	3	Q43	Rating of Specialist +		69.8%	73.7%	30th *(+5)*	Opp.	Opp.
✓	3	2	Q36	Rating of Personal Doctor		74.5%	77.2%	25th *(+14)*	Opp.	Opp.
✓	4	5	Q10	Getting care, tests, or treatment		85.7%	90.3%	12th *(-3)*	Wait →	Opp.
✓	5	6	Q46	Treated with courtesy and respect		92.0%	94.4%	20th *(-38)*	Retain →	Opp.
✓	6	7	Q45	Provided information or help		77.8%	83.2%	13th *(-21)*	Wait →	Opp.
✓	7	10	Q6	Getting routine care		77.4%	83.3%	14th *(+7)*	Wait →	Opp.
	8	11	Q4	Getting urgent care		90.2%	90.7%	41st *(+24)*	Wait →	Opp.
✓	9	9	Q29	Dr. showed respect		97.5%	97.0%	60th *(+51)*	Opp. →	Retain
✓	10	8	Q28	Dr. listened carefully		95.7%	95.6%	51st *(+42)*	Opp. →	Retain
	15	4	Q41	Getting specialist appointment		72.7%	78.6%	20th *(+5)*	Wait	Wait

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

INDUSTRY — 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.

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 CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023		2024
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**68.9%**	**72.0%**	**24th** *(-16)*			
✓	1	3	Q43	Rating of Specialist +	64.5%	73.7%	10th *(-9)*	Opp.		Opp.
✓	2	1	Q9	Rating of Health Care	64.8%	70.5%	13th *(-5)*	Opp.		Opp.
✓	3	2	Q36	Rating of Personal Doctor	72.0%	77.2%	10th *(+0)*	Opp.		Opp.
	4	15	Q35	Coordination of Care +	84.4%	84.3%	50th *(+38)*	Opp.	→	Power
	5	11	Q4	Getting urgent care	85.7%	90.7%	18th *(+10)*	Wait	→	Opp.
	6	12	Q27	Dr. explained things	92.8%	94.6%	21st *(+17)*	Wait	→	Opp.
✓	7	10	Q6	Getting routine care	70.8%	83.3%	<5th *(+1)*	Wait	→	Opp.
✓	8	4	Q41	Getting specialist appointment	73.9%	78.6%	25th *(+16)*	Opp.		Opp.
✓	9	7	Q45	Provided information or help	75.4%	83.2%	5th *(-11)*	Opp.	→	Wait
✓	10	6	Q46	Treated with courtesy and respect	93.2%	94.4%	31st *(-32)*	Retain	→	Wait
	11	5	Q10	Getting care, tests, or treatment	84.5%	90.3%	7th *(+1)*	Opp.	→	Wait
	12	9	Q29	Dr. showed respect	96.9%	97.0%	47th *(+38)*	Opp.	→	Wait
	13	8	Q28	Dr. listened carefully	95.9%	95.6%	55th *(+50)*	Wait	→	Retain

YOUR PLAN

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

INDUSTRY

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

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 CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023		2024
TOP 10 KEY DRIVERS			Q49	**Rating of Health Plan**	**71.6%**	**72.0%**	**42ⁿᵈ** (-4)			
✓	1	2	Q36	Rating of Personal Doctor	79.3%	77.2%	67ᵗʰ (+61)	Opp.	→	Power
✓	2	10	Q6	Getting routine care	81.5%	83.3%	31ˢᵗ (+15)	Wait	→	Opp.
✓	3	5	Q10	Getting care, tests, or treatment	87.9%	90.3%	25ᵗʰ (-15)	Wait	→	Opp.
✓	4	1	Q9	Rating of Health Care	65.2%	70.5%	14ᵗʰ (-19)	Opp.	→	Opp.
✓	5	7	Q45	Provided information or help	77.4%	83.2%	12ᵗʰ (-88)	Power	→	Opp.
	6	15	Q35	Coordination of Care +	84.1%	84.3%	46ᵗʰ (+45)	Opp.		Opp.
✓	7	6	Q46	Treated with courtesy and respect	91.8%	94.4%	18ᵗʰ (-47)	Retain	→	Opp.
✓	8	4	Q41	Getting specialist appointment	74.0%	78.6%	26ᵗʰ (+7)	Wait	→	Opp.
✓	9	3	Q43	Rating of Specialist +	66.7%	73.7%	20ᵗʰ (-11)	Opp.	→	Wait
	10	11	Q4	Getting urgent care	93.5%	90.7%	68ᵗʰ (+59)	Wait	→	Retain
	14	8	Q28	Dr. listened carefully	97.6%	95.6%	81ˢᵗ (+80)	Wait	→	Retain
	15	9	Q29	Dr. showed respect	98.4%	97.0%	77ᵗʰ (+76)	Wait	→	Retain

YOUR PLAN

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

INDUSTRY

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

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 CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK — YOUR PLAN	KEY DRIVER RANK — INDUSTRY		ATTRIBUTE	SUMMARY RATE SCORE — YOUR PLAN	SUMMARY RATE SCORE — INDUSTRY	PG BoB %TILE*	CLASSIFICATION 2023		CLASSIFICATION 2024
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**67.7%**	**72.0%**	**18th** (+5)			
✓	1	3	Q43	Rating of Specialist +	74.4%	73.7%	49th (+43)	Wait	→	Opp.
✓	2	1	Q9	Rating of Health Care	64.6%	70.5%	12th (+5)	Opp.		Opp.
	3	---	Q84	Overall experience with interpreter/language services utilized with Dr.	62.1%	---	---	---		Opp.
	4	---	Q85	Overall experience with interpreter/language services utilized with plan	66.2%	---	---	---		Opp.
✓	5	4	Q41	Getting specialist appointment	70.7%	78.6%	16th (+14)	Wait	→	Opp.
	6	15	Q35	Coordination of Care +	85.2%	84.3%	58th (+25)	Opp.	→	Power
✓	7	2	Q36	Rating of Personal Doctor	77.3%	77.2%	50th (+29)	Opp.	→	Power
✓	8	9	Q29	Dr. showed respect	97.9%	97.0%	67th (+57)	Opp.	→	Power
✓	9	8	Q28	Dr. listened carefully	96.6%	95.6%	64th (+49)	Opp.	→	Power
	10	14	Q32	Dr. spent enough time	90.2%	90.2%	45th (+8)	Opp.	→	Wait
	11	5	Q10	Getting care, tests, or treatment	87.7%	90.3%	23rd (+17)	Wait		Wait
	13	10	Q6	Getting routine care	78.2%	83.3%	15th (+10)	Wait		Wait
	15	7	Q45	Provided information or help	83.2%	83.2%	45th (+9)	Wait		Wait
	17	6	Q46	Treated with courtesy and respect	92.8%	94.4%	28th (-48)	Retain	→	Wait

TOP 10 KEY DRIVERS — YOUR PLAN: These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

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

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 CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY			2023		2024
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**	**65.6%**	**72.0%**	**11th**	**(-8)**			
✓	1	1	Q9	Rating of Health Care	63.3%	70.5%	9th	(+7)	Opp.		Opp.
✓	2	2	Q36	Rating of Personal Doctor	75.1%	77.2%	30th	(+19)	Opp.		Opp.
✓	3	5	Q10	Getting care, tests, or treatment	83.7%	90.3%	6th	(-6)	Wait	→	Opp.
✓	4	3	Q43	Rating of Specialist +	66.7%	73.7%	20th	(-33)	Retain	→	Opp.
	5	13	Q31	Dr. explained things to child	98.8%	94.3%	98th	(+41)	Power		Power
✓	6	4	Q41	Getting specialist appointment	70.5%	78.6%	15th	(-59)	Retain	→	Opp.
✓	7	6	Q46	Treated with courtesy and respect	87.9%	94.4%	<5th	(-21)	Wait	→	Opp.
✓	8	7	Q45	Provided information or help	84.6%	83.2%	55th	(+35)	Wait	→	Power
✓	9	9	Q29	Dr. showed respect	96.2%	97.0%	30th	(+12)	Opp.	→	Wait
✓	10	8	Q28	Dr. listened carefully	98.5%	95.6%	93rd	(+87)	Opp.	→	Retain
	15	10	Q6	Getting routine care	76.1%	83.3%	12th	(-2)	Wait		Wait

YOUR PLAN

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

INDUSTRY

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.

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 CHILD: GENERAL POPULATION

ALIGNMENT *Are your key drivers typical of the industry?*	KEY DRIVER RANK			ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*		CLASSIFICATION		
	YOUR PLAN	INDUSTRY				YOUR PLAN	INDUSTRY			2023		2024
TOP 10 KEY DRIVERS			**Q49**	**Rating of Health Plan**		**66.5%**	**72.0%**	**13th**	**(-12)**			
✓	1	1	Q9	Rating of Health Care		65.0%	70.5%	14th	(+4)	Opp.		Opp.
✓	2	2	Q36	Rating of Personal Doctor		72.2%	77.2%	13th	(+2)	Opp.		Opp.
✓	3	6	Q46	Treated with courtesy and respect		92.4%	94.4%	25th	(-28)	Power	→	Opp.
✓	4	3	Q43	Rating of Specialist +		72.0%	73.7%	37th	(-10)	Opp.		Opp.
✓	5	7	Q45	Provided information or help		74.5%	83.2%	<5th	(-22)	Wait	→	Opp.
✓	6	5	Q10	Getting care, tests, or treatment		84.8%	90.3%	10th	(-10)	Opp.		Opp.
✓	7	10	Q6	Getting routine care		79.7%	83.3%	21st	(+10)	Opp.		Opp.
	8	11	Q4	Getting urgent care		89.5%	90.7%	35th	(+18)	Opp.		Opp.
✓	9	9	Q29	Dr. showed respect		97.6%	97.0%	62nd	(+51)	Wait	→	Retain
✓	10	4	Q41	Getting specialist appointment		74.0%	78.6%	26th	(+3)	Opp.	→	Wait
	11	8	Q28	Dr. listened carefully		93.4%	95.6%	15th	(-3)	Wait		Wait

YOUR PLAN

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

INDUSTRY

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.

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 and the child who received the Medicaid services. Each sections provides separate profiles for the general populations and the chronic conditions populations.

The profiles for each plan can be found in Appendix B.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	23.6%	24.4%	28.1%↑‡	20.1%	21.7%	20.4%	30.2%	26.2%	25.8%‡	26.1%	27.7%	25.7%
PG			23.3%▲			20.4%			27.7%			28.6%▼
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	52.2%	53.8%	51.7%	47.8%	46.2%	48.3%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	79.2%	73.5%	74.3%‡	15.8%	20.4%	19.9%‡	4.9%	6.1%	5.8%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	68.8%	69.1%	71.4%	19.3%	21.5%	20.7%	11.9%	9.4%	7.9%‡
PG			67.7%▲			21.3%			11.0%▼
QC			NA			NA			NA

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 CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	37.9%	41.4%	47.6%↑‡	62.1%	58.6%	52.4%↓‡
PG			38.0%▲			62.0%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	65.7%	64.6%	63.6%	11.3%	11.7%	11.4%	12.9%	13.5%	11.3%↓	3.7%	3.8%	3.7%	4.8%	5.1%	4.6%	22.4%	21.4%	26.3%↑‡
PG			64.3%			21.2%▼			6.5%▲			1.1%▲			2.8%▲			17.3%▲
QC			NA			NA			NA			NA			NA			NA

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 CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	8.2%	8.6%	9.6%	25.3%	26.7%	27.9%	33.9%	35.8%	34.9%	32.5%	28.9%	27.6%‡
PG			13.2%▼			23.7%▲			33.0%			30.1%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	16.0%	15.2%	14.4%	84.0%	84.8%	85.6%
PG			12.7%▲			87.3%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	45.1%	50.8%	53.8%‡	33.3%	28.8%	27.5%‡	21.6%	20.4%	18.7%‡
PG			52.5%			29.0%			18.4%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	91.0%	93.4%	94.5%‡	5.1%	3.9%	3.8%	3.9%	2.6%	1.8%‡
PG			89.6%▲			6.5%▼			3.9%▼
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	14.4%	14.5%	16.4%	17.9%	21.6%	21.2%‡	34.2%	27.5%	29.2%‡	33.5%	36.4%	33.2%
PG			10.5%▲			19.1%			33.3%▼			37.1%▼
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	55.9%	56.0%	56.0%	44.1%	44.0%	44.0%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	58.4%	52.4%	56.4%	30.5%	33.1%	30.0%	11.1%	14.5%	13.7%
PG			56.4%			31.2%			12.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	34.4%	35.0%	40.1%↑‡	32.2%	33.7%	32.0%	33.4%	31.3%	27.9%‡
PG			37.6%			32.9%			29.5%
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	29.9%	33.2%	37.2%↑‡	70.1%	66.8%	62.8%↓‡
PG			23.9%▲			76.1%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	78.0%	75.0%	76.4%	12.2%	10.8%	11.2%	7.1%	10.1%	9.6%‡	2.9%	3.7%	3.1%	6.1%	8.0%	6.9%	16.2%	17.2%	17.0%
PG			73.5%▲			23.4%▼			3.3%▲			0.9%▲			3.1%▲			10.3%▲
QC			NA			NA			NA			NA			NA			NA

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 CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	8.1%	7.6%	7.9%	16.3%	21.1%	20.7%‡	33.2%	34.2%	36.8%	42.4%	37.1%	34.6%‡
PG			12.0%▼			16.1%▲			31.8%▲			40.1%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	13.8%	12.7%	12.3%	86.2%	87.3%	87.7%
PG			11.0%			89.0%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	37.2%	38.9%	43.1%↑‡	35.3%	37.9%	36.3%	27.6%	23.2%	20.6%‡
PG			43.7%			34.7%			21.7%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	84.5%	87.7%	89.8%‡	8.3%	7.6%	6.4%	7.2%	4.8%	3.8%‡
PG			83.7%▲			10.5%▼			5.8%▼
QC			NA			NA			NA

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

First questionnaire mailed
2/23/2024

Second questionnaire mailed
3/29/2024

Initiate follow-up calls to non-responders
4/19/2024 - 5/3/2024

Last day to accept completed surveys
5/8/2024

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{404 \text{ (Completed)}}{3465 \text{ (Sample)} - 45 \text{ (Ineligible)}} = \frac{404}{3420} = \textbf{11.8\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	118	105	69	46	0	23	**292**
Spanish	0	76	36	*31*	0	*5*	**112**
Total	**118**	**181**	**105**	**77**	**0**	**28**	**404**

Total Number of Undeliverables: 621
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.
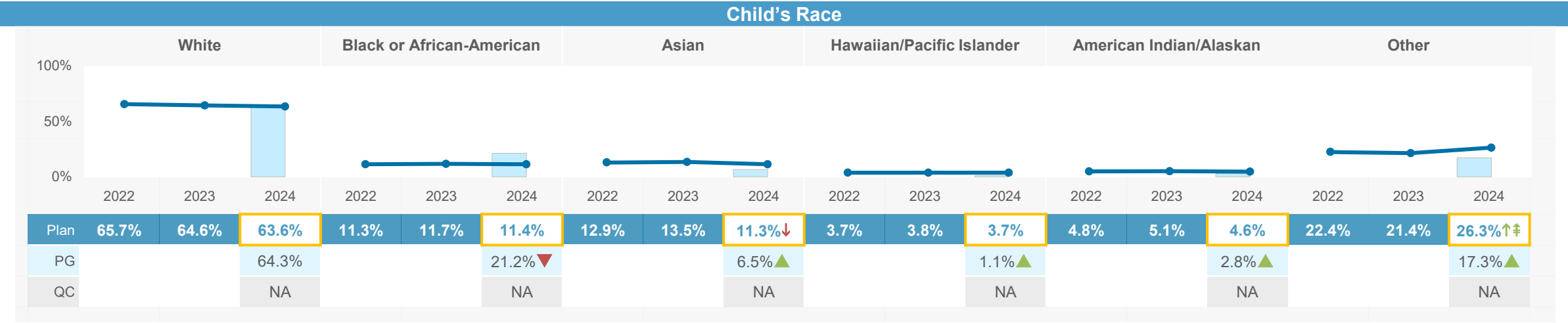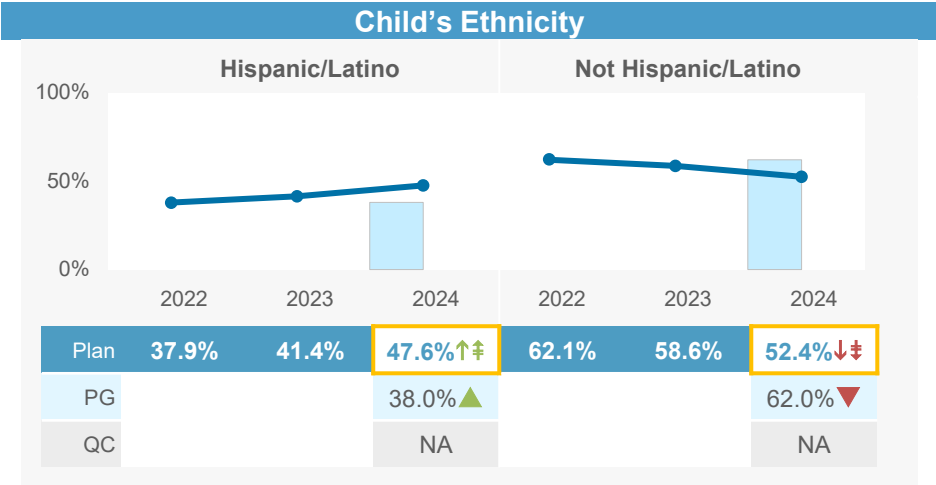
RESPONSE RATE TRENDING

		2022	2023	2024
Completed	**SUBTOTAL**	**438**	**440**	**404**
Ineligible	Does not Meet Eligibility Criteria (01)	19	20	25
	Language Barrier (03)	17	35	20
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	**36**	**55**	**45**
Non-response	Break-off/Incomplete (02)	40	39	42
	Refusal (06)	53	45	38
	Maximum Attempts Made (07)	2898	2886	2936
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**2991**	**2970**	**3016**
Total Sample		**3465**	**3465**	**3465**
Oversampling %		**110.0%**	**110.0%**	**110.0%**
Response Rate		**12.8%**	**12.9%**	**11.8%**
PG Response Rate		*10.2%*	*9.9%*	*9.4%*
Total Completed (General Pop + CCC)		980	1019	908
Total Ineligible (General Pop + CCC)		65	110	87
Total Sample (General Pop + CCC)		7329	7329	7329
Total Response Rate (General Pop + CCC)		**13.5%**	**14.1%**	**12.5%**
Supplemental (CCC) Sample Size		3864	3864	3864
Supplemental (CCC) Completes		316	328	284

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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 **5/10/2024** |

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{217 \ (\text{Completed})}{1650 \ (\text{Sample}) - 15 \ (\text{Ineligible})} = \frac{217}{1635} = \textbf{13.3\%}$$

COMPLETES - MODALITY BY LANGUAGE

| Language | Mail | Phone | Internet | Internet Modes | | | Total |
				QR Code	Email	URL	
English	58	42	36	17	13	6	**136**
Spanish	20	44	17	*10*	*5*	*2*	**81**
Total	**78**	**86**	**53**	**27**	**18**	**8**	**217**

Total Number of Undeliverables: 323
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**	**313**	**243**	**217**
Ineligible	Does not Meet Eligibility Criteria (01)	27	13	9
	Language Barrier (03)	17	4	6
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	1	0
	SUBTOTAL	**44**	**18**	**15**
Non-response	Break-off/Incomplete (02)	23	16	20
	Refusal (06)	101	26	13
	Maximum Attempts Made (07)	2819	1347	1385
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**2943**	**1389**	**1418**
	Total Sample	**3300**	**1650**	**1650**
	Oversampling %	**100%**	**0.0%**	**0.0%**
	Response Rate	**9.6%**	**14.9%**	**13.3%**
	PG Response Rate	*10.2%*	*9.9%*	*9.4%*
	Total Completed (General Pop + CCC)	747	514	496
	Total Ineligible (General Pop + CCC)	77	35	24
	Total Sample (General Pop + CCC)	6980	3490	3490
	Total Response Rate (General Pop + CCC)	**10.8%**	**14.9%**	**14.3%**
	Supplemental (CCC) Sample Size	3680	1840	1840
	Supplemental (CCC) Completes	380	213	188

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC 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…
- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2024 RESPONSE RATE CALCULATION

$$\frac{441 \text{ (Completed)}}{4125 \text{ (Sample)} - 36 \text{ (Ineligible)}} = \frac{441}{4089} = \textbf{10.8\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	137	143	69	49	0	20	**349**
Spanish	42	30	20	*17*	*0*	*3*	**92**
Total	**179**	**173**	**89**	**66**	**0**	**23**	**441**

Total Number of Undeliverables: 439

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**	**429**	**465**	**441**
Ineligible	Does not Meet Eligibility Criteria (01)	13	15	12
	Language Barrier (03)	25	19	23
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	1
	SUBTOTAL	**38**	**34**	**36**
Non-response	Break-off/Incomplete (02)	47	47	64
	Refusal (06)	99	81	84
	Maximum Attempts Made (07)	2275	3498	3500
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**2421**	**3626**	**3648**
Total Sample		**2888**	**4125**	**4125**
Oversampling %		**75.0%**	**150.0%**	**150.0%**
Response Rate		**15.1%**	**11.4%**	**10.8%**
PG Response Rate		*10.2%*	*9.9%*	*9.4%*
Total Completed (General Pop + CCC)		723	698	639
Total Ineligible (General Pop + CCC)		55	52	50
Total Sample (General Pop + CCC)		4728	5965	5965
Total Response Rate (General Pop + CCC)		**15.5%**	**11.8%**	**10.8%**
Supplemental (CCC) Sample Size		1840	1840	1840
Supplemental (CCC) Completes		264	239	211

METHODOLOGY

DATA COLLECTION

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

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
3/1/2024	**4/5/2024**	**4/26/2024 - 5/10/2024**	**5/10/2024**

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{255 \text{ (Completed)}}{2475 \text{ (Sample)} - 14 \text{ (Ineligible)}} = \frac{255}{2461} = \textbf{10.4\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	*Email*	*URL*	
English	82	65	68	52	0	16	**215**
Spanish	0	9	31	*25*	*0*	*6*	**40**
Total	**82**	**74**	**99**	**77**	**0**	**22**	**255**

Total Number of Undeliverables: 678
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**	**267**	**211**	**255**
Ineligible	Does not Meet Eligibility Criteria (01)	15	15	5
	Language Barrier (03)	10	8	9
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	**25**	**23**	**14**
Non-response	Break-off/Incomplete (02)	23	19	28
	Refusal (06)	83	54	40
	Maximum Attempts Made (07)	1912	2004	2138
	Added to DNC List (08)	0	0	0
	SUBTOTAL	**2018**	**2077**	**2206**
Total Sample		**2310**	**2311**	**2475**
Oversampling %		**40.0%**	**40.1%**	**50.0%**
Response Rate		**11.7%**	**9.2%**	**10.4%**
PG Response Rate		*11.2%*	*9.9%*	*9.4%*
Total Completed (General Pop + CCC)		537	498	567
Total Ineligible (General Pop + CCC)		43	47	49
Total Sample (General Pop + CCC)		4886	4886	5235
Total Response Rate (General Pop + CCC)		**11.1%**	**10.3%**	**10.9%**
Supplemental (CCC) Sample Size		2576	2575	2760
Supplemental (CCC) Completes		200	177	196

METHODOLOGY

DATA COLLECTION

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

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

QUALIFIED RESPONDENTS

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

2024 RESPONSE RATE CALCULATION

$$\frac{711 \text{ (Completed)}}{4208 \text{ (Sample)} - 129 \text{ (Ineligible)}} = \frac{711}{4079} = \mathbf{17.4\%}$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	157	264	58	0	0	0	479
Spanish	49	159	24	0	0	0	232
Total	206	423	82	0	0	0	711

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

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	---	644	711
Ineligible	Does not Meet Eligibility Criteria (01)	---	43	100
	Language Barrier (03)	---	35	28
	Mentally/Physically Incapacitated (04)	---	0	0
	Deceased (05)	---	1	1
	SUBTOTAL	---	79	129
Non-response	Break-off/Incomplete (02)	---	115	169
	Refusal (06)	---	242	178
	Maximum Attempts Made (07)	---	3103	2975
	Added to DNC List (08)	---	25	46
	SUBTOTAL	---	3485	3368
Total Sample		---	4208	4208
Oversampling %		---	155.0%	155.0%
Response Rate		---	15.6%	17.4%
PG Response Rate		---	9.9%	9.4%
Total Completed (General Pop + CCC)		---	977	1049
Total Ineligible (General Pop + CCC)		---	103	182
Total Sample (General Pop + CCC)		---	6048	6048
Total Response Rate (General Pop + CCC)		---	16.4%	17.9%
Supplemental (CCC) Sample Size		---	1840	1840
Supplemental (CCC) Completes		---	280	288

APPENDIX B
PROFILE OF SURVEY RESPONDENTS BY PLAN

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	21.7%	19.5%	26.1%↑	13.8%	22.6%	18.0%	34.3%	27.8%	26.3%‡	30.2%	30.2%	29.6%
PG			23.3%			20.4%			27.7%			28.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	50.6%	53.1%	50.3%	49.4%	46.9%	49.7%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.6%	66.5%	71.1%	16.8%	26.8%	23.4%‡	6.5%	6.7%	5.5%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	69.5%	65.8%	72.7%↑	20.0%	24.4%	19.5%	10.6%	9.8%	7.8%
PG			67.7%▲			21.3%			11.0%▼
QC			NA			NA			NA

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 CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	49.5%	50.7%	54.9%	50.5%	49.3%	45.1%
PG			38.0% ▲			62.0% ▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	57.6%	58.6%	58.2%	10.2%	9.9%	11.9%	13.2%	17.5%	12.4%	3.0%	3.8%	2.5%	3.6%	3.0%	3.7%	29.7%	25.4%	28.5%
PG			64.3% ▼			21.2% ▼			6.5% ▲			1.1%			2.8%			17.3% ▲
QC			NA			NA			NA			NA			NA			NA

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 CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	10.7%	10.0%	10.6%	23.8%	25.2%	27.3%	36.9%	36.7%	32.1%	28.6%	28.1%	30.1%
PG			13.2%			23.7%			33.0%			30.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	16.3%	14.9%	15.7%	83.7%	85.1%	84.3%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	56.3%	60.8%	57.5%	28.9%	20.3%	23.5%	14.8%	18.9%	19.0%
PG			52.5%			29.0% ▼			18.4%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	94.4%	94.0%	95.1%	3.6%	3.6%	3.4%	1.9%	2.4%	1.6%
PG			89.6% ▲			6.5% ▼			3.9% ▼
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	11.8%	16.2%	16.4%	15.0%	18.4%	19.6%	36.7%	26.5%	26.3%‡	36.4%	38.9%	37.7%
PG			10.5%▲			19.1%			33.3%▼			37.1%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	56.1%	54.4%	53.7%	43.9%	45.6%	46.3%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	50.0%	44.9%	53.2%↑	33.4%	40.0%	31.6%↓	16.6%	15.1%	15.2%
PG			56.4%			31.2%			12.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	35.4%	32.2%	41.6%↑	33.4%	30.7%	32.6%	31.2%	37.1%	25.8%↓
PG			37.6%			32.9%			29.5%
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Community Health Plan of Washington (CHPW)

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	45.0%	42.2%	45.1%	55.0%	57.8%	54.9%
PG			23.9%▲			76.1%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	72.5%	71.8%	68.4%	10.1%	10.1%	11.0%	7.7%	12.7%	14.8%‡	1.7%	3.9%	2.7%	6.3%	6.8%	6.5%	24.0%	20.1%	21.3%
PG			73.5%			23.4%▼			3.3%▲			0.9%			3.1%▲			10.3%▲
QC			NA			NA			NA			NA			NA			NA

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.

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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	8.6%	9.2%	7.1%	16.6%	19.6%	25.7%‡	40.9%	38.3%	34.6%	33.9%	32.9%	32.5%
PG			12.0%▼			16.1%▲			31.8%			40.1%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	16.6%	14.9%	13.1%	83.4%	85.1%	86.9%
PG			11.0%			89.0%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	47.1%	45.4%	51.5%	31.2%	31.9%	28.8%	21.8%	22.7%	19.7%
PG			43.7%▲			34.7%▼			21.7%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	91.6%	90.5%	91.0%	4.9%	7.0%	6.5%	3.6%	2.5%	2.5%
PG			83.7%▲			10.5%▼			5.8%▼
QC			NA			NA			NA

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 CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	25.0%	26.8%	32.2%	20.1%	20.9%	19.2%	28.2%	24.7%	29.8%	26.6%	27.6%	18.8%↓‡
PG			23.3%▲			20.4%			27.7%			28.6%▼
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	55.0%	52.7%	52.9%	45.0%	47.3%	47.1%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.1%	72.1%	75.5%	19.1%	24.2%	19.4%	4.9%	3.8%	5.1%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

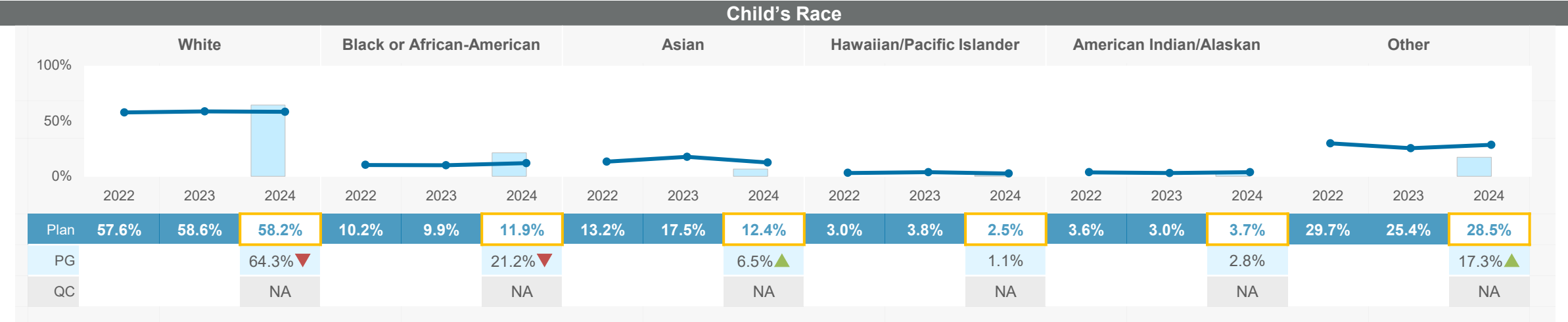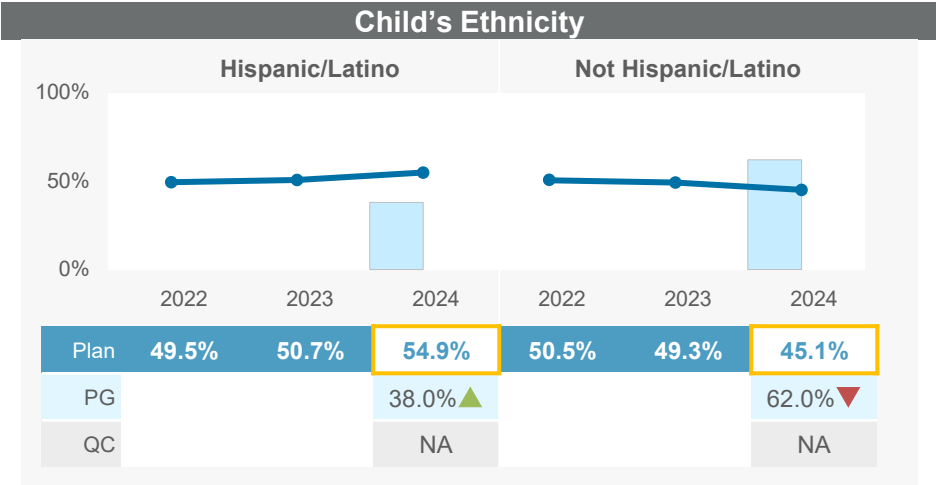|	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	59.0%	70.5%	69.8%‡	22.1%	19.8%	23.1%	18.9%	9.7%	7.1%↓‡
PG			67.7%			21.3%			11.0%▼
QC			NA			NA			NA

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.
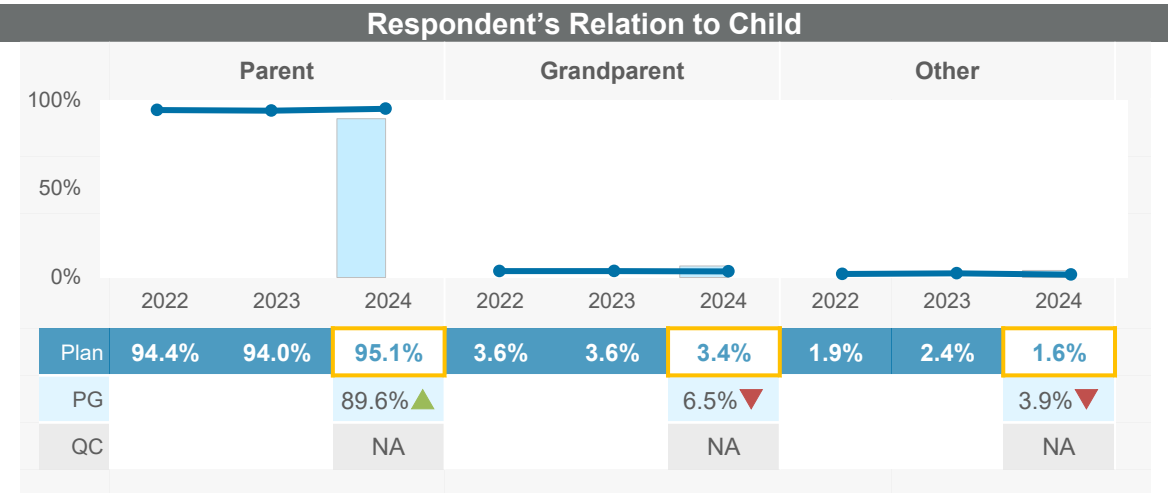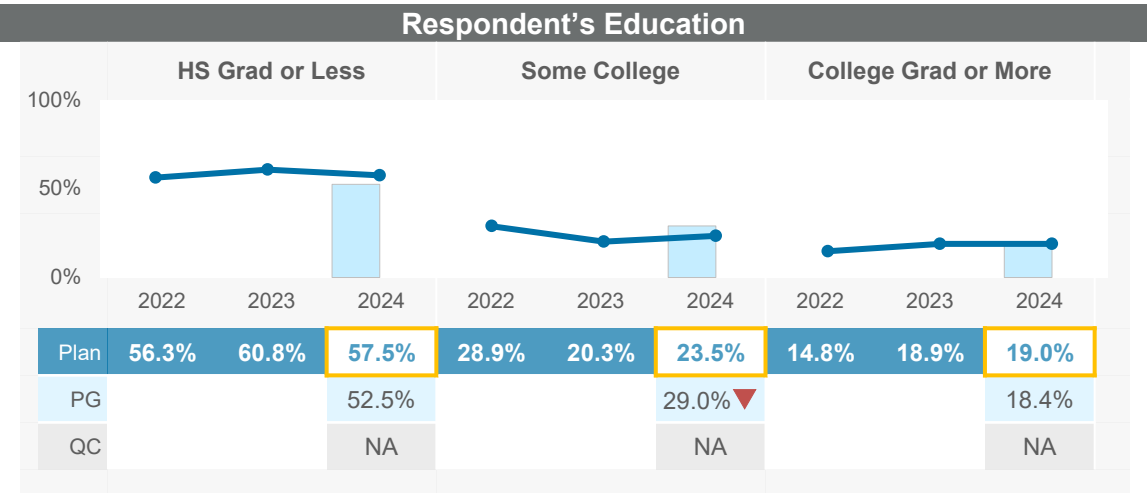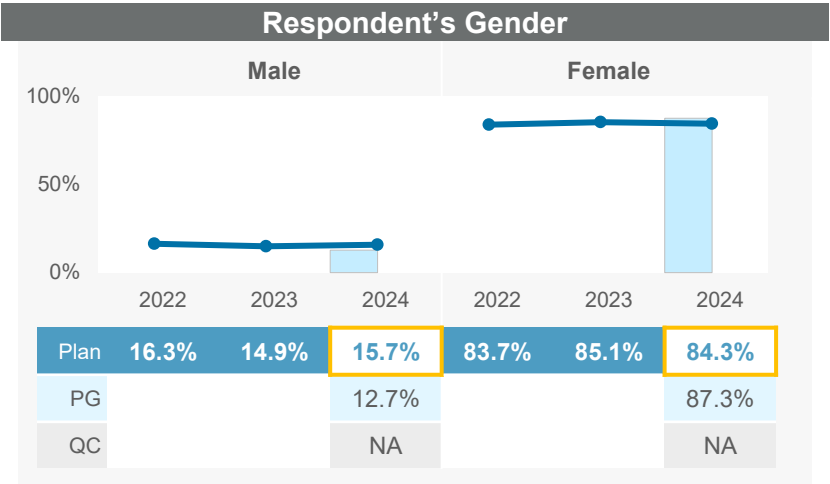
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	33.3%	50.6%	56.1%‡	66.7%	49.4%	43.9%‡
PG			38.0%▲			62.0%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.1%	67.3%	63.6%‡	9.3%	12.0%	8.2%	5.9%	9.7%	7.1%	3.5%	1.4%	2.2%	6.9%	6.0%	3.3%	18.3%	24.4%	32.6%‡
PG			64.3%			21.2%▼			6.5%			1.1%			2.8%			17.3%▲
QC			NA			NA			NA			NA			NA			NA

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.
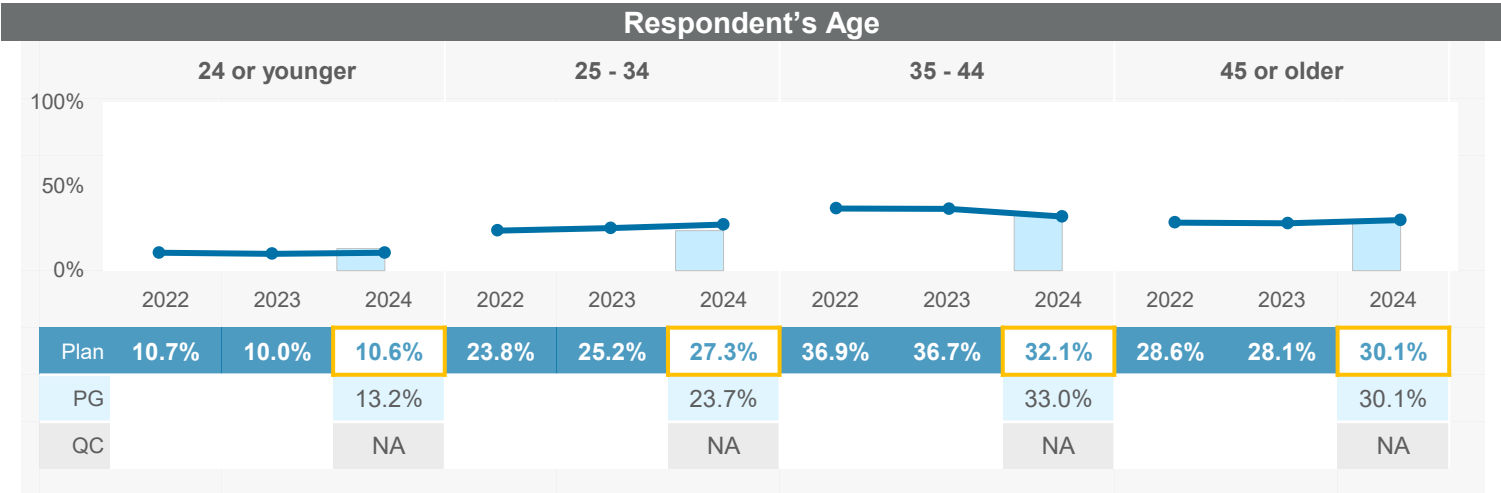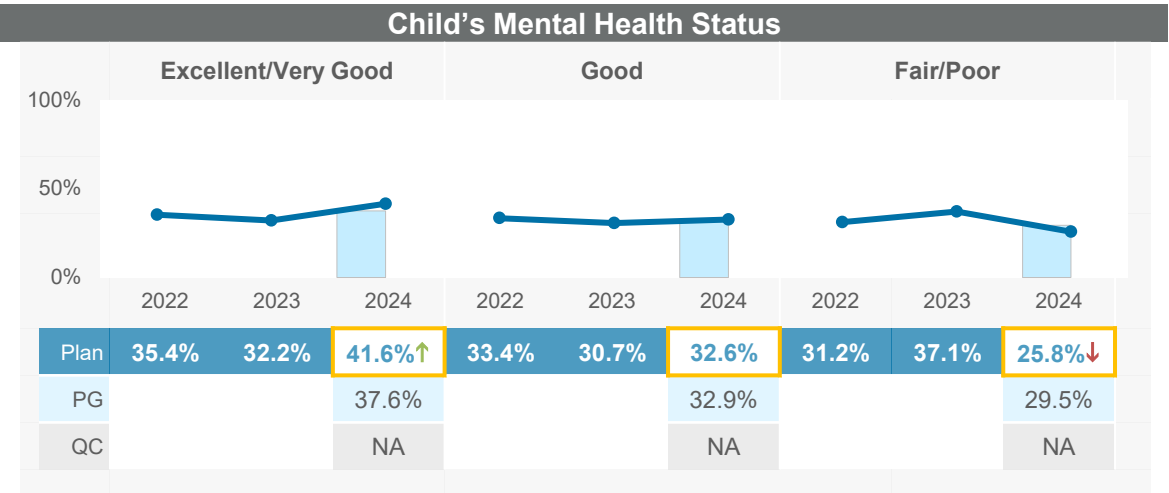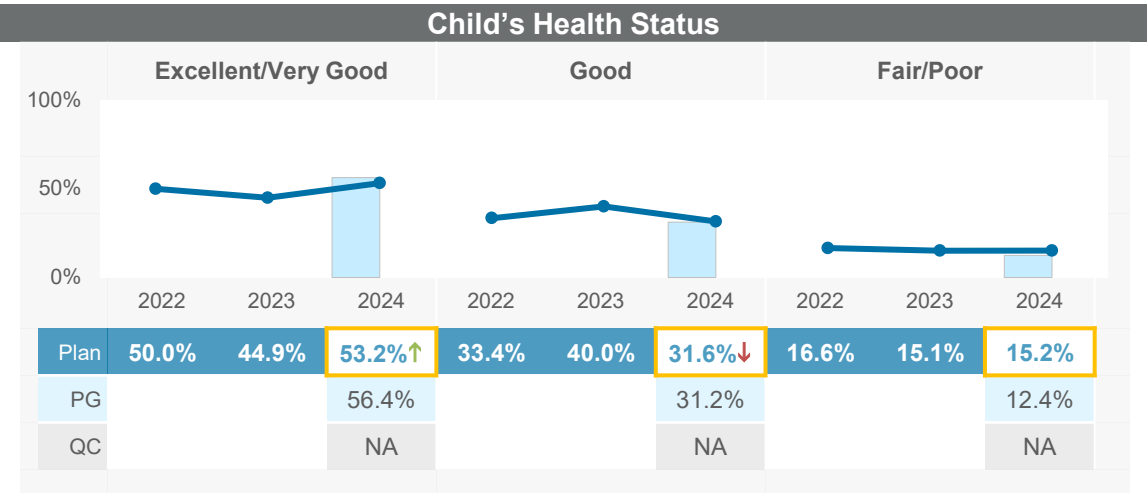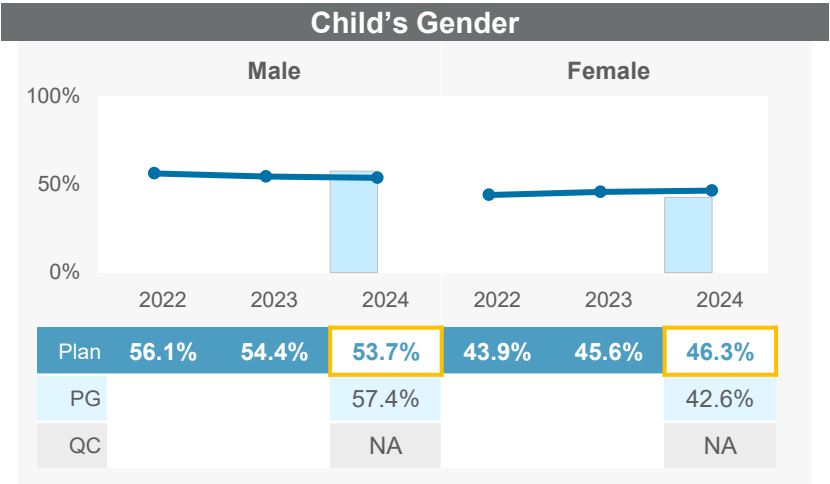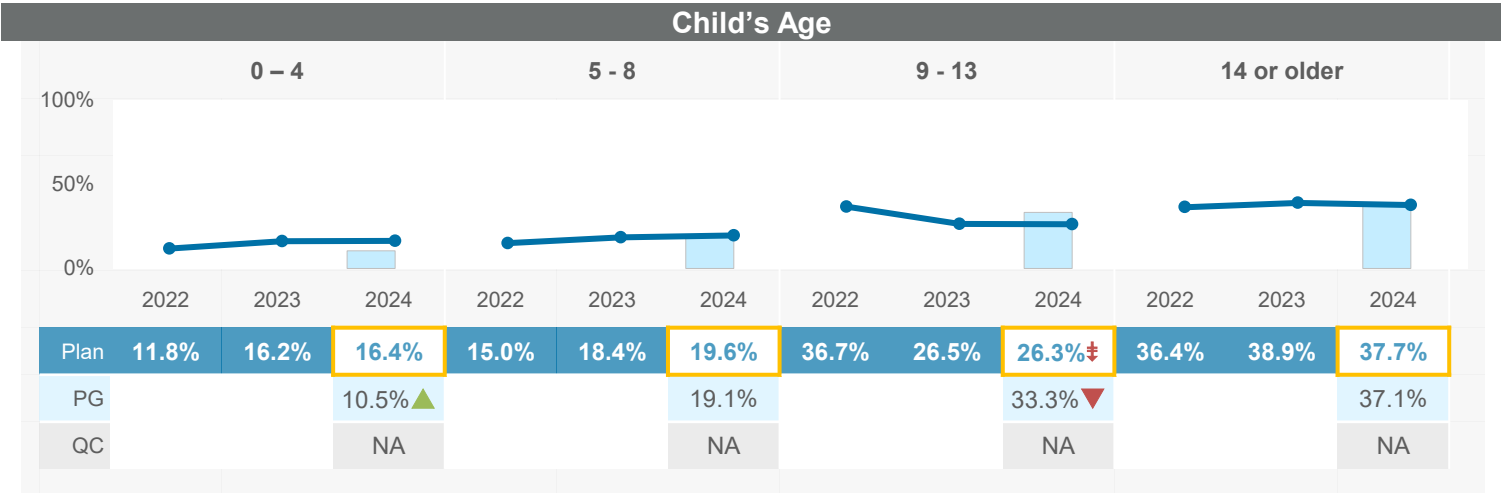
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	7.2%	8.1%	10.0%	19.1%	28.0%	27.6%‡	24.0%	31.4%	30.0%	49.7%	32.6%	32.4%↓
PG			13.2%			23.7%			33.0%			30.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	15.1%	15.7%	9.0%↓‡	84.9%	84.3%	91.0%↑‡
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	36.4%	52.9%	55.5%‡	36.1%	30.0%	23.5%‡	27.5%	17.2%	21.0%
PG			52.5%			29.0%			18.4%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	76.6%	86.6%	88.5%‡	12.1%	7.6%	7.2%	11.3%	5.8%	4.3%↓
PG			89.6%			6.5%			3.9%
QC			NA			NA			NA

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.
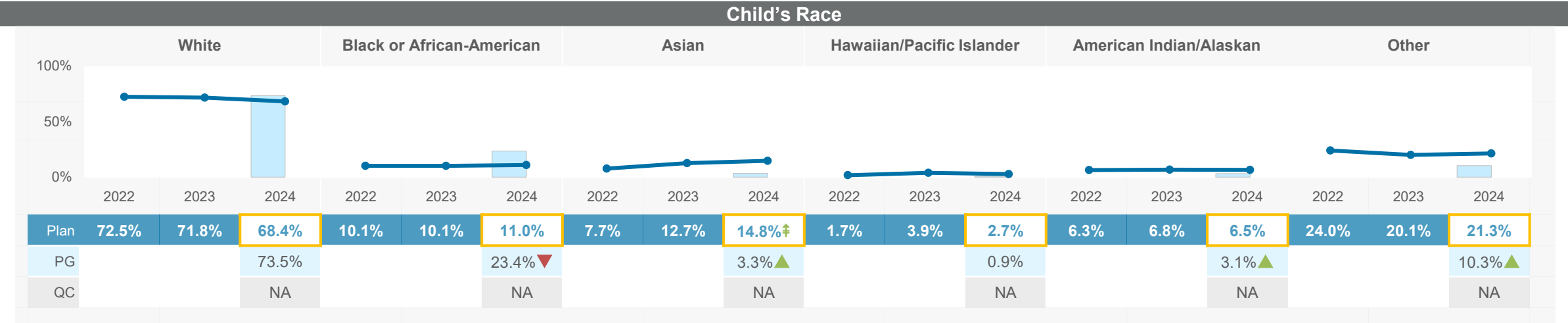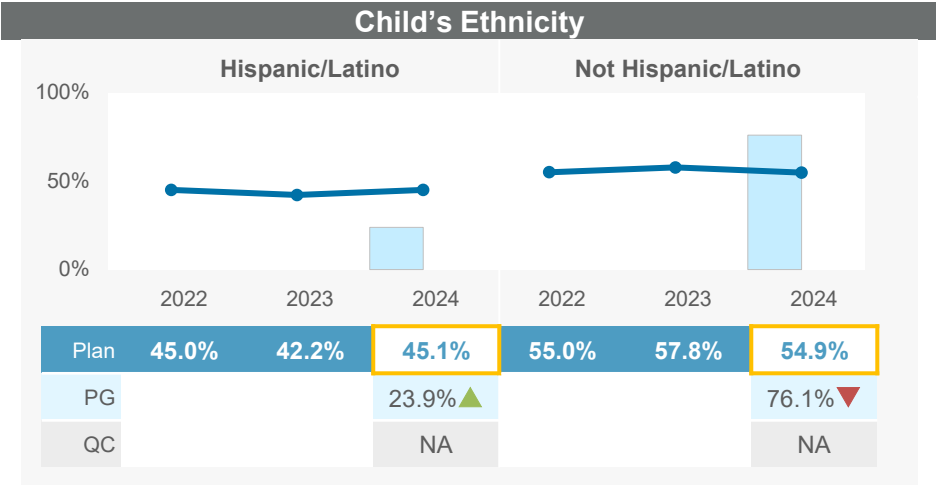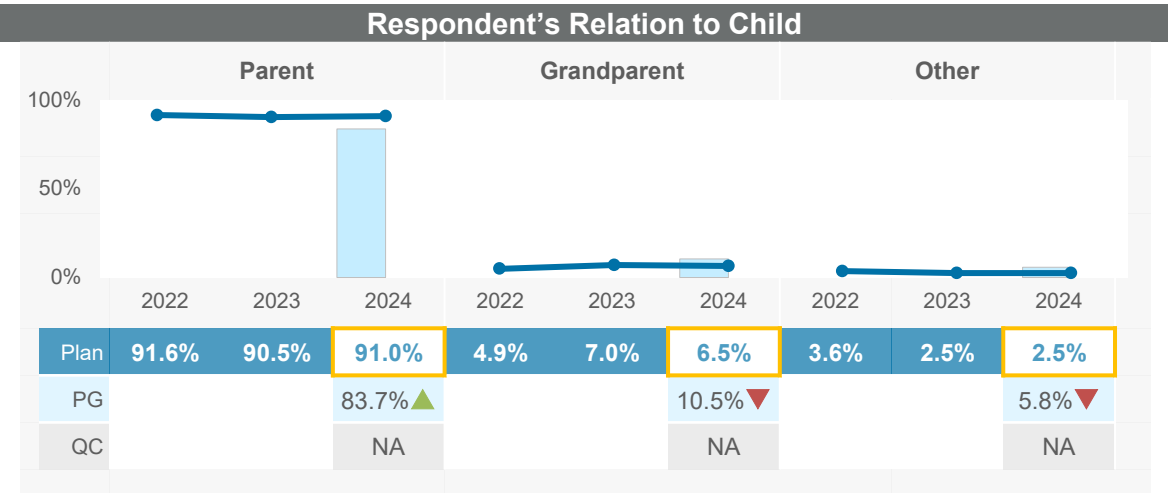
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	16.8%	12.4%	15.1%	17.4%	24.4%	22.0%	32.1%	29.7%	30.1%	33.7%	33.5%	32.8%
PG			10.5%			19.1%			33.3%			37.1%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	53.7%	54.1%	58.0%	46.3%	45.9%	42.0%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	61.3%	51.6%	57.0%	31.0%	36.2%	31.2%	7.7%	12.2%	11.8%
PG			56.4%			31.2%			12.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	28.4%	32.9%	40.5%‡	35.8%	32.4%	28.1%	35.8%	34.8%	31.4%
PG			37.6%			32.9%			29.5%
QC			NA			NA			NA

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.
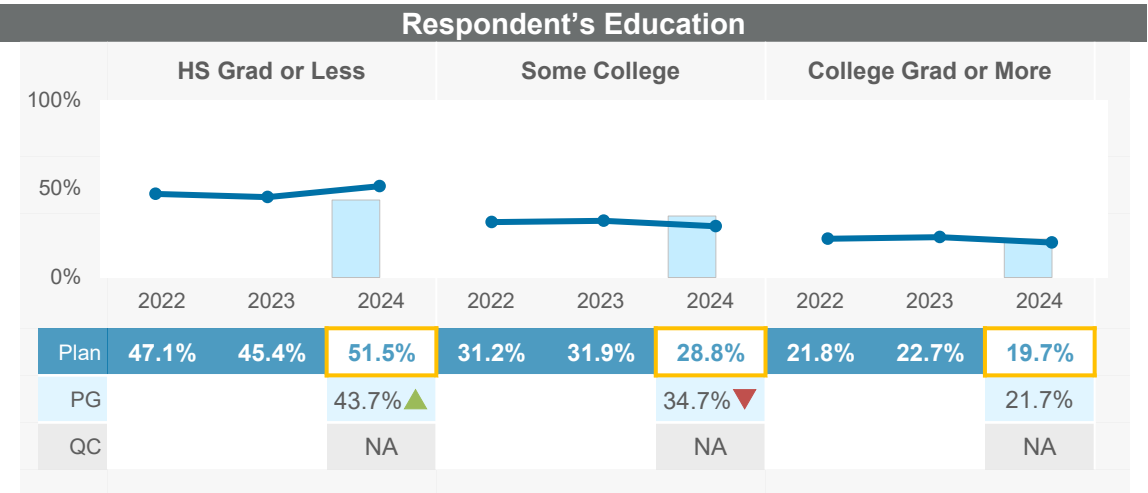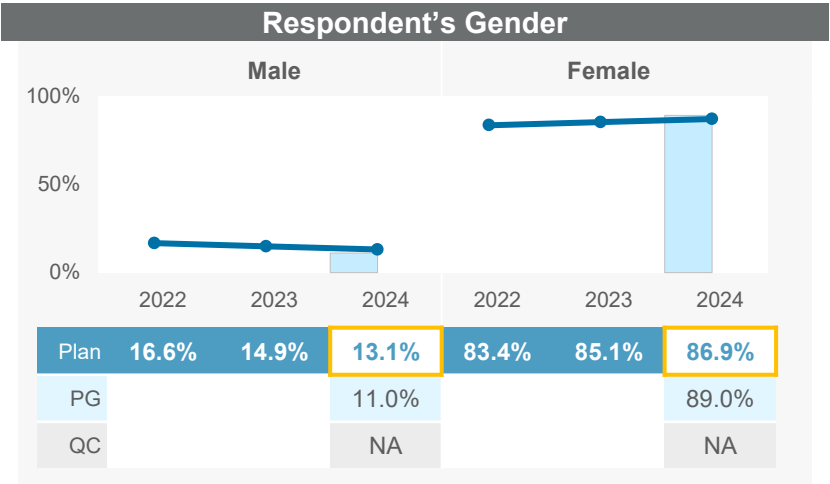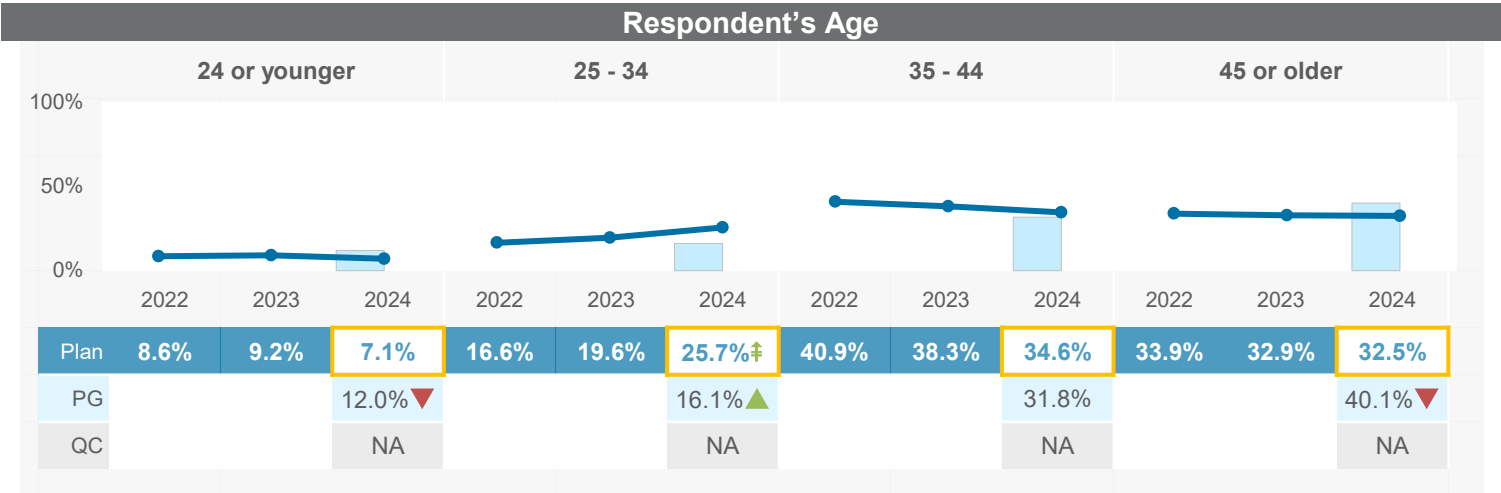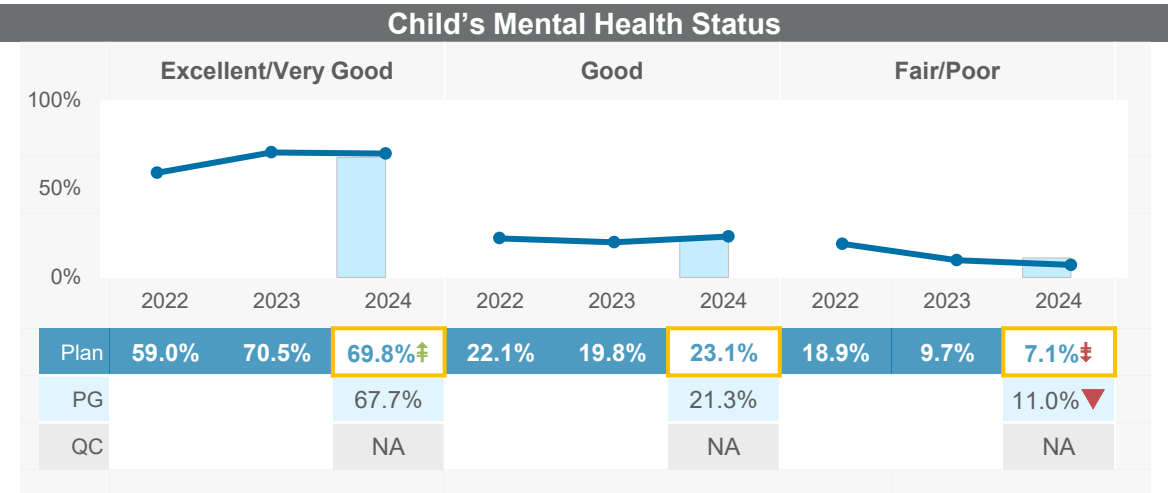
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	22.1%	38.6%	42.4%‡	77.9%	61.4%	57.6%‡
PG			23.9%▲			76.1%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	80.6%	75.1%	79.5%	12.7%	10.7%	5.8%‡	4.4%	7.8%	3.5%	3.0%	1.5%	1.2%	6.9%	7.8%	4.7%	11.6%	16.6%	19.3%‡
PG			73.5%			23.4%▼			3.3%			0.9%			3.1%			10.3%▲
QC			NA			NA			NA			NA			NA			NA

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.
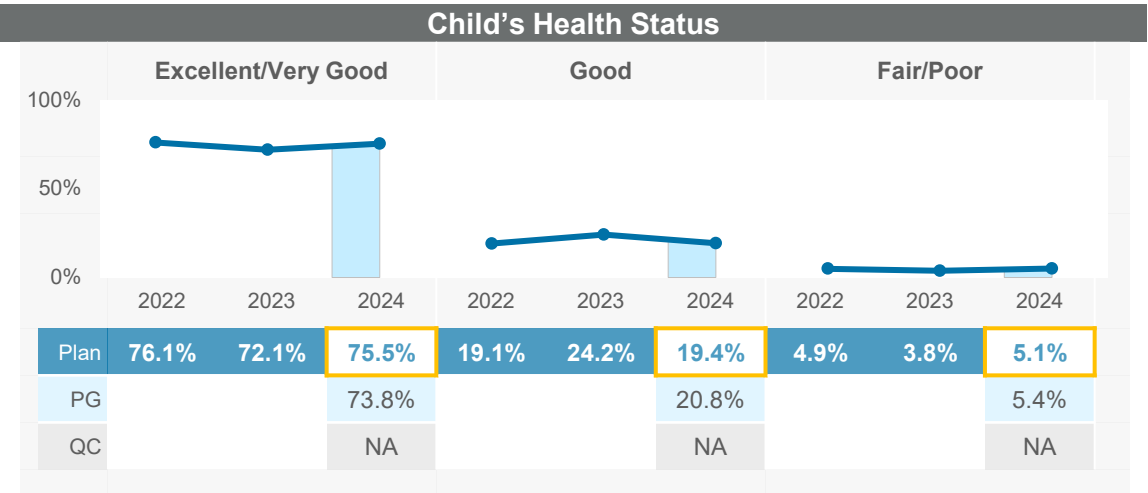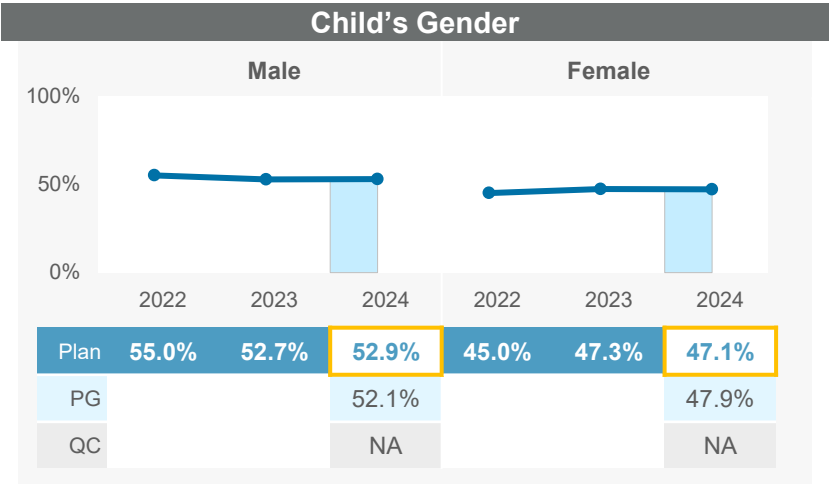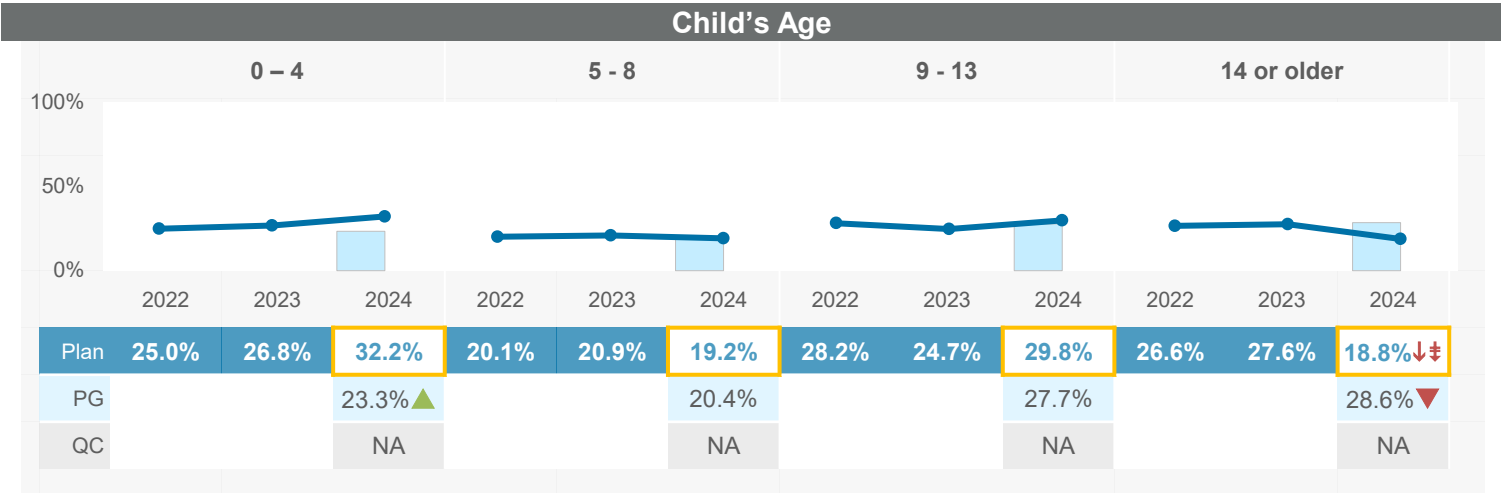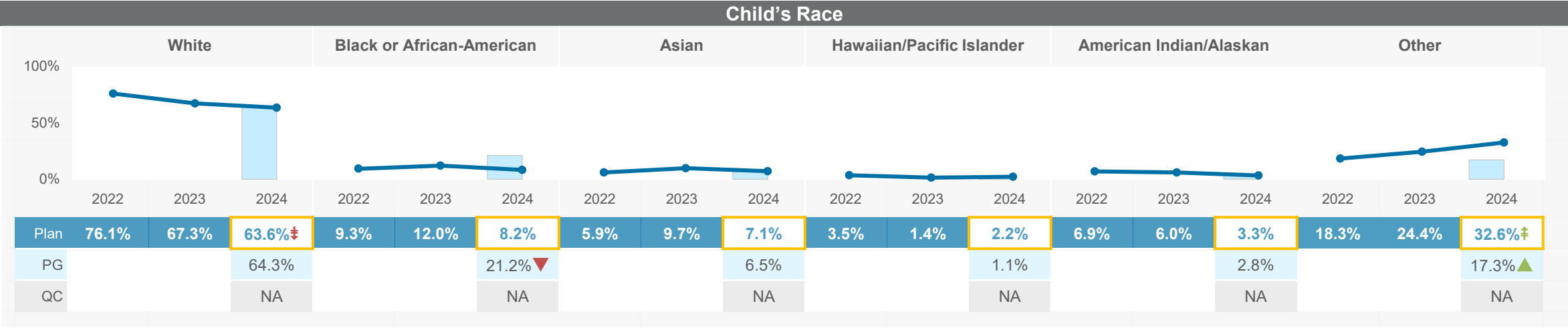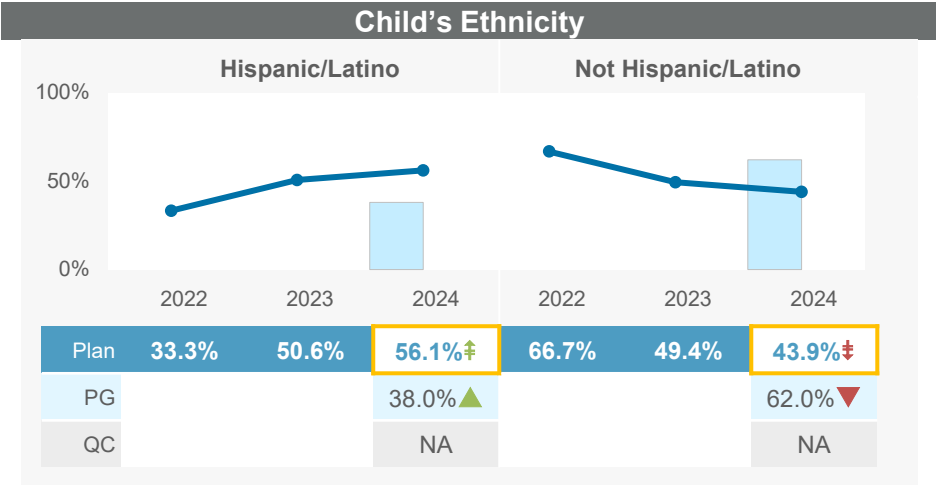
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	7.8%	6.7%	8.1%	9.4%	16.3%	16.7%‡	22.6%	26.3%	34.4%‡	60.2%	50.7%	40.9%↓‡
PG			12.0%			16.1%			31.8%			40.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	14.2%	11.9%	11.2%	85.8%	88.1%	88.8%
PG			11.0%			89.0%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	27.4%	34.5%	38.3%‡	35.3%	36.9%	33.9%	37.2%	28.6%	27.8%‡
PG			43.7%			34.7%			21.7%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	69.9%	71.5%	79.6%‡	13.3%	12.0%	9.4%	16.8%	16.5%	11.0%
PG			83.7%			10.5%			5.8%▲
QC			NA			NA			NA

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.
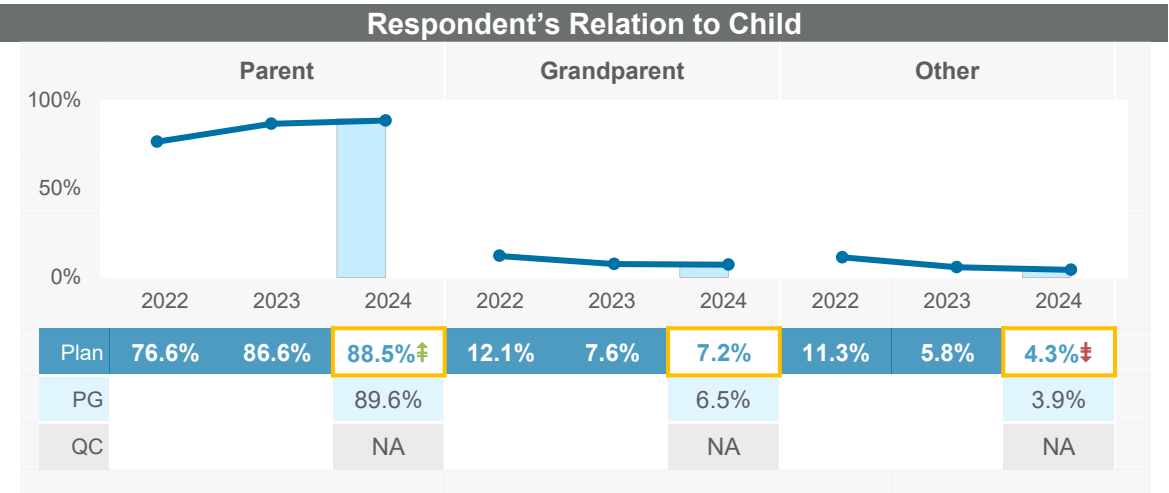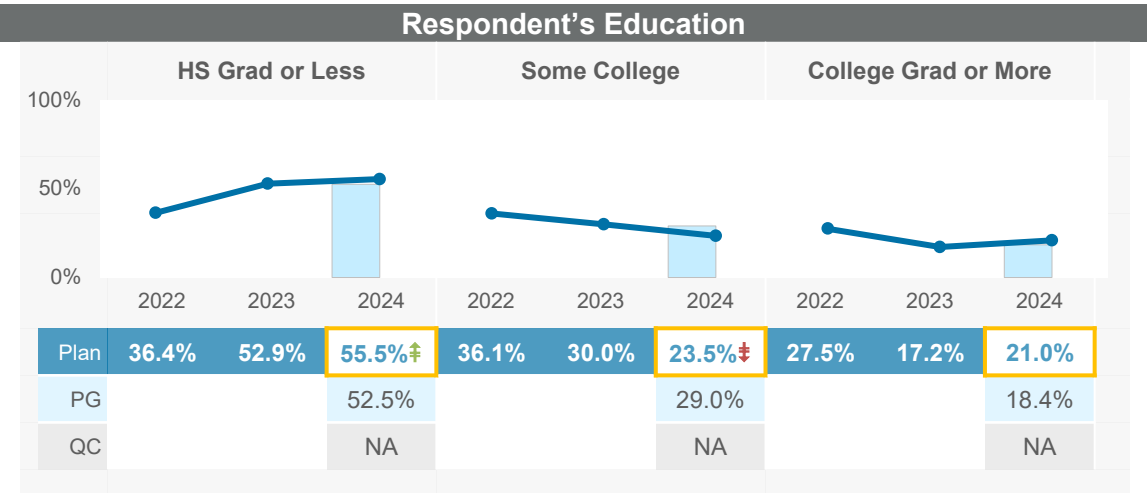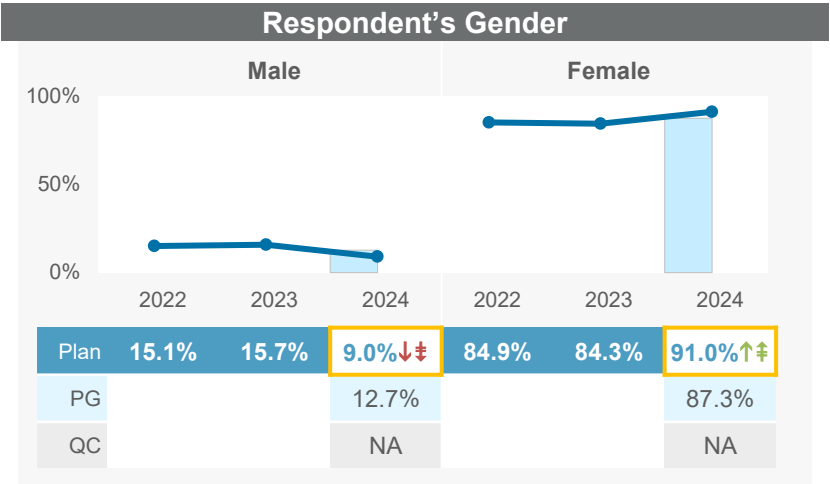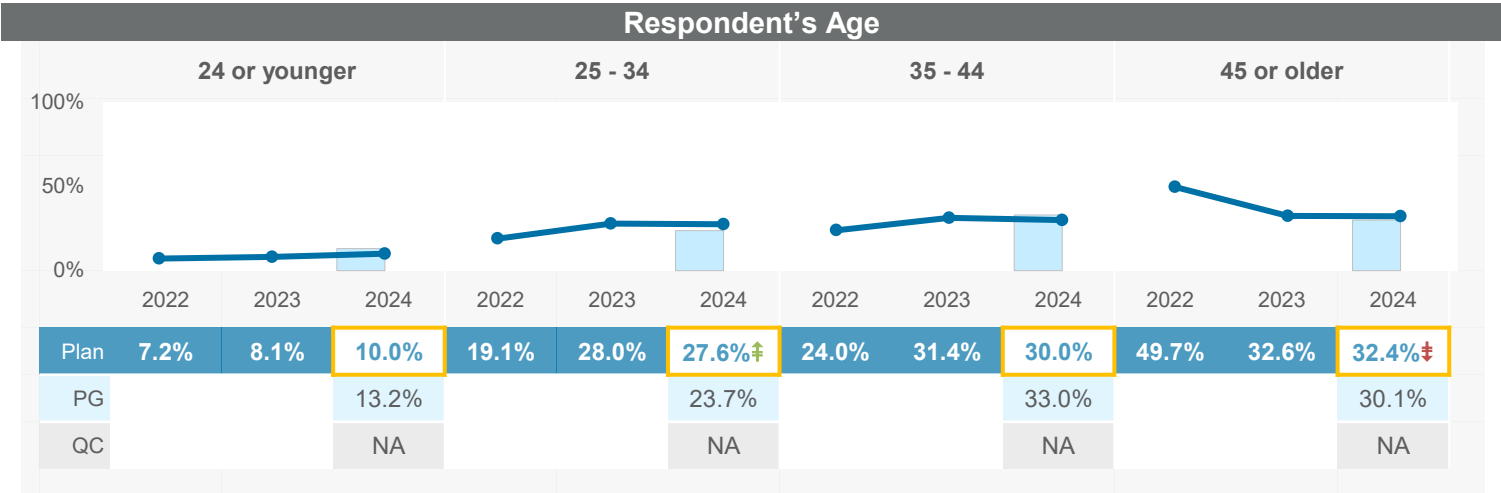
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	21.3%	20.1%	22.1%	25.8%	21.9%	17.5%‡	30.7%	25.8%	29.4%	22.2%	32.2%	31.0%‡
PG			23.3%			20.4%			27.7%			28.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	52.6%	54.7%	53.6%	47.4%	45.3%	46.4%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	81.9%	73.9%	73.2%‡	14.3%	19.2%	21.0%‡	3.8%	6.9%	5.8%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	71.4%	67.8%	69.2%	19.5%	21.1%	18.8%	9.0%	11.2%	12.0%
PG			67.7%			21.3%			11.0%
QC			NA			NA			NA

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.
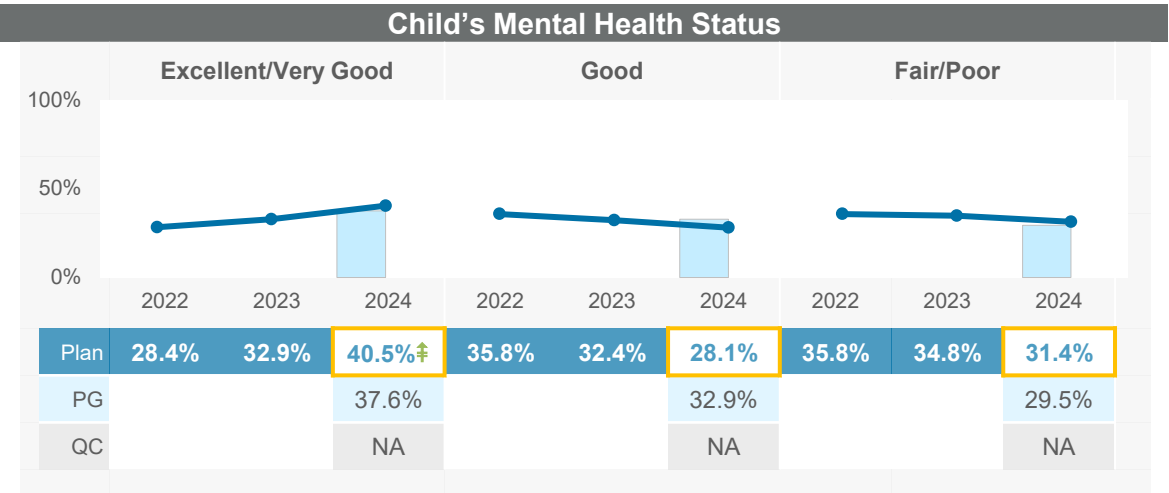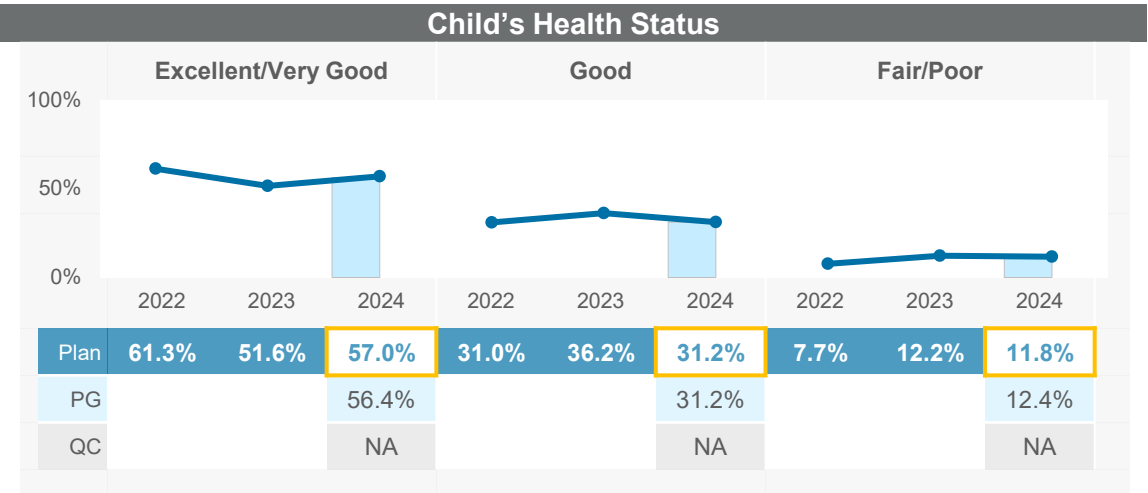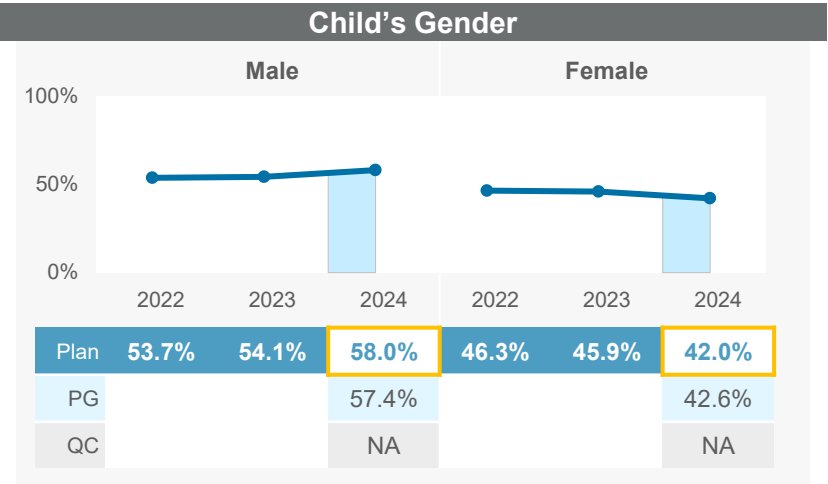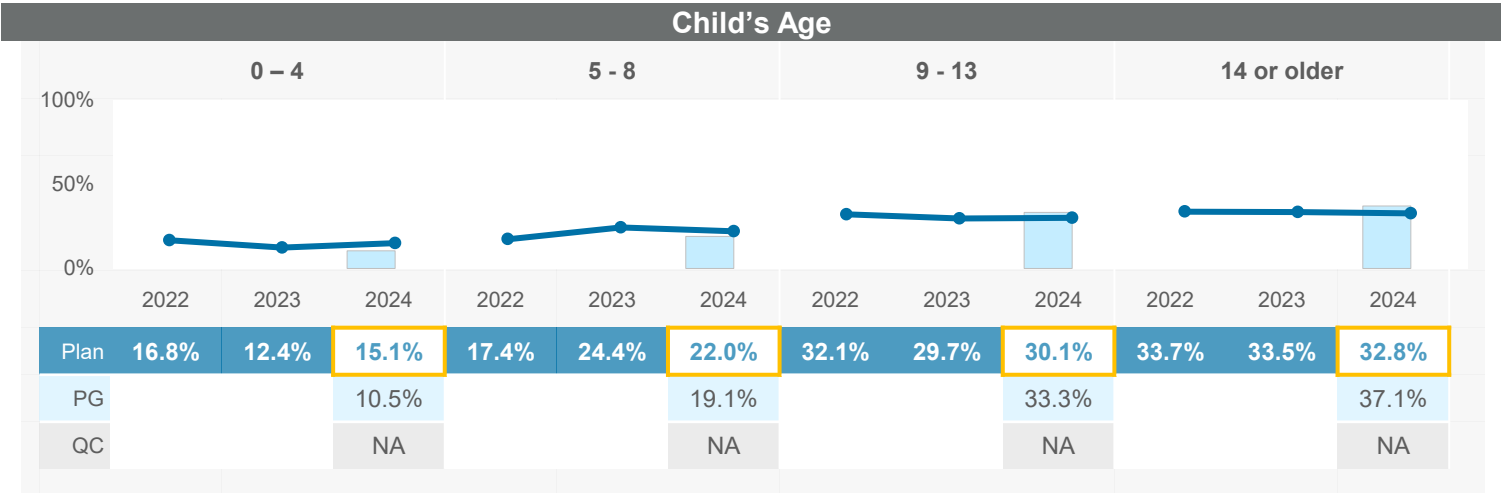
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	36.3%	35.1%	41.1%	63.7%	64.9%	58.9%
PG			38.0%			62.0%
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	70.5%	69.0%	66.7%	12.5%	11.0%	9.2%	12.8%	12.6%	9.9%	3.9%	3.8%	3.6%	4.7%	5.0%	3.8%	19.6%	17.4%	21.1%
PG			64.3%			21.2%▼			6.5%▲			1.1%▲			2.8%			17.3%
QC			NA			NA			NA			NA			NA			NA

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.
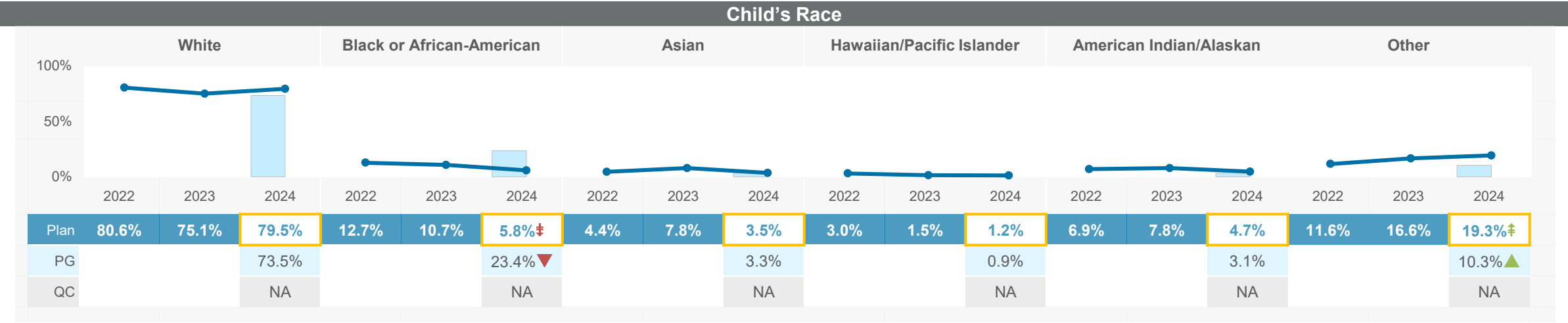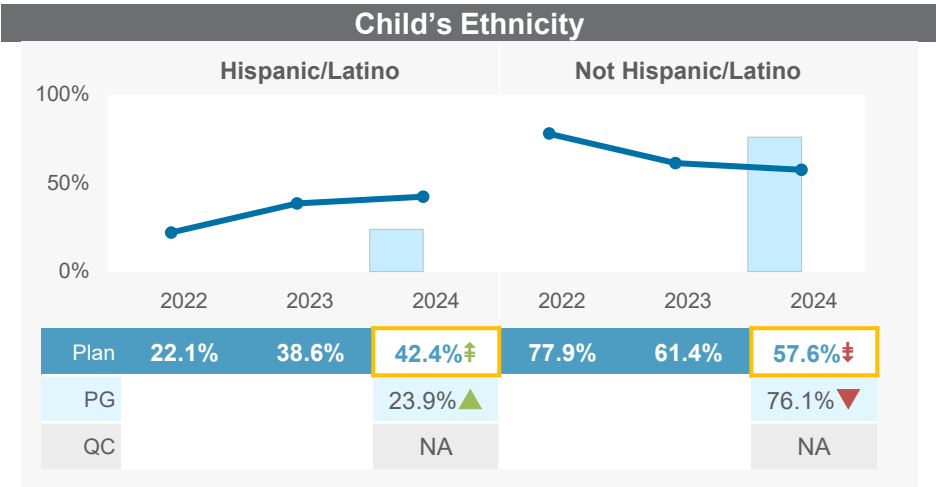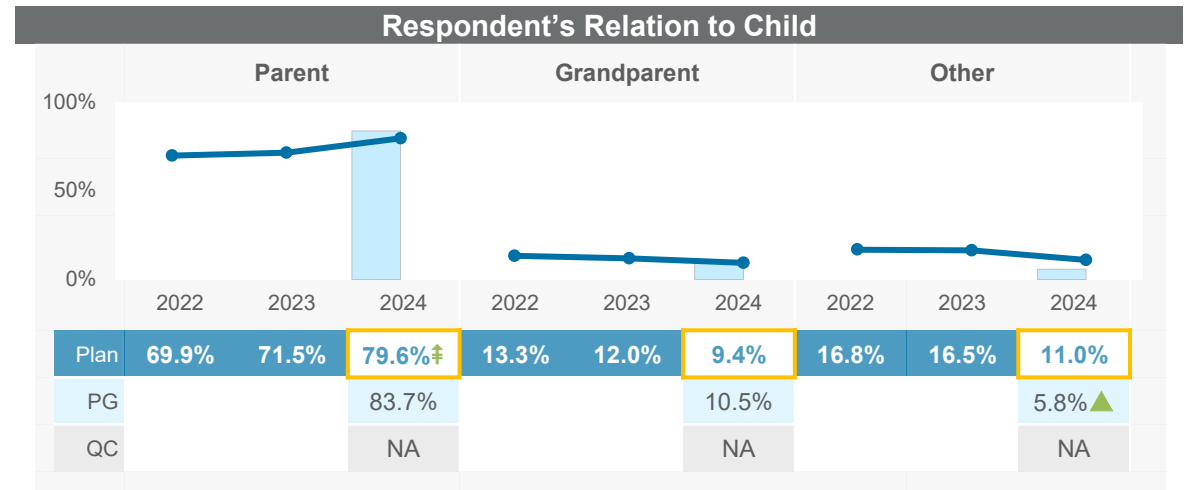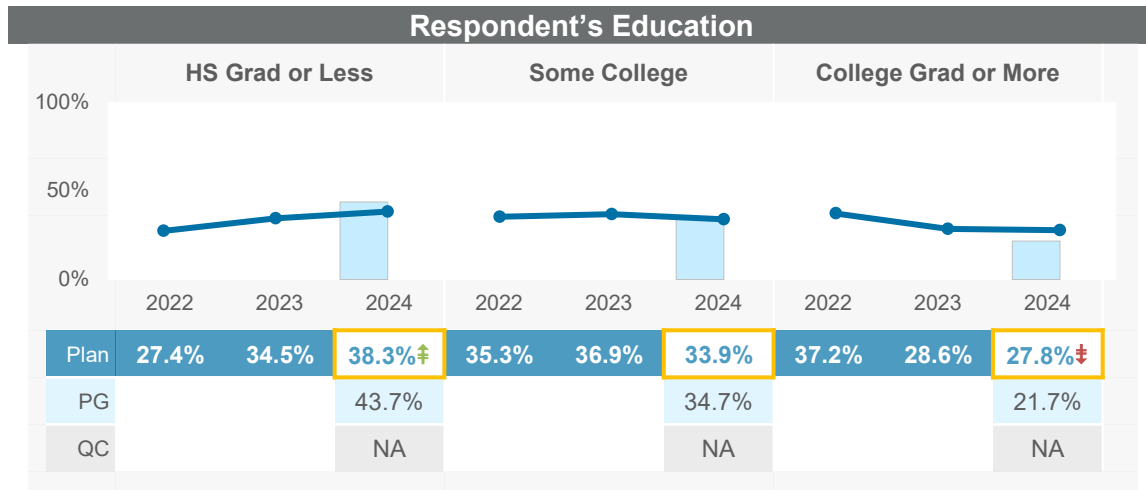
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	7.5%	8.7%	7.8%	28.6%	22.9%	25.6%	38.5%	35.7%	37.4%	25.4%	32.7%	29.2%
PG			13.2%▼			23.7%			33.0%			30.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	14.7%	13.5%	11.0%	85.3%	86.5%	89.0%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	44.8%	48.3%	47.8%	33.3%	32.6%	32.1%	21.9%	19.1%	20.0%
PG			52.5%			29.0%			18.4%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	95.8%	95.9%	95.0%	2.9%	2.3%	4.0%	1.2%	1.8%	1.0%
PG			89.6%▲			6.5%▼			3.9%▼
QC			NA			NA			NA

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.
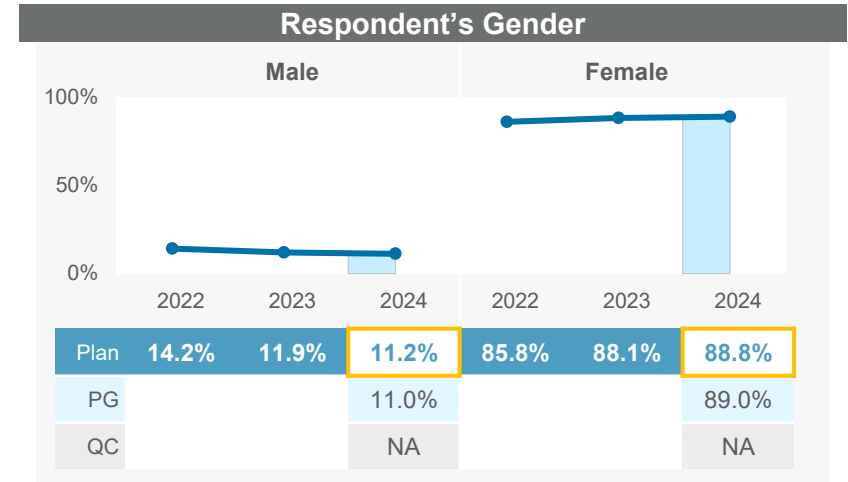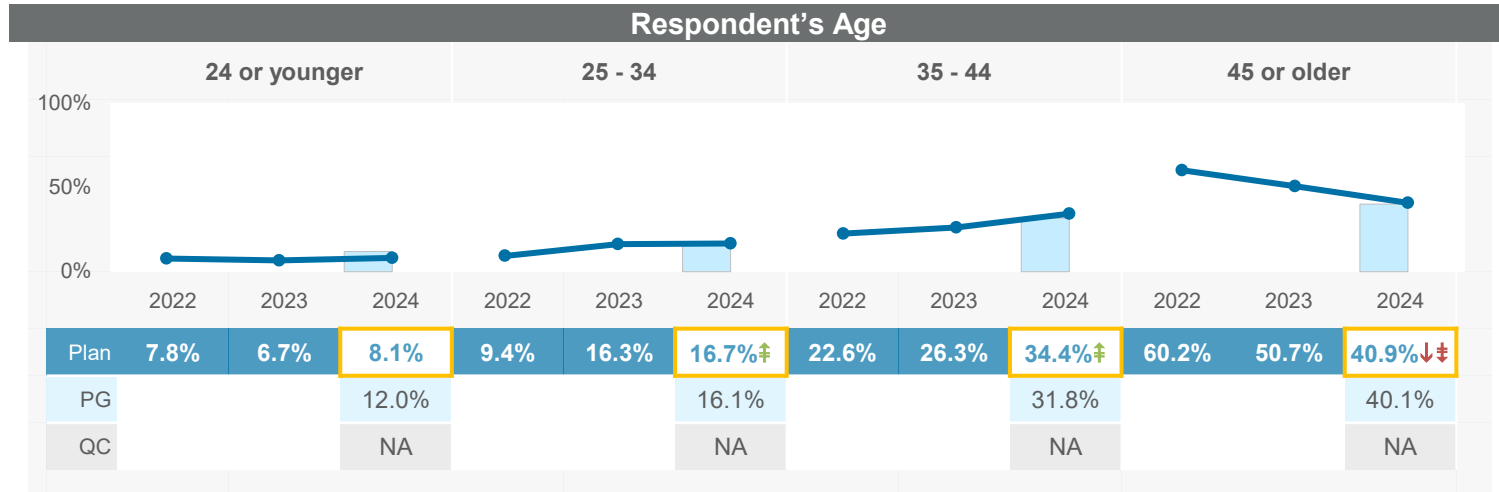
PROFILE OF SURVEY RESPONDENTS
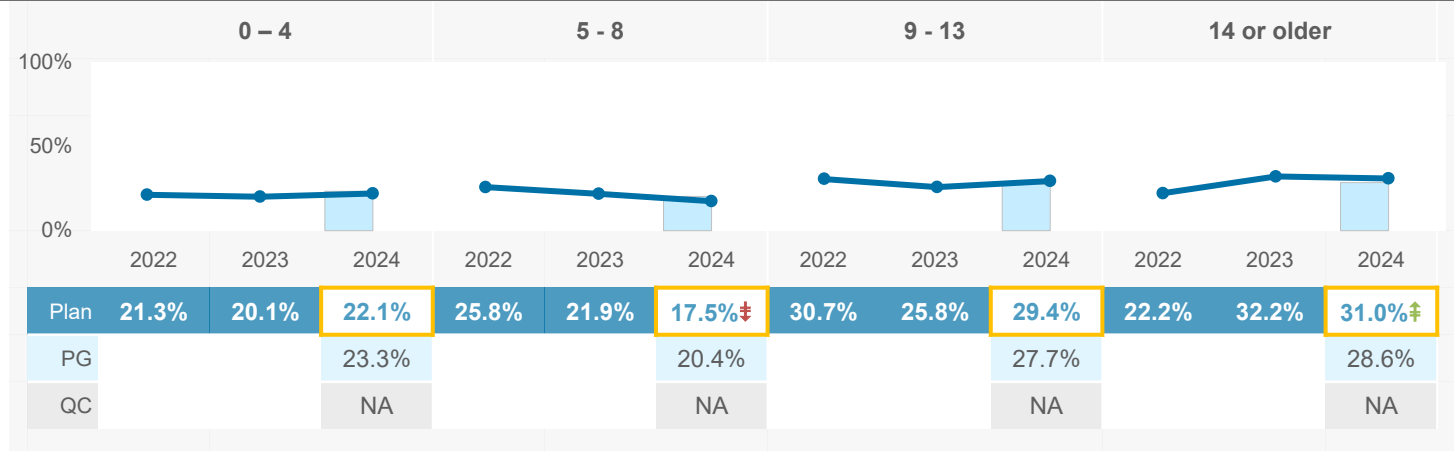
MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	12.7%	13.9%	13.5%	19.6%	21.5%	18.8%	34.6%	28.7%	32.2%	33.1%	35.9%	35.6%
PG			10.5%			19.1%			33.3%			37.1%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	60.8%	54.5%	56.3%	39.2%	45.5%	43.7%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	60.2%	55.1%	55.1%	29.1%	30.8%	33.8%	10.7%	14.1%	11.1%
PG			56.4%			31.2%			12.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	38.3%	38.0%	38.0%	28.7%	37.1%	30.3%	33.0%	24.9%	31.7%
PG			37.6%			32.9%			29.5%
QC			NA			NA			NA

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.
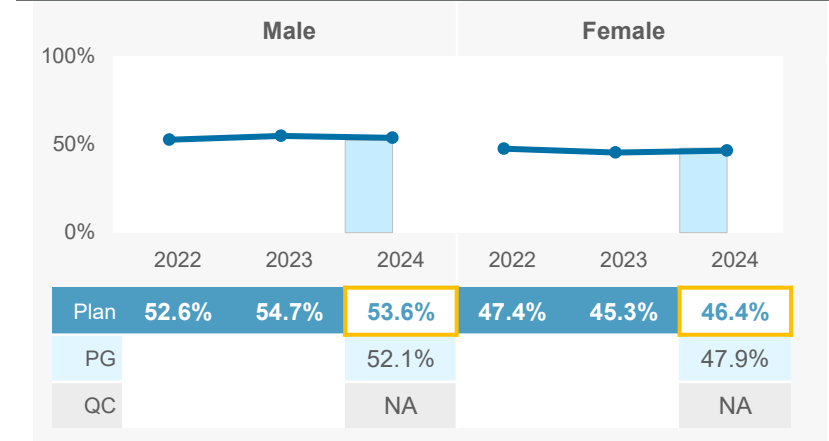
PROFILE OF SURVEY RESPONDENTS
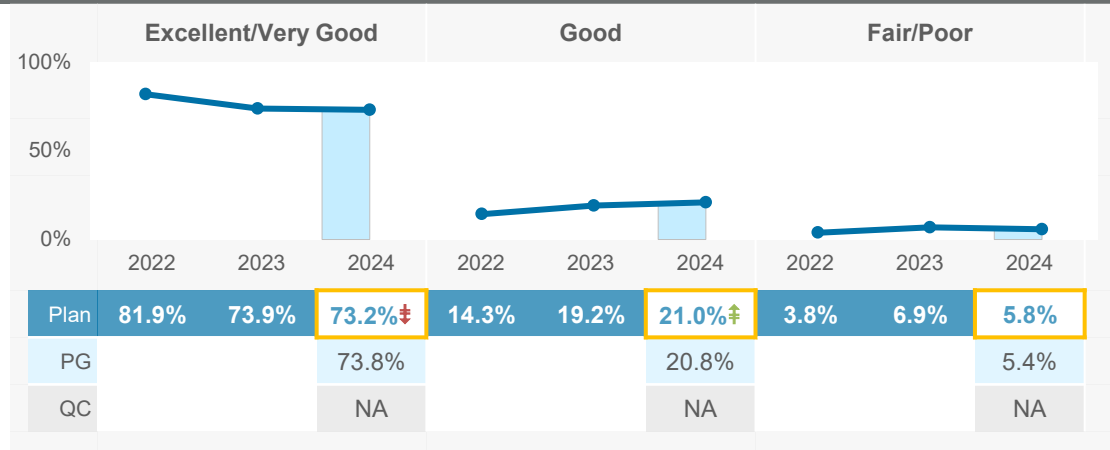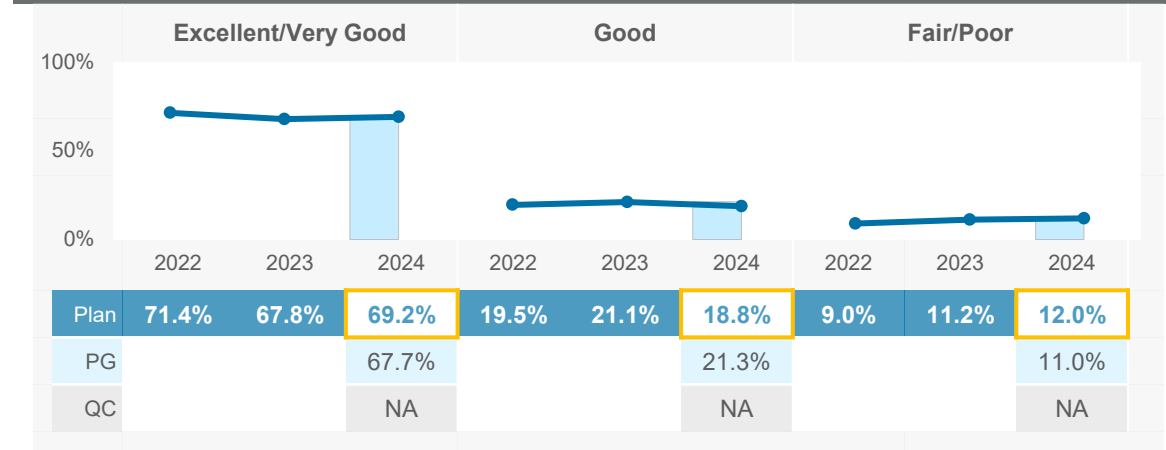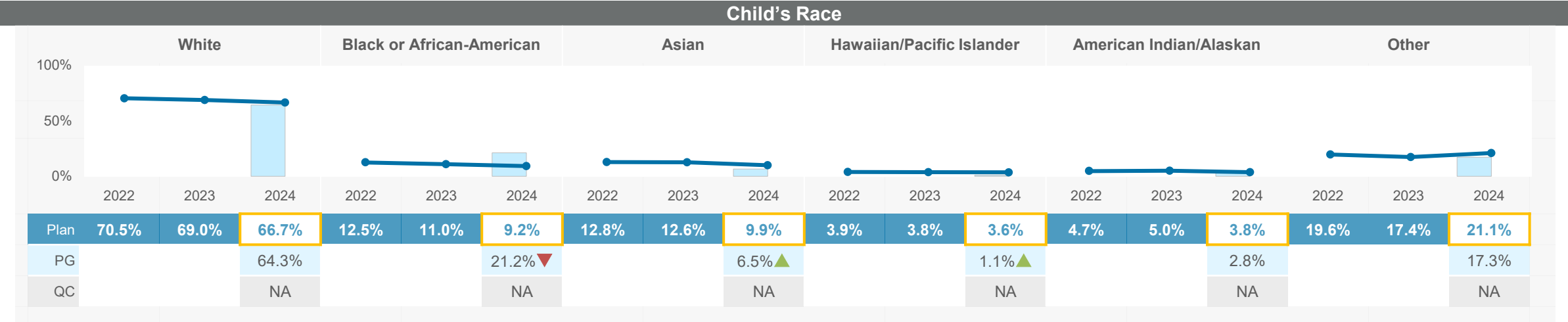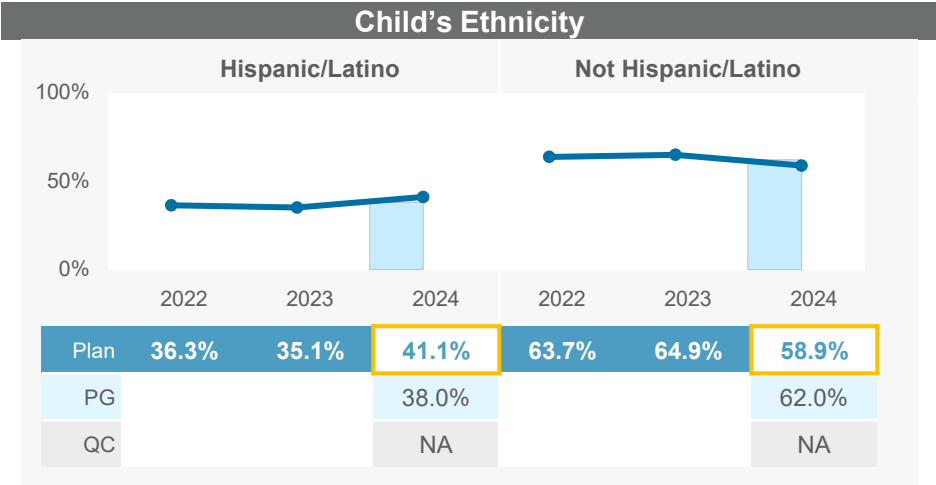
MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	30.4%	28.2%	30.6%	69.6%	71.8%	69.4%
PG			23.9% ▲			76.1% ▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	82.4%	74.4%	78.7%	10.2%	10.6%	10.4%	6.6%	9.7%	8.4%	2.0%	3.1%	3.0%	4.9%	10.1%	8.9%	14.8%	13.7%	15.3%
PG		73.5%				23.4% ▼			3.3% ▲			0.9%			3.1% ▲			10.3% ▲
QC		NA				NA			NA			NA			NA			NA

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.
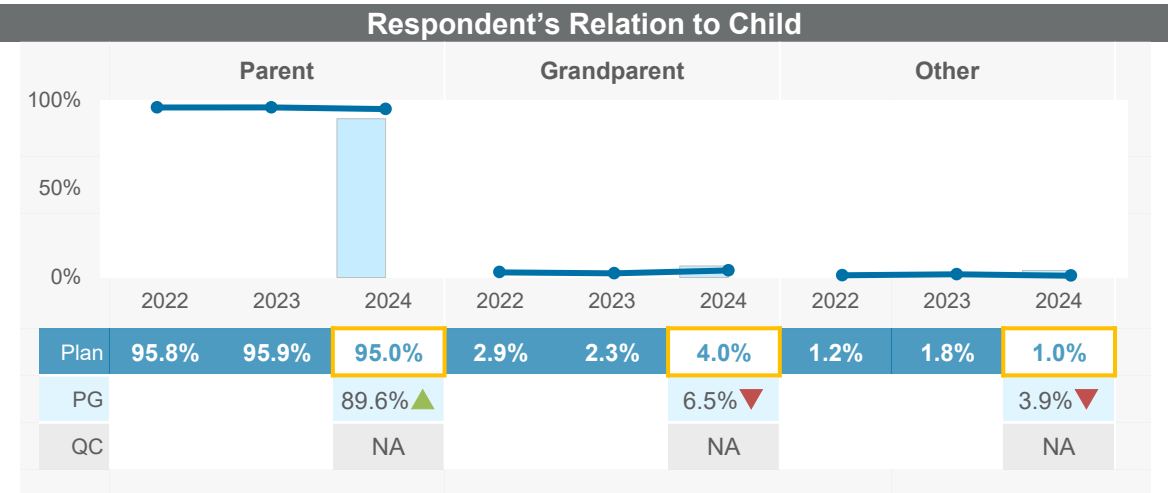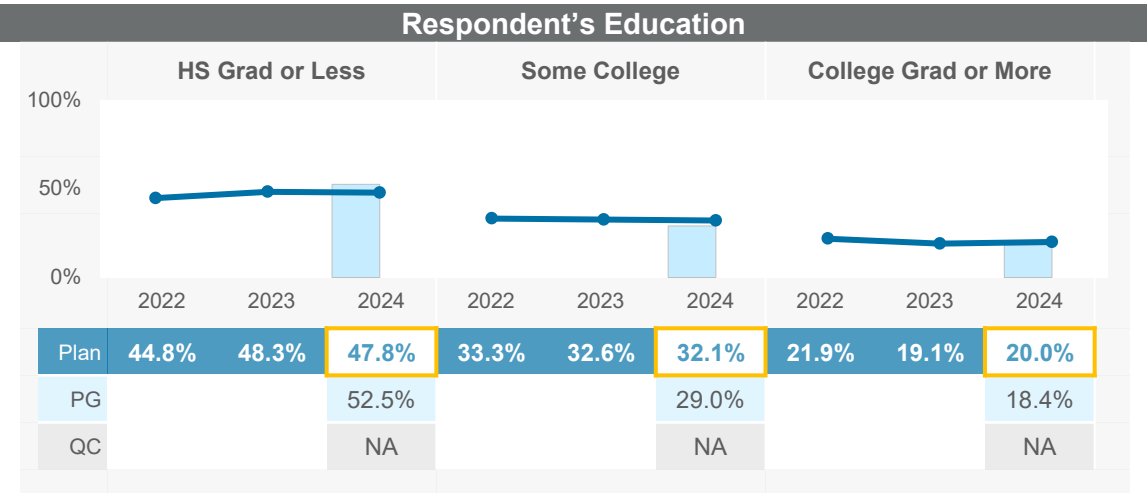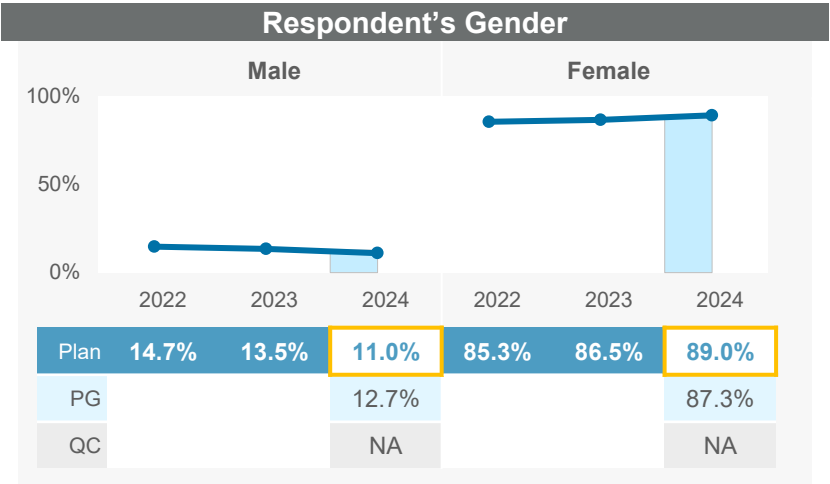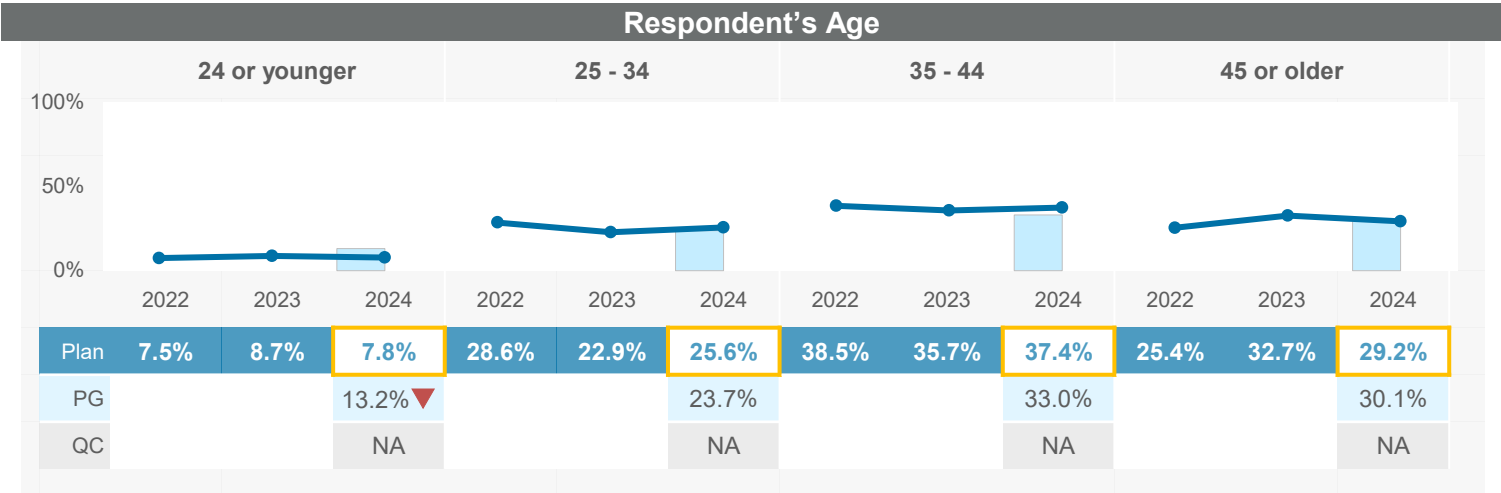
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	7.5%	6.4%	7.2%	23.1%	21.0%	18.8%	40.4%	34.3%	37.0%	29.0%	38.2%	37.0%
PG			12.0%▼			16.1%			31.8%			40.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	11.2%	10.6%	11.5%	88.8%	89.4%	88.5%
PG			11.0%			89.0%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	40.2%	41.9%	40.1%	34.0%	38.4%	42.5%	25.8%	19.7%	17.4%⧧
PG			43.7%			34.7%▲			21.7%
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	92.1%	94.2%	89.8%	6.3%	4.9%	7.8%	1.6%	0.9%	2.4%
PG			83.7%▲			10.5%			5.8%▼
QC			NA			NA			NA

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.
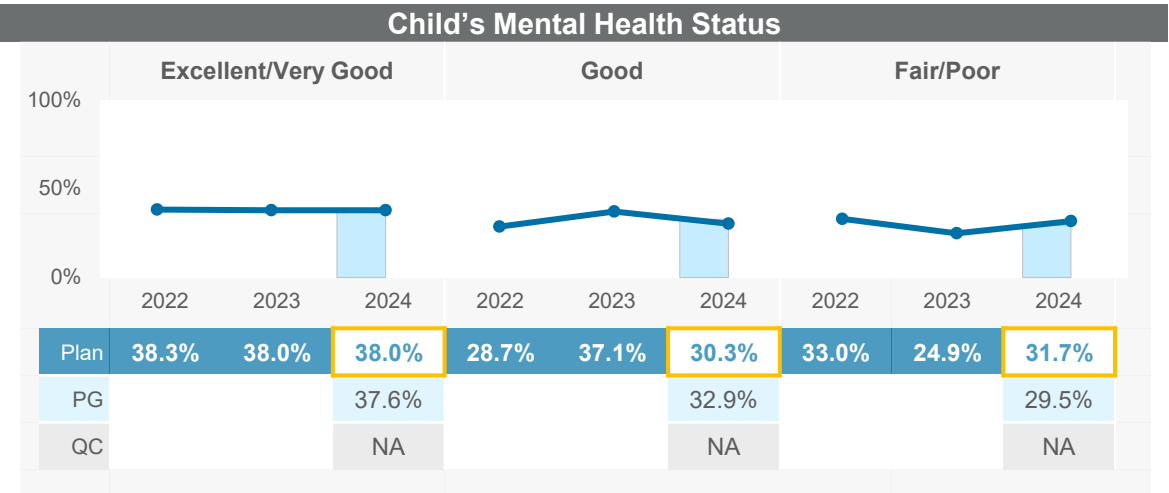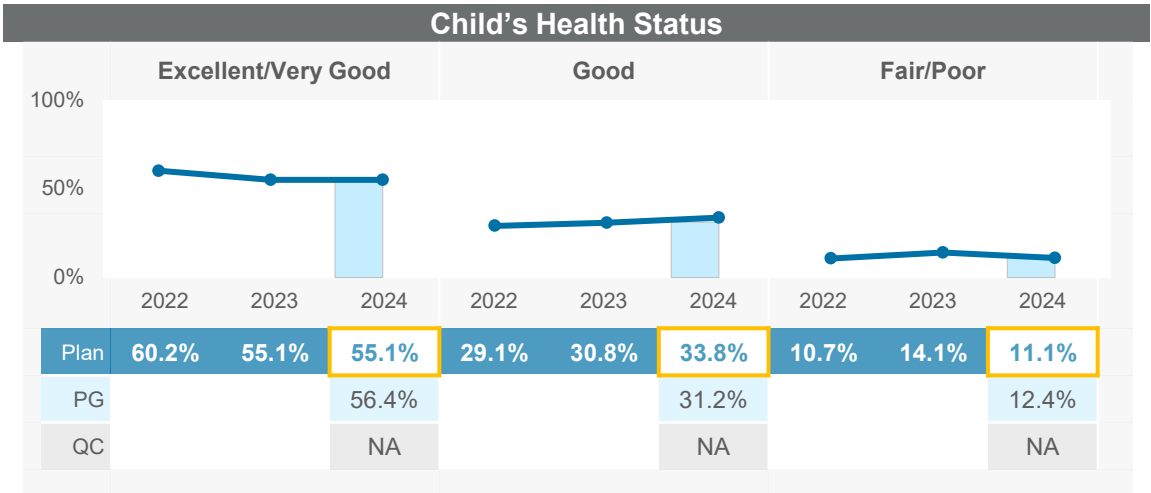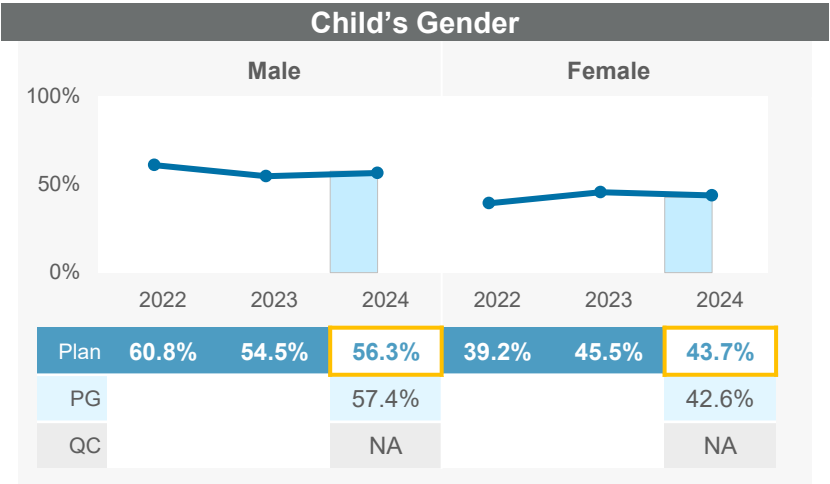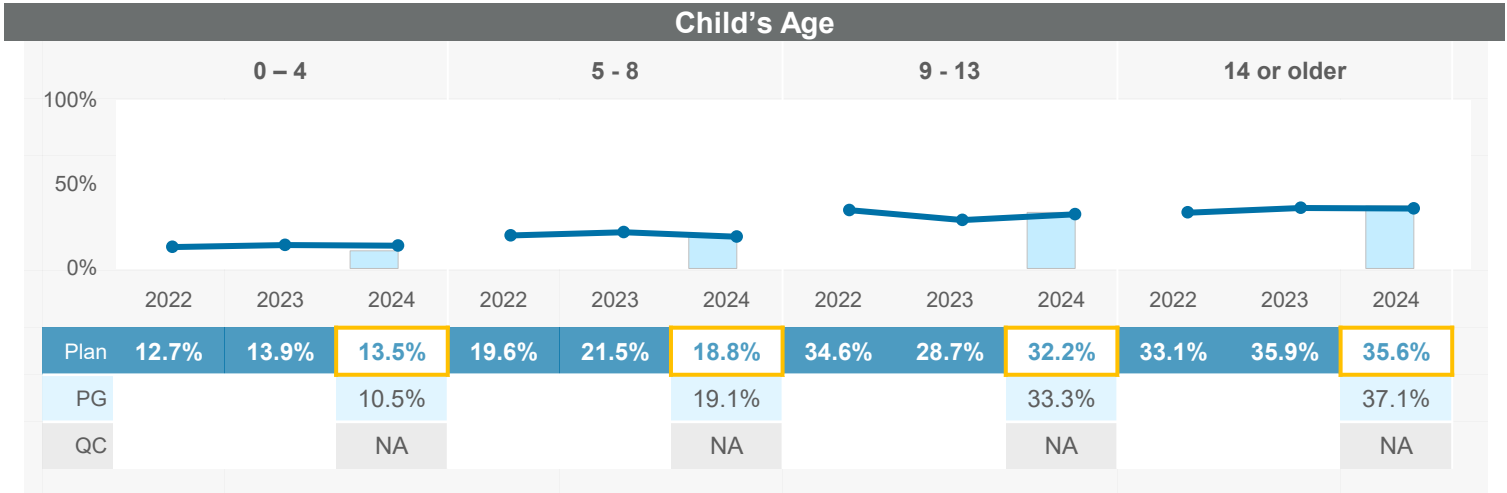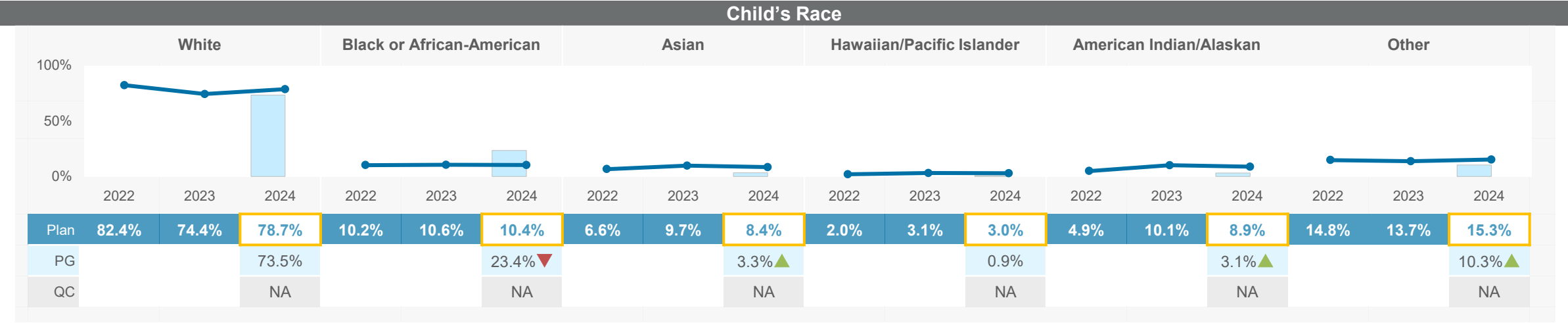
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	29.0%	25.8%	26.7%	21.2%	22.7%	22.3%	25.1%	25.3%	25.5%	24.7%	26.3%	25.5%
PG			23.3%			20.4%			27.7%			28.6%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	50.8%	53.8%	50.2%	49.2%	46.2%	49.8%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	83.0%	78.4%	77.3%	12.7%	17.6%	18.7%	4.2%	3.9%	4.0%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	74.9%	75.7%	78.0%	14.7%	19.8%	15.2%	10.4%	4.5%	6.8%
PG			67.7% ▲			21.3% ▼			11.0% ▼
QC			NA			NA			NA

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.
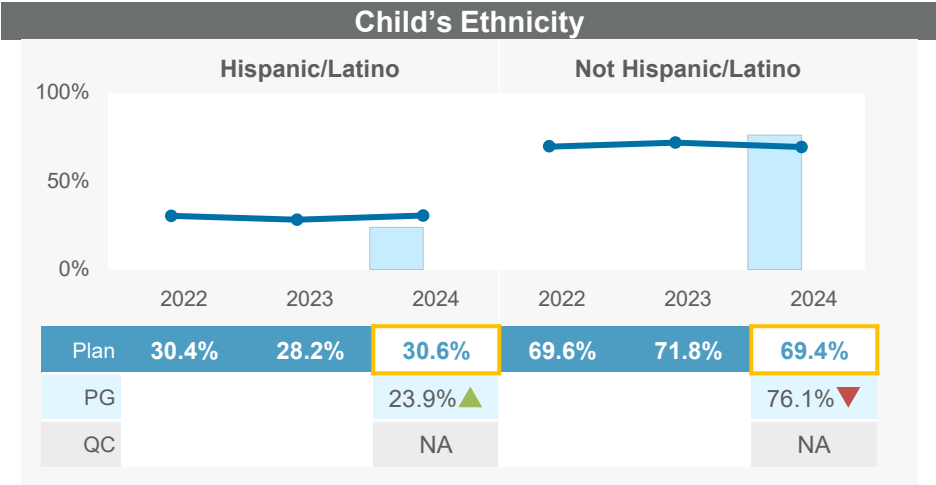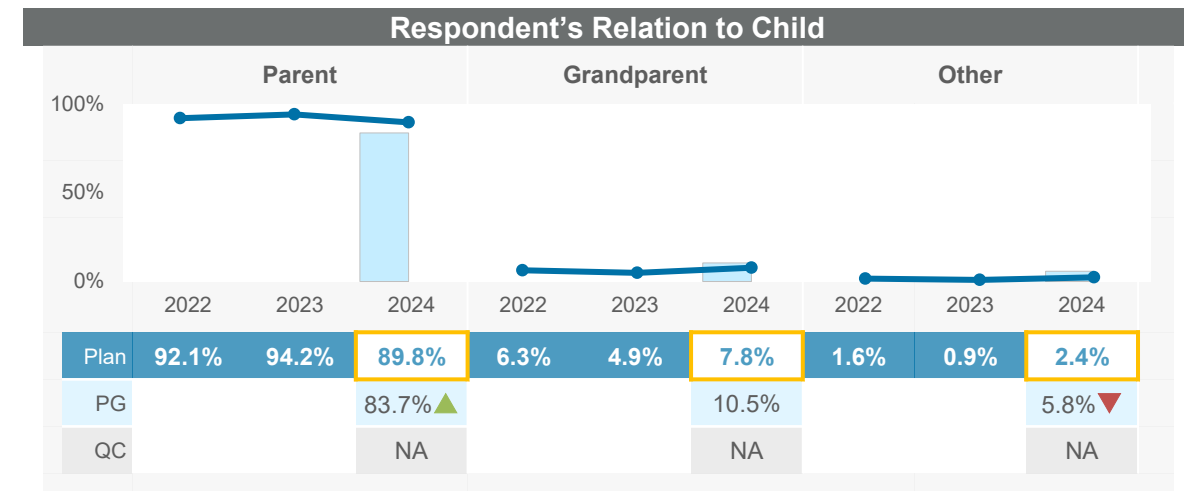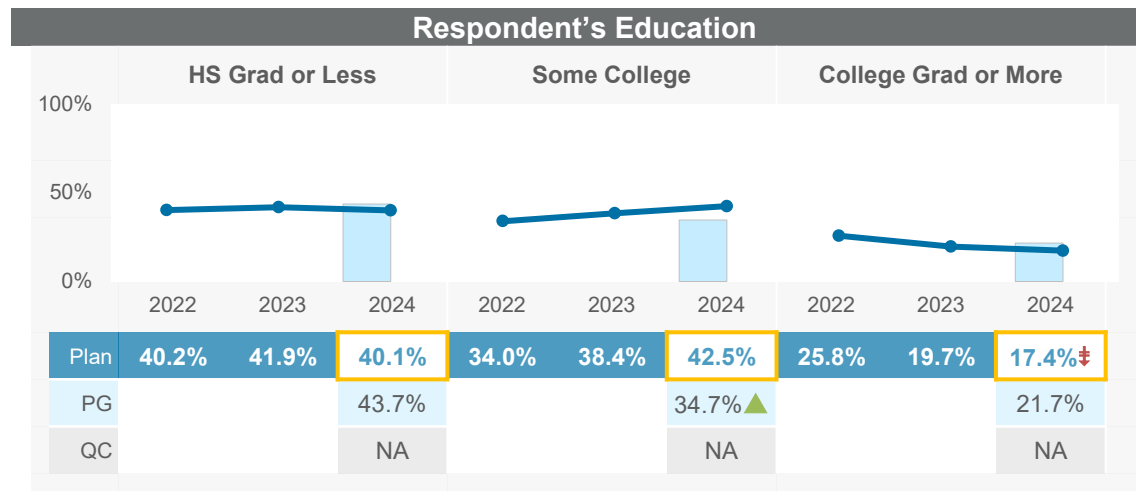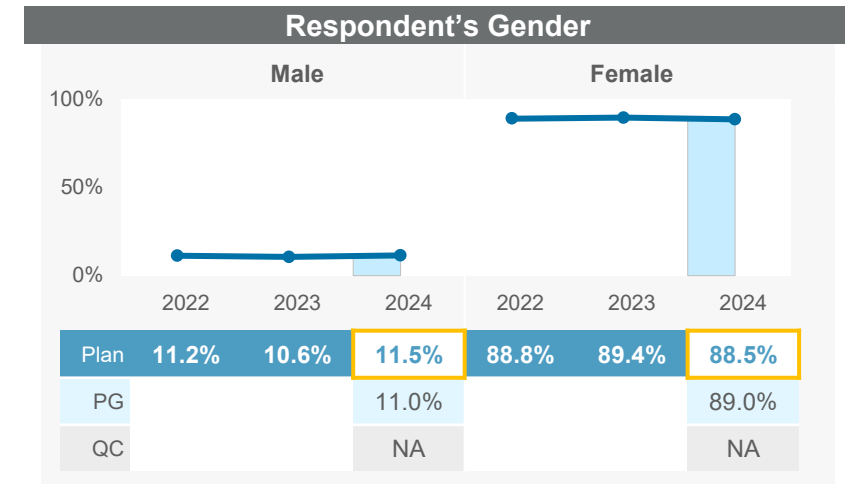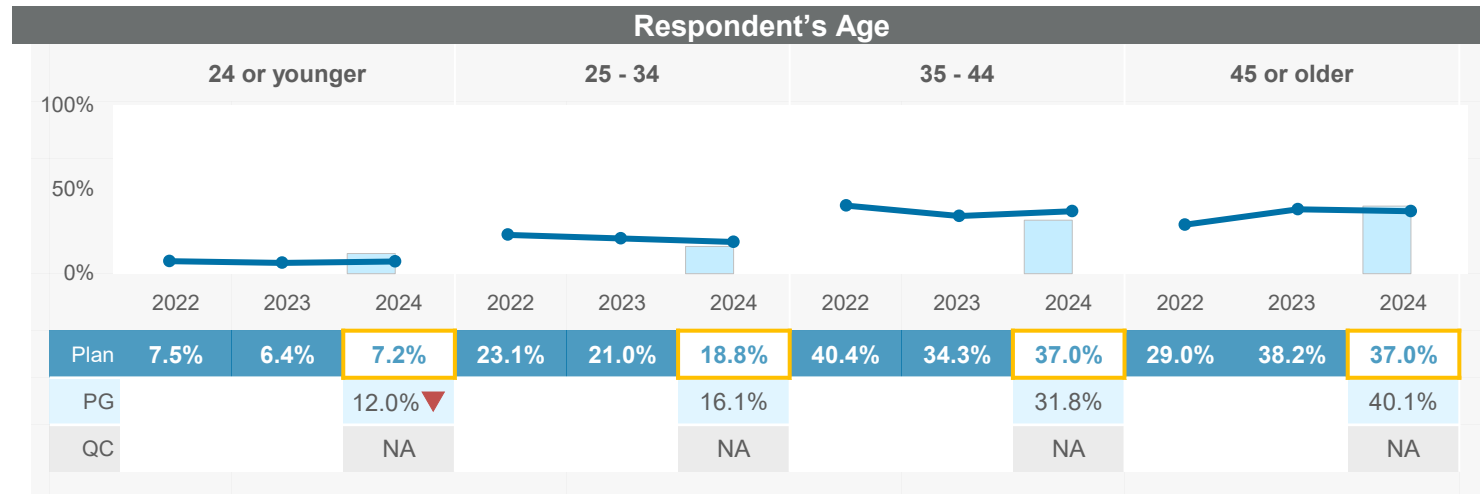
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	27.2%	28.5%	32.4%	72.8%	71.5%	67.6%
PG			38.0%			62.0%
QC			NA			NA

Child's Race

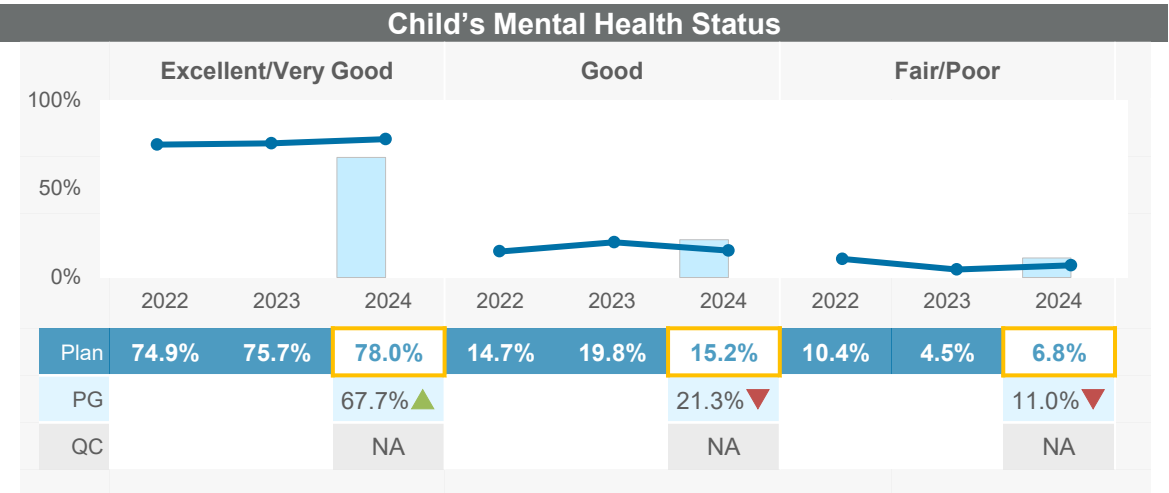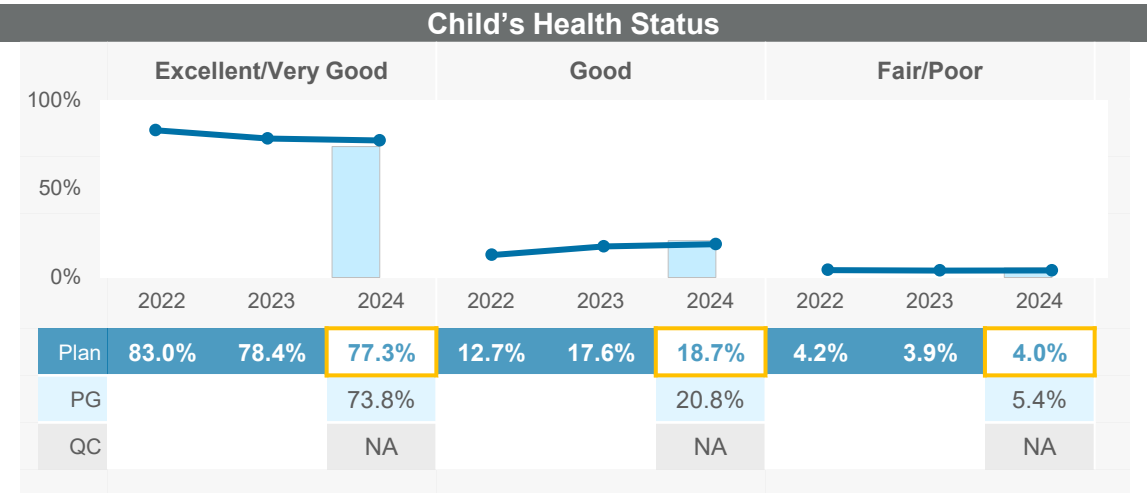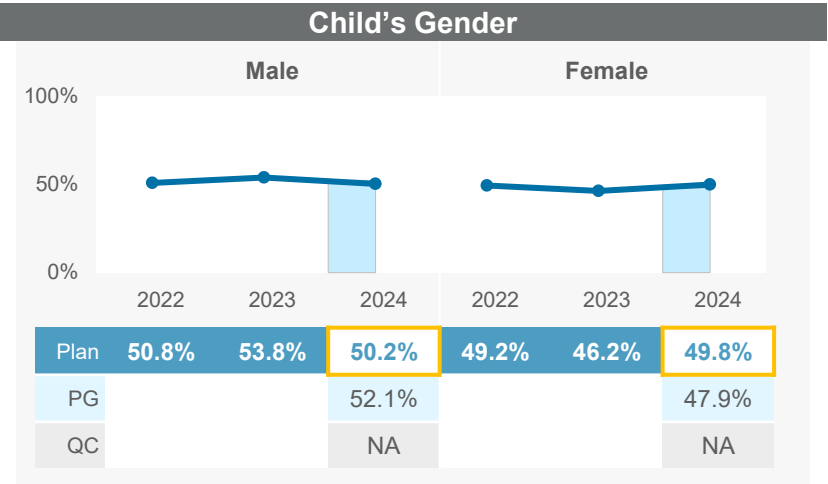|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	59.0%	62.2%	60.0%	13.5%	7.4%	15.2%↑	20.9%	19.1%	17.8%	4.9%	4.8%	4.3%	4.5%	3.2%	3.5%	19.7%	17.0%	17.4%
PG			64.3%			21.2%▼			6.5%▲			1.1%▲			2.8%			17.3%
QC			NA			NA			NA			NA			NA			NA

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.

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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	6.6%	7.1%	10.2%	30.0%	21.7%	25.6%	33.5%	39.4%	35.0%	30.0%	31.8%	29.3%
PG			13.2%▼			23.7%			33.0%			30.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	18.8%	15.0%	22.2%↑	81.2%	85.0%	77.8%↓
PG			12.7%▲			87.3%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	38.3%	35.5%	45.2%↑	37.1%	36.0%	31.8%	24.6%	28.4%	23.0%
PG			52.5%▼			29.0%			18.4%
QC			NA			NA			NA

Respondent's Relation to Child

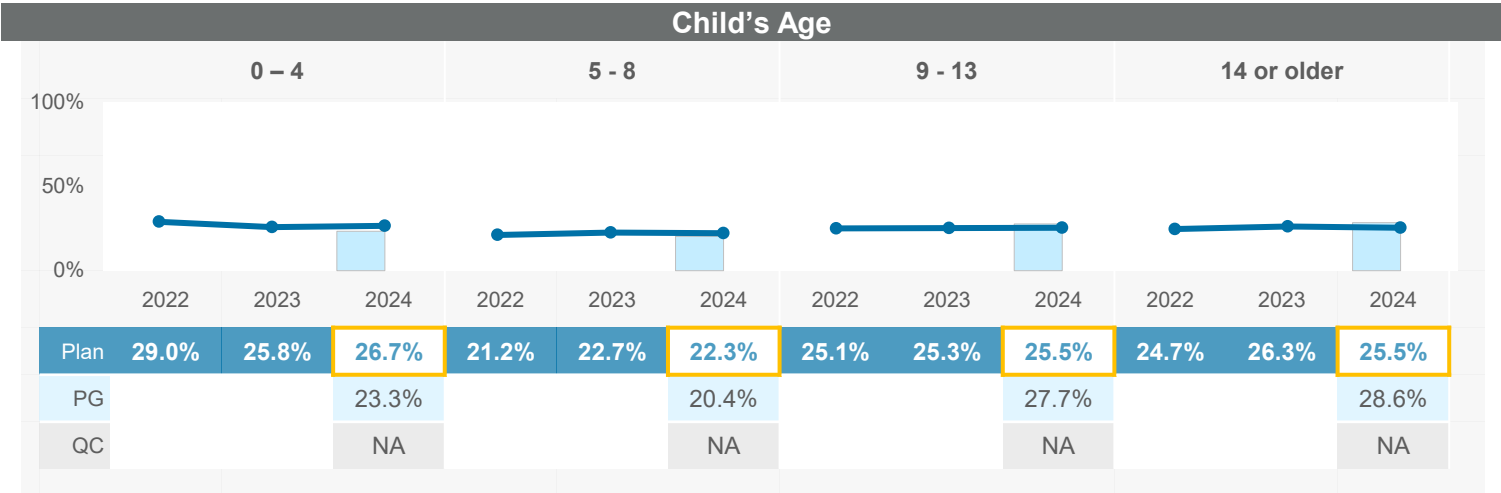|	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	93.8%	93.3%	95.1%	3.1%	3.6%	4.1%	3.1%	3.1%	0.8%
PG			89.6%▲			6.5%			3.9%▼
QC			NA			NA			NA

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.
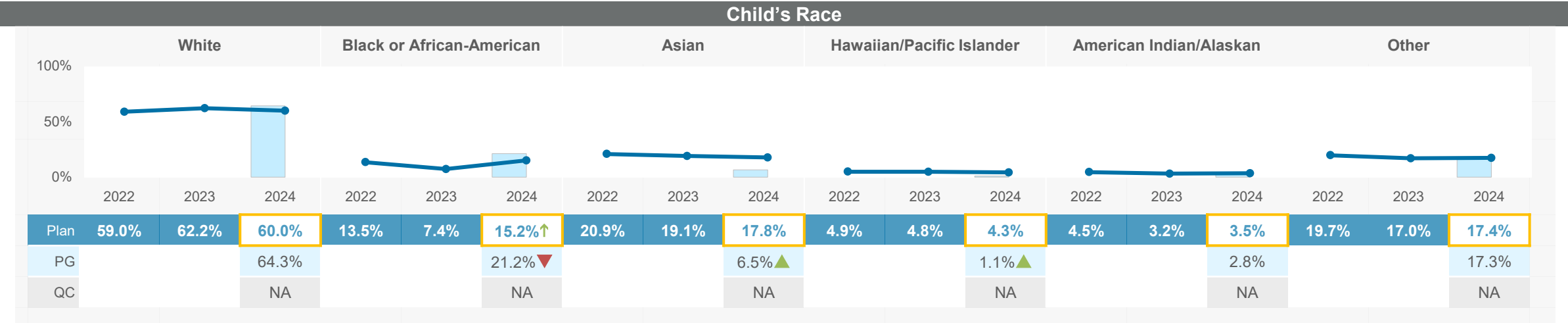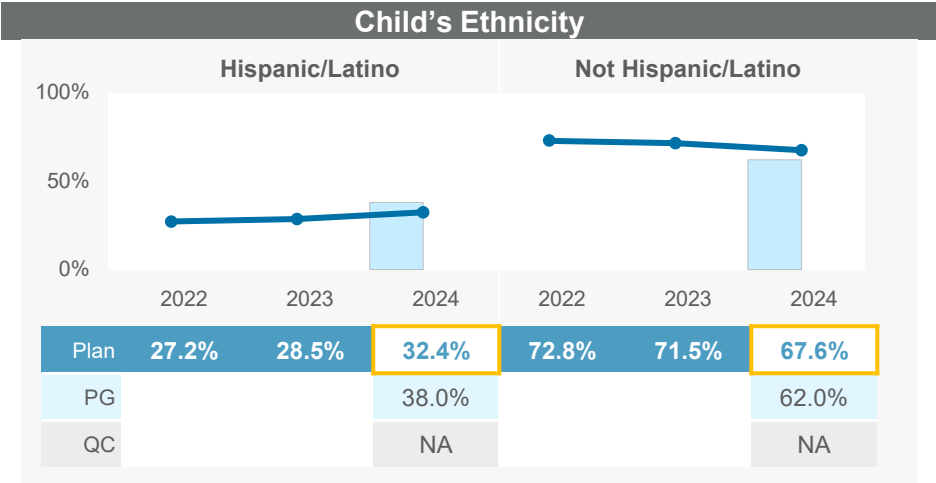
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	16.2%	12.4%	19.7%	21.3%	22.5%	16.6%	33.5%	26.6%	33.2%	28.9%	38.5%	30.6%
PG			10.5%▲			19.1%			33.3%			37.1%
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	53.1%	56.5%	59.6%	46.9%	43.5%	40.4%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	63.8%	56.6%	56.2%	26.6%	29.7%	29.9%	9.5%	13.7%	13.9%
PG			56.4%			31.2%			12.4%
QC			NA			NA			NA

Child's Mental Health Status

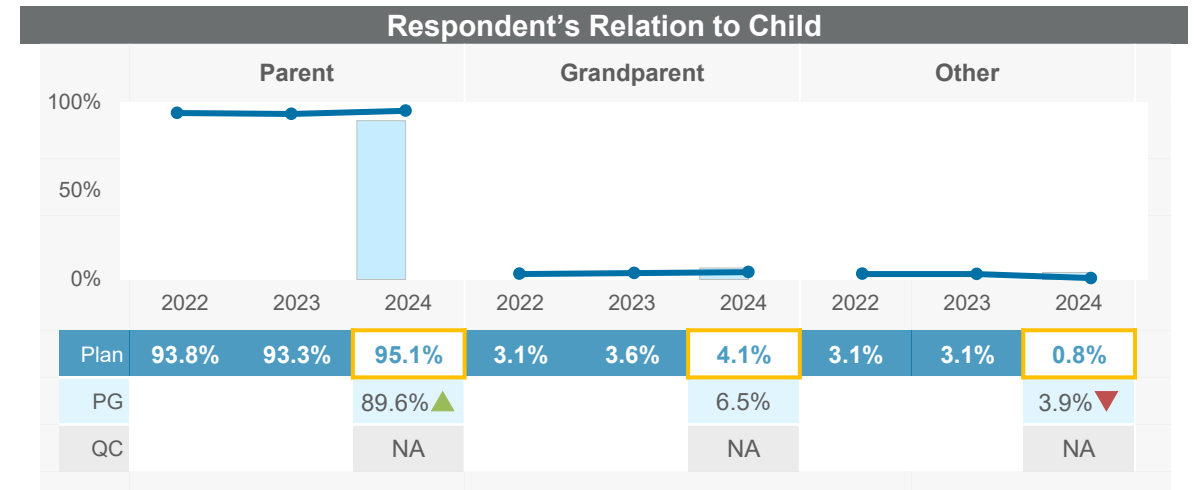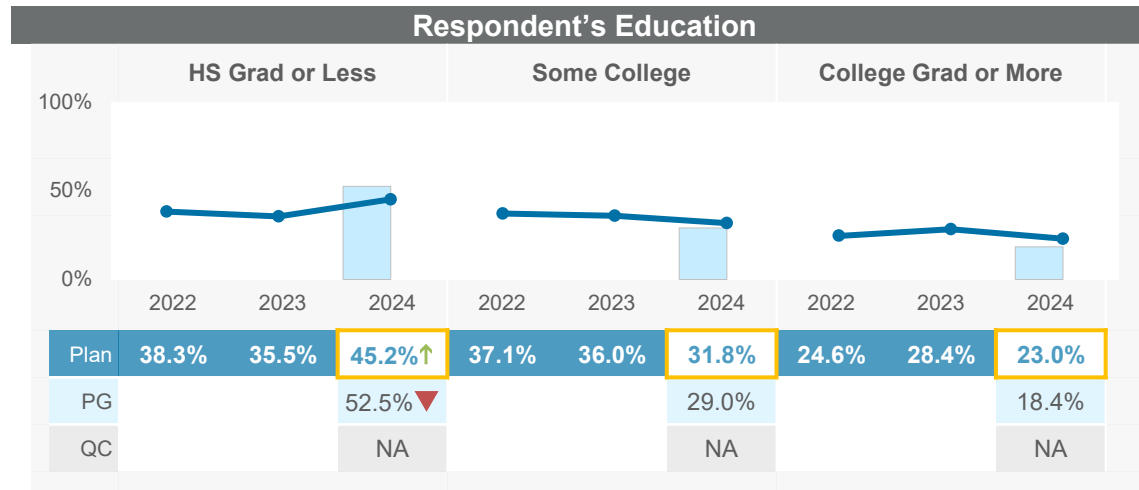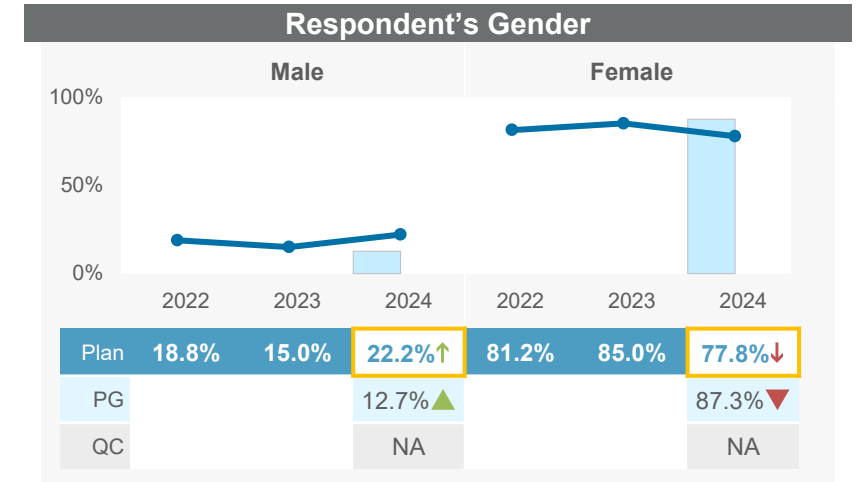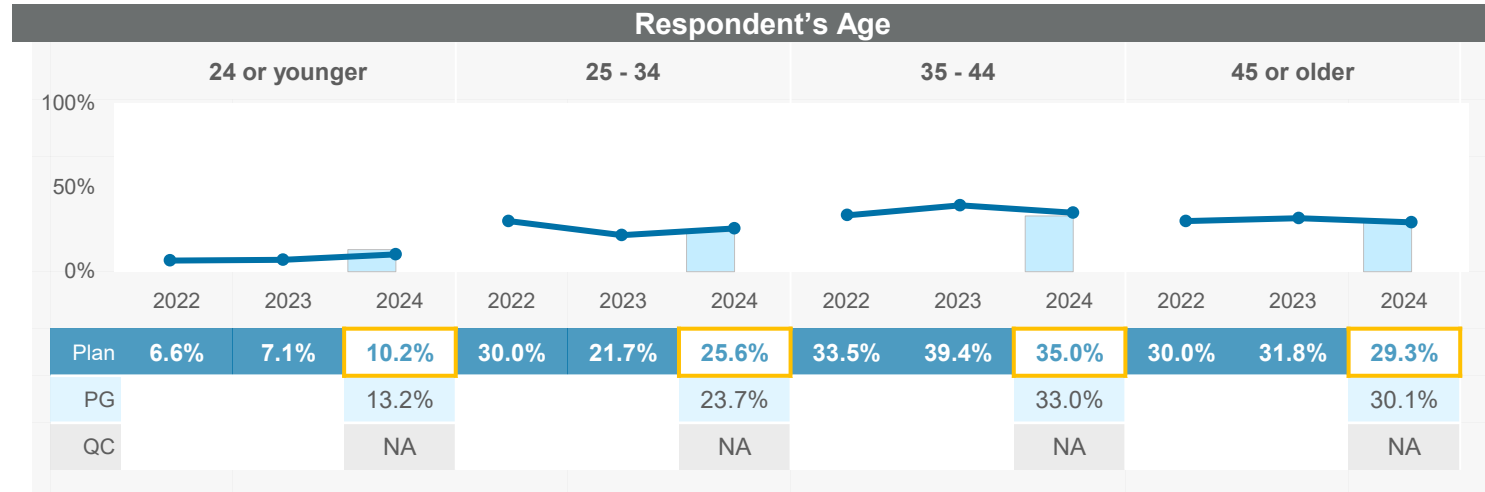|	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	39.2%	33.9%	37.3%	28.1%	40.2%	32.1%	32.7%	25.9%	30.6%
PG			37.6%			32.9%			29.5%
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	20.0%	21.9%	23.2%	80.0%	78.1%	76.8%
PG			23.9%			76.1%
QC			NA			NA

Child's Race

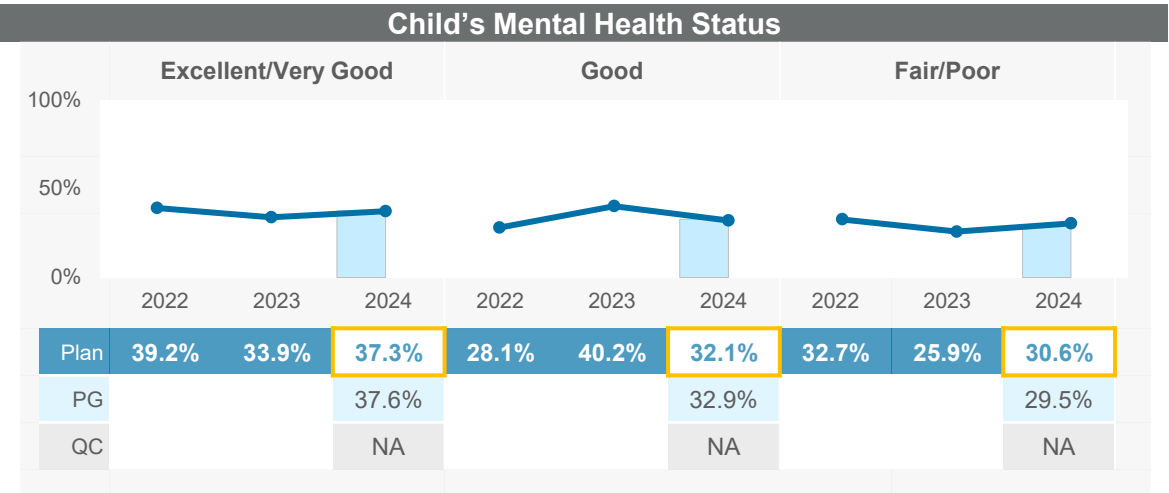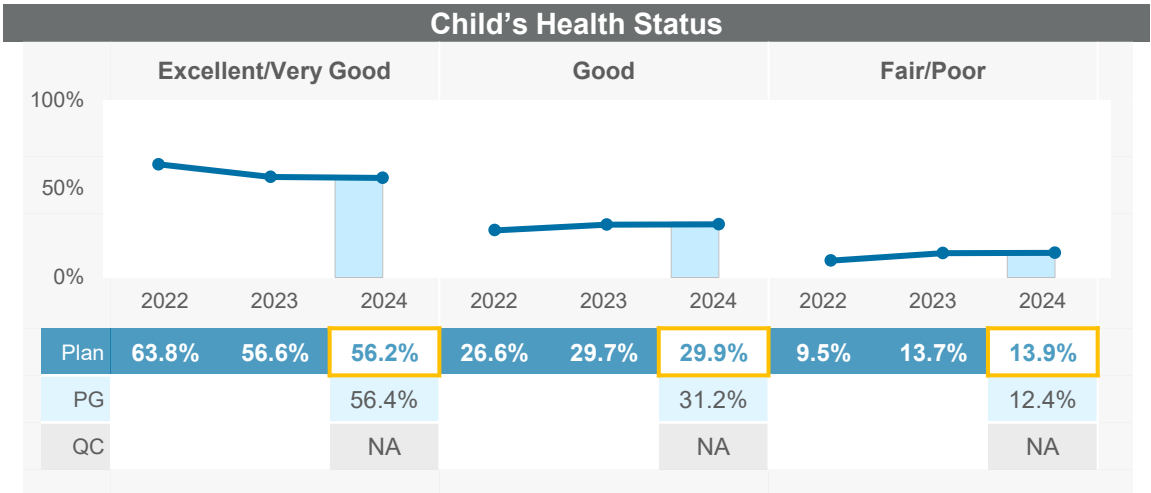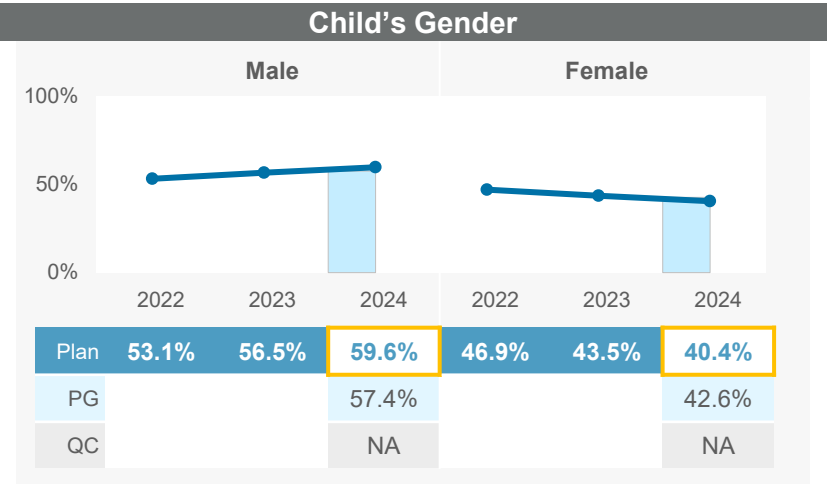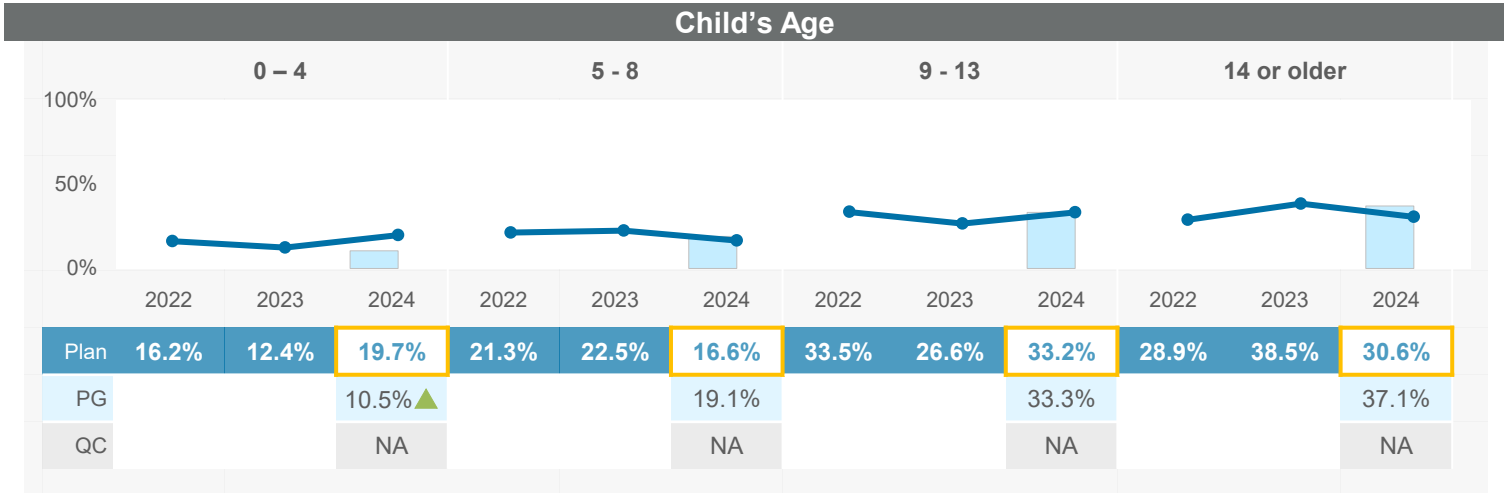|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	75.8%	76.9%	77.0%	17.2%	9.4%	15.0%	12.4%	11.9%	13.9%	5.4%	3.8%	2.7%	5.9%	3.1%	7.0%	15.1%	13.8%	11.2%
PG			73.5%			23.4%▼			3.3%▲			0.9%			3.1%▲			10.3%
QC			NA			NA			NA			NA			NA			NA

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.
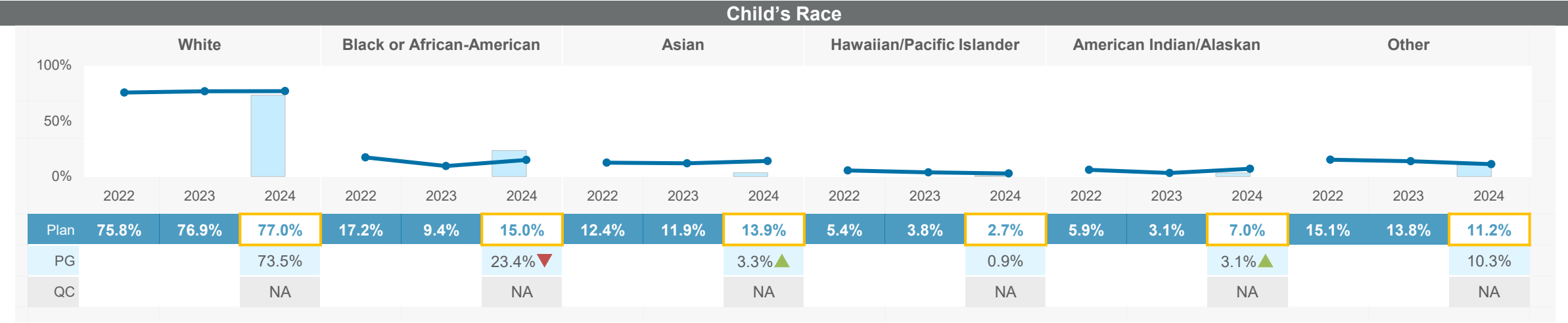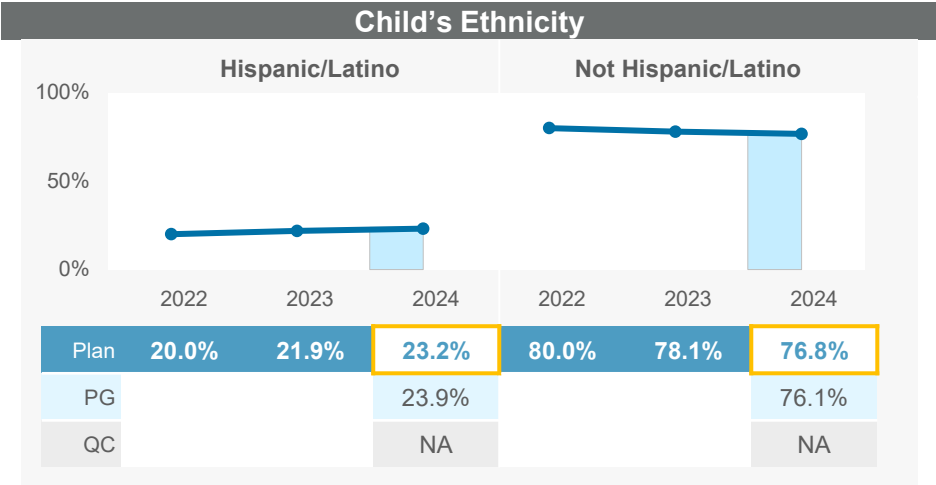
PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	8.8%	5.3%	12.6%↑	20.1%	17.2%	15.8%	31.4%	37.3%	34.2%	39.7%	40.2%	37.4%
PG			12.0%			16.1%			31.8%			40.1%
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	11.8%	11.2%	17.6%	88.2%	88.8%	82.4%
PG			11.0%▲			89.0%▼
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	35.8%	29.3%	36.0%	43.5%	47.3%	40.2%	20.7%	23.4%	23.8%
PG			43.7%▼			34.7%			21.7%
QC			NA			NA			NA

Respondent's Relation to Child

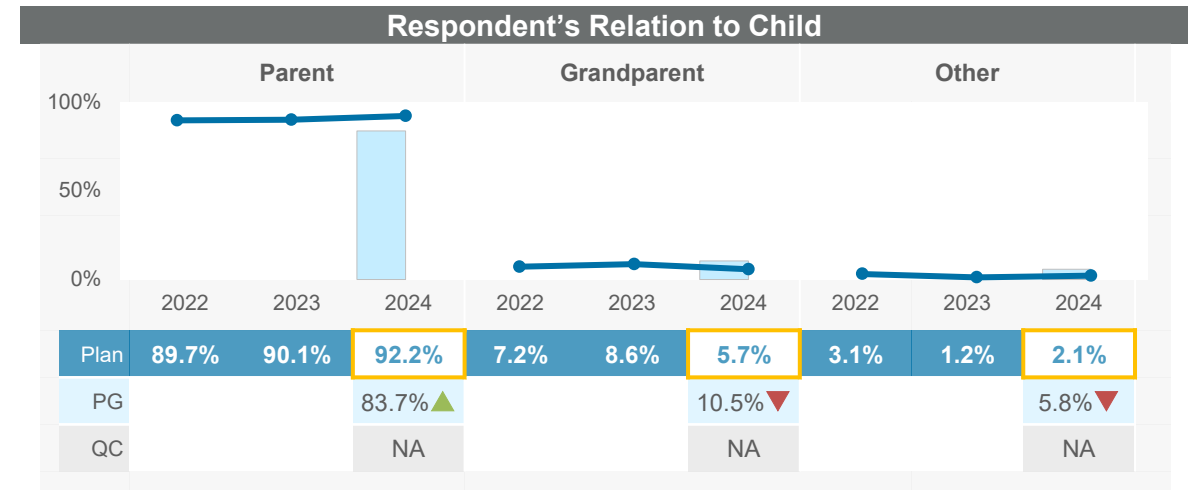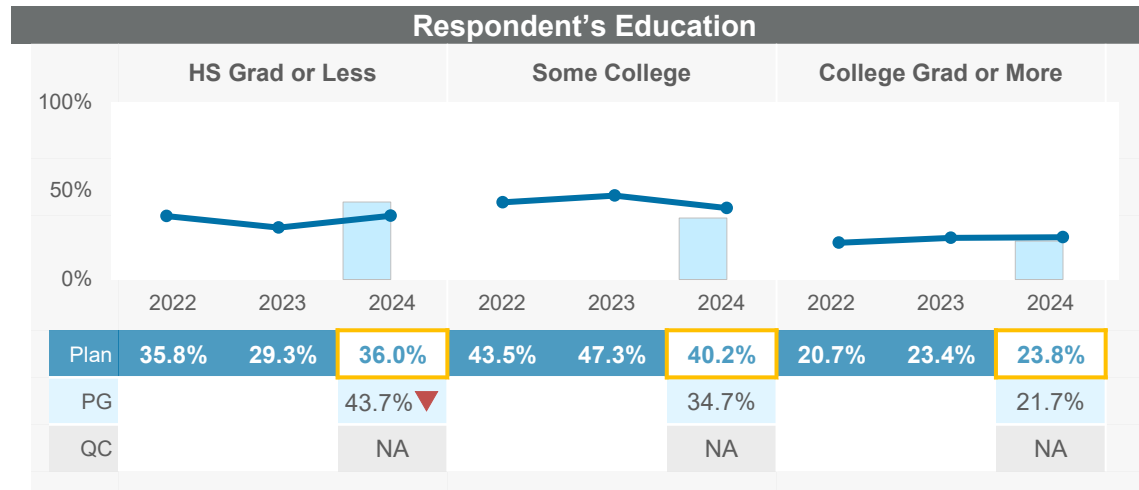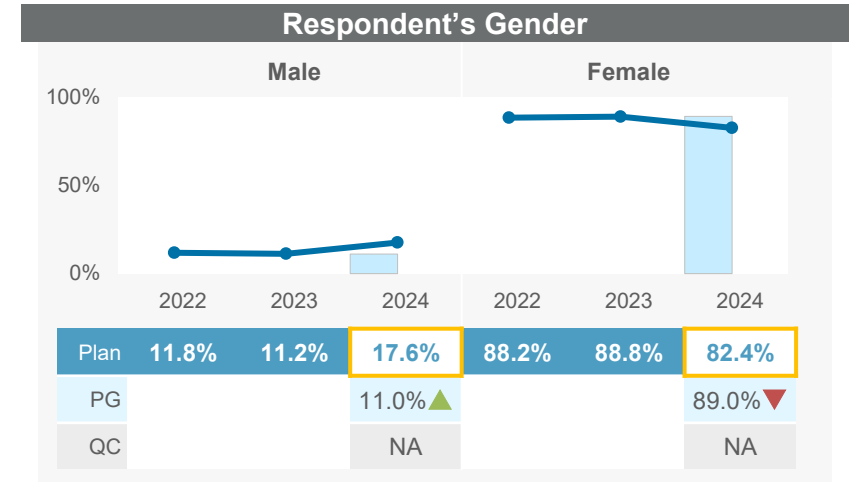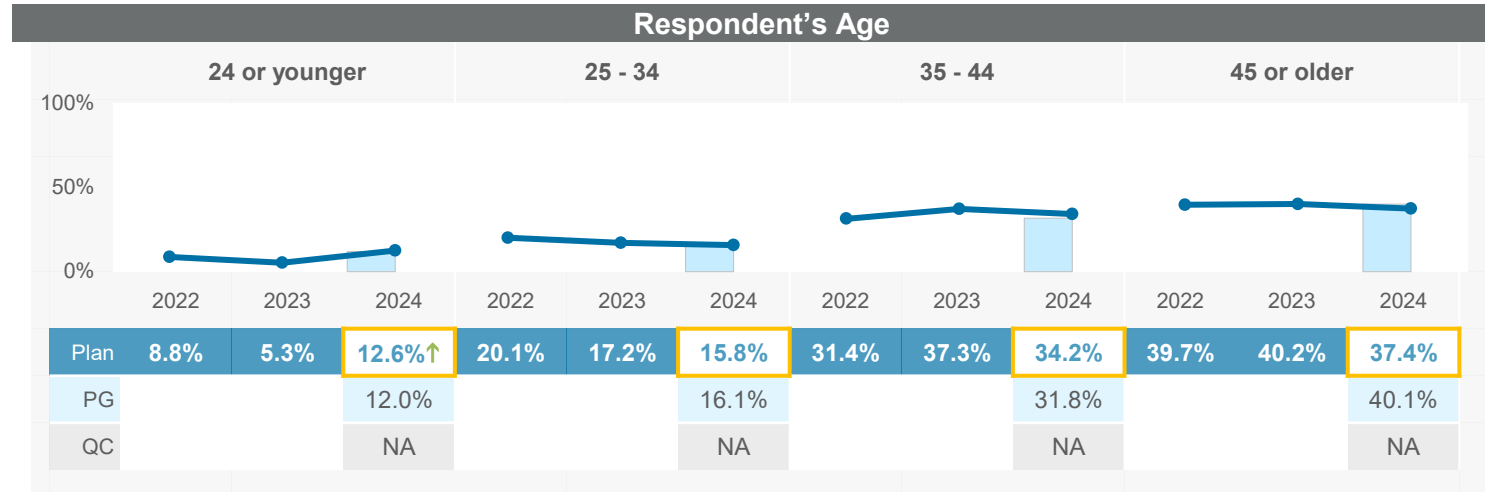|	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	89.7%	90.1%	92.2%	7.2%	8.6%	5.7%	3.1%	1.2%	2.1%
PG			83.7%▲			10.5%▼			5.8%▼
QC			NA			NA			NA

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 CHILD: GENERAL POPULATION

Child's Age

		0 – 4			5 - 8			9 - 13			14 or older	
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	29.4%	32.3%	---	21.0%	23.4%	---	26.3%	22.2%	---	23.3%	22.2%
PG			23.3%▲			20.4%			27.7%▼			28.6%▼
QC			NA			NA			NA			NA

Child's Gender

		Male			Female	
	2022	2023	2024	2022	2023	2024
Plan	---	53.9%	51.5%	---	46.1%	48.5%
PG			52.1%			47.9%
QC			NA			NA

Child's Health Status

		Excellent/Very Good			Good			Fair/Poor	
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	76.9%	75.3%	---	16.2%	18.0%	---	6.8%	6.7%
PG			73.8%			20.8%			5.4%
QC			NA			NA			NA

Child's Mental Health Status

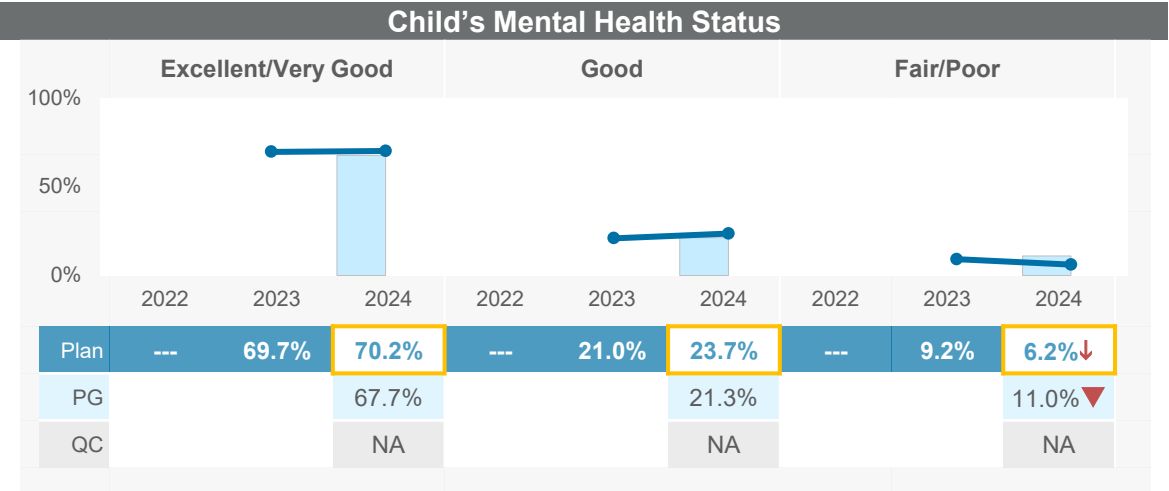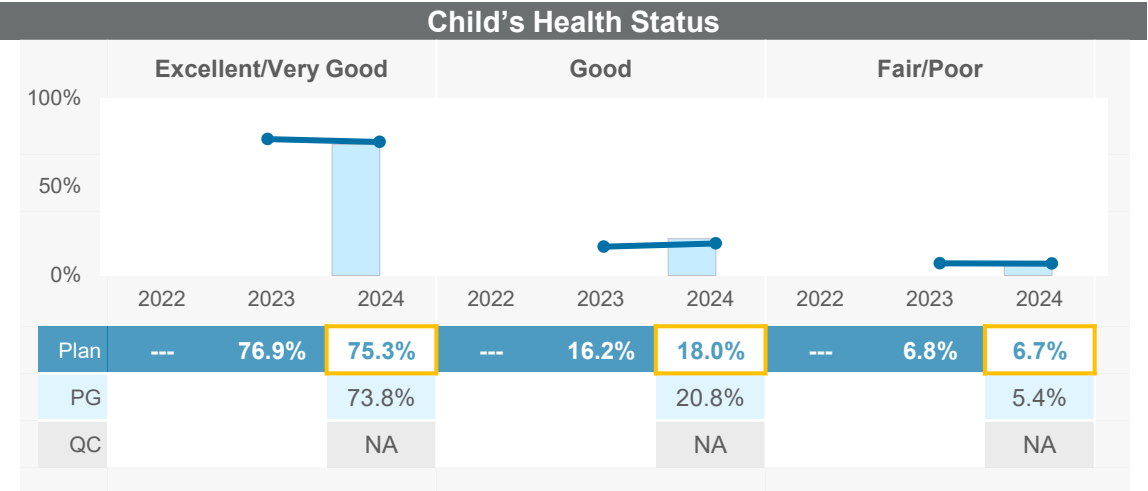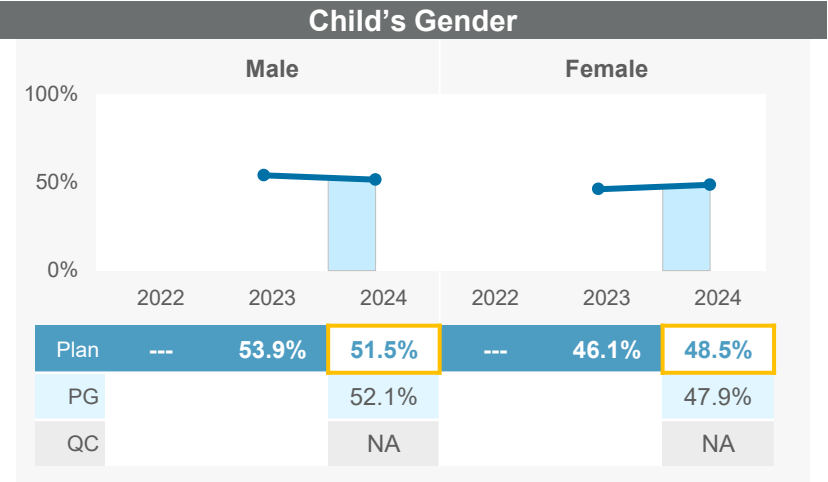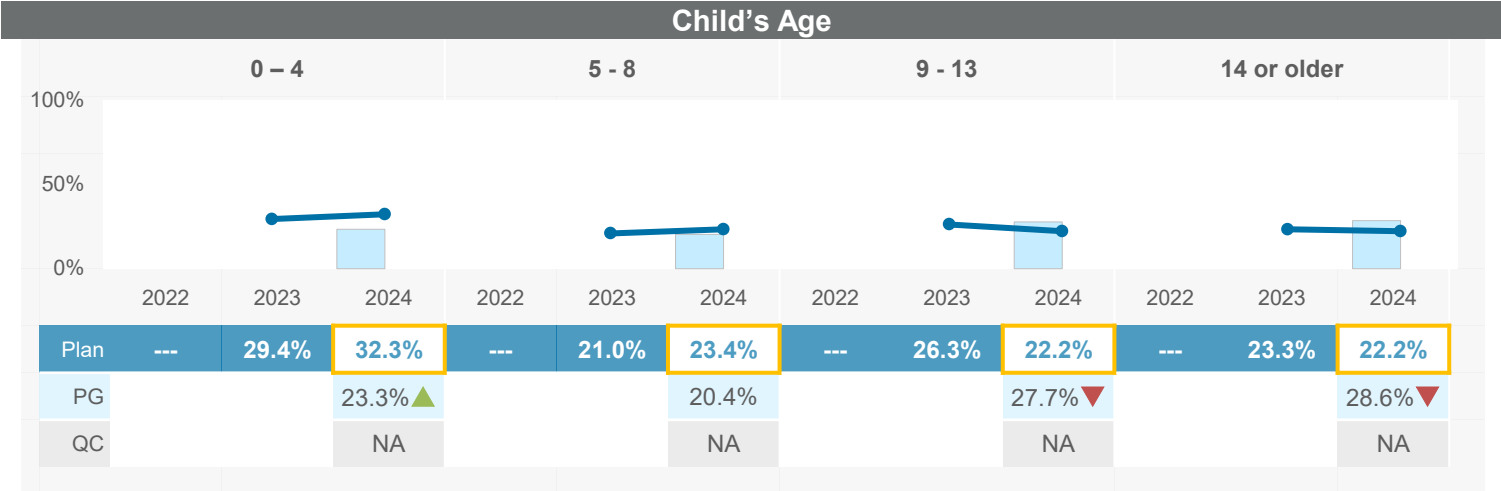|		Excellent/Very Good			Good			Fair/Poor	
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	69.7%	70.2%	---	21.0%	23.7%	---	9.2%	6.2%↓
PG			67.7%			21.3%			11.0%▼
QC			NA			NA			NA

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 CHILD: GENERAL POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	---	40.3%	50.5%↑	---	59.7%	49.5%↓
PG			38.0%▲			62.0%▼
QC			NA			NA

Child's Race

	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	65.1%	66.2%↑	---	14.7%	12.0%	---	11.0%	10.3%	---	4.4%	4.6%	---	6.8%	6.4%	---	21.9%	29.8%↑
PG			64.3%			21.2%▼			6.5%▲			1.1%▲			2.8%▲			17.3%▲
QC			NA			NA			NA			NA			NA			NA

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.

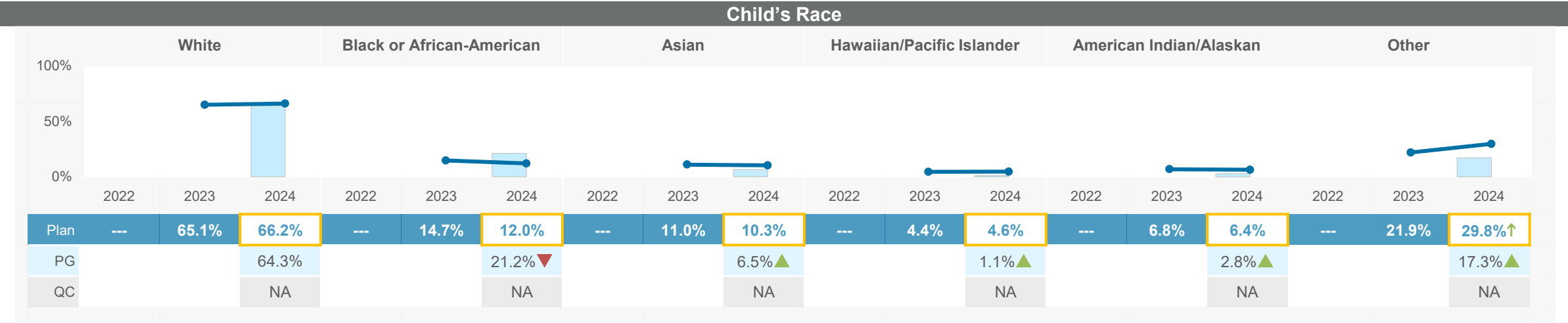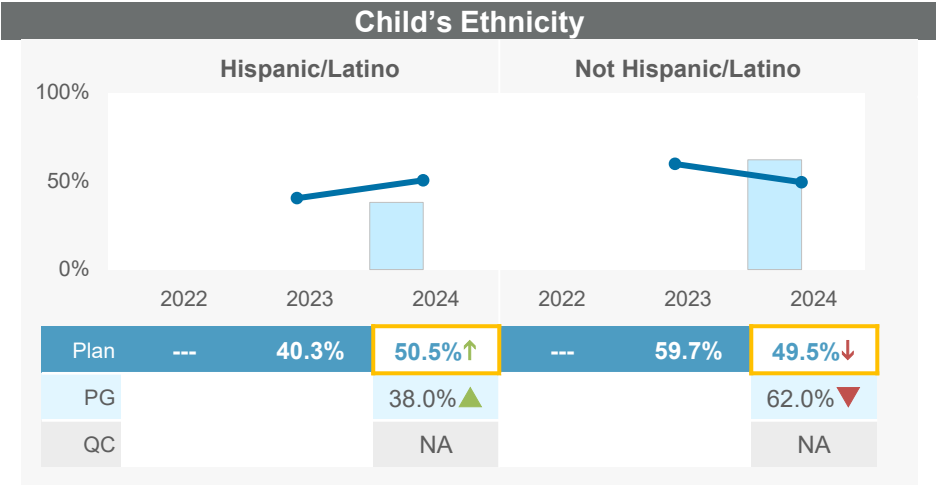# PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	8.2%	9.7%	---	31.7%	30.5%	---	36.0%	36.6%	---	24.1%	23.2%
PG			13.2%▼			23.7%▲			33.0%			30.1%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	---	16.5%	14.5%	---	83.5%	85.5%
PG			12.7%			87.3%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	50.2%	58.0%↑	---	29.0%	26.6%	---	20.8%	15.5%↓
PG			52.5%▲			29.0%			18.4%▼
QC			NA			NA			NA

Respondent's Relation to Child

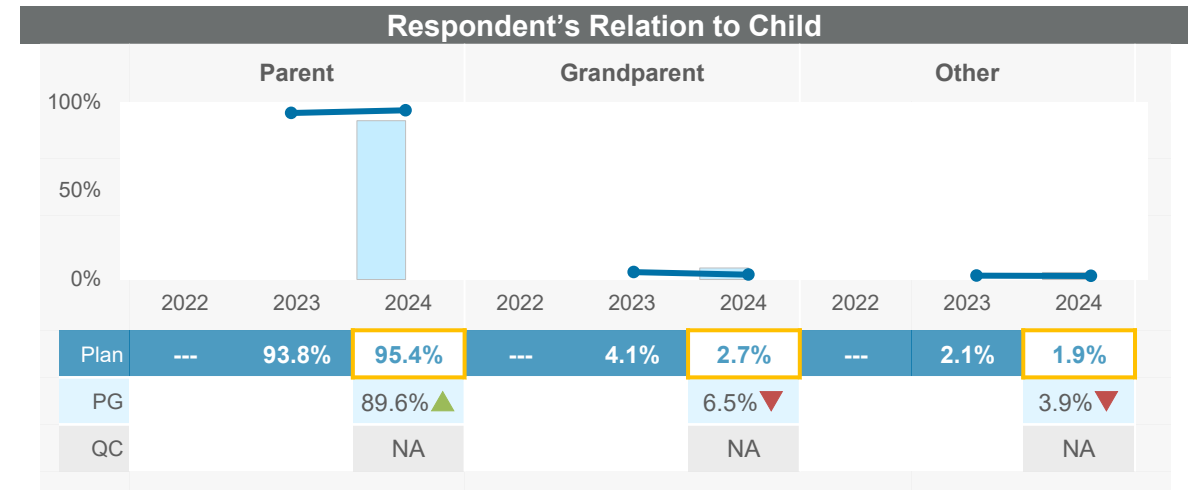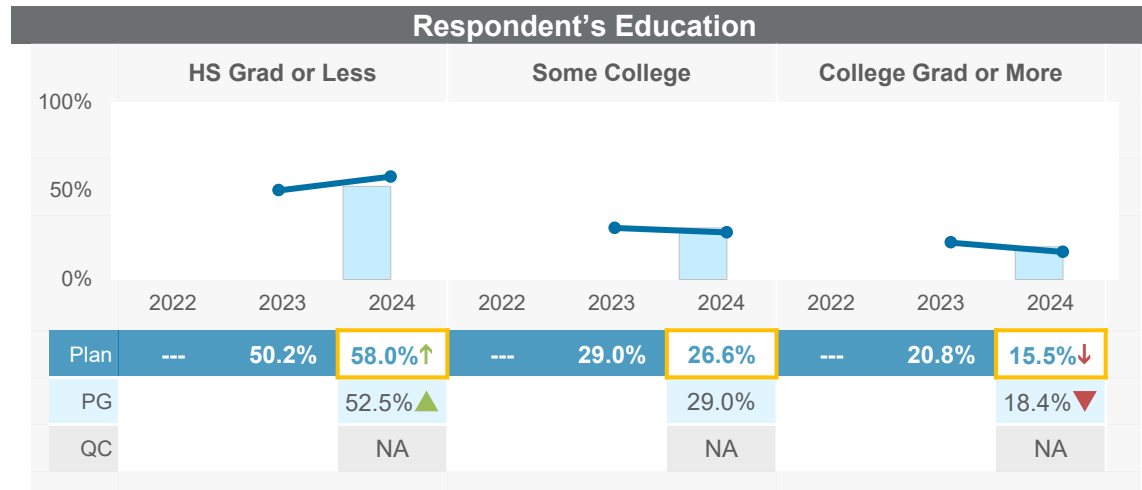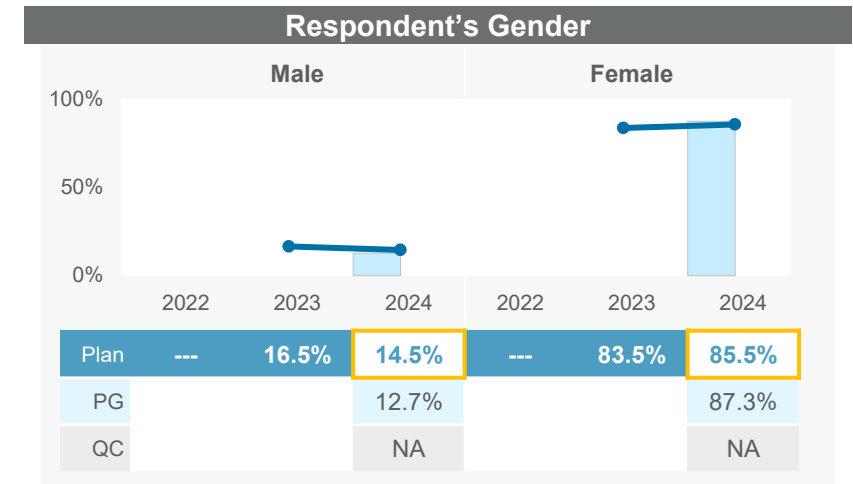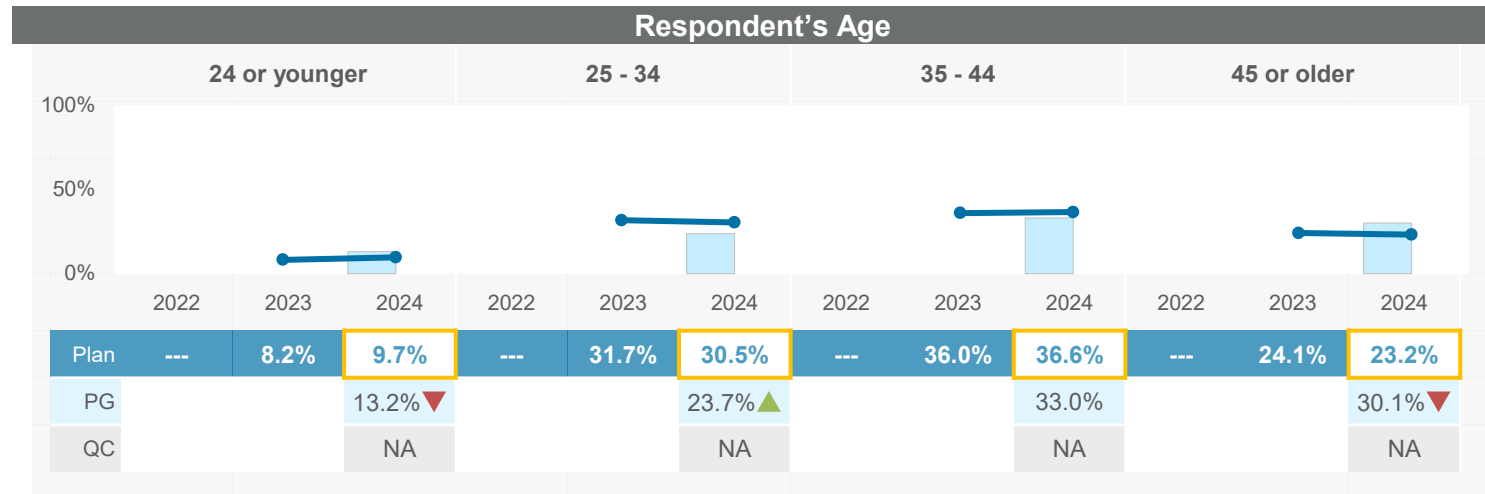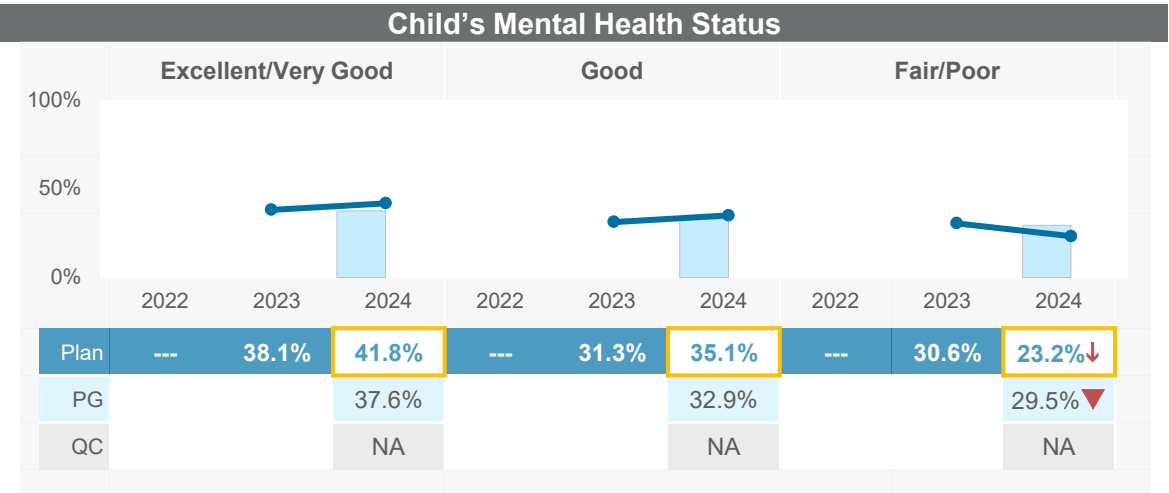|	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	93.8%	95.4%	---	4.1%	2.7%	---	2.1%	1.9%
PG			89.6%▲			6.5%▼			3.9%▼
QC			NA			NA			NA

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 CHILD: CCC POPULATION

Child's Age

	0 – 4			5 - 8			9 - 13			14 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	15.8%	17.2%	---	22.7%	27.0%	---	26.6%	26.7%	---	34.9%	29.1%
PG			10.5%▲			19.1%▲			33.3%▼			37.1%▼
QC			NA			NA			NA			NA

Child's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	---	60.5%	54.4%	---	39.5%	45.6%
PG			57.4%			42.6%
QC			NA			NA

Child's Health Status

	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	56.8%	60.1%	---	26.6%	24.8%	---	16.5%	15.0%
PG			56.4%			31.2%▼			12.4%
QC			NA			NA			NA

Child's Mental Health Status

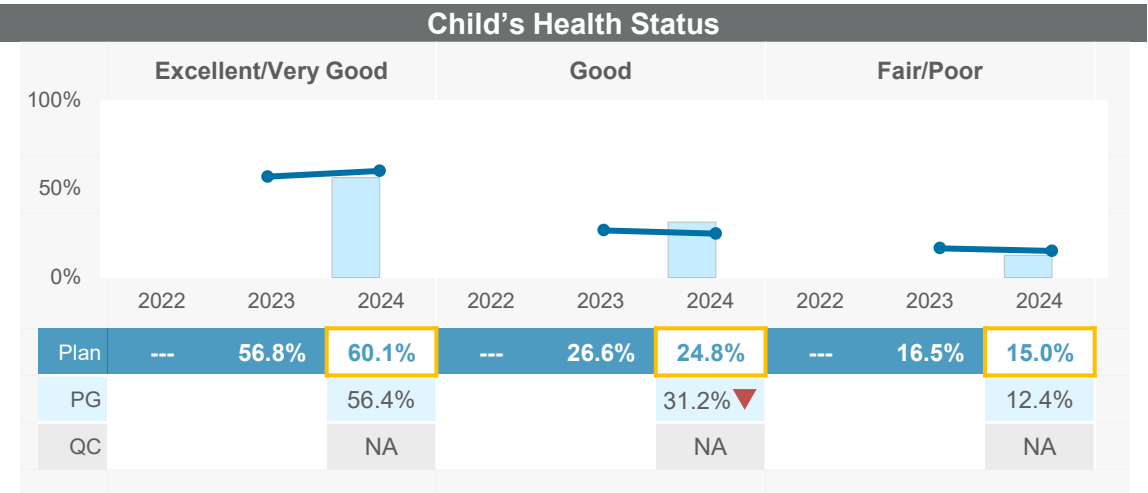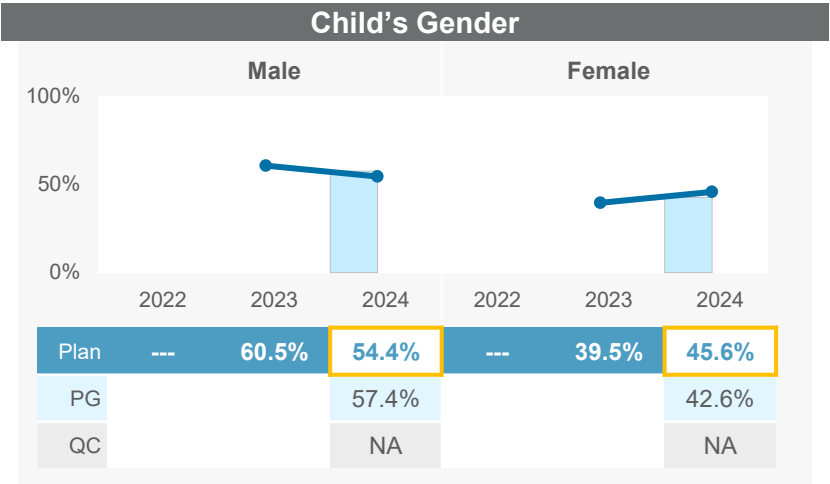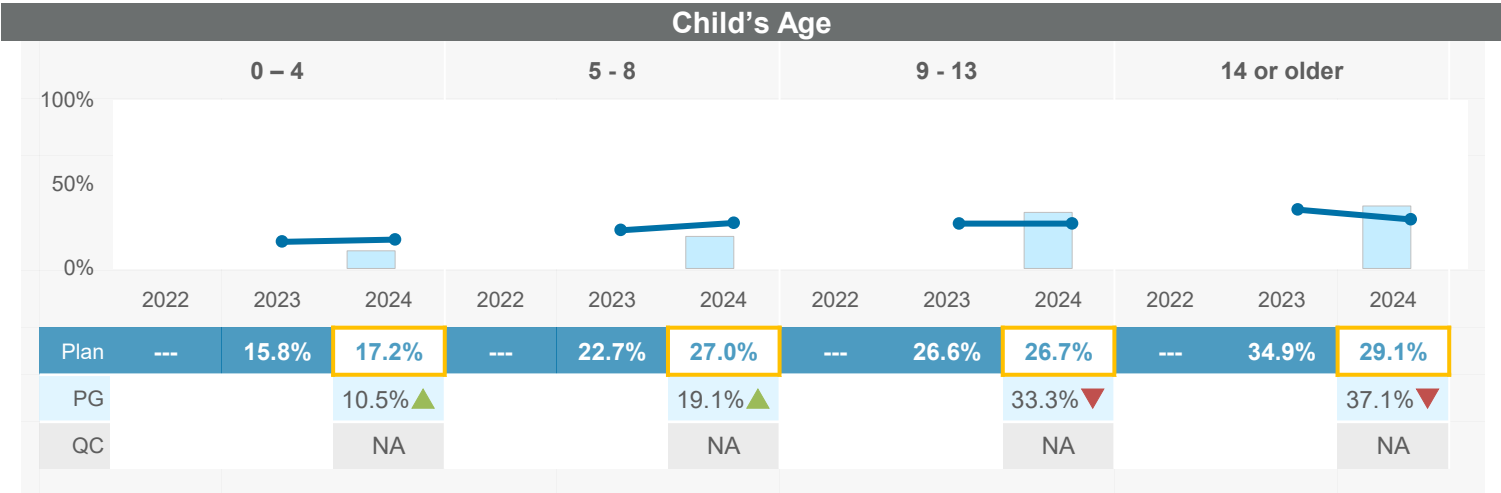|	Excellent/Very Good			Good			Fair/Poor		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	38.1%	41.8%	---	31.3%	35.1%	---	30.6%	23.2%↓
PG			37.6%			32.9%			29.5%▼
QC			NA			NA			NA

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
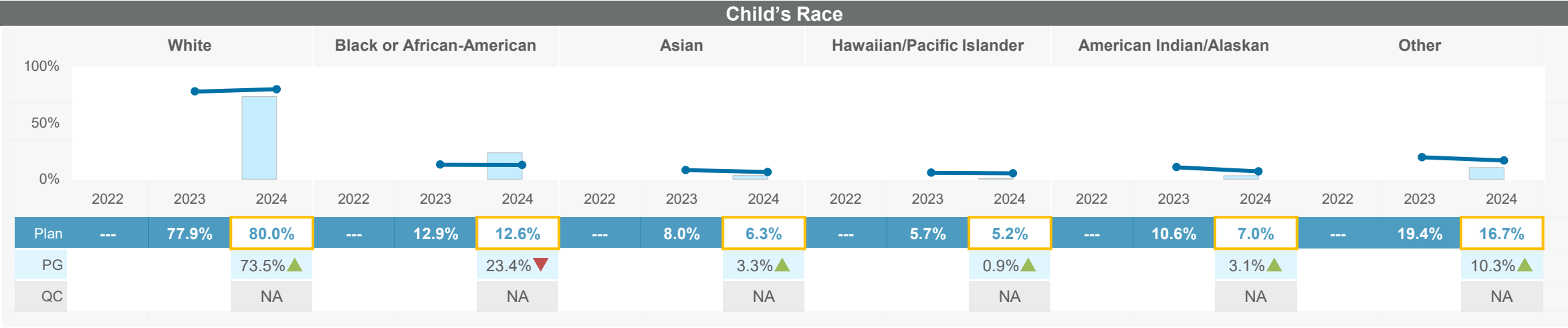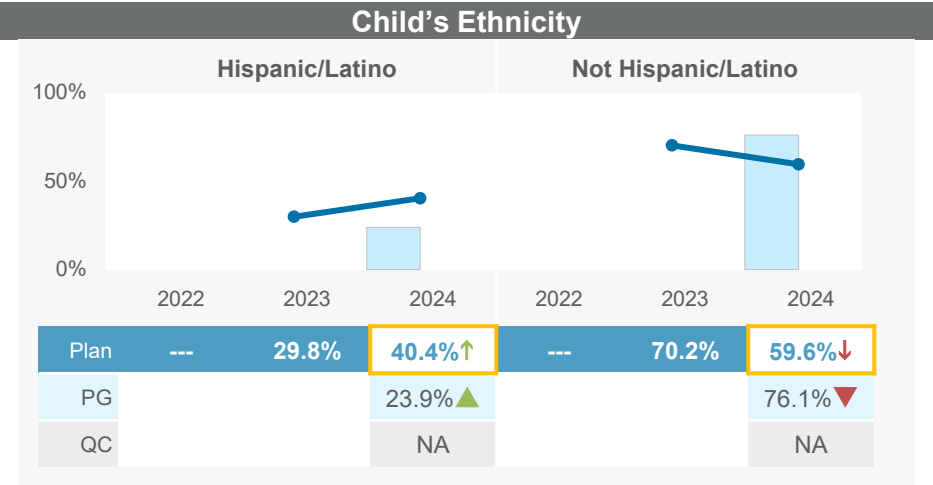
MEDICAID CHILD: CCC POPULATION

Child's Ethnicity

	Hispanic/Latino			Not Hispanic/Latino		
	2022	2023	2024	2022	2023	2024
Plan	---	29.8%	40.4%↑	---	70.2%	59.6%↓
PG			23.9%▲			76.1%▼
QC			NA			NA

Child's Race

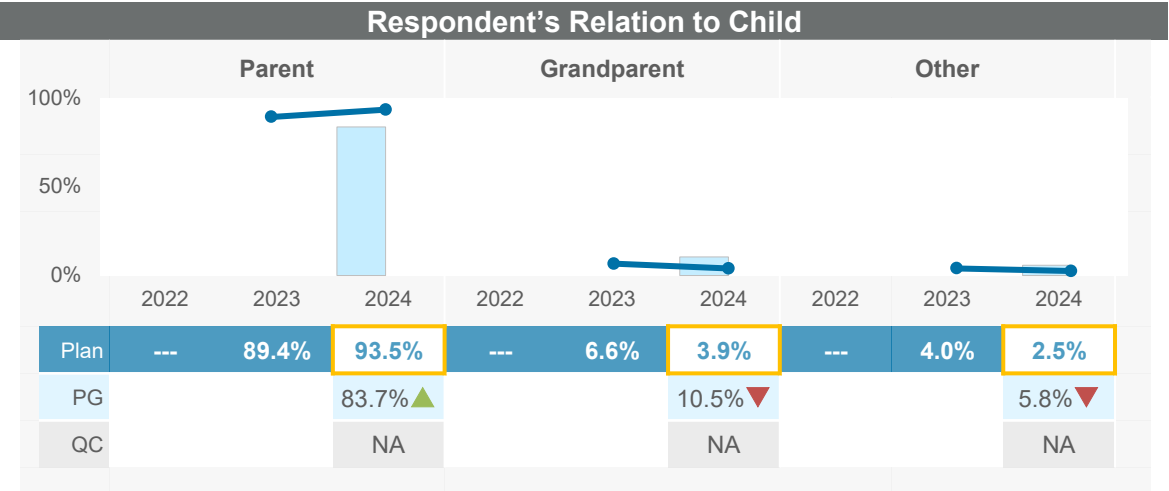|	White			Black or African-American			Asian			Hawaiian/Pacific Islander			American Indian/Alaskan			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	77.9%	80.0%	---	12.9%	12.6%	---	8.0%	6.3%	---	5.7%	5.2%	---	10.6%	7.0%	---	19.4%	16.7%
PG			73.5%▲			23.4%▼			3.3%▲			0.9%▲			3.1%▲			10.3%▲
QC			NA			NA			NA			NA			NA			NA

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
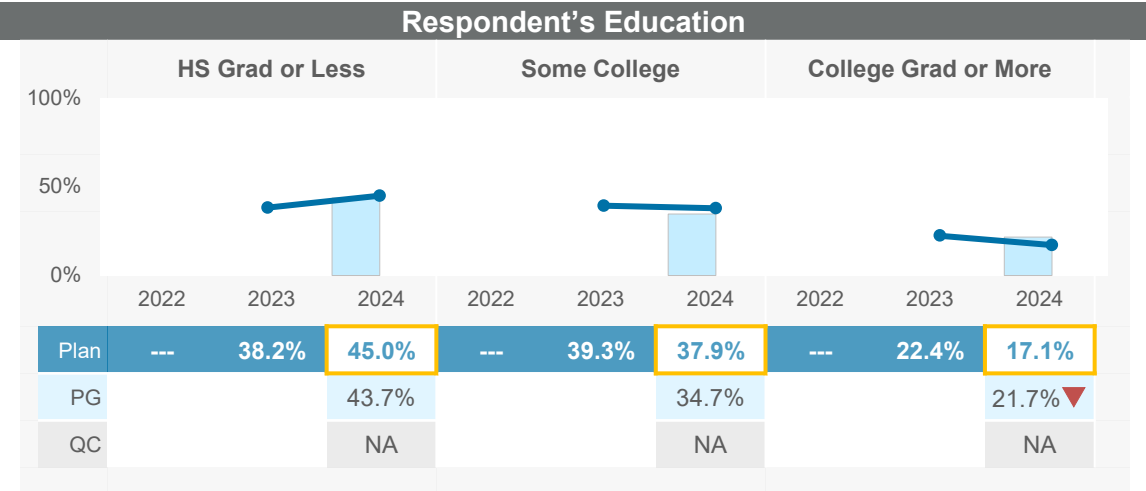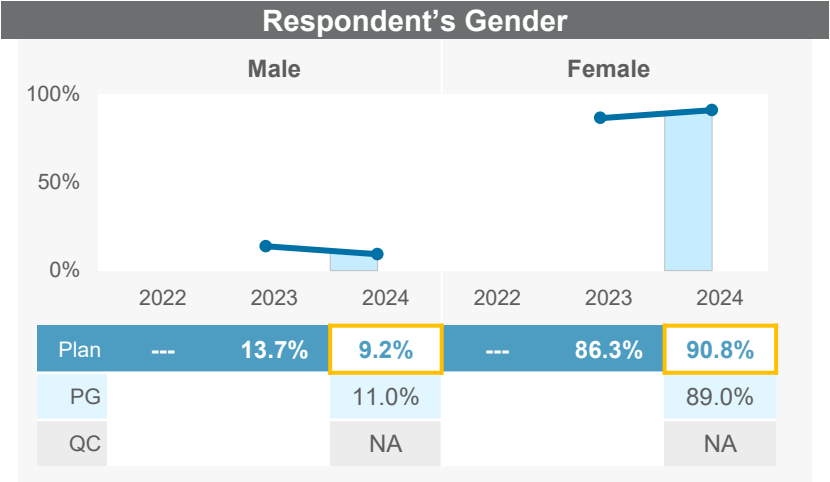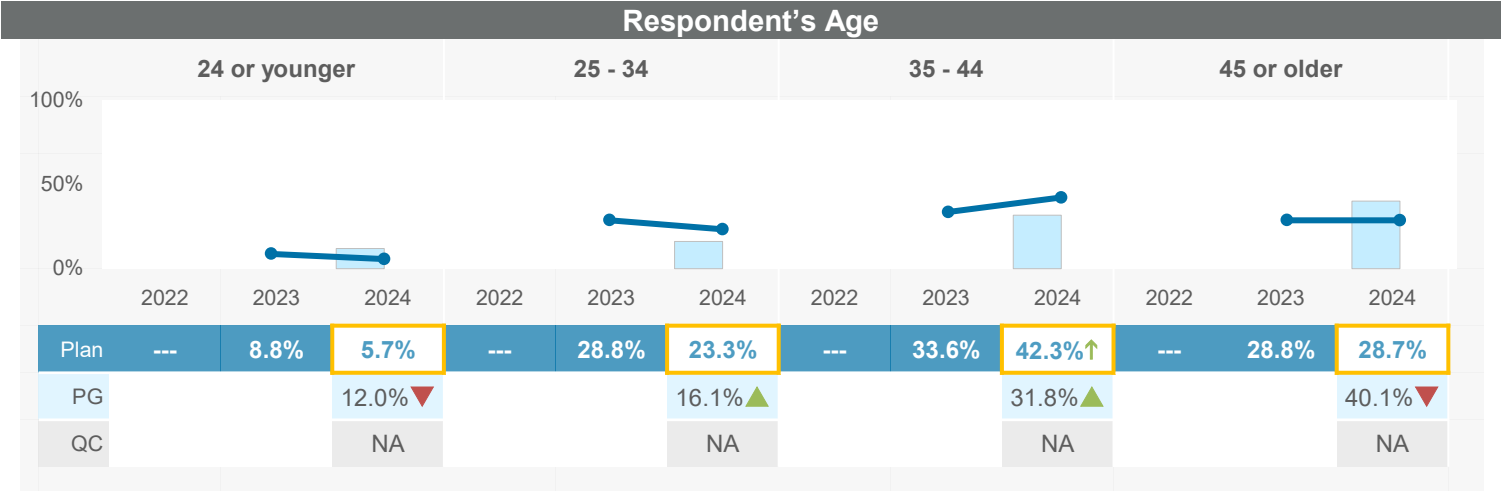
MEDICAID CHILD: CCC POPULATION

Respondent's Age

	24 or younger			25 - 34			35 - 44			45 or older		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	8.8%	5.7%	---	28.8%	23.3%	---	33.6%	42.3%↑	---	28.8%	28.7%
PG			12.0%▼			16.1%▲			31.8%▲			40.1%▼
QC			NA			NA			NA			NA

Respondent's Gender

	Male			Female		
	2022	2023	2024	2022	2023	2024
Plan	---	13.7%	9.2%	---	86.3%	90.8%
PG			11.0%			89.0%
QC			NA			NA

Respondent's Education

	HS Grad or Less			Some College			College Grad or More		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	38.2%	45.0%	---	39.3%	37.9%	---	22.4%	17.1%
PG			43.7%			34.7%			21.7%▼
QC			NA			NA			NA

Respondent's Relation to Child

	Parent			Grandparent			Other		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Plan	---	89.4%	93.5%	---	6.6%	3.9%	---	4.0%	2.5%
PG			83.7%▲			10.5%▼			5.8%▼
QC			NA			NA			NA

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.