

2025 CAHPS[®] 5.1H MEMBER SURVEY

Medicaid Child Washington All Plan Report

Washington Medicaid Child

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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 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.

2025 NCQA CHANGES NCQA made no substantial 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 the 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 plan's 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 organization's (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 Child General population fall significantly below the 2024 Quality Compass Average (QC Avg.):

- ↓ **Rating of Health Plan.** Overall, 84.6% of Apple Health members rated their health plan highly, with a rating of 8, 9 or 10 out of 10, compared to the national average SRS of 86.3%.
 - ↑ MHW exceeded the national average with 87.0% of members rating the health plan highly.
 - ↓ Other WA MCO's were below the national average: CCW (85.1%), CHPW (84.2%), UHC (81.8%), WLP (84.1%).
- ↓ **Rating of Health Care.** Overall, 84.6% 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 average SRS of 86.9%.
 - ↓ WA MCO's were below the national average: CCW (85.1%), CHPW (85.1%), MHW (82.4%), UHC (83.3%), WLP (85.0%).
- ↓ **Getting Needed Care.** Overall, 77.8% of Apple Health members reported being able to Always or Usually get care quickly which is below the national average SRS of 83.3%.
 - ↑ Highest rated MCO's: MHW and WLP members provided the highest ratings with 80.5% (MHW) and 82.6% (WLP).
 - ↓ Lowest rated MCO's: CCW, CHPW, and UHC members provided the lowest ratings with 69.8% (CCW), 75.1% (CHPW), and 71.2% (UHC).
- ↓ **Getting Care Quickly.** Overall, 81.6% of Apple Health members reported being able to Always or Usually get care quickly which is below the national average SRS of 86.3%.
 - ↑ Highest rated MCO's: MHW and WLP members provided the highest ratings with 85.1% (MHW) and 85.0% (WLP).
 - ↓ Lowest rated MCO'S: CCW, CHPW, and UHC members provided the lowest ratings with 78.1% (CCW), 76.6% (CHPW), and 75.5% (UHC).
- ↑ **Care Coordination.** Overall, 84.4% of Apple Health members reported feeling their personal doctor seemed well informed regarding care they received from other providers which is below the national average SRS of 83.5%.
 - ↑ 3 of 5 plans, excluding CCW and MHW, exceed the national average, with CHPW being rated the highest at 93.3%.

EXECUTIVE SUMMARY

GENERAL POPULATION

While scores for the general child population in 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 (Q49) (% 9 or 10)	63.4%	69.6%	71.2%	65.3%	68.8%	68.5%	
Rating of Health Care (Q9) (% 9 or 10)	61.9%	64.9%	64.0%	70.1%	66.5%	65.5%	Below MY2024 50 th
Rating of Personal Doctor (Q36) (% 9 or 10)	73.2%	74.0%	72.4%	72.0%	78.6% ▲	74.8%	At MY2024 50 th
Rating of Specialist (Q43) (% 9 or 10)	61.5%	75.4%	69.9%	71.8%	69.4%	69.9%	Above MY2024 50 th , Below 75 th
Customer Service (% Always or Usually)	82.0%	83.6%	88.3%	84.6%	91.5% ▲	87.4%	At MY2024 75 th
Getting Needed Care (% Always or Usually)	69.8% ▼	75.1%	80.5%	71.2%	82.6%	77.8%	Above MY2024 75 th
Getting Care Quickly (% Always or Usually)	78.1% ▼	76.6%	85.1%	75.5%	85.0%	81.6%	Statistically significant increase from previous measurement year
How Well Doctors Communicate (% Always or Usually)	90.5%	92.6%	94.2%	90.6%	95.5%	93.5%	
Coordination of Care (Q35) (% Always or Usually)	77.6%	93.3%	79.2%	84.6%	86.9%	84.4%	Statistically significant decrease from previous measurement year

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

EXECUTIVE SUMMARY

CCC POPULATION

While scores for children with chronic conditions in 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 (Q49) (% 9 or 10)	66.0%	67.7%	60.3%	53.6%	59.7%	61.7%	
Rating of Health Care (Q9) (% 9 or 10)	61.2%	59.5%	58.8%	51.4%	57.1%	57.7%	Below MY2024 50 th
Rating of Personal Doctor (Q36) (% 9 or 10)	77.7%	68.3%	73.9%	68.2%	72.7%	72.2%	At MY2024 50 th
Rating of Specialist (Q43) (% 9 or 10)	73.5%	80.8%	68.4%	72.4%	67.5%	72.5%	Above MY2024 50 th , Below 75 th
Customer Service (% Always or Usually)	88.7%	82.4%	91.7%	88.0%	89.5%	87.7%	At MY2024 75 th
Getting Needed Care (% Always or Usually)	82.3%	78.4%	82.7%	71.0%	81.3%	79.4%	Above MY2024 75 th
Getting Care Quickly (% Always or Usually)	83.9%	78.7%	85.5%	79.6%	82.0%	82.0%	Statistically significant increase from previous measurement year
How Well Doctors Communicate (% Always or Usually)	95.9%	92.6%	93.7%	91.0%	95.3%	93.9%	
Coordination of Care (Q35) (% Always or Usually)	83.8%	86.9%	77.3%	84.1%	85.3%	83.4%	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:
 - Use text and email reminders to reduce no-shows and open slots for other patients.
 - Offer centralized scheduling hotlines for members who struggle with office navigation.
 - Deploy mobile apps for real-time provider availability and appointment booking.
 - Require timely access standards in contracts for high-demand specialties.
- Customer Service Measures increased importance in Key Drivers for 2025. Ensure Customer Service Representatives have the tools available to provide quick and accurate answers.
- Identifying and targeting high-risk members with a Case Manager can also be impactful.

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	15923	NA	221	2021	597	871	553	496	97	234	165	12.9%	12.9%	12.9%
Coordinated Care of Washington (CCW)	1650	283	11	210	67	74	69	67	19	27	21	14.9%	13.3%	12.8%
Community Health Plan of Washington (CHPW)	3465	560	78	396	110	152	134	107	0	50	57	12.9%	11.8%	11.7%
Molina Healthcare of Washington (MHW)	4125	479	38	494	149	234	111	109	30	58	21	11.4%	10.8%	12.1%
UnitedHealthcare Community Plan (UHC)	2475	592	34	257	72	86	99	47	0	16	31	9.2%	10.4%	10.5%
Wellpoint Washington, Inc. (WLP)	4208	NA	60	664	199	325	140	166	48	83	35	15.6%	17.4%	16.0%

CHIP Members included in all Sample Frames

The survey for Wellpoint Washington, Inc. (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

GENERAL POPULATION

First questionnaire
mailed

February 2025

Second questionnaire
mailed

March 2025

Initiate follow-up calls
to non-responders

April and May 2025

Last day to accept
completed surveys

5/16/2025

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*

RESPONSE RATE CALCULATION

$$\frac{2,021 \text{ (Completed)}}{15,923 \text{ (Sample)} - 221 \text{ (Ineligible)}} = \frac{2,021}{15,702} = \mathbf{12.9\%}$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	500	637	388	161	54	68	1,525
Spanish	97	234	165	100	22	8	496
Total	597	871	553	261	76	76	2,021

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	2,003	2,028	2,021
	Does not Meet Eligibility Criteria (01)	106	151	91
Ineligible	Language Barrier (03)	101	86	129
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	2	2	1
	SUBTOTAL	209	229	221
Non-response	Break-off/Incomplete (02)	236	323	243
	Refusal (06)	448	353	432
	Maximum Attempts Made (07)	12838	12934	12985
	Added to DNC List (08)	25	46	21
	SUBTOTAL	13,547	13,656	13,681
Total Sample		15,759	15,923	15,923
Response Rate		12.9%	12.9%	12.9%
PG Response Rate		9.9%	9.4%	10.5%

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*

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	407	357	239	102	49	53	1,003
Spanish	27	79	47	30	7	1	153
Total	434	436	286	132	56	54	1,156

IDENTIFYING THE CHILDREN WITH CHRONIC CONDITIONS (CCC) POPULATION

Response Rates for the CCC Population cannot be calculated given the methodology to identify members in the CCC Population. The supplemental sample contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records.

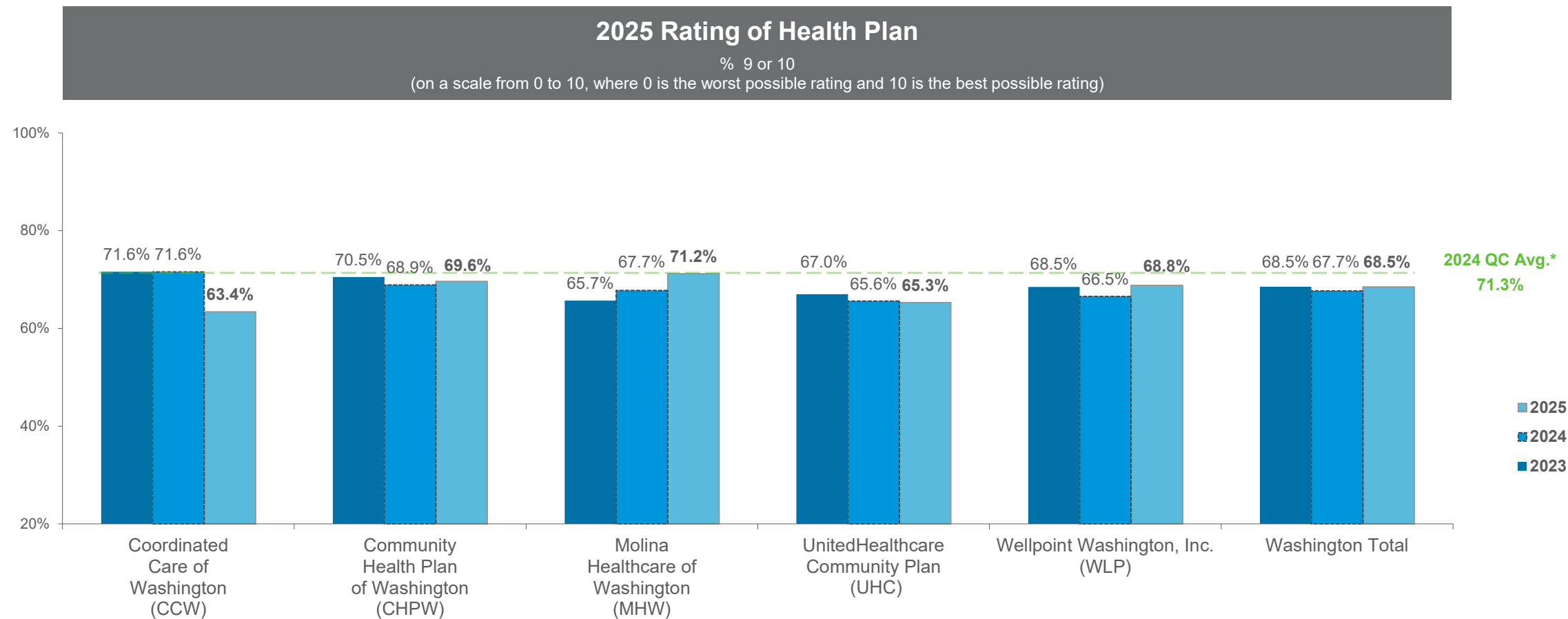
The CCC Population is identified by member responses to a set of screener questions in the survey tool. The respondent must answer "Yes" to all questions within at least one of the following health consequence sets and can be from either sample:

1. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
Is this because of any medical, behavioral, or other health condition?
Is this a condition that has lasted or is expected to last for at least 12 months?
2. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
Is this because of any medical, behavioral, or other health condition?
Is this a condition that has lasted or is expected to last for at least 12 months?
3. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
Is this because of any medical, behavioral, or other health condition?
Is this a condition that has lasted or is expected to last for at least 12 months?
4. Does your child need or get special therapy such as physical, occupational, or speech therapy?
Is this because of any medical, behavioral, or other health condition?
Is this a condition that has lasted or is expected to last for at least 12 months?
5. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
Has this problem lasted or is it expected to last for at least 12 months?

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.

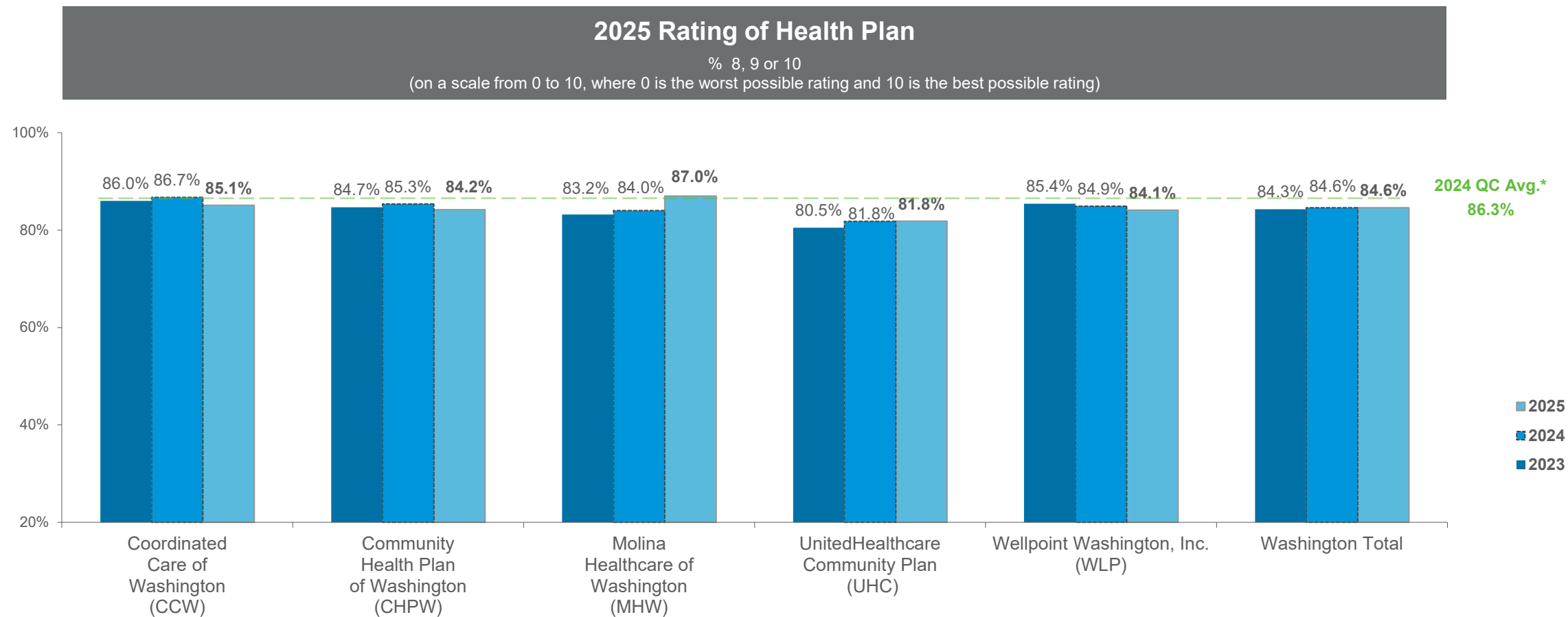
HEALTH PLAN – PERCENT 9 OR 10



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?

* 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."

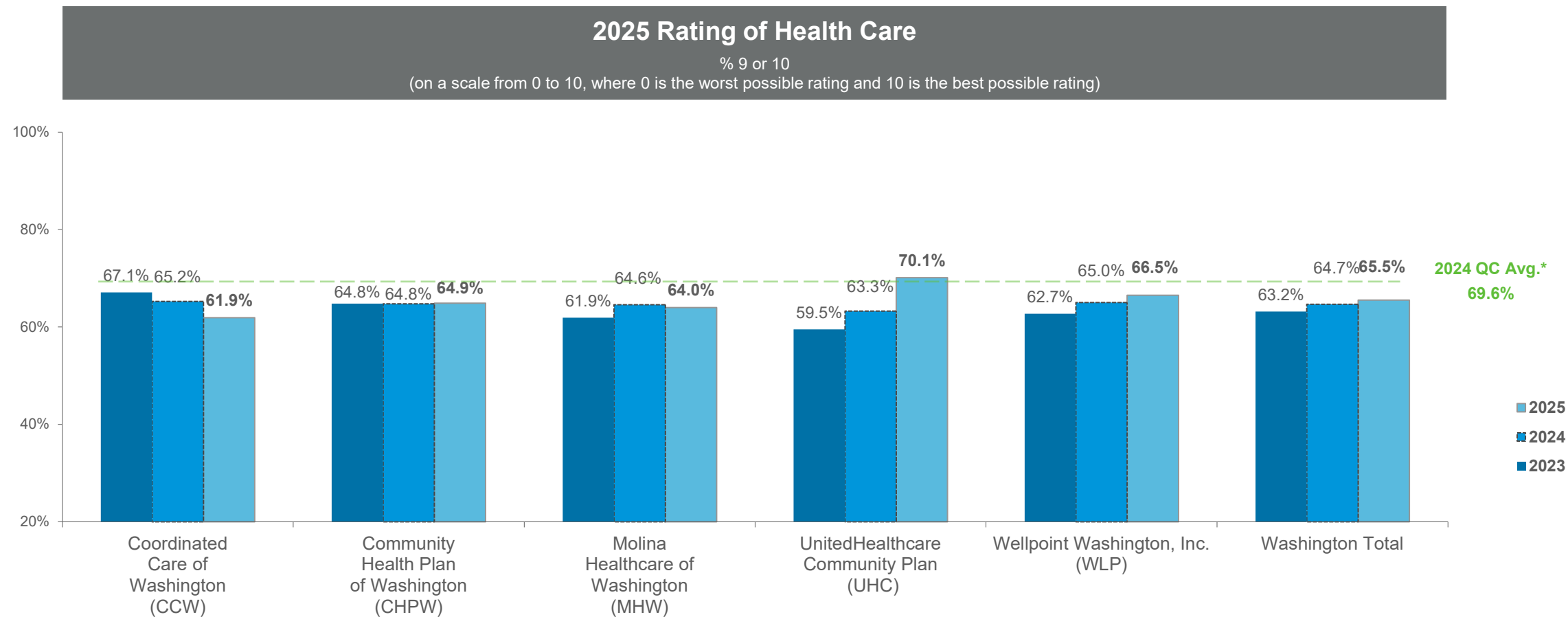
HEALTH PLAN – PERCENT 8, 9 OR 10



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?

* 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."

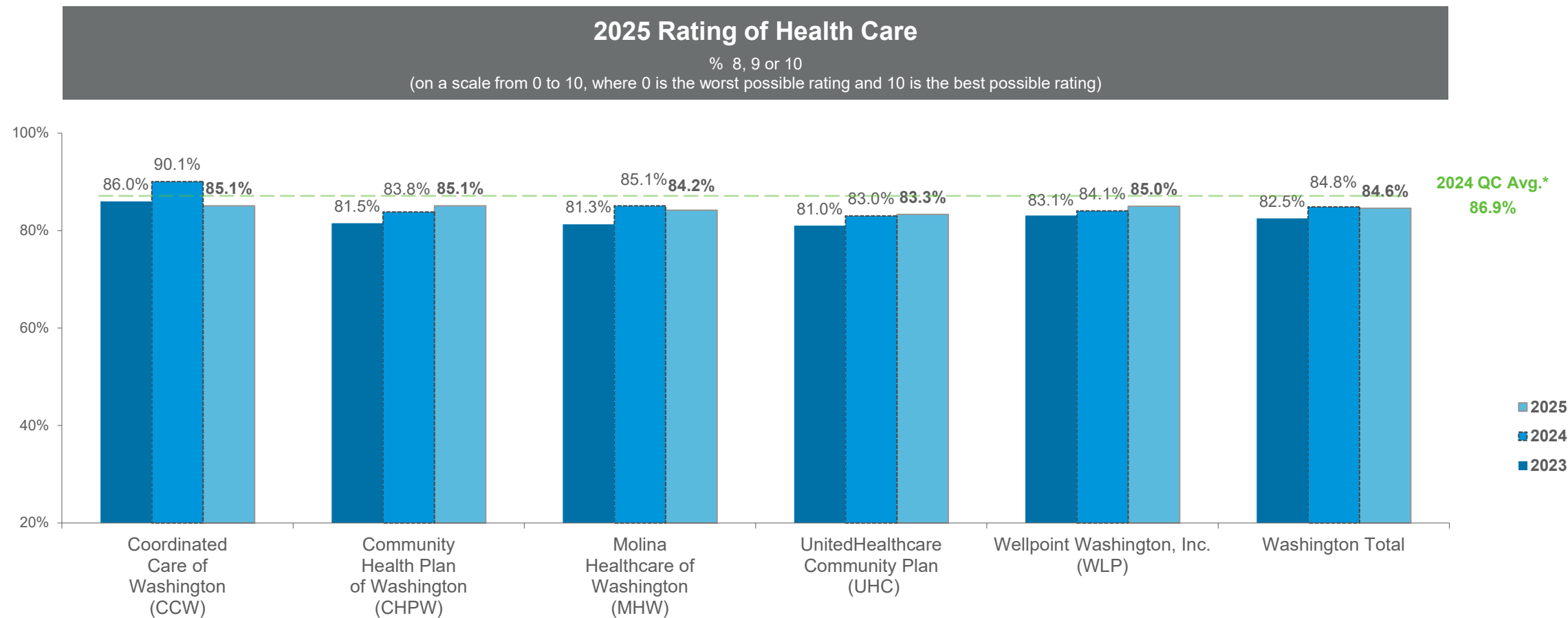
HEALTH CARE – PERCENT 9 OR 10



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?

* 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."

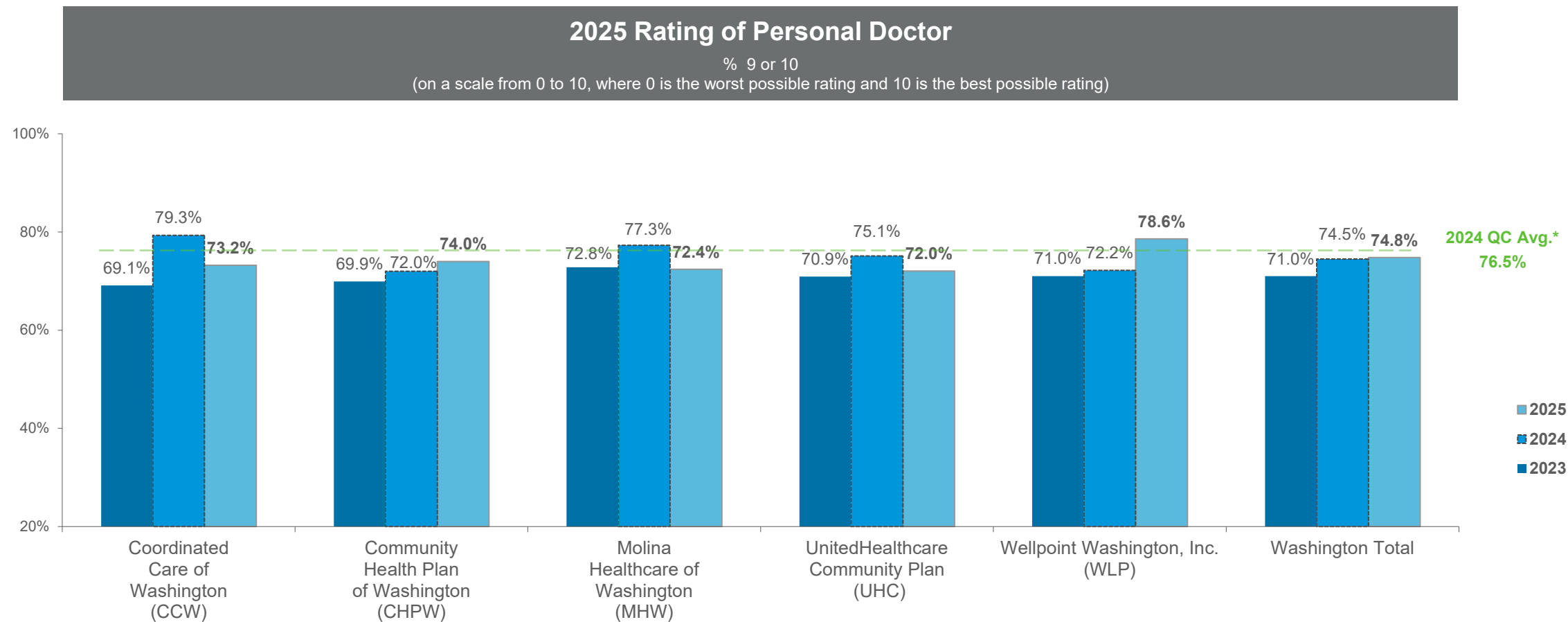
HEALTH CARE – PERCENT 8, 9 OR 10



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?

* 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."

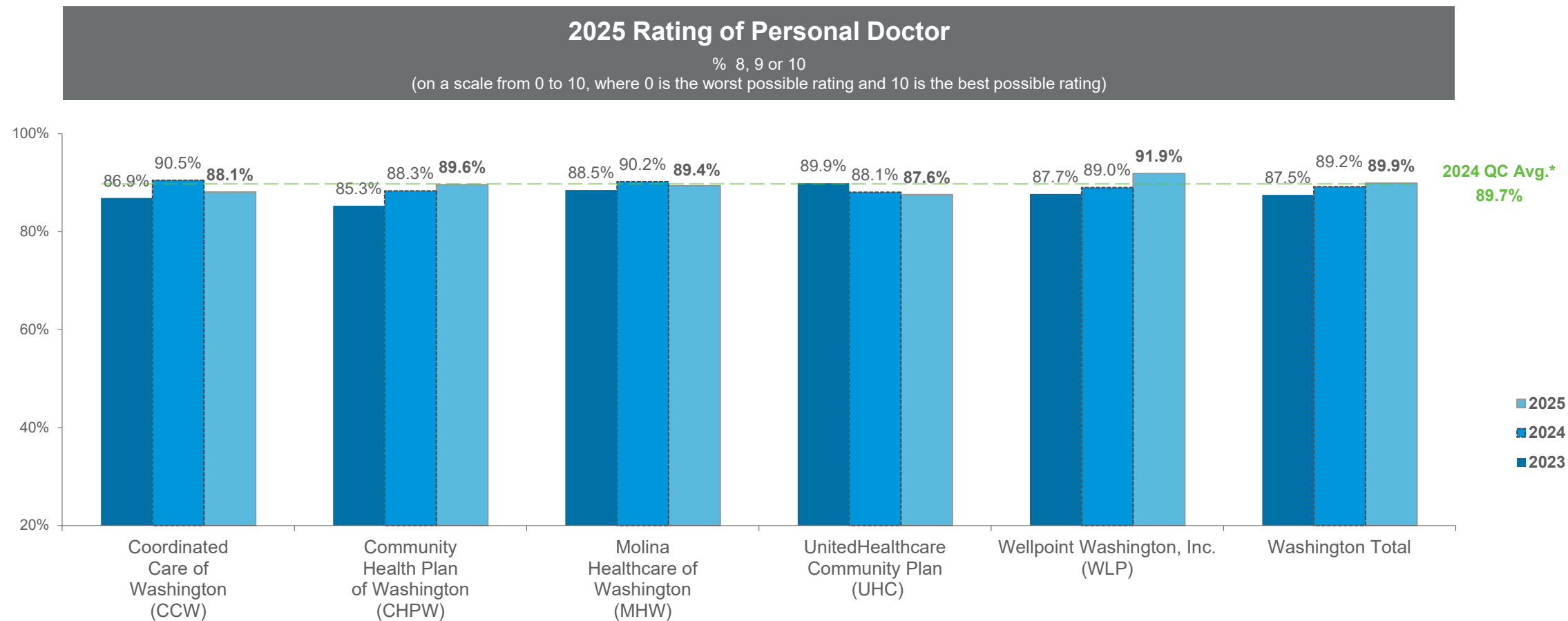
PERSONAL DOCTOR – PERCENT 9 OR 10



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?

* 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."

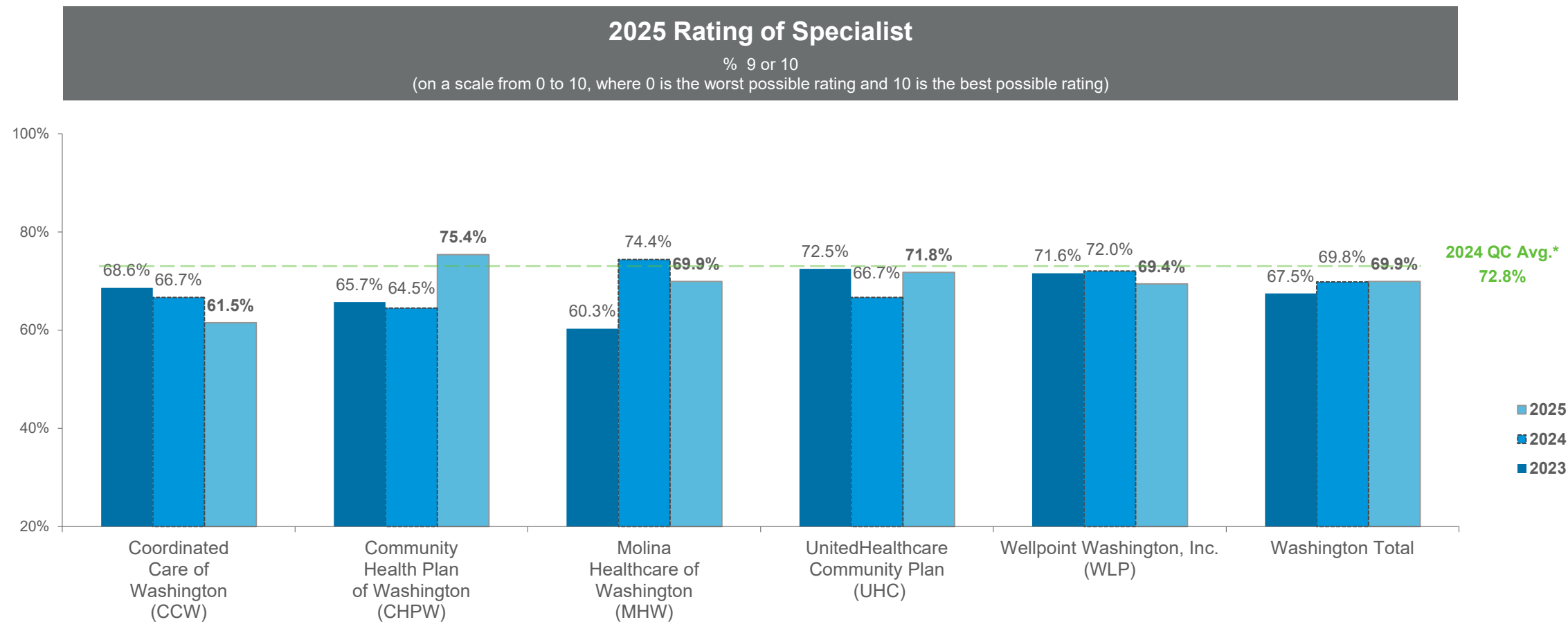
PERSONAL DOCTOR – PERCENT 8, 9 OR 10



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?

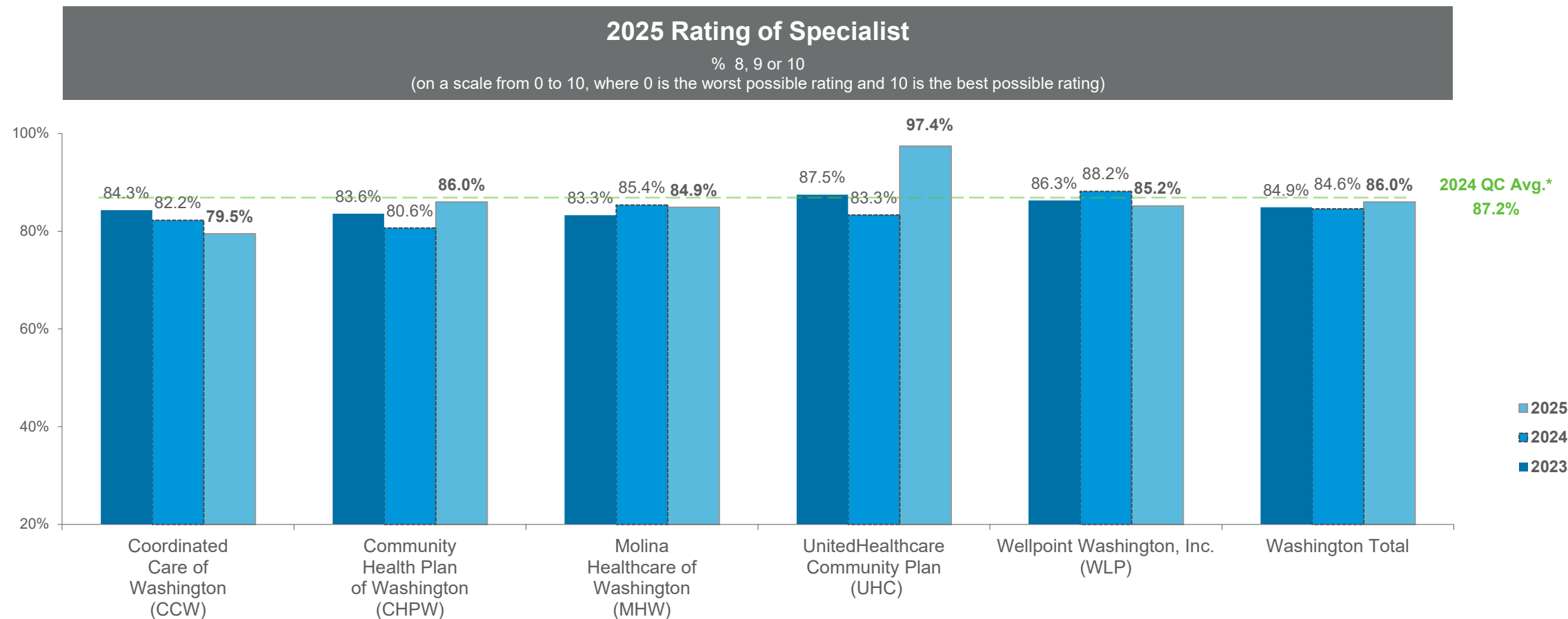
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year."

SPECIALIST – PERCENT 9 OR 10



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?
* 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

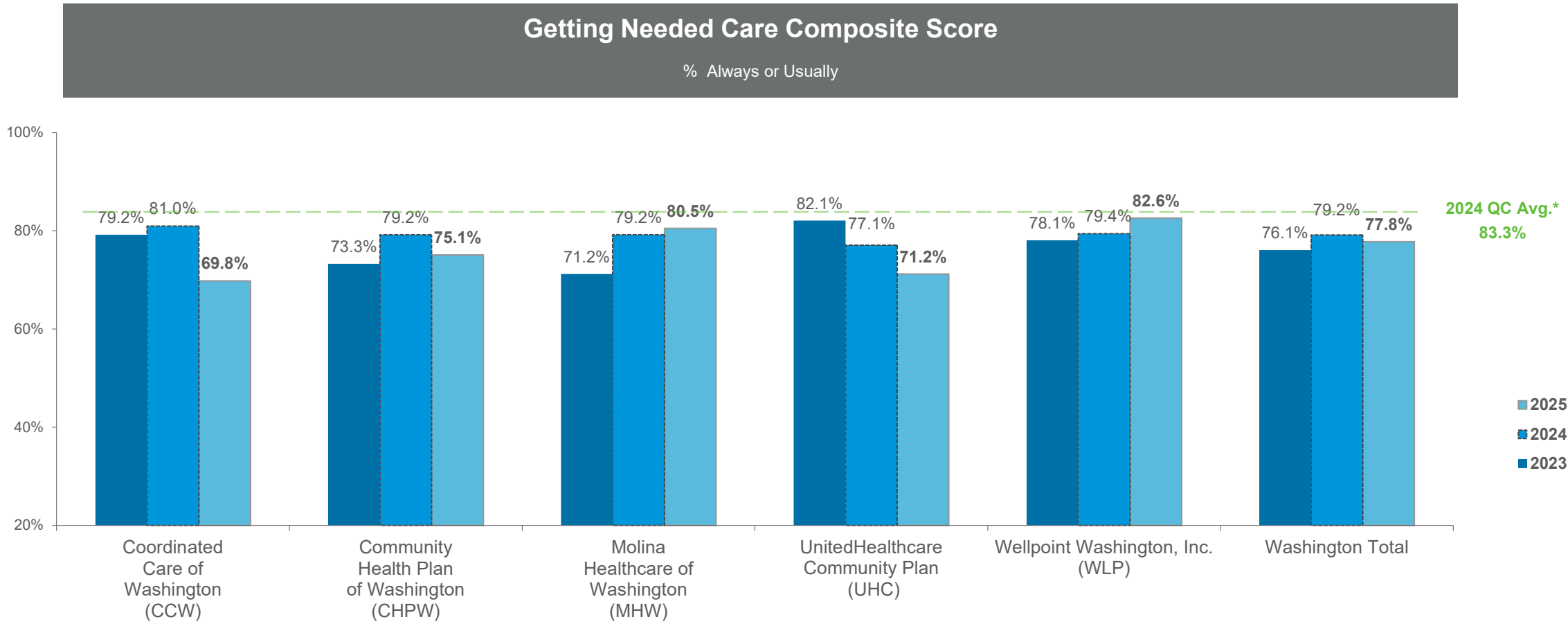


43. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan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

COMPOSITE SCORES

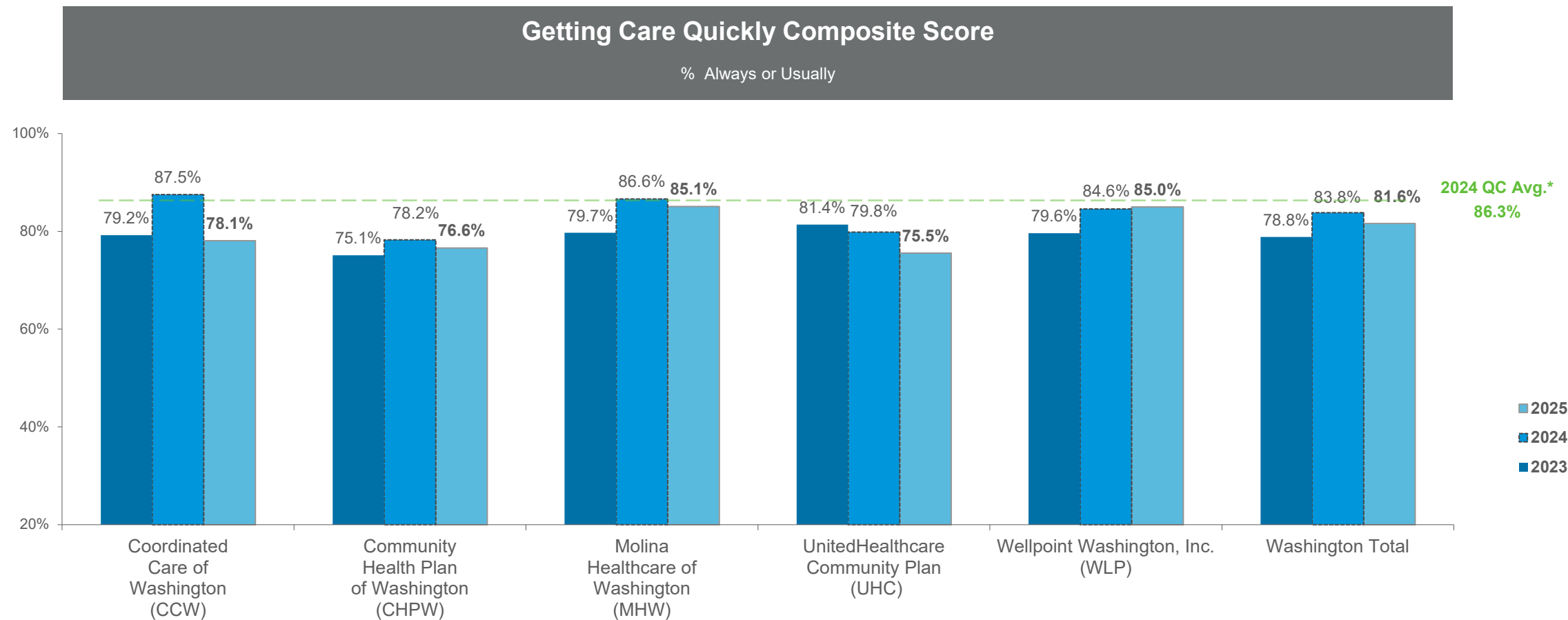
A detailed look at the Composite Scores using a 4-point frequency scale by each Health Plan and Total, along with comparison to last year's Quality Compass National Average. Multiple questions are evaluated together to create the overall Composite Scores.

GETTING NEEDED CARE



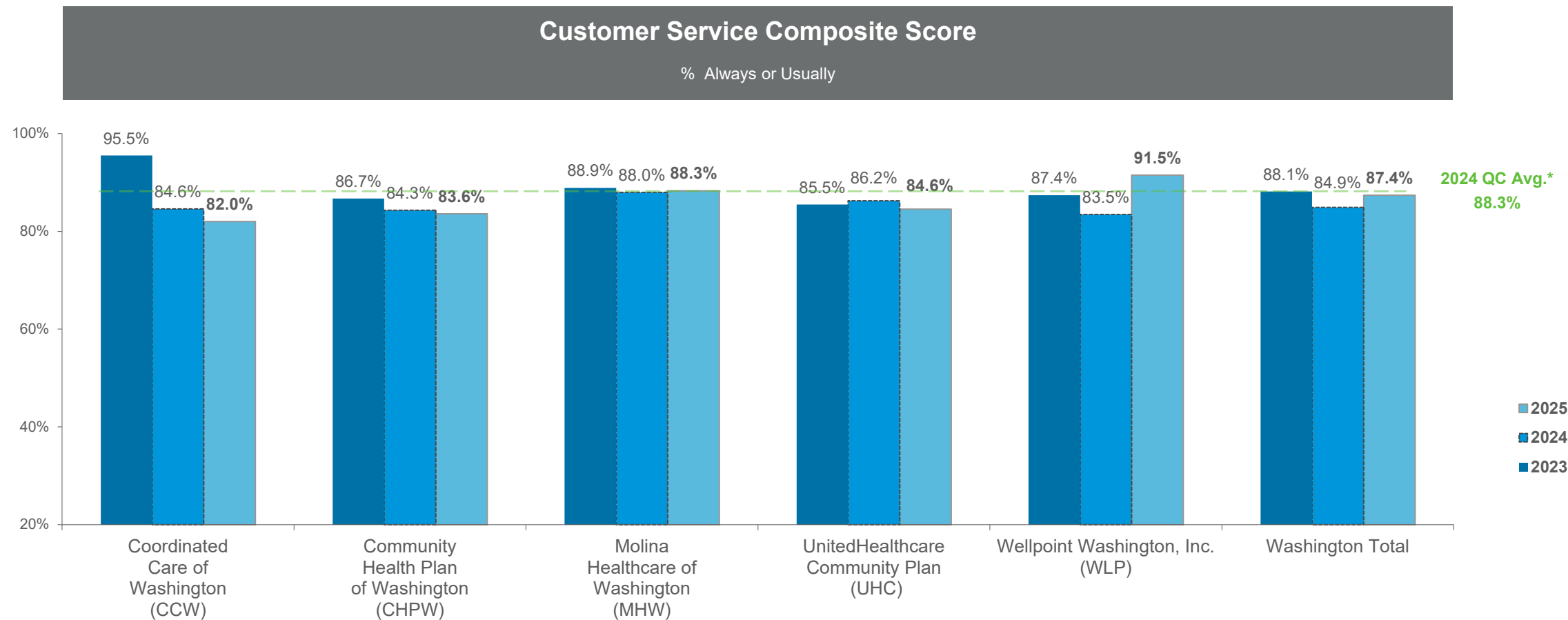
10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?
* QC Avg.: "National Average of all plans submitting to NCQA published in the fall of that reporting year. Used to gauge individual plan performance during the following year."

GETTING CARE QUICKLY



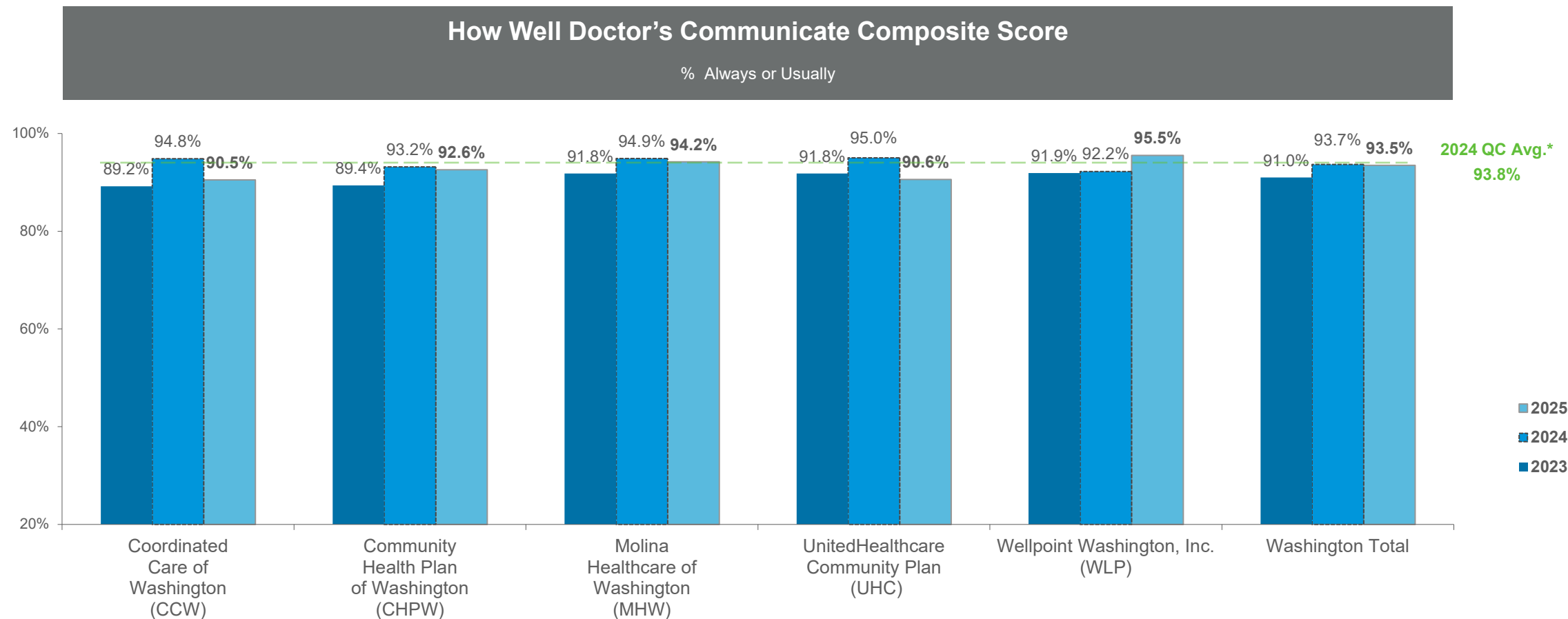
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
* QC Avg.: "National Average of all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

CUSTOMER SERVICE



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?
* 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



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?

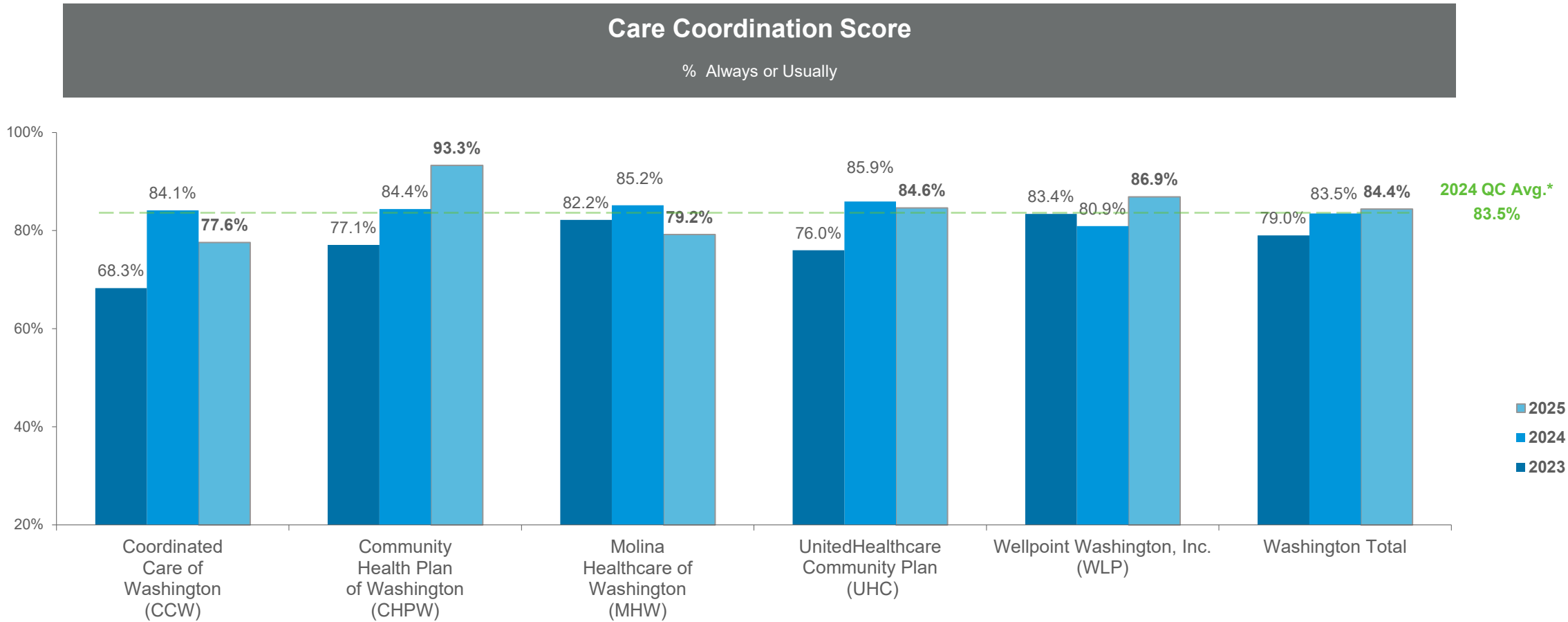
29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

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

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

* 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



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?

* 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

GENERAL POPULATION

	2024 SRS	2025 SRS	2025 Num.	2025 Den.	2024 QC Avg.*	Region 10 SRS**
Rating of Health Plan (Q49) (% 8, 9 or 10)	84.6%	84.6%	1651	1952	86.3%	84.1%
Rating of Health Care (Q9) (% 8, 9 or 10)	84.8%	84.6%	1019	1204	86.9%	84.4%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	89.2%	89.9%	1438	1599	89.7%	89.3%
Rating of Specialist (Q43) (% 8, 9 or 10)	84.6%	86.0%	289	336	87.2%	86.3%
Customer Service (% Always or Usually)	84.9%	87.4%	459	525	88.3%	85.5%
Q45. CS provided needed information or help	77.8%	81.6%	429	526	82.7%	79.0%
Q46. CS treated member with courtesy and respect	92.0%	93.1%	489	525	93.8%	91.9%
Getting Needed Care (% Always or Usually)	79.2%	77.8%	619	795	83.3%	75.9%
Q10. Ease of getting care, tests or treatment	85.7%	87.2%	1049	1203	89.6%	86.1%
Q41. Got appointment with specialist as soon as needed	72.7%	68.5%	265	387	77.7%	65.7%
Getting Care Quickly (% Always or Usually)	83.8%	81.6%	690	846	86.3%	79.9%
Q4. Got urgent care as soon as needed	90.2%	86.1%↓	432	502	90.5%	84.7%
Q6. Got check-up or routine appointment as soon as needed	77.4%	77.1%	917	1190	82.5%	75.1%
How Well Doctors Communicate (% Always or Usually)	93.7%	93.5%	1024	1095	93.8%	92.7%
Q27. Personal doctor explained things	93.8%	93.1%	1025	1101	94.3%	92.3%
Q28. Personal doctor listened carefully	95.7%	95.7%	1055	1102	95.2%	95.1%
Q29. Personal doctor showed respect	97.5%	96.7%	1061	1097	96.7%	96.5%
Q32. Personal doctor spent enough time	87.7%	88.6%	959	1082	89.1%	86.8%
Coordination of Care (Q35) (% Always or Usually)	83.5%	84.4%	428	507	83.5%	83.2%

Significance Testing: Current score is significantly higher/lower than the 2024 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

CCC POPULATION

	2024 SRS	2025 SRS	2025 Num.	2025 Den.	2024 QC Avg.*
Rating of Health Plan (Q49) (% 8, 9 or 10)	79.8%	79.7%	901	1131	82.1%
Rating of Health Care (Q9) (% 8, 9 or 10)	82.4%	80.8%	715	885	84.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	86.9%	86.1%	879	1021	88.7%
Rating of Specialist (Q43) (% 8, 9 or 10)	84.2%	85.3%	428	502	86.7%
Customer Service (% Always or Usually)	85.9%	87.7%	317	361	89 .6%
Q45. CS provided needed information or help	80.2%	81.5%	295	362	84.1%
Q46. CS treated member with courtesy and respect	91.7%	93.9%	339	361	95.1%
Getting Needed Care (% Always or Usually)	77.9%	79.4%	565	712	83.5%
Q10. Ease of getting care, tests or treatment	85.4%	86.9%	772	888	88.7%
Q41. Got appointment with specialist as soon as needed	70.4%	71.8%	385	536	79.2%
Getting Care Quickly (% Always or Usually)	83.9%	82.0%	537	655	88.5%
Q4. Got urgent care as soon as needed	87.5%	86.4%	380	440	91.4%
Q6. Got check-up or routine appointment as soon as needed	80.3%	77.6%	675	870	86.7%
How Well Doctors Communicate (% Always or Usually)	93.9%	93.9%	768	818	94.0%
Q27. Personal doctor explained things	94.5%	94.2%	773	821	94.7%
Q28. Personal doctor listened carefully	95.2%	94.3%	775	822	94.7%
Q29. Personal doctor showed respect	97.0%	96.3%	791	821	96.4%
Q32. Personal doctor spent enough time	89.0%	90.6%	735	811	90.2%
Coordination of Care (Q35) (% Always or Usually)	81.9%	83.4%	448	537	83.8%

Significance Testing: Current score is significantly higher/lower than the 2024 score (↑/↓).

KEY MEASURES – SUMMARY RATES

GENERAL POPULATION

	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 (Q49) (% 8, 9 or 10)	1952	84.6%	202	85.1%	385	84.2%	476	87.0%	242	81.8%	647	84.1%
Rating of Health Care (Q9) (% 8, 9 or 10)	1204	84.6%	134	85.1%	228	85.1%	292	84.2%	144	83.3%	406	85.0%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1599	89.9%	168	88.1%	289	89.6%	416	89.4%	193	87.6%	533	91.9%
Rating of Specialist (Q43) (% 8, 9 or 10)	336	86.0%	39	79.5%	57	86.0%	93	84.9%	39	97.4%	108	85.2%
Customer Service (% Always or Usually)	525	87.4%	52	82.0%	109	83.6%	128	88.3%	58	84.6%	177	91.5%
Q45. CS provided needed information or help	526	81.6%(A)	53	69.8%	110	75.5%	128	82.8%	57	82.5%	178	87.6%
Q46. CS treated member with courtesy and respect	525	93.1%	51	94.1%	109	91.7%	129	93.8%	60	86.7%	176	95.5%
Getting Needed Care (% Always or Usually)	795	77.8%	92	69.8%	146	75.1%	197	80.5%	93	71.2%	266	82.6%
Q10. Ease of getting care, tests or treatment	1203	87.2%	134	83.6%	226	87.6%	292	88.4%	144	81.9%	407	89.2%
Q41. Got appointment with specialist as soon as needed	387	68.5%	50	56.0%	67	62.7%	102	72.5%	43	60.5%	125	76.0%
Getting Care Quickly (% Always or Usually)	846	81.6%	85	78.1%	160	76.6%	204	85.1%	106	75.5%	290	85.0%
Q4. Got urgent care as soon as needed	502	86.1%	47	83.0%	92	79.3%	120	91.7%	69	81.2%	174	88.5%
Q6. Got check-up or routine appointment as soon as needed	1190	77.1%	123	73.2%	229	73.8%	289	78.5%	143	69.9%	406	81.5%
How Well Doctors Communicate (% Always or Usually)	1095	93.5%	119	90.5%	186	92.6%	279	94.2%	135	90.6%	374	95.5%
Q27. Personal doctor explained things	1101	93.1%	120	91.7%	188	91.0%	281	93.6%	137	89.8%	375	95.5%
Q28. Personal doctor listened carefully	1102	95.7%(A)	121	91.7%	188	94.7%	282	97.9%	137	93.4%	374	96.8%
Q29. Personal doctor showed respect	1097	96.7%	121	96.7%	187	96.8%	279	96.8%	135	94.8%	375	97.3%
Q32. Personal doctor spent enough time	1082	88.6%(A)	117	82.1%	183	88.0%	274	88.7%	134	84.3%	374	92.5%
Coordination of Care (Q35) (% Always or Usually)	507	84.4%	67	77.6%	75	93.3%	125	79.2%	65	84.6%	175	86.9%

Significance Testing: Current score shown in green is significantly higher than score in the column indicated in parentheses. If no column is indicated it is significantly higher than the WA Total.

KEY MEASURES – SUMMARY RATES

CCC POPULATION

	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 (Q49) (% 8, 9 or 10)	1131	79.7%	203	84.7%	257	82.9%	214	80.8%	194	73.7%	263	76.0%
Rating of Health Care (Q9) (% 8, 9 or 10)	885	80.8%	170	85.9%	185	82.7%	170	80.0%	148	76.4%	212	78.8%
Rating of Personal Doctor (Q36) (% 8, 9 or 10)	1021	86.1%	193	90.2%	218	84.4%	199	86.4%	173	80.9%	238	87.8%
Rating of Specialist (Q43) (% 8, 9 or 10)	502	85.3%	102	85.3%	104	89.4%	95	81.1%	87	88.5%	114	82.5%
Customer Service (% Always or Usually)	361	87.7%	61	88.7%	93	82.4%	66	91.7%	54	88.0%	86	89.5%
Q45. CS provided needed information or help	362	81.5%	62	80.6%	94	73.4%	66	89.4%	54	83.3%	86	83.7%
Q46. CS treated member with courtesy and respect	361	93.9%	61	96.7%	93	91.4%	66	93.9%	55	92.7%	86	95.3%
Getting Needed Care (% Always or Usually)	712	79.4%(D)	140	82.3%	149	78.4%	134	82.7%	119	71.0%	169	81.3%
Q10. Ease of getting care, tests or treatment	888	86.9%(D)	172	92.4%	185	85.9%	171	88.9%	148	80.4%	212	86.3%
Q41. Got appointment with specialist as soon as needed	536	71.8%(D)	108	72.2%	113	70.8%	98	76.5%	91	61.5%	126	76.2%
Getting Care Quickly (% Always or Usually)	655	82.0%	127	83.9%	131	78.7%	121	85.5%	108	79.6%	166	82.0%
Q4. Got urgent care as soon as needed	440	86.4%	92	88.0%	79	83.5%	82	90.2%	77	85.7%	110	84.5%
Q6. Got check-up or routine appointment as soon as needed	870	77.6%	163	79.8%	184	73.9%	161	80.7%	139	73.4%	223	79.4%
How Well Doctors Communicate (% Always or Usually)	818	93.9%	163	95.9%	163	92.6%	160	93.7%	136	91.0%	195	95.3%
Q27. Personal doctor explained things	821	94.2%	164	96.3%	164	91.5%	162	94.4%	136	93.4%	195	94.9%
Q28. Personal doctor listened carefully	822	94.3%	165	95.8%	164	93.3%	162	94.4%	136	91.2%	195	95.9%
Q29. Personal doctor showed respect	821	96.3%(D)	164	98.2%	164	95.7%	160	96.9%	137	91.2%	196	98.5%
Q32. Personal doctor spent enough time	811	90.6%	162	93.2%	160	90.0%	157	89.2%	137	88.3%	195	91.8%
Coordination of Care (Q35) (% Always or Usually)	537	83.4%	111	83.8%	99	86.9%	110	77.3%	88	84.1%	129	85.3%

Significance Testing: Current score shown in green is significantly higher than score in the column indicated in parentheses. If no column is indicated it is significantly higher than the WA Total.

STATE SPECIFIC QUESTIONS

GENERAL POPULATION

	WA TOTAL	CCW (A)	CHPW (B)	MHW (C)	UHC (D)	WLP (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	36.5%	37.7%	38.2%	34.0%	37.8%	36.5%
Received Mental Health Care (% Yes)	9.8%	10.6%	9.4%	10.8%	9.5%	9.0%
Received All Mental Health Care Needed (% Yes)	NR	NR	NR	NR	NR	NR
Involved in Mental Health Care as much as wanted (% Always or Usually)	NR	NR	NR	NR	NR	NR
Needed Treatment or Counseling for personal or family problem (% Yes)	NR	NR	NR	NR	NR	NR
Easy to 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

CCC POPULATION

	WA TOTAL	CCW (A)	CHPW (B)	MHW (C)	UHC (D)	WLP (E)
Personal Doctor asked about Mental or Emotional Health (% Yes)	57.5%	60.2%	55.2%	55.0%	57.8%	59.3%
Received Mental Health Care (% Yes)	35.4%	41.1%	28.0%	37.5%	36.8%	35.5%
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.

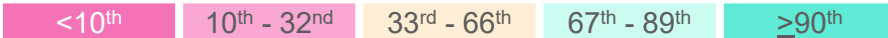
ESTIMATED PERFORMANCE TO STAR CUT POINTS

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 

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

GENERAL POPULATION

Washington Total



2,021

Completed surveys

12.9%

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

Significance Testing:
Current score is significantly
higher/lower than 2024 (h/l) or
2023 (/0).

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				★★
Q49. Rating of Health Plan	68.5%	21 st	--	

Rating of Health Care				★★
Q9. Rating of Health Care	65.5%	9 th	Opportunity	

Rating of Personal Doctor				★★★
Q36. Rating of Personal Doctor	74.8% /	18 th	Opportunity	

Rating of Specialist				
Q43. Rating of Specialist	69.9%	22 nd	Opportunity	

Coordination of Care				
Q35. Coordination of Care	84.4% /	31 st	Opportunity	

Customer Service				
Composite	87.4%	32 nd	--	
Q45. Provided information or help	81.6%	31 st	Opportunity	
Q46. Treated with courtesy and respect	93.1%	28 th	Opportunity	

Getting Needed Care				★★
Composite	77.8%	12 th	--	
Q10. Getting care, tests, or treatment	87.2% /	17 th	Wait	
Q41. Getting specialist appointment	68.5%	11 th	Opportunity	

Getting Care Quickly				★★
Composite	81.6%	14 th	--	
Q4. Getting urgent care	86.1% i	21 st	Opportunity	
Q6. Getting routine care	77.1% /	14 th	Wait	

Ease of Filling Out Forms				
Q48. Ease of Filling Out Forms	94.9%	43 rd	Wait	

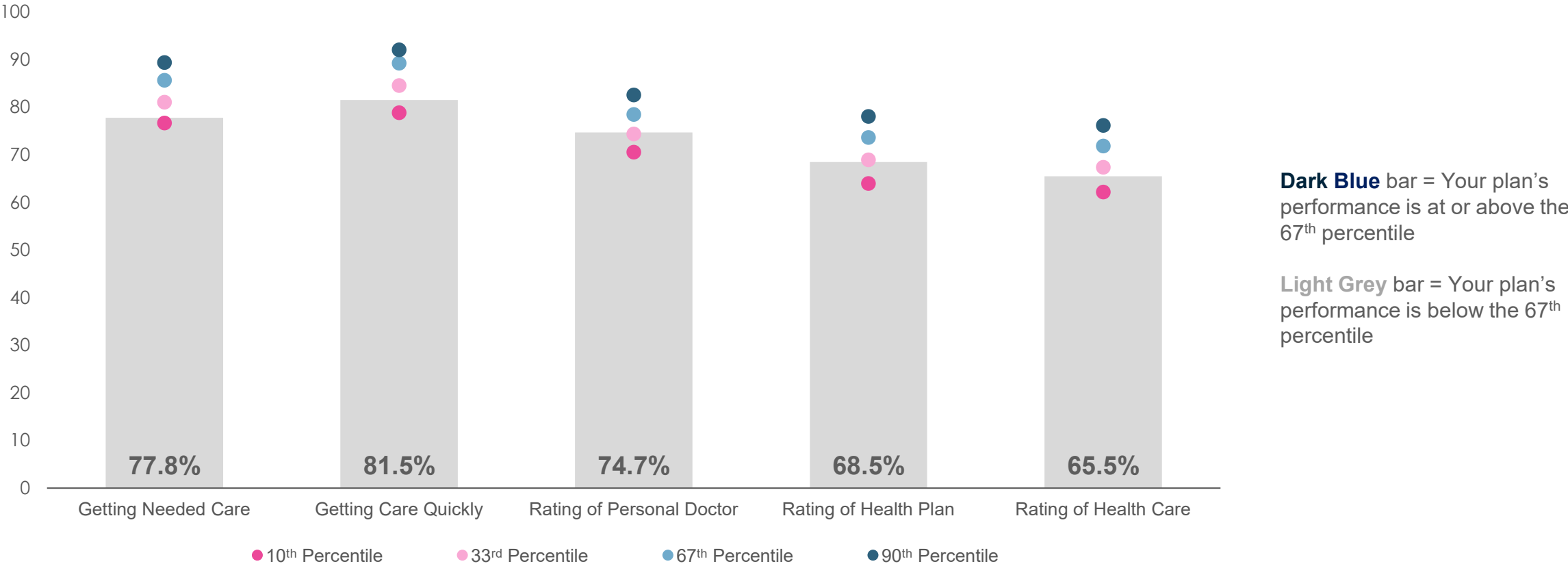
How Well Doctors Communicate				
Composite	93.5% /	34 th	--	
Q27. Dr. explained things	93.1%	25 th	Wait	
Q28. Dr. listened carefully	95.7% /	40 th	Wait	
Q29. Dr. showed respect	96.7% /	33 rd	Wait	
Q32. Dr. spent enough time	88.6%	37 th	Wait	

Performance to Star Cut Points

General Population

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).



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.

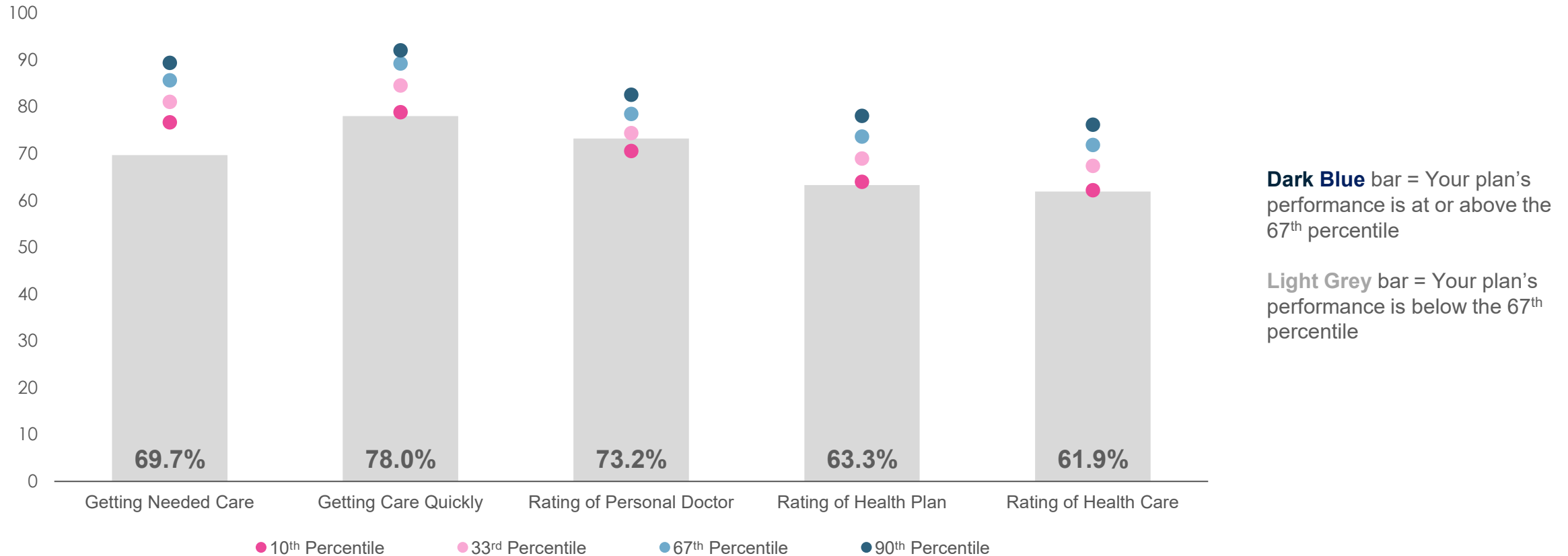
* Scores are % 9 or 10, % Always or Usually.

Performance to Star Cut Points

General Population

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).



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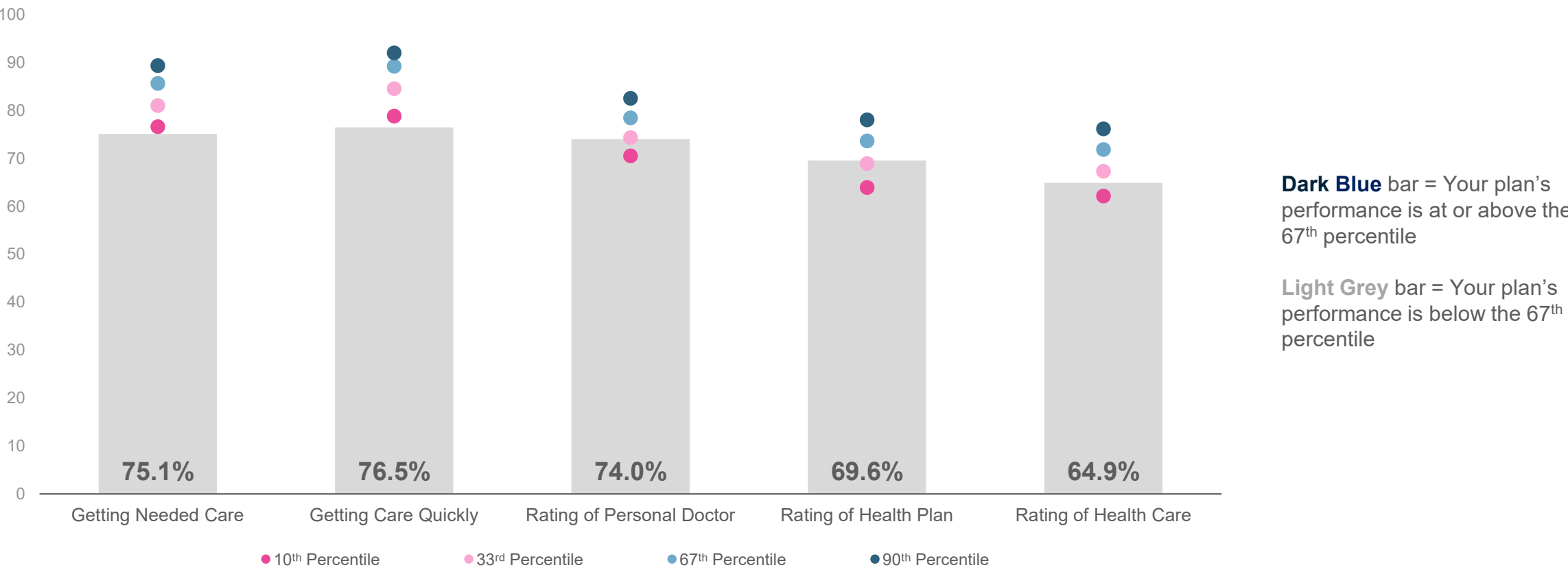
* Scores are % 9 or 10, % Always or Usually.

Performance to Star Cut Points

General Population

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).



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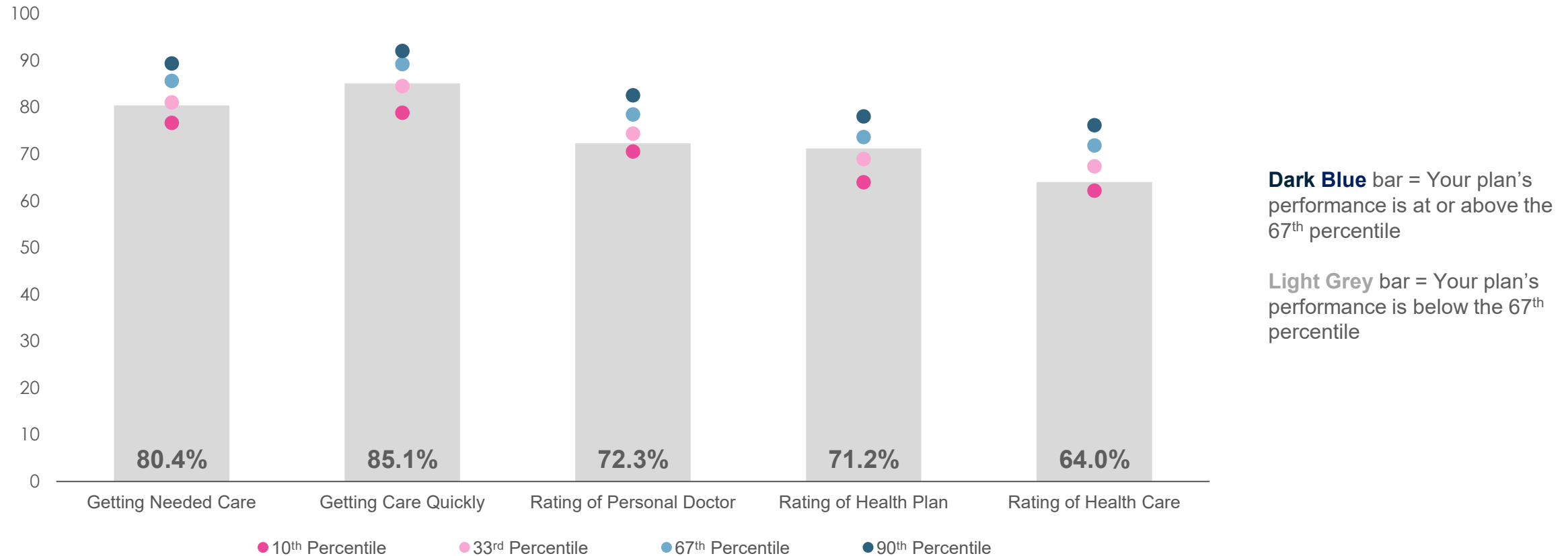
* Scores are % 9 or 10, % Always or Usually.

Performance to Star Cut Points

General Population

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).



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.

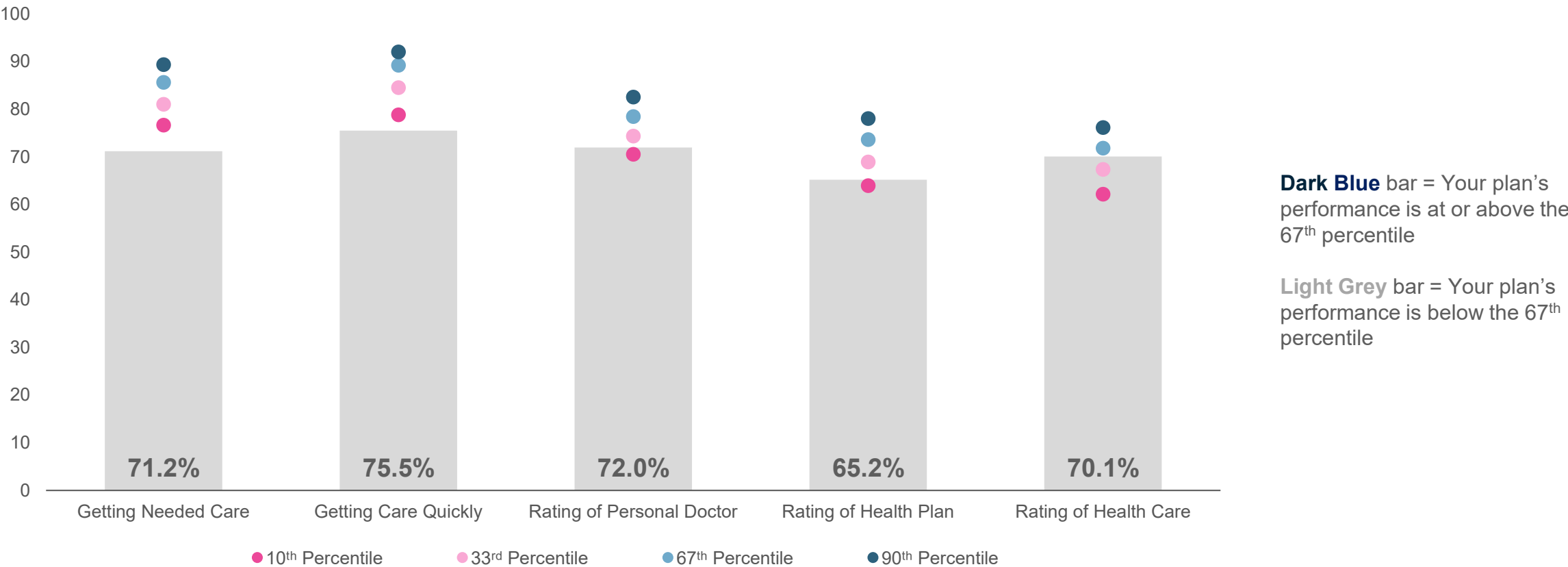
* Scores are % 9 or 10, % Always or Usually.

Performance to Star Cut Points

General Population

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).



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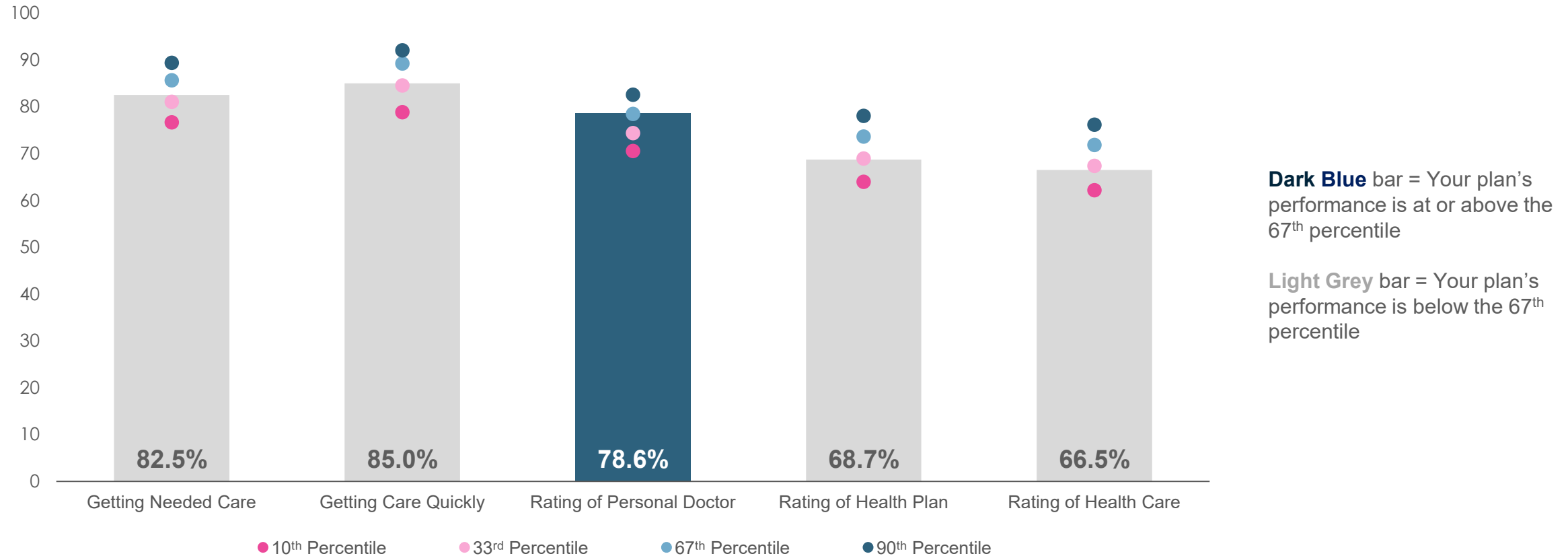
* Scores are % 9 or 10 and % Always or Usually.

Performance to Star Cut Points

General Population

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).



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, % Always or Usually.

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.

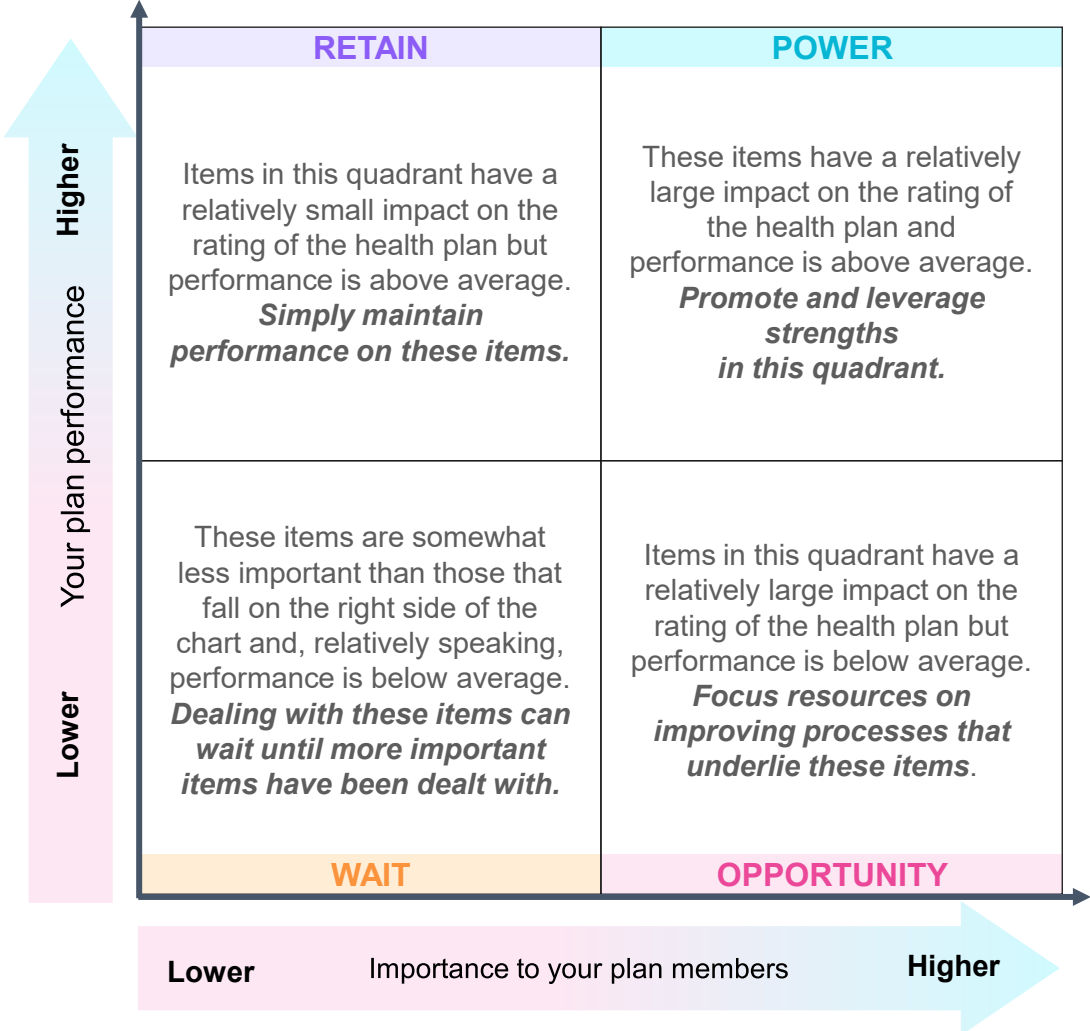
POWeR CHART

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:

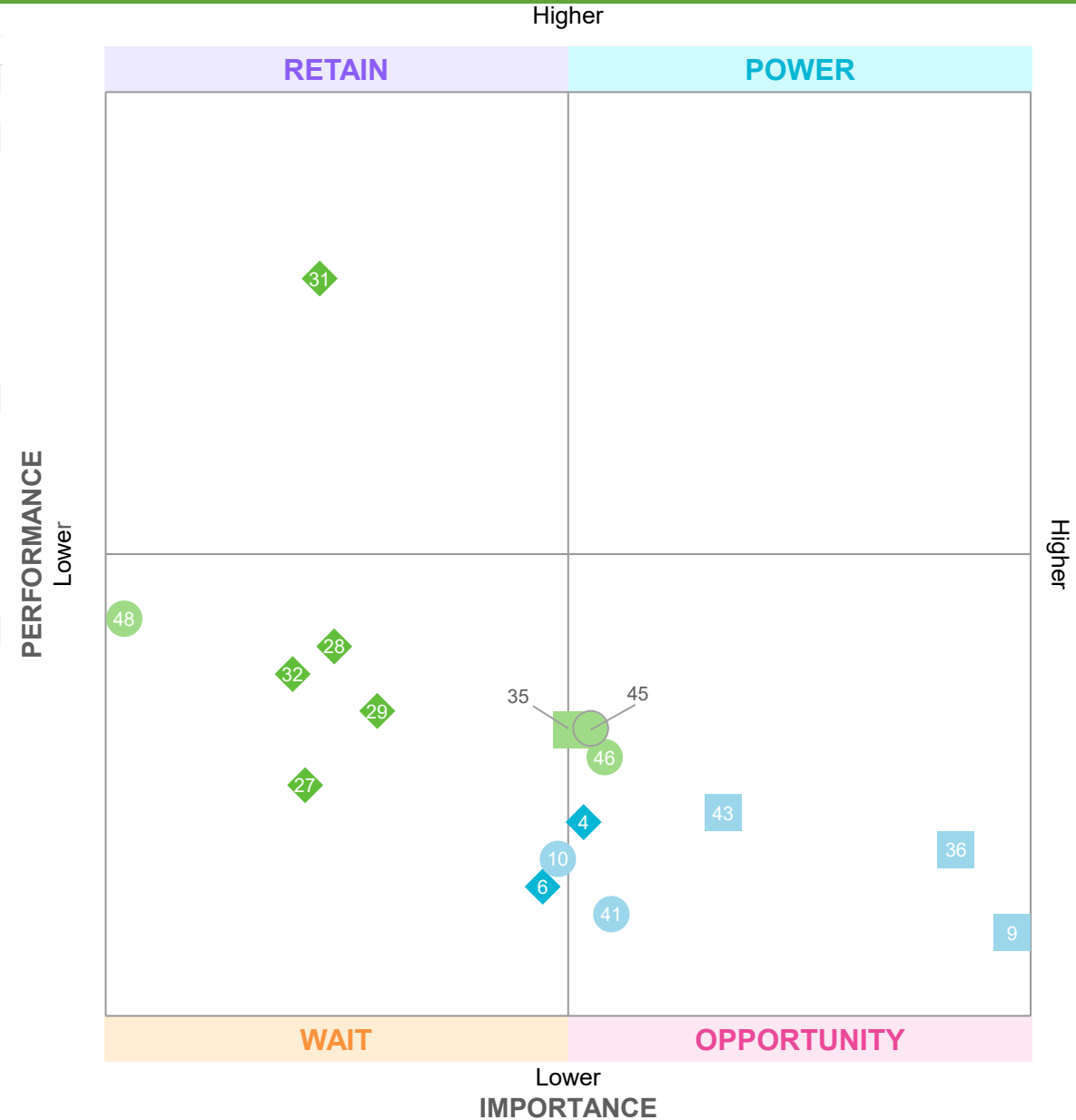
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results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



POWER CHART – YOUR RESULTS

SURVEY MEASURE			2023	2024	2025	2025
			SRS	SRS	SRS	%tile
POWER						
--	--	None	--	--	--	--
OPPORTUNITY						
RATING	Q9	Rating of Health Care	63.2%	64.7%	65.5%	9 th
RATING	Q36	Rating of Personal Doctor	71.0%	74.5%	74.8%	18 th
RATING	Q43	Rating of Specialist	67.5%	69.8%	69.9%	22 nd
GNC	Q41	Getting specialist appointment	69.3%	72.7%	68.5%	11 th
CS	Q46	Treated with courtesy and respect	95.0%	92.0%	93.1%	28 th
CS	Q45	Provided information or help	81.3%	77.8%	81.6%	31 st
GCQ	Q4	Getting urgent care	84.6%	90.2%	86.1%	21 st
CC	Q35	Coordination of Care	79.0%	83.5%	84.4%	31 st
WAIT						
GNC	Q10	Getting care, tests, or treatment	82.8%	85.7%	87.2%	17 th
GCQ	Q6	Getting routine care	73.0%	77.4%	77.1%	14 th
HWDC	Q29	Dr. showed respect	94.3%	97.5%	96.7%	33 rd
HWDC	Q28	Dr. listened carefully	92.2%	95.7%	95.7%	40 th
HWDC	Q27	Dr. explained things	91.2%	93.8%	93.1%	25 th
HWDC	Q32	Dr. spent enough time	86.3%	87.7%	88.6%	37 th
CS	Q48	Ease of Filling Out Forms	95.6%	93.9%	94.9%	43 rd
RETAIN						
HWDC	Q31	Dr. explained things to child	92.4%	94.3%	94.1%	--

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

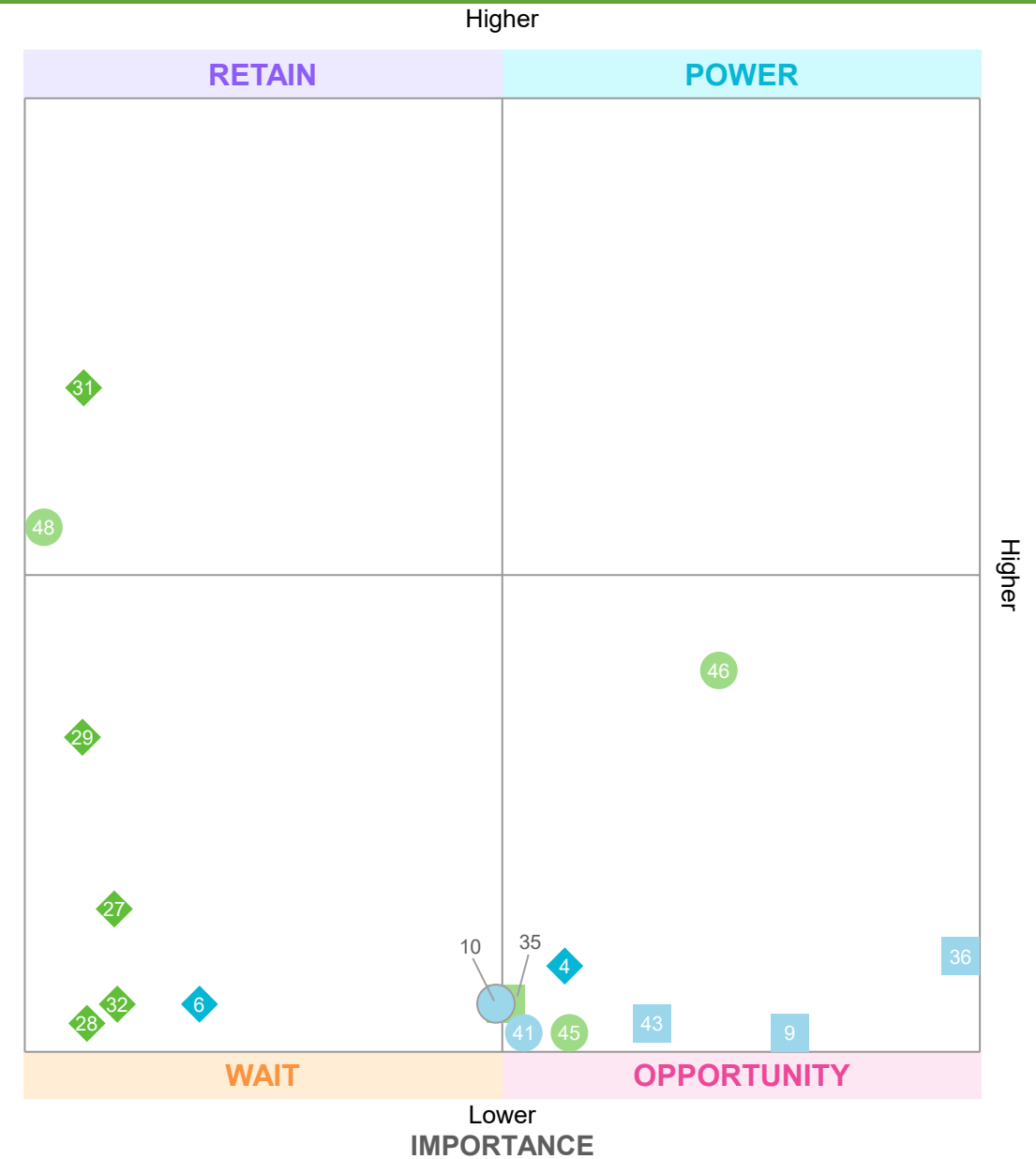


POWER CHART – YOUR RESULTS

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
--	--	None		--	--	--	--
OPPORTUNITY							
■	RATING	Q36	Rating of Personal Doctor	69.1%	79.3%	73.2%	10 th
■	RATING	Q9	Rating of Health Care	67.1%	65.2%	61.9%	1 st
●	CS	Q46	Treated with courtesy and respect	95.5%	91.8%	94.1%	39 th
■	RATING	Q43	Rating of Specialist	68.6%	66.7%	61.5%	3 rd
●	CS	Q45	Provided information or help	95.6%	77.4%	69.8%	1 st
◆	GCQ	Q4	Getting urgent care	81.8%	93.5%	83.0%	8 th
●	GNC	Q41	Getting specialist appointment	70.4%	74.0%	56.0%	1 st
■	CC	Q35	Coordination of Care	68.3%	84.1%	77.6%	5 th
WAIT							
●	GNC	Q10	Getting care, tests, or treatment	88.1%	87.9%	83.6%	5 th
◆	GCQ	Q6	Getting routine care	76.5%	81.5%	73.2%	5 th
◆	HWDC	Q32	Dr. spent enough time	86.7%	89.7%	82.1%	5 th
◆	HWDC	Q27	Dr. explained things	89.1%	93.7%	91.7%	15 th
◆	HWDC	Q28	Dr. listened carefully	89.0%	97.6%	91.7%	3 rd
◆	HWDC	Q29	Dr. showed respect	92.2%	98.4%	96.7%	33 rd
RETAIN							
◆	HWDC	Q31	Dr. explained things to child	90.7%	97.3%	89.0%	--
●	CS	Q48	Ease of Filling Out Forms	96.5%	92.8%	95.4%	55 th

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

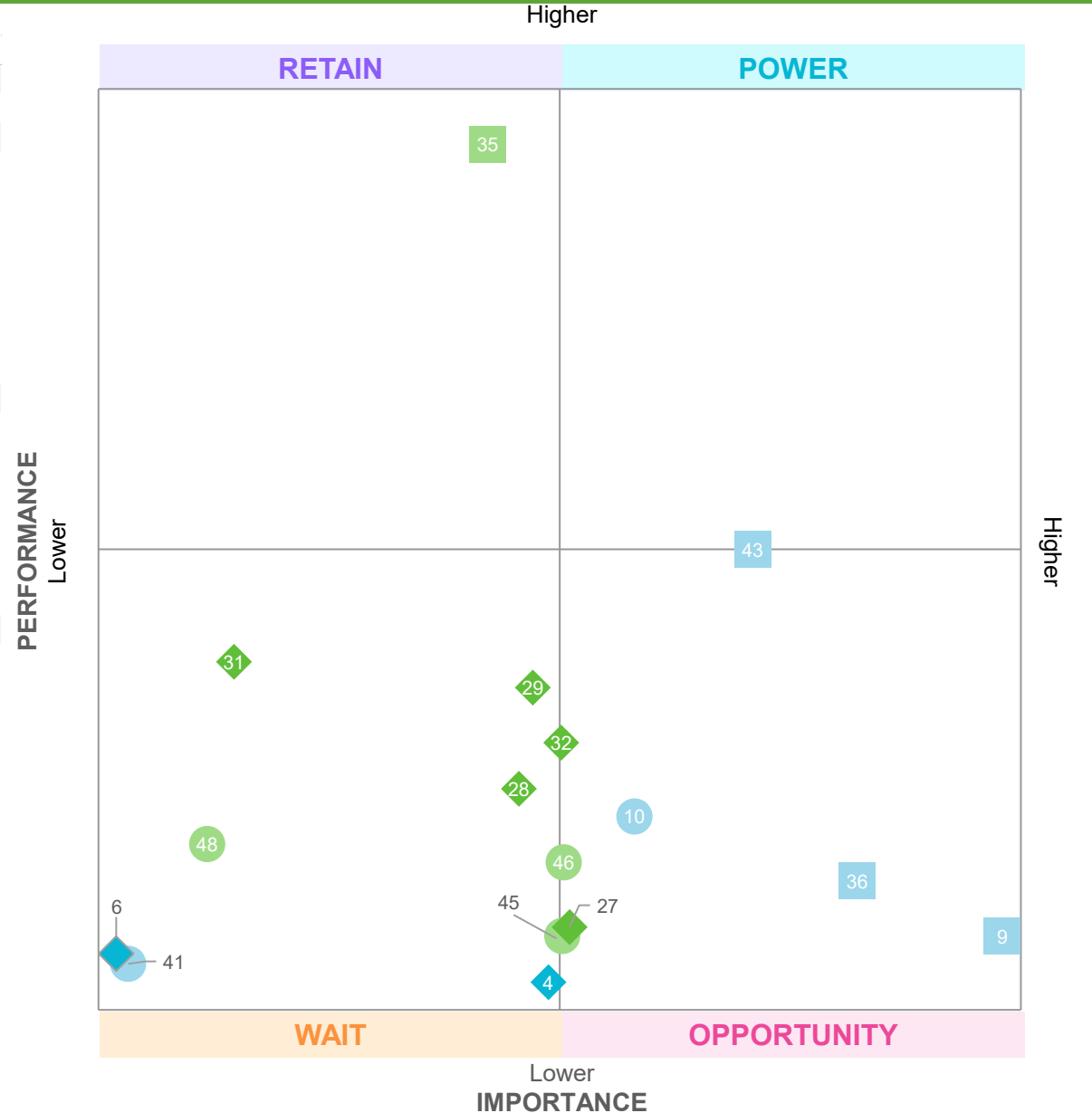
PERFORMANCE
Lower
Higher



POWER CHART – YOUR RESULTS

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
--	--	None		--	--	--	--
OPPORTUNITY							
■	RATING	Q9	Rating of Health Care	64.8%	64.8%	64.9%	8 th
■	RATING	Q36	Rating of Personal Doctor	69.9%	72.0%	74.0%	14 th
■	RATING	Q43	Rating of Specialist	65.7%	64.5%	75.4%	50 th
●	GNC	Q10	Getting care, tests, or treatment	80.3%	84.5%	87.6%	21 st
◆	HWDC	Q27	Dr. explained things	88.6%	92.8%	91.0%	9 th
●	CS	Q46	Treated with courtesy and respect	95.3%	93.2%	91.7%	16 th
●	CS	Q45	Provided information or help	78.1%	75.4%	75.5%	8 th
◆	HWDC	Q32	Dr. spent enough time	83.3%	87.1%	88.0%	29 th
WAIT							
◆	GCQ	Q4	Getting urgent care	81.7%	85.7%	79.3%	3 rd
◆	HWDC	Q29	Dr. showed respect	94.3%	96.9%	96.8%	35 th
◆	HWDC	Q28	Dr. listened carefully	91.3%	95.9%	94.7%	24 th
◆	HWDC	Q31	Dr. explained things to child	89.7%	93.8%	93.2%	--
●	CS	Q48	Ease of Filling Out Forms	94.0%	93.0%	93.6%	18 th
●	GNC	Q41	Getting specialist appointment	66.2%	73.9%	62.7%	5 th
◆	GCQ	Q6	Getting routine care	68.5%	70.8%	73.8%	6 th
RETAIN							
■	CC	Q35	Coordination of Care	77.1%	84.4%	93.3%	94 th

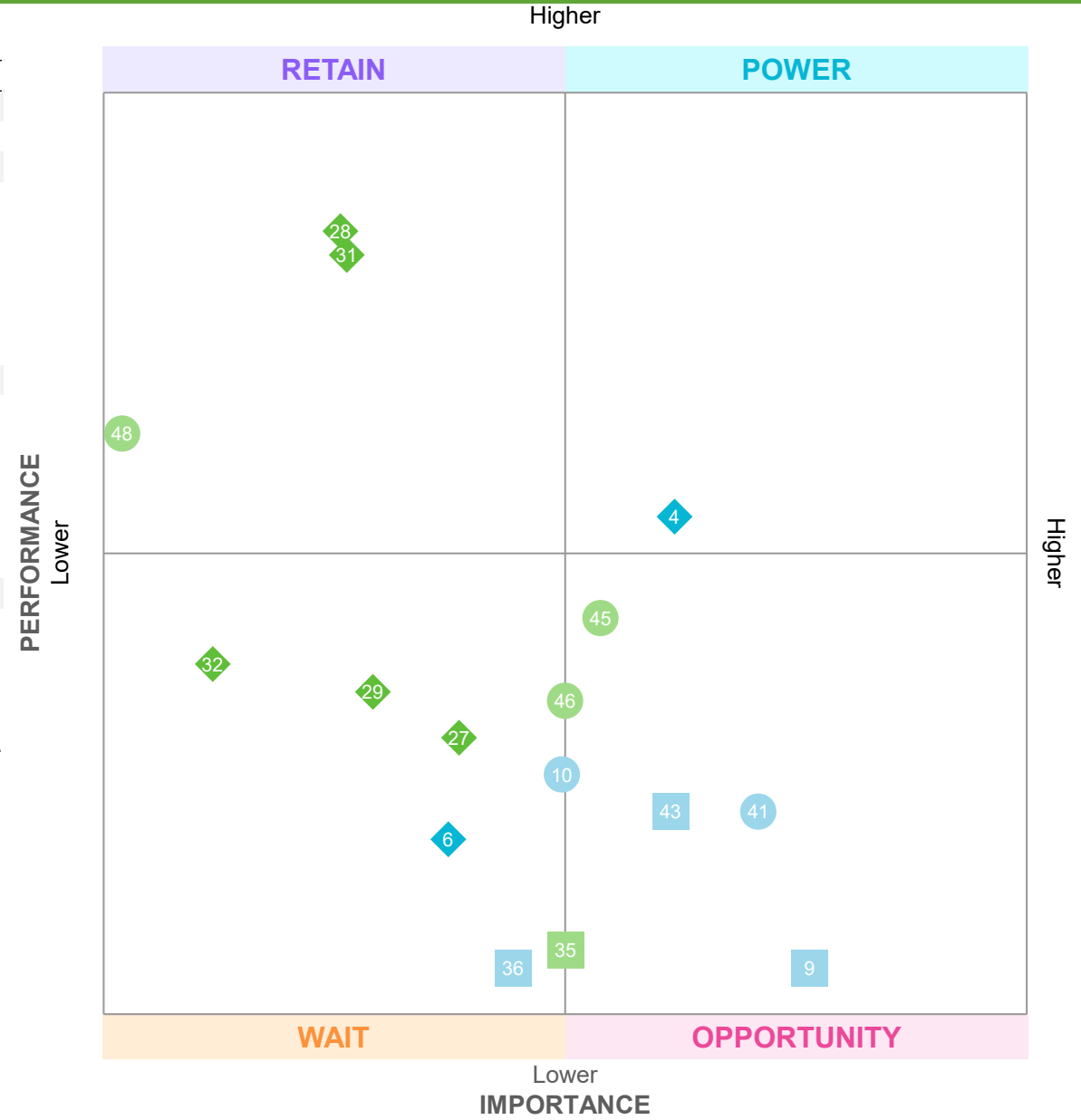
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
◆ GCQ	Q4	Getting urgent care		87.3%	95.1%	91.7%	54 th
OPPORTUNITY							
■ RATING	Q9	Rating of Health Care		61.9%	64.6%	64.0%	5 th
● GNC	Q41	Getting specialist appointment		62.4%	70.7%	72.5%	22 nd
■ RATING	Q43	Rating of Specialist		60.3%	74.4%	69.9%	22 nd
● CS	Q45	Provided information or help		81.5%	83.2%	82.8%	43 rd
● CS	Q46	Treated with courtesy and respect		96.4%	92.8%	93.8%	34 th
■ CC	Q35	Coordination of Care		82.2%	85.2%	79.2%	7 th
WAIT							
● GNC	Q10	Getting care, tests, or treatment		80.0%	87.7%	88.4%	26 th
■ RATING	Q36	Rating of Personal Doctor		72.9%	77.3%	72.4%	5 th
◆ HWDC	Q27	Dr. explained things		91.4%	94.9%	93.6%	30 th
◆ GCQ	Q6	Getting routine care		72.0%	78.2%	78.5%	19 th
◆ HWDC	Q29	Dr. showed respect		94.4%	97.9%	96.8%	35 th
◆ HWDC	Q32	Dr. spent enough time		88.4%	90.2%	88.7%	38 th
RETAIN							
◆ HWDC	Q31	Dr. explained things to child		92.4%	96.9%	94.8%	--
◆ HWDC	Q28	Dr. listened carefully		93.2%	96.6%	97.9%	85 th
● CS	Q48	Ease of Filling Out Forms		95.2%	94.5%	95.9%	63 rd

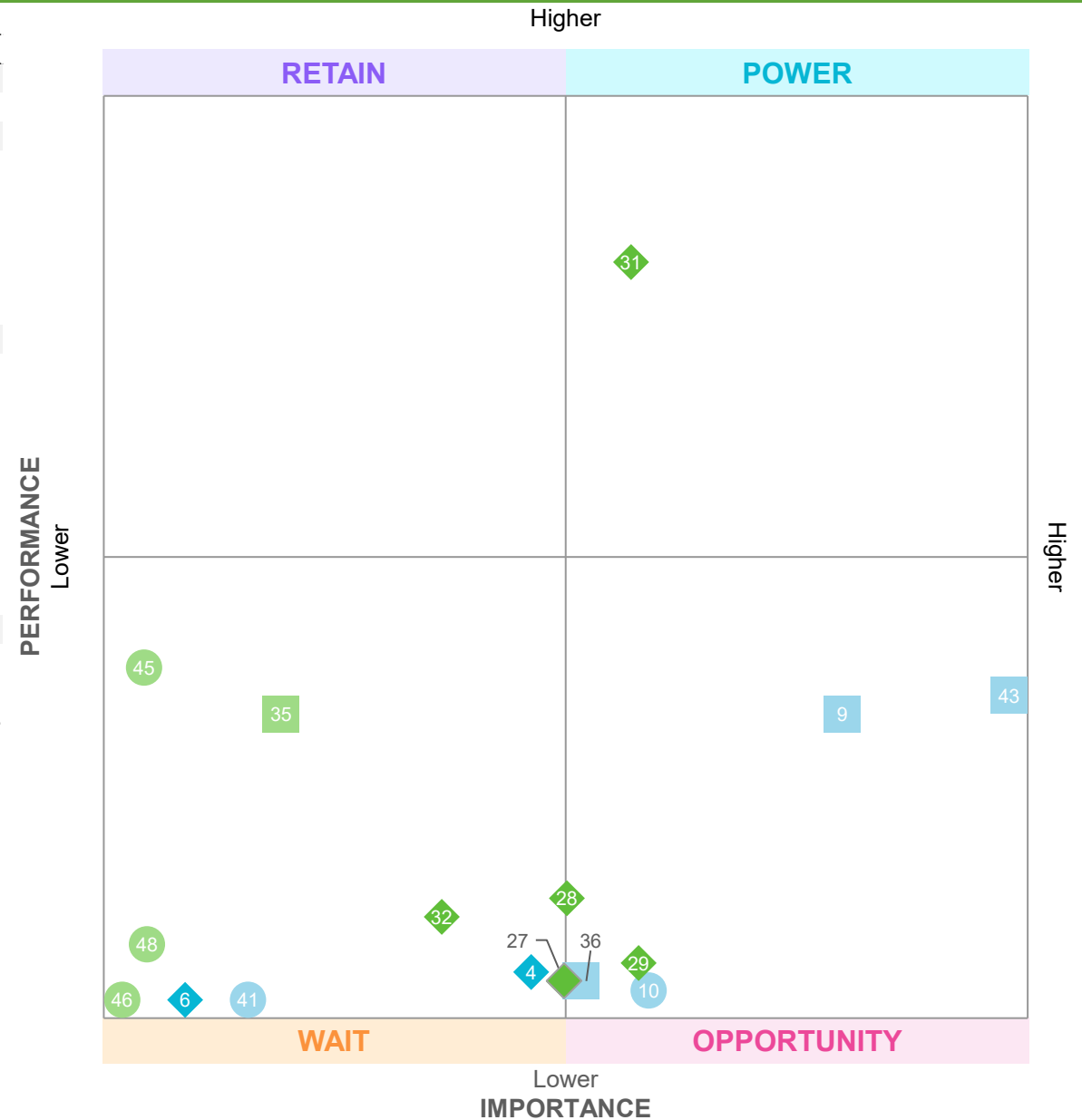
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

SURVEY MEASURE			2023 SRS	2024 SRS	2025 SRS	2025 %tile
POWER						
◆ HWDC	Q31	Dr. explained things to child	94.67%	98.82%	91.46%	--
OPPORTUNITY						
■ RATING	Q43	Rating of Specialist	72.50%	66.67%	71.79%	35 th
■ RATING	Q9	Rating of Health Care	59.52%	63.27%	70.14%	33 rd
● GNC	Q10	Getting care, tests, or treatment	82.40%	83.67%	81.94%	3 rd
◆ HWDC	Q29	Dr. showed respect	95.28%	96.18%	94.81%	6 th
■ RATING	Q36	Rating of Personal Doctor	70.89%	75.12%	72.02%	4 th
◆ HWDC	Q28	Dr. listened carefully	91.59%	98.47%	93.43%	13 th
WAIT						
◆ HWDC	Q27	Dr. explained things	91.74%	96.95%	89.78%	4 th
◆ GCQ	Q4	Getting urgent care	86.67%	83.61%	81.16%	5 th
◆ HWDC	Q32	Dr. spent enough time	88.68%	88.55%	84.33%	11 th
■ CC	Q35	Coordination of Care	76.00%	85.94%	84.62%	32 nd
● GNC	Q41	Getting specialist appointment	81.82%	70.45%	60.47%	1 st
◆ GCQ	Q6	Getting routine care	76.23%	76.06%	69.93%	2 nd
● CS	Q48	Ease of Filling Out Forms	95.98%	96.60%	92.86%	8 th
● CS	Q45	Provided information or help	78.85%	84.62%	82.46%	38 th
● CS	Q46	Treated with courtesy and respect	92.16%	87.88%	86.67%	1 st
RETAIN						
--	--	None	--	--	--	--

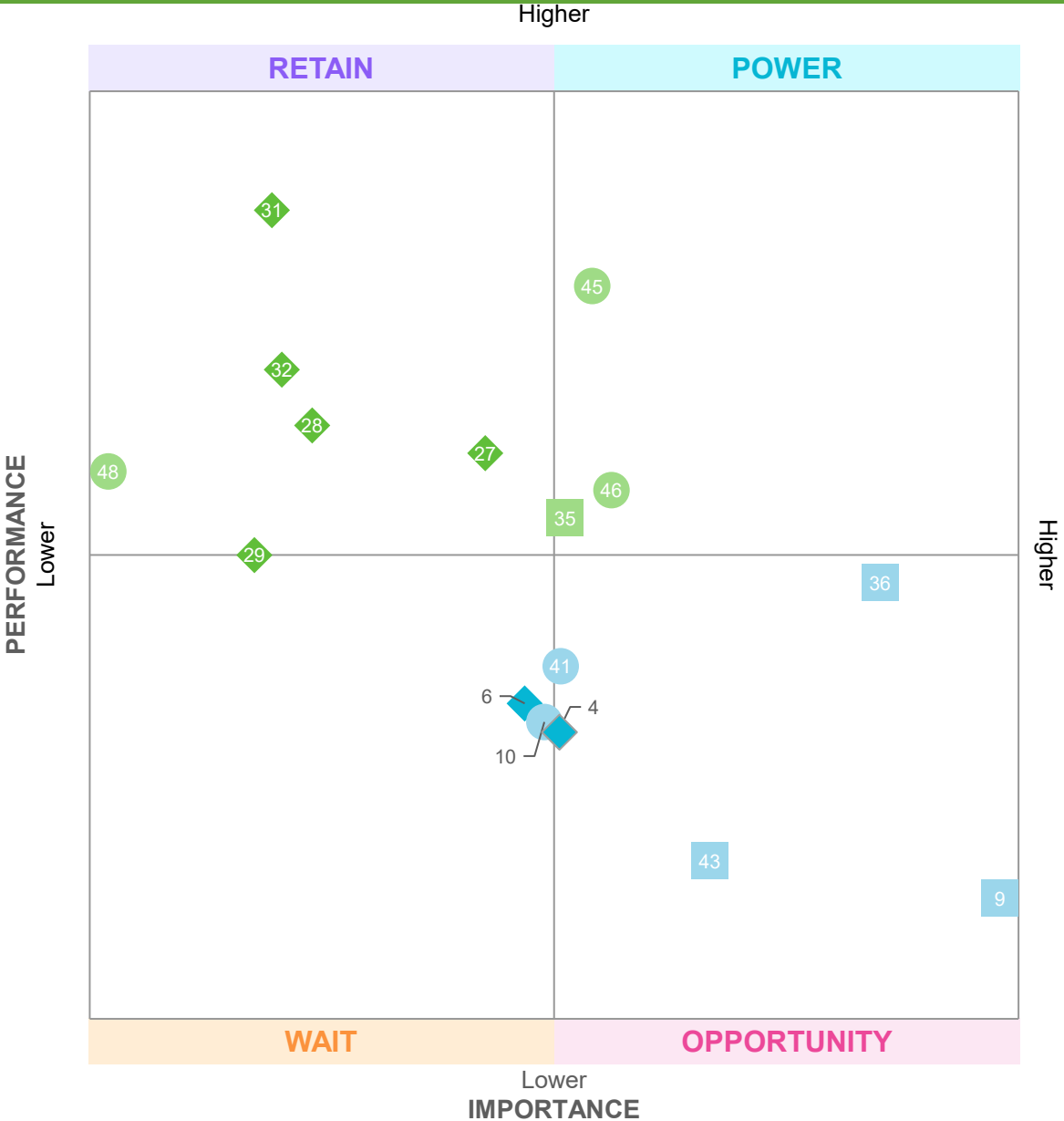
*Percentiles based on the Press Ganey BOB of the listed year.



POWER CHART – YOUR RESULTS

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
●	CS	Q46	Treated with courtesy and respect	94.8%	92.4%	95.5%	57 th
●	CS	Q45	Provided information or help	80.0%	74.5%	87.6%	79 th
■	CC	Q35	Coordination of Care	83.4%	80.9%	86.9%	54 th
OPPORTUNITY							
■	RATING	Q9	Rating of Health Care	62.7%	65.0%	66.5%	13 th
■	RATING	Q36	Rating of Personal Doctor	71.0%	72.2%	78.6%	47 th
■	RATING	Q43	Rating of Specialist	71.6%	72.0%	69.4%	17 th
●	GNC	Q41	Getting specialist appointment	71.7%	74.0%	76.0%	38 th
◆	GCQ	Q4	Getting urgent care	84.6%	89.5%	88.5%	31 st
WAIT							
●	GNC	Q10	Getting care, tests, or treatment	84.6%	84.8%	89.2%	32 nd
◆	GCQ	Q6	Getting routine care	74.6%	79.7%	81.5%	34 th
◆	HWDC	Q29	Dr. showed respect	94.5%	97.6%	97.3%	50 th
RETAIN							
◆	HWDC	Q27	Dr. explained things	93.4%	92.5%	95.5%	61 st
◆	HWDC	Q28	Dr. listened carefully	93.6%	93.4%	96.8%	64 th
◆	HWDC	Q32	Dr. spent enough time	86.1%	85.5%	92.5%	70 th
◆	HWDC	Q31	Dr. explained things to child	94.2%	90.2%	96.5%	--
●	CS	Q48	Ease of Filling Out Forms	96.4%	93.5%	95.7%	59 th

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



HEALTH EQUITY ANALYSIS

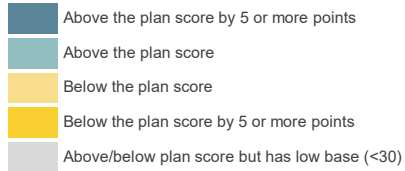
Health Equity Analysis highlights how different demographics' ratings varied from the Washington State average plan score.

HEALTH EQUITY

GENERAL POPULATION

Washington Total

Group is performing...



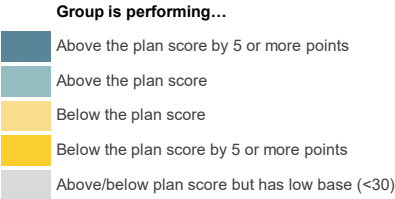
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

Demographic	Category	Total	Rating of Health Plan (% 9 or 10)		Rating of Health Care (% 9 or 10)		Rating of Personal Doctor (% 9 or 10)		Getting Needed Care (% Always or Usually)		Getting Care Quickly (% Always or Usually)	
			SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
			68.5%		65.5%		74.8%		77.8%		81.6%	
	Child's Gender											
	Male	n=1012		0		1		-2		3		-1
	Female	n=939		1		0		2		-3		0
	Child's Age											
	0 to 4	n=530		5		0		3		2		1
	5 to 8	n=411		2		-1		0		-1		2
	9 to 13	n=509		-3		4		2		0		-1
	14+	n=498		-5		-1		-4		-2		-4
	Overall Health											
	Excellent / Very Good	n=1478		2		5		2		4		1
	Good	n=384		-5		-13		-6		-5		-3
	Fair / Poor	n=117		-16		-10		-2		-10		-4
	Mental Health											
	Excellent / Very Good	n=1393		3		7		2		3		1
	Good	n=410		-5		-10		-3		-3		-3
	Fair / Poor	n=172		-14		-19		-8		-6		1
	Race Ethnicity											
	White	n=1156		-2		0		-1		2		5
	Black / African American	n=204		0		1		1		-6		-2
	Asian	n=207		-11		-6		-7		-11		-16
	American Indian or Alaska Native	n=81		-4		-3		-7		5		0
	Native Hawaiian or other Pacific Islander	n=61		-3		-12		-4		-4		-19
	Hispanic	n=852		7		7		6		1		0

HEALTH EQUITY

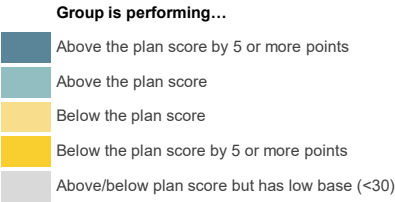
GENERAL POPULATION



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.

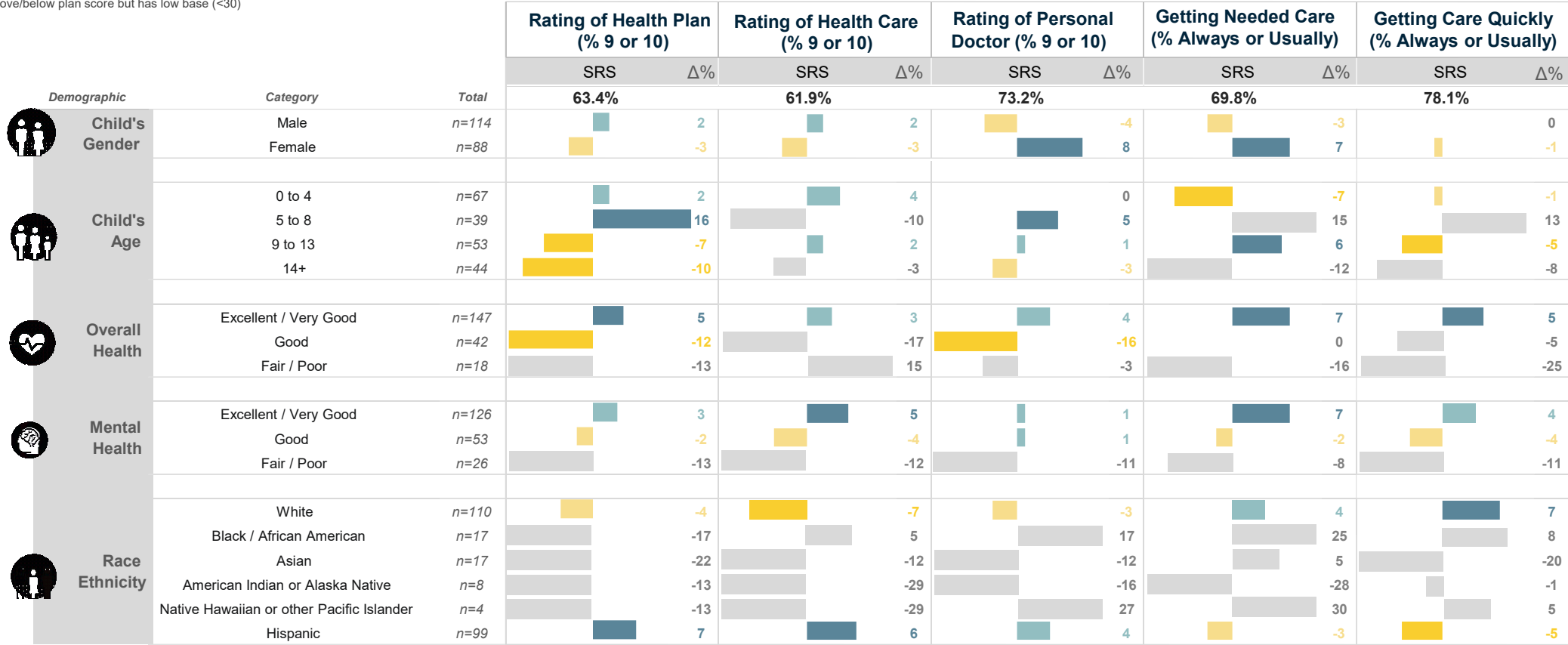
The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

			Rating of Specialist (% 9 or 10)		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	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
Demographic	Category	Total	69.9%		84.4%		87.4%		93.5%		94.9%	
	Child's Gender											
	Male	n=1012		0		0		1		0		0
	Female	n=939		2		-1		0		0		0
	Child's Age											
	0 to 4	n=530		7		0		4		0		1
	5 to 8	n=411		4		0		-1		0		-1
	9 to 13	n=509		-1		-1		2		1		-1
	14+	n=498		-7		0		-6		-1		1
	Overall Health											
	Excellent / Very Good	n=1478		5		3		2		1		1
	Good	n=384		-7		-8		-5		-2		-2
	Fair / Poor	n=117		-7		-3		-2		-8		-1
	Mental Health											
	Excellent / Very Good	n=1393		5		3		1		1		0
	Good	n=410		-5		-4		-1		-2		-1
	Fair / Poor	n=172		-8		-9		-1		-2		0
	Race Ethnicity											
	White	n=1156		-1		0		3		2		1
	Black / African American	n=204		-2		-2		-2		-3		-1
	Asian	n=207		-3		-8		-13		-3		-1
	American Indian or Alaska Native	n=81		-14		0		-4		0		1
	Native Hawaiian or other Pacific Islander	n=61		5		8		-11		-3		-3
	Hispanic	n=852		8		1		2		-1		-1



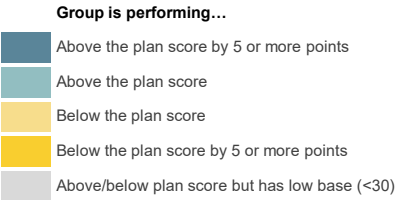
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.



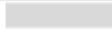
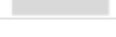
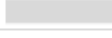
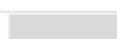
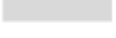
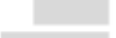
HEALTH EQUITY

GENERAL POPULATION



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.

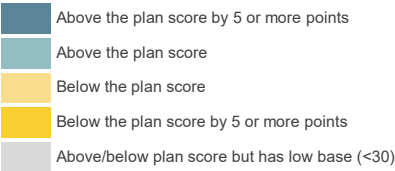
The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

Demographic	Category	Total	Rating of Specialist (% 9 or 10)		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	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
			61.5%		77.6%		82.0%		90.5%		95.4%	
 Child's Gender	Male	n=114		-12		2		1		-3		-1
	Female	n=88		18		-4		1		5		1
 Child's Age	0 to 4	n=67		-22		-5		3		-1		1
	5 to 8	n=39		18		2		0		4		2
	9 to 13	n=53		8		10		6		-1		-4
	14+	n=44		-16		-6		-9		1		0
 Overall Health	Excellent / Very Good	n=147		3		2		6		1		2
	Good	n=42		8		-4		11		-2		2
	Fair / Poor	n=18		-17		-3		-9		0		-18
 Mental Health	Excellent / Very Good	n=126		8		2		6		2		2
	Good	n=53		3		-1		-5		-2		-1
	Fair / Poor	n=26		-17		-3		-4		-1		-8
 Race Ethnicity	White	n=110		-4		7		10		3		2
	Black / African American	n=17		38		22		18		9		5
	Asian	n=17		18		-11		-3		-2		-7
	American Indian or Alaska Native	n=8		38		-38		-7		-6		-8
	Native Hawaiian or other Pacific Islander	n=4		--		22		-32		9		5
	Hispanic	n=99		3		2		-1		-1		0

HEALTH EQUITY

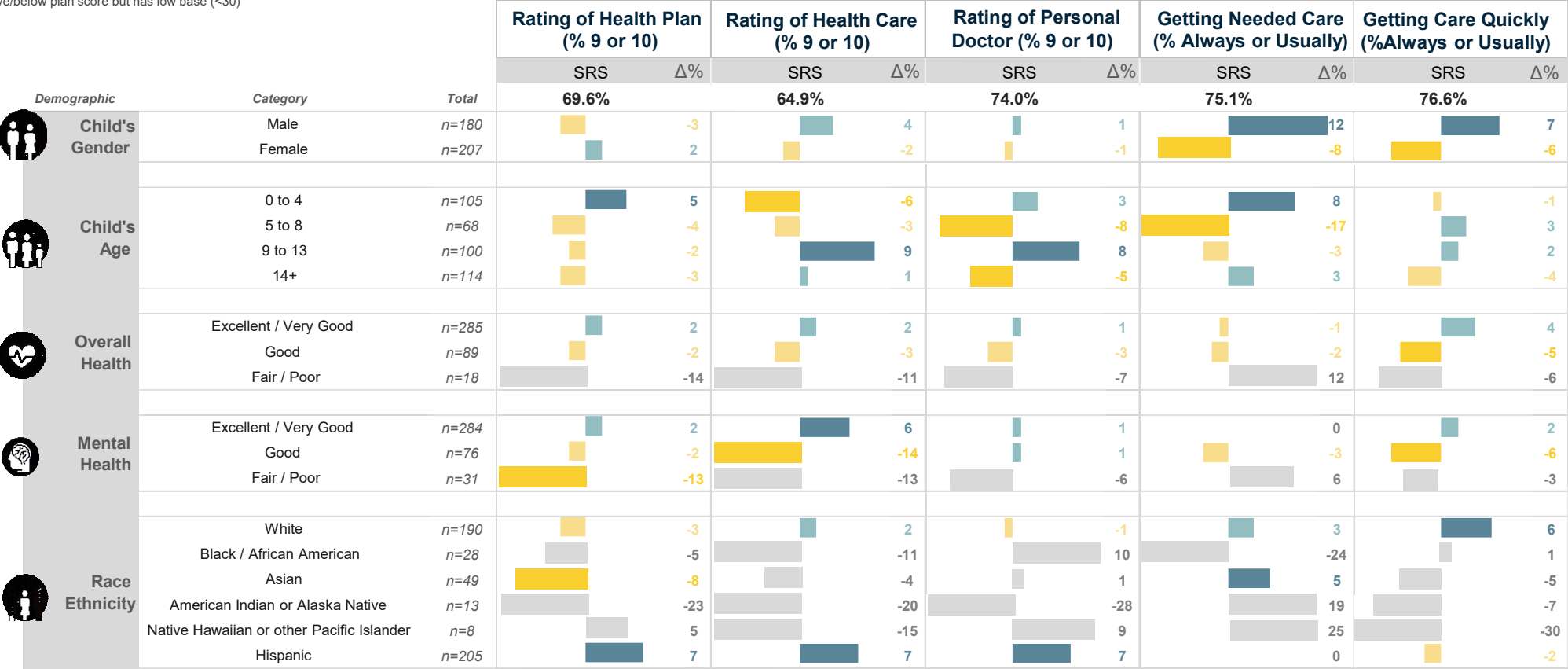
GENERAL POPULATION

Group is performing...



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.

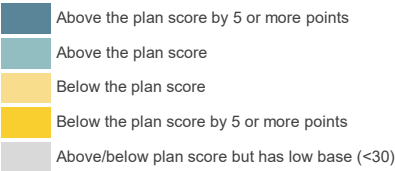
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HEALTH EQUITY

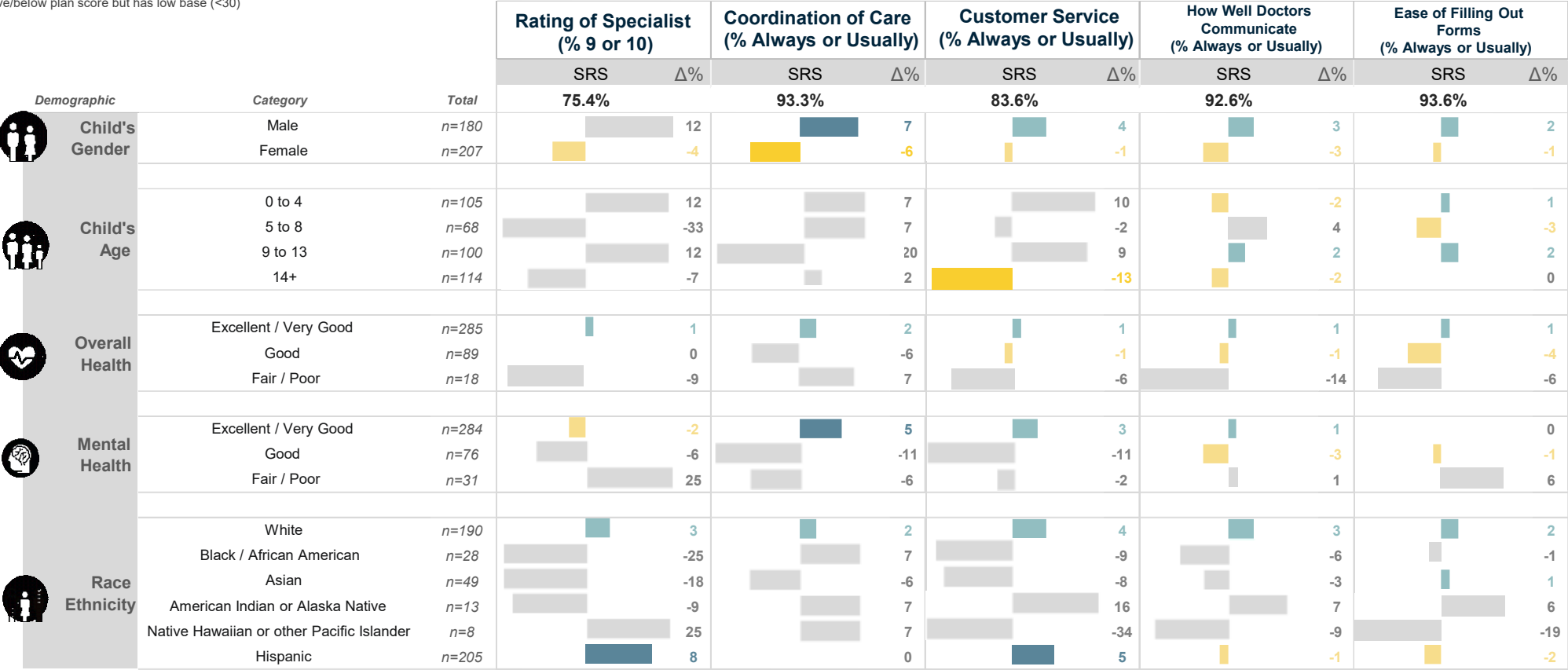
GENERAL POPULATION

Group is performing...



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.

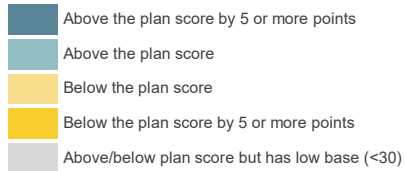
The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.



HEALTH EQUITY

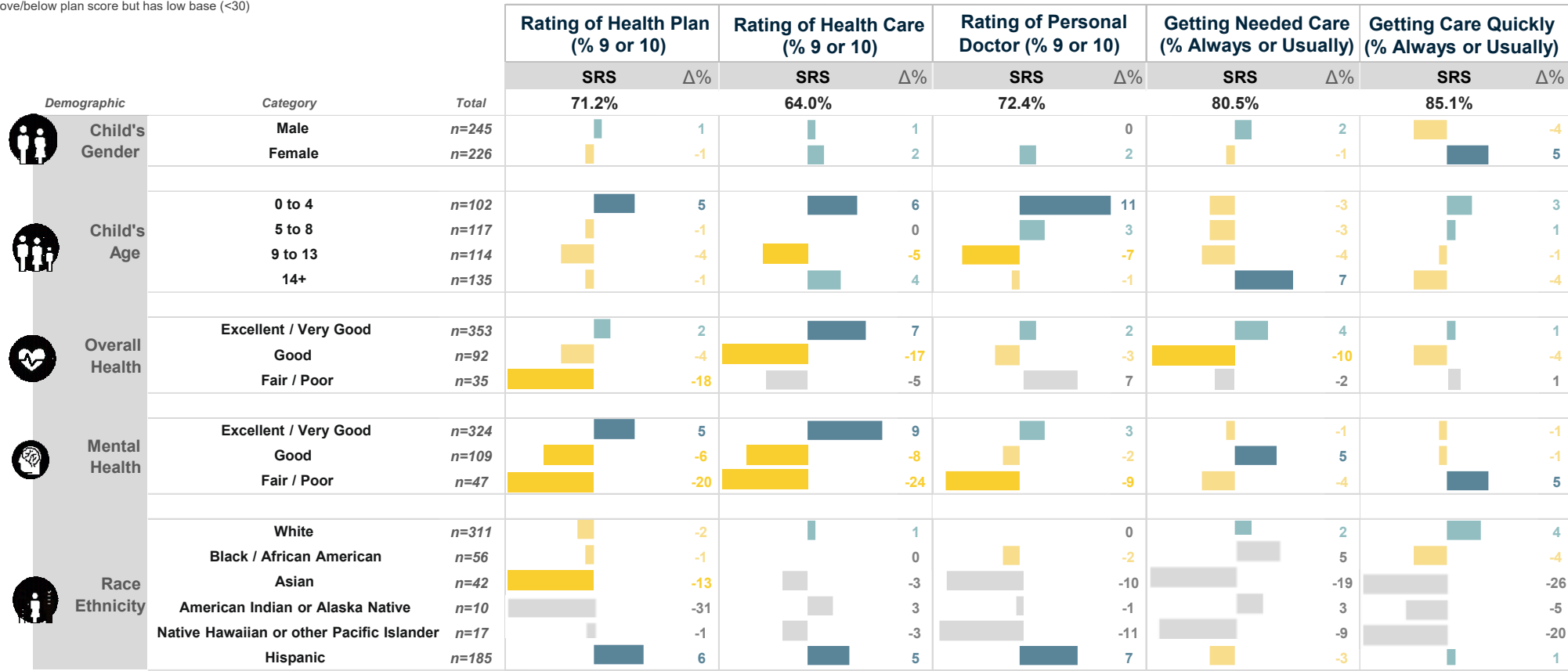
GENERAL POPULATION

Group is performing...



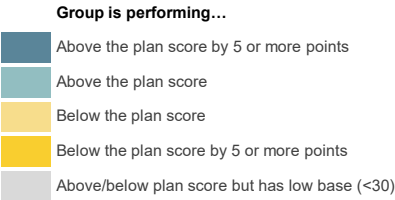
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

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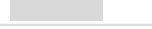
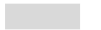
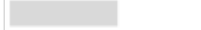
HEALTH EQUITY

GENERAL POPULATION

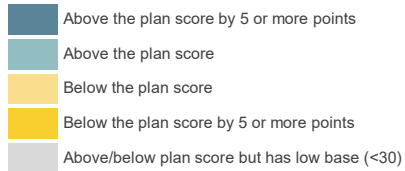


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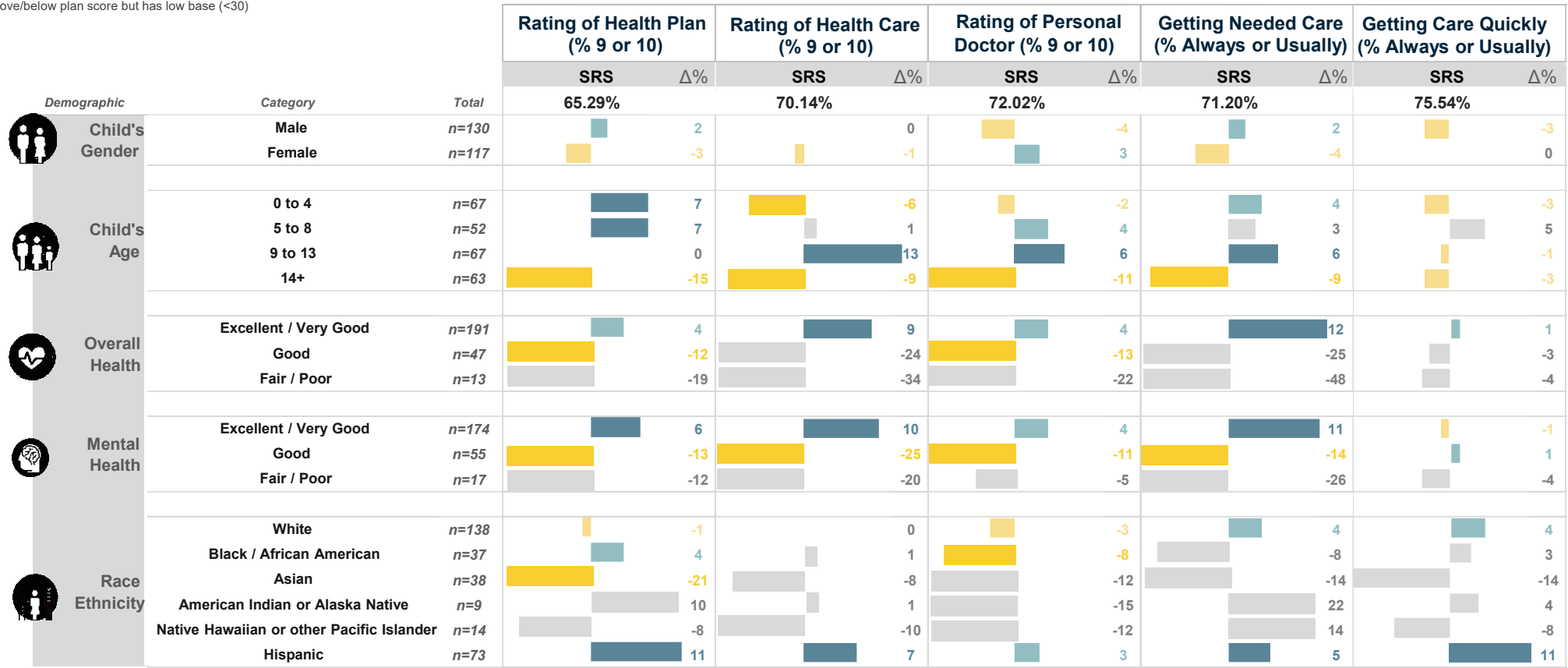
			Rating of Specialist (% 9 or 10)		Coordination of Care (% Always or Usually)		Customer Service (% Always or Usually)		How Well Doctors Communicate (% Always or Usually)		Ease of Filling Out Forms (% Always or Usually)	
			SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
Demographic	Category	Total	69.9%		79.2%		88.3%		94.2%		95.9%	
 Child's Gender	Male	n=245		4		0		1		1		-1
	Female	n=226		0		-1		2		0		0
 Child's Age	0 to 4	n=102		23		1		2		2		0
	5 to 8	n=117		-1		5		2		0		-1
	9 to 13	n=114		-11		-10		4		2		1
	14+	n=135		3		-3		-3		-3		0
 Overall Health	Excellent / Very Good	n=353		5		0		1		1		0
	Good	n=92		-9		-1		-1		1		-3
	Fair / Poor	n=35		3		1		1		-5		4
 Mental Health	Excellent / Very Good	n=324		5		3		1		0		0
	Good	n=109		-5		-3		2		1		0
	Fair / Poor	n=47		-3		-9		7		-1		2
 Race Ethnicity	White	n=311		-2		-3		4		3		1
	Black / African American	n=56		5		4		-2		-4		0
	Asian	n=42		0		-13		-13		0		-4
	American Indian or Alaska Native	n=10		-3		-29		-13		0		4
	Native Hawaiian or other Pacific Islander	n=17		-3		1		-8		-3		-14
	Hispanic	n=185		2		2		0		-2		0

Group is performing...

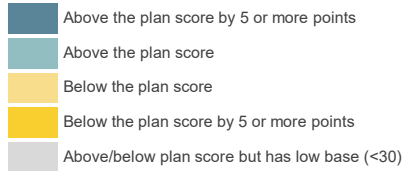


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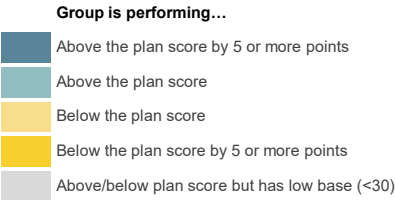
Group is performing...



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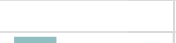
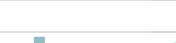
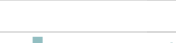
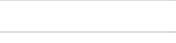
The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

Demographic	Category	Total	Rating of Specialist (% 9 or 10)		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	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
			71.79%		84.62%		84.56%		90.59%		92.86%	
	Child's Gender											
	Male	n=130		5		1		-1		0		1
	Female	n=117		-5		-1		1		0		-1
	Child's Age											
	0 to 4	n=67		3		4		0		1		1
	5 to 8	n=52		28		13		-11		-7		-5
	9 to 13	n=67		-16		3		0		3		0
	14+	n=63		-10		4		5		0		2
	Overall Health											
	Excellent / Very Good	n=191		8		7		3		5		0
	Good	n=47		-22		-12		-9		-8		-4
	Fair / Poor	n=13		-22		-35		15		-32		7
	Mental Health											
	Excellent / Very Good	n=174		11		0		1		4		1
	Good	n=55		-2		4		-1		-3		-4
	Fair / Poor	n=17		-32		-25		15		-31		1
	Race Ethnicity											
	White	n=138		4		-2		2		1		3
	Black / African American	n=37		0		-11		-4		-1		-10
	Asian	n=38		-5		-7		-21		-13		-2
	American Indian or Alaska Native	n=9		-22		15		-35		-7		-7
	Native Hawaiian or other Pacific Islander	n=14		28		15		-22		6		7
	Hispanic	n=73		6		8		10		2		-5

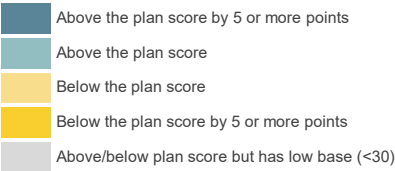


The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity. Gray bars have below 30 responses.

The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

			Rating of Health Plan (% 9 or 10)		Rating of Health Care (% 9 or 10)		Rating of Personal Doctor (% 9 or 10)		Getting Needed Care (% Always or Usually)		Getting Care Quickly (% Always or Usually)	
			SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
Demographic	Category	Total	68.8%		66.5%		78.6%		82.6%		85.0%	
 Child's Gender	Male	n=343		-2		0		-2		2		-2
	Female	n=301		3		2		2		-2		1
 Child's Age	0 to 4	n=189		5		0		0		3		3
	5 to 8	n=135		1		2		-1		-1		-1
	9 to 13	n=175		-2		4		4		0		0
	14+	n=142		-4		-3		-3		-3		-5
 Overall Health	Excellent / Very Good	n=502		2		4		1		1		0
	Good	n=114		-4		-11		-4		-1		0
	Fair / Poor	n=33		-14		-17		1		0		4
 Mental Health	Excellent / Very Good	n=485		2		5		2		2		0
	Good	n=117		-2		-7		-4		-2		-5
	Fair / Poor	n=51		-11		-19		-8		-5		6
 Race Ethnicity	White	n=407		-1		1		0		0		5
	Black / African American	n=66		5		3		5		-13		-6
	Asian	n=61		-3		-7		-5		-18		-16
	American Indian or Alaska Native	n=41		9		3		1		5		4
	Native Hawaiian or other Pacific Islander	n=18		-2		-21		-2		-21		-24
	Hispanic	n=290		8		8		6		3		0

Group is performing...



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.

The child's health and mental health statuses were self-defined by respondents through personal assessment. Respondents could select multiple categories to describe the child's race and ethnicity.

			Rating of Specialist (% 9 or 10)		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	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%	SRS	Δ%
Demographic	Category	Total	69.4%		86.9%		91.5%		95.5%		95.7%	
	Child's Gender											
	Male	n=343		-2		-1		-1		-1		0
	Female	n=301		4		2		1		1		0
	Child's Age											
	0 to 4	n=189		2		-3		5		0		0
	5 to 8	n=135		7		0		0		-3		2
	9 to 13	n=175		3		5		-2		1		-3
	14+	n=142		-9		1		-4		1		1
	Overall Health											
	Excellent / Very Good	n=502		7		5		1		1		0
	Good	n=114		-12		-16		-5		-3		-1
	Fair / Poor	n=33		-3		6		3		-1		1
	Mental Health											
	Excellent / Very Good	n=485		6		3		0		1		0
	Good	n=117		-9		-4		4		-3		0
	Fair / Poor	n=51		-12		-6		-3		3		-2
	Race Ethnicity											
	White	n=407		-2		0		0		1		1
	Black / African American	n=66		-12		-5		2		-4		1
	Asian	n=61		-7		-8		-13		-1		3
	American Indian or Alaska Native	n=41		-27		13		-4		0		2
	Native Hawaiian or other Pacific Islander	n=18		-19		13		2		-8		4
	Hispanic	n=290		14		-2		1		0		-1