Comagine Health

Washington State Health Care Authority

2025 CAHPS® 5.1H
MEMBER SURVEY

Medicaid Adult Washington All Plan Report

Washington Medicaid Adult

Contents

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified Healthcare Effectiveness Data and Information Set (HEDIS®) Survey Vendor, was selected by Comagine Health to report its Measurement Year (MY) 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H Medicaid Adult Survey.

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

2025 NCQA CHANGES NCQA did not make changes to the survey or program for 2025.

Acronyms

- **BOB** – Book of Business
  - All plans surveyed by Press Ganey, whether they submit to NCQA or not.
- **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.
- **HPR** – Health Plan Rating
  - 5 Star Ranking System of HEDIS and CAHPS measure ratings, plus Accreditation bonus points rounded to the nearest half point.
- **MCO –** Managed Care Organizations
  - Apple Health's MCOs are: Coordinated Care of Washington (**CCW**), Community Health Plan of Washington (**CHPW**), Molina Healthcare of Washington (**MHW**), UnitedHealthcare Community Plan (**UHC**), and Wellpoint Washington, Inc. (**WLP**).
- **MY –** Measurement Year
  - The 2024 calendar year is referred to as the measurement year 2024. While they survey was fielded in 2025, the assessment is of services provided in 2024.
- **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.
- **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

Executive Summary

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey aims to measure how well managed care plans 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 managed care organizations (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 2025 Washington composite or rating scores for the Medicaid Adult population fall significantly below the 2024 Quality Compass Average (QC Avg.)*:

- ↓ **Rating of Health Plan**. Overall, 69.1% of Apple members rated their health plan highly with a rating of 8, 9 or 10 out of 10 compared to the national SRS average of 77.7%.
  - ↑ Highest rated MCOs: CCW, CHPW and MHW members provided the highest ratings in the state, with an average of 75.6% (CCW), 71.7% (CHPW), and 70.8% (MHW).
  - ↓ Lowest rated MCOs: UHC and WLP members provided the lowest ratings in the state with averages of 67.3% (UHC) and 60.9% (WLP).
- ↓ **Rating of Health Care.** 73.3% of Apple Health members rated their health care highly with a rating of 8, 9 or 10 out of 10 which is below the national SRS average of 75.8%.
  - ↑ CCW exceeded the state and national averages with 79.3% of members providing a high rating for their healthcare.
- ↓ **Getting Care Quickly.** Overall, 74.4% of Apple Health members reported being able to Always or Usually get care quickly which is below the national SRS average of 80.4%.
  - ↑ While 4 of 5 plans, excluding WLP, showed improvement over previous years, no plan showed a statistically significant improvement.
- ↓ **Care Coordination.** 83.1% of Apple Health members reported feeling their personal doctor seemed well informed regarding care they received from other providers which is below the national SRS average of 85.6%
  - ↑ However, both MHW (87.8%) and WLP (90.1%) exceeded both the state and national average.

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

Executive Summary

While scores for the State of Washington tend to fall below National Averages, performance varies by plan. The chart* below highlights plan performance and if performance has varied significantly from the previous year. More detailed findings are available in the Overall Ratings and Composites sections.

	CCW	CHPW	MHW	UHC	WLP	WASHINGTON TOTAL
Rating of Health Plan (Q28) (% 9 or 10)	**58.3%**	**55.4%**	**54.6%** ▲	**52.0%**	**42.1%**	**52.4%**
Rating of Health Care (Q8) (% 9 or 10)	**55.2%**	**52.4%**	**48.1%**	**50.5%**	**50.0%**	**50.9%**
Rating of Personal Doctor (Q18) (% 9 or 10)	**71.0%**	**65.8%**	**66.8%**	**70.4%**	**61.2%**	**66.5%**
Rating of Specialist (Q22) (% 9 or 10)	**61.2%**	**57.1%** ▼	**71.7%**	**57.6%**	**52.7%**	**60.4%**
Customer Service (% Always or Usually)	**91.0%**	**84.4%**	**92.5%**	**81.4%**	**83.9%**	**86.7%**
Getting Needed Care (% Always or Usually)	**74.0%**	**75.2%**	**76.0%**	**76.2%**	**72.0%**	**74.8%**
Getting Care Quickly (% Always or Usually)	**78.0%**	**74.2%**	**75.3%**	**75.8%**	**70.4%**	**74.4%**
How Well Doctors Communicate (% Always or Usually)	**90.7%**	**92.8%**	**91.4%**	**93.4%**	**93.4%**	**92.4%**
Coordination of Care (Q17) (% Always or Usually)	**77.3%**	**81.4%**	**87.8%** ▲	**74.6%**	**90.1%**	**83.1%**

- Below MY2024 50th
- At MY2024 50th
- Above MY2024 50th, Below 75th
- At MY2024 75th
- Above MY2024 75th
- ▲ Statistically significant increase from previous measurement year
- ▼ Statistically significant decrease from previous measurement year

Press Ganey Recommendations

- Access remains an issue in the State of Washington, and with Rating of Specialist decreasing from the prior year, we would recommend:
  - Assess the availability and accessibility of contracted specialists by region and specialty.
  - Encourage Practices to Review Appointment Scheduling Practices
  - Identify opportunities to reduce wait times and improve timely access to care.
- Customer Services measures rose in the Key Drivers from last year, focusing on giving Agents the access and systems they need to quickly answer questions can impact plan rating
- Focusing efforts on members using multiple doctors can be an effective way to increase overall satisfaction with member’s plans

METHODOLOGY

Methodology slides highlight how surveys were delivered to members and the response rates.

METHODOLOGY

	Initial Sample Size	Undeliv-erables	Total Ineligible	Completed Surveys				Completed Surveys - Spanish				Adjusted Response Rate*		
				Total	Mail Total	Phone Total	Internet Total	Total	Mail Total	Phone Total	Internet Total	2023	2024	2025
Washington Total	**9113**	**NA**	**114**	**1045**	**494**	**326**	**225**	**65**	**25**	**27**	**13**	**11.5%**	**10.8%**	**11.6%**
Coordinated Care of Washington (CCW)	1350	139	13	134	49	44	41	16	4	8	4	10.5%	9.9%	10.0%
Community Health Plan of Washington (CHPW)	2498	254	25	293	139	82	72	28	11	11	6	12.4%	10.8%	11.8%
Molina Healthcare of Washington (MHW)	2295	198	19	252	136	83	33	11	8	2	1	11.8%	10.3%	11.1%
UnitedHealthcare Community Plan (UHC)	1620	227	17	157	74	32	51	1	0	0	1	11.0%	10.2%	9.8%
Wellpoint Washington, Inc. (WLP)^	1350	NA	40	209	96	85	28	9	2	6	1	11.2%	12.2%	16.0%

^ The survey for Wellpoint Washington, Inc. 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

First questionnaire mailed	Second questionnaire mailed	Initiate follow-up calls to non-responders	Last day to accept completed surveys
February 2025	**March 2025**	**April and May 2025**	**5/16/2025**

QUALIFIED RESPONDENTS

Included beneficiaries who were…

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

RESPONSE RATE CALCULATION

$$\frac{\text{1,045 (Completed)}}{\text{9,113 (Sample) - 114 (Ineligible)}} = \frac{1{,}045}{8{,}999} = 11.6\%$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	*Internet Modes*			Total
				QR Code	Email	URL	
English	467	299	212	87	34	64	**978**
Spanish	25	27	13	7	4	1	**65**
Chinese	2	0	0	0	0	0	**2**
Total	**494**	**326**	**225**	**94**	**38**	**65**	**1,045**

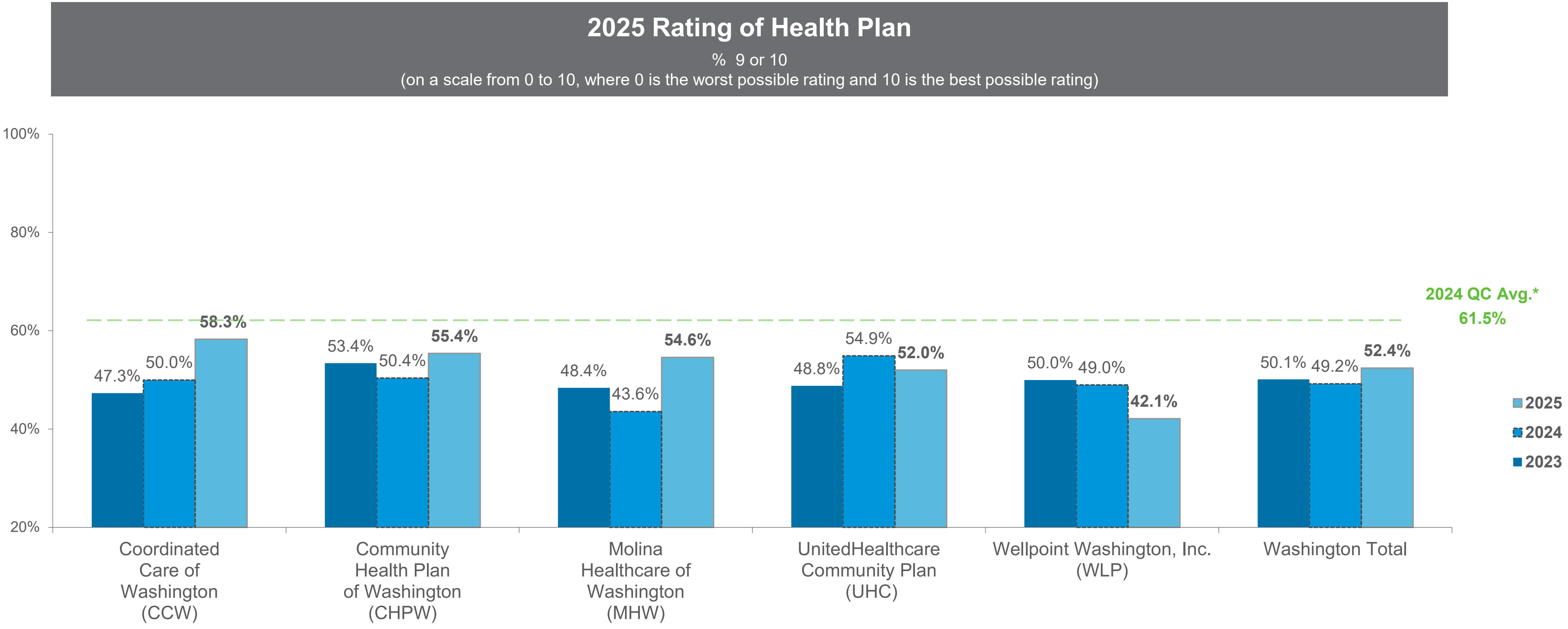
RESPONSE RATE TRENDING

		2023	2024	2025
Completed	**SUBTOTAL**	**1,097**	**1,050**	**1,045**
Ineligible	Does not Meet Eligibility Criteria (01)	80	105	66
	Language Barrier (03)	22	36	24
	Mentally/Physically Incapacitated (04)	15	21	21
	Deceased (05)	6	9	3
	SUBTOTAL	**123**	**171**	**114**
Non-response	Break-off/Incomplete (02)	108	91	89
	Refusal (06)	215	265	243
	Maximum Attempts Made (07)	8,091	8,328	7,612
	Added to DNC List (08)	19	18	10
	SUBTOTAL	**8,433**	**8,702**	**7,954**
Total Sample		**9,653**	**9,923**	**9,113**
Response Rate		**11.5%**	**10.8%**	**11.6%**
PG Response Rate		***11.5%***	***11.1%***	***11.7%***

Overall Ratings

A detailed look at questions using a 0-10 scale by each Health Plan and Total, along with comparison to last year's Quality Compass National Average.

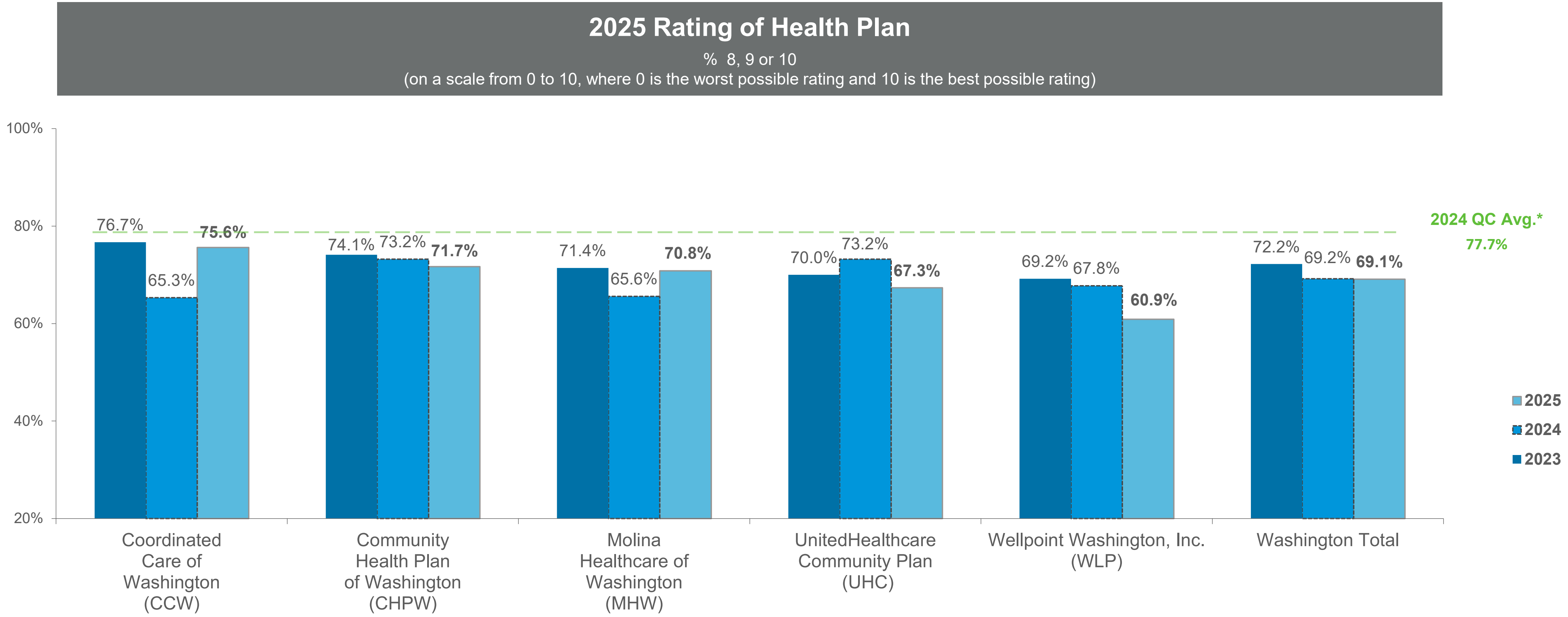
Health Plan – Percent 9 or 10



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

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

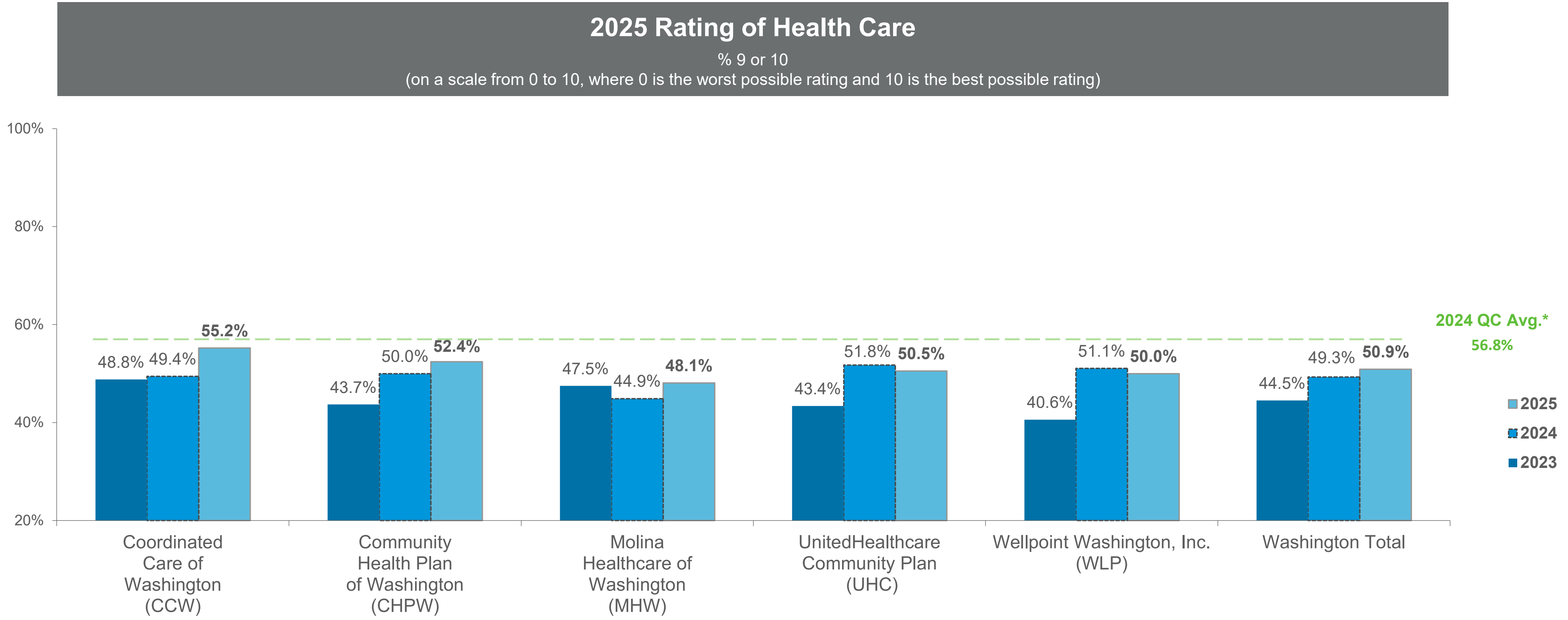
Health Plan – Percent 8, 9 or 10



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

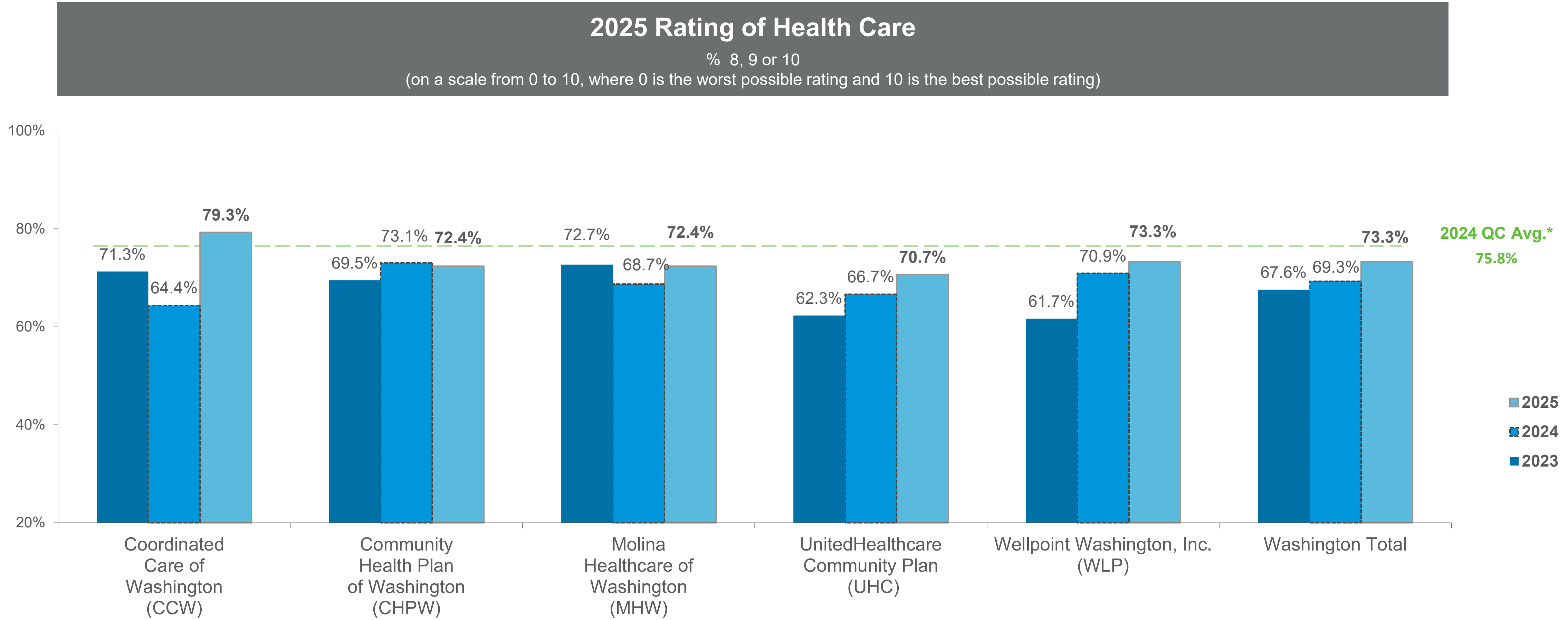
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year."

Health Care – Percent 9 or 10



8. 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 health care in the last 6 months? [RHC]
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year."

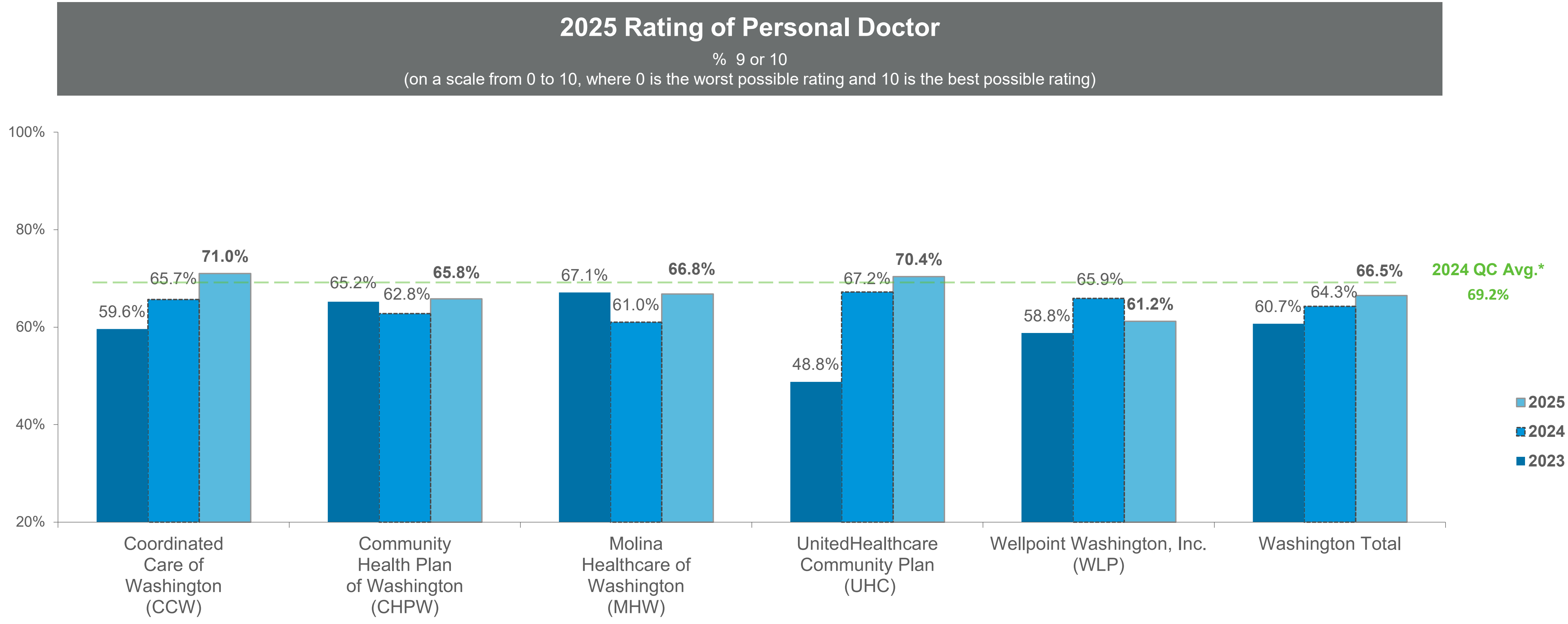
HEALTH CARE – PERCENT 8, 9 OR 10



8. 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 health care in the last 6 months? [RHC]

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

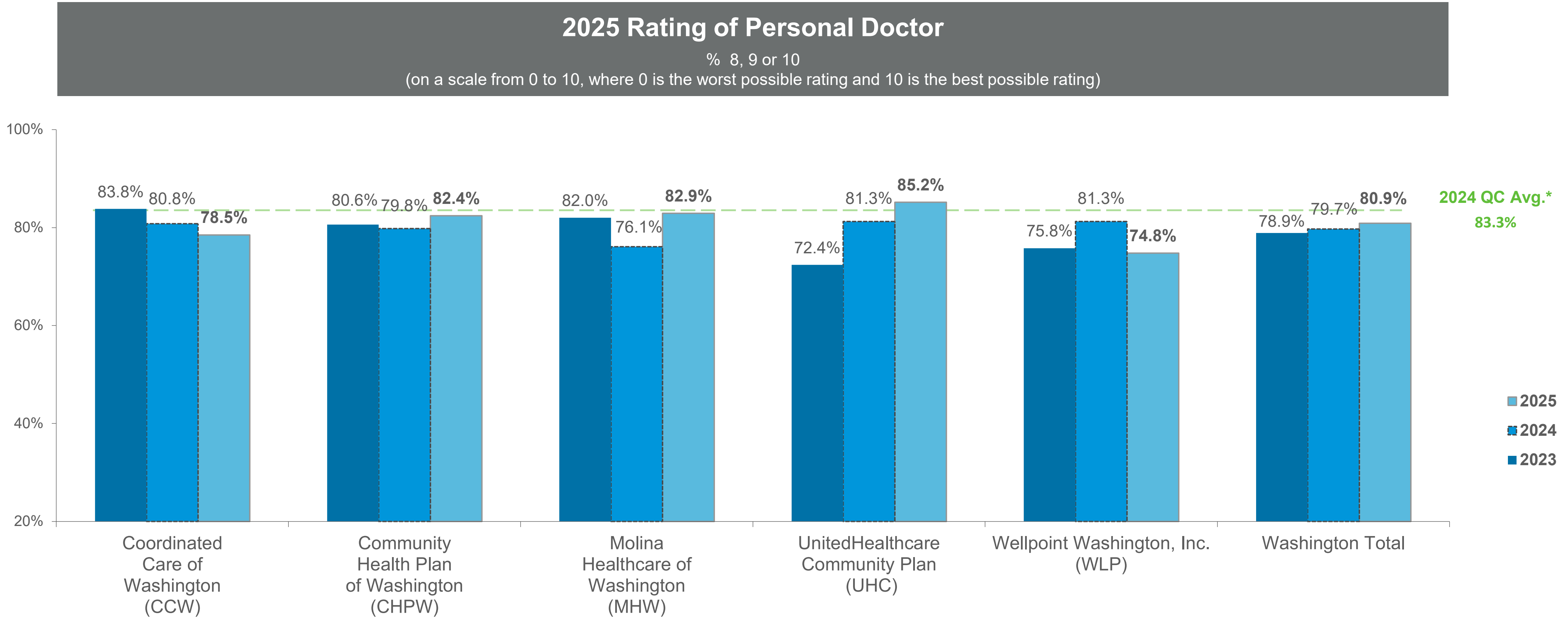
Personal Doctor – Percent 9 or 10



18. Using any number from 0 to 10, where 0 is the worst personal doctor and 10 is the best personal doctor possible, what number would you use to rate all your personal doctor? [RPD]

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

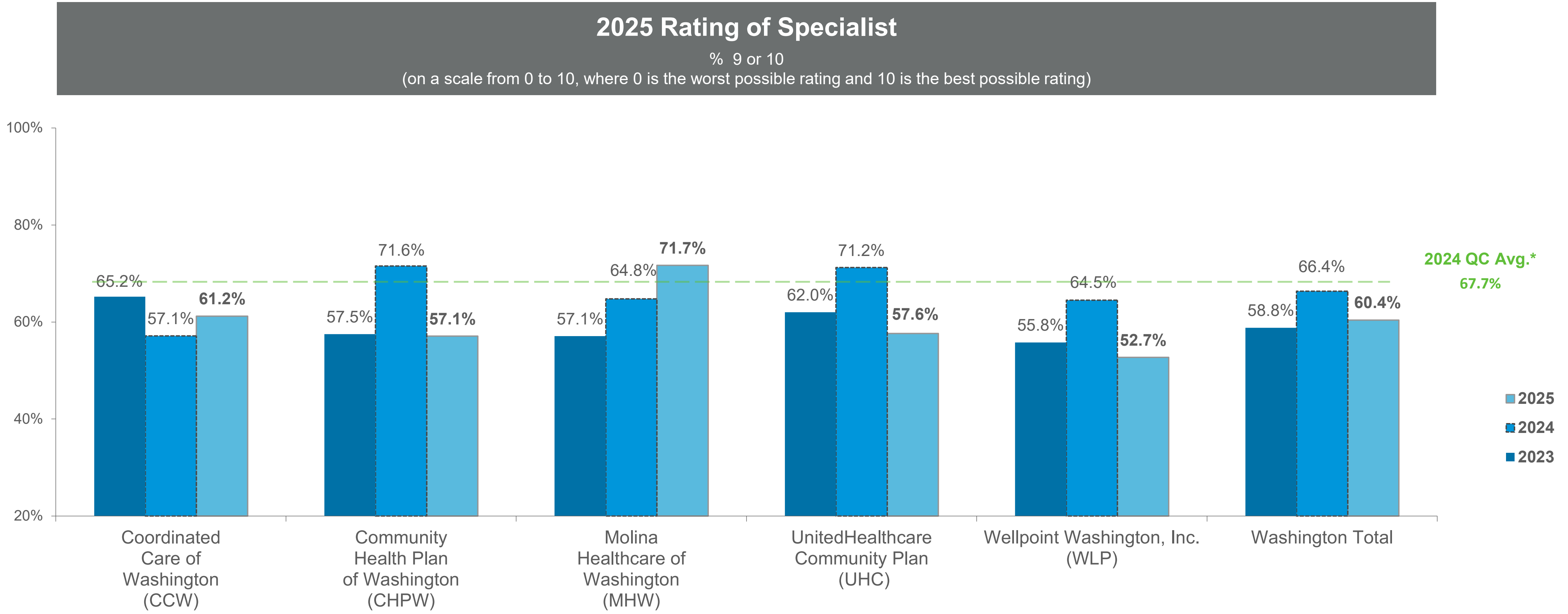
Personal Doctor – Percent 8, 9 or 10



18. Using any number from 0 to 10, where 0 is the worst personal doctor and 10 is the best personal doctor possible, what number would you use to rate all your personal doctor? [RPD]

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

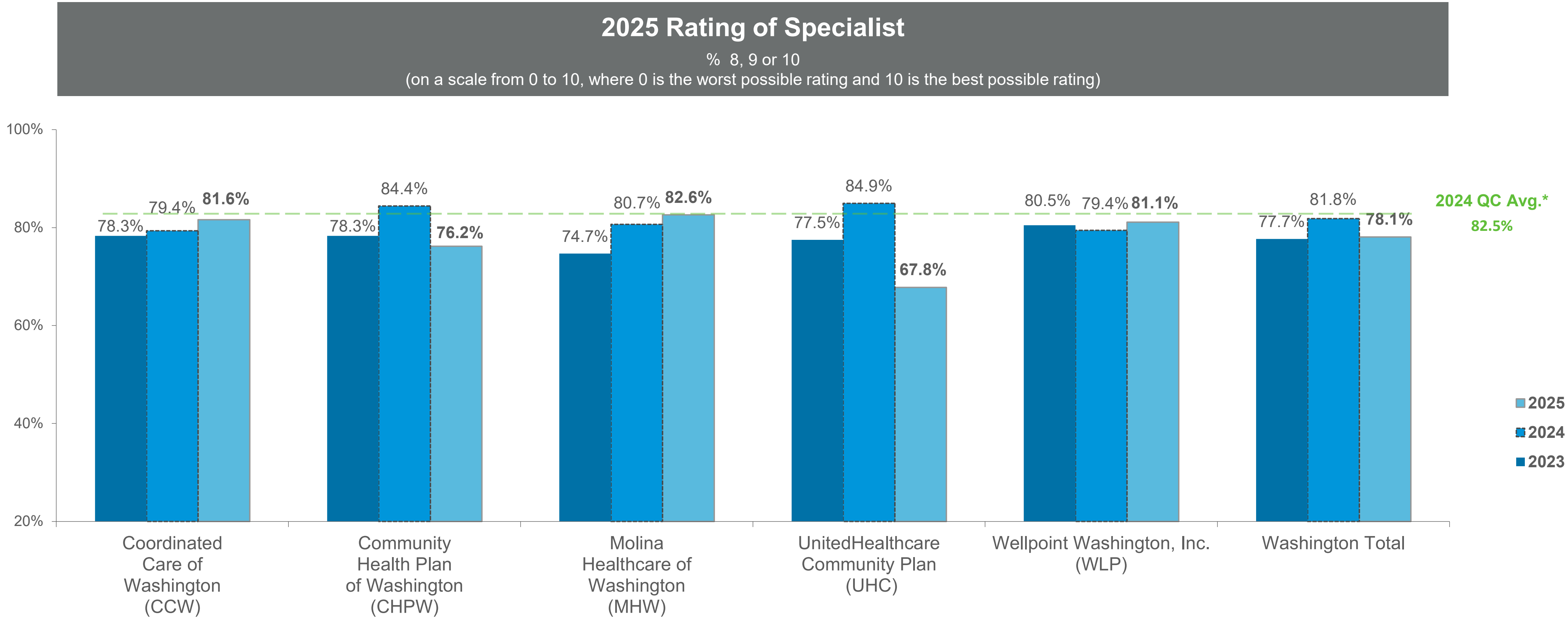
Specialist – Percent 9 or 10



22. 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? [RS]

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

SPECIALIST – PERCENT 8, 9 OR 10



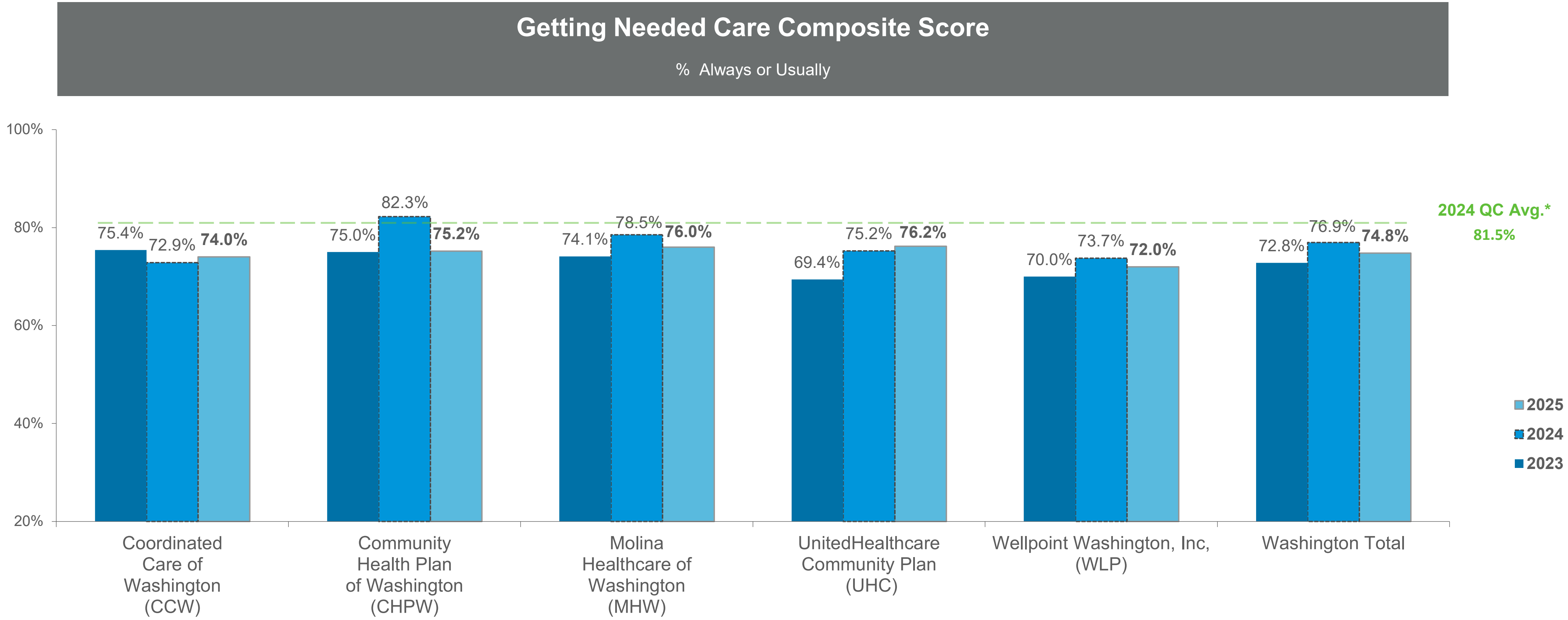
22. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? [RS]

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

Composite Scores

A detailed look at the Composite Scores using a 4-point frequency scale by each Health Plan and Total, along with comparison to last year's Quality Compass National Average. Multiple questions are evaluated together to create the overall Composite Scores.

GETTING NEEDED CARE

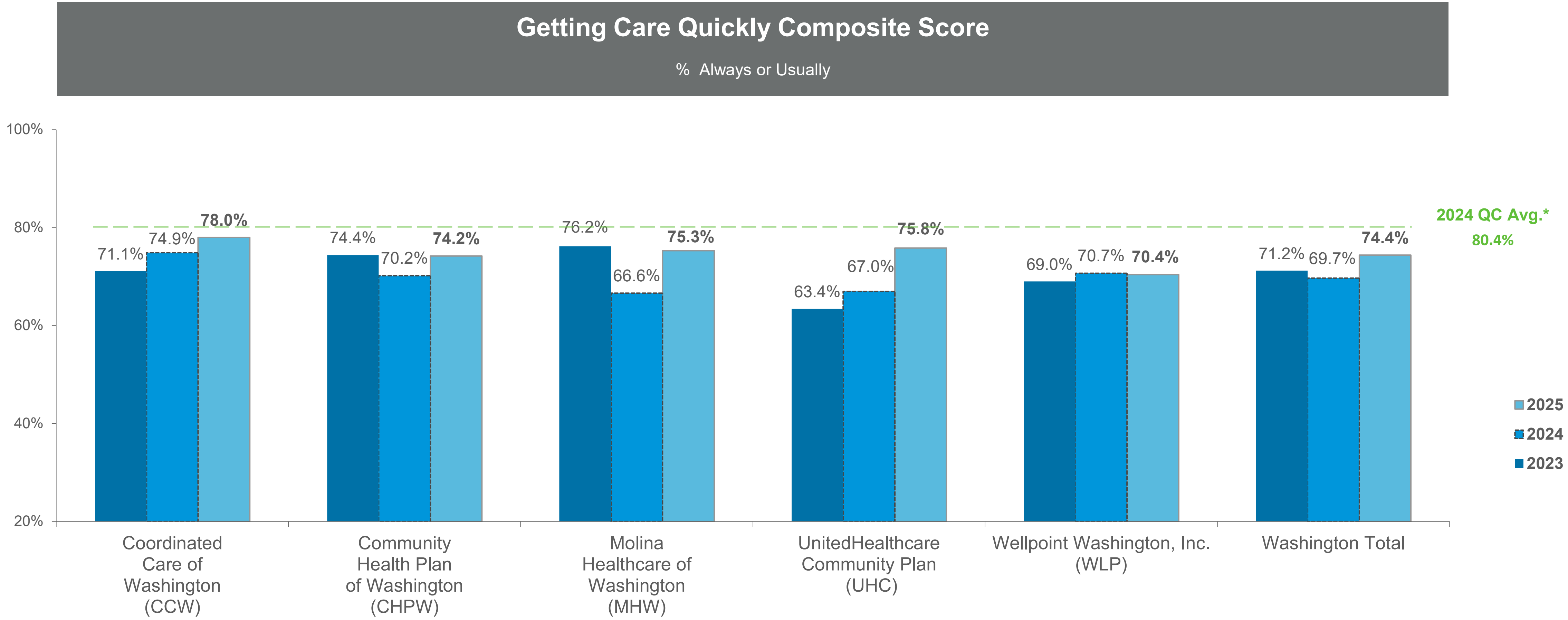


Q9. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?

Q20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

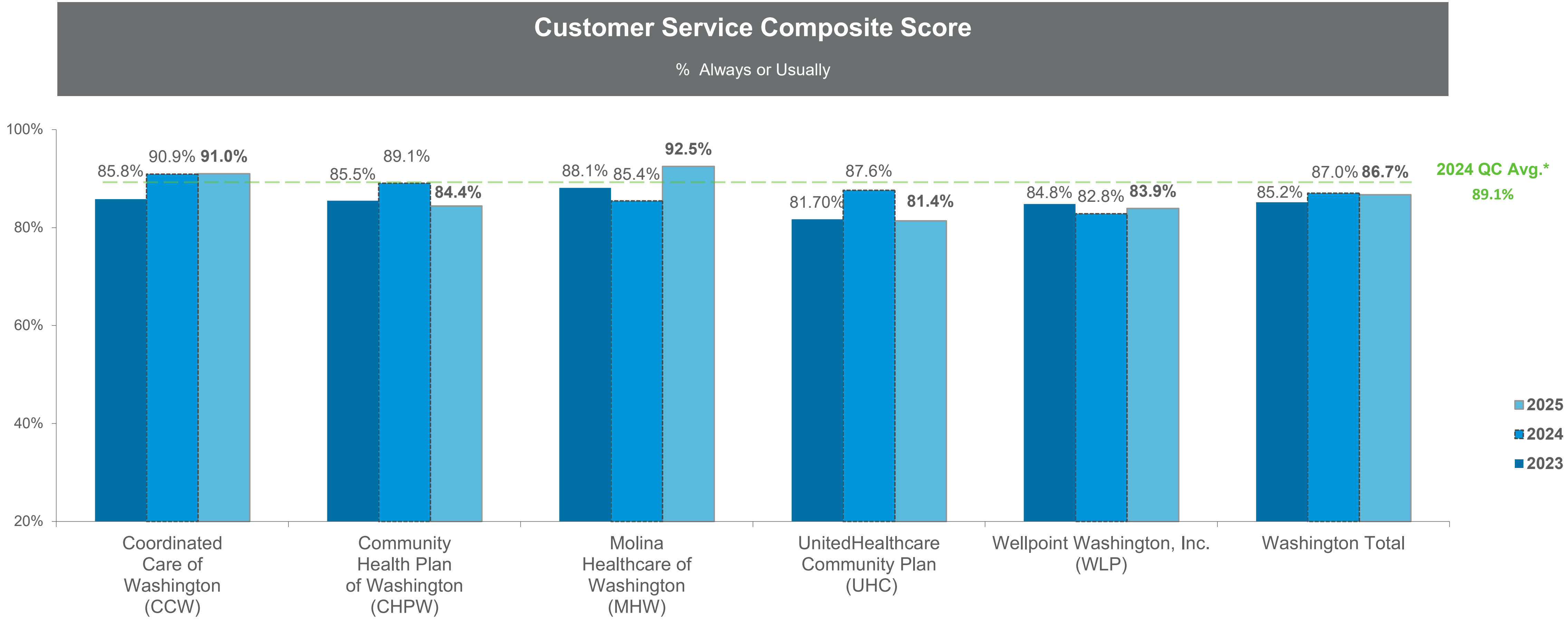
* QC Avg.: “National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year.”

GETTING CARE QUICKLY



Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year."

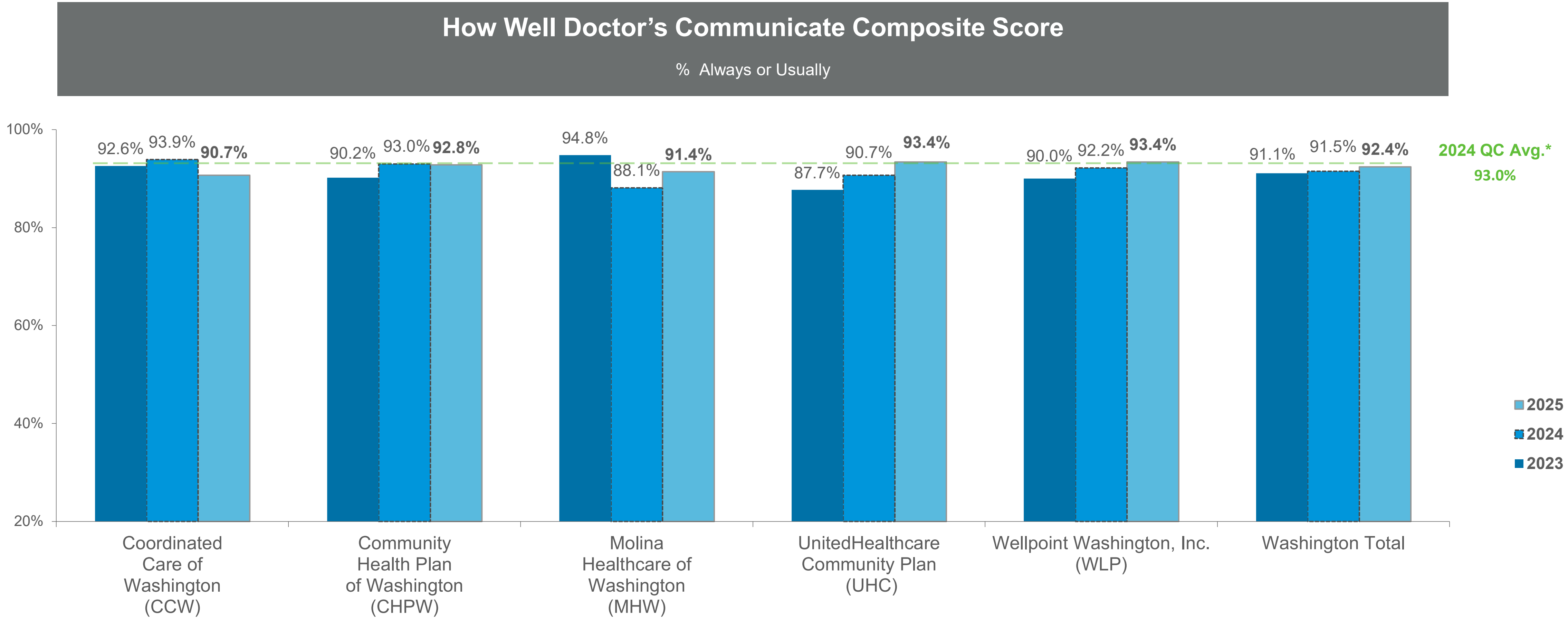
Customer Service



Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

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

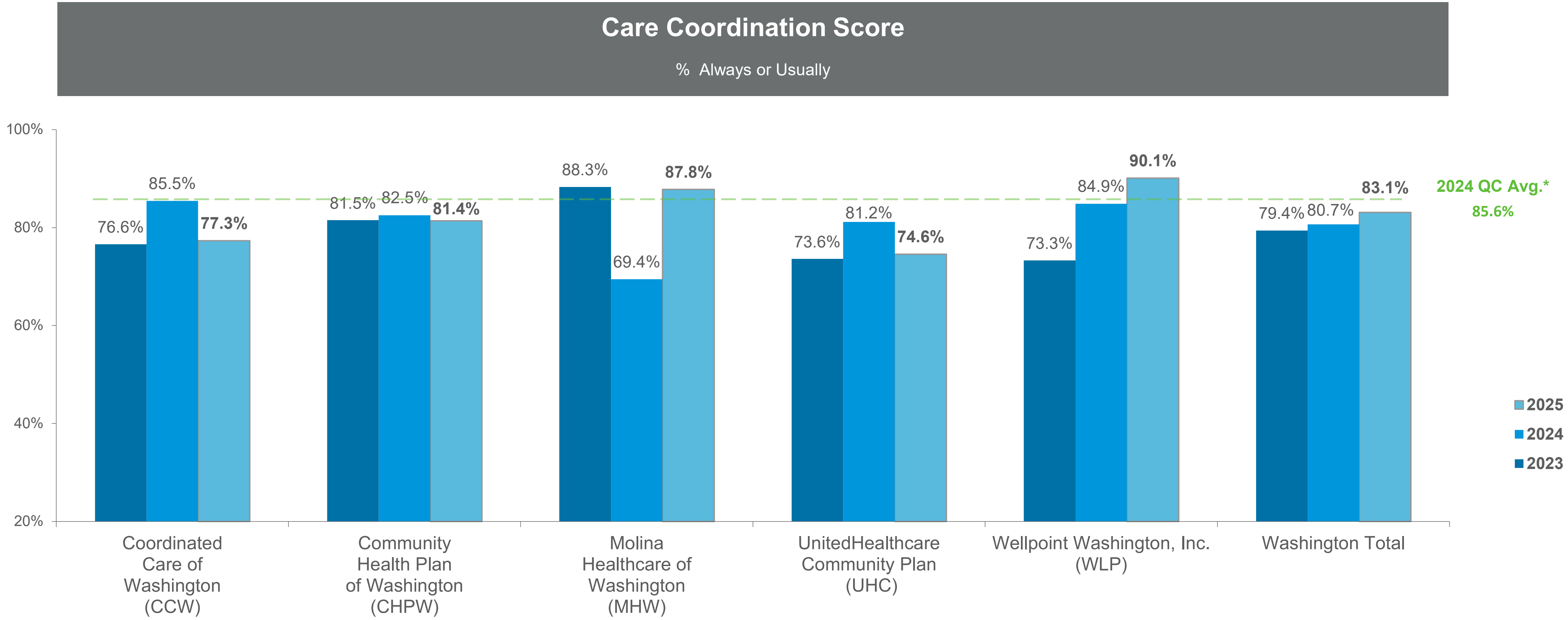
How Well Doctors Communicate



Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
Q13. In the last 6 months, how often did your personal doctor listen carefully to you?
Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

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

Care Coordination



Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

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

Key Measures – Summary Rates

A summarized view of all Ratings and Composite Scores year-over-year and by each Health Plan.

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

	2024 SRS	2025 SRS	2025 Num.	2025 Den.	2024 QC Avg.*	Region 10 SRS**
Rating of Health Plan (Q28) (% 8, 9 or 10)	**69.2%**	**69.1%▼**	***688***	***995***	**77.7%**	**73.6%**
Rating of Health Care (Q8) (% 8, 9 or 10)	**69.3%**	**73.3%**	***463***	***632***	**75.8%**	**75.9%**
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	**79.7%**	**80.9%▼**	***584***	***722***	**83.3%**	**83.1%**
Rating of Specialist (Q22) (% 8, 9 or 10)	**81.8%**	**78.1%▼**	***296***	***379***	**82.5%**	**80.8%**
Customer Service (% Always or Usually)	**87.0%**	**86.7%**	***290***	***334***	**89.1%**	**88.0%**
Q24. CS provided needed information or help	79.0%	78.9%▼	*265*	*336*	83.8%	81.5%
Q25. CS treated member with courtesy and respect	95.0%	94.6%	*314*	*332*	94.3%	94.4%
Getting Needed Care (% Always or Usually)	**76.9%**	**74.8%▼**	***390***	***521***	**81.5%**	**76.5%**
Q9. Ease of getting care, tests or treatment	81.2%	81.4%▼	*513*	*630*	84.6%	81.9%
Q20. Got appointment with specialist as soon as needed	72.7%	68.2%▼	*281*	*412*	78.8%	71.0%
Getting Care Quickly (% Always or Usually)	**69.7%**	**74.4%▼**	***350***	***471***	**80.4%**	**75.5%**
Q4. Got urgent care as soon as needed	71.9%	78.9%↑▼	*281*	*356*	82.8%	80.4%
Q6. Got check-up or routine appointment as soon as needed	67.4%	69.8%▼	*410*	*587*	78.7%	70.6%
How Well Doctors Communicate (% Always or Usually)	**91.5%**	**92.4%**	***508***	***550***	**93.0%**	**92.1%**
Q12. Personal doctor explained things	92.0%	92.8%	*512*	*552*	92.7%	91.5%
Q13. Personal doctor listened carefully	92.0%	92.2%	*508*	*551*	93.2%	92.0%
Q14. Personal doctor showed respect	93.7%	93.9%	*519*	*553*	94.8%	94.7%
Q15. Personal doctor spent enough time	88.2%	90.7%	*496*	*547*	91.0%	90.3%
Coordination of Care (Q17) (% Always or Usually)	**80.7%**	**83.1%**	***301***	***362***	**85.6%**	**80.3%**
Medical Assistance with Smoking and Tobacco Use Cessation						
Q33. Advising Smokers and Tobacco Users to Quit	63.5%	62.4%▼	*294*	*471*	73.5%	64.4%
Q34. Discussing Cessation Medications	42.0%	42.0%▼	*196*	*467*	52.8%	49.8%
Q35. Discussing Cessation Strategies	39.9%	37.8%▼	*173*	*458*	46.6%	40.9%

Significance Testing: Current score is significantly higher/lower than the 2024 score (↑/↓) or QC benchmark score (▲/▼).

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

**Regional Data based on 2024 Press Ganey Book of Business for HHS (Health and Human Services) Region 10 – Seattle (Alaska, Oregon, Idaho and Washington)

Key Measures – Summary Rates

	WA TOTAL		CCW (A)		CHPW (B)		MHW (C)		UHC (D)		WLP (E)	
	Dem.	SRS	Dem.	SRS	Dem.	SRS	Dem.	SRS	Dem.	SRS	Dem.	SRS
Rating of Health Plan (Q28) (% 8, 9 or 10)	**995**	**69.1%(E)**	**127**	**75.6%**	**276**	**71.7%**	**240**	**70.8%**	**150**	**67.3%**	**202**	**60.9%**
Rating of Health Care (Q8) (% 8, 9 or 10)	**632**	**73.3%**	**87**	**79.3%**	**170**	**72.4%**	**156**	**72.4%**	**99**	**70.7%**	**120**	**73.3%**
Rating of Personal Doctor (Q18) (% 8, 9 or 10)	**722**	**80.9%**	**93**	**78.5%**	**187**	**82.4%**	**187**	**82.9%**	**108**	**85.2%**	**147**	**74.8%**
Rating of Specialist (Q22) (% 8, 9 or 10)	**379**	**78.1%**	**49**	**81.6%**	**105**	**76.2%**	**92**	**82.6%**	**59**	**67.8%**	**74**	**81.1%**
Customer Service (% Always or Usually)	**334**	**86.7%**	**44**	**91.0%**	**108**	**84.4%**	**79**	**92.5%**	**43**	**81.4%**	**59**	**83.9%**
Q24. CS provided needed information or help	336	78.9%	44	86.4%	110	78.2%	80	86.3%	43	69.8%	59	71.2%
Q25. CS treated member with courtesy and respect	332	94.6%	45	95.6%	106	90.6%	78	98.7%	43	93.0%	60	96.7%
Getting Needed Care (% Always or Usually)	**521**	**74.8%**	**68**	**74.0%**	**144**	**75.2%**	**129**	**76.0%**	**83**	**76.2%**	**97**	**72.0%**
Q9. Ease of getting care, tests or treatment	630	81.4%	84	84.5%	169	84.0%	156	77.6%	101	83.2%	120	79.2%
Q20. Got appointment with specialist as soon as needed	412	68.2%	52	63.5%	119	66.4%	102	74.5%	65	69.2%	74	64.9%
Getting Care Quickly (% Always or Usually)	**471**	**74.4%**	**58**	**78.0%**	**138**	**74.2%**	**116**	**75.3%**	**69**	**75.8%**	**90**	**70.4%**
Q4. Got urgent care as soon as needed	356	78.9%	38	81.6%	106	78.3%	88	85.2%	52	76.9%	72	72.2%
Q6. Got check-up or routine appointment as soon as needed	587	69.8%	78	74.4%	170	70.0%	144	65.3%	87	74.7%	108	68.5%
How Well Doctors Communicate (% Always or Usually)	**550**	**92.4%**	**72**	**90.7%**	**142**	**92.8%**	**142**	**91.4%**	**87**	**93.4%**	**105**	**93.4%**
Q12. Personal doctor explained things	552	92.8%	73	93.2%	143	90.9%	143	92.3%	87	93.1%	106	95.3%
Q13. Personal doctor listened carefully	551	92.2%	73	91.8%	141	92.2%	143	89.5%	88	93.2%	106	95.3%
Q14. Personal doctor showed respect	553	93.9%	73	91.8%	144	95.8%	142	93.0%	88	95.5%	106	92.5%
Q15. Personal doctor spent enough time	547	90.7%	72	86.1%	142	92.3%	142	90.8%	87	92.0%	104	90.4%
Coordination of Care (Q17) (% Always or Usually)	**362**	**83.1%**	**44**	**77.3%**	**102**	**81.4%**	**90**	**87.8%**	**55**	**74.6%**	**71**	**90.1%**
Medical Assistance with Smoking and Tobacco Use Cessation												
Q33. Advising Smokers and Tobacco Users to Quit	471	62.4%	41	65.9%	116	66.4%	118	54.2%	80	66.3%	116	62.9%
Q34. Discussing Cessation Medications	467	42.0%	41	41.5%	112	45.5%	118	43.2%	81	44.4%	115	35.7%
Q35. Discussing Cessation Strategies	458	37.8%	40	30.0%	114	38.6%	113	31.9%	79	46.8%	112	39.3%

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

State Specific Questions

	WA TOTAL	CCW (A)	CHPW (B)	MHW (C)	UHC (D)	WLP (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	**50.2%**	**52.8%**	**50.5%**	**52.5%**	**43.0%**	**50.8%**
Received Mental Health Care (% Yes)	**24.9%**	**21.6%**	**28.6%**	**24.0%**	**23.4%**	**23.8%**
Received All Mental Health Care Needed (% Yes)	NR	NR	NR	NR	NR	NR
Involved in Mental Health Care as much as wanted (% Always or Usually)	NR	NR	NR	NR	NR	NR
Needed Treatment or Counseling for personal or family problem (% Yes)	NR	NR	NR	NR	NR	NR
Easy to of Receive Treatment or Counseling (% Always or Usually)	NR	NR	NR	NR	NR	NR
Rating of Treatment or Counseling (% 9,10)	NR	NR	NR	NR	NR	NR

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

Estimated Performance to Star Cut Points

A look at plan performance to NCQA Star Cut Points and a Dashboard Summary of all measures of Plan Performance.

Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

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

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23rd, 2025.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

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.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Performance Priorities highlight the relative importance of a SRS based on its correlation to Health Plan Rating and Plan Performance

- **Wait**: These items are less important and performance is below average. Address them after more critical issues have been resolved.
- **Retain**: These items have a small impact but performance is above average. Maintain current performance levels.
- **Power**: These items have a large impact and performance is above average. Promote and leverage these strengths.
- **Opportunity:** These items have a large impact but performance is below average. Focus resources on improving the underlying processes.

2025 Dashboard

1,045
Completed surveys

11.6%
Response Rate

Stars: PG Estimated NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores
- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2024 (↑/↓) or 2023 (⇞/⇟).

Percentiles: Based on the 2025 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan				★
Q28. Rating of Health Plan	52.4%		2nd	--

Rating of Health Care				★★
Q8. Rating of Health Care	50.9%	⇞	5th	Opportunity

Rating of Personal Doctor				★★
Q18. Rating of Personal Doctor	66.5%	⇞	16th	Opportunity

Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	62.4%		9th	--

Rating of Specialist				
Q22. Rating of Specialist	60.4%		9th	Opportunity

Coordination of Care				
Q17. Coordination of Care	83.1%		26th	Wait

Customer Service				
Composite	**86.7%**		**14th**	--
Q24. Provided information or help	78.9%		9th	Opportunity
Q25. Treated with courtesy and respect	94.6%		41st	Opportunity

Getting Needed Care				★
Composite	**74.8%**		**4th**	--
Q9. Getting care, tests, or treatment	81.4%	⇞	18th	Opportunity
Q20. Getting specialist appointment	68.2%		3rd	Wait

Getting Care Quickly				★★
Composite	**74.4%**		**6th**	--
Q4. Getting urgent care	78.9%	↑	16th	Opportunity
Q6. Getting routine care	69.8%		6th	Opportunity

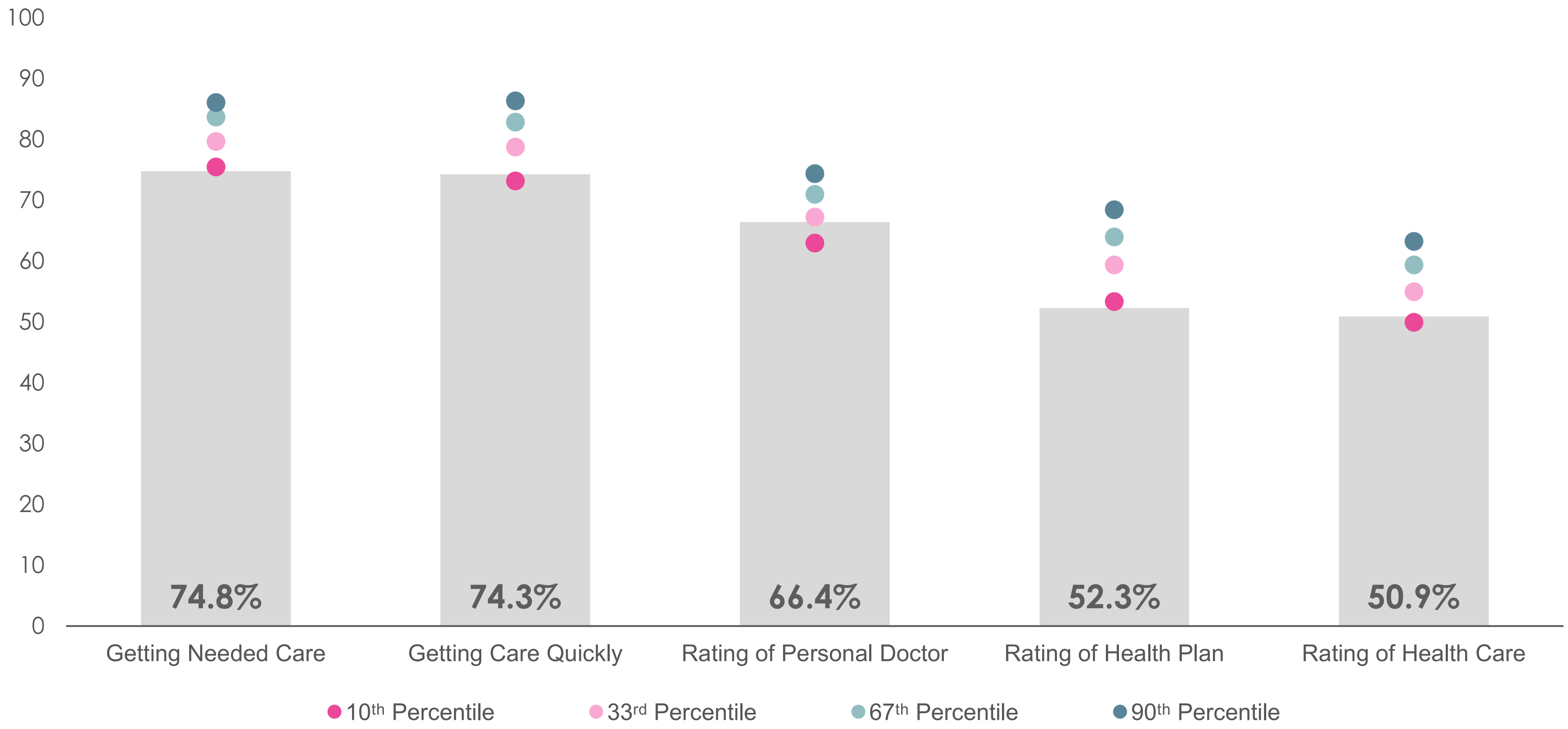
Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	94.8%		41st	Wait

How Well Doctors Communicate				
Composite	**92.4%**		**26th**	--
Q12. Dr. explained things	92.8%		36th	Wait
Q13. Dr. listened carefully	92.2%		24th	Wait
Q14. Dr. showed respect	93.9%		25th	Wait
Q15. Dr. spent enough time	90.7%		36th	Wait

PERFORMANCE TO STAR CUT POINTS

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Grey bar = Your plan's performance is below the 67th percentile

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.

** Scores are % 9 or 10 and % Always or Usually.*

Performance to Star Cut Points

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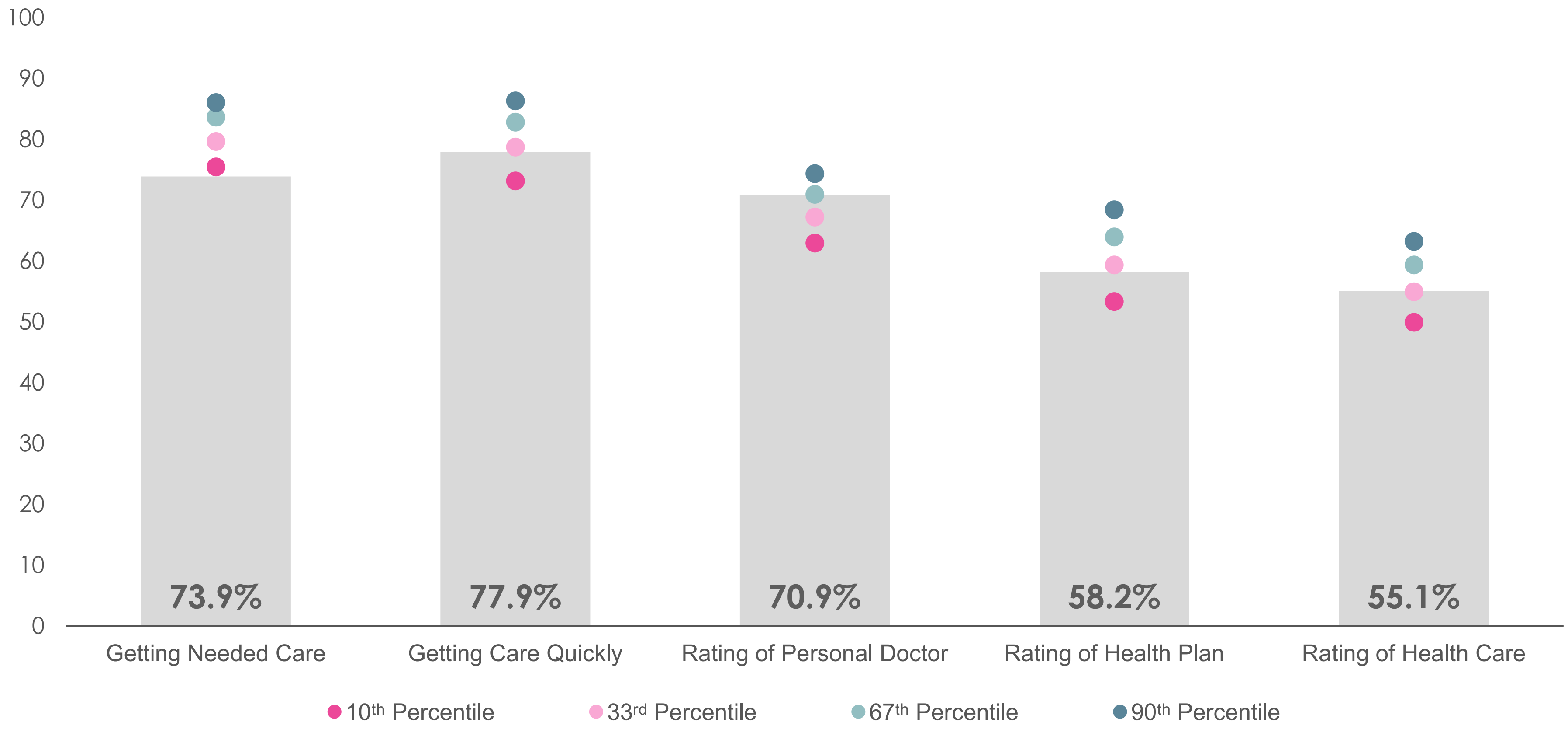

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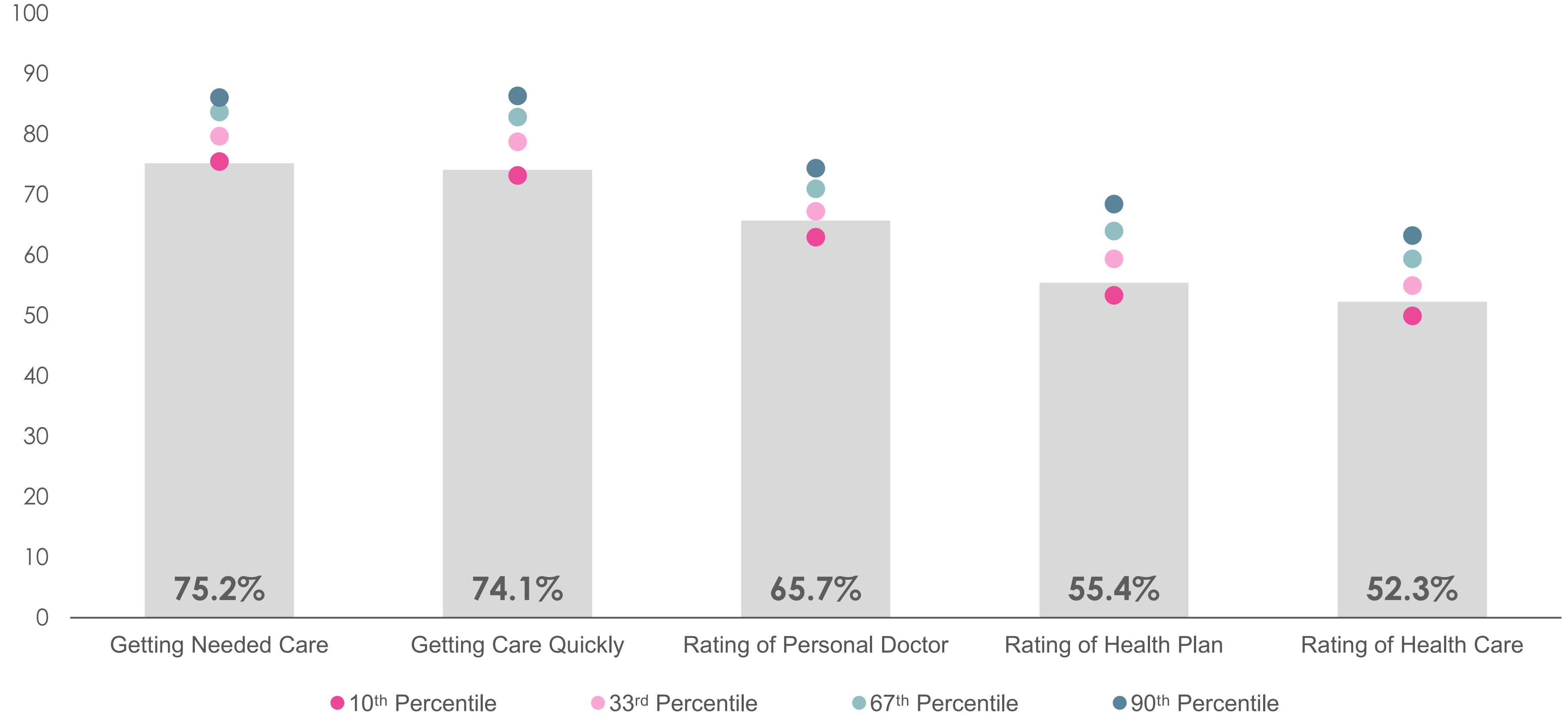

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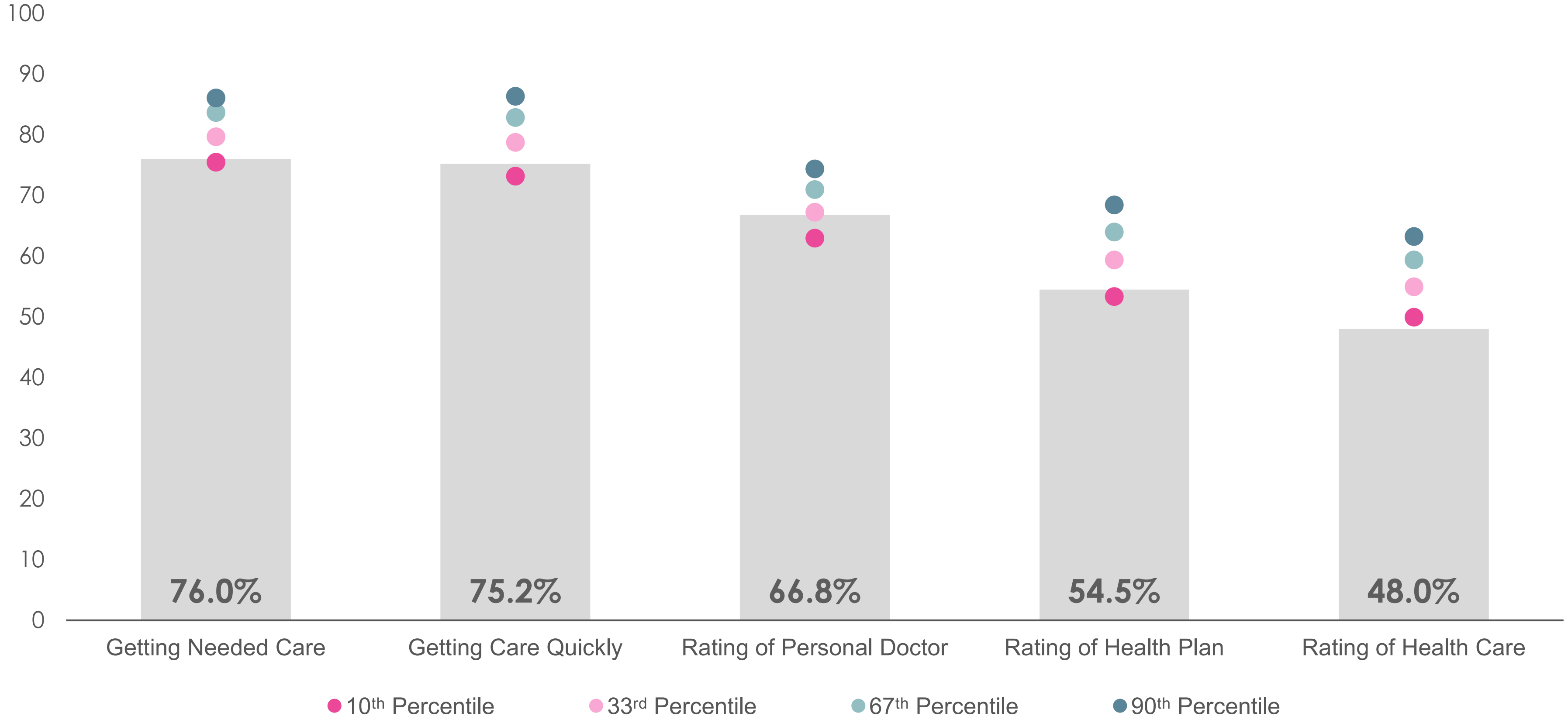

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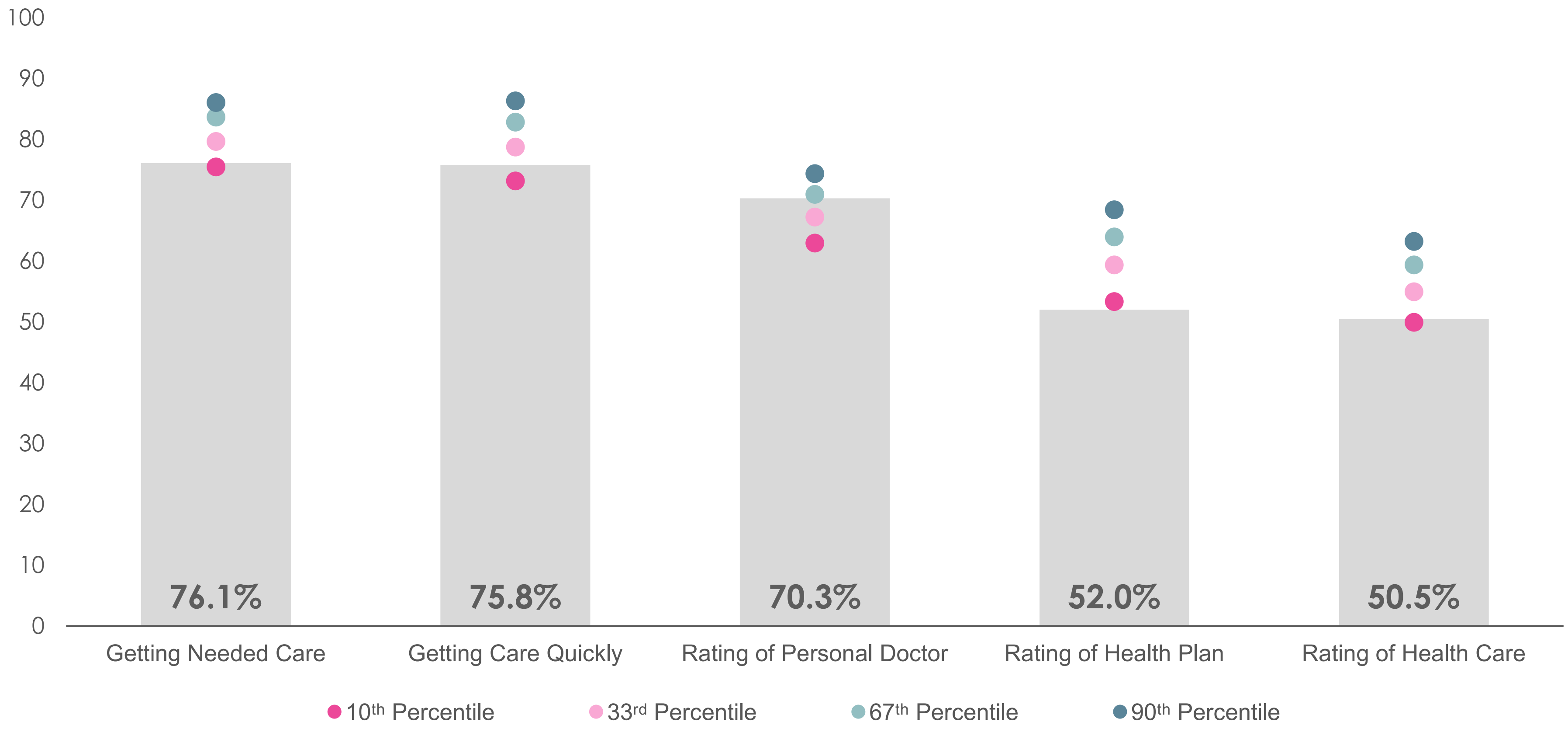

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PERFORMANCE TO STAR CUT POINTS

COMPARISON TO QUALITY COMPASS CUT POINTS

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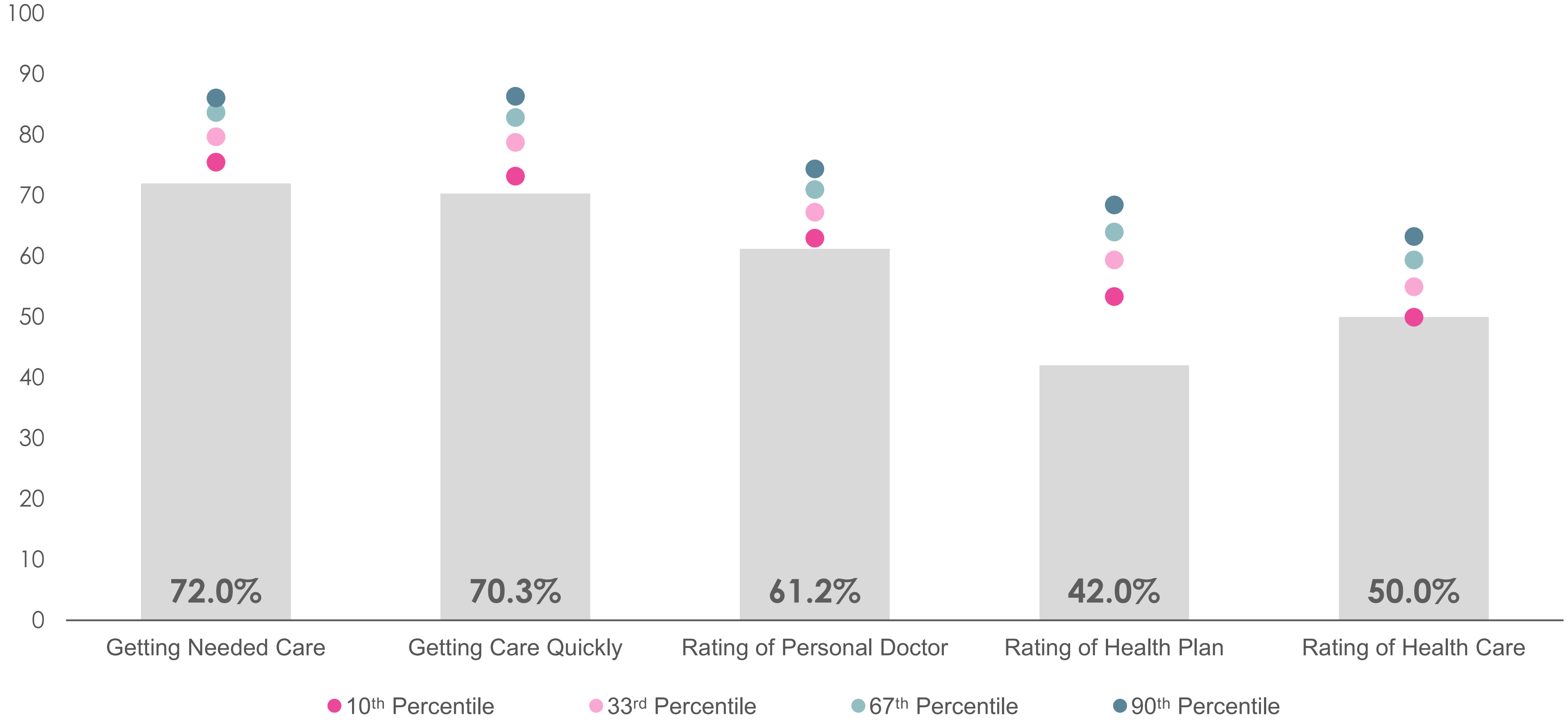

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POWER CHARTS

An analysis of the relative importance of elements that are key drivers of the rating of the health plan by using Key Driver Statistical Models analyze relative importance based on correlation to Health Plan Rating and Plan Performance.

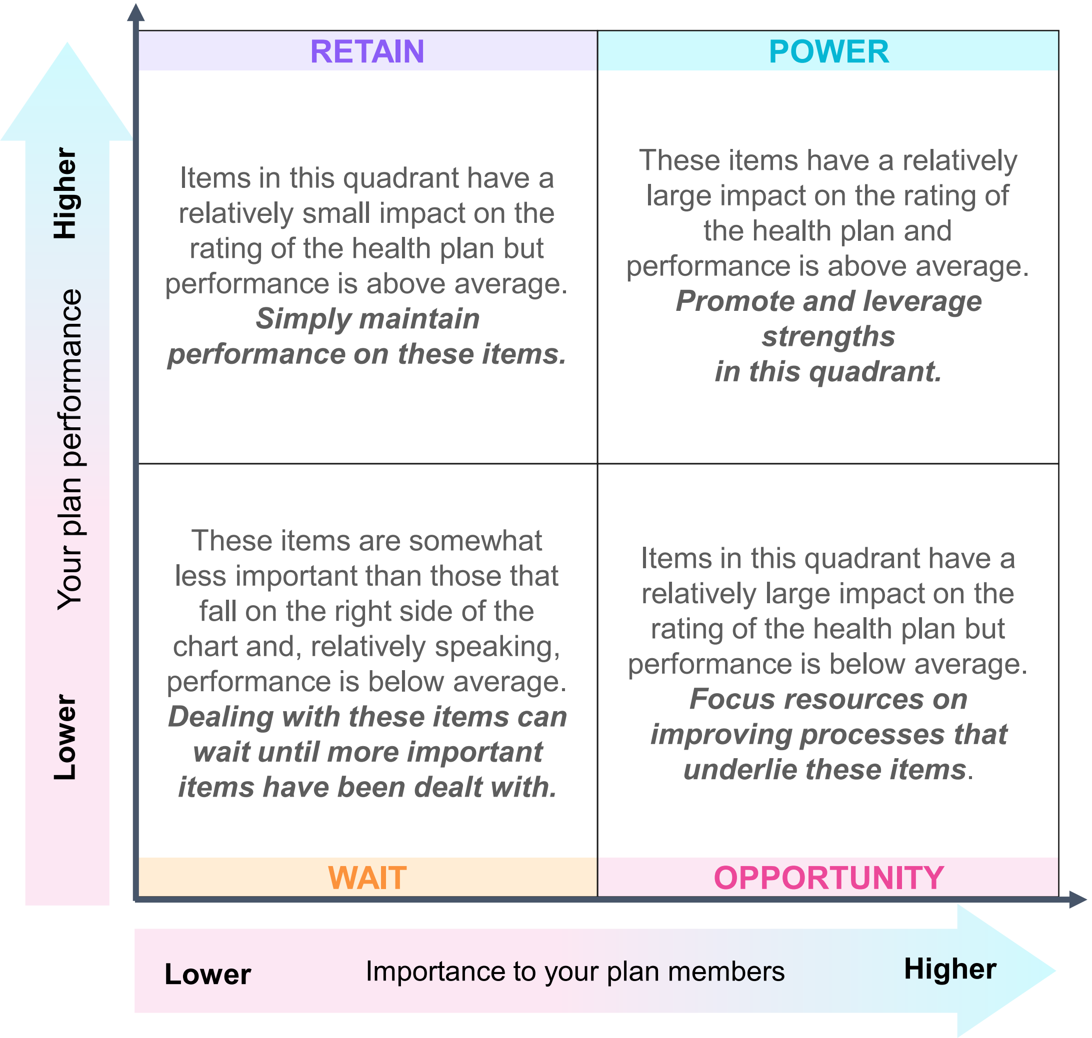
POWER CHART

POWeR™ CHART CLASSIFICATION MATRIX

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.

The model provides the following:

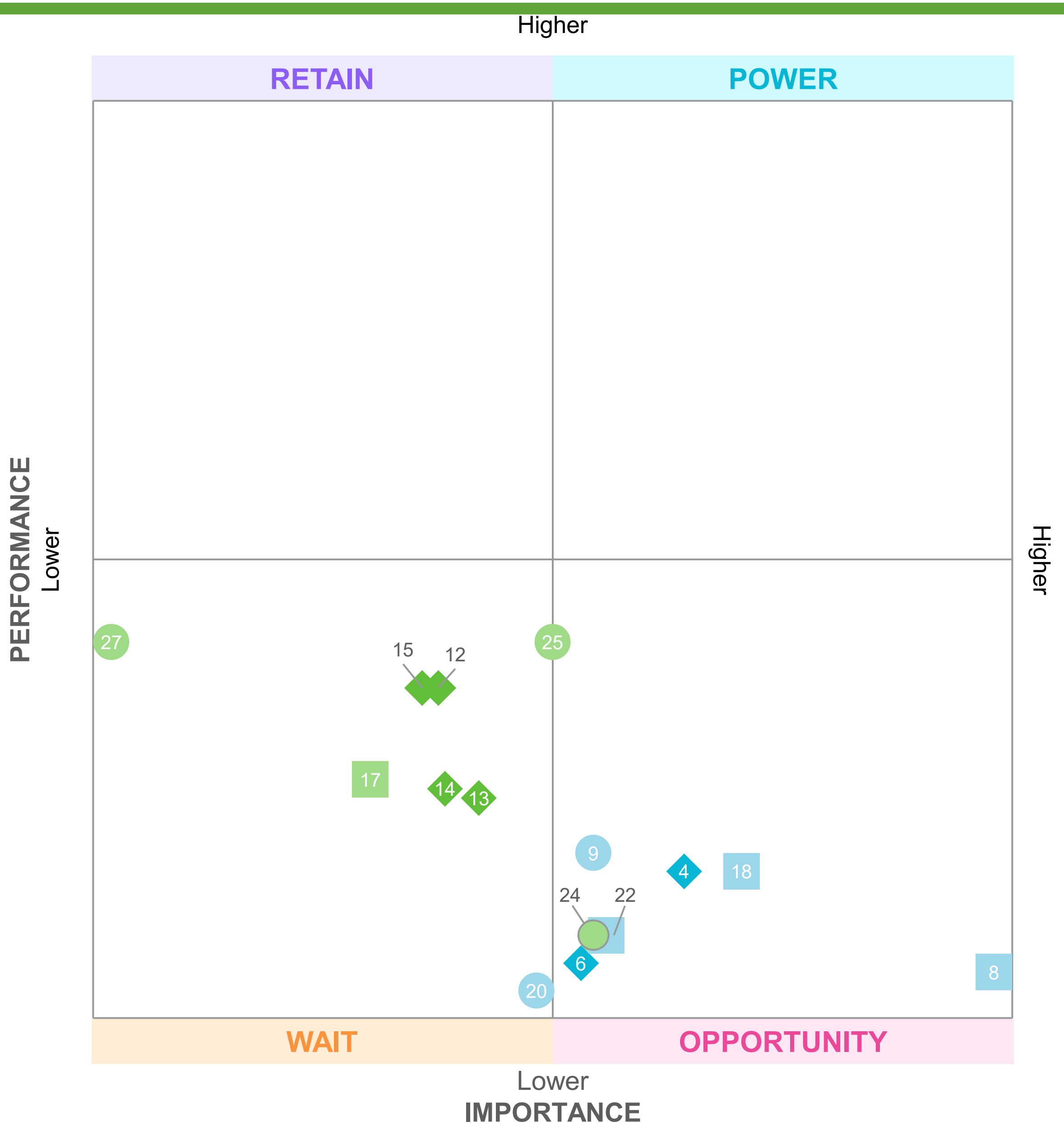
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results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



POWER CHART – YOUR RESULTS

		SURVEY MEASURE	2023 SRS	2024 SRS	2025 SRS	2025 %tile
		POWER				
--	--	None	--	--	**--**	--
		OPPORTUNITY				
RATING	Q8	Rating of Health Care	44.5%	49.3%	**50.9%**	5th
RATING	Q18	Rating of Personal Doctor	60.7%	64.3%	**66.5%**	16th
GCQ	Q4	Getting urgent care	74.6%	71.9%	**78.9%**	16th
RATING	Q22	Rating of Specialist	58.8%	66.4%	**60.4%**	9th
CS	Q24	Provided information or help	78.3%	79.0%	**78.9%**	9th
GNC	Q9	Getting care, tests, or treatment	76.4%	81.2%	**81.4%**	18th
GCQ	Q6	Getting routine care	67.9%	67.4%	**69.8%**	6th
CS	Q25	Treated with courtesy and respect	92.2%	95.0%	**94.6%**	41st
		WAIT				
GNC	Q20	Getting specialist appointment	69.2%	72.7%	**68.2%**	3rd
HWDC	Q13	Dr. listened carefully	91.3%	92.0%	**92.2%**	24th
HWDC	Q14	Dr. showed respect	92.0%	93.7%	**93.9%**	25th
HWDC	Q12	Dr. explained things	91.1%	92.0%	**92.8%**	36th
HWDC	Q15	Dr. spent enough time	89.9%	88.2%	**90.7%**	36th
CC	Q17	Coordination of Care	79.4%	80.7%	**83.1%**	26th
CS	Q27	Ease of Filling Out Forms	94.8%	94.7%	**94.8%**	41st
		RETAIN				
--	--	None	--	--	**--**	--

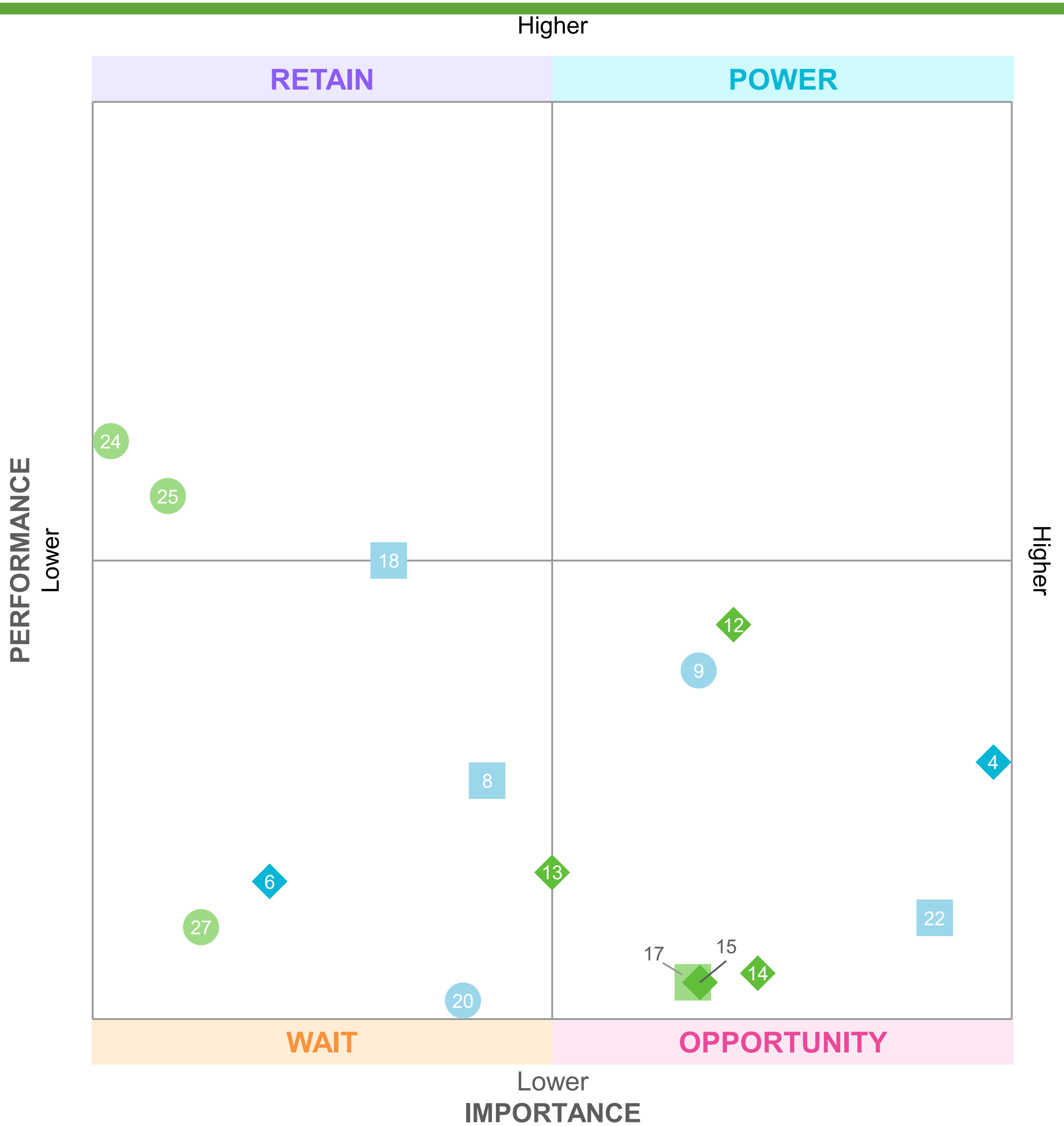
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

	SURVEY MEASURE		2023 SRS	2024 SRS	2025 SRS	2025 %tile
POWER						
--	--	None	--	--	**--**	--
OPPORTUNITY						
GCQ	Q4	Getting urgent care	73.3%	81.0%	**81.6%**	28th
RATING	Q22	Rating of Specialist	65.2%	57.1%	**61.2%**	11th
HWDC	Q14	Dr. showed respect	93.6%	96.2%	**91.8%**	5th
HWDC	Q12	Dr. explained things	92.2%	93.6%	**93.2%**	42nd
HWDC	Q15	Dr. spent enough time	93.6%	93.5%	**86.1%**	4th
GNC	Q9	Getting care, tests, or treatment	75.3%	79.1%	**84.5%**	38th
CC	Q17	Coordination of Care	76.6%	85.5%	**77.3%**	4th
HWDC	Q13	Dr. listened carefully	91.0%	92.3%	**91.8%**	16th
WAIT						
RATING	Q8	Rating of Health Care	48.8%	49.4%	**55.2%**	26th
GNC	Q20	Getting specialist appointment	75.5%	66.7%	**63.5%**	1st
RATING	Q18	Rating of Personal Doctor	59.6%	65.7%	**71.0%**	50th
GCQ	Q6	Getting routine care	68.8%	68.8%	**74.4%**	15th
CS	Q27	Ease of Filling Out Forms	93.8%	96.0%	**92.9%**	10th
RETAIN						
CS	Q25	Treated with courtesy and respect	93.0%	97.7%	**95.6%**	57th
CS	Q24	Provided information or help	78.6%	84.1%	**86.4%**	63rd

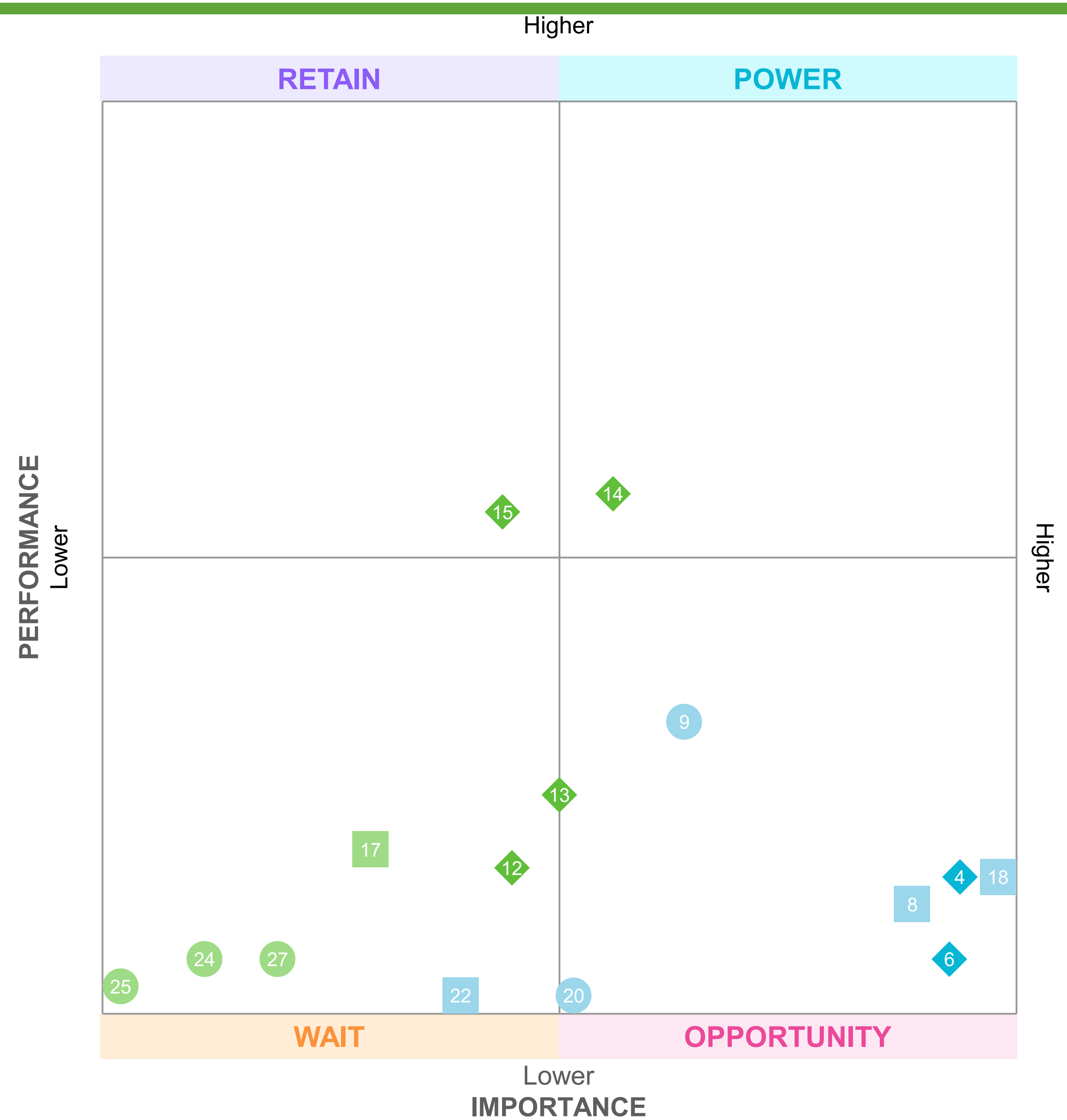
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

			SURVEY MEASURE	2023 SRS	2024 SRS	2025 SRS	2025 %tile
			POWER				
◆	HWDC	Q14	Dr. showed respect	91.2%	95.0%	**95.8%**	56th
			OPPORTUNITY				
■	RATING	Q18	Rating of Personal Doctor	65.2%	62.8%	**65.8%**	15th
◆	GCQ	Q4	Getting urgent care	80.9%	71.7%	**78.3%**	15th
◆	GCQ	Q6	Getting routine care	67.9%	68.6%	**70.0%**	6th
■	RATING	Q8	Rating of Health Care	43.7%	50.0%	**52.4%**	12th
●	GNC	Q9	Getting care, tests, or treatment	75.9%	85.7%	**84.0%**	32nd
●	GNC	Q20	Getting specialist appointment	74.1%	78.8%	**66.4%**	1st
◆	HWDC	Q13	Dr. listened carefully	89.1%	94.9%	**92.2%**	24th
			WAIT				
◆	HWDC	Q12	Dr. explained things	91.2%	92.1%	**90.9%**	15th
■	RATING	Q22	Rating of Specialist	57.5%	71.6%	**57.1%**	1st
■	CC	Q17	Coordination of Care	81.5%	82.5%	**81.4%**	18th
●	CS	Q27	Ease of Filling Out Forms	94.0%	93.5%	**92.1%**	6th
●	CS	Q24	Provided information or help	78.1%	84.6%	**78.2%**	6th
●	CS	Q25	Treated with courtesy and respect	92.9%	93.5%	**90.6%**	3rd
			RETAIN				
◆	HWDC	Q15	Dr. spent enough time	89.3%	90.0%	**92.3%**	55th

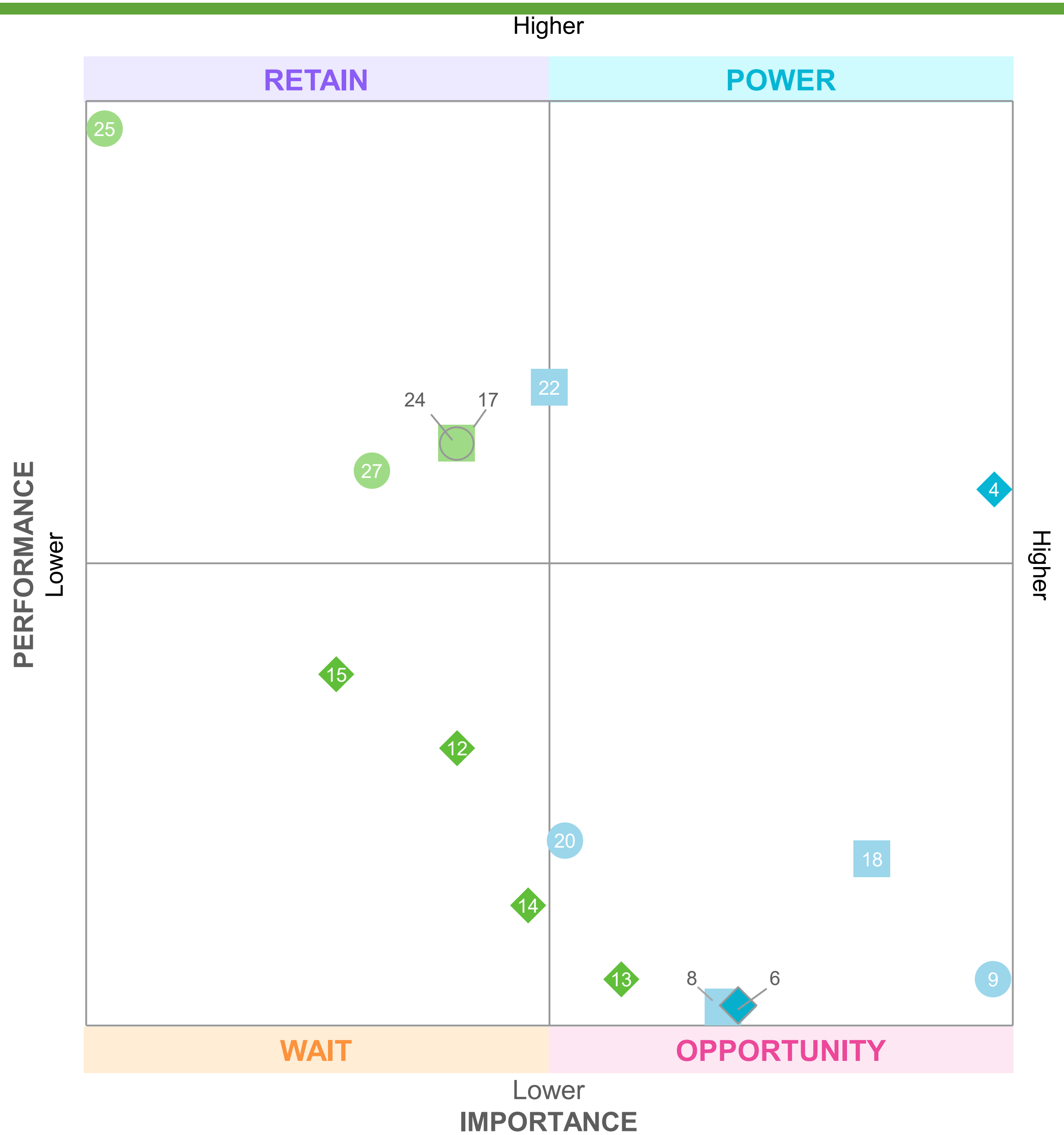
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

	SURVEY MEASURE			2023 SRS	2024 SRS	2025 SRS	2025 %tile
	POWER						
◆	GCQ	Q4	Getting urgent care	78.9%	70.4%	**85.2%**	58th
■	RATING	Q22	Rating of Specialist	57.1%	64.8%	**71.7%**	68th
	OPPORTUNITY						
●	GNC	Q9	Getting care, tests, or treatment	79.4%	82.3%	**77.6%**	5th
■	RATING	Q18	Rating of Personal Doctor	67.1%	61.0%	**66.8%**	18th
◆	GCQ	Q6	Getting routine care	73.5%	62.8%	**65.3%**	1st
■	RATING	Q8	Rating of Health Care	47.5%	44.9%	**48.1%**	1st
◆	HWDC	Q13	Dr. listened carefully	95.7%	88.3%	**89.5%**	5th
●	GNC	Q20	Getting specialist appointment	68.8%	74.7%	**74.5%**	20th
	WAIT						
◆	HWDC	Q14	Dr. showed respect	95.7%	91.7%	**93.0%**	13th
◆	HWDC	Q12	Dr. explained things	93.9%	89.9%	**92.3%**	30th
◆	HWDC	Q15	Dr. spent enough time	94.0%	82.5%	**90.8%**	38th
	RETAIN						
●	CS	Q24	Provided information or help	83.1%	75.8%	**86.3%**	63rd
■	CC	Q17	Coordination of Care	88.3%	69.4%	**87.8%**	63rd
●	CS	Q27	Ease of Filling Out Forms	95.4%	95.8%	**95.7%**	60th
●	CS	Q25	Treated with courtesy and respect	93.1%	95.1%	**98.7%**	97th

*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

		SURVEY MEASURE	2023 SRS	2024 SRS	2025 SRS	2025 %tile
POWER						
--	--	None	--	--	**--**	--
OPPORTUNITY						
RATING	Q22	Rating of Specialist	62.0%	71.2%	**57.6%**	2nd
RATING	Q8	Rating of Health Care	43.4%	51.8%	**50.5%**	5th
RATING	Q18	Rating of Personal Doctor	48.8%	67.2%	**70.4%**	43rd
GNC	Q20	Getting specialist appointment	63.0%	75.0%	**69.2%**	4th
CS	Q25	Treated with courtesy and respect	86.5%	94.6%	**93.0%**	17th
CS	Q24	Provided information or help	76.9%	80.7%	**69.8%**	1st
CS	Q27	Ease of Filling Out Forms	93.8%	92.9%	**95.1%**	49th
HWDC	Q15	Dr. spent enough time	86.7%	88.4%	**92.0%**	50th
WAIT						
GCQ	Q4	Getting urgent care	69.2%	71.2%	**76.9%**	9th
GNC	Q9	Getting care, tests, or treatment	75.7%	75.4%	**83.2%**	28th
HWDC	Q12	Dr. explained things	86.5%	91.1%	**93.1%**	41st
HWDC	Q13	Dr. listened carefully	87.8%	91.2%	**93.2%**	35th
GCQ	Q6	Getting routine care	57.6%	62.7%	**74.7%**	16th
HWDC	Q14	Dr. showed respect	89.9%	92.2%	**95.5%**	49th
CC	Q17	Coordination of Care	73.6%	81.2%	**74.6%**	1st
RETAIN						
--	--	None	--	--	**--**	--

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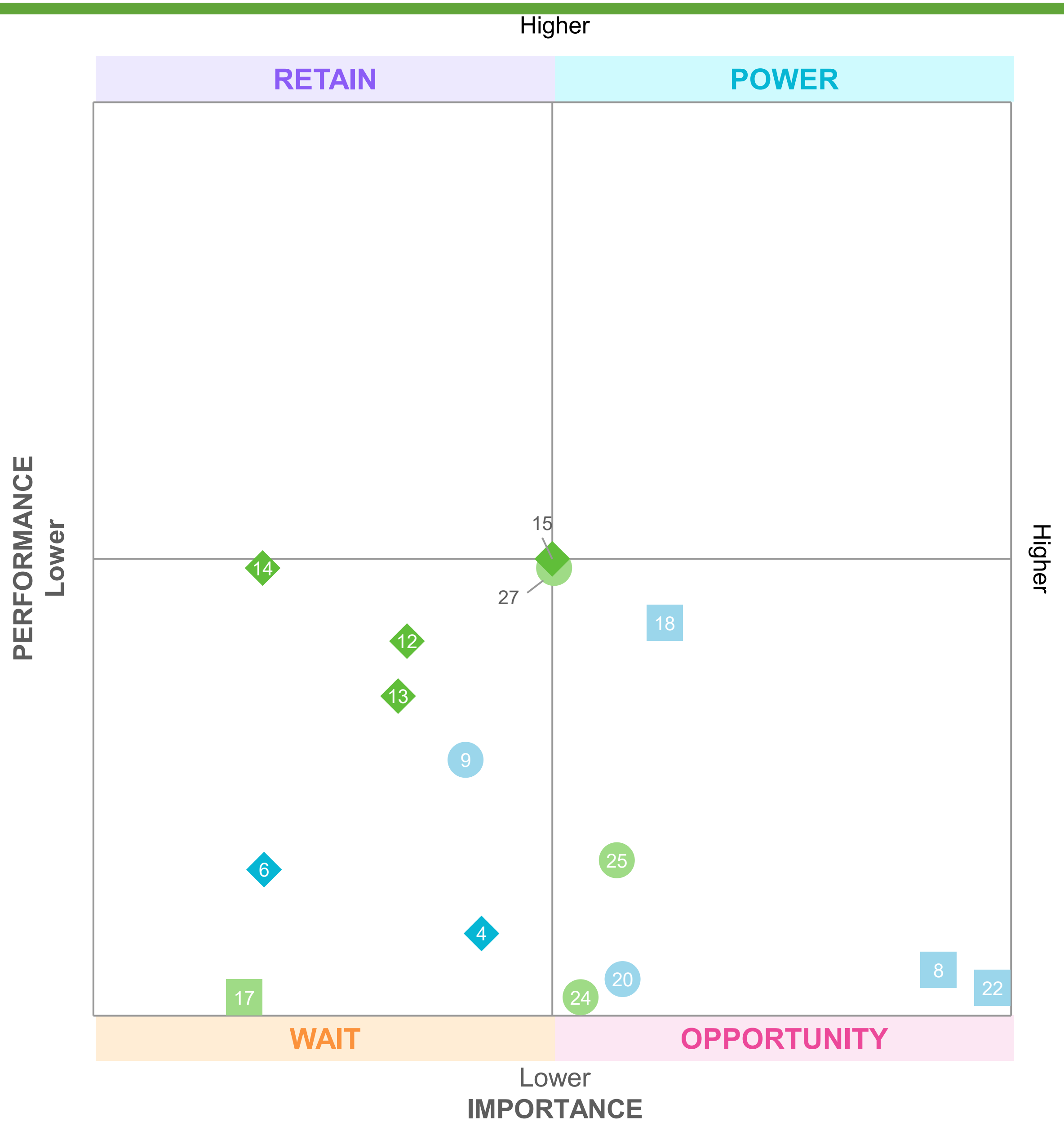
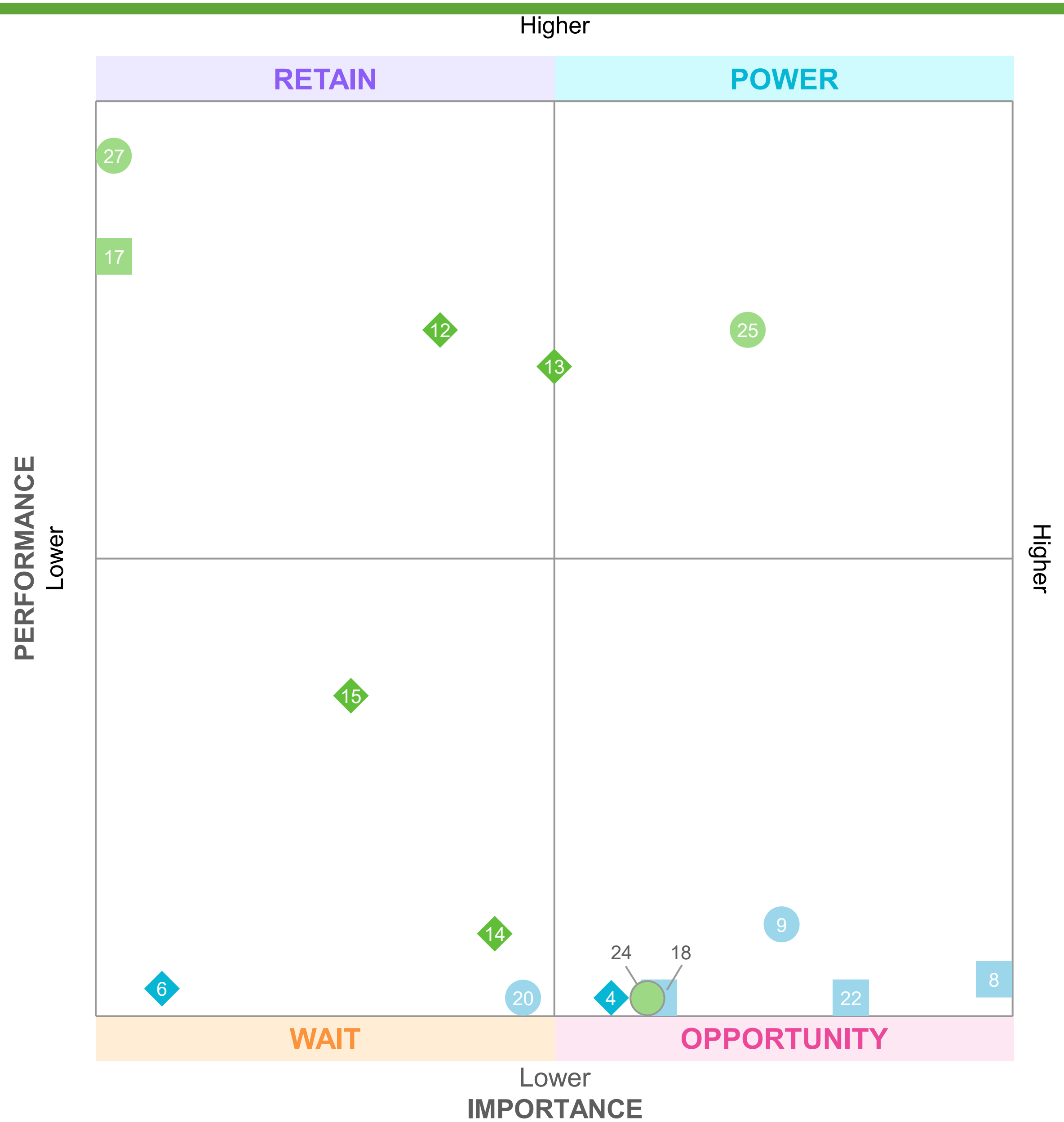


POWER CHART – YOUR RESULTS

	SURVEY MEASURE			2023 SRS	2024 SRS	2025 SRS	2025 %tile
			POWER				
●	CS	Q25	Treated with courtesy and respect	94.2%	95.7%	**96.7%**	75th
◆	HWDC	Q13	Dr. listened carefully	92.4%	92.7%	**95.3%**	71st
			OPPORTUNITY				
■	RATING	Q8	Rating of Health Care	40.6%	51.1%	**50.0%**	4th
■	RATING	Q22	Rating of Specialist	55.8%	64.5%	**52.7%**	1st
●	GNC	Q9	Getting care, tests, or treatment	75.4%	81.1%	**79.2%**	10th
■	RATING	Q18	Rating of Personal Doctor	58.8%	65.9%	**61.2%**	1st
●	CS	Q24	Provided information or help	75.4%	70.0%	**71.2%**	1st
◆	GCQ	Q4	Getting urgent care	68.7%	67.8%	**72.2%**	1st
			WAIT				
●	GNC	Q20	Getting specialist appointment	64.6%	66.4%	**64.9%**	1st
◆	HWDC	Q14	Dr. showed respect	90.0%	94.1%	**92.5%**	9th
◆	HWDC	Q15	Dr. spent enough time	86.7%	88.3%	**90.4%**	35th
◆	GCQ	Q6	Getting routine care	69.4%	73.6%	**68.5%**	3rd
			RETAIN				
◆	HWDC	Q12	Dr. explained things	90.8%	93.5%	**95.3%**	75th
●	CS	Q27	Ease of Filling Out Forms	96.4%	95.2%	**98.0%**	94th
■	CC	Q17	Coordination of Care	73.3%	84.9%	**90.1%**	83rd

*Percentiles based on the Press Ganey BOB of the listed year.



Health Equity Analysis

Health Equity Analysis highlights how different demographics' ratings varied from the Washington State average plan score.

Health Equity

Group is performing…

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Rating of Health Plan (% 9 or 10) △%	Rating of Health Care (% 9 or 10) △%	Getting Needed Care (% Always or Usually) △%	Getting Care Quickly (% Always or Usually) △%	Rating of Personal Doctor (% 9 or 10) △%	Rating of Specialist (% 9 or 10) △%
		SRS	52.4%	50.9%	74.8%	74.4%	66.5%	60.4%
Gender	Male	n=460	-3	-1	2	-1	-3	1
	Female	n=558	3	1	-1	1	2	-1
Age	18-34	n=355	-1	-3	-2	-4	-8	-9
	35-44	n=155	1	-4	-3	3	-5	3
	45-54	n=159	-1	-4	-1	-2	2	-7
	55+	n=352	1	5	3	2	7	7
Overall Health	Excellent / Very Good	n=342	10	9	0	-1	6	11
	Good	n=359	-4	-2	3	0	-3	-1
	Fair / Poor	n=318	-5	-6	-3	2	-1	-5
Mental Health	Excellent / Very Good	n=375	13	9	4	-3	6	8
	Good	n=321	-4	4	2	3	0	2
	Fair / Poor	n=321	-11	-13	-6	0	-6	-9
Education	High School or Less	n=491	5	5	1	2	0	-1
	Some College or More	n=518	-5	-5	-1	-1	-1	0
Race Ethnicity	White	n=718	-4	-1	1	3	2	0
	Black / African American	n=86	11	8	0	-4	0	2
	Asian	n=99	-3	-8	1	-16	-12	-9
	American Indian or Alaska Native	n=41	3	1	5	-3	6	8
	Native Hawaiian or other Pacific Islander	n=28	9	2	22	4	9	-27
	Hispanic	n=187	10	11	-5	2	-2	2

Health Equity

Group is performing…

- Above the plan score by 5 or more points
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- Below the plan score by 5 or more points
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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	Category	Total	Coordination of Care (% Always or Usually) SRS △%	Customer Service (% Always or Usually) SRS △%	How Well Doctors Communicate (% Always or Usually) SRS △%	Ease of Filling Out Forms (%Always or Usually) SRS △%
			83.1%	86.7%	92.4%	94.8%
Gender	Male	n=460	3	-2	2	0
	Female	n=558	-2	2	-1	0
Age	18-34	n=355	2	1	-1	0
	35-44	n=155	-13	-1	-3	2
	45-54	n=159	8	0	0	-1
	55+	n=352	0	1	3	0
Overall Health	Excellent / Very Good	n=342	5	3	2	2
	Good	n=359	3	2	1	0
	Fair / Poor	n=318	-5	-4	-1	-3
Mental Health	Excellent / Very Good	n=375	4	2	0	2
	Good	n=321	3	2	2	0
	Fair / Poor	n=321	-5	-3	-1	-2
Education	High School or Less	n=491	-1	2	-1	-1
	Some College or More	n=518	1	-2	1	1
Race Ethnicity	White	n=718	1	1	1	1
	Black / African American	n=86	-9	-3	-5	-2
	Asian	n=99	-4	-4	2	3
	American Indian or Alaska Native	n=41	4	-3	3	3
	Native Hawaiian or other Pacific Islander	n=28	4	0	1	-11
	Hispanic	n=187	0	-3	0	-3

Health Equity

Group is performing…

- Above the plan score by 5 or more points
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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Rating of Health Plan (% 9 or 10) △%	Rating of Health Care (% 9 or 10) △%	Getting Needed Care (% Always or Usually) △%	Getting Care Quickly (% Always or Usually) △%	Rating of Personal Doctor (% 9 or 10) △%	Rating of Specialist (% 9 or 10) △%
		SRS	58.3%	55.2%	74.0%	78.0%	71.0%	61.2%
Gender	Male	n=55	-6	-1	7	-6	-3	18
	Female	n=73	4	0	-3	3	3	-11
Age	18-34	n=52	-3	0	6	2	-13	-7
	35-44	n=19	0	-9	20	13	-11	10
	45-54	n=15	8	-10	-25	-9	-4	5
	55+	n=44	2	8	1	-2	16	2
Overall Health	Excellent / Very Good	n=44	5	8	3	5	16	-8
	Good	n=51	-1	13	16	6	-5	12
	Fair / Poor	n=33	-2	-19	-9	-5	-8	7
Mental Health	Excellent / Very Good	n=55	14	15	11	7	13	4
	Good	n=34	-7	-1	-4	3	-6	3
	Fair / Poor	n=41	-13	-16	-6	-12	-10	-4
Education	High School or Less	n=61	7	1	3	-4	-3	1
	Some College or More	n=65	-6	-1	-2	3	3	0
Race Ethnicity	White	n=81	-9	-7	0	-6	-2	-6
	Black / African American	n=7	13	45	16	22	-4	39
	Asian	n=15	-1	28	26	7	9	-1
	American Indian or Alaska Native	n=6	8	5	6	22	29	-11
	Native Hawaiian or other Pacific Islander	n=3	-25	-22	26	22	-4	-28
	Hispanic	n=32	9	11	-4	7	-4	5

HEALTH EQUITY

Group is performing…

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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Coordination of Care (% Always or Usually) SRS	△%	Customer Service (% Always or Usually) SRS	△%	How Well Doctors Communicate (% Always or Usually) SRS	△%	Ease of Filling Out Forms (%Always or Usually) SRS	△%
			77.3%		91.0%		90.7%		92.9%	
Gender	Male	n=55		10		-6		3		1
	Female	n=73		-4		3		1		-1
Age	18-34	n=52		15		1		1		-3
	35-44	n=19		-20		9		4		7
	45-54	n=15		8		-8		-14		-7
	55+	n=44		-4		-3		6		2
Overall Health	Excellent / Very Good	n=44		16		2		9		0
	Good	n=51		-7		6		5		3
	Fair / Poor	n=33		-4		-13		-5		-2
Mental Health	Excellent / Very Good	n=55		23		4		7		5
	Good	n=34		-9		-10		1		1
	Fair / Poor	n=41		-14		2		-3		-8
Education	High School or Less	n=61		-1		3		-2		-6
	Some College or More	n=65		7		-5		6		5
Race Ethnicity	White	n=81		-11		-6		0		-2
	Black / African American	n=7		23		9		9		7
	Asian	n=15		23		9		9		7
	American Indian or Alaska Native	n=6		23		-8		9		7
	Native Hawaiian or other Pacific Islander	n=3		23		9		9		7
	Hispanic	n=32		23		5		2		-3

Health Equity

Group is performing…

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	Category	Total	Rating of Health Plan (% 9 or 10) △%	Rating of Health Care (% 9 or 10) △%	Getting Needed Care (% Always or Usually) △%	Getting Care Quickly (% Always or Usually) △%	Rating of Personal Doctor (% 9 or 10) △%	Rating of Specialist (% 9 or 10) △%
		SRS	55.4%	52.4%	75.2%	74.2%	65.8%	57.1%
Gender	Male	n=124	-3	3	2	1	-6	5
	Female	n=166	3	-3	-1	-1	4	-4
Age	18-34	n=112	5	5	-3	-7	-1	-9
	35-44	n=45	5	-1	-3	1	2	-7
	45-54	n=45	0	-6	7	7	2	0
	55+	n=86	-9	-3	-1	1	-3	6
Overall Health	Excellent / Very Good	n=91	17	14	-2	-11	8	11
	Good	n=90	-8	-7	4	2	-6	-1
	Fair / Poor	n=104	-7	-7	-3	5	-4	-5
Mental Health	Excellent / Very Good	n=100	16	12	-1	-8	8	13
	Good	n=86	-2	-2	11	8	3	4
	Fair / Poor	n=98	-14	-11	-8	-1	-10	-14
Education	High School or Less	n=148	6	8	-3	3	1	3
	Some College or More	n=134	-6	-8	2	0	-4	-4
Race Ethnicity	White	n=192	-6	-1	3	5	0	-3
	Black / African American	n=22	21	18	12	10	16	29
	Asian	n=30	-7	-17	-21	-19	-19	-13
	American Indian or Alaska Native	n=8	20	28	25	26	34	10
	Native Hawaiian or other Pacific Islander	n=7	11	-2	25	1	34	--
	Hispanic	n=72	13	12	-5	0	2	5

Health Equity

Group is performing…

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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	Category	Total	Coordination of Care (% Always or Usually) △%	Customer Service (% Always or Usually) △%	How Well Doctors Communicate (% Always or Usually) △%	Ease of Filling Out Forms (%Always or Usually) △%
		SRS	81.4%	84.4%	92.8%	92.1%
Gender	Male	n=124	6	-1	-1	2
	Female	n=166	-5	2	1	-1
Age	18-34	n=112	2	2	-5	0
	35-44	n=45	-4	-2	2	5
	45-54	n=45	14	3	5	1
	55+	n=86	-9	2	2	-2
Overall Health	Excellent / Very Good	n=91	6	7	2	4
	Good	n=90	11	-3	0	1
	Fair / Poor	n=104	-10	-4	-1	-5
Mental Health	Excellent / Very Good	n=100	2	3	1	0
	Good	n=86	8	8	2	4
	Fair / Poor	n=98	-8	-6	-3	-2
Education	High School or Less	n=148	-4	-2	-1	-1
	Some College or More	n=134	5	3	1	2
Race Ethnicity	White	n=192	2	4	1	2
	Black / African American	n=22	-6	-4	0	3
	Asian	n=30	-21	-25	-8	1
	American Indian or Alaska Native	n=8	19	6	7	8
	Native Hawaiian or other Pacific Islander	n=7	19	16	7	-9
	Hispanic	n=72	4	-4	1	-2

HEALTH EQUITY

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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Rating of Health Plan (% 9 or 10)	Rating of Health Care (% 9 or 10)	Getting Needed Care (% Always or Usually)	Getting Care Quickly (% Always or Usually)	Rating of Personal Doctor (% 9 or 10)	Rating of Specialist (% 9 or 10)
			SRS △%	SRS △%	SRS △%	SRS △%	SRS △%	SRS △%
			54.6%	48.1%	76.0%	75.3%	66.8%	71.7%
Gender	Male	n=101	-4	-3	4	1	-3	-8
	Female	n=144	3	2	-2	1	1	6
Age	18-34	n=71	-5	-2	-2	-7	-2	-1
	35-44	n=34	3	-7	-16	3	-9	-8
	45-54	n=47	-3	-2	1	-3	6	-4
	55+	n=89	4	5	3	4	3	7
Overall Health	Excellent / Very Good	n=86	8	11	-5	6	6	12
	Good	n=95	-3	-8	-2	-5	-6	-6
	Fair / Poor	n=66	-5	-2	4	2	4	4
Mental Health	Excellent / Very Good	n=96	11	3	1	1	6	9
	Good	n=78	-3	9	-3	-2	-1	-9
	Fair / Poor	n=70	-13	-12	-1	2	-5	4
Education	High School or Less	n=110	4	2	3	3	8	3
	Some College or More	n=134	-4	-1	-3	-1	-6	0
Race Ethnicity	White	n=174	0	0	1	1	2	8
	Black / African American	n=23	7	2	14	-5	0	-22
	Asian	n=16	-11	-15	-9	-20	-17	-5
	American Indian or Alaska Native	n=18	4	-15	6	-23	0	14
	Native Hawaiian or other Pacific Islander	n=9	8	12	24	-30	0	28
	Hispanic	n=42	4	9	-6	4	3	8

HEALTH EQUITY

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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Coordination of Care (% Always or Usually) △%	Customer Service (% Always or Usually) △%	How Well Doctors Communicate (% Always or Usually) △%	Ease of Filling Out Forms (%Always or Usually) △%
		SRS	87.8%	92.5%	91.4%	95.7%
Gender	Male	n=101	-7	0	0	-3
	Female	n=144	3	2	0	2
Age	18-34	n=71	-1	3	-4	3
	35-44	n=34	-13	-9	-2	-2
	45-54	n=47	-5	8	-2	-5
	55+	n=89	7	1	4	1
Overall Health	Excellent / Very Good	n=86	7	2	0	1
	Good	n=95	-5	-4	-1	1
	Fair / Poor	n=66	3	2	1	-2
Mental Health	Excellent / Very Good	n=96	1	1	-1	4
	Good	n=78	5	-4	3	-7
	Fair / Poor	n=70	-4	3	-2	1
Education	High School or Less	n=110	3	4	-2	0
	Some College or More	n=134	-3	-3	1	0
Race Ethnicity	White	n=174	0	0	2	3
	Black / African American	n=23	-13	-7	-18	-5
	Asian	n=16	12	-5	4	4
	American Indian or Alaska Native	n=18	-13	0	0	-2
	Native Hawaiian or other Pacific Islander	n=9	-38	8	-10	-21
	Hispanic	n=42	12	-4	2	2

Health Equity

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	SRS		52.0%	50.5%	76.2%	75.8%	70.4%	57.6%
Gender	Male	n=83	1	-2	-3	1	4	-8
	Female	n=69	2	4	3	-1	-4	9
Age	18-34	n=35	1	-9	1	0	-16	-8
	35-44	n=29	-9	-1	-13	0	-13	17
	45-54	n=22	5	19	3	-4	6	-29
	55+	n=69	2	1	4	0	8	7
Overall Health	Excellent / Very Good	n=54	1	12	10	1	7	17
	Good	n=48	6	-8	9	-1	0	3
	Fair / Poor	n=50	-6	-5	-12	-1	-6	-14
Mental Health	Excellent / Very Good	n=50	9	14	10	-6	2	7
	Good	n=53	-2	9	3	4	6	9
	Fair / Poor	n=49	-7	-19	-7	0	-6	-14
Education	High School or Less	n=70	2	4	1	1	-3	-6
	Some College or More	n=83	-3	-3	0	-2	1	5
Race Ethnicity	White	n=107	-4	2	2	9	6	7
	Black / African American	n=17	-2	-6	-23	-36	-1	-29
	Asian	n=24	11	-8	12	-13	-14	5
	American Indian or Alaska Native	n=2	-2	49	-76	--	30	--
	Native Hawaiian or other Pacific Islander	n=5	28	-1	24	24	30	--
	Hispanic	n=8	-2	-1	-26	8	-20	-24

Health Equity

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The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Coordination of Care (% Always or Usually) SRS △%	Customer Service (% Always or Usually) SRS △%	How Well Doctors Communicate (% Always or Usually) SRS △%	Ease of Filling Out Forms (%Always or Usually) SRS △%
			74.55%	81.40%	93.42%	95.14%
Gender	Male	n=83	7	-2	3	-1
	Female	n=69	-8	1	-3	3
Age	18-34	n=35	-6	4	3	5
	35-44	n=29	-41	-1	-13	1
	45-54	n=22	9	-1	7	5
	55+	n=69	11	-1	-1	-4
Overall Health	Excellent / Very Good	n=54	12	2	2	3
	Good	n=48	2	4	1	0
	Fair / Poor	n=50	-13	9	-2	-2
Mental Health	Excellent / Very Good	n=50	13	3	-1	1
	Good	n=53	4	2	1	3
	Fair / Poor	n=49	-11	6	0	-4
Education	High School or Less	n=70	2	4	1	-1
	Some College or More	n=83	-1	-3	-1	1
Race Ethnicity	White	n=107	5	2	0	2
	Black / African American	n=17	-25	-1	-2	-15
	Asian	n=24	14	0	3	5
	American Indian or Alaska Native	n=2	--	--	--	5
	Native Hawaiian or other Pacific Islander	n=5	--	-31	--	5
	Hispanic	n=8	-41	-6	-12	-8

HEALTH EQUITY

Group is performing…

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Demographic	*Category*	*Total*	Rating of Health Plan (% 9 or 10) △%	Rating of Health Care (% 9 or 10) △%	Getting Needed Care (% Always or Usually) △%	Getting Care Quickly (% Always or Usually) △%	Rating of Personal Doctor (% 9 or 10) △%	Rating of Specialist (% 9 or 10) △%
		SRS	42.1%	50.0%	72.0%	70.4%	61.2%	52.7%
Gender	Male	n=97	-3	-3	5	-3	-3	8
	Female	n=106	4	2	-5	0	3	-9
Age	18-34	n=85	-3	-10	-6	0	-12	-12
	35-44	n=28	4	-7	4	4	-1	14
	45-54	n=30	-10	-13	-7	-8	-4	-22
	55+	n=64	7	18	8	1	15	13
Overall Health	Excellent / Very Good	n=67	10	-3	-2	-3	-6	24
	Good	n=75	-6	6	1	1	1	-1
	Fair / Poor	n=65	-4	-2	-1	1	5	-11
Mental Health	Excellent / Very Good	n=74	11	4	7	-6	3	4
	Good	n=70	-5	5	2	3	-3	8
	Fair / Poor	n=63	-8	-9	-10	5	1	-15
Education	High School or Less	n=102	7	9	6	6	-6	-3
	Some College or More	n=102	-7	-7	-3	-4	5	0
Race Ethnicity	White	n=164	0	-1	1	3	4	-3
	Black / African American	n=17	17	-7	-36	13	-17	47
	Asian	n=14	-14	-25	11	-15	-28	-28
	American Indian or Alaska Native	n=7	-28	-10	-5	-24	-36	-3
	Native Hawaiian or other Pacific Islander	n=4	8	17	11	17	14	-53
	Hispanic	n=33	9	11	2	-5	-9	-3

HEALTH EQUITY

Group is performing…

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

Health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe their race and ethnicity.

Demographic	*Category*	*Total*	Coordination of Care (% Always or Usually) SRS △%	Customer Service (% Always or Usually) SRS △%	How Well Doctors Communicate (% Always or Usually) SRS △%	Ease of Filling Out Forms (%Always or Usually) SRS △%
			90.1%	83.9%	93.4%	98.0%
Gender	Male	n=97	3	-3	4	0
	Female	n=106	-3	2	-2	0
Age	18-34	n=85	1	-3	0	0
	35-44	n=28	-10	6	-13	-2
	45-54	n=30	10	-12	0	-2
	55+	n=64	-3	7	4	2
Overall Health	Excellent / Very Good	n=67	-14	0	0	2
	Good	n=75	7	6	3	-2
	Fair / Poor	n=65	1	-7	-1	0
Mental Health	Excellent / Very Good	n=74	-10	-1	-3	-1
	Good	n=70	2	7	2	0
	Fair / Poor	n=63	10	-5	3	0
Education	High School or Less	n=102	-1	8	1	0
	Some College or More	n=102	1	-5	1	0
Race Ethnicity	White	n=164	3	0	1	0
	Black / African American	n=17	10	-4	2	2
	Asian	n=14	-15	16	7	2
	American Indian or Alaska Native	n=7	10	-84	7	2
	Native Hawaiian or other Pacific Islander	n=4	10	-9	7	23
	Hispanic	n=33	-35	-9	-3	-7