



**Department  
of Health**

New York State  
Medicaid and Child Health Plus  
CAHPS® 5.0H  
Child CCC Survey

Continuous Quality Improvement Report

May 2021



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## Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Children with Chronic Conditions (CCC) questionnaire is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the questionnaire that asks parents/caretakers of child health plan members about experiences with access to care, health care providers, and health plans. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The New York State Department of Health (NYSDOH) sponsored the CAHPS® CCC survey in response to CMS CHIPRA requirements. Results will be used to determine variation in parent/caretaker satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH from November 2020 through February 2021. The instrument used for the administration of the survey was the CAHPS® CCC questionnaire, developed and tested nationally for assessing the performance of health plans.

The survey was administered over a fifteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to the parent/caretaker of all randomly selected child members, followed by a second questionnaire packet to non-respondents, and finally a phone follow-up to those who had not responded to the mailings.

The majority of questions addressed parent's/caretaker's experience with their child's health care, such as getting care quickly, communication with doctors, overall satisfaction with health care, and screening questions to identify children with chronic conditions. The questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 92 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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## Executive Summary

The CAHPS® CCC questionnaire was administered to the parents/caretakers of Medicaid and Child Health Plus (CHP) managed care plan child members. The survey included 13 managed care plans in New York with a sample of 1,500 children per plan. Questionnaires were sent to 19,500 parents/caretakers of child members following a combined mail and phone methodology during the period November 17, 2020, through February 23, 2021, using a standardized survey procedure and questionnaire. A total of 4,266 eligible and complete responses were received resulting in a 23.2% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some questionnaire items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Third, in many of the charts and tables presented in this report, differences between the MMC/CHP Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. MMC/CHP Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of all respondents by Payer status. CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status.

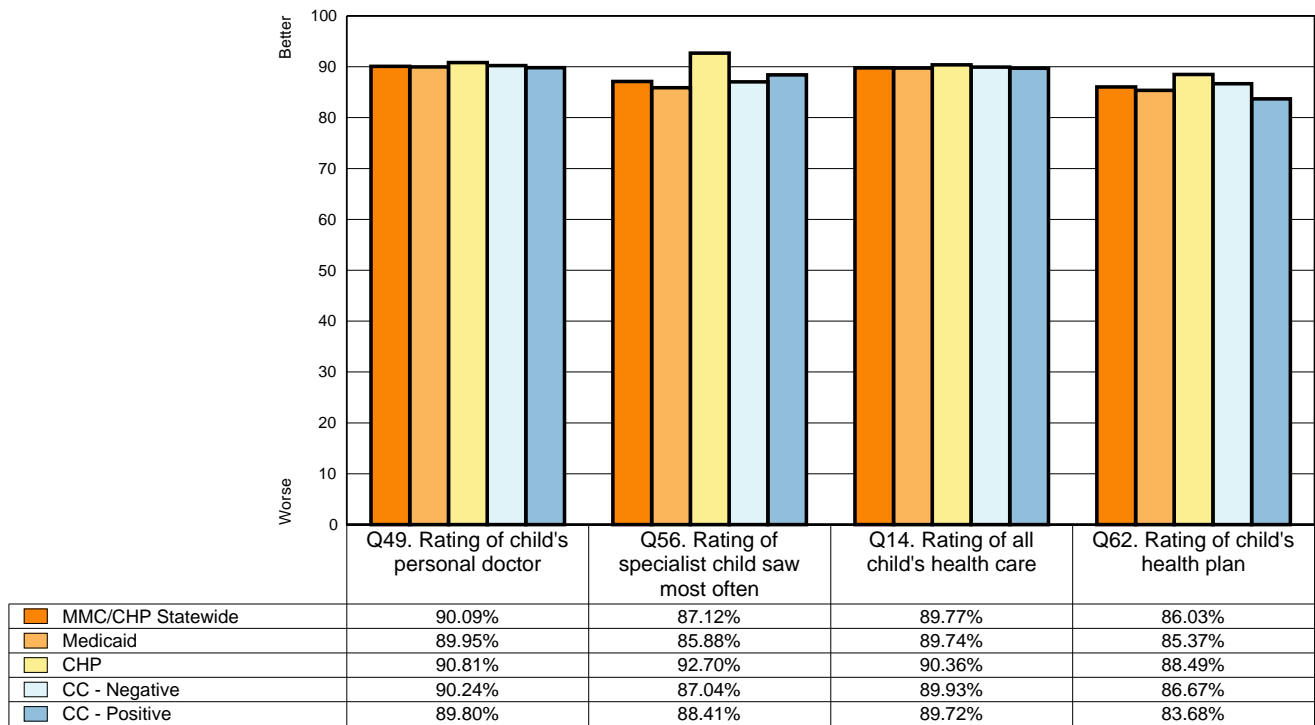
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains three types of composites: Standard Child Medicaid CAHPS® composites, CAHPS® CCC composites, and a composite from the CAHPS® Supplemental Items' Health Information Technology Item Set. The Standard Child Medicaid CAHPS® composites summarize responses in four key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. The CAHPS® CCC composites summarize responses in three areas related to specific aspects of care for chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The CAHPS® Supplemental Items' composite summarize responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. The achievement score for each of the nine composites is the average of the achievement scores for the individual items comprising a composite. For a detailed list of the questions that belong to each composite, please refer to the *Methodology* section.

### Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of "8", "9", or "10". Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The child member is considered positive for a chronic condition if the responses to one or more of five sets of screening questions indicates a chronic condition.

Overall Rating Questions (8, 9 or 10)

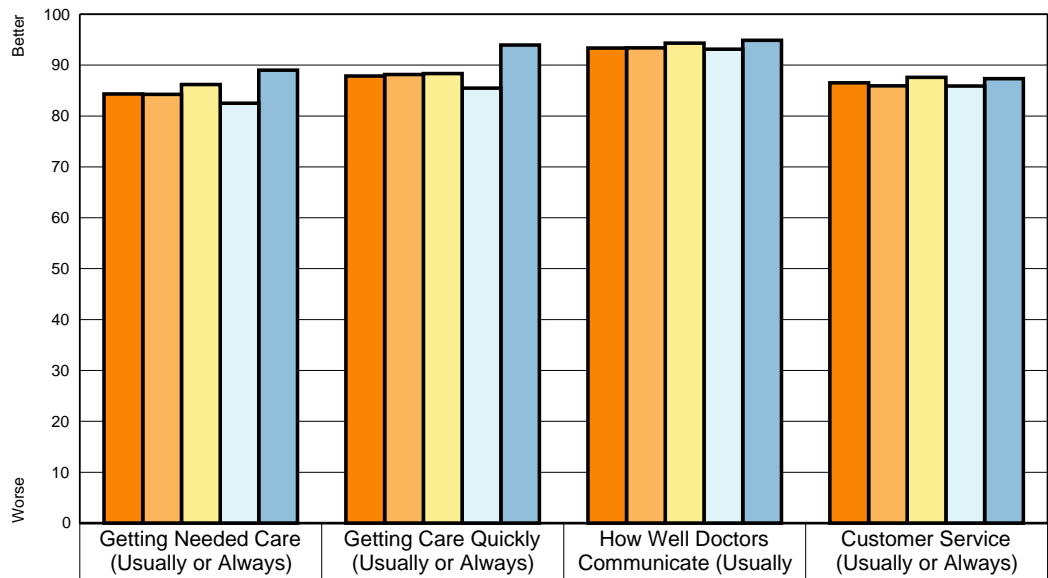


### Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Composite achievement scores indicate the proportion of parents/caregivers who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Standard Composites



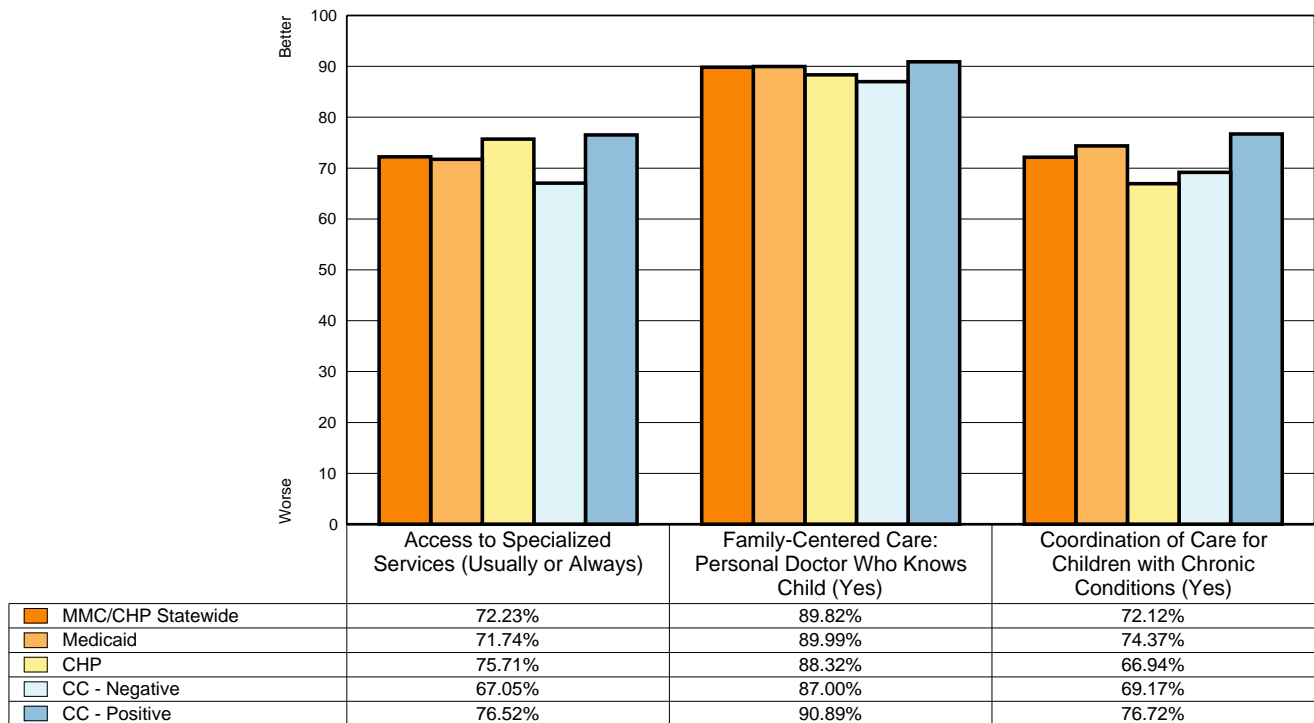
	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)
MMC/CHP Statewide	84.32%	87.84%	93.35%	86.54%
Medicaid	84.25%	88.14%	93.38%	85.94%
CHP	86.18%	88.36%	94.30%	87.60%
CC - Negative	82.50%	85.48%	93.14%	85.89%
CC - Positive	89.00%	93.95%	94.87%	87.32%

### Summary of CCC Composites

The table below presents the results for the CCC composites. The Access to Specialized Services composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites use "Yes" as the achievement score. The composite score is calculated using the same calculation that is used for the standard CAHPS® composites. Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The member is considered positive for a chronic condition if the responses to one or more of five screening sets indicates a chronic condition.

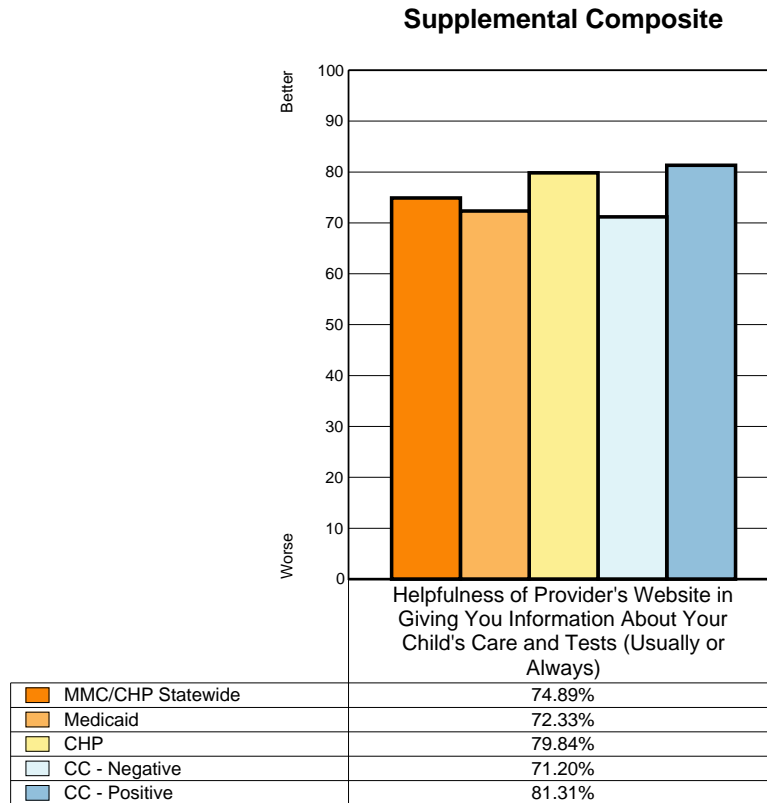
CCC Composites



### Summary of Supplemental Item Composite

The table below presents the results for the Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite. This composite is from the CAHPS® Health Information Technology Item Set. The Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite reflects response options of "Usually" or "Always" in the achievement score.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.





# Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of child's personal doctor	Rating of specialist child saw most often	Rating of all child's health care	Rating of child's health plan
<b>MMC/CHP Statewide</b>	84	88	93	87	90	87	90	86
<b>Medicaid</b>	84	88	93	86	90	86	90	85
<b>CHP</b>	86	88	94	88	91	93	90	88
<b>CC-Negative</b>	83	85	93	86	90	87	90	87
<b>CC-Positive</b>	89	94	95	87	90	88	90	84
Affinity Health Plan	84	87	91	88	90	75	89	86
CDPHP	82	94 ▲	96 ▲	89	92	89	93	88
Empire BlueCross BlueShield HealthPlus	79	86	92	84	89	87	88	88
Excellus BlueCross BlueShield	85	86	95 ▲	90	88	88	89	89
Fidelis Care New York	87	88	94	88	89	84	90	86
Healthfirst PHSP, Inc.	79	87	92	89	90	95 ▲	90	88
HealthNow New York Inc.	90 ▲	95 ▲	95	87	92	91	89	83
HIP (EmblemHealth)	80	86	95 ▲	84	88	71 ▼	86	79 ▼
Independent Health	89	89	95	86	92	98 ▲	94 ▲	92 ▲
MetroPlus Health Plan	79	79 ▼	87 ▼	81 ▼	87	89	88	85
MVP Health Care	87	94 ▲	96 ▲	90	93 ▲	87	92	89 ▲
Molina Healthcare	81	79 ▼	91	85	88	87	85	79 ▼
UnitedHealthcare Community Plan	92 ▲	92 ▲	94	84	92	92	92	85

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

## Key Measure Summary - CCC Composites

Plans	All Children			Children with CCC Positive		
	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)
<b>MMC/CHP Statewide</b>	72	90	72	74	90	75
<b>Medicaid</b>	72	90	74	74	91	77
<b>CHP</b>	76	88	67	75	88	72
Affinity Health Plan	73	92	70	70	90	65
CDPHP	78	90	76	85	88	84
Empire BlueCross BlueShield HealthPlus	65	84	69	58 ▼	85	56
Excellus BlueCross BlueShield	72	88	76	70	90	78
Fidelis Care New York	77	89	71	75	93	73
Healthfirst PHSP, Inc.	57 ▼	93	74	63	98 ▲	90 ▲
HealthNow New York Inc.	79	91	77	77	93	83
HIP (EmblemHealth)	75	86	63 ▼	78	85	71
Independent Health	73	90	69	91 ▲	92	73
MetroPlus Health Plan	68	92	75	75	90	82
MVP Health Care	76	92	69	75	94	78
Molina Healthcare	68	87	75	63	85	78
UnitedHealthcare Community Plan	78	92	74	87 ▲	91	71

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

## Child Member Sample Profile

<b>Child Age (years)</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Less than one year	0.7%	0.8%	0.4%	0.8%	0.7%
1 to 2 years	9.4%	10.0%	7.2%	9.9%	9.1%
3 to 4 years	11.1%	11.2%	10.9%	11.3%	11.1%
5 to 7 years	16.0%	16.6%	13.8%	16.9%	15.4%
8 to 10 years	17.4%	17.2%	18.1%	17.3%	17.4%
11 to 13 years	18.9%	19.1%	18.2%	19.3%	18.7%
14 and older	26.3%	25.0%	31.6%	24.6%	27.6%

<b>Child Gender</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Male	50.1%	49.6%	52.1%	49.0%	51.0%
Female	49.9%	50.4%	47.9%	51.0%	49.0%

<b>Child Hispanic or Latino</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Yes, Hispanic or Latino	38.6%	41.3%	27.9%	49.2%	31.1%
No, Not Hispanic or Latino	61.4%	58.7%	72.1%	50.8%	68.9%

<b>Child Race</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
White	50.8%	46.6%	66.4%	30.9%	63.7%
Black or African-American	25.0%	28.0%	13.7%	30.6%	21.3%
Asian	14.1%	14.0%	14.3%	20.3%	10.0%
Native Hawaiian or Other Pacific Islander	1.1%	1.2%	0.6%	1.3%	0.9%
American Indian or Alaska Native	3.1%	3.6%	1.6%	3.3%	3.0%
Other	20.3%	22.4%	12.4%	26.8%	16.1%

<b>Rating of Child's Overall Health</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Excellent	46.3%	45.5%	49.6%	46.0%	46.6%
Very good	30.8%	30.0%	34.1%	28.1%	32.7%
Good	19.1%	20.4%	14.3%	21.7%	17.3%
Fair	3.6%	4.0%	1.8%	4.0%	3.2%
Poor	0.2%	0.2%	0.2%	0.2%	0.2%

<b>Payer</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Medicaid	79.8%	100.0%	0.0%	86.9%	74.7%
CHP	20.2%	0.0%	100.0%	13.1%	25.3%

<b>Chronic Condition Status</b>	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
Positive	20.4%	20.1%	21.3%	14.4%	24.7%
Negative	79.6%	79.9%	78.7%	85.6%	75.3%

## Sample Disposition

	MMC/CHP Statewide	Medicaid	CHP	NYC	Rest of State
<b>First mailing - sent</b>	19,500	15,838	3,662	7,169	12,331
<b>First mailing - usable survey returned*</b>	1,300	928	372	469	831
<b>Second mailing - sent</b>	17,632	14,401	3,231	6,513	11,119
<b>Second mailing - usable survey returned*</b>	804	597	207	285	519
<b>Phone - usable surveys*</b>	2,162	1,880	282	1,036	1,126
<b>Total - usable surveys</b>	4,266	3,405	861	1,790	2,476
<b>Ineligible: According to population criteria‡†</b>	113	76	37	51	62
<b>Ineligible: Language barrier†</b>	496	459	37	258	238
<b>Ineligible: Deceased†</b>	2	2	0	0	2
<b>Refusal/Returned survey blank</b>	675	566	109	280	395
<b>Incomplete survey - mail or phone</b>	440	375	65	214	226
<b>Nonresponse - Unavailable by mail or phone</b>	12,964	10,509	2,455	4,411	8,553
<b>Added to Do Not Call list</b>	48	37	11	8	40
<b>Bad Address and Bad Phone†</b>	496	409	87	157	339
<b>Response Rate</b>	<b>23.2%</b>	<b>22.9%</b>	<b>24.6%</b>	<b>26.7%</b>	<b>21.2%</b>

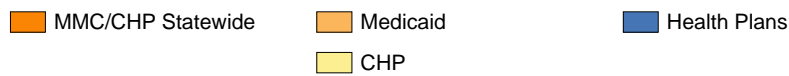
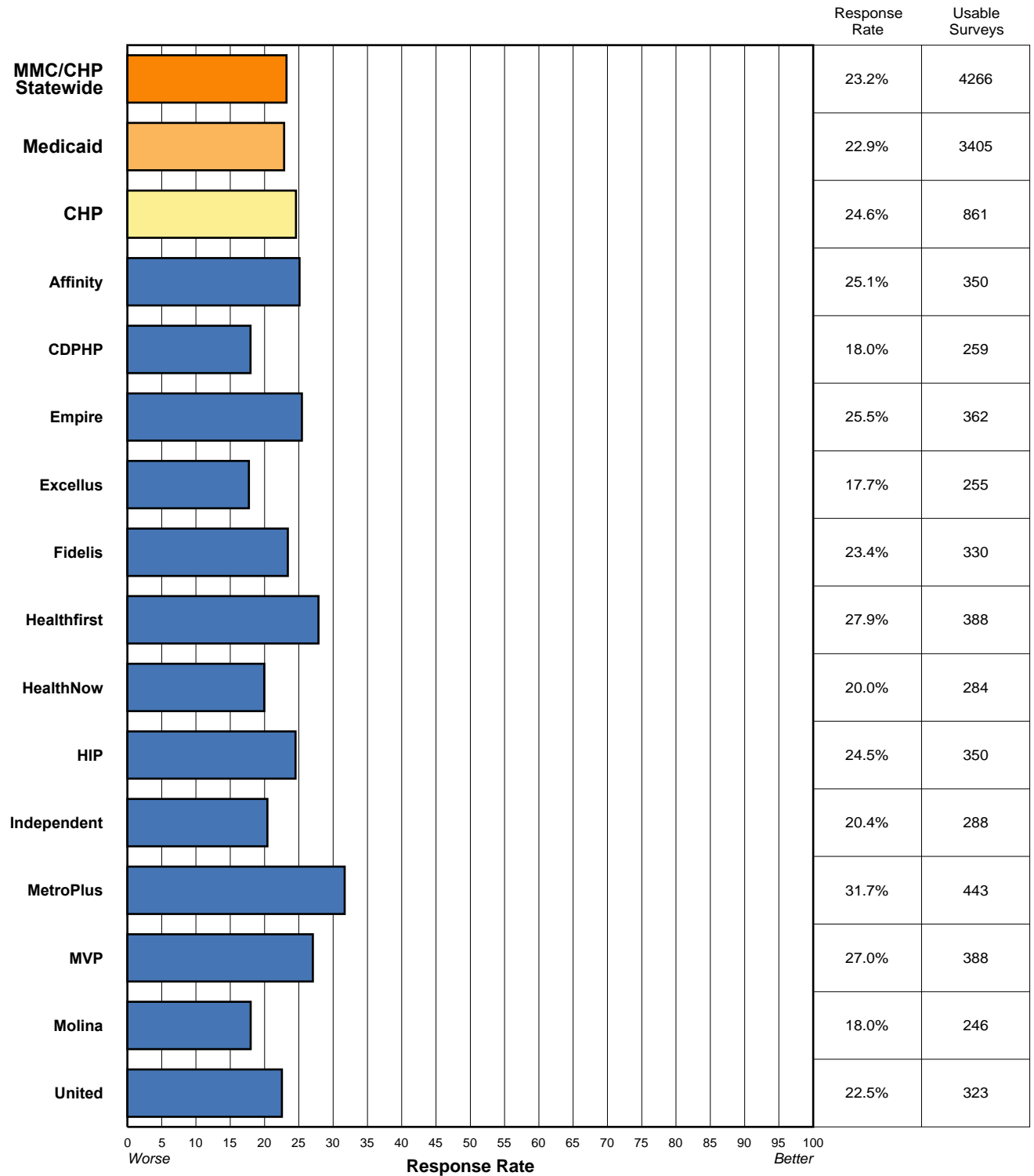
\*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

Note:  $Response Rate = Total Usable Surveys / Total Eligible Cases$

# Response Rates



# Trend Analysis - 2020 vs. 2018

## New York State Medicaid/CHP Managed Care Program

The following analysis provides an in-depth comparison of 2020 results with 2018 results.

Question	MMC/CHP Statewide 2020 Score	MMC/CHP Statewide 2018 Score	Point Change	Composite/ Question Group
Q56. Rating of specialist child saw most often	87.1%	83.6%	+ 3.5 ▲	Ratings
Q54. Child got an appointment with a specialist as soon as needed	80.8%	77.7%	+ 3.1	Getting Needed Care
Q14. Rating of all child's health care	89.8%	87.5%	+ 2.3 ▲	Ratings
Q58. Customer service from child's health plan gave needed information or help	81.8%	80.0%	+ 1.8	Customer Service
Q61. Forms from your child's health plan easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]	96.4%	94.8%	+ 1.6 ▲	Single Items
Q42. Child's personal doctor showed respect for what you had to say	96.3%	95.4%	+ 0.9	Communication
Q62. Rating of child's health plan	86.0%	85.2%	+ 0.8	Ratings
Q44. Child's personal doctor explained things in a way that was easy for your child to understand	94.5%	93.7%	+ 0.8	Single Items
Q64. Easy to get prescription medicines for your child through their health plan	90.7%	90.1%	+ 0.6	CCC Single Items
Q4. Child got 'urgent' care as soon as needed	89.3%	88.9%	+ 0.5	Getting Care Quickly
Q6. Child got appointment for routine care as soon as needed	86.4%	87.4%	- 1.1	Getting Care Quickly
Q65. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines	64.5%	65.7%	- 1.2	CCC Single Items
Q15. Easy to get the care, tests or treatment your child needed	87.9%	89.8%	- 1.9 ▼	Getting Needed Care
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child	67.8%	70.1%	- 2.3	Single Items
Q34. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child	54.5%	57.2%	- 2.8	CCC Single Items
Q31. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child	56.6%	60.2%	- 3.6	CCC Single Items
Q28. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child	72.5%	76.4%	- 4.0	CCC Single Items
Q33. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child	71.7%	75.9%	- 4.2	Access to Specialized Services
Q27. Easy to get special medical equipment or devices for your child	67.6%	72.5%	- 4.9	Access to Specialized Services
Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	55.3%	61.0%	- 5.7 ▼	Coordination of Care for Children with Chronic Conditions

Better  
▲  
↓  
▼  
Worse

▲ ▼ Statistically significantly higher/lower than 2018 score.

## Methodology

Children, ages 0 to 17, who were current members of New York State Medicaid or CHP managed care plans as of July 2020 and who had been enrolled for five out of the last six months were eligible to be randomly selected for this survey. Respondents were surveyed in English or Spanish. The survey was administered over a fifteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to a parent/caretaker of all randomly sampled members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

### Survey Milestones

1. 1st questionnaire packets mailed: November 17, 2020
2. Reminder postcards mailed: November 24, 2020
3. 2nd questionnaire packets mailed: December 15, 2020
4. Phone field opened: January 12, 2021
5. Mail and phone field closed: February 23, 2021

### Sampling Frame

A stratified random sample of 1,500 children ages 0 to 17 was drawn for each health plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the New York State Medicaid or CHP managed care plans for at least five out of the last six months as of July 2020.

### Questionnaire

The instrument selected for the survey, the CAHPS® CCC questionnaire, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of child members' experience such as getting care quickly, doctor communication, overall satisfaction with health care, and health plan. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid core questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The CCC supplemental items focus on components of care essential for the successful treatment, management, and support of children with chronic conditions. The questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 92 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

### Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five following questions: Q3, Q38, Q53, Q57, Q62. Complete interviews were obtained from 4,266 parents/caretakers of Medicaid or CHP managed care members, and the overall project response rate was 23.2%.

### Definition of Achievement Scores

Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for questions represent the proportion of parent/caretaker respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

## Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

### Getting Needed Care

- Q54. Child got an appointment with a specialist as soon as needed
- Q15. Easy to get the care, tests or treatment your child needed

### Getting Care Quickly

- Q4. Child got 'urgent' care as soon as needed
- Q6. Child got appointment for routine care as soon as needed

### How Well Doctors Communicate

- Q40. Child's personal doctor explained things in a way that was easy to understand
- Q41. Child's personal doctor listened carefully to you
- Q42. Child's personal doctor showed respect for what you had to say
- Q45. Child's personal doctor spent enough time with child

### Customer Service

- Q58. Customer service from child's health plan gave needed information or help
- Q59. Customer service staff from child's health plan treated you with courtesy/respect

There are three CCC composite scores summarizing responses in areas related to caring for children with chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each CCC composite:

### Access to Specialized Services

- Q27. Easy to get special medical equipment or devices for your child
- Q30. Easy to get special therapy (physical, occupational or speech) for your child
- Q33. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child

### Family-Centered Care: Personal Doctor Who Knows Child

- Q46. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q51. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q52. Child's personal doctor understands how child's conditions affect your family's day-to-day life

### Coordination of Care for Children with Chronic Conditions

- Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

There is also a supplemental composite score summarizing the responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise the supplemental composite:

### Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests

- Q22. Blood tests, x-rays, or other test results were easy to find on website
- Q23. Blood tests, x-rays, or other test results were put on website as soon as needed
- Q24. Blood tests, x-rays, or other test results were presented in a way that was easy to understand
- Q25. Visit notes were easy to understand



## Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of parent/caretaker experience, correlations are computed between responses to the performance-related items and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

## Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, Payer status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) for the Rating Items and Composite Items are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the MMC/CHP Statewide achievement score with statistical testing. Again, Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change for MMC/CHP Statewide results. The *Trend Analysis* section displays MMC/CHP Statewide results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2018 and 2020 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

## Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed at the top of the appropriate bar or next to the appropriate achievement score.

## Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across Medicaid or CHP managed care plans. The results for 2020 are case-mix adjusted for child age (Q82), child member health status (Q66), and parent/caretaker education (Q88). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the Medicaid or CHP managed care plan and have been shown to affect plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

# Using this Report

## Understanding Achievement Scores

Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for questions are computed as the proportion of parents/caretakers who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, Coordination of Care for Children with Chronic Conditions, and Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of all respondents by Payer status. CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses to a questionnaire item is due to skip patterns in the instrument. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

## Understanding the Sections of the Report

The CAHPS® CCC questionnaire results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access, and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

### *Graphs/Results*

This section contains a graphic presentation of MMC/CHP Statewide, Medicaid, CHP, Chronic Condition status, and plan-specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions that are combined to create the composite measures.

### *Correlation Analysis*

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health

plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the group or plan performed in that area.

The correlation analyses are presented two ways. First, there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Second, the analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "Usually" and "Sometimes", improving the processes may move respondents up to "Always" to improve not only that composite, but the other rating questions.

### *Responses by Question*

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a child needed a service in the past six months does not have an associated achievement score related to it. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of child members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, the correlation with rating of health plan value, and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

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## Graphs/Results

The Graphs/Results section contains a graphic presentation of MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and plan-specific results for each question using the achievement scores. Tests for statistical significance compare the plan-level scores to the MMC/CHP Statewide scores. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. Rating results are followed by composites and the questions that make up each composite.

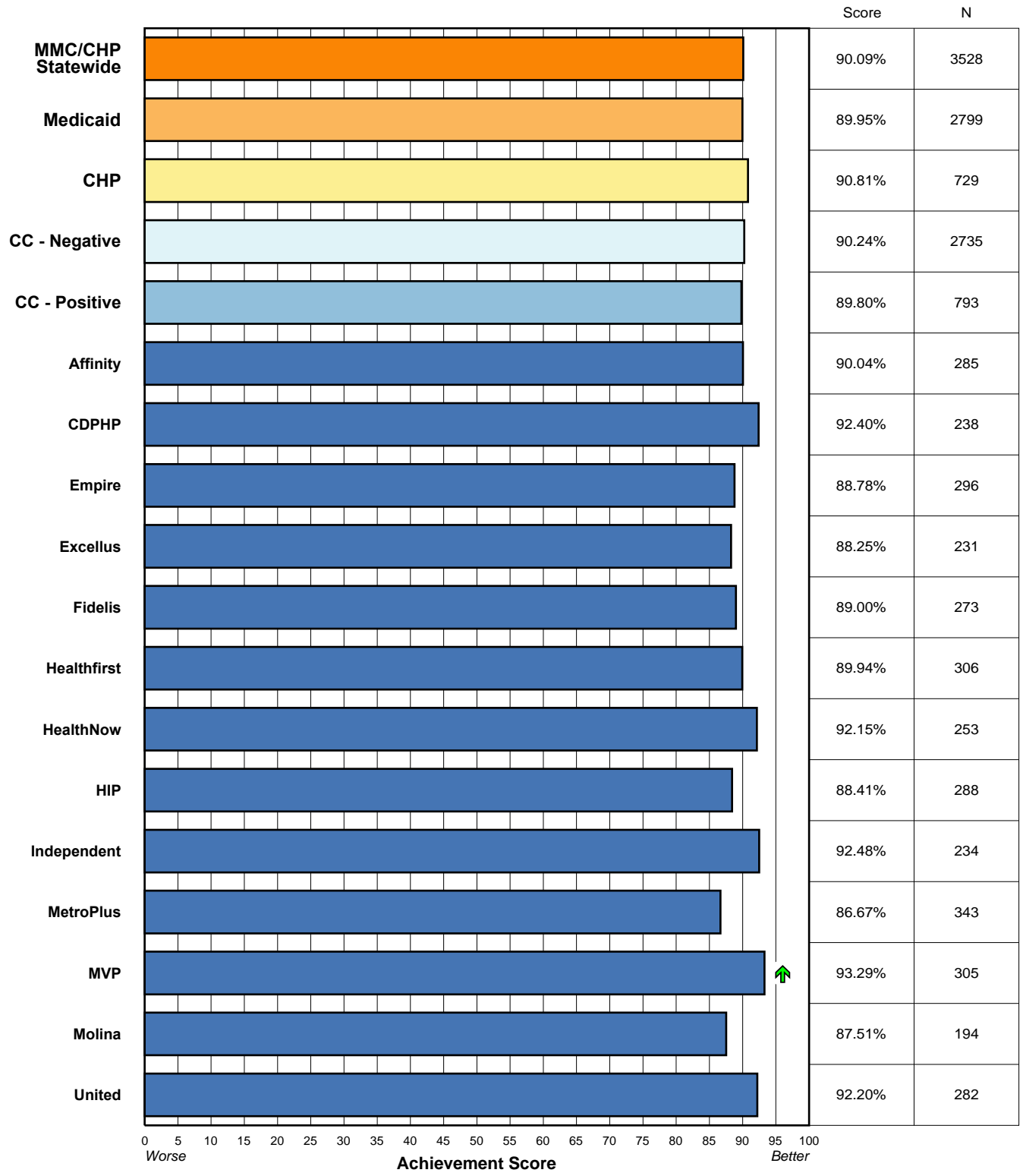
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. In the title of each graph the response option(s) considered an achievement is displayed. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

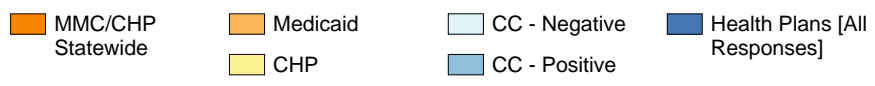
For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

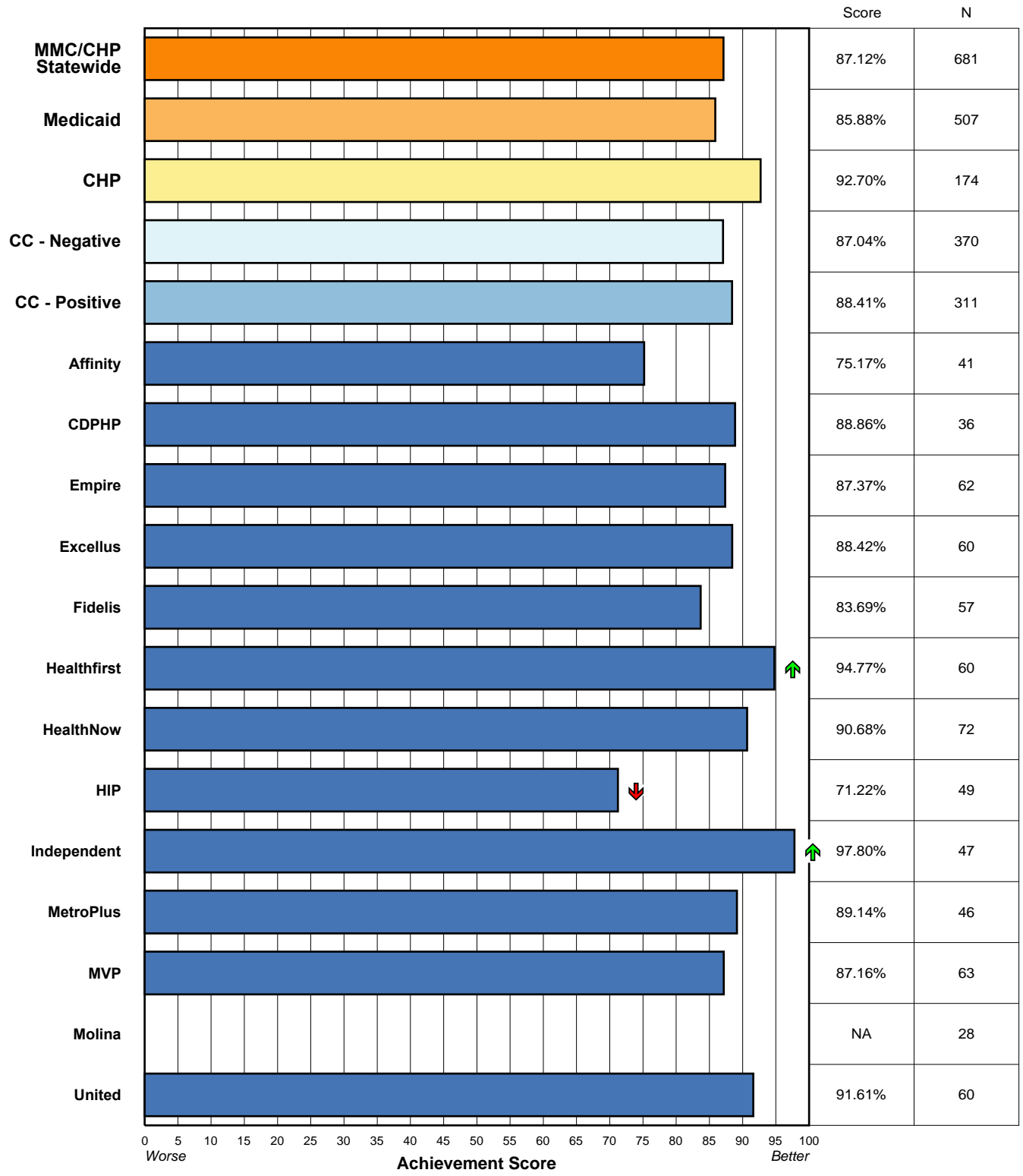
### Q49. Rating of child's personal doctor (8, 9 or 10)



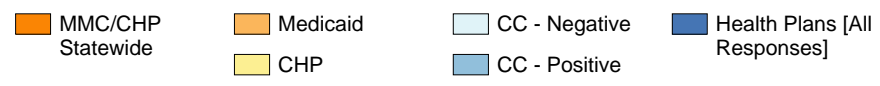
Statistically significantly better/worse than Statewide.



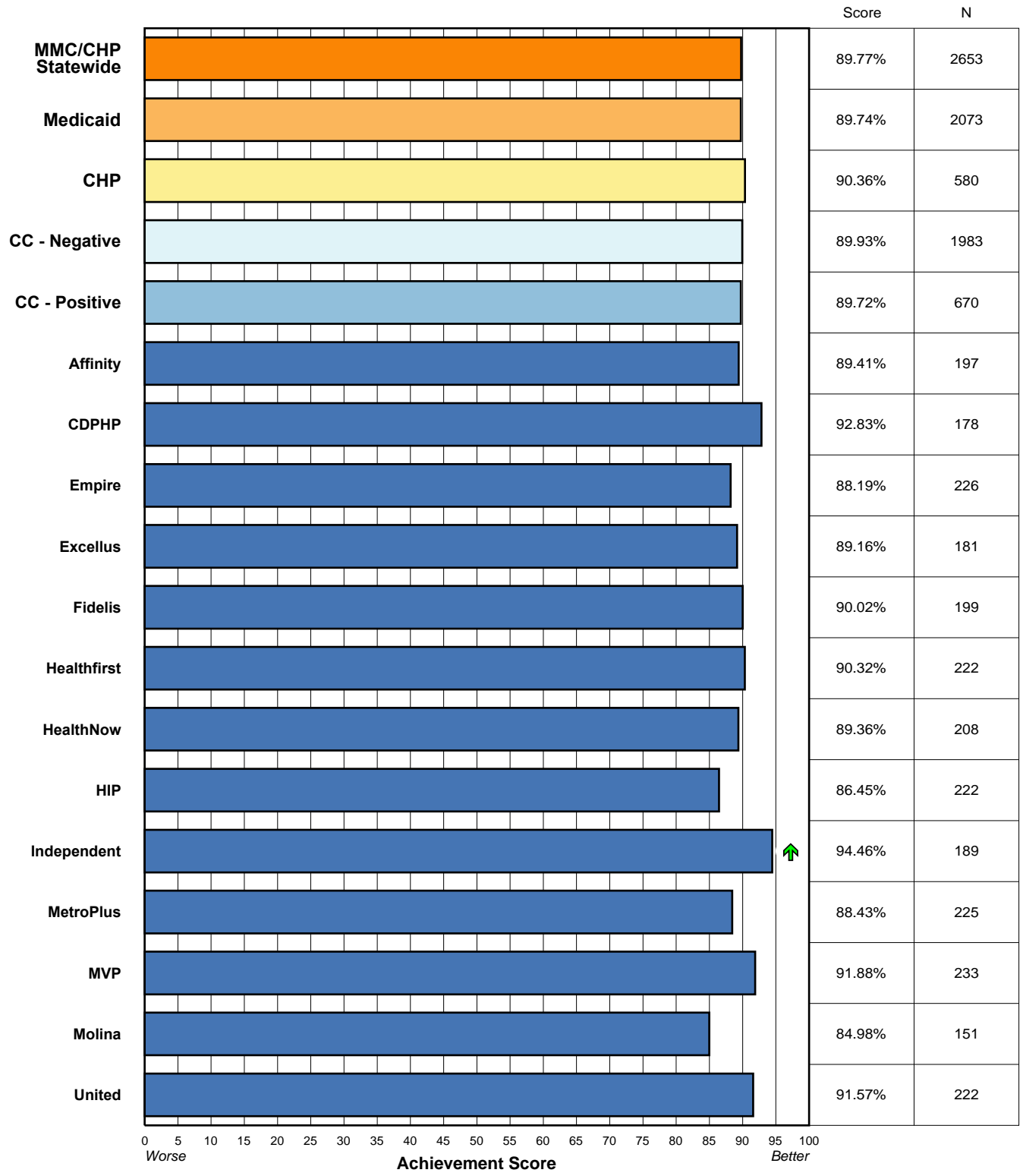
### Q56. Rating of specialist child saw most often (8, 9 or 10)



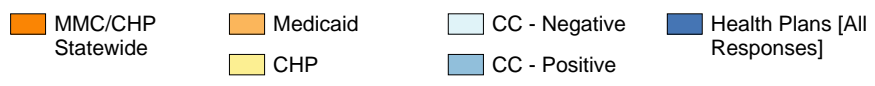
NA Results suppressed for fewer than 30 cases.  
 ▲▼ Statistically significantly better/worse than Statewide.



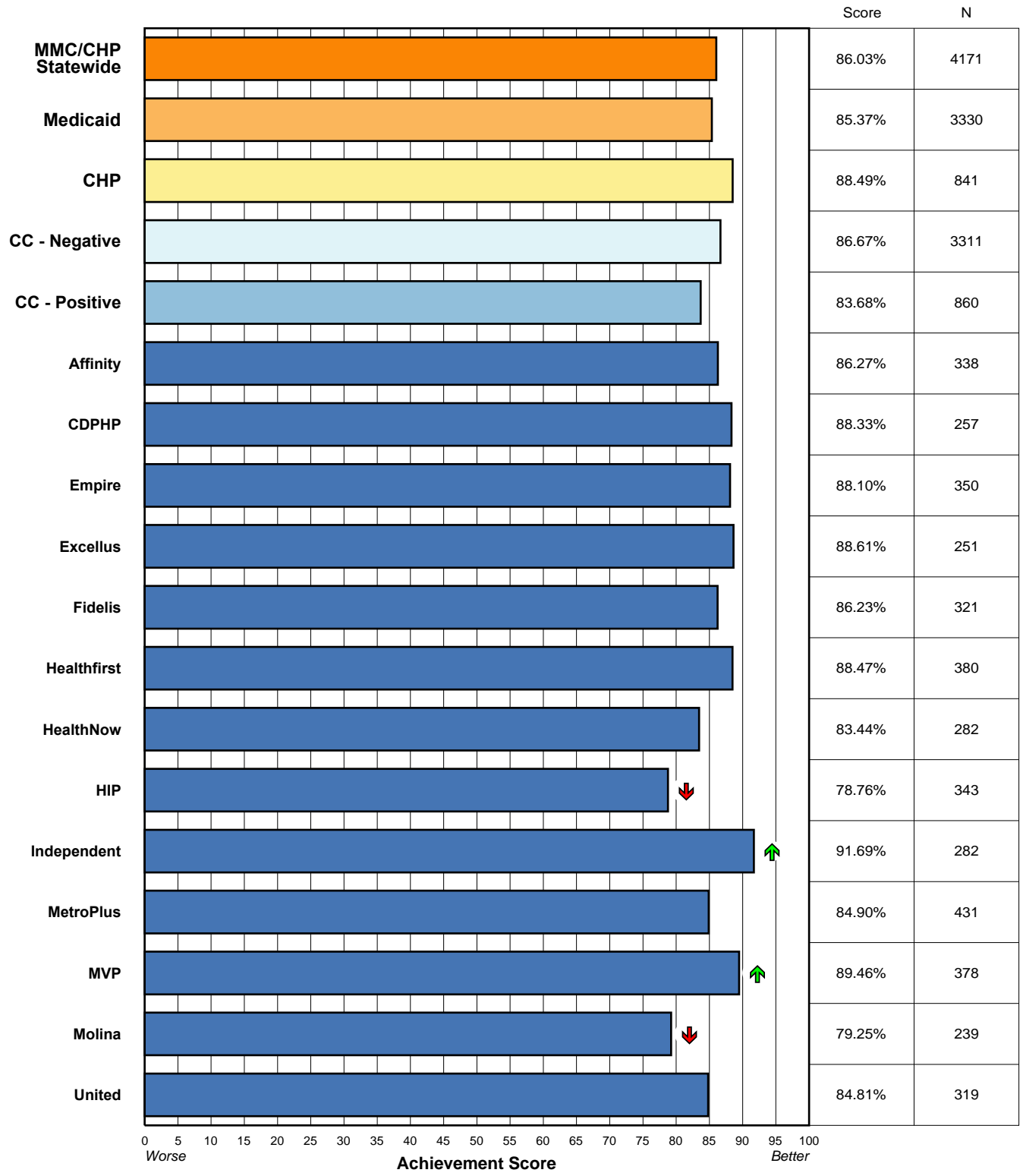
### Q14. Rating of all child's health care (8, 9 or 10)



Statistically significantly better/worse than Statewide.



### Q62. Rating of child's health plan (8, 9 or 10)

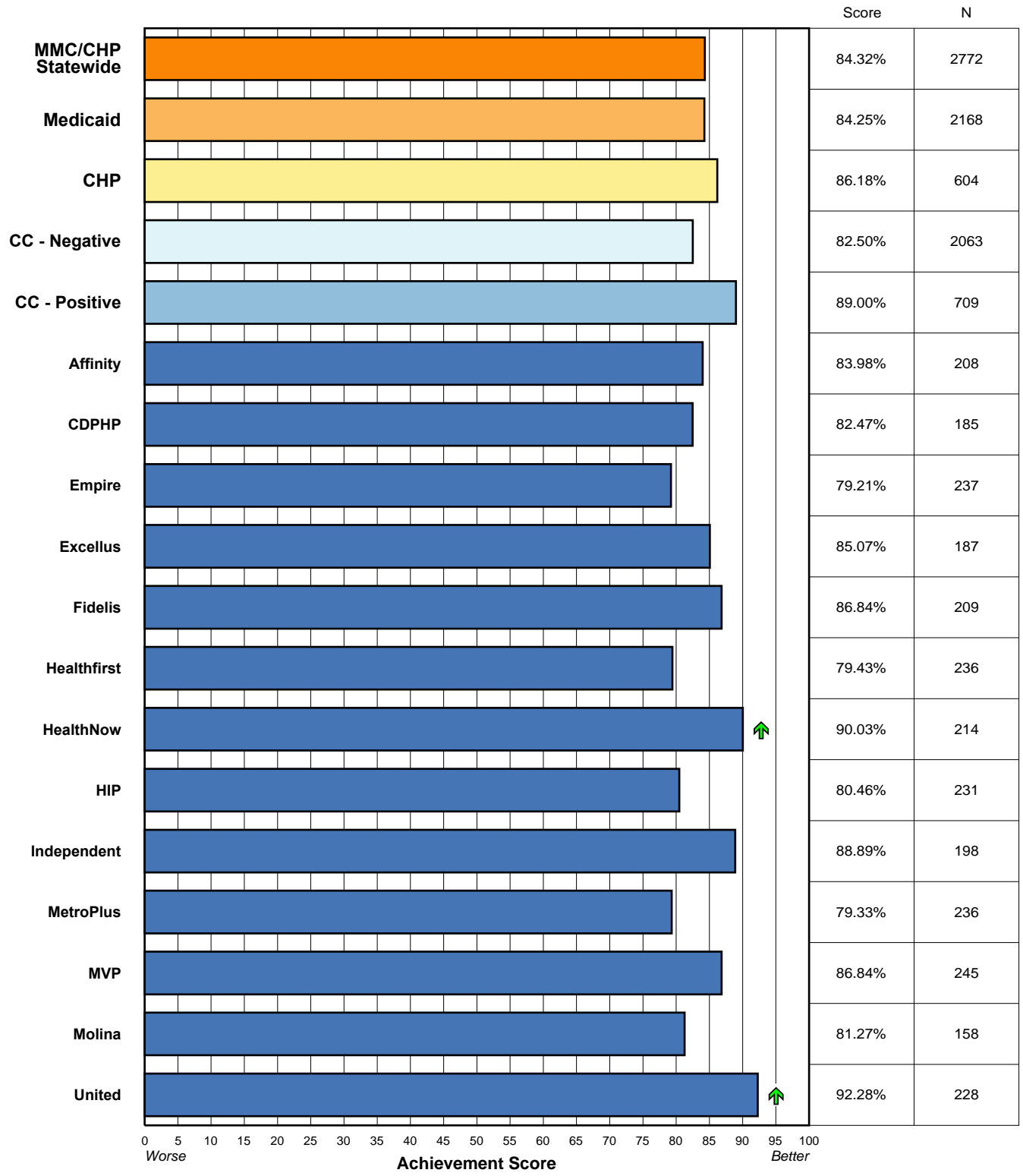


⬇️ Statistically significantly better/worse than Statewide.



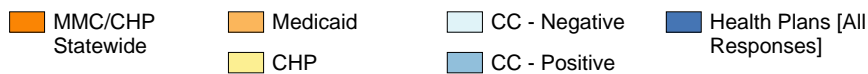
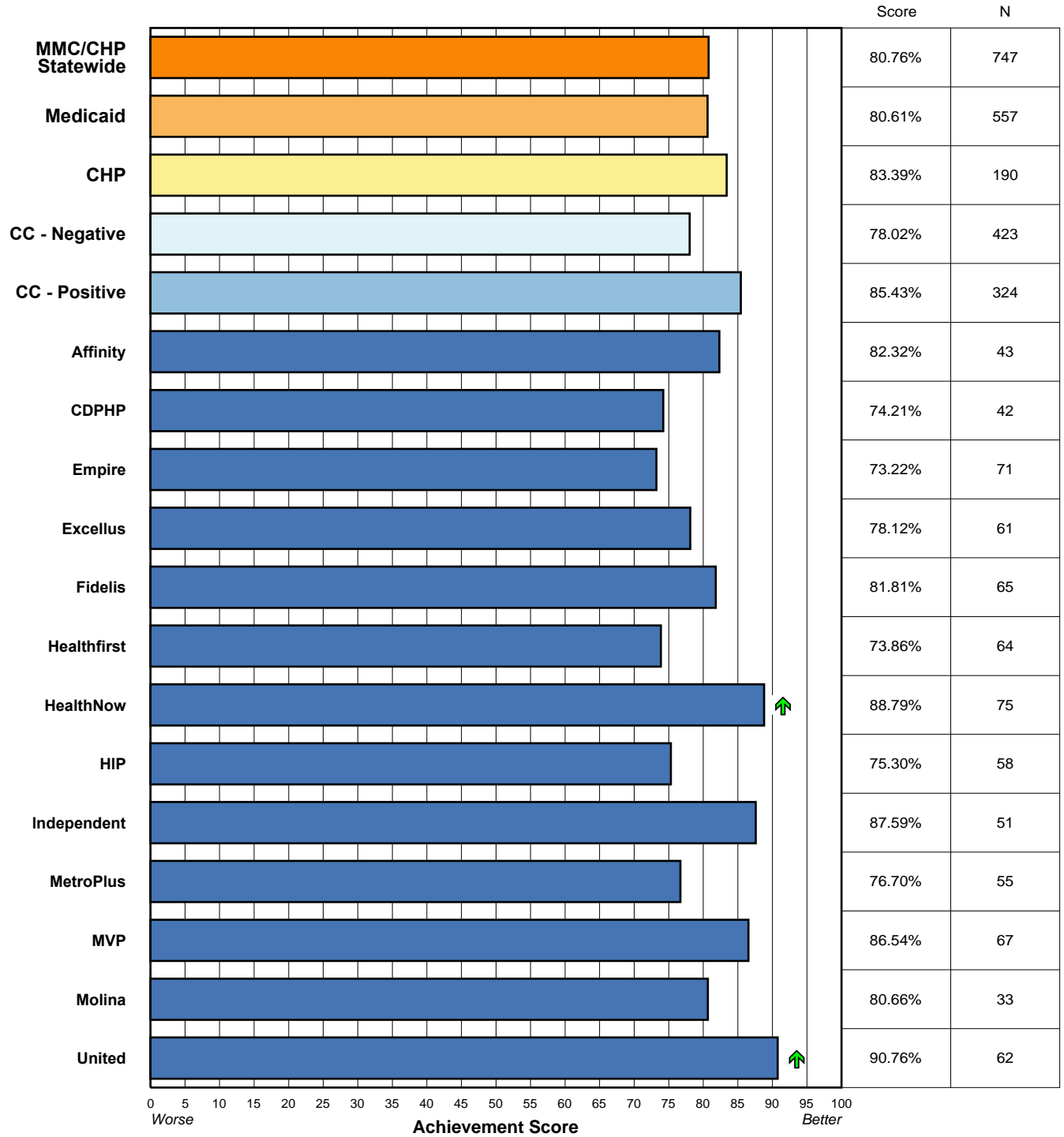


### Getting Needed Care (Usually or Always)



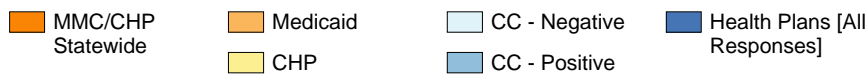
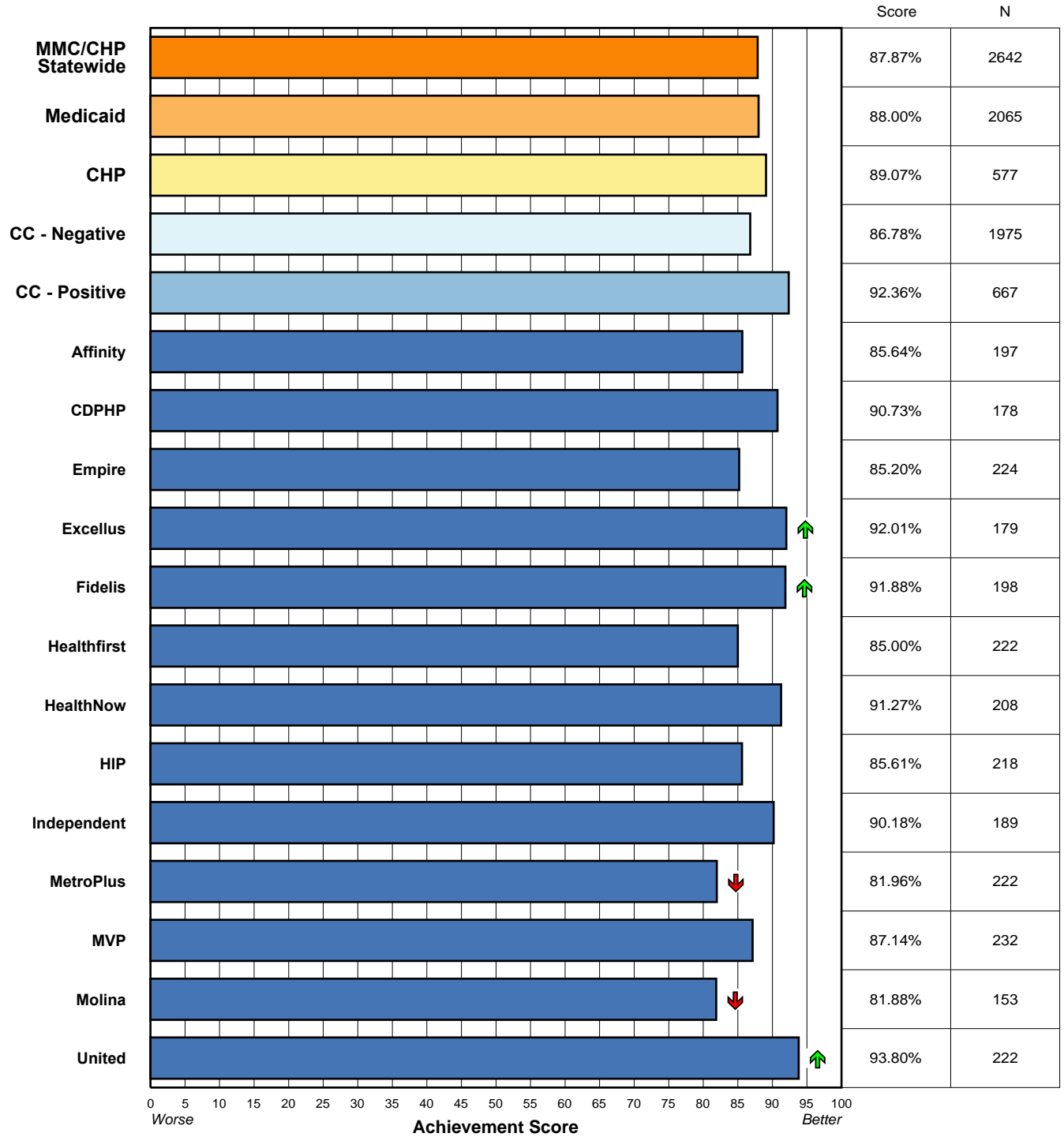
## Getting Needed Care (Usually or Always)

### Q54. Child got an appointment with a specialist as soon as needed

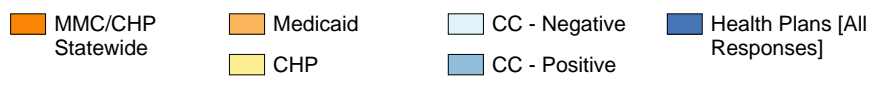
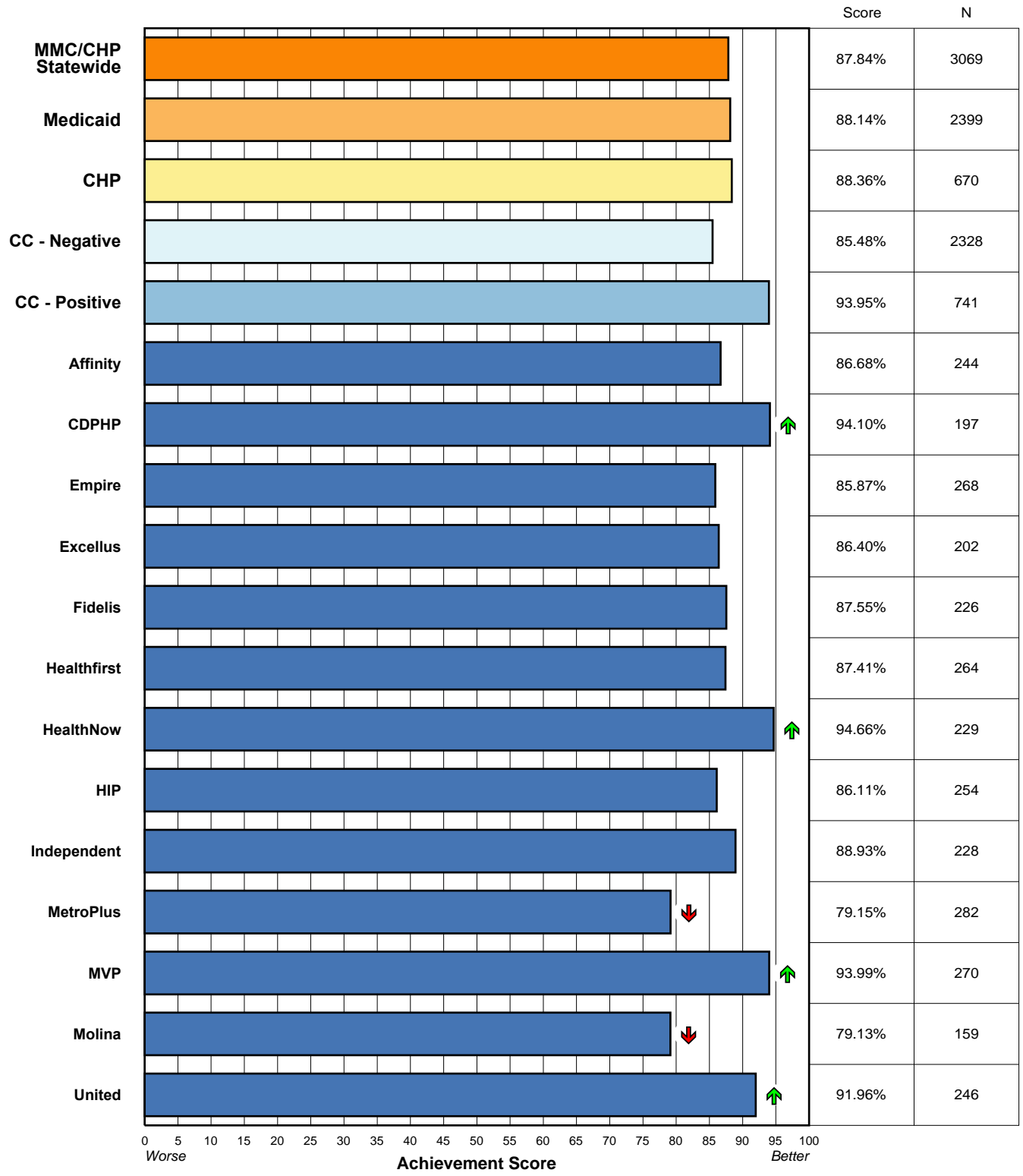


## Getting Needed Care (Usually or Always)

### Q15. Easy to get the care, tests or treatment your child needed

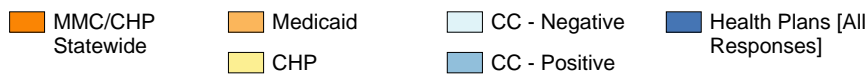
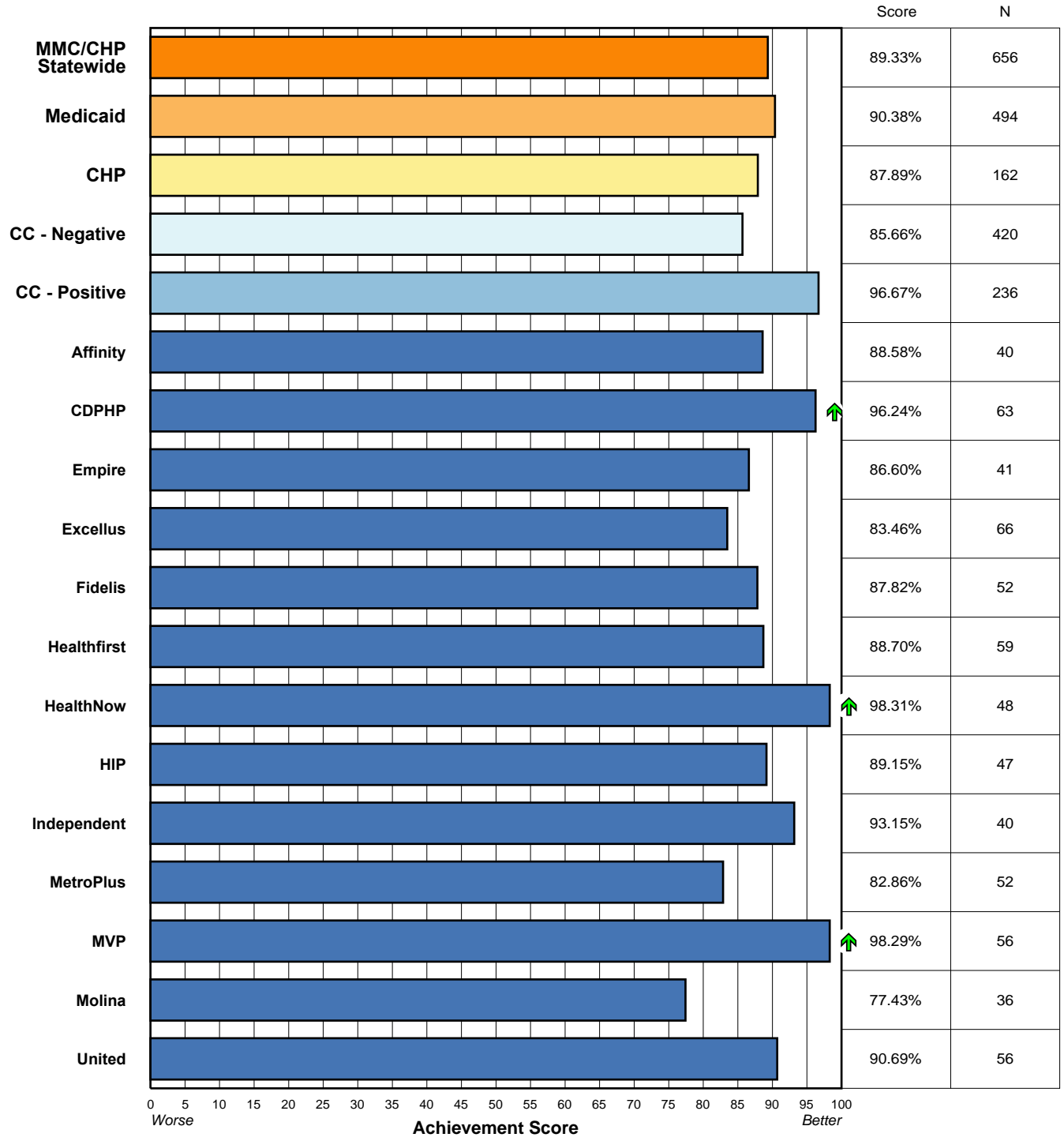


### Getting Care Quickly (Usually or Always)



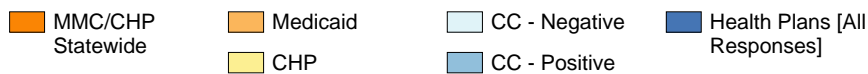
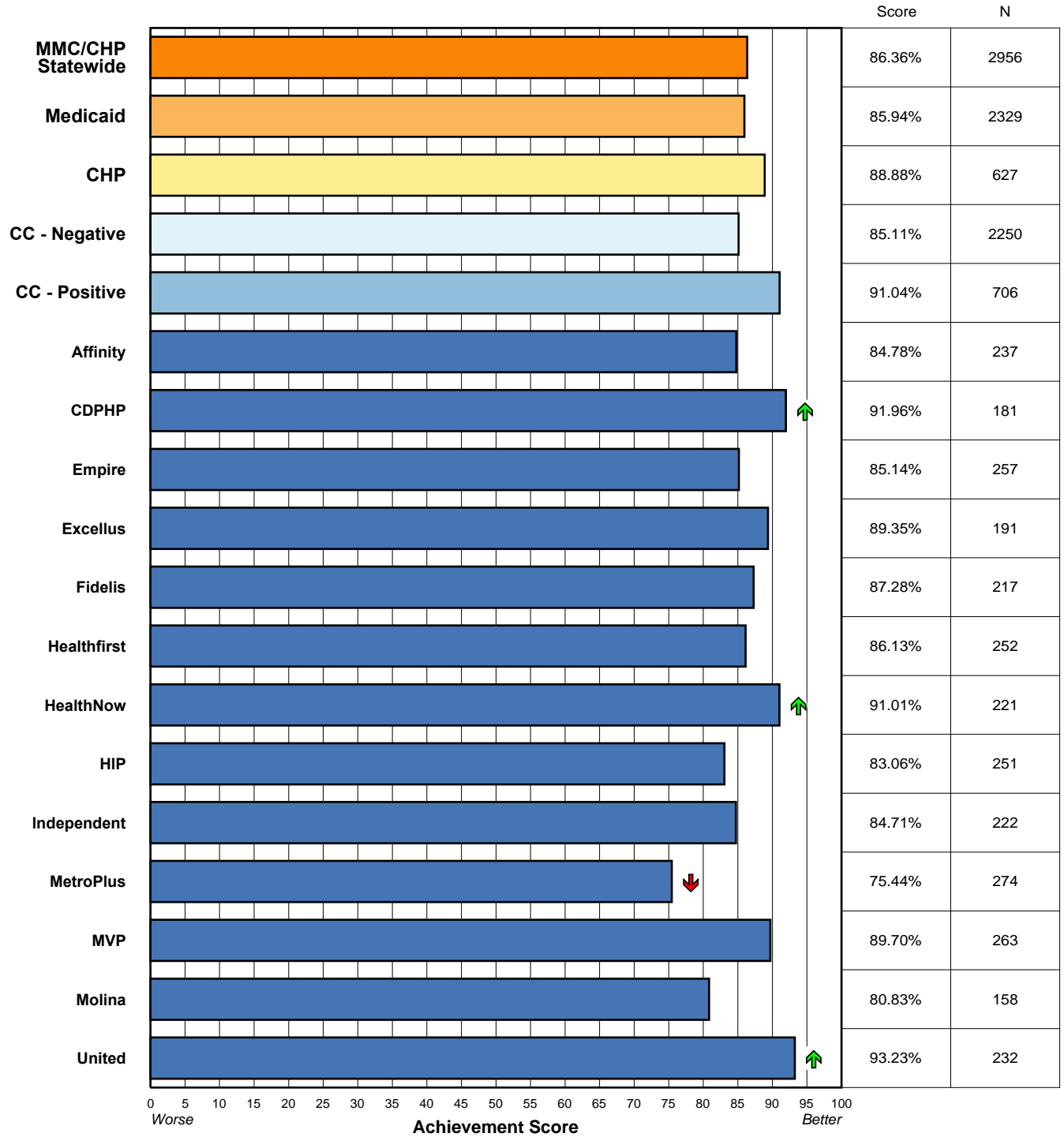
## Getting Care Quickly (Usually or Always)

### Q4. Child got 'urgent' care as soon as needed

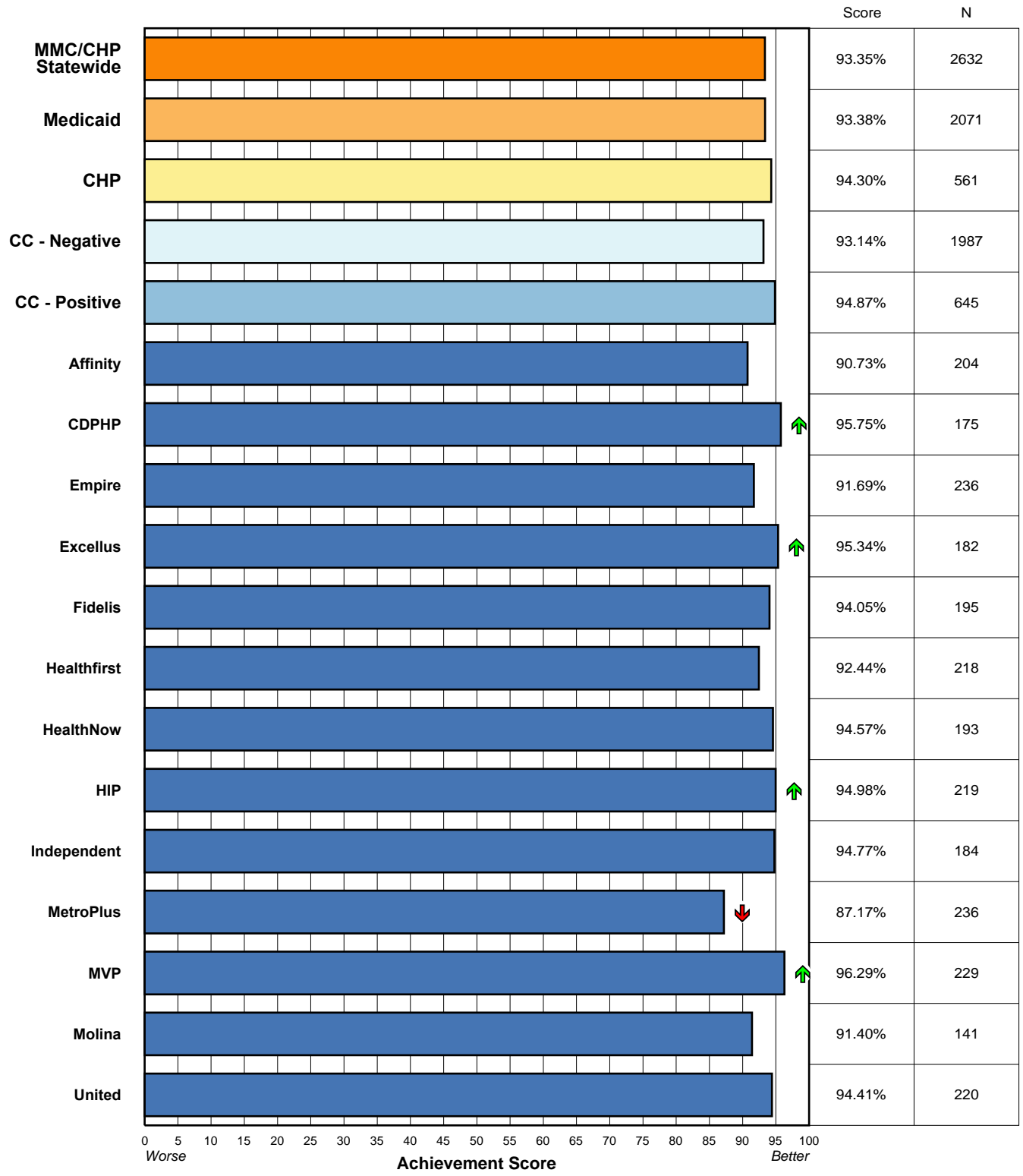


## Getting Care Quickly (Usually or Always)

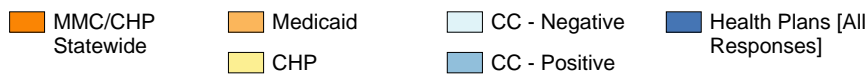
### Q6. Child got appointment for routine care as soon as needed



### How Well Doctors Communicate (Usually or Always)

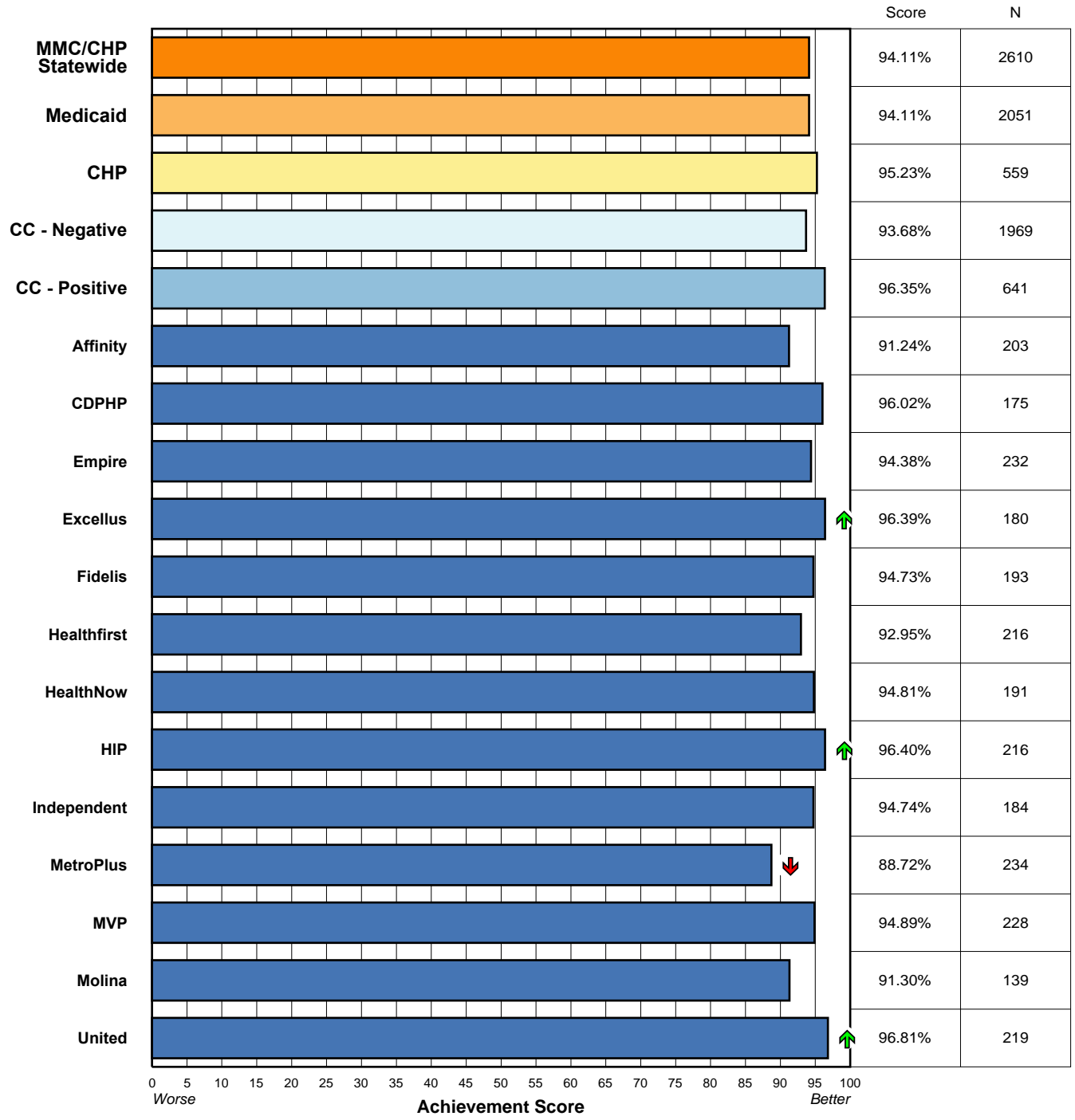


Statistically significantly better/worse than Statewide.



## How Well Doctors Communicate (Usually or Always)

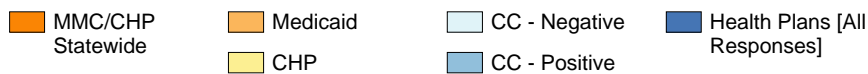
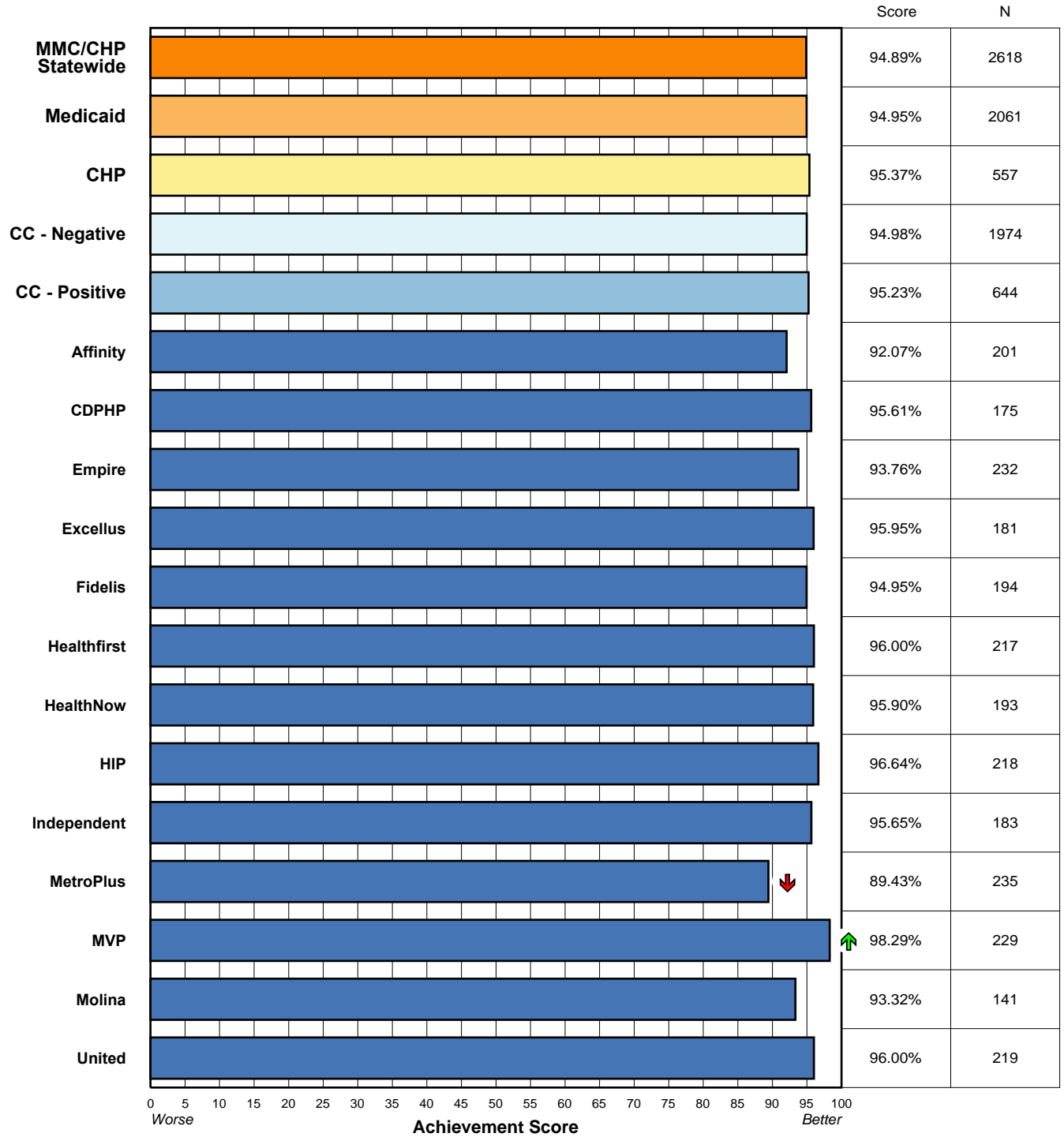
### Q40. Child's personal doctor explained things in a way that was easy to understand





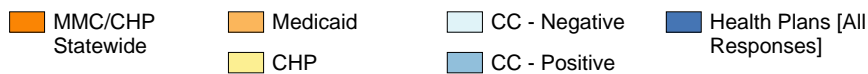
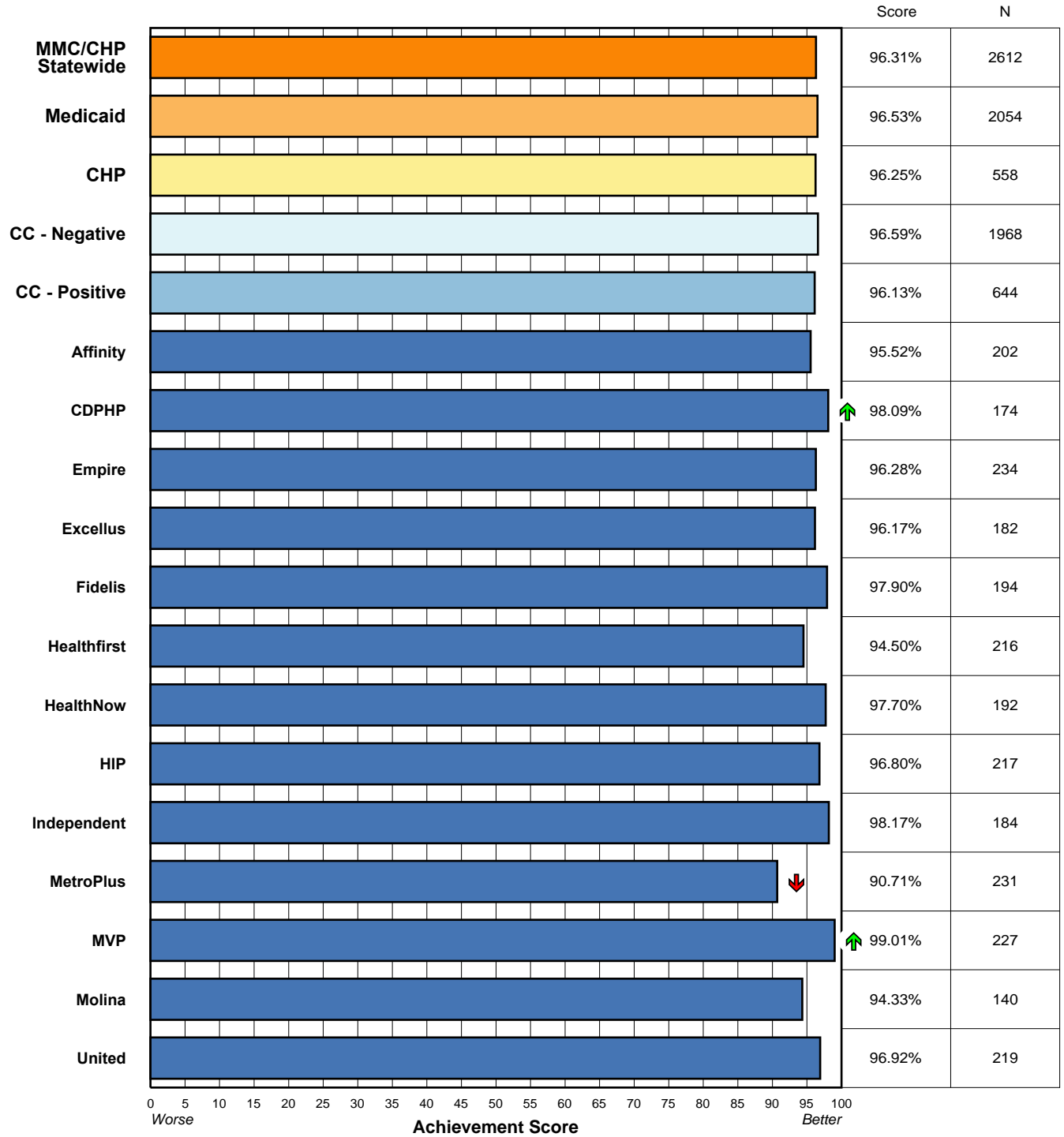
## How Well Doctors Communicate (Usually or Always)

### Q41. Child's personal doctor listened carefully to you



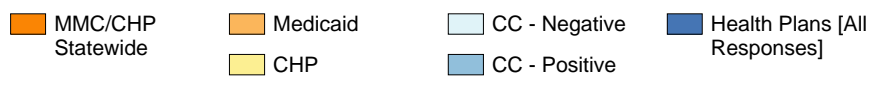
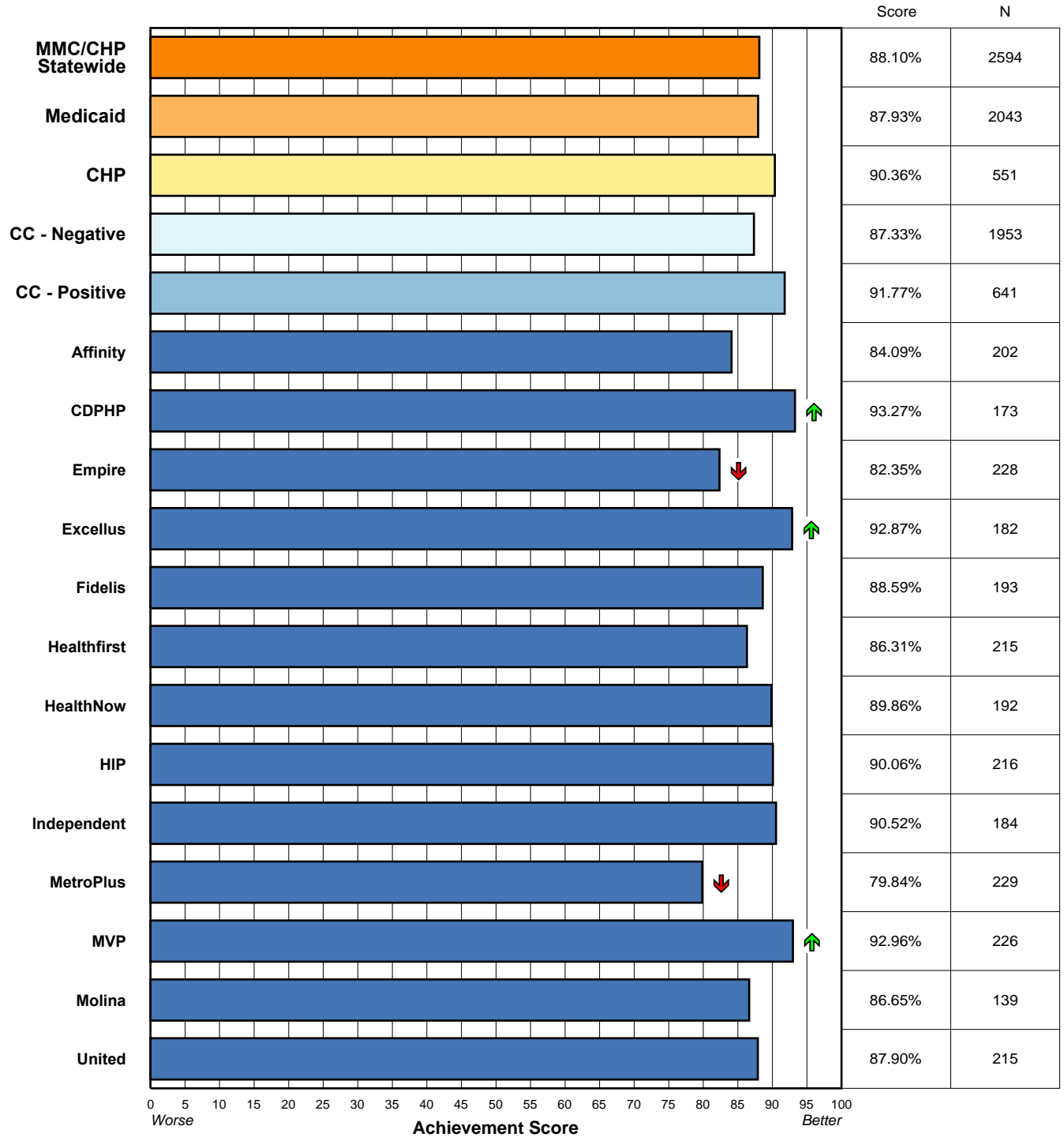
## How Well Doctors Communicate (Usually or Always)

### Q42. Child's personal doctor showed respect for what you had to say

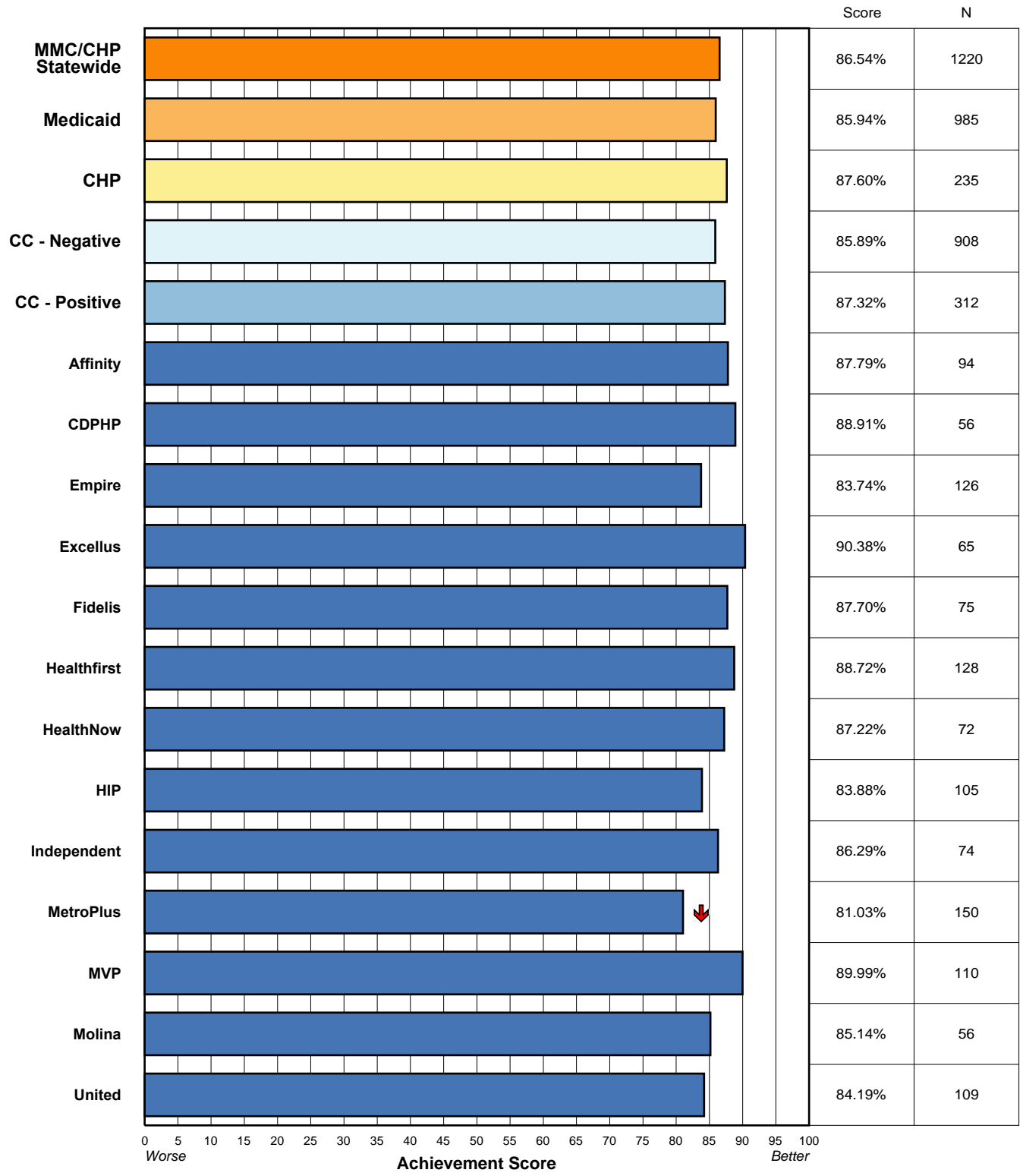


## How Well Doctors Communicate (Usually or Always)

### Q45. Child's personal doctor spent enough time with child



### Customer Service (Usually or Always)

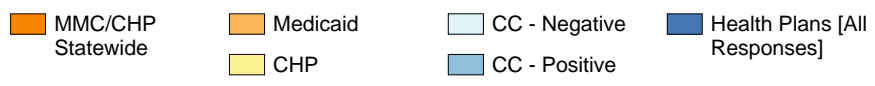
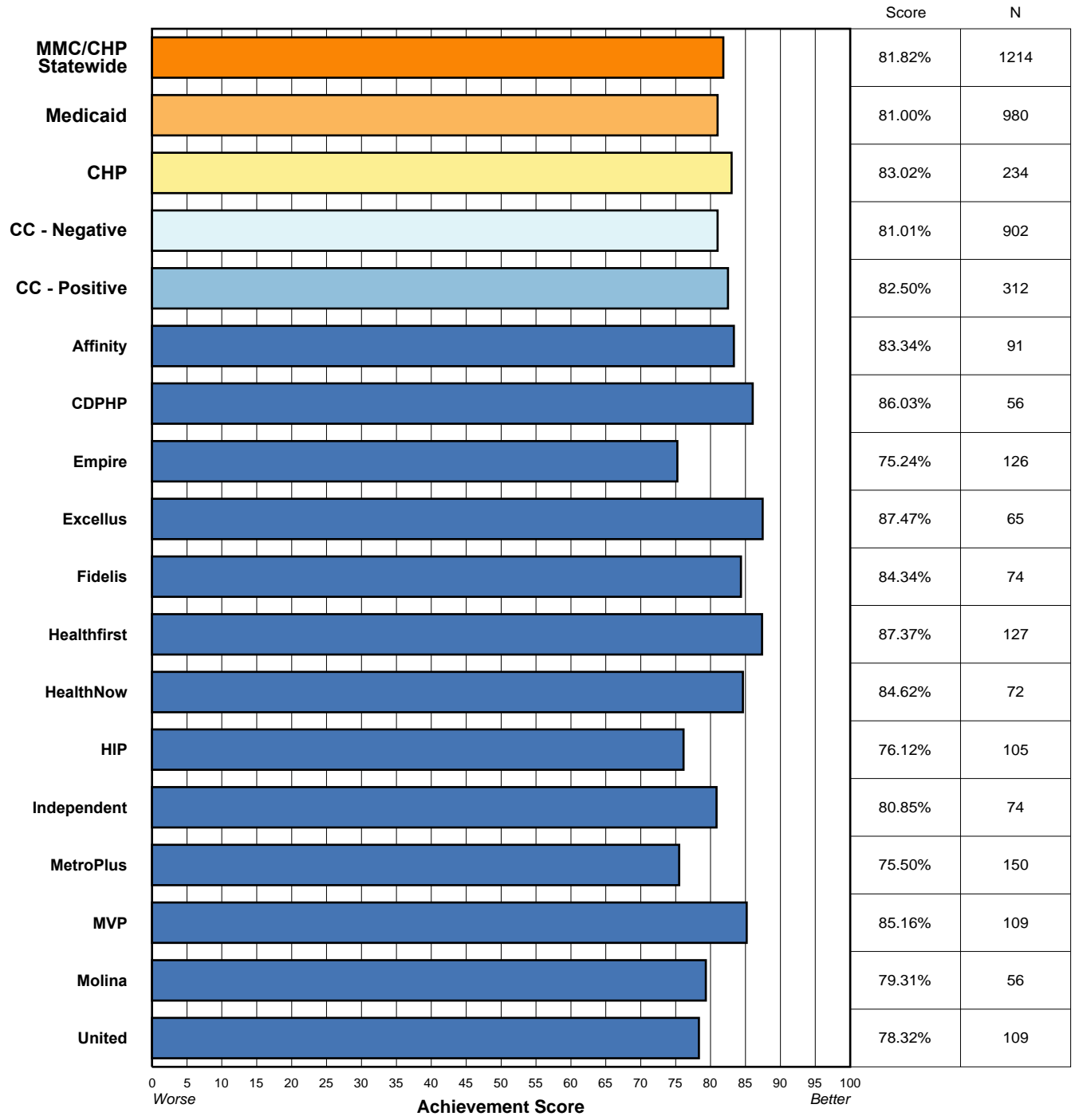


■ MMC/CHP Statewide    
 ■ Medicaid    
 ■ CC - Negative    
 ■ Health Plans [All Responses]

■ CHP    
 ■ CC - Positive

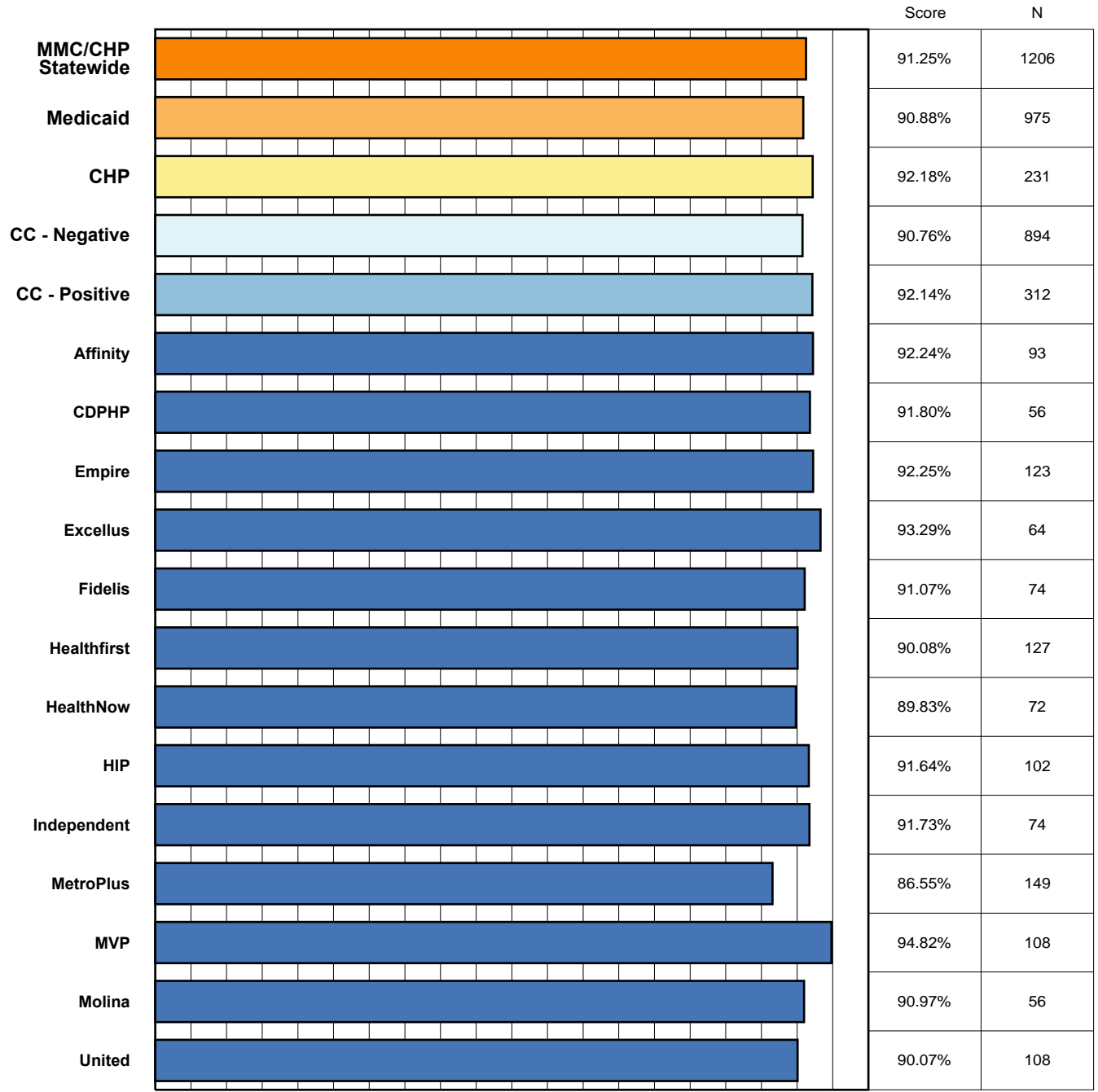
### Customer Service (Usually or Always)

#### Q58. Customer service from child's health plan gave needed information or help



### Customer Service (Usually or Always)

#### Q59. Customer service staff from child's health plan treated you with courtesy/respect



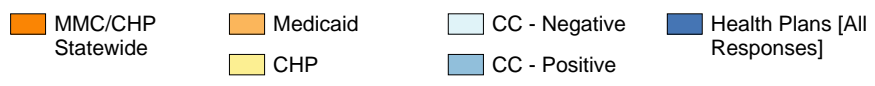
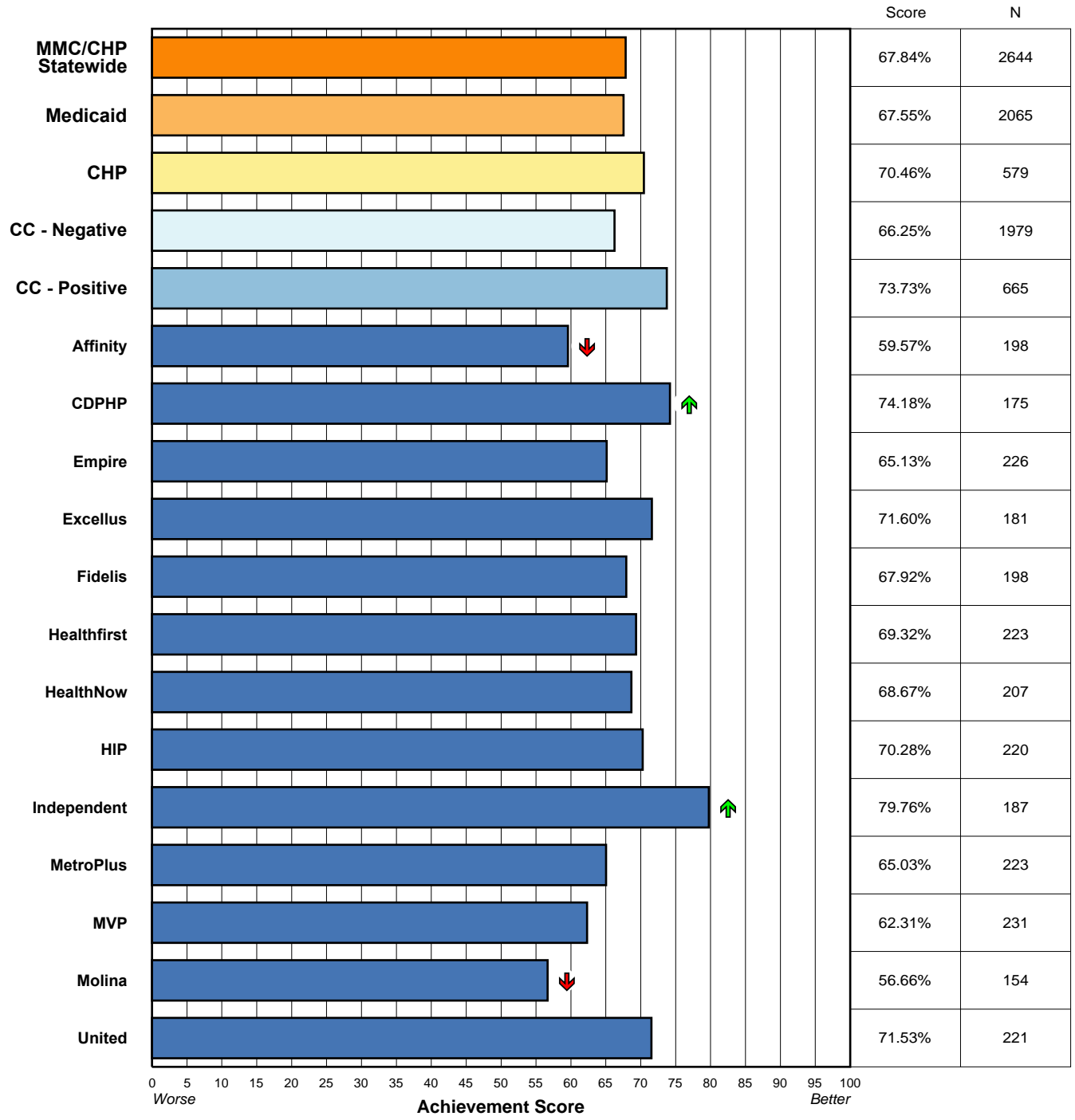
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100  
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide    
 ■ Medicaid    
 ■ CC - Negative    
 ■ Health Plans [All Responses]  
■ CHP    
 ■ CC - Positive

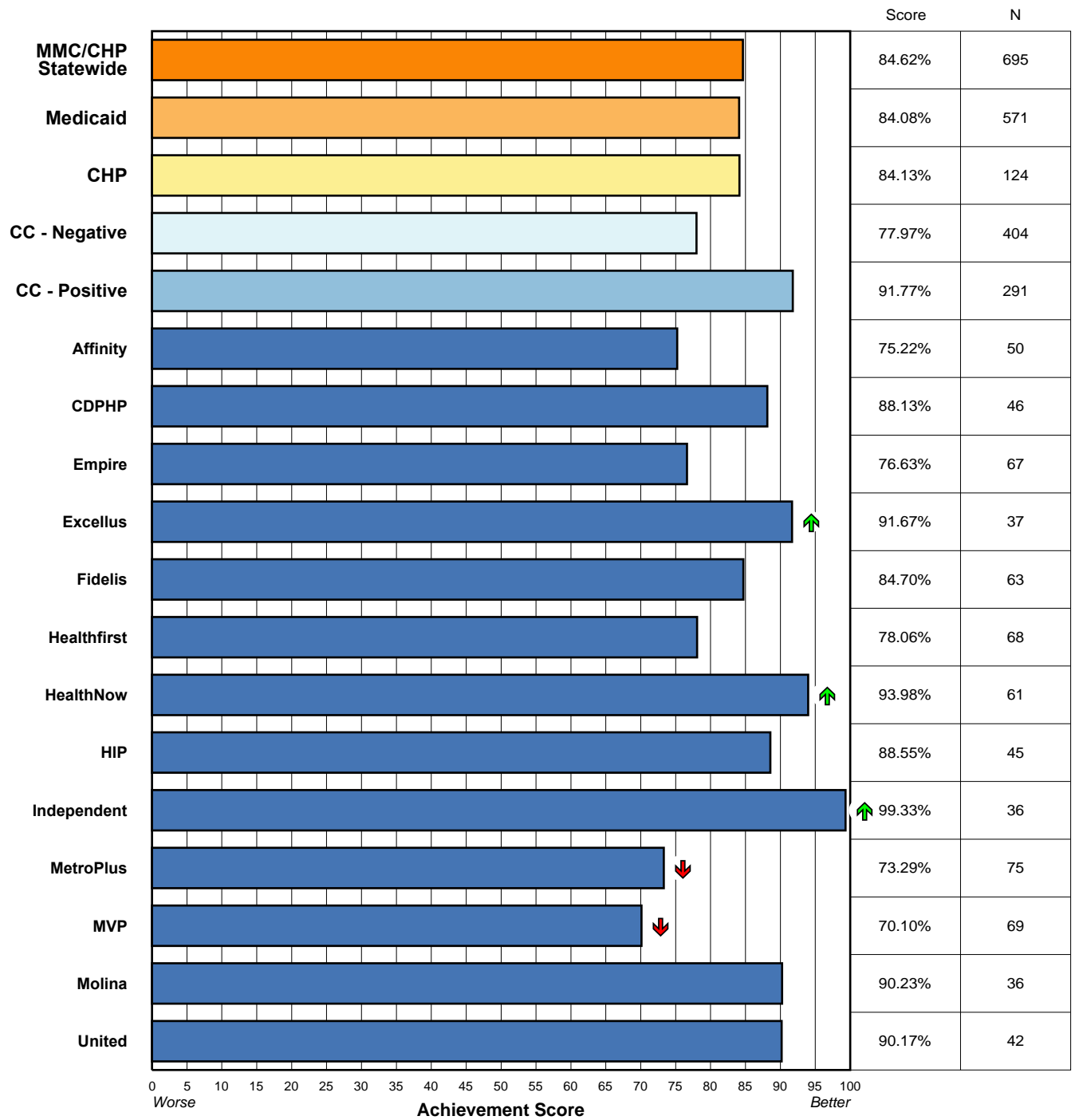
### Single Items (Yes)

## Q8. Doctor/provider talked about specific things you could do to prevent illness in your child



### Single Items (Yes)

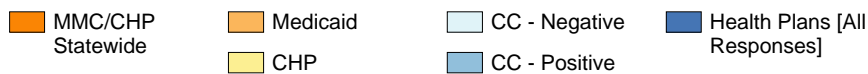
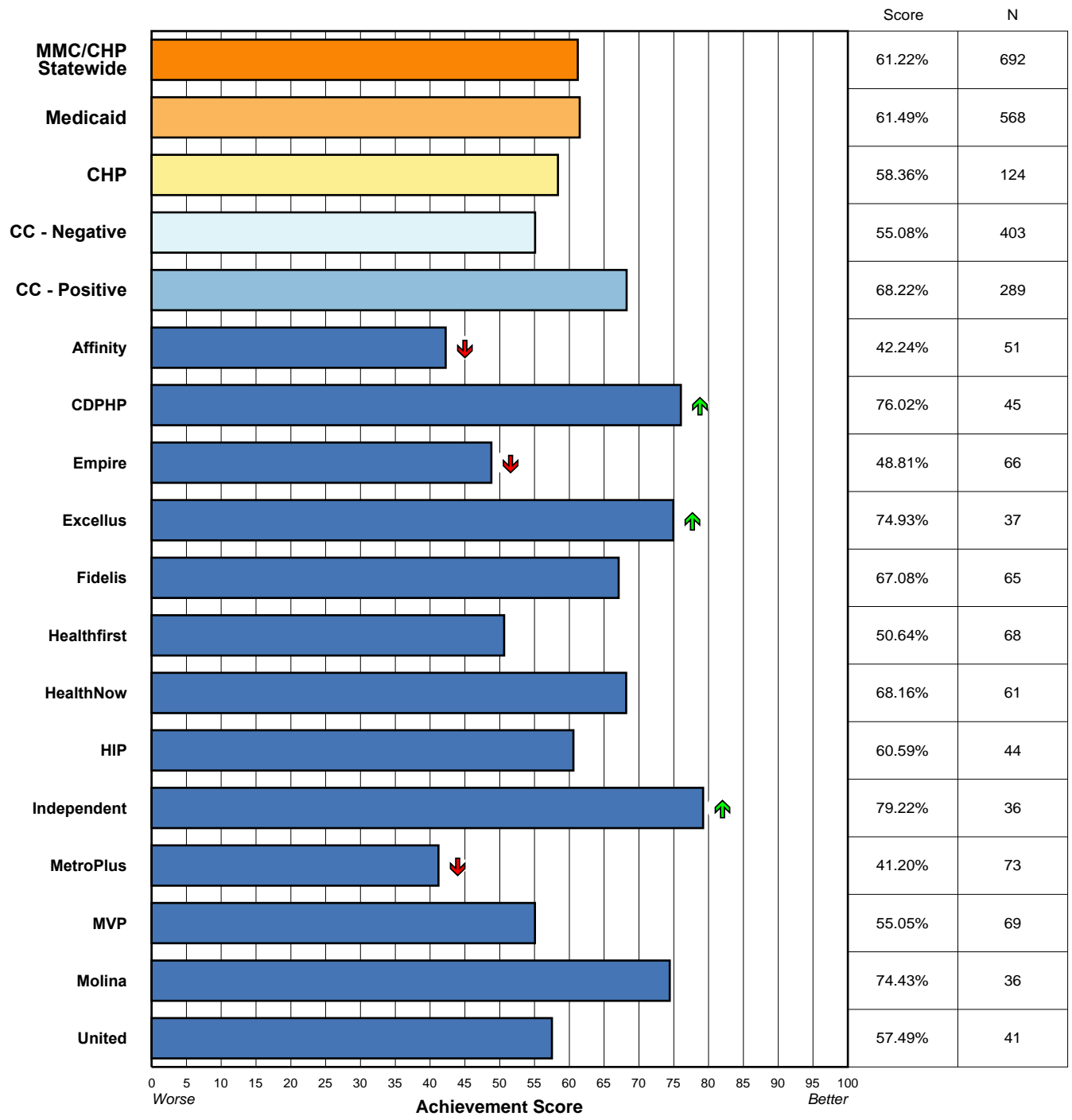
## Q11. Doctor/provider talked about the reasons you might want your child to take a medicine





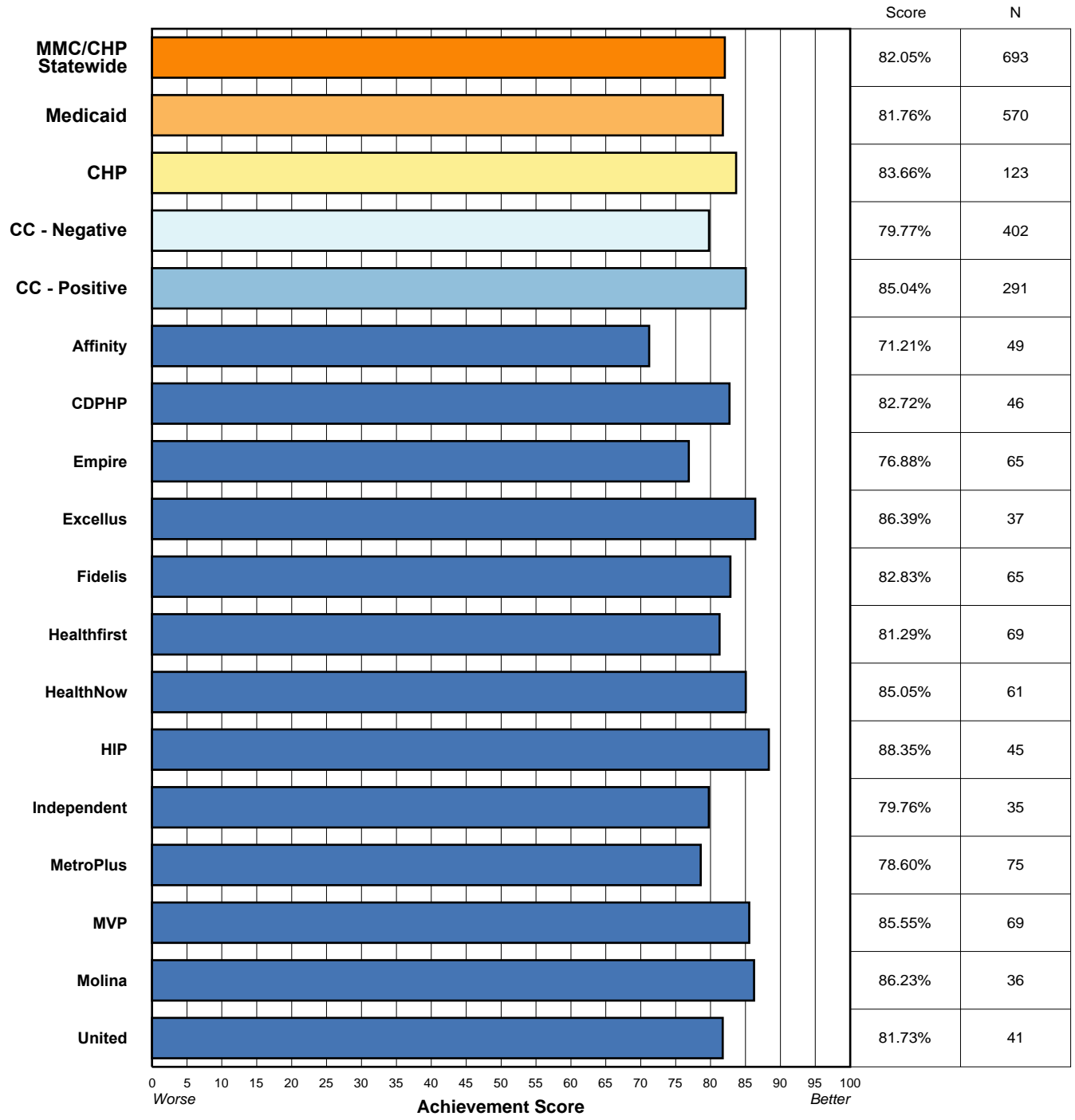
### Single Items (Yes)

## Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine



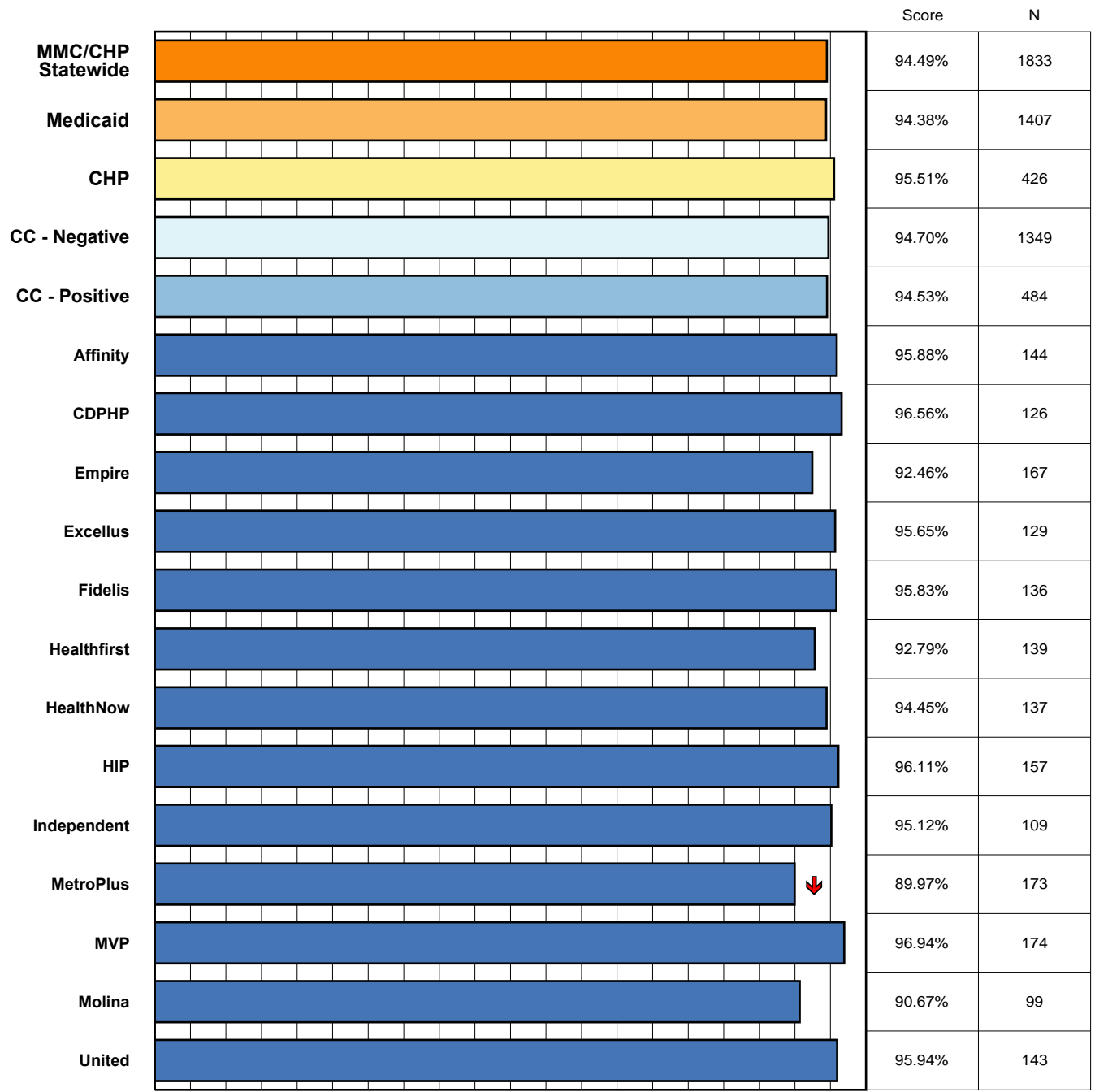
### Single Items (Yes)

#### Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine



### Single Items (Usually or Always)

## Q44. Child's personal doctor explained things in a way that was easy for your child to understand



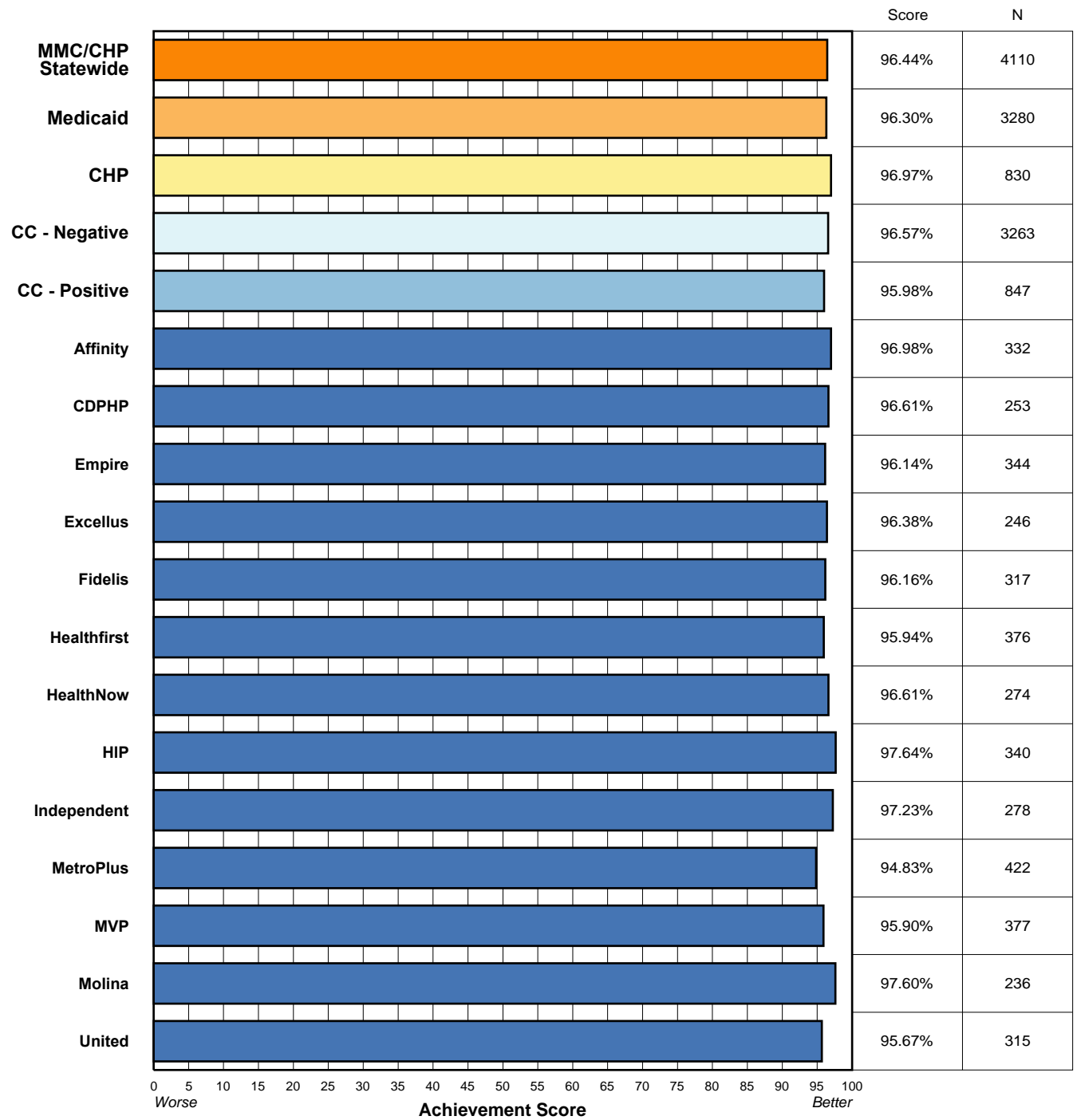
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100  
 Worse Achievement Score Better

⬇️ Statistically significantly better/worse than Statewide.

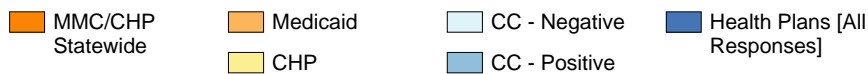
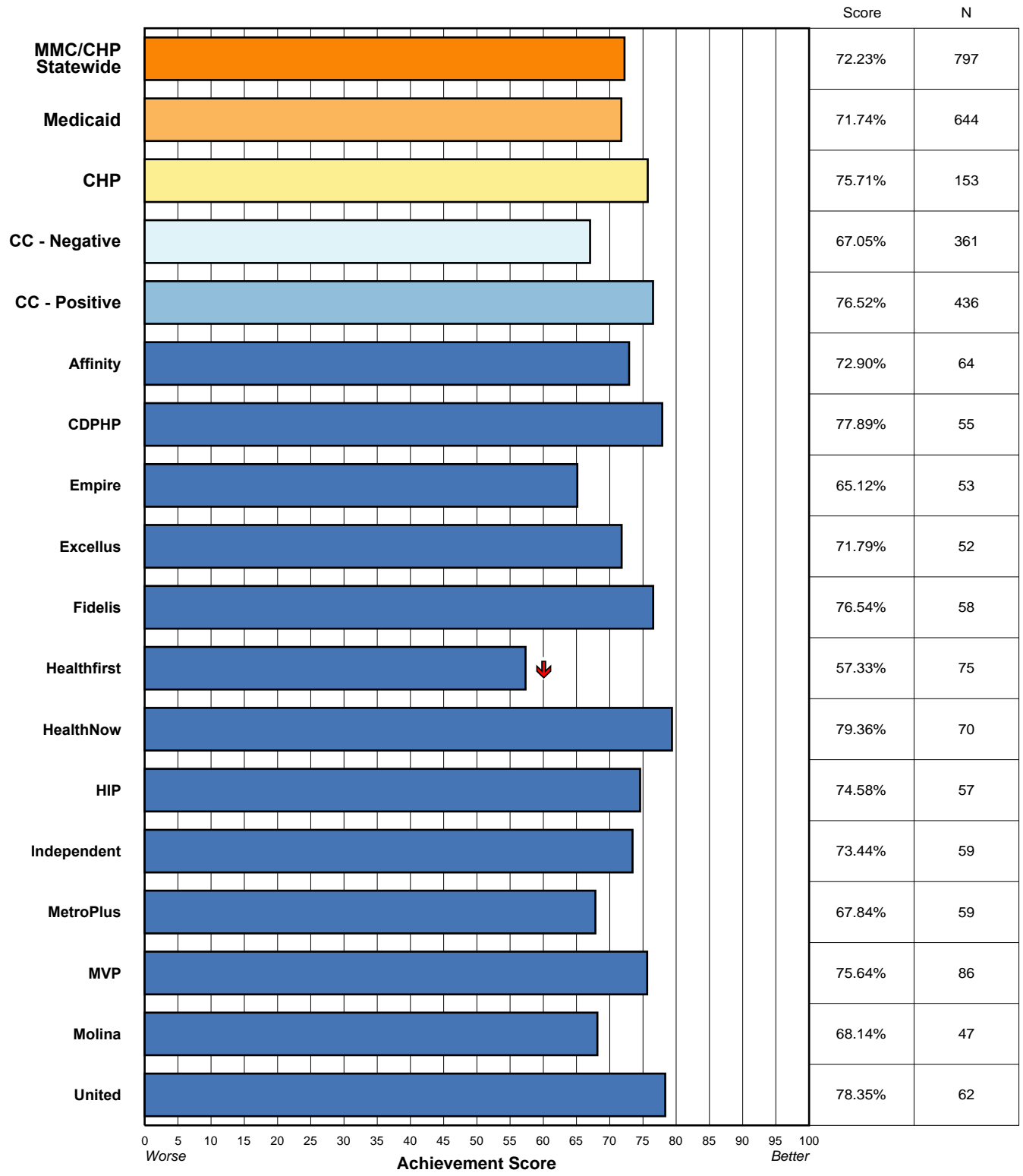
■ MMC/CHP Statewide    
 ■ Medicaid    
 ■ CC - Negative    
 ■ Health Plans [All Responses]  
■ CHP    
■ CC - Positive

### Single Items (Usually or Always)

**Q61. Forms from your child's health plan easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]**

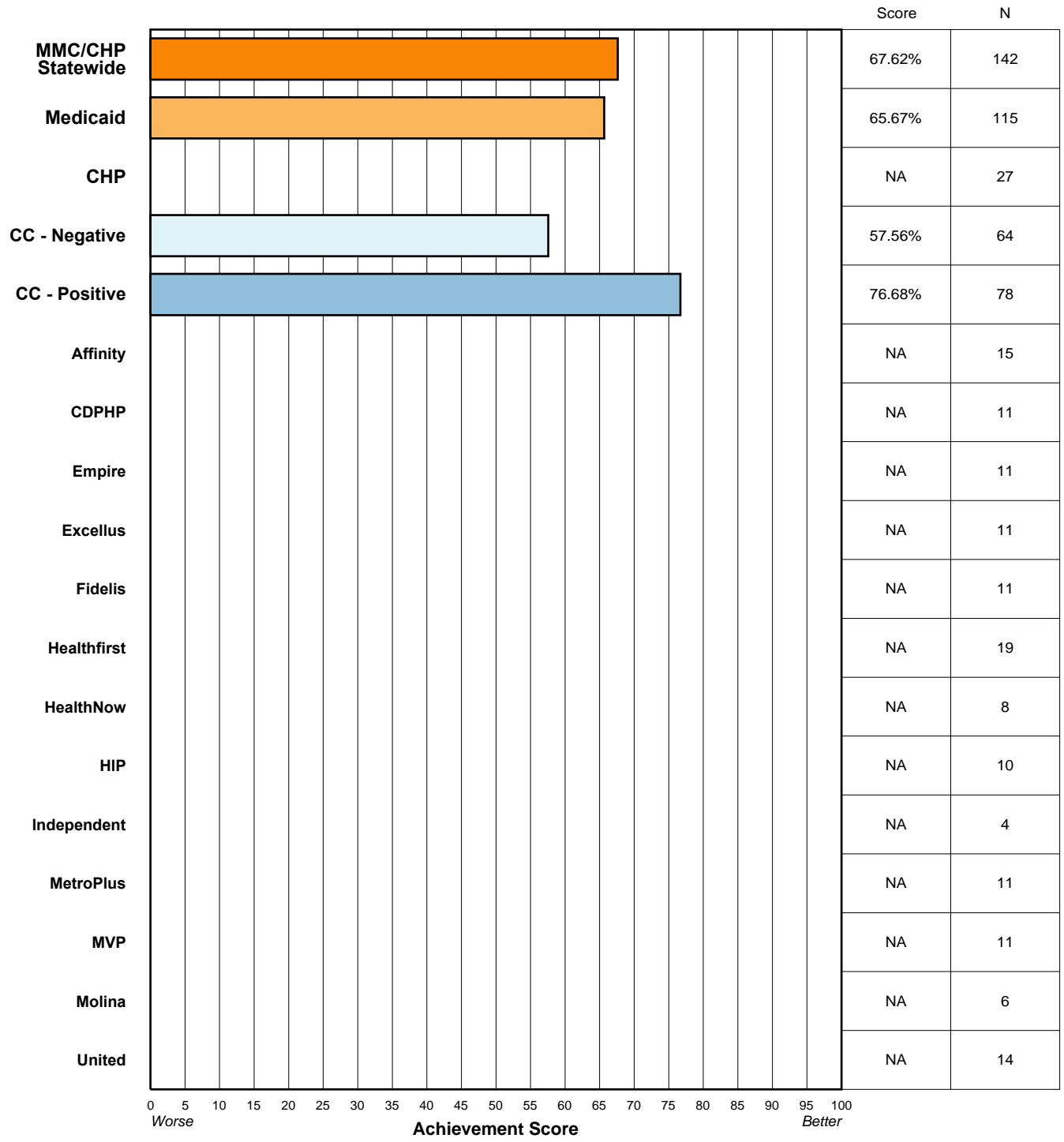


### Access to Specialized Services (Usually or Always)

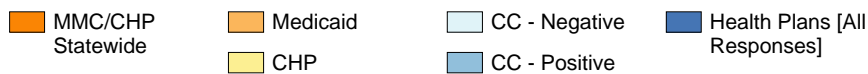


## Access to Specialized Services (Usually or Always)

### Q27. Easy to get special medical equipment or devices for your child

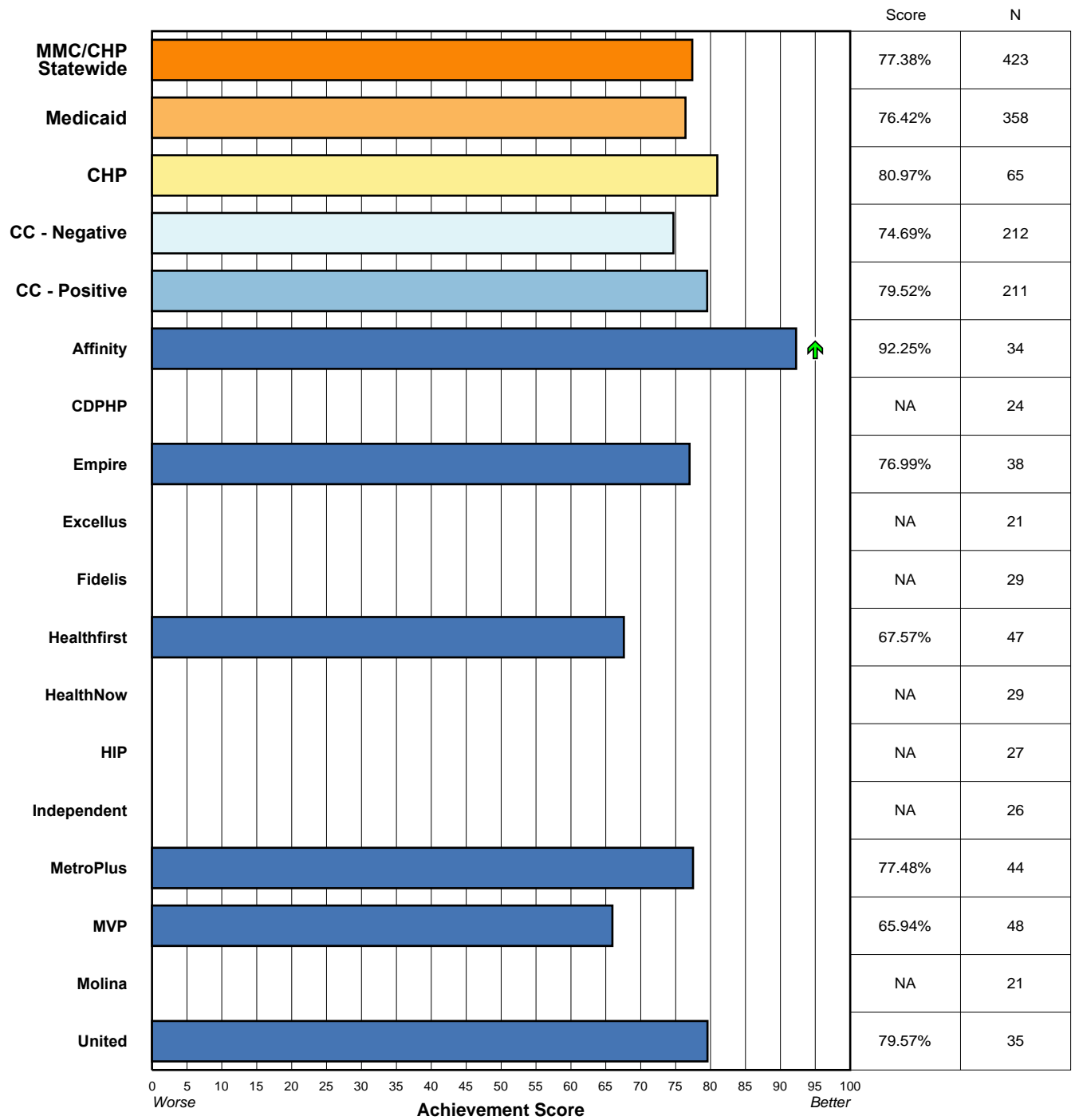


NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.

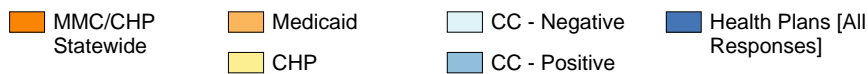


### Access to Specialized Services (Usually or Always)

#### Q30. Easy to get special therapy (physical, occupational or speech) for your child

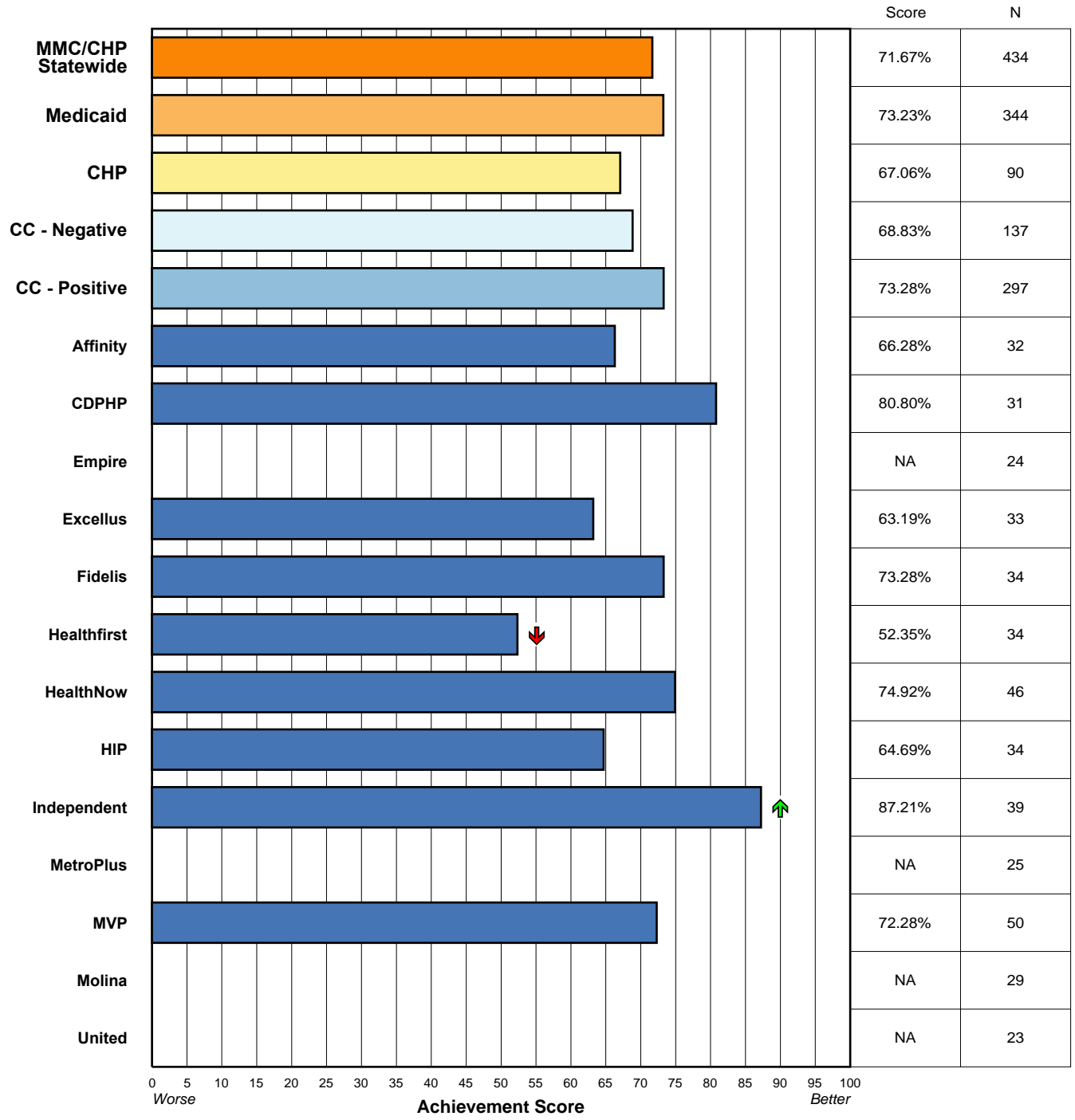


NA Results suppressed for fewer than 30 cases.  
 ▲ Statistically significantly better/worse than Statewide.

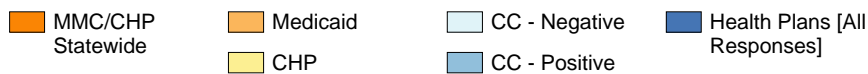


### Access to Specialized Services (Usually or Always)

#### Q33. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child

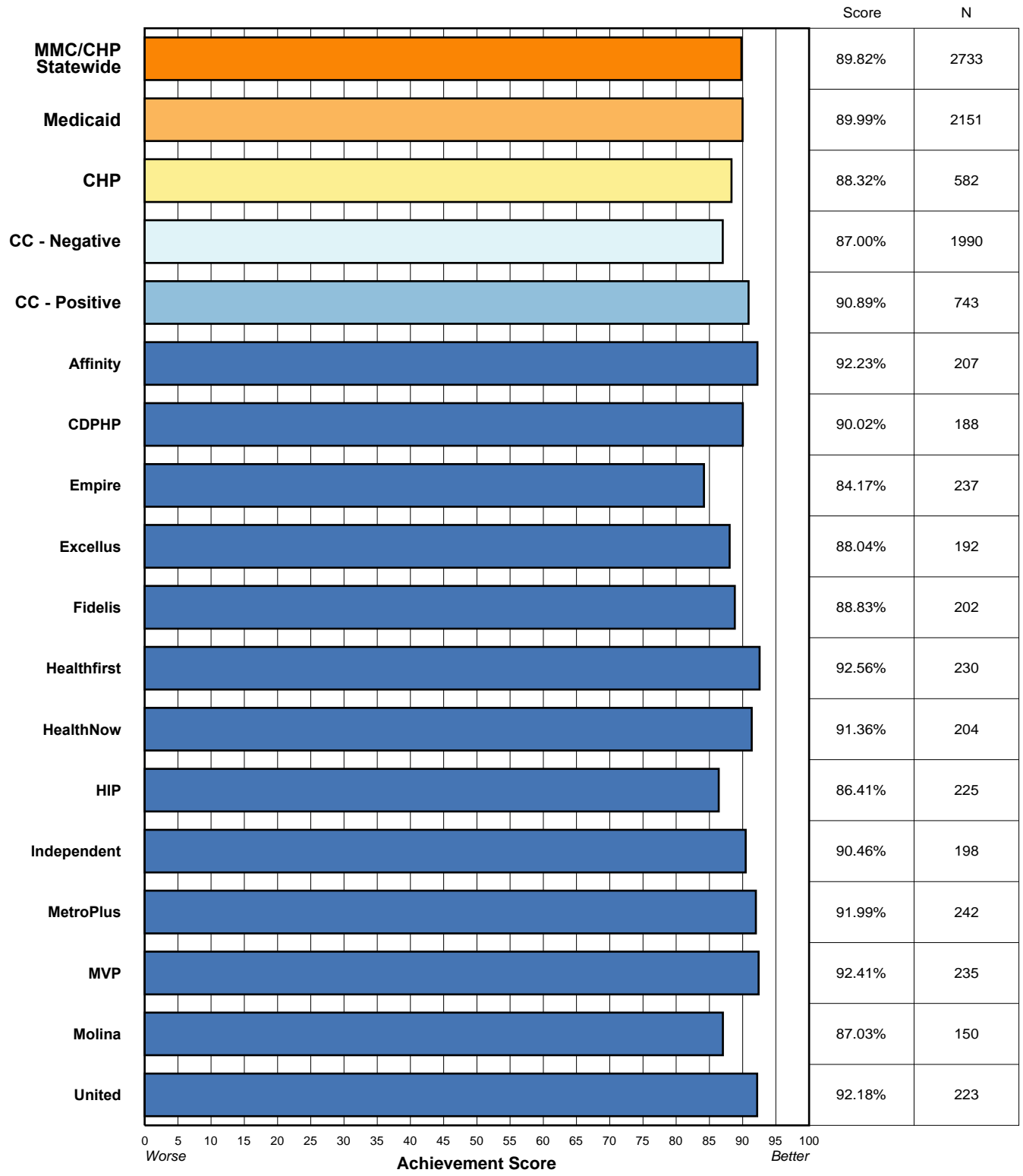


NA Results suppressed for fewer than 30 cases.  
 ⬆️⬆️ Statistically significantly better/worse than Statewide.



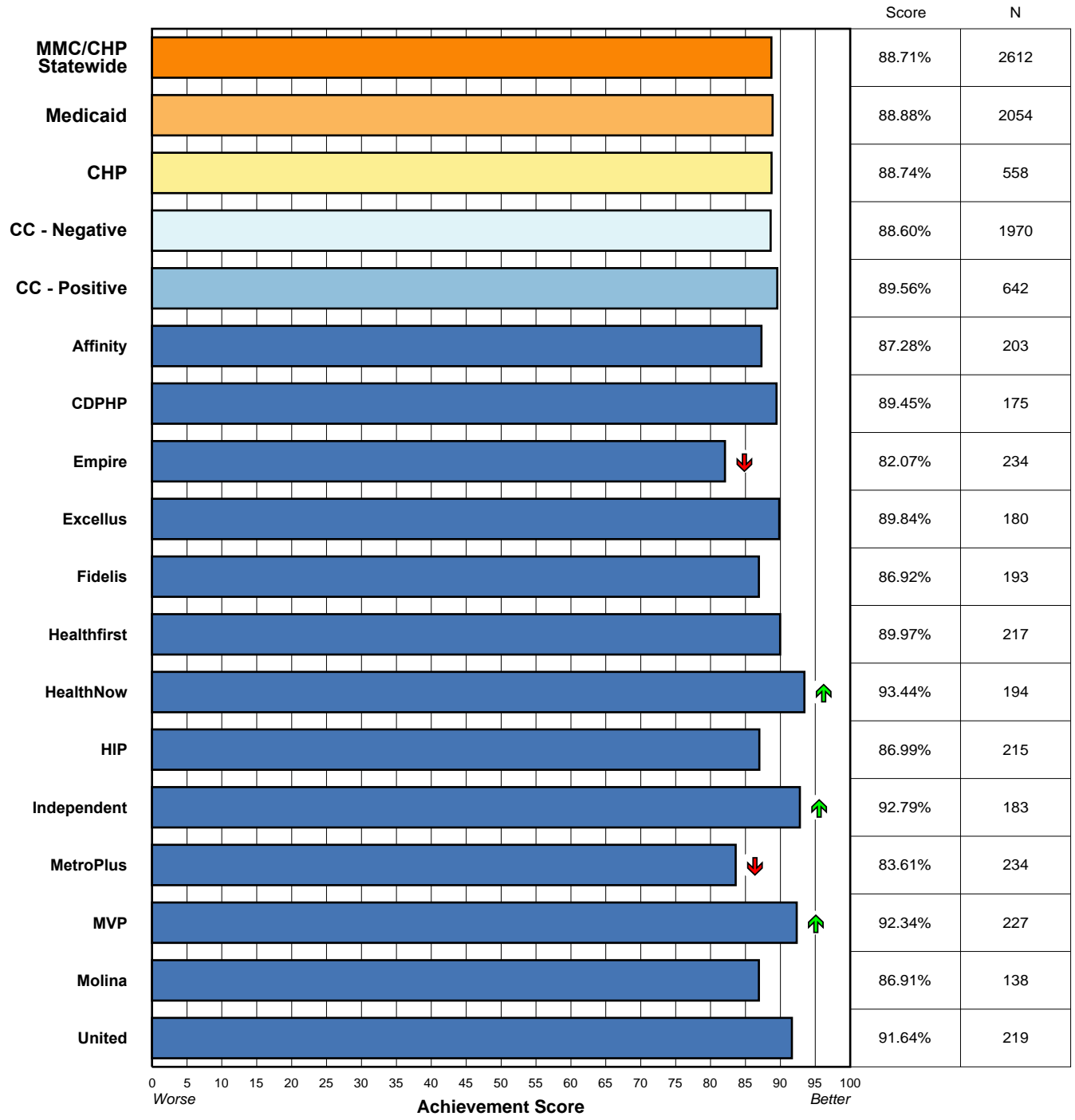


### Family-Centered Care: Personal Doctor Who Knows Child (Yes)



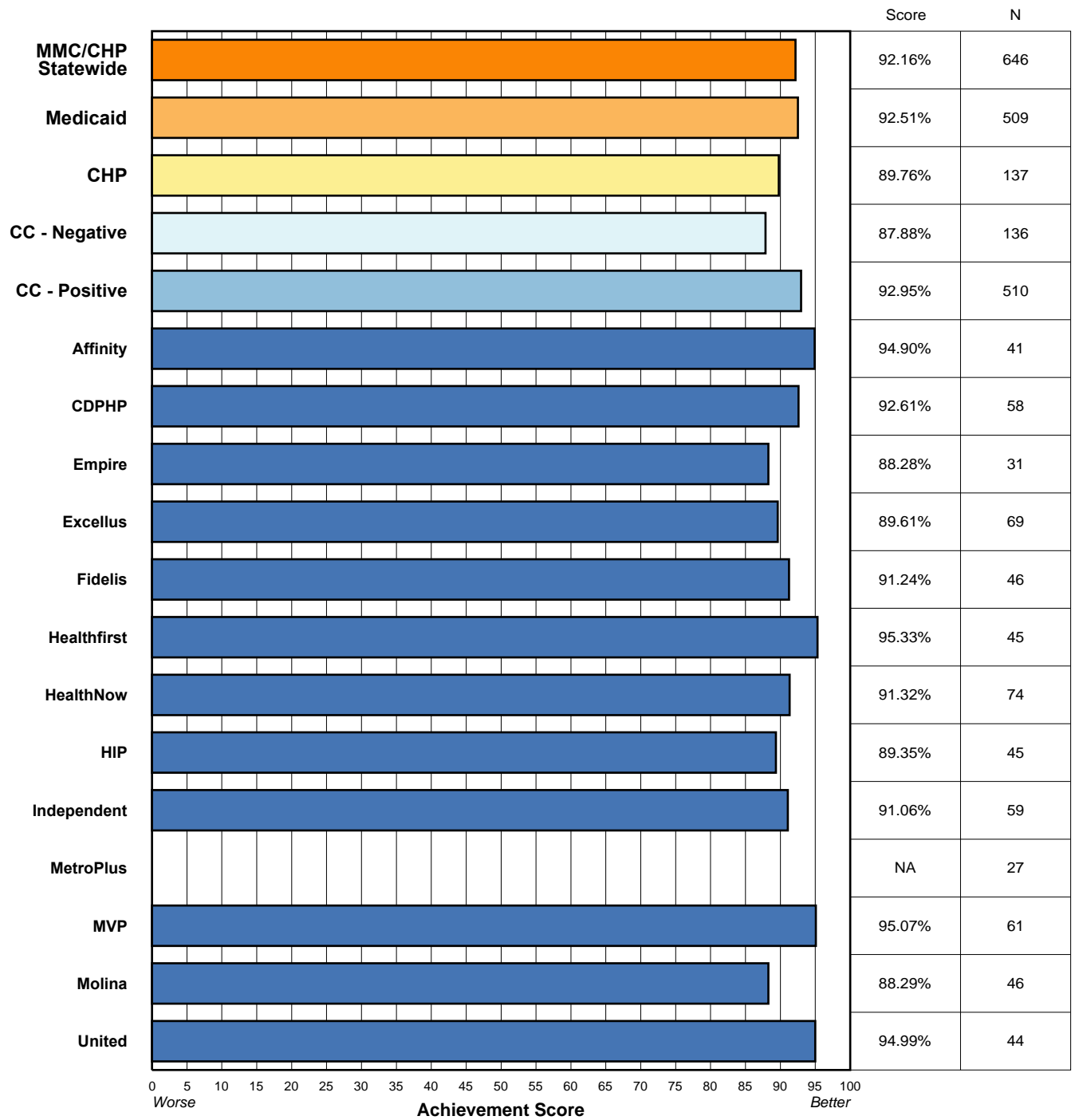
## Family-Centered Care: Personal Doctor Who Knows Child (Yes)

**Q46. Child's personal doctor talked with you about how your child is feeling, growing or behaving**



## Family-Centered Care: Personal Doctor Who Knows Child (Yes)

### Q51. Child's personal doctor understands how child's conditions affect your child's day-to-day life

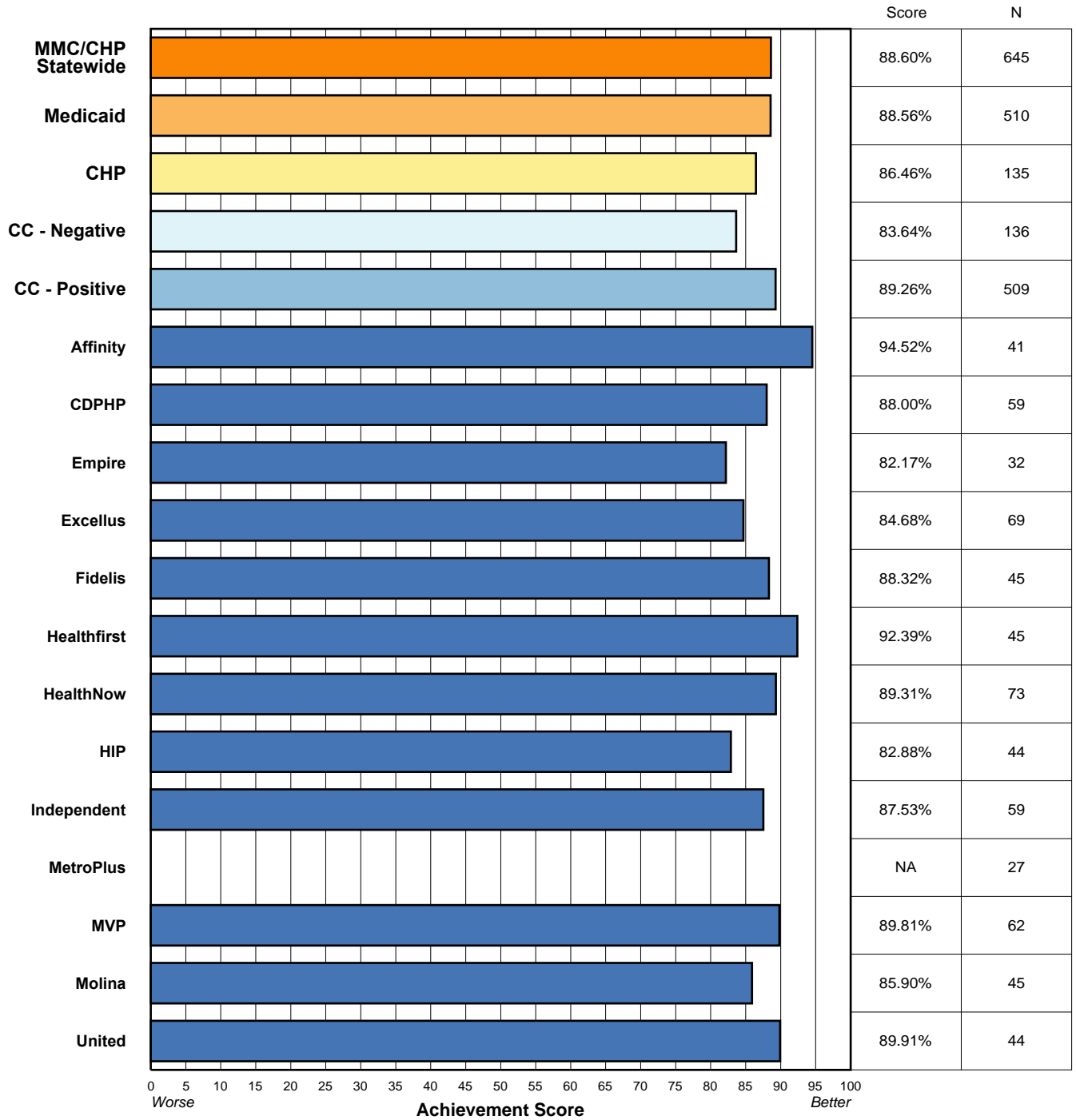


NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.

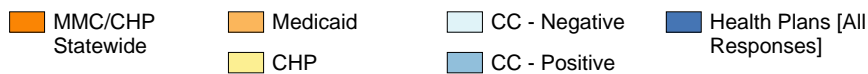


## Family-Centered Care: Personal Doctor Who Knows Child (Yes)

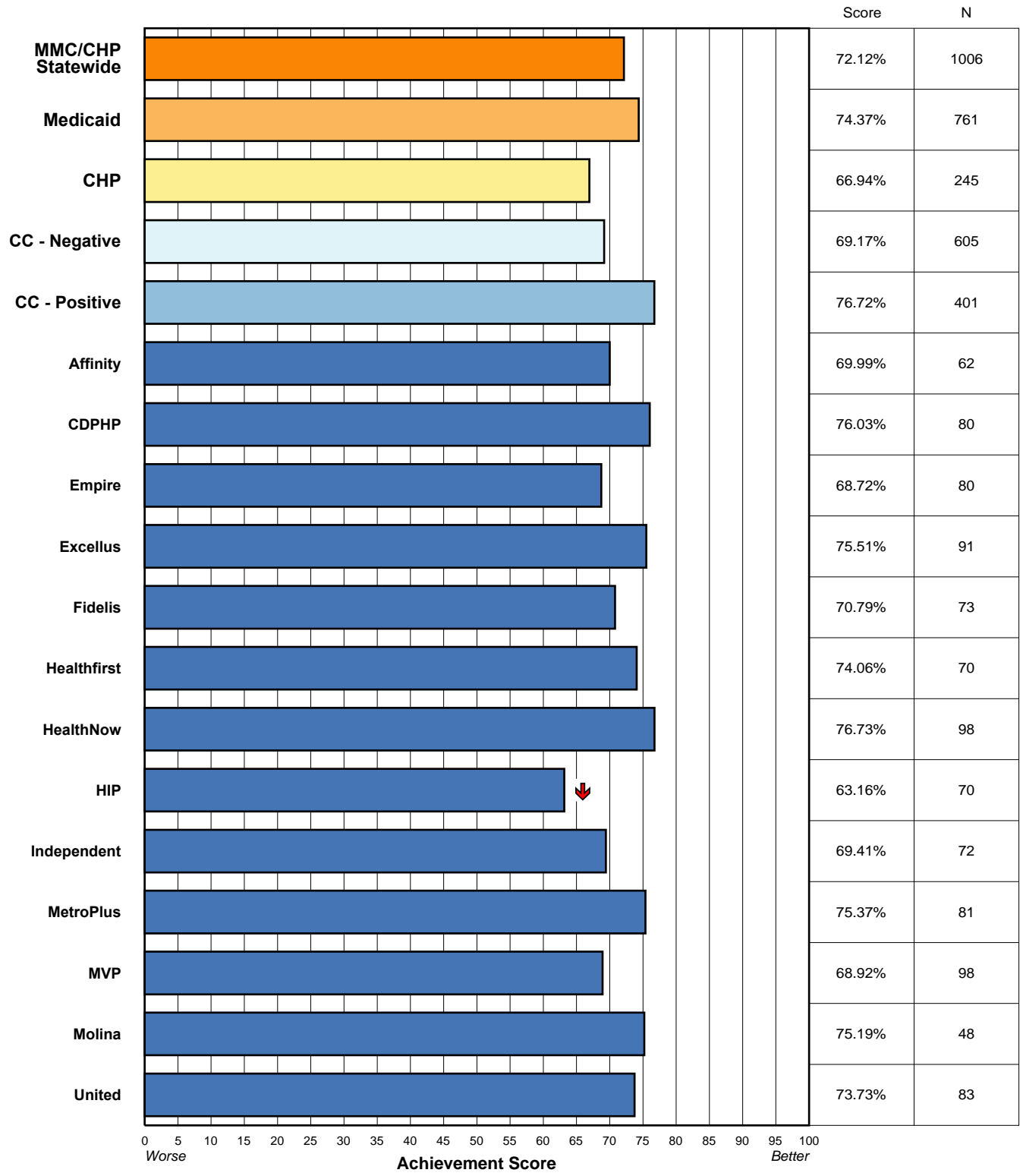
**Q52. Child's personal doctor understands how child's conditions affect your family's day-to-day life**



NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.



### Coordination of Care for Children with Chronic Conditions (Yes)

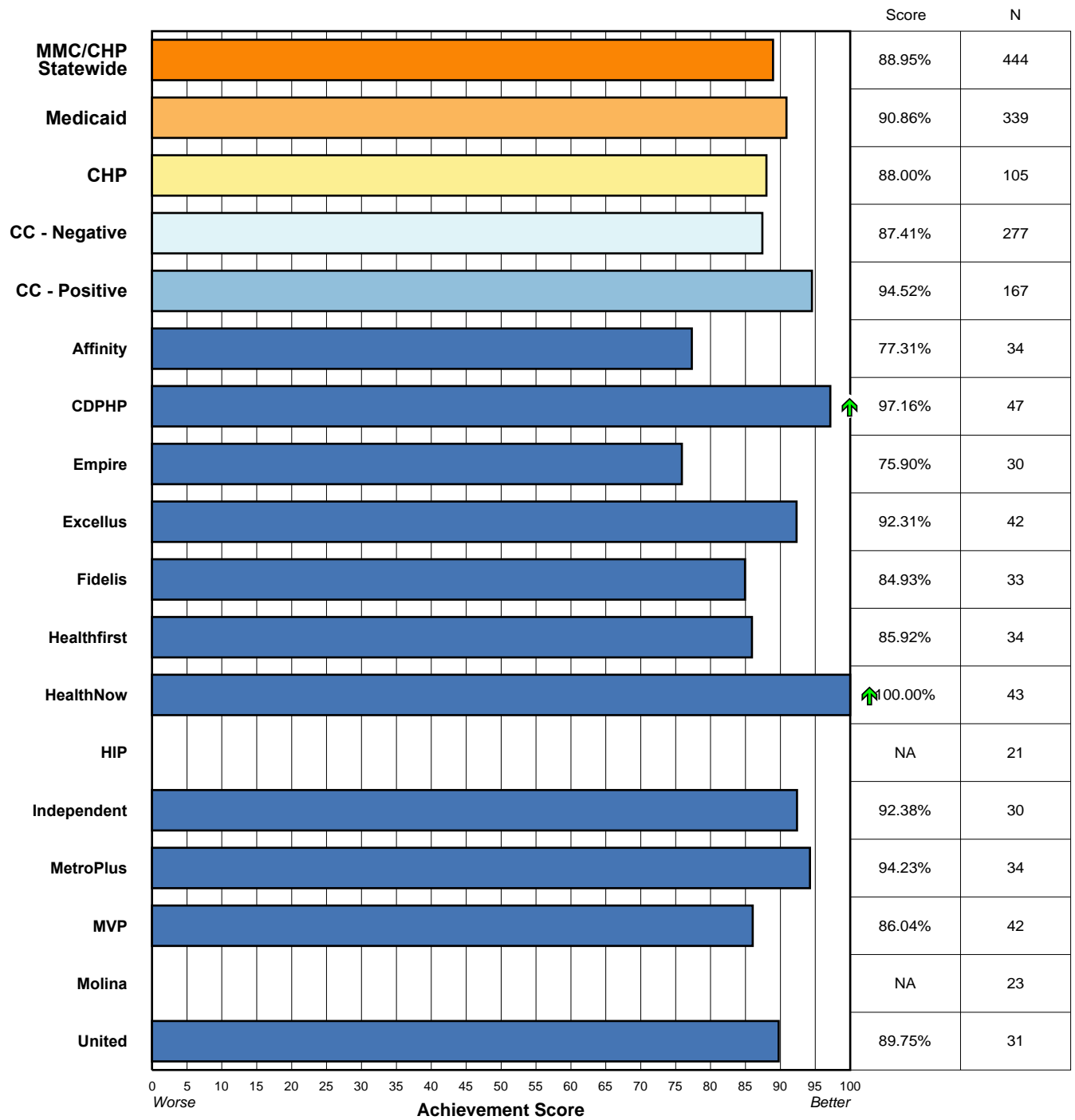


■ MMC/CHP Statewide    
 ■ Medicaid    
 ■ CC - Negative    
 ■ Health Plans [All Responses]

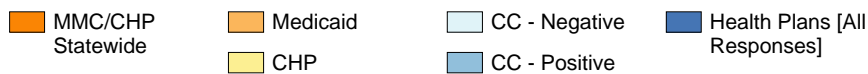
■ CHP    
 ■ CC - Positive

### Coordination of Care for Children with Chronic Conditions (Yes)

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

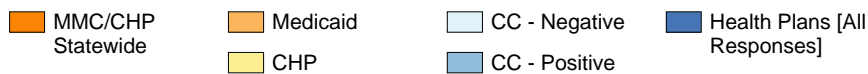
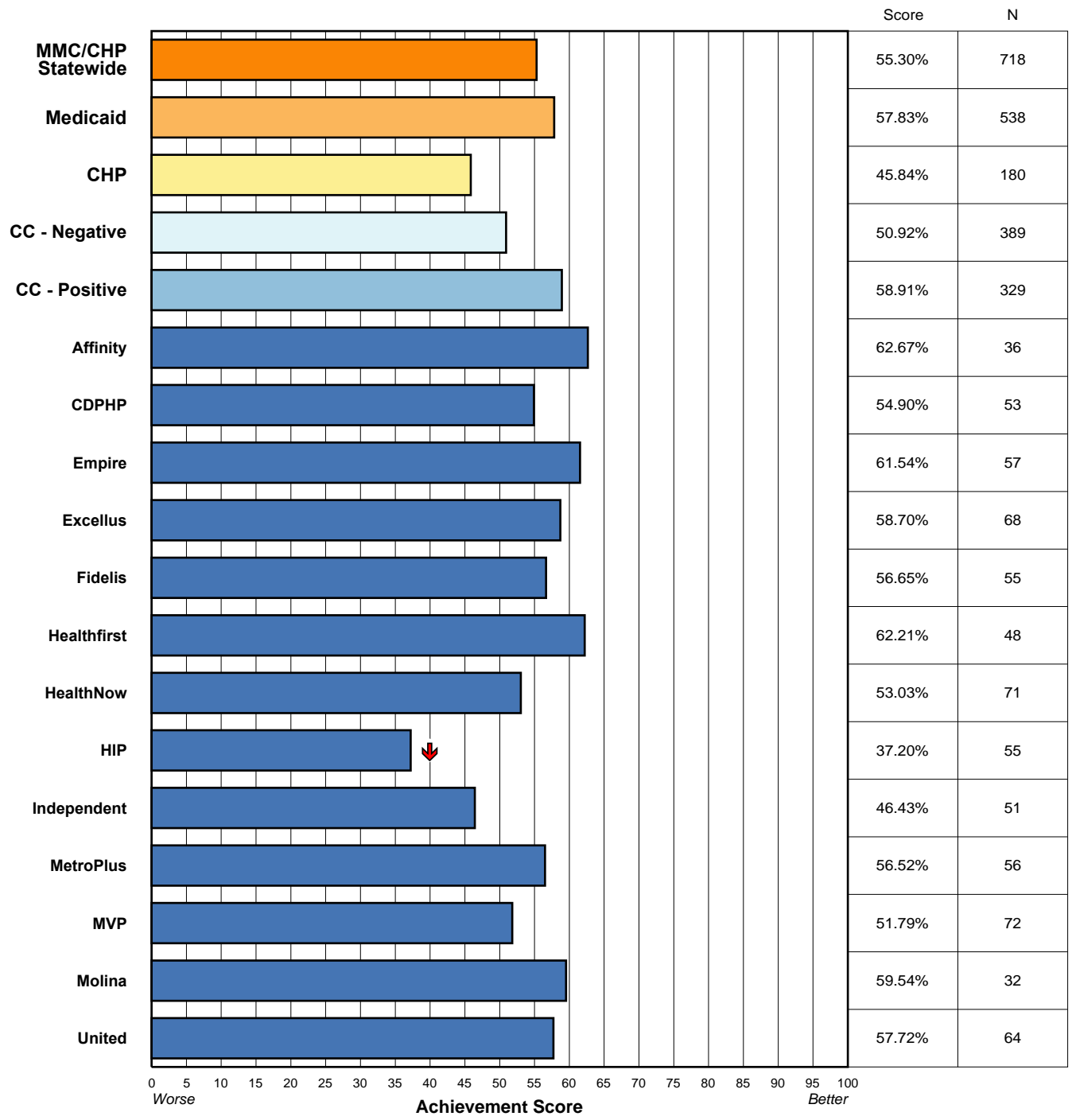


NA Results suppressed for fewer than 30 cases.  
 ▲ Statistically significantly better/worse than Statewide.



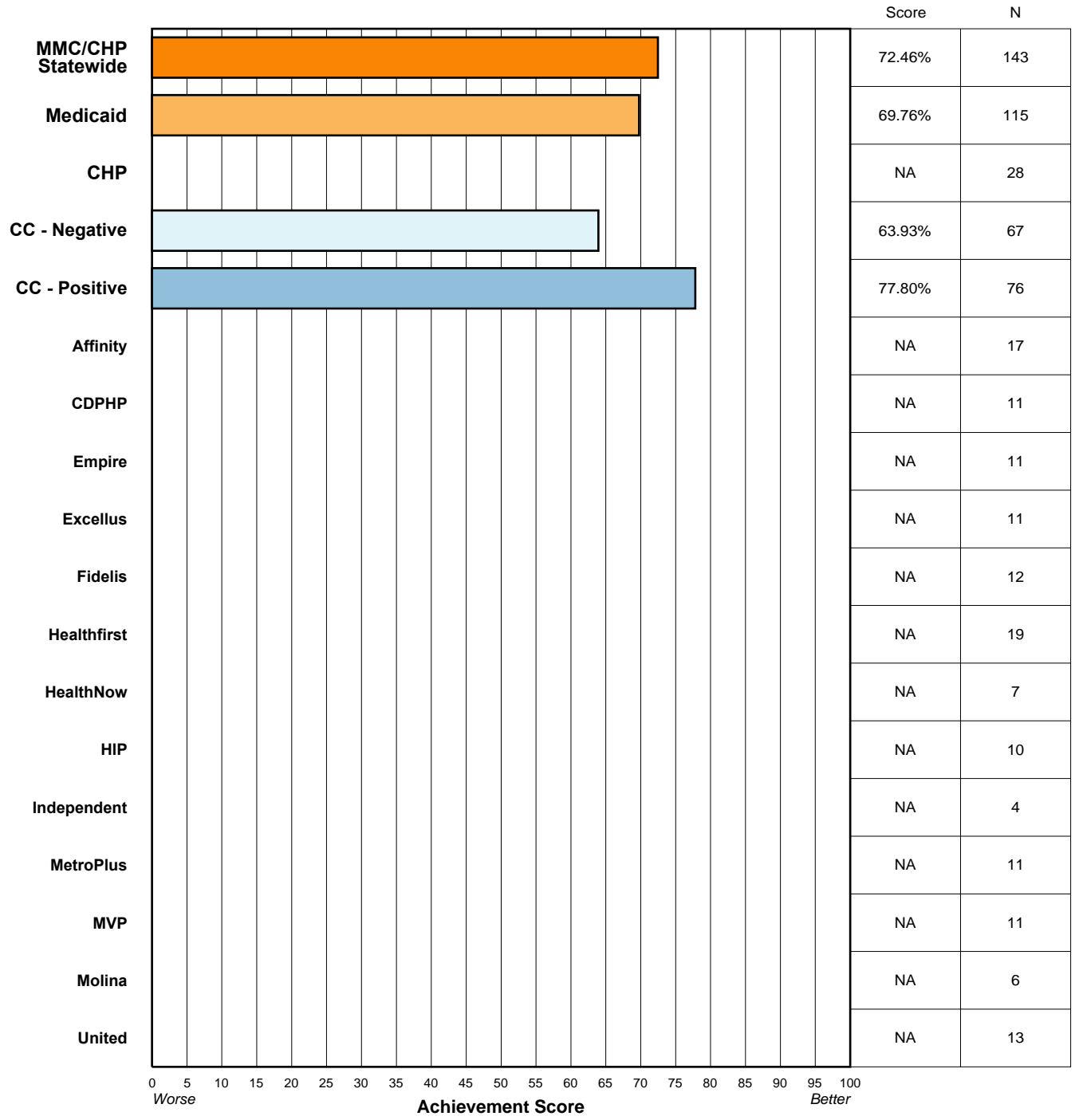
## Coordination of Care for Children with Chronic Conditions (Yes)

### Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

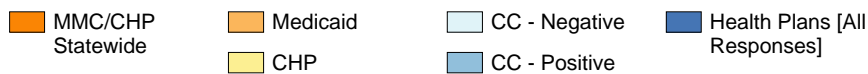


### CCC Single Items (Yes)

**Q28. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child**



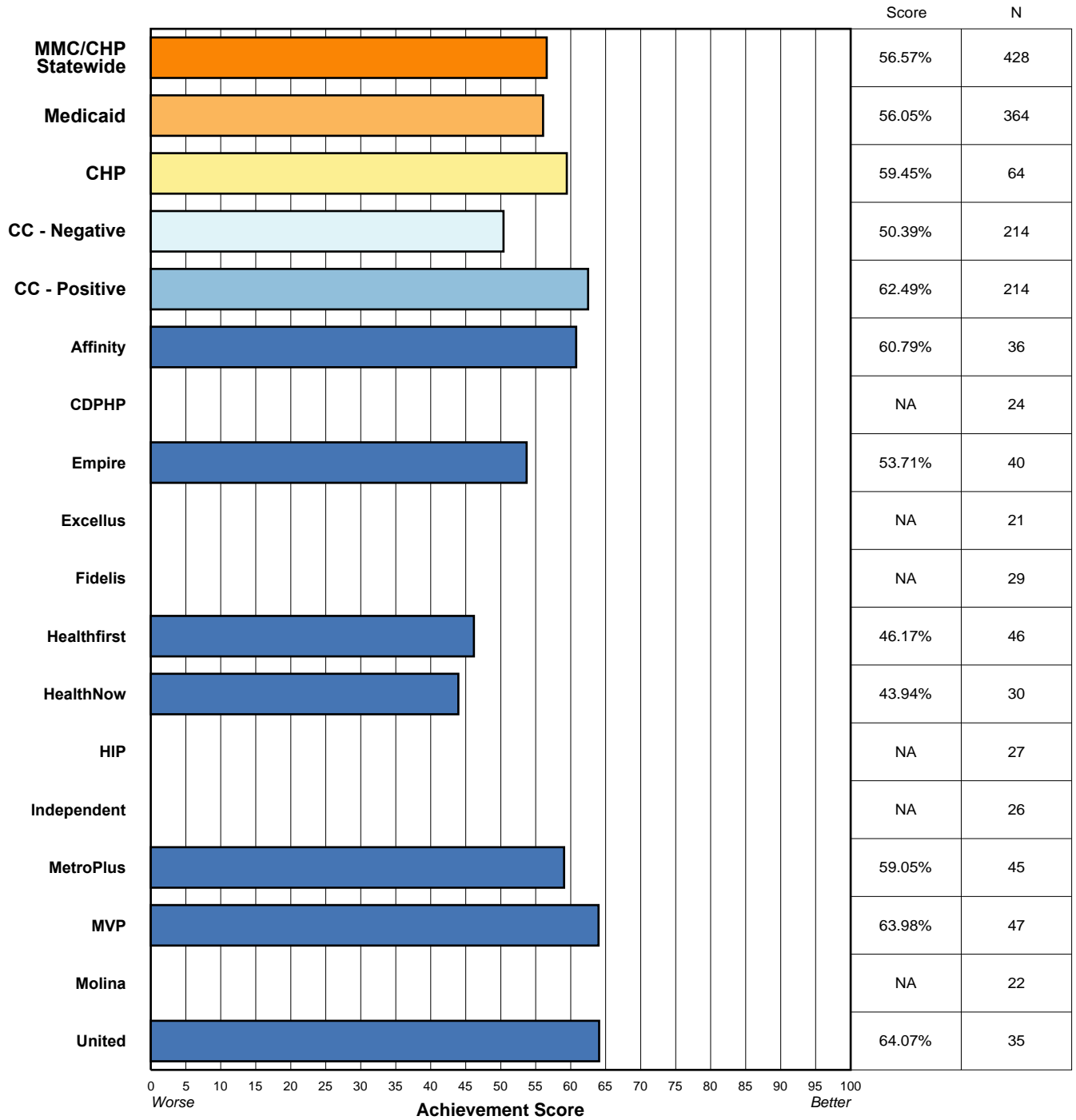
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 ⬆️ Statistically significantly better/worse than Statewide.



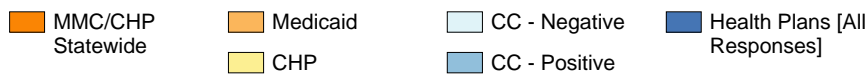


### CCC Single Items (Yes)

**Q31. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child**

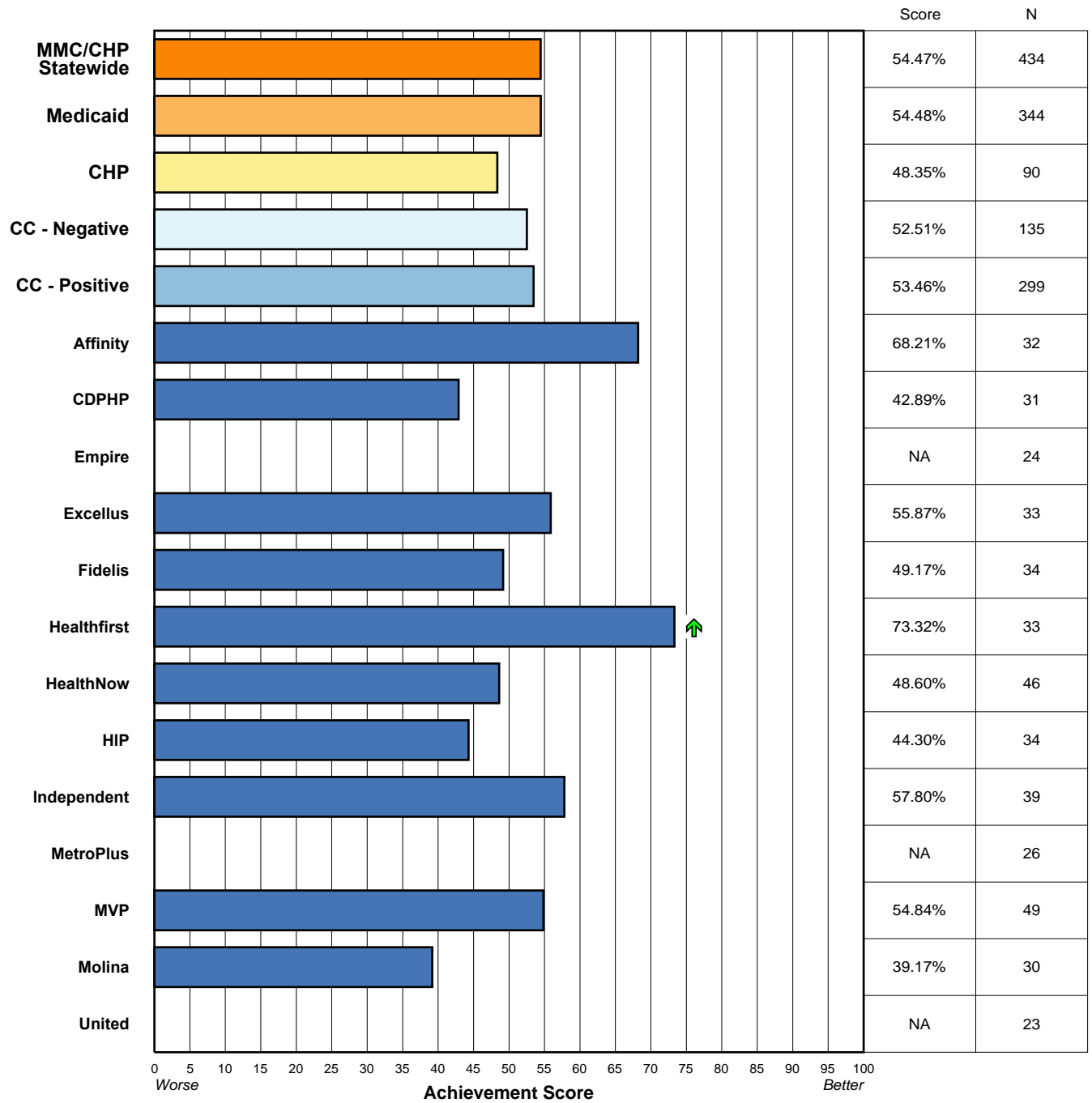


NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.

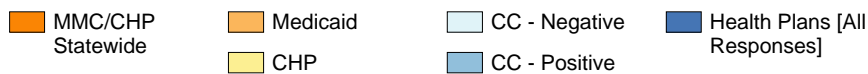


### CCC Single Items (Yes)

**Q34. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child**

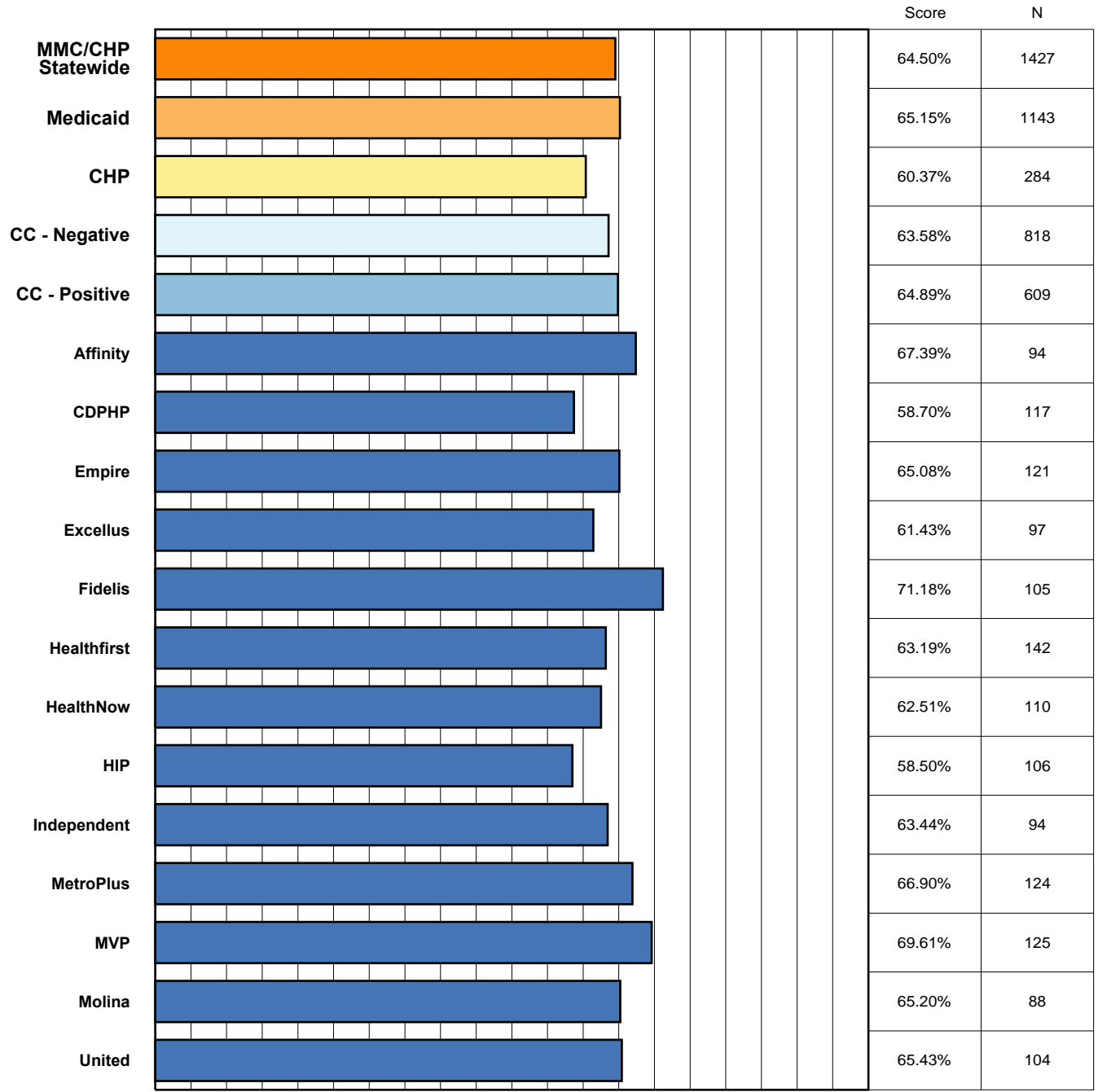


NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.



### CCC Single Items (Yes)

**Q65. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines**



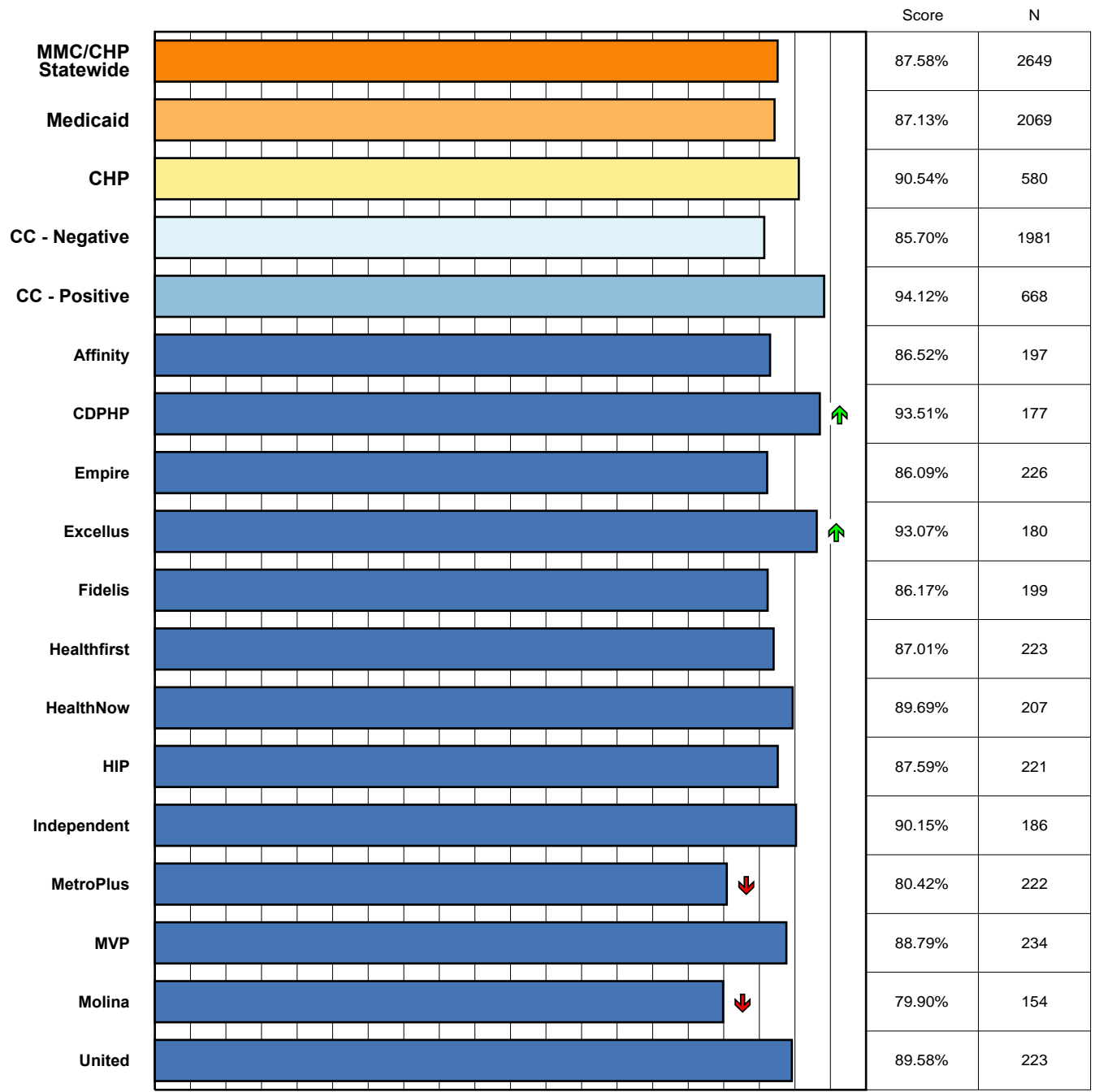
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100  
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide    
 ■ Medicaid    
 ■ CC - Negative    
 ■ Health Plans [All Responses]  
■ CHP    
 ■ CC - Positive

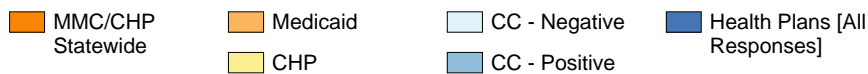
### CCC Single Items (Usually or Always)

#### Q9. Had your questions answered by your child's doctors or other health providers



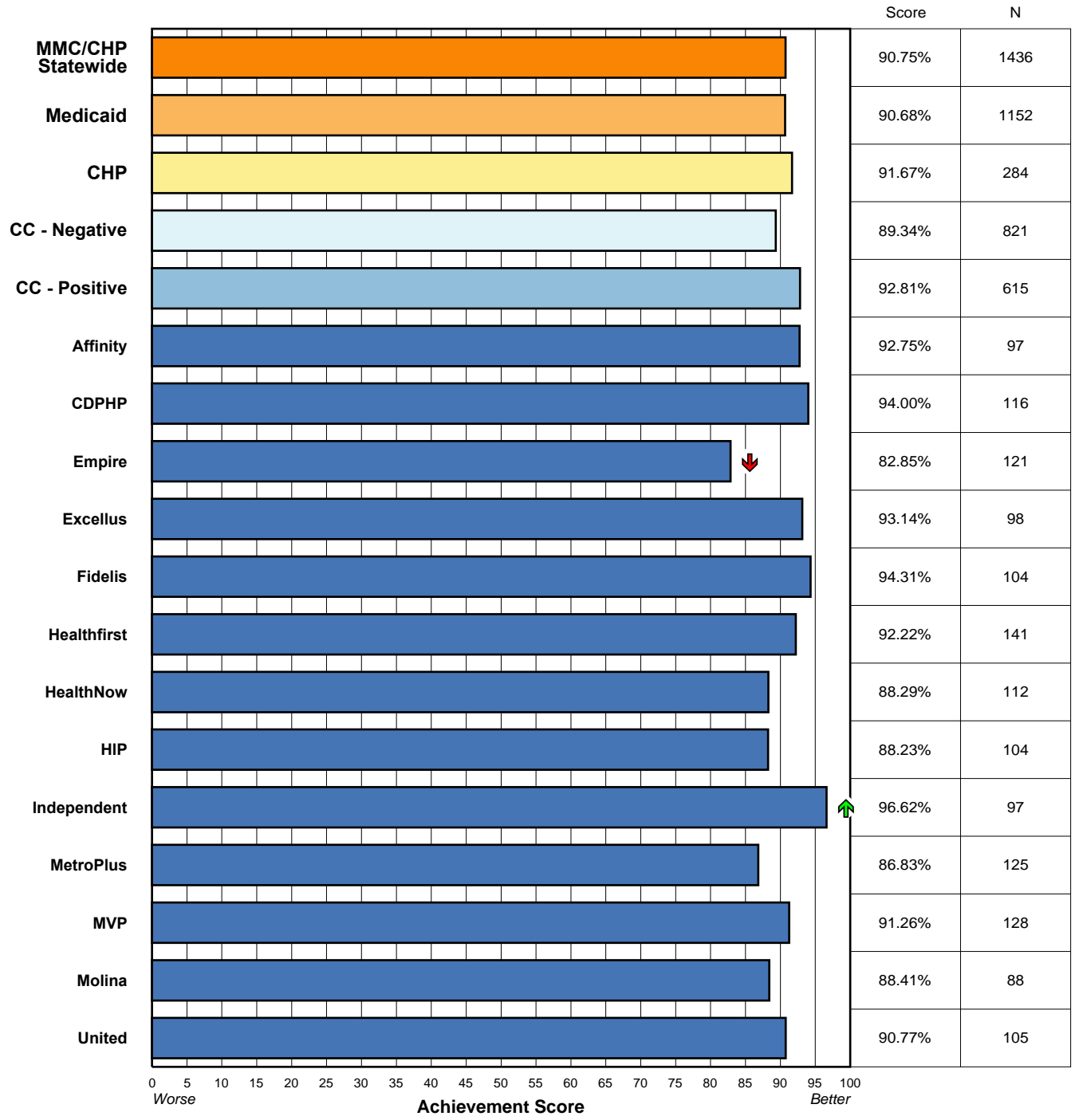
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100  
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

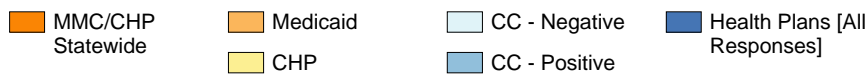


### CCC Single Items (Usually or Always)

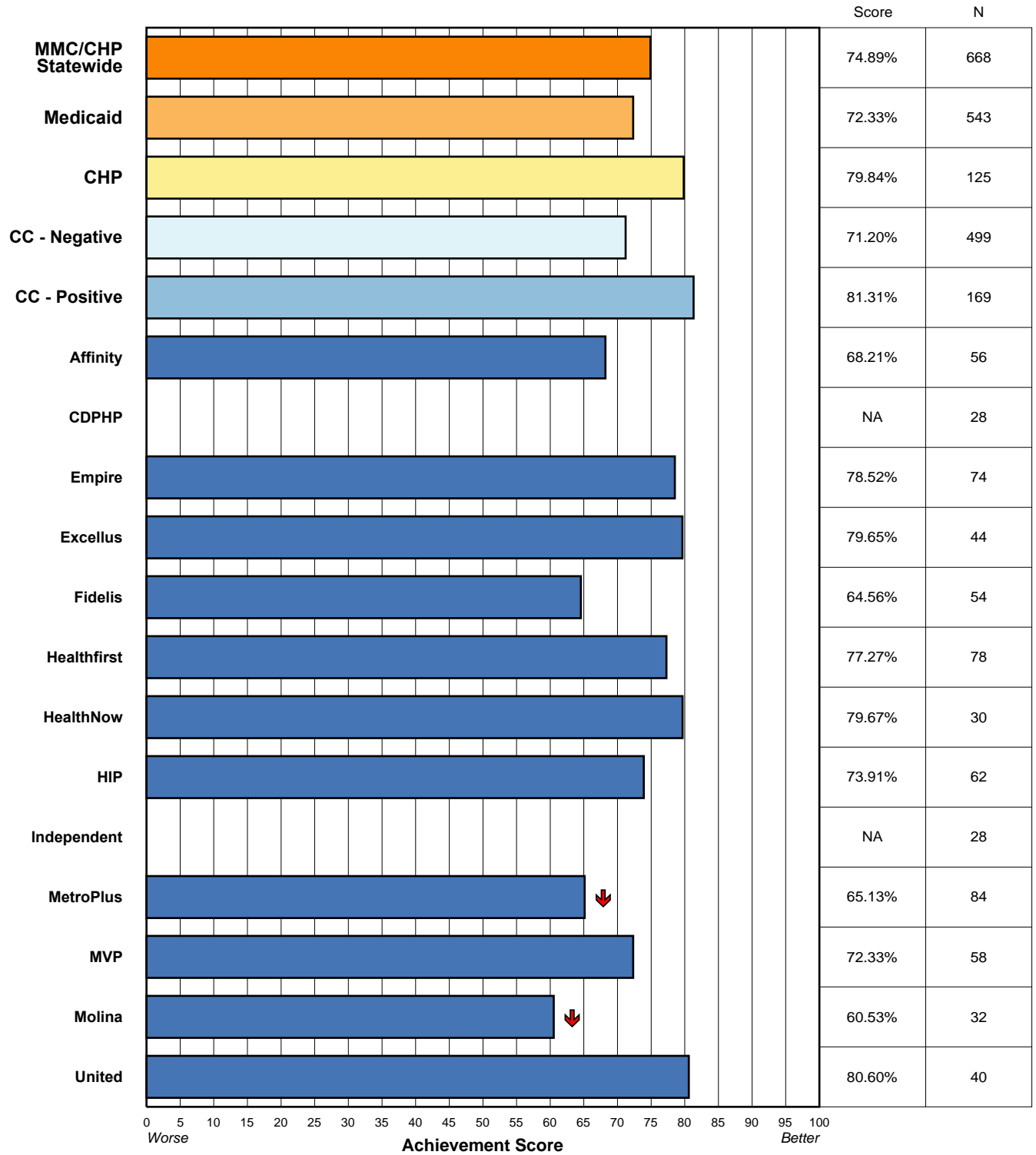
#### Q64. Easy to get prescription medicines for your child through their health plan



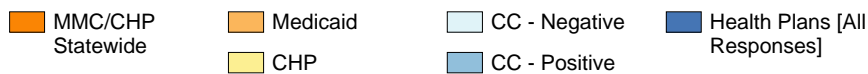
Statistically significantly better/worse than Statewide.



## Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)

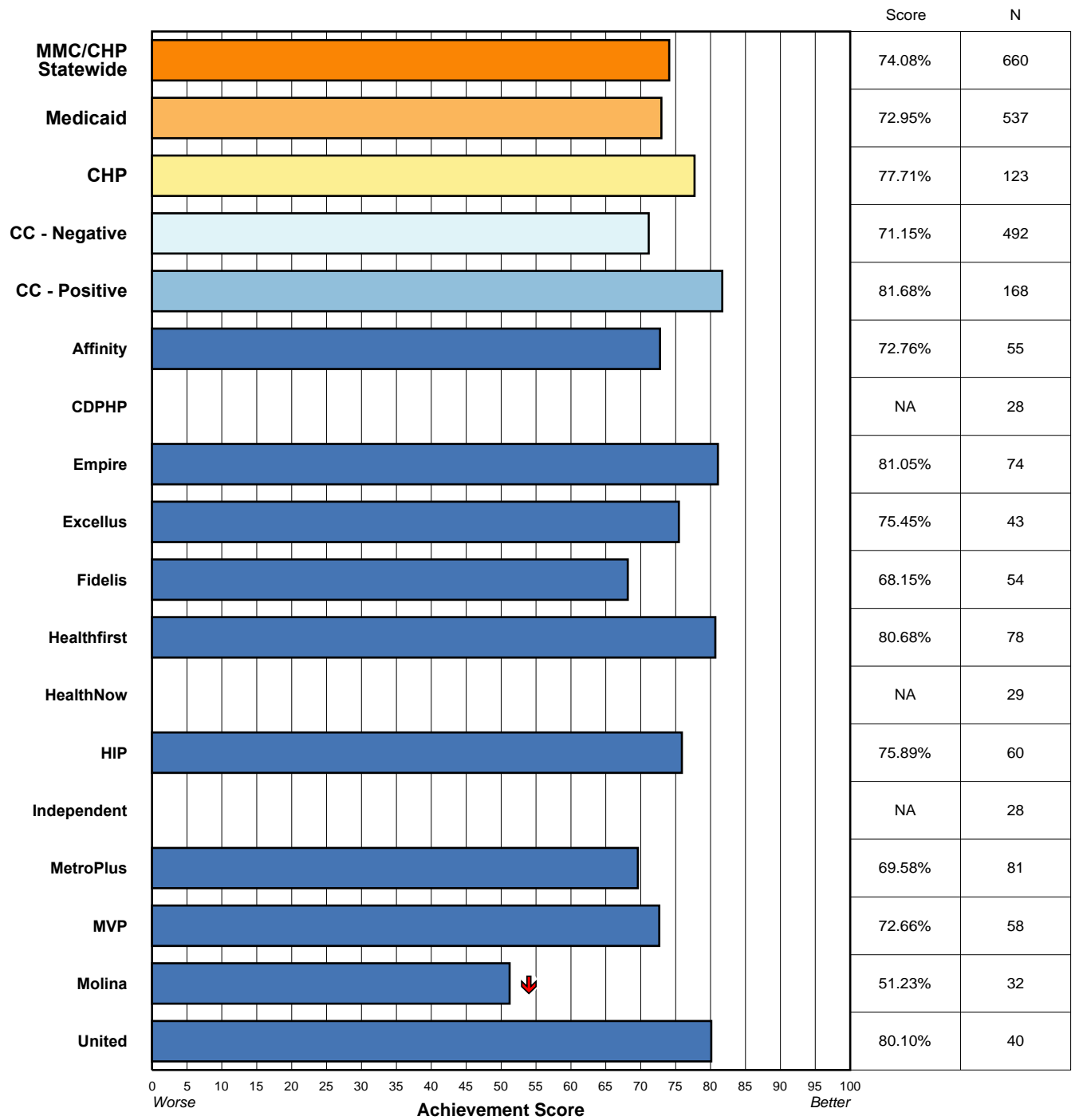


NA Results suppressed for fewer than 30 cases.  
 ↓ Statistically significantly better/worse than Statewide.

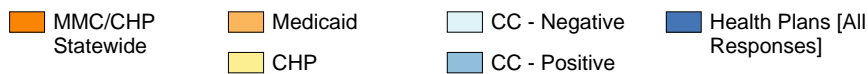


## Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)

### Q22. Blood tests, x-rays, or other test results were easy to find on website

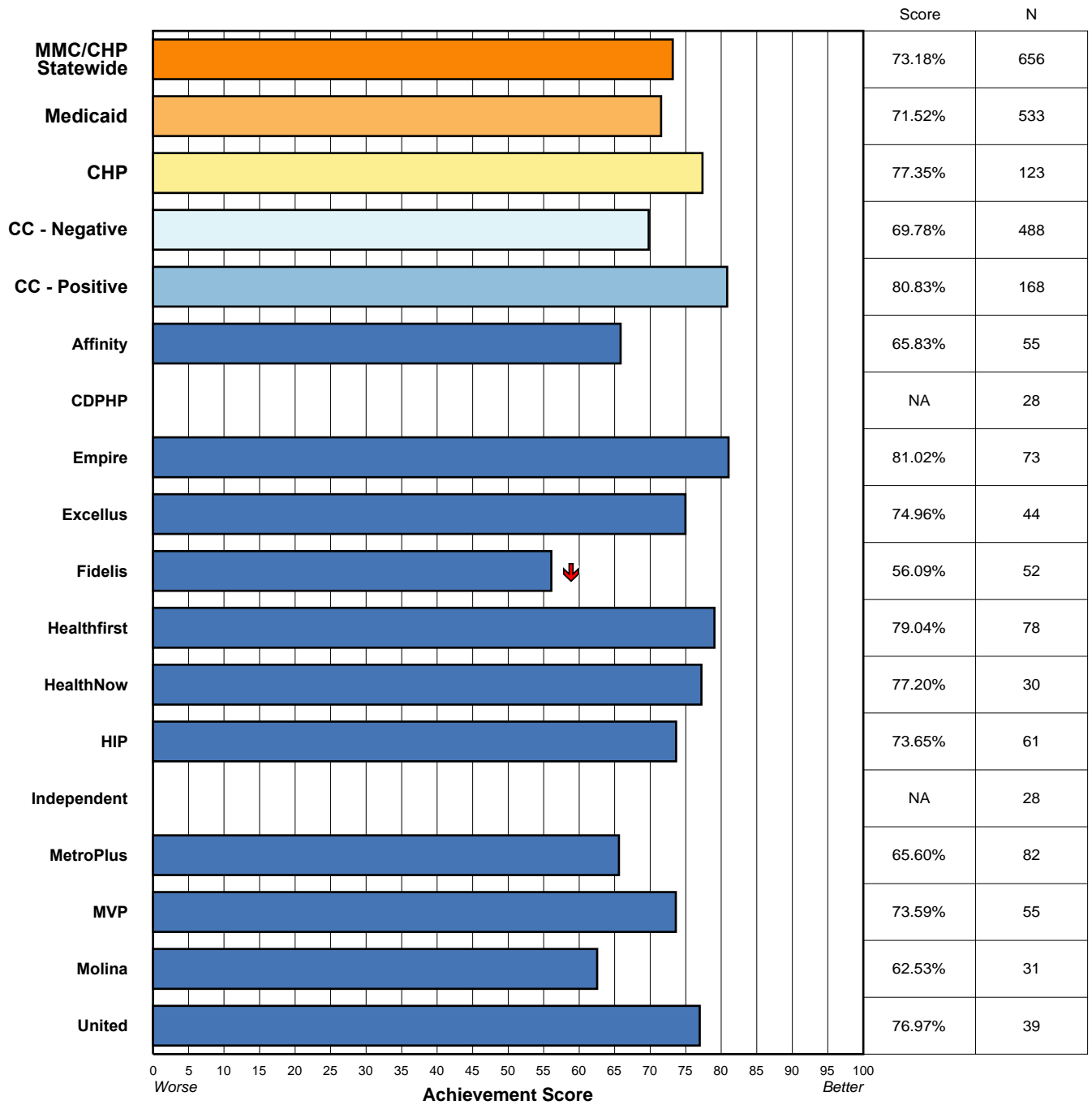


NA Results suppressed for fewer than 30 cases.  
 ⬇ Statistically significantly better/worse than Statewide.

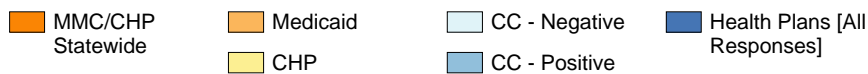


## Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)

### Q23. Blood tests, x-rays, or other test results were put on website as soon as needed



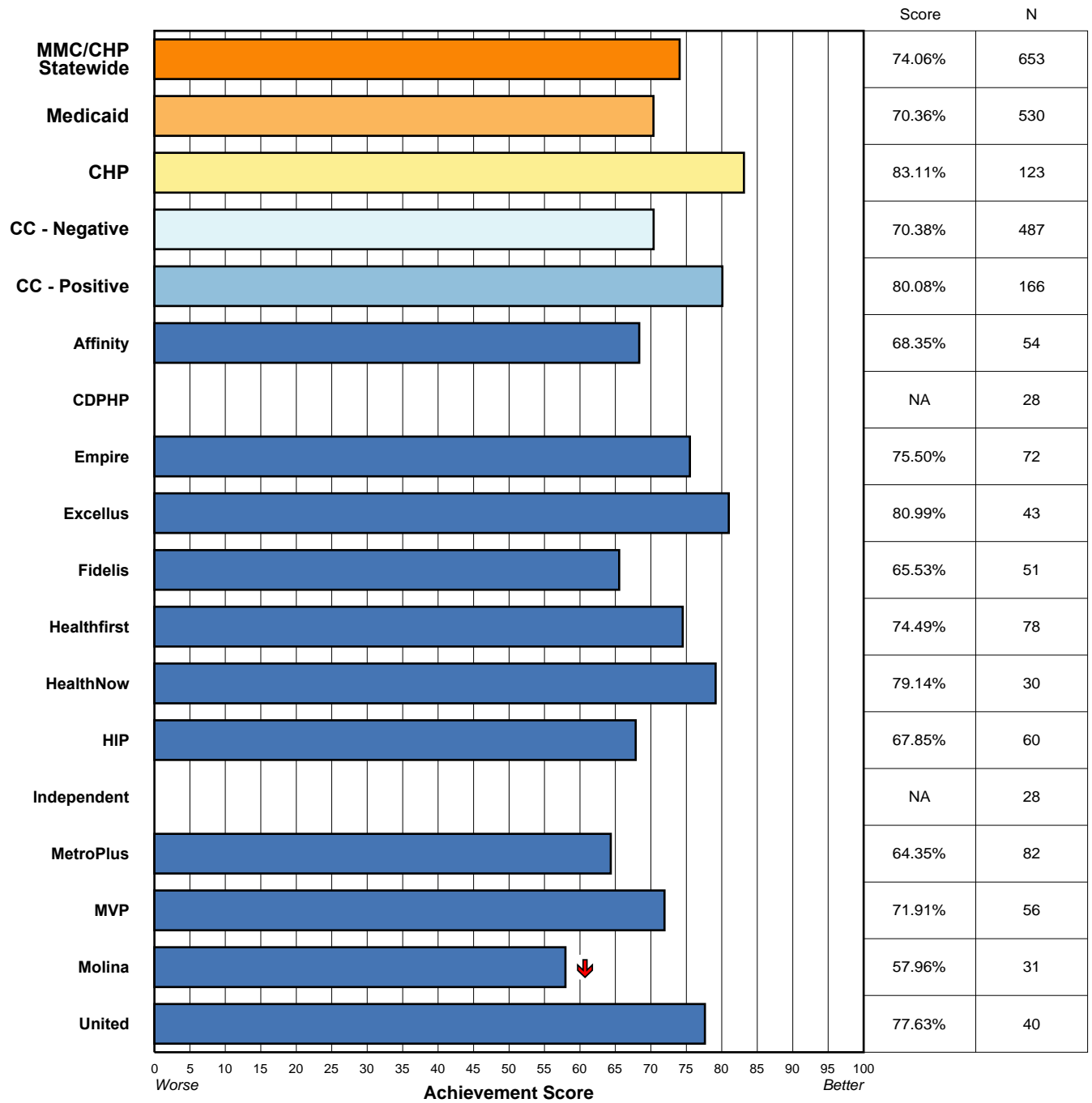
NA Results suppressed for fewer than 30 cases.  
 ⬇ Statistically significantly better/worse than Statewide.



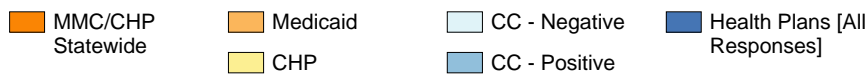


## Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)

**Q24. Blood tests, x-rays, or other test results were presented in a way that was easy to understand**

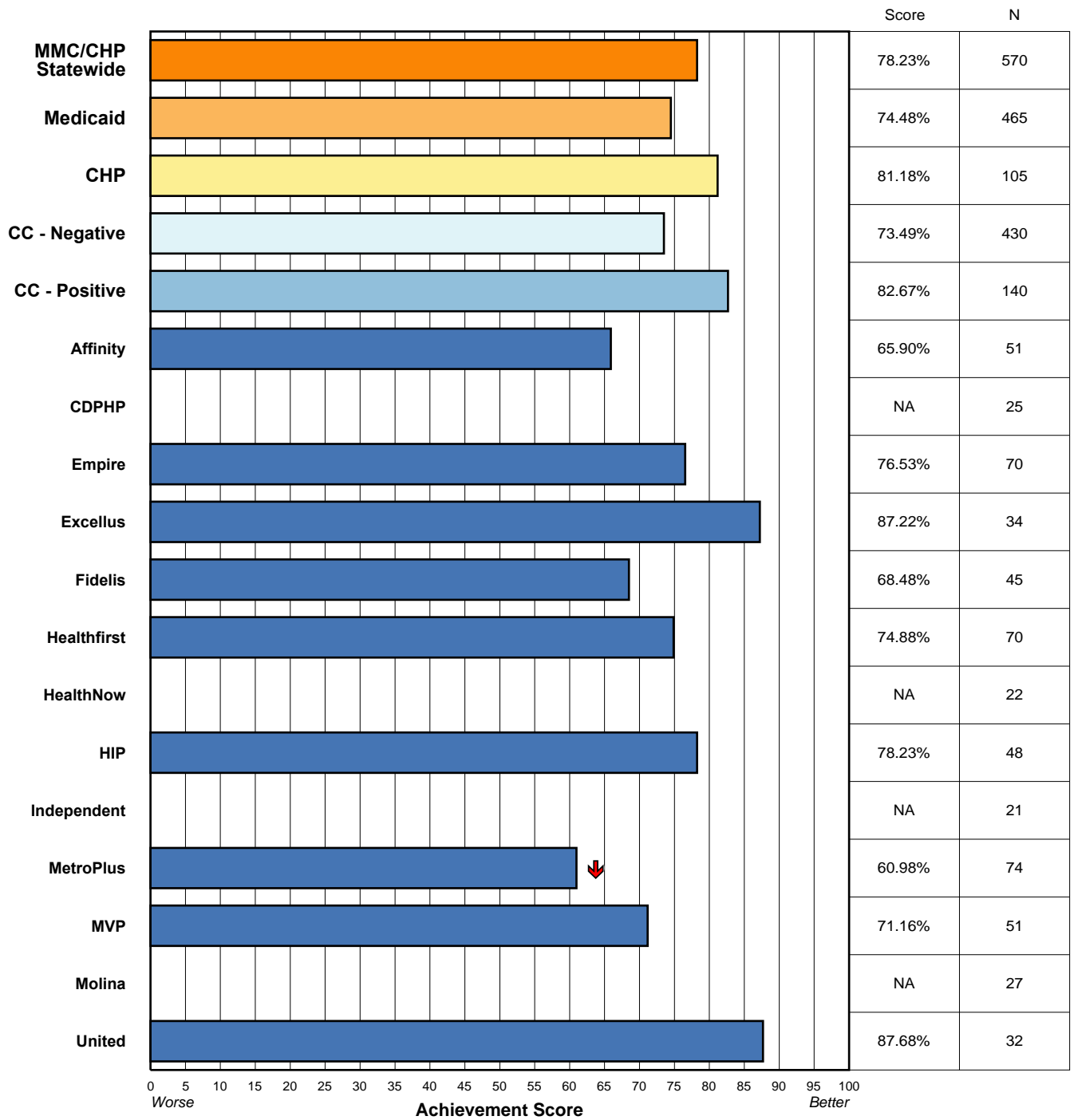


NA Results suppressed for fewer than 30 cases.  
 ⬇ Statistically significantly better/worse than Statewide.

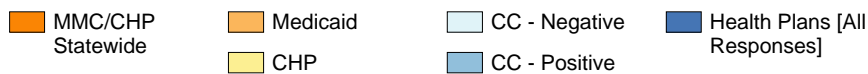


## Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)

### Q25. Visit notes were easy to understand

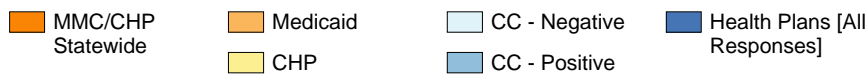
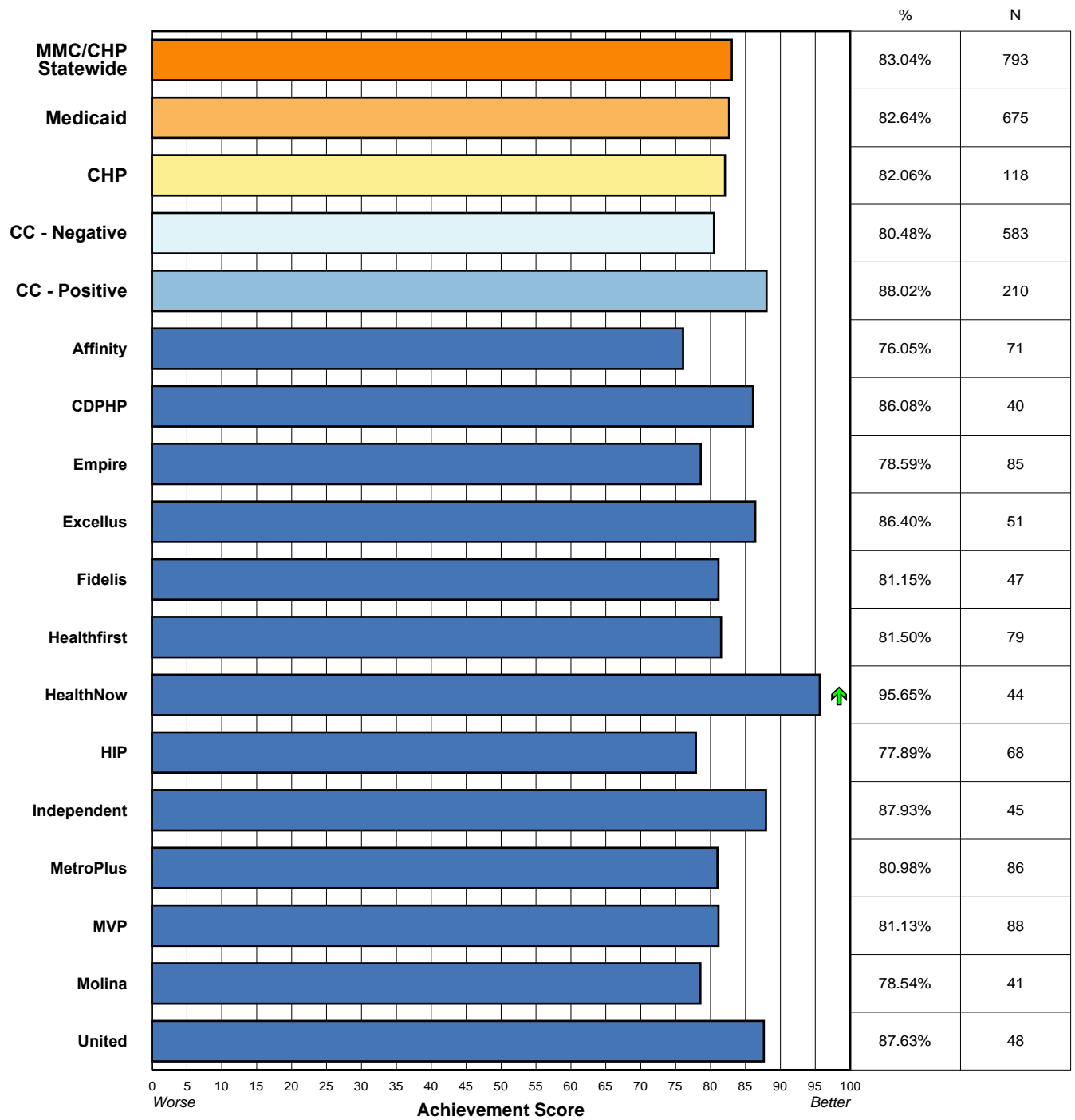


NA Results suppressed for fewer than 30 cases.  
 ⬇ Statistically significantly better/worse than Statewide.



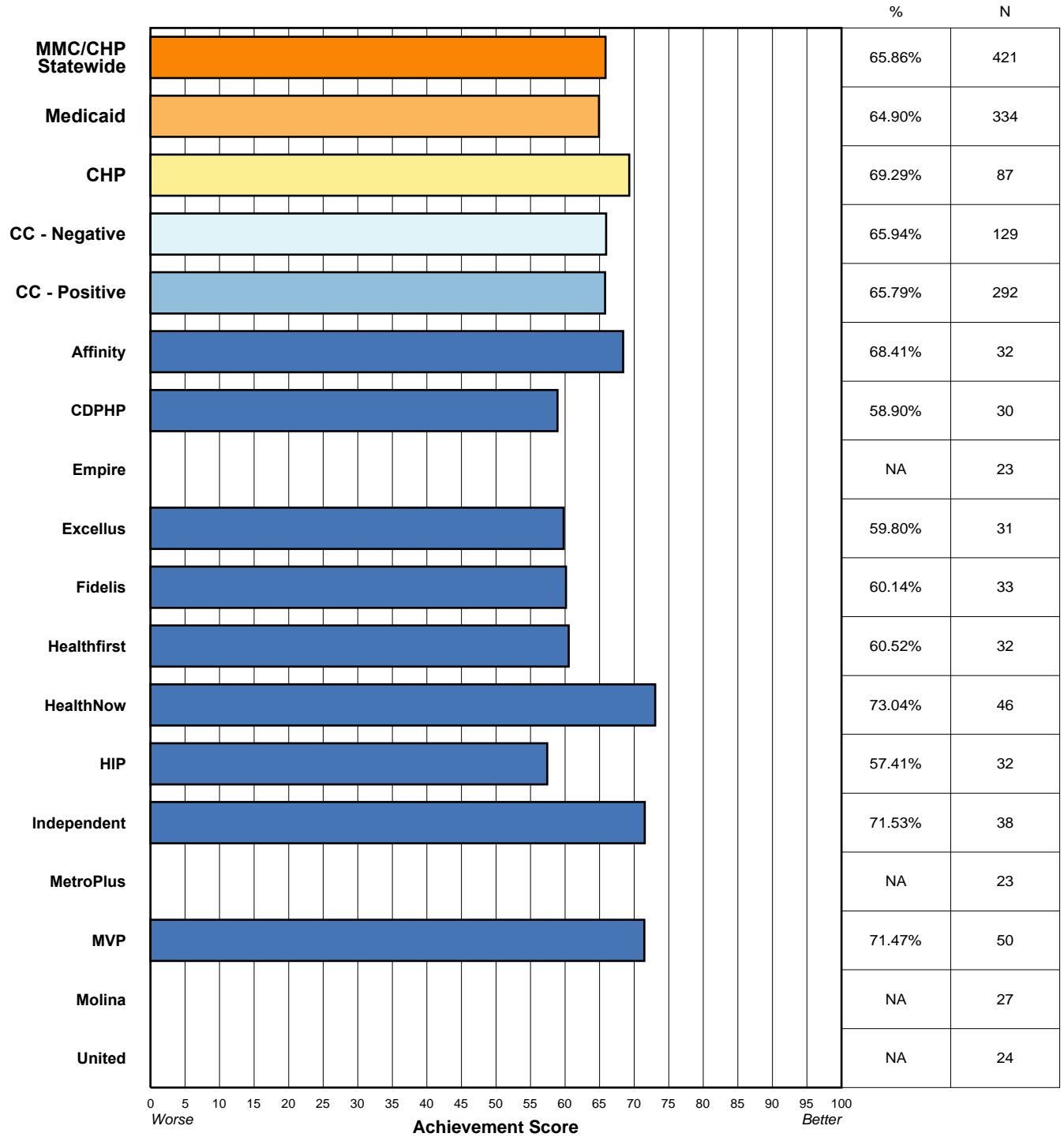
### Supplemental Single Items (Usually or Always)

#### Q20. Child got appointment for routine care through doctor's/clinic's E-mail or Website as soon as needed

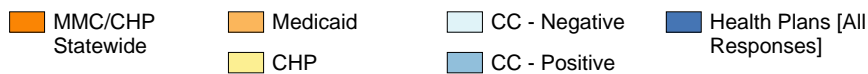


### Supplemental Single Items (8, 9, or 10)

#### Q35. Rating of child's treatment or counseling



NA Results suppressed for fewer than 30 cases.  
 ⬆️ Statistically significantly better/worse than Statewide.



## New York State Medicaid/CHP Managed Care Program

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, composite name, achievement score, and the correlation value.

### Example:

If Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to parents/caretakers and influence how satisfied they are with their child's providers, health care, and health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the parents/caretakers. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the parent's/caretaker's satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The correlation summary table is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly with ratings and has higher proportions of "Sometimes" and "Never", improving the processes may move respondents up to "Always" which will improve not only that composite, but the other rating questions. Following the MMC/CHP Statewide tables are plan-specific tables of correlations for the plan results. The plan-specific results allow plan patterns to be reviewed.

## Correlation Summary

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q41 Communication	95%	0.44	Q54 Getting Needed Care	81%	0.34	Q15 Getting Needed Care	88%	0.39	Q58 Customer Service	82%	0.34
2	Q45 Communication	88%	0.40	Q58 Customer Service	82%	0.33	Q41 Communication	95%	0.33	Q15 Getting Needed Care	88%	0.31
3	Q42 Communication	96%	0.40	Q15 Getting Needed Care	88%	0.31	Q4 Getting Care Quickly	89%	0.32	Q59 Customer Service	91%	0.30
4	Q40 Communication	94%	0.38	Q24 Helpfulness of Provider's Website	74%	0.29	Q24 Helpfulness of Provider's Website	74%	0.30	Q25 Helpfulness of Provider's Website	78%	0.27
5	Q15 Getting Needed Care	88%	0.29	Q22 Helpfulness of Provider's Website	74%	0.29	Q40 Communication	94%	0.30	Q54 Getting Needed Care	81%	0.25
6	Q25 Helpfulness of Provider's Website	78%	0.25	Q23 Helpfulness of Provider's Website	73%	0.29	Q25 Helpfulness of Provider's Website	78%	0.29	Q23 Helpfulness of Provider's Website	73%	0.24
7	Q4 Getting Care Quickly	89%	0.24	Q25 Helpfulness of Provider's Website	78%	0.28	Q45 Communication	88%	0.29	Q22 Helpfulness of Provider's Website	74%	0.23
8	Q24 Helpfulness of Provider's Website	74%	0.23	Q59 Customer Service	91%	0.28	Q54 Getting Needed Care	81%	0.29	Q4 Getting Care Quickly	89%	0.23
9	Q23 Helpfulness of Provider's Website	73%	0.23	Q41 Communication	95%	0.21	Q42 Communication	96%	0.28	Q24 Helpfulness of Provider's Website	74%	0.22
10	Q54 Getting Needed Care	81%	0.23	Q40 Communication	94%	0.20	Q6 Getting Care Quickly	86%	0.28	Q6 Getting Care Quickly	86%	0.20

### Rating of child's personal doctor

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.44	95%	82%	12%	4%	1%
2	Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.40	88%	67%	21%	9%	3%
3	Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.40	96%	86%	11%	3%	1%
4	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.38	94%	81%	13%	5%	1%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.29	88%	64%	23%	10%	3%
6	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.25	78%	52%	22%	15%	11%
7	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.24	89%	79%	11%	9%	2%
8	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.23	74%	47%	25%	16%	12%
9	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.23	73%	46%	27%	14%	13%
10	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.23	81%	54%	27%	16%	3%

### Rating of specialist child saw most often

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.34	81%	54%	27%	16%	3%
2	Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.33	82%	56%	25%	17%	2%
3	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.31	88%	64%	23%	10%	3%
4	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.29	74%	47%	25%	16%	12%
5	Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.29	74%	50%	24%	14%	12%
6	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.29	73%	46%	27%	14%	13%
7	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.28	78%	52%	22%	15%	11%
8	Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.28	91%	77%	14%	6%	3%
9	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.21	95%	82%	12%	4%	1%
10	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.20	94%	81%	13%	5%	1%



### Rating of all child's health care

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.39	88%	64%	23%	10%	3%
2	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.33	95%	82%	12%	4%	1%
3	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.32	89%	79%	11%	9%	2%
4	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.30	74%	47%	25%	16%	12%
5	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.30	94%	81%	13%	5%	1%
6	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.29	78%	52%	22%	15%	11%
7	Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.29	88%	67%	21%	9%	3%
8	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.29	81%	54%	27%	16%	3%
9	Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.28	96%	86%	11%	3%	1%
10	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.28	86%	67%	19%	12%	2%

### Rating of child's health plan

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.34	82%	56%	25%	17%	2%
2	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.31	88%	64%	23%	10%	3%
3	Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.30	91%	77%	14%	6%	3%
4	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.27	78%	52%	22%	15%	11%
5	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.25	81%	54%	27%	16%	3%
6	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.24	73%	46%	27%	14%	13%
7	Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.23	74%	50%	24%	14%	12%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.23	89%	79%	11%	9%	2%
9	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.22	74%	47%	25%	16%	12%
10	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.20	86%	67%	19%	12%	2%

### Affinity Health Plan

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q54 Getting Needed Care	82%	0.53	Q15 Getting Needed Care	86%	0.47	Q15 Getting Needed Care	86%	0.49	Q58 Customer Service	83%	0.45
2	Q41 Communication	92%	0.49	Q54 Getting Needed Care	82%	0.42	Q24 Helpfulness of Provider's Website	68%	0.48	Q54 Getting Needed Care	82%	0.44
3	Q42 Communication	96%	0.47	Q23 Helpfulness of Provider's Website	66%	0.36	Q54 Getting Needed Care	82%	0.48	Q59 Customer Service	92%	0.42
4	Q45 Communication	84%	0.47	Q41 Communication	92%	0.34	Q25 Helpfulness of Provider's Website	66%	0.38	Q15 Getting Needed Care	86%	0.35
5	Q15 Getting Needed Care	86%	0.32	Q25 Helpfulness of Provider's Website	66%	0.33	Q41 Communication	92%	0.37	Q24 Helpfulness of Provider's Website	68%	0.35
6	Q59 Customer Service	92%	0.27	Q40 Communication	91%	0.26	Q42 Communication	96%	0.35	Q4 Getting Care Quickly	89%	0.27
7	Q24 Helpfulness of Provider's Website	68%	0.24	Q24 Helpfulness of Provider's Website	68%	0.24	Q6 Getting Care Quickly	85%	0.29	Q25 Helpfulness of Provider's Website	66%	0.27
8	Q40 Communication	91%	0.24	Q42 Communication	96%	0.24	Q45 Communication	84%	0.26	Q23 Helpfulness of Provider's Website	66%	0.25
9	Q25 Helpfulness of Provider's Website	66%	0.20	Q59 Customer Service	92%	0.24	Q59 Customer Service	92%	0.26	Q41 Communication	92%	0.19
10	Q58 Customer Service	83%	0.19	Q45 Communication	84%	0.21	Q22 Helpfulness of Provider's Website	73%	0.26	Q6 Getting Care Quickly	85%	0.16

▲▼ Statistically significantly better/worse than Statewide.

# CDPHP

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q4 Getting Care Quickly	96% ▲	0.65	Q59 Customer Service	92%	0.86	Q25 Helpfulness of Provider's Website	86%	0.73	Q58 Customer Service	86%	0.50
2	Q40 Communication	96%	0.56	Q58 Customer Service	86%	0.81	Q4 Getting Care Quickly	96% ▲	0.60	Q22 Helpfulness of Provider's Website	79%	0.47
3	Q22 Helpfulness of Provider's Website	79%	0.53	Q54 Getting Needed Care	74%	0.50	Q15 Getting Needed Care	91%	0.50	Q59 Customer Service	92%	0.46
4	Q24 Helpfulness of Provider's Website	87% ▲	0.51	Q42 Communication	98% ▲	0.30	Q40 Communication	96%	0.47	Q54 Getting Needed Care	74%	0.43
5	Q42 Communication	98% ▲	0.48	Q41 Communication	96%	0.27	Q41 Communication	96%	0.43	Q24 Helpfulness of Provider's Website	87% ▲	0.39
6	Q15 Getting Needed Care	91%	0.48	Q45 Communication	93% ▲	0.24	Q22 Helpfulness of Provider's Website	79%	0.41	Q15 Getting Needed Care	91%	0.32
7	Q54 Getting Needed Care	74%	0.47	Q40 Communication	96%	0.23	Q54 Getting Needed Care	74%	0.35	Q25 Helpfulness of Provider's Website	86%	0.31
8	Q41 Communication	96%	0.44	Q15 Getting Needed Care	91%	0.19	Q45 Communication	93% ▲	0.34	Q4 Getting Care Quickly	96% ▲	0.28
9	Q25 Helpfulness of Provider's Website	86%	0.43	Q6 Getting Care Quickly	92% ▲	0.18	Q42 Communication	98% ▲	0.33	Q42 Communication	98% ▲	0.26
10	Q45 Communication	93% ▲	0.38	Q4 Getting Care Quickly	96% ▲	0.13	Q6 Getting Care Quickly	92% ▲	0.31	Q40 Communication	96%	0.23

▲ ▼ Statistically significantly better/worse than Statewide.

## Empire BlueCross BlueShield HealthPlus

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q41 Communication	94%	0.43	Q40 Communication	94%	0.53	Q59 Customer Service	92%	0.37	Q24 Helpfulness of Provider's Website	75%	0.42
2	Q45 Communication	82% ▼	0.41	Q22 Helpfulness of Provider's Website	81%	0.47	Q22 Helpfulness of Provider's Website	81%	0.37	Q23 Helpfulness of Provider's Website	81%	0.39
3	Q4 Getting Care Quickly	87%	0.39	Q59 Customer Service	92%	0.45	Q23 Helpfulness of Provider's Website	81%	0.37	Q25 Helpfulness of Provider's Website	77%	0.38
4	Q40 Communication	94%	0.36	Q24 Helpfulness of Provider's Website	75%	0.45	Q41 Communication	94%	0.36	Q15 Getting Needed Care	85%	0.36
5	Q15 Getting Needed Care	85%	0.33	Q41 Communication	94%	0.38	Q15 Getting Needed Care	85%	0.31	Q22 Helpfulness of Provider's Website	81%	0.35
6	Q42 Communication	96%	0.29	Q23 Helpfulness of Provider's Website	81%	0.36	Q58 Customer Service	75%	0.28	Q4 Getting Care Quickly	87%	0.28
7	Q6 Getting Care Quickly	85%	0.23	Q54 Getting Needed Care	73%	0.36	Q40 Communication	94%	0.27	Q41 Communication	94%	0.24
8	Q58 Customer Service	75%	0.18	Q15 Getting Needed Care	85%	0.33	Q24 Helpfulness of Provider's Website	75%	0.26	Q59 Customer Service	92%	0.22
9	Q59 Customer Service	92%	0.16	Q4 Getting Care Quickly	87%	0.27	Q25 Helpfulness of Provider's Website	77%	0.25	Q45 Communication	82% ▼	0.20
10	Q54 Getting Needed Care	73%	0.13	Q58 Customer Service	75%	0.15	Q45 Communication	82% ▼	0.20	Q6 Getting Care Quickly	85%	0.18

▲ ▼ Statistically significantly better/worse than Statewide.

## Excellus BlueCross Blue Shield

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q42 Communication	96%	0.73	Q40 Communication	96%▲	0.71	Q25 Helpfulness of Provider's Website	87%	0.58	Q59 Customer Service	93%	0.46
2	Q25 Helpfulness of Provider's Website	87%	0.65	Q42 Communication	96%	0.65	Q42 Communication	96%	0.52	Q25 Helpfulness of Provider's Website	87%	0.44
3	Q45 Communication	93%▲	0.59	Q25 Helpfulness of Provider's Website	87%	0.57	Q54 Getting Needed Care	78%	0.47	Q15 Getting Needed Care	92%▲	0.42
4	Q40 Communication	96%▲	0.57	Q15 Getting Needed Care	92%▲	0.57	Q40 Communication	96%▲	0.42	Q22 Helpfulness of Provider's Website	75%	0.34
5	Q41 Communication	96%	0.55	Q45 Communication	93%▲	0.56	Q41 Communication	96%	0.36	Q40 Communication	96%▲	0.33
6	Q15 Getting Needed Care	92%▲	0.39	Q41 Communication	96%	0.48	Q45 Communication	93%▲	0.36	Q42 Communication	96%	0.33
7	Q23 Helpfulness of Provider's Website	75%	0.36	Q22 Helpfulness of Provider's Website	75%	0.43	Q15 Getting Needed Care	92%▲	0.33	Q23 Helpfulness of Provider's Website	75%	0.33
8	Q22 Helpfulness of Provider's Website	75%	0.30	Q23 Helpfulness of Provider's Website	75%	0.40	Q4 Getting Care Quickly	83%	0.30	Q58 Customer Service	87%	0.27
9	Q59 Customer Service	93%	0.30	Q24 Helpfulness of Provider's Website	81%	0.32	Q6 Getting Care Quickly	89%	0.28	Q54 Getting Needed Care	78%	0.25
10	Q4 Getting Care Quickly	83%	0.24	Q59 Customer Service	93%	0.26	Q23 Helpfulness of Provider's Website	75%	0.25	Q6 Getting Care Quickly	89%	0.24

▲▼ Statistically significantly better/worse than Statewide.

## Fidelis Care New York

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q42 Communication	98%	0.42	Q58 Customer Service	84%	0.57	Q4 Getting Care Quickly	88%	0.43	Q6 Getting Care Quickly	87%	0.29
2	Q41 Communication	95%	0.42	Q23 Helpfulness of Provider's Website	56% ▼	0.36	Q41 Communication	95%	0.40	Q4 Getting Care Quickly	88%	0.28
3	Q45 Communication	89%	0.41	Q54 Getting Needed Care	82%	0.28	Q15 Getting Needed Care	92% ▲	0.39	Q45 Communication	89%	0.27
4	Q22 Helpfulness of Provider's Website	68%	0.36	Q41 Communication	95%	0.16	Q54 Getting Needed Care	82%	0.30	Q59 Customer Service	91%	0.27
5	Q24 Helpfulness of Provider's Website	66%	0.36	Q45 Communication	89%	0.10	Q42 Communication	98%	0.29	Q15 Getting Needed Care	92% ▲	0.25
6	Q25 Helpfulness of Provider's Website	68%	0.36	Q15 Getting Needed Care	92% ▲	0.08	Q40 Communication	95%	0.29	Q42 Communication	98%	0.25
7	Q54 Getting Needed Care	82%	0.35	Q59 Customer Service	91%	0.07	Q23 Helpfulness of Provider's Website	56% ▼	0.27	Q41 Communication	95%	0.23
8	Q40 Communication	95%	0.29	Q40 Communication	95%	0.05	Q25 Helpfulness of Provider's Website	68%	0.27	Q58 Customer Service	84%	0.20
9	Q15 Getting Needed Care	92% ▲	0.22	Q22 Helpfulness of Provider's Website	68%	0.04	Q45 Communication	89%	0.26	Q25 Helpfulness of Provider's Website	68%	0.15
10	Q23 Helpfulness of Provider's Website	56% ▼	0.16	Q24 Helpfulness of Provider's Website	66%	-0.07	Q24 Helpfulness of Provider's Website	66%	0.25	Q54 Getting Needed Care	82%	0.15

▲ ▼ Statistically significantly better/worse than Statewide.

## Healthfirst PHSP, Inc.

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 Helpfulness of Provider's Website	79%	0.52	Q59 Customer Service	90%	0.60	Q24 Helpfulness of Provider's Website	74%	0.42	Q23 Helpfulness of Provider's Website	79%	0.43
2	Q24 Helpfulness of Provider's Website	74%	0.47	Q58 Customer Service	87%	0.56	Q15 Getting Needed Care	85%	0.37	Q58 Customer Service	87%	0.39
3	Q41 Communication	96%	0.42	Q22 Helpfulness of Provider's Website	81%	0.36	Q59 Customer Service	90%	0.29	Q15 Getting Needed Care	85%	0.33
4	Q40 Communication	93%	0.41	Q23 Helpfulness of Provider's Website	79%	0.36	Q23 Helpfulness of Provider's Website	79%	0.26	Q22 Helpfulness of Provider's Website	81%	0.29
5	Q42 Communication	94%	0.38	Q24 Helpfulness of Provider's Website	74%	0.29	Q54 Getting Needed Care	74%	0.21	Q6 Getting Care Quickly	86%	0.29
6	Q45 Communication	86%	0.36	Q25 Helpfulness of Provider's Website	75%	0.26	Q6 Getting Care Quickly	86%	0.20	Q59 Customer Service	90%	0.25
7	Q25 Helpfulness of Provider's Website	75%	0.31	Q40 Communication	93%	0.17	Q40 Communication	93%	0.19	Q24 Helpfulness of Provider's Website	74%	0.25
8	Q15 Getting Needed Care	85%	0.30	Q45 Communication	86%	0.08	Q41 Communication	96%	0.19	Q25 Helpfulness of Provider's Website	75%	0.25
9	Q6 Getting Care Quickly	86%	0.30	Q41 Communication	96%	0.08	Q4 Getting Care Quickly	89%	0.19	Q45 Communication	86%	0.20
10	Q22 Helpfulness of Provider's Website	81%	0.28	Q54 Getting Needed Care	74%	0.07	Q42 Communication	94%	0.17	Q40 Communication	93%	0.18

▲▼ Statistically significantly better/worse than Statewide.



## HealthNow New York Inc.

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q42 Communication	98%	0.61	Q54 Getting Needed Care	89%▲	0.55	Q15 Getting Needed Care	91%	0.59	Q25 Helpfulness of Provider's Website	91%▲	0.48
2	Q25 Helpfulness of Provider's Website	91%▲	0.54	Q15 Getting Needed Care	91%	0.38	Q40 Communication	95%	0.48	Q15 Getting Needed Care	91%	0.47
3	Q41 Communication	96%	0.53	Q58 Customer Service	85%	0.18	Q54 Getting Needed Care	89%▲	0.48	Q58 Customer Service	85%	0.45
4	Q22 Helpfulness of Provider's Website	72%	0.42	Q22 Helpfulness of Provider's Website	72%	0.17	Q25 Helpfulness of Provider's Website	91%▲	0.46	Q59 Customer Service	90%	0.45
5	Q40 Communication	95%	0.42	Q42 Communication	98%	0.03	Q42 Communication	98%	0.39	Q54 Getting Needed Care	89%▲	0.41
6	Q45 Communication	90%	0.41	Q59 Customer Service	90%	-0.01	Q23 Helpfulness of Provider's Website	77%	0.36	Q42 Communication	98%	0.39
7	Q59 Customer Service	90%	0.41	Q40 Communication	95%	-0.04	Q45 Communication	90%	0.34	Q22 Helpfulness of Provider's Website	72%	0.31
8	Q24 Helpfulness of Provider's Website	79%	0.39	Q41 Communication	96%	-0.07	Q58 Customer Service	85%	0.30	Q41 Communication	96%	0.30
9	Q23 Helpfulness of Provider's Website	77%	0.32	Q6 Getting Care Quickly	91%▲	-0.07	Q22 Helpfulness of Provider's Website	72%	0.28	Q23 Helpfulness of Provider's Website	77%	0.28
10	Q58 Customer Service	85%	0.31	Q45 Communication	90%	-0.13	Q41 Communication	96%	0.28	Q45 Communication	90%	0.24

▲▼ Statistically significantly better/worse than Statewide.

## HIP (EmblemHealth)

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q4 Getting Care Quickly	89%	0.48	Q15 Getting Needed Care	86%	0.44	Q4 Getting Care Quickly	89%	0.65	Q54 Getting Needed Care	75%	0.44
2	Q41 Communication	97%	0.43	Q23 Helpfulness of Provider's Website	74%	0.39	Q15 Getting Needed Care	86%	0.45	Q15 Getting Needed Care	86%	0.43
3	Q15 Getting Needed Care	86%	0.35	Q24 Helpfulness of Provider's Website	68%	0.37	Q6 Getting Care Quickly	83%	0.37	Q4 Getting Care Quickly	89%	0.34
4	Q22 Helpfulness of Provider's Website	76%	0.34	Q22 Helpfulness of Provider's Website	76%	0.34	Q58 Customer Service	76%	0.30	Q58 Customer Service	76%	0.34
5	Q40 Communication	96%▲	0.32	Q54 Getting Needed Care	75%	0.31	Q59 Customer Service	92%	0.30	Q22 Helpfulness of Provider's Website	76%	0.31
6	Q42 Communication	97%	0.29	Q58 Customer Service	76%	0.29	Q45 Communication	90%	0.27	Q59 Customer Service	92%	0.28
7	Q59 Customer Service	92%	0.27	Q4 Getting Care Quickly	89%	0.25	Q25 Helpfulness of Provider's Website	78%	0.26	Q6 Getting Care Quickly	83%	0.28
8	Q58 Customer Service	76%	0.25	Q59 Customer Service	92%	0.13	Q41 Communication	97%	0.25	Q40 Communication	96%▲	0.19
9	Q6 Getting Care Quickly	83%	0.25	Q6 Getting Care Quickly	83%	0.06	Q42 Communication	97%	0.25	Q41 Communication	97%	0.18
10	Q45 Communication	90%	0.23	Q40 Communication	96%▲	0.00	Q54 Getting Needed Care	75%	0.22	Q45 Communication	90%	0.18

▲▼ Statistically significantly better/worse than Statewide.

## Independent Health

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q42 Communication	98%	0.57	Q24 Helpfulness of Provider's Website	92% ▲	0.73	Q42 Communication	98%	0.40	Q25 Helpfulness of Provider's Website	99% ▲	0.48
2	Q41 Communication	96%	0.53	Q45 Communication	91%	0.22	Q41 Communication	96%	0.39	Q58 Customer Service	81%	0.41
3	Q23 Helpfulness of Provider's Website	81%	0.51	Q41 Communication	96%	0.22	Q23 Helpfulness of Provider's Website	81%	0.36	Q4 Getting Care Quickly	93%	0.40
4	Q45 Communication	91%	0.49	Q42 Communication	98%	0.19	Q58 Customer Service	81%	0.36	Q59 Customer Service	92%	0.33
5	Q59 Customer Service	92%	0.45	Q23 Helpfulness of Provider's Website	81%	0.13	Q25 Helpfulness of Provider's Website	99% ▲	0.35	Q22 Helpfulness of Provider's Website	85%	0.25
6	Q40 Communication	95%	0.44	Q59 Customer Service	92%	0.10	Q24 Helpfulness of Provider's Website	92% ▲	0.30	Q23 Helpfulness of Provider's Website	81%	0.23
7	Q58 Customer Service	81%	0.29	Q54 Getting Needed Care	88%	0.07	Q22 Helpfulness of Provider's Website	85%	0.29	Q24 Helpfulness of Provider's Website	92% ▲	0.23
8	Q22 Helpfulness of Provider's Website	85%	0.29	Q6 Getting Care Quickly	85%	0.03	Q45 Communication	91%	0.27	Q45 Communication	91%	0.19
9	Q24 Helpfulness of Provider's Website	92% ▲	0.27	Q40 Communication	95%	0.03	Q59 Customer Service	92%	0.25	Q42 Communication	98%	0.18
10	Q4 Getting Care Quickly	93%	0.18	Q15 Getting Needed Care	90%	0.01	Q40 Communication	95%	0.21	Q6 Getting Care Quickly	85%	0.15

▲▼ Statistically significantly better/worse than Statewide.

## MetroPlus Health Plan

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q41 Communication	89% ▼	0.37	Q4 Getting Care Quickly	83%	0.59	Q4 Getting Care Quickly	83%	0.57	Q54 Getting Needed Care	77%	0.49
2	Q40 Communication	89% ▼	0.37	Q41 Communication	89% ▼	0.59	Q54 Getting Needed Care	77%	0.54	Q58 Customer Service	76%	0.34
3	Q45 Communication	80% ▼	0.37	Q15 Getting Needed Care	82% ▼	0.56	Q6 Getting Care Quickly	75% ▼	0.47	Q4 Getting Care Quickly	83%	0.33
4	Q42 Communication	91% ▼	0.35	Q25 Helpfulness of Provider's Website	61% ▼	0.55	Q45 Communication	80% ▼	0.44	Q15 Getting Needed Care	82% ▼	0.31
5	Q15 Getting Needed Care	82% ▼	0.32	Q54 Getting Needed Care	77%	0.51	Q24 Helpfulness of Provider's Website	64%	0.43	Q6 Getting Care Quickly	75% ▼	0.27
6	Q4 Getting Care Quickly	83%	0.29	Q42 Communication	91% ▼	0.42	Q15 Getting Needed Care	82% ▼	0.41	Q45 Communication	80% ▼	0.26
7	Q6 Getting Care Quickly	75% ▼	0.28	Q58 Customer Service	76%	0.40	Q41 Communication	89% ▼	0.40	Q41 Communication	89% ▼	0.23
8	Q54 Getting Needed Care	77%	0.27	Q23 Helpfulness of Provider's Website	66%	0.35	Q40 Communication	89% ▼	0.40	Q23 Helpfulness of Provider's Website	66%	0.20
9	Q24 Helpfulness of Provider's Website	64%	0.27	Q59 Customer Service	87%	0.30	Q58 Customer Service	76%	0.36	Q25 Helpfulness of Provider's Website	61% ▼	0.19
10	Q23 Helpfulness of Provider's Website	66%	0.20	Q24 Helpfulness of Provider's Website	64%	0.24	Q23 Helpfulness of Provider's Website	66%	0.27	Q59 Customer Service	87%	0.18

▲▼ Statistically significantly better/worse than Statewide.

### MVP Health Care

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 Helpfulness of Provider's Website	74%	0.38	Q59 Customer Service	95%	0.70	Q15 Getting Needed Care	87%	0.39	Q58 Customer Service	85%	0.39
2	Q22 Helpfulness of Provider's Website	73%	0.36	Q25 Helpfulness of Provider's Website	71%	0.66	Q23 Helpfulness of Provider's Website	74%	0.35	Q59 Customer Service	95%	0.26
3	Q40 Communication	95%	0.35	Q58 Customer Service	85%	0.56	Q6 Getting Care Quickly	90%	0.33	Q22 Helpfulness of Provider's Website	73%	0.24
4	Q42 Communication	99%▲	0.32	Q54 Getting Needed Care	87%	0.47	Q42 Communication	99%▲	0.26	Q25 Helpfulness of Provider's Website	71%	0.22
5	Q41 Communication	98%▲	0.31	Q22 Helpfulness of Provider's Website	73%	0.42	Q40 Communication	95%	0.25	Q42 Communication	99%▲	0.20
6	Q45 Communication	93%▲	0.30	Q24 Helpfulness of Provider's Website	72%	0.32	Q24 Helpfulness of Provider's Website	72%	0.25	Q15 Getting Needed Care	87%	0.20
7	Q58 Customer Service	85%	0.27	Q6 Getting Care Quickly	90%	0.28	Q45 Communication	93%▲	0.25	Q23 Helpfulness of Provider's Website	74%	0.19
8	Q59 Customer Service	95%	0.22	Q42 Communication	99%▲	0.22	Q22 Helpfulness of Provider's Website	73%	0.24	Q41 Communication	98%▲	0.13
9	Q54 Getting Needed Care	87%	0.21	Q45 Communication	93%▲	0.22	Q58 Customer Service	85%	0.23	Q45 Communication	93%▲	0.12
10	Q15 Getting Needed Care	87%	0.21	Q15 Getting Needed Care	87%	0.19	Q41 Communication	98%▲	0.22	Q4 Getting Care Quickly	98%▲	0.12

▲▼ Statistically significantly better/worse than Statewide.

## Molina Healthcare

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q4 Getting Care Quickly	77%	0.58	Q22 Helpfulness of Provider's Website	51% ▼	1.00	Q25 Helpfulness of Provider's Website	70%	0.49	Q25 Helpfulness of Provider's Website	70%	0.57
2	Q41 Communication	93%	0.55	Q24 Helpfulness of Provider's Website	58% ▼	1.00	Q42 Communication	94%	0.40	Q58 Customer Service	79%	0.41
3	Q40 Communication	91%	0.40	Q25 Helpfulness of Provider's Website	70%	1.00	Q41 Communication	93%	0.39	Q59 Customer Service	91%	0.39
4	Q42 Communication	94%	0.37	Q23 Helpfulness of Provider's Website	63%	0.83	Q4 Getting Care Quickly	77%	0.38	Q4 Getting Care Quickly	77%	0.34
5	Q45 Communication	87%	0.34	Q4 Getting Care Quickly	77%	0.63	Q6 Getting Care Quickly	81%	0.34	Q24 Helpfulness of Provider's Website	58% ▼	0.30
6	Q24 Helpfulness of Provider's Website	58% ▼	0.32	Q54 Getting Needed Care	81%	0.50	Q15 Getting Needed Care	82% ▼	0.25	Q23 Helpfulness of Provider's Website	63%	0.18
7	Q6 Getting Care Quickly	81%	0.31	Q6 Getting Care Quickly	81%	0.42	Q59 Customer Service	91%	0.25	Q15 Getting Needed Care	82% ▼	0.17
8	Q25 Helpfulness of Provider's Website	70%	0.25	Q58 Customer Service	79%	0.39	Q24 Helpfulness of Provider's Website	58% ▼	0.21	Q40 Communication	91%	0.16
9	Q15 Getting Needed Care	82% ▼	0.22	Q59 Customer Service	91%	0.26	Q45 Communication	87%	0.21	Q45 Communication	87%	0.16
10	Q59 Customer Service	91%	0.22	Q15 Getting Needed Care	82% ▼	0.25	Q40 Communication	91%	0.20	Q41 Communication	93%	0.13

▲ ▼ Statistically significantly better/worse than Statewide.

## UnitedHealthcare Community Plan

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q45 Communication	88%	0.51	Q41 Communication	96%	0.41	Q24 Helpfulness of Provider's Website	78%	0.56	Q58 Customer Service	78%	0.37
2	Q40 Communication	97% ▲	0.40	Q40 Communication	97% ▲	0.38	Q22 Helpfulness of Provider's Website	80%	0.51	Q15 Getting Needed Care	94% ▲	0.34
3	Q41 Communication	96%	0.37	Q45 Communication	88%	0.37	Q25 Helpfulness of Provider's Website	88%	0.43	Q54 Getting Needed Care	91% ▲	0.33
4	Q25 Helpfulness of Provider's Website	88%	0.32	Q58 Customer Service	78%	0.37	Q23 Helpfulness of Provider's Website	77%	0.43	Q59 Customer Service	90%	0.32
5	Q42 Communication	97%	0.24	Q24 Helpfulness of Provider's Website	78%	0.35	Q45 Communication	88%	0.38	Q25 Helpfulness of Provider's Website	88%	0.29
6	Q15 Getting Needed Care	94% ▲	0.24	Q54 Getting Needed Care	91% ▲	0.27	Q15 Getting Needed Care	94% ▲	0.38	Q45 Communication	88%	0.26
7	Q24 Helpfulness of Provider's Website	78%	0.18	Q6 Getting Care Quickly	93% ▲	0.24	Q6 Getting Care Quickly	93% ▲	0.28	Q41 Communication	96%	0.24
8	Q58 Customer Service	78%	0.15	Q59 Customer Service	90%	0.24	Q40 Communication	97% ▲	0.27	Q6 Getting Care Quickly	93% ▲	0.18
9	Q59 Customer Service	90%	0.12	Q25 Helpfulness of Provider's Website	88%	0.22	Q41 Communication	96%	0.24	Q40 Communication	97% ▲	0.17
10	Q54 Getting Needed Care	91% ▲	0.09	Q15 Getting Needed Care	94% ▲	0.19	Q58 Customer Service	78%	0.23	Q22 Helpfulness of Provider's Website	80%	0.15

▲ ▼ Statistically significantly better/worse than Statewide.

## Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2020 scores are compared to 2018 scores when applicable. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

**Q1. Our records show that your child is now in [Health Plan Name]. Is that right?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	4,207	100.0%	3,365	100.0%	842	100.0%	3,352	100.0%	855	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	4,207	100.0%	3,365	100.0%	842	100.0%	3,352	100.0%	855	100.0%
Not Answered	59		40		19		45		14	

### *Your Child's Health Care in the Last 6 Months*

**Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	666	15.8%	501	14.9%	165	19.4%	429	12.8%	237	27.6%
No	3,552	84.2%	2,866	85.1%	686	80.6%	2,930	87.2%	622	72.4%
<b>Total</b>	4,218	100.0%	3,367	100.0%	851	100.0%	3,359	100.0%	859	100.0%
Not Answered	48		38		10		38		10	



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

**Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	11	1.7%	7	1.4%	4	2.5%	9	2.1%	2	0.8%
● Sometimes	57	8.7%	44	8.9%	13	8.0%	49	11.7%	8	3.4%
● Usually	69	10.5%	56	11.3%	13	8.0%	43	10.2%	26	11.0%
● Always	519	79.1%	387	78.3%	132	81.5%	319	76.0%	200	84.7%
<b>Total</b>	<b>656</b>	<b>100.0%</b>	<b>494</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>420</b>	<b>100.0%</b>	<b>236</b>	<b>100.0%</b>
Not Answered	10		7		3		9		1	
<b>Reporting Category</b>										
Getting Care Quickly										
Achievement Score (Case mix adjusted)	89.33%		90.38%		87.89%		85.66%		96.67%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.5		+2.7		-6.4▼		-1.5		+4.2▲	
Correlation with rating of health plan	0.230		0.239		0.199		0.271		0.232	

**Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	3,018	71.9%	2,383	71.2%	635	74.7%	2,305	69.0%	713	83.4%
No	1,179	28.1%	964	28.8%	215	25.3%	1,037	31.0%	142	16.6%
<b>Total</b>	<b>4,197</b>	<b>100.0%</b>	<b>3,347</b>	<b>100.0%</b>	<b>850</b>	<b>100.0%</b>	<b>3,342</b>	<b>100.0%</b>	<b>855</b>	<b>100.0%</b>
Not Answered	69		58		11		55		14	

**Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	60	2.0%	51	2.2%	9	1.4%	47	2.1%	13	1.8%
● Sometimes	351	11.9%	296	12.7%	55	8.8%	294	13.1%	57	8.1%
● Usually	576	19.5%	438	18.8%	138	22.0%	418	18.6%	158	22.4%
● Always	1,969	66.6%	1,544	66.3%	425	67.8%	1,491	66.3%	478	67.7%
<b>Total</b>	<b>2,956</b>	<b>100.0%</b>	<b>2,329</b>	<b>100.0%</b>	<b>627</b>	<b>100.0%</b>	<b>2,250</b>	<b>100.0%</b>	<b>706</b>	<b>100.0%</b>
Not Answered	62		54		8		55		7	
<b>Reporting Category</b>										
Getting Care Quickly										
Achievement Score (Case mix adjusted)	86.36%		85.94%		88.88%		85.11%		91.04%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.1		-1.2		+0.0		-1.5		+1.3	
Correlation with rating of health plan	0.203		0.207		0.190		0.213		0.200	

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

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

**Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did they go to a doctor's office or clinic to get health care?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
None	1,448	35.1%	1,194	36.3%	254	30.2%	1,269	38.7%	179	21.0%
1 time	1,345	32.6%	1,042	31.7%	303	36.1%	1,087	33.2%	258	30.3%
2 times	768	18.6%	584	17.8%	184	21.9%	561	17.1%	207	24.3%
3 times	302	7.3%	246	7.5%	56	6.7%	214	6.5%	88	10.3%
4 times	119	2.9%	100	3.0%	19	2.3%	69	2.1%	50	5.9%
5 to 9 times	112	2.7%	95	2.9%	17	2.0%	60	1.8%	52	6.1%
10 or more times	32	0.8%	25	0.8%	7	0.8%	15	0.5%	17	2.0%
<b>Total</b>	<b>4,126</b>	<b>100.0%</b>	<b>3,286</b>	<b>100.0%</b>	<b>840</b>	<b>100.0%</b>	<b>3,275</b>	<b>100.0%</b>	<b>851</b>	<b>100.0%</b>
Not Answered	140		119		21		122		18	

**Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	1,793	67.8%	1,379	66.8%	414	71.5%	1,298	65.6%	495	74.4%
● No	851	32.2%	686	33.2%	165	28.5%	681	34.4%	170	25.6%
<b>Total</b>	<b>2,644</b>	<b>100.0%</b>	<b>2,065</b>	<b>100.0%</b>	<b>579</b>	<b>100.0%</b>	<b>1,979</b>	<b>100.0%</b>	<b>665</b>	<b>100.0%</b>
Not Answered	34		27		7		27		7	
<b>Reporting Category</b>	<b>Single Items</b>									
Achievement Score (Case mix adjusted)	67.84%		67.55%		70.46%		66.25%		73.73%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-2.3		-2.8▼		+0.3		-1.4		-3.4	
Correlation with rating of health plan	0.080		0.081		0.079		0.087		0.093	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	97	3.7%	81	3.9%	16	2.8%	83	4.2%	14	2.1%
● Sometimes	233	8.8%	199	9.6%	34	5.9%	202	10.2%	31	4.6%
● Usually	449	16.9%	347	16.8%	102	17.6%	333	16.8%	116	17.4%
● Always	1,870	70.6%	1,442	69.7%	428	73.8%	1,363	68.8%	507	75.9%
<b>Total</b>	<b>2,649</b>	<b>100.0%</b>	<b>2,069</b>	<b>100.0%</b>	<b>580</b>	<b>100.0%</b>	<b>1,981</b>	<b>100.0%</b>	<b>668</b>	<b>100.0%</b>
Not Answered	29		23		6		25		4	
<b>Reporting Category</b> <span style="float: right;">CCC Single Items</span>										
Achievement Score (Case mix adjusted)	87.58%		87.13%		90.54%		85.70%		94.12%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		-0.5		+1.5		-0.6		+1.9	
Correlation with rating of health plan	0.157		0.148		0.199		0.168		0.174	

**Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	700	26.4%	575	27.8%	125	21.6%	409	20.6%	291	43.6%
No	1,952	73.6%	1,497	72.2%	455	78.4%	1,575	79.4%	377	56.4%
<b>Total</b>	<b>2,652</b>	<b>100.0%</b>	<b>2,072</b>	<b>100.0%</b>	<b>580</b>	<b>100.0%</b>	<b>1,984</b>	<b>100.0%</b>	<b>668</b>	<b>100.0%</b>
Not Answered	26		20		6		22		4	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	573	82.4%	465	81.4%	108	87.1%	302	74.8%	271	93.1%
● No	122	17.6%	106	18.6%	16	12.9%	102	25.2%	20	6.9%
<b>Total</b>	<b>695</b>	<b>100.0%</b>	<b>571</b>	<b>100.0%</b>	<b>124</b>	<b>100.0%</b>	<b>404</b>	<b>100.0%</b>	<b>291</b>	<b>100.0%</b>
Not Answered	5		4		1		5		0	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>										
Achievement Score (Case mix adjusted)	84.62%		84.08%		84.13%		77.97%		91.77%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.3		+0.2		+1.4		-1.0		+1.6	
Correlation with rating of health plan	-0.119		-0.108		-0.152		-0.091		-0.112	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	406	58.7%	330	58.1%	76	61.3%	205	50.9%	201	69.6%
● No	286	41.3%	238	41.9%	48	38.7%	198	49.1%	88	30.4%
<b>Total</b>	692	100.0%	568	100.0%	124	100.0%	403	100.0%	289	100.0%
Not Answered	8		7		1		6		2	
<b>Reporting Category</b>										
Single Items										
Achievement Score (Case mix adjusted)	61.22%		61.49%		58.36%		55.08%		68.22%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		+1.2		-5.2		-1.2		+0.9	
Correlation with rating of health plan	-0.122		-0.138		-0.052		-0.133		-0.061	

**Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	567	81.8%	465	81.6%	102	82.9%	319	79.4%	248	85.2%
● No	126	18.2%	105	18.4%	21	17.1%	83	20.6%	43	14.8%
<b>Total</b>	693	100.0%	570	100.0%	123	100.0%	402	100.0%	291	100.0%
Not Answered	7		5		2		7		0	
<b>Reporting Category</b>										
Single Items										
Achievement Score (Case mix adjusted)	82.05%		81.76%		83.66%		79.77%		85.04%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.2		-0.9		+5.5		+1.0		-1.3	
Correlation with rating of health plan	0.019		-0.028		0.219		0.031		0.029	

○ Response scored as: ● Achievement ● Room for improvement

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

**Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	6	0.2%	5	0.2%	1	0.2%	6	0.3%	0	0.0%
● 1	1	0.0%	1	0.0%	0	0.0%	1	0.1%	0	0.0%
● 2	4	0.2%	3	0.1%	1	0.2%	2	0.1%	2	0.3%
● 3	8	0.3%	6	0.3%	2	0.3%	4	0.2%	4	0.6%
● 4	13	0.5%	12	0.6%	1	0.2%	7	0.4%	6	0.9%
● 5	59	2.2%	51	2.5%	8	1.4%	46	2.3%	13	1.9%
● 6	40	1.5%	35	1.7%	5	0.9%	22	1.1%	18	2.7%
● 7	140	5.3%	106	5.1%	34	5.9%	100	5.0%	40	6.0%
● 8	462	17.4%	354	17.1%	108	18.6%	333	16.8%	129	19.3%
● 9	511	19.3%	394	19.0%	117	20.2%	390	19.7%	121	18.1%
● Best health care possible	1,409	53.1%	1,106	53.4%	303	52.2%	1,072	54.1%	337	50.3%
<b>Total</b>	2,653	100.0%	2,073	100.0%	580	100.0%	1,983	100.0%	670	100.0%
Not Answered	25		19		6		23		2	
<b>Reporting Category</b>	<b>Ratings</b>									
Achievement Score (Case mix adjusted)	89.77%		89.74%		90.36%		89.93%		89.72%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+2.3▲		+2.2▲		+2.7		+2.8▲		+0.8	
Correlation with rating of health plan	0.533		0.529		0.551		0.534		0.529	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	70	2.6%	62	3.0%	8	1.4%	58	2.9%	12	1.8%
● Sometimes	252	9.5%	207	10.0%	45	7.8%	202	10.2%	50	7.5%
● Usually	617	23.4%	481	23.3%	136	23.6%	436	22.1%	181	27.1%
● Always	1,703	64.5%	1,315	63.7%	388	67.2%	1,279	64.8%	424	63.6%
<b>Total</b>	2,642	100.0%	2,065	100.0%	577	100.0%	1,975	100.0%	667	100.0%
Not Answered	36		27		9		31		5	
<b>Reporting Category</b>	<b>Getting Needed Care</b>									
Achievement Score (Case mix adjusted)	87.87%		88.00%		89.07%		86.78%		92.36%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.9▼		-1.5		-2.8		-2.7▼		+1.2	
Correlation with rating of health plan	0.311		0.289		0.406		0.269		0.442	

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

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

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	2,939	69.7%	2,266	67.4%	673	79.0%	2,222	66.4%	717	82.8%
No	1,275	30.3%	1,096	32.6%	179	21.0%	1,126	33.6%	149	17.2%
<b>Total</b>	<b>4,214</b>	<b>100.0%</b>	<b>3,362</b>	<b>100.0%</b>	<b>852</b>	<b>100.0%</b>	<b>3,348</b>	<b>100.0%</b>	<b>866</b>	<b>100.0%</b>
Not Answered	52		43		9		49		3	

**Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	447	15.3%	342	15.2%	105	15.7%	279	12.6%	168	23.6%
No	2,472	84.7%	1,908	84.8%	564	84.3%	1,927	87.4%	545	76.4%
<b>Total</b>	<b>2,919</b>	<b>100.0%</b>	<b>2,250</b>	<b>100.0%</b>	<b>669</b>	<b>100.0%</b>	<b>2,206</b>	<b>100.0%</b>	<b>713</b>	<b>100.0%</b>
Not Answered	20		16		4		16		4	

**Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
<span style="color: green;">●</span> Yes	397	89.4%	304	89.7%	93	88.6%	241	87.0%	156	93.4%
<span style="color: red;">●</span> No	47	10.6%	35	10.3%	12	11.4%	36	13.0%	11	6.6%
<b>Total</b>	<b>444</b>	<b>100.0%</b>	<b>339</b>	<b>100.0%</b>	<b>105</b>	<b>100.0%</b>	<b>277</b>	<b>100.0%</b>	<b>167</b>	<b>100.0%</b>
Not Answered	3		3		0		2		1	
<b>Reporting Category</b>										
Coordination of Care for Children with Chronic Conditions										
Achievement Score (Case mix adjusted)	88.95%		90.86%		88.00%		87.41%		94.52%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.7		+0.8		-2.3		+0.4		+0.2	
Correlation with rating of health plan	0.117		0.138		0.044		0.158		0.088	

**Response scored as:** ● Achievement ● Room for improvement

### Doctor or Clinic Email and Website in the Last 6 Months

**Q19.** In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	810	19.4%	688	20.7%	122	14.4%	598	18.0%	212	24.9%
No	3,363	80.6%	2,638	79.3%	725	85.6%	2,723	82.0%	640	75.1%
<b>Total</b>	<b>4,173</b>	<b>100.0%</b>	<b>3,326</b>	<b>100.0%</b>	<b>847</b>	<b>100.0%</b>	<b>3,321</b>	<b>100.0%</b>	<b>852</b>	<b>100.0%</b>
Not Answered	93		79		14		76		17	

**Q20.** In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	31	3.9%	30	4.4%	1	0.8%	25	4.3%	6	2.9%
● Sometimes	111	14.0%	91	13.5%	20	16.9%	88	15.1%	23	11.0%
● Usually	173	21.8%	148	21.9%	25	21.2%	127	21.8%	46	21.9%
● Always	478	60.3%	406	60.1%	72	61.0%	343	58.8%	135	64.3%
<b>Total</b>	<b>793</b>	<b>100.0%</b>	<b>675</b>	<b>100.0%</b>	<b>118</b>	<b>100.0%</b>	<b>583</b>	<b>100.0%</b>	<b>210</b>	<b>100.0%</b>
Not Answered	17		13		4		15		2	
<b>Reporting Category</b>	<b>Supplemental Single Items</b>									
Achievement Score (Case mix adjusted)	83.04%		82.64%		82.06%		80.48%		88.02%	
Correlation with rating of health plan	0.216		0.200		0.320		0.221		0.237	

**Q21.** In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	669	16.0%	543	16.3%	126	14.8%	500	15.1%	169	19.7%
No	3,503	84.0%	2,780	83.7%	723	85.2%	2,815	84.9%	688	80.3%
<b>Total</b>	<b>4,172</b>	<b>100.0%</b>	<b>3,323</b>	<b>100.0%</b>	<b>849</b>	<b>100.0%</b>	<b>3,315</b>	<b>100.0%</b>	<b>857</b>	<b>100.0%</b>
Not Answered	94		82		12		82		12	

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

### Doctor or Clinic Email and Website in the Last 6 Months (continued)

**Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	82	12.4%	76	14.2%	6	4.9%	67	13.6%	15	8.9%
● Sometimes	91	13.8%	74	13.8%	17	13.8%	72	14.6%	19	11.3%
● Usually	159	24.1%	126	23.5%	33	26.8%	104	21.1%	55	32.7%
● Always	328	49.7%	261	48.6%	67	54.5%	249	50.6%	79	47.0%
<b>Total</b>	660	100.0%	537	100.0%	123	100.0%	492	100.0%	168	100.0%
Not Answered	9		6		3		8		1	
<b>Reporting Category</b>										
Helpfulness of Provider's Website										
Achievement Score (Case mix adjusted)	74.08%		72.95%		77.71%		71.15%		81.68%	
Correlation with rating of health plan	0.231		0.231		0.258		0.187		0.373	

**Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	87	13.3%	81	15.2%	6	4.9%	72	14.8%	15	8.9%
● Sometimes	95	14.5%	79	14.8%	16	13.0%	76	15.6%	19	11.3%
● Usually	174	26.5%	139	26.1%	35	28.5%	113	23.2%	61	36.3%
● Always	300	45.7%	234	43.9%	66	53.7%	227	46.5%	73	43.5%
<b>Total</b>	656	100.0%	533	100.0%	123	100.0%	488	100.0%	168	100.0%
Not Answered	13		10		3		12		1	
<b>Reporting Category</b>										
Helpfulness of Provider's Website										
Achievement Score (Case mix adjusted)	73.18%		71.52%		77.35%		69.78%		80.83%	
Correlation with rating of health plan	0.236		0.249		0.192		0.199		0.371	

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



**Doctor or Clinic Email and Website in the Last 6 Months (continued)**

**Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	80	12.3%	72	13.6%	8	6.5%	68	14.0%	12	7.2%
● Sometimes	103	15.8%	93	17.5%	10	8.1%	78	16.0%	25	15.1%
● Usually	166	25.4%	125	23.6%	41	33.3%	112	23.0%	54	32.5%
● Always	304	46.6%	240	45.3%	64	52.0%	229	47.0%	75	45.2%
<b>Total</b>	653	100.0%	530	100.0%	123	100.0%	487	100.0%	166	100.0%
Not Answered	16		13		3		13		3	
<b>Reporting Category</b>										
Helpfulness of Provider's Website										
Achievement Score (Case mix adjusted)	74.06%		70.36%		83.11%		70.38%		80.08%	
Correlation with rating of health plan	0.224		0.223		0.250		0.179		0.376	

**Q25. If there were visit notes put on the website, were the visit notes easy to understand?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	60	10.5%	52	11.2%	8	7.6%	51	11.9%	9	6.4%
● Sometimes	86	15.1%	76	16.3%	10	9.5%	67	15.6%	19	13.6%
● Usually	127	22.3%	102	21.9%	25	23.8%	90	20.9%	37	26.4%
● Always	297	52.1%	235	50.5%	62	59.0%	222	51.6%	75	53.6%
No notes available	83		67		16		58		25	
<b>Total</b>	570	100.0%	465	100.0%	105	100.0%	430	100.0%	140	100.0%
Not Answered	16		11		5		12		4	
<b>Reporting Category</b>										
Helpfulness of Provider's Website										
Achievement Score (Case mix adjusted)	78.23%		74.48%		81.18%		73.49%		82.67%	
Correlation with rating of health plan	0.271		0.275		0.259		0.225		0.439	

**Specialized Services**

**Q26. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	147	3.5%	119	3.5%	28	3.3%	69	2.1%	78	9.1%
No	4,067	96.5%	3,245	96.5%	822	96.7%	3,285	97.9%	782	90.9%
<b>Total</b>	4,214	100.0%	3,364	100.0%	850	100.0%	3,354	100.0%	860	100.0%
Not Answered	52		41		11		43		9	

○ Response scored as: ● Achievement ● Room for improvement

### Specialized Services (continued)

**Q27. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	20	14.1%	17	14.8%	3	11.1%	12	18.8%	8	10.3%
● Sometimes	26	18.3%	23	20.0%	3	11.1%	12	18.8%	14	17.9%
● Usually	29	20.4%	21	18.3%	8	29.6%	12	18.8%	17	21.8%
● Always	67	47.2%	54	47.0%	13	48.1%	28	43.8%	39	50.0%
<b>Total</b>	142	100.0%	115	100.0%	27	100.0%	64	100.0%	78	100.0%
Not Answered	5		4		1		5		0	
<b>Reporting Category</b> Access to Specialized Services										
Achievement Score (Case mix adjusted)	67.62%		65.67%		NA		57.56%		76.68%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.9		-6.6		NA		-8.9		-1.1	
Correlation with rating of health plan	0.278		0.264		0.377		0.208		0.360	

**Q28. Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	102	71.3%	81	70.4%	21	75.0%	42	62.7%	60	78.9%
● No	41	28.7%	34	29.6%	7	25.0%	25	37.3%	16	21.1%
<b>Total</b>	143	100.0%	115	100.0%	28	100.0%	67	100.0%	76	100.0%
Not Answered	4		4		0		2		2	
<b>Reporting Category</b> CCC Single Items										
Achievement Score (Case mix adjusted)	72.46%		69.76%		NA		63.93%		77.80%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.0		-7.5		NA		-9.1		-1.4	
Correlation with rating of health plan	0.184		0.172		0.266		0.146		0.278	

**Q29. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	435	10.3%	370	11.0%	65	7.7%	218	6.5%	217	25.5%
No	3,783	89.7%	3,003	89.0%	780	92.3%	3,150	93.5%	633	74.5%
<b>Total</b>	4,218	100.0%	3,373	100.0%	845	100.0%	3,368	100.0%	850	100.0%
Not Answered	48		32		16		29		19	

NA: Results suppressed for fewer than 30 cases.

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

**Specialized Services (continued)**

**Q30. In the last 6 months, how often was it easy to get this therapy for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	40	9.5%	35	9.8%	5	7.7%	23	10.8%	17	8.1%
● Sometimes	59	13.9%	51	14.2%	8	12.3%	29	13.7%	30	14.2%
● Usually	97	22.9%	85	23.7%	12	18.5%	42	19.8%	55	26.1%
● Always	227	53.7%	187	52.2%	40	61.5%	118	55.7%	109	51.7%
<b>Total</b>	423	100.0%	358	100.0%	65	100.0%	212	100.0%	211	100.0%
Not Answered	12		12		0		6		6	
<b>Reporting Category</b> Access to Specialized Services										
Achievement Score (Case mix adjusted)	77.38%		76.42%		80.97%		74.69%		79.52%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.3		-1.3		+2.1		+2.1		-2.0	
Correlation with rating of health plan	0.269		0.283		0.234		0.211		0.326	

**Q31. Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	243	56.8%	206	56.6%	37	57.8%	106	49.5%	137	64.0%
● No	185	43.2%	158	43.4%	27	42.2%	108	50.5%	77	36.0%
<b>Total</b>	428	100.0%	364	100.0%	64	100.0%	214	100.0%	214	100.0%
Not Answered	7		6		1		4		3	
<b>Reporting Category</b> CCC Single Items										
Achievement Score (Case mix adjusted)	56.57%		56.05%		59.45%		50.39%		62.49%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-3.6		-4.4		-3.0		-8.9		+0.8	
Correlation with rating of health plan	0.065		0.057		0.113		0.097		0.058	

**Q32. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental or behavioral problem?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	441	10.5%	351	10.4%	90	10.6%	139	4.1%	302	35.3%
No	3,778	89.5%	3,021	89.6%	757	89.4%	3,224	95.9%	554	64.7%
<b>Total</b>	4,219	100.0%	3,372	100.0%	847	100.0%	3,363	100.0%	856	100.0%
Not Answered	47		33		14		34		13	

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

### Specialized Services (continued)

**Q33. In the last 6 months, how often was it easy to get this treatment or counseling for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	56	12.9%	39	11.3%	17	18.9%	17	12.4%	39	13.1%
● Sometimes	67	15.4%	55	16.0%	12	13.3%	24	17.5%	43	14.5%
● Usually	99	22.8%	82	23.8%	17	18.9%	29	21.2%	70	23.6%
● Always	212	48.8%	168	48.8%	44	48.9%	67	48.9%	145	48.8%
<b>Total</b>	434	100.0%	344	100.0%	90	100.0%	137	100.0%	297	100.0%
Not Answered	7		7		0		2		5	
<b>Reporting Category</b> Access to Specialized Services										
Achievement Score (Case mix adjusted)	71.67%		73.23%		67.06%		68.83%		73.28%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.2		-4.3		-2.0		-7.6		-3.1	
Correlation with rating of health plan	0.312		0.320		0.286		0.226		0.351	

**Q34. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	235	54.1%	192	55.8%	43	47.8%	73	54.1%	162	54.2%
● No	199	45.9%	152	44.2%	47	52.2%	62	45.9%	137	45.8%
<b>Total</b>	434	100.0%	344	100.0%	90	100.0%	135	100.0%	299	100.0%
Not Answered	7		7		0		4		3	
<b>Reporting Category</b> CCC Single Items										
Achievement Score (Case mix adjusted)	54.47%		54.48%		48.35%		52.51%		53.46%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-2.8		-5.2		+2.4		-5.3		-4.3	
Correlation with rating of health plan	0.080		0.109		-0.030		0.042		0.095	

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

### Specialized Services (continued)

**Q35. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Worst treatment possible	19	4.5%	14	4.2%	5	5.7%	7	5.4%	12	4.1%
● 1	6	1.4%	3	0.9%	3	3.4%	3	2.3%	3	1.0%
● 2	5	1.2%	4	1.2%	1	1.1%	2	1.6%	3	1.0%
● 3	11	2.6%	11	3.3%	0	0.0%	2	1.6%	9	3.1%
● 4	12	2.9%	8	2.4%	4	4.6%	5	3.9%	7	2.4%
● 5	32	7.6%	29	8.7%	3	3.4%	9	7.0%	23	7.9%
● 6	21	5.0%	13	3.9%	8	9.2%	6	4.7%	15	5.1%
● 7	36	8.6%	31	9.3%	5	5.7%	7	5.4%	29	9.9%
● 8	68	16.2%	50	15.0%	18	20.7%	24	18.6%	44	15.1%
● 9	64	15.2%	53	15.9%	11	12.6%	20	15.5%	44	15.1%
● Best treatment possible	147	34.9%	118	35.3%	29	33.3%	44	34.1%	103	35.3%
<b>Total</b>	421	100.0%	334	100.0%	87	100.0%	129	100.0%	292	100.0%
Not Answered	20		17		3		10		10	
<b>Reporting Category</b>	<b>Supplemental Single Items</b>									
Achievement Score (Case mix adjusted)	65.86%		64.90%		69.29%		65.94%		65.79%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-3.1		-4.8		+4.7		-0.7		-4.1	
Correlation with rating of health plan	0.435		0.448		0.392		0.256		0.520	

**Q36. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	722	17.2%	542	16.2%	180	21.3%	390	11.7%	332	39.0%
No	3,464	82.8%	2,797	83.8%	667	78.7%	2,944	88.3%	520	61.0%
<b>Total</b>	4,186	100.0%	3,339	100.0%	847	100.0%	3,334	100.0%	852	100.0%
Not Answered	80		66		14		63		17	

○ Response scored as: ● Achievement ● Room for improvement

### Specialized Services (continued)

**Q37. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	394	54.9%	316	58.7%	78	43.3%	199	51.2%	195	59.3%
● No	324	45.1%	222	41.3%	102	56.7%	190	48.8%	134	40.7%
<b>Total</b>	<b>718</b>	<b>100.0%</b>	<b>538</b>	<b>100.0%</b>	<b>180</b>	<b>100.0%</b>	<b>389</b>	<b>100.0%</b>	<b>329</b>	<b>100.0%</b>
Not Answered	4		4		0		1		3	
<b>Reporting Category</b>										
Coordination of Care for Children with Chronic Conditions										
Achievement Score (Case mix adjusted)	55.30%		57.83%		45.84%		50.92%		58.91%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-5.7▼		-5.9▼		-1.3		-7.0▼		-4.0	
Correlation with rating of health plan	0.069		0.056		0.128		-		0.158	

### Your Child's Personal Doctor

**Q38. A personal doctor is the one your child would see if they needed a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	3,587	85.0%	2,841	84.3%	746	88.0%	2,789	83.0%	798	93.0%
No	631	15.0%	529	15.7%	102	12.0%	571	17.0%	60	7.0%
<b>Total</b>	<b>4,218</b>	<b>100.0%</b>	<b>3,370</b>	<b>100.0%</b>	<b>848</b>	<b>100.0%</b>	<b>3,360</b>	<b>100.0%</b>	<b>858</b>	<b>100.0%</b>
Not Answered	48		35		13		37		11	

**Q39. In the last 6 months, how many times did your child visit their personal doctor for care?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
None	884	25.1%	713	25.6%	171	23.3%	738	27.1%	146	18.4%
1 time	1,542	43.8%	1,189	42.7%	353	48.2%	1,230	45.1%	312	39.3%
2 times	666	18.9%	523	18.8%	143	19.5%	485	17.8%	181	22.8%
3 times	232	6.6%	192	6.9%	40	5.5%	153	5.6%	79	10.0%
4 times	99	2.8%	84	3.0%	15	2.0%	60	2.2%	39	4.9%
5 to 9 times	82	2.3%	73	2.6%	9	1.2%	53	1.9%	29	3.7%
10 or more times	15	0.4%	13	0.5%	2	0.3%	8	0.3%	7	0.9%
<b>Total</b>	<b>3,520</b>	<b>100.0%</b>	<b>2,787</b>	<b>100.0%</b>	<b>733</b>	<b>100.0%</b>	<b>2,727</b>	<b>100.0%</b>	<b>793</b>	<b>100.0%</b>
Not Answered	67		54		13		62		5	

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Personal Doctor (continued)

**Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	35	1.3%	32	1.6%	3	0.5%	32	1.6%	3	0.5%
● Sometimes	121	4.6%	106	5.2%	15	2.7%	100	5.1%	21	3.3%
● Usually	332	12.7%	274	13.4%	58	10.4%	248	12.6%	84	13.1%
● Always	2,122	81.3%	1,639	79.9%	483	86.4%	1,589	80.7%	533	83.2%
<b>Total</b>	<b>2,610</b>	<b>100.0%</b>	<b>2,051</b>	<b>100.0%</b>	<b>559</b>	<b>100.0%</b>	<b>1,969</b>	<b>100.0%</b>	<b>641</b>	<b>100.0%</b>
Not Answered	26		23		3		20		6	
<b>Reporting Category</b>										
Communication										
Achievement Score (Case mix adjusted)	94.11%		94.11%		95.23%		93.68%		96.35%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.0		+0.3		-0.5		+0.2		+0.3	
Correlation with rating of health plan	0.158		0.150		0.212		0.150		0.221	

**Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	29	1.1%	26	1.3%	3	0.5%	27	1.4%	2	0.3%
● Sometimes	106	4.0%	89	4.3%	17	3.1%	77	3.9%	29	4.5%
● Usually	327	12.5%	268	13.0%	59	10.6%	251	12.7%	76	11.8%
● Always	2,156	82.4%	1,678	81.4%	478	85.8%	1,619	82.0%	537	83.4%
<b>Total</b>	<b>2,618</b>	<b>100.0%</b>	<b>2,061</b>	<b>100.0%</b>	<b>557</b>	<b>100.0%</b>	<b>1,974</b>	<b>100.0%</b>	<b>644</b>	<b>100.0%</b>
Not Answered	18		13		5		15		3	
<b>Reporting Category</b>										
Communication										
Achievement Score (Case mix adjusted)	94.89%		94.95%		95.37%		94.98%		95.23%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.5		-0.1		-1.7		-0.4		-0.4	
Correlation with rating of health plan	0.181		0.169		0.246		0.175		0.219	

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Personal Doctor (continued)

**Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	26	1.0%	21	1.0%	5	0.9%	20	1.0%	6	0.9%
● Sometimes	72	2.8%	60	2.9%	12	2.2%	52	2.6%	20	3.1%
● Usually	279	10.7%	229	11.1%	50	9.0%	204	10.4%	75	11.6%
● Always	2,235	85.6%	1,744	84.9%	491	88.0%	1,692	86.0%	543	84.3%
<b>Total</b>	<b>2,612</b>	<b>100.0%</b>	<b>2,054</b>	<b>100.0%</b>	<b>558</b>	<b>100.0%</b>	<b>1,968</b>	<b>100.0%</b>	<b>644</b>	<b>100.0%</b>
Not Answered	24		20		4		21		3	
<b>Reporting Category</b>										
Communication										
Achievement Score (Case mix adjusted)	96.31%		96.53%		96.25%		96.59%		96.13%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.9		+1.3▲		+0.0		+1.3▲		+0.2	
Correlation with rating of health plan	0.169		0.170		0.164		0.157		0.194	

**Q43. Is your child able to talk with doctors about their health care?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	1,843	71.0%	1,414	69.2%	429	77.6%	1,355	69.3%	488	76.1%
No	753	29.0%	629	30.8%	124	22.4%	600	30.7%	153	23.9%
<b>Total</b>	<b>2,596</b>	<b>100.0%</b>	<b>2,043</b>	<b>100.0%</b>	<b>553</b>	<b>100.0%</b>	<b>1,955</b>	<b>100.0%</b>	<b>641</b>	<b>100.0%</b>
Not Answered	40		31		9		34		6	

**Q44. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	16	0.9%	12	0.9%	4	0.9%	12	0.9%	4	0.8%
● Sometimes	86	4.7%	76	5.4%	10	2.3%	64	4.7%	22	4.5%
● Usually	282	15.4%	216	15.4%	66	15.5%	198	14.7%	84	17.4%
● Always	1,449	79.1%	1,103	78.4%	346	81.2%	1,075	79.7%	374	77.3%
<b>Total</b>	<b>1,833</b>	<b>100.0%</b>	<b>1,407</b>	<b>100.0%</b>	<b>426</b>	<b>100.0%</b>	<b>1,349</b>	<b>100.0%</b>	<b>484</b>	<b>100.0%</b>
Not Answered	10		7		3		6		4	
<b>Reporting Category</b>										
Single Items										
Achievement Score (Case mix adjusted)	94.49%		94.38%		95.51%		94.70%		94.53%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.8		+0.9		+0.8		+1.0		+0.6	
Correlation with rating of health plan	0.182		0.177		0.206		0.173		0.203	

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



### Your Child's Personal Doctor (continued)

**Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	79	3.0%	72	3.5%	7	1.3%	64	3.3%	15	2.3%
● Sometimes	237	9.1%	204	10.0%	33	6.0%	193	9.9%	44	6.9%
● Usually	540	20.8%	432	21.1%	108	19.6%	394	20.2%	146	22.8%
● Always	1,738	67.0%	1,335	65.3%	403	73.1%	1,302	66.7%	436	68.0%
<b>Total</b>	<b>2,594</b>	<b>100.0%</b>	<b>2,043</b>	<b>100.0%</b>	<b>551</b>	<b>100.0%</b>	<b>1,953</b>	<b>100.0%</b>	<b>641</b>	<b>100.0%</b>
Not Answered	42		31		11		36		6	
<b>Reporting Category</b>										
Communication										
Achievement Score (Case mix adjusted)	88.10%		87.93%		90.36%		87.33%		91.77%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.8		-0.2		-2.8▼		-1.3		+1.6	
Correlation with rating of health plan	0.191		0.190		0.212		0.195		0.209	

**Q46. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	2,314	88.6%	1,820	88.6%	494	88.5%	1,743	88.5%	571	88.9%
● No	298	11.4%	234	11.4%	64	11.5%	227	11.5%	71	11.1%
<b>Total</b>	<b>2,612</b>	<b>100.0%</b>	<b>2,054</b>	<b>100.0%</b>	<b>558</b>	<b>100.0%</b>	<b>1,970</b>	<b>100.0%</b>	<b>642</b>	<b>100.0%</b>
Not Answered	24		20		4		19		5	
<b>Reporting Category</b>										
Family-Centered Care: Personal Doctor Who Knows Child										
Achievement Score (Case mix adjusted)	88.71%		88.88%		88.74%		88.60%		89.56%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.6		-0.5		-0.5		+0.4		-3.2▼	
Correlation with rating of health plan	0.092		0.100		0.064		0.091		0.103	

**Q47. In the last 6 months, did your child get care from a doctor or other health provider besides their personal doctor?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	914	35.1%	708	34.6%	206	36.9%	581	29.6%	333	52.1%
No	1,691	64.9%	1,339	65.4%	352	63.1%	1,385	70.4%	306	47.9%
<b>Total</b>	<b>2,605</b>	<b>100.0%</b>	<b>2,047</b>	<b>100.0%</b>	<b>558</b>	<b>100.0%</b>	<b>1,966</b>	<b>100.0%</b>	<b>639</b>	<b>100.0%</b>
Not Answered	31		27		4		23		8	

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

### Your Child's Personal Doctor (continued)

**Q48. 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?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		
	N	%	N	%	N	%	N	%	N	%	
● Never	46	5.1%	34	4.9%	12	5.9%	33	5.8%	13	4.0%	
● Sometimes	116	12.9%	94	13.5%	22	10.8%	67	11.7%	49	14.9%	
● Usually	222	24.7%	168	24.1%	54	26.6%	142	24.9%	80	24.4%	
● Always	515	57.3%	400	57.5%	115	56.7%	329	57.6%	186	56.7%	
<b>Total</b>	899	100.0%	696	100.0%	203	100.0%	571	100.0%	328	100.0%	
Not Answered	15		12		3		10		5		
<b>Reporting Category</b>						Single Items					
Achievement Score (Case mix adjusted)	81.70%		81.89%		83.84%		82.11%		82.75%		
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		-0.6		+4.0		+1.1		-0.7		
Correlation with rating of health plan	0.304		0.311		0.281		0.249		0.393		

**Q49. 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?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		
	N	%	N	%	N	%	N	%	N	%	
● Worst personal doctor possible	4	0.1%	3	0.1%	1	0.1%	2	0.1%	2	0.3%	
● 1	3	0.1%	3	0.1%	0	0.0%	2	0.1%	1	0.1%	
● 2	7	0.2%	7	0.3%	0	0.0%	3	0.1%	4	0.5%	
● 3	9	0.3%	8	0.3%	1	0.1%	6	0.2%	3	0.4%	
● 4	17	0.5%	12	0.4%	5	0.7%	8	0.3%	9	1.1%	
● 5	67	1.9%	58	2.1%	9	1.2%	49	1.8%	18	2.3%	
● 6	73	2.1%	62	2.2%	11	1.5%	59	2.2%	14	1.8%	
● 7	172	4.9%	133	4.8%	39	5.3%	130	4.8%	42	5.3%	
● 8	441	12.5%	347	12.4%	94	12.9%	340	12.4%	101	12.7%	
● 9	615	17.4%	486	17.4%	129	17.7%	459	16.8%	156	19.7%	
● Best personal doctor possible	2,120	60.1%	1,680	60.0%	440	60.4%	1,677	61.3%	443	55.9%	
<b>Total</b>	3,528	100.0%	2,799	100.0%	729	100.0%	2,735	100.0%	793	100.0%	
Not Answered	59		42		17		54		5		
<b>Reporting Category</b>						Ratings					
Achievement Score (Case mix adjusted)	90.09%		89.95%		90.81%		90.24%		89.80%		
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.3		-0.3		-0.4		+0.0		-1.3		
Correlation with rating of health plan	0.437		0.444		0.415		0.441		0.420		

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Personal Doctor (continued)

**Q50. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	655	18.5%	517	18.4%	138	18.7%	138	5.0%	517	65.2%
No	2,893	81.5%	2,294	81.6%	599	81.3%	2,617	95.0%	276	34.8%
<b>Total</b>	<b>3,548</b>	<b>100.0%</b>	<b>2,811</b>	<b>100.0%</b>	<b>737</b>	<b>100.0%</b>	<b>2,755</b>	<b>100.0%</b>	<b>793</b>	<b>100.0%</b>
Not Answered	39		30		9		34		5	

**Q51. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	595	92.1%	471	92.5%	124	90.5%	120	88.2%	475	93.1%
● No	51	7.9%	38	7.5%	13	9.5%	16	11.8%	35	6.9%
<b>Total</b>	<b>646</b>	<b>100.0%</b>	<b>509</b>	<b>100.0%</b>	<b>137</b>	<b>100.0%</b>	<b>136</b>	<b>100.0%</b>	<b>510</b>	<b>100.0%</b>
Not Answered	9		8		1		2		7	

**Reporting Category**

Family-Centered Care: Personal Doctor Who Knows Child

Achievement Score (Case mix adjusted)	92.16%	92.51%	89.76%	87.88%	92.95%
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.4	-1.0	-1.3	-1.4	-1.1
Correlation with rating of health plan	0.204	0.219	0.152	0.365	0.186

**Q52. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	570	88.4%	454	89.0%	116	85.9%	115	84.6%	455	89.4%
● No	75	11.6%	56	11.0%	19	14.1%	21	15.4%	54	10.6%
<b>Total</b>	<b>645</b>	<b>100.0%</b>	<b>510</b>	<b>100.0%</b>	<b>135</b>	<b>100.0%</b>	<b>136</b>	<b>100.0%</b>	<b>509</b>	<b>100.0%</b>
Not Answered	10		7		3		2		8	

**Reporting Category**

Family-Centered Care: Personal Doctor Who Knows Child

Achievement Score (Case mix adjusted)	88.60%	88.56%	86.46%	83.64%	89.26%
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.1	-1.9	+0.8	-3.1	-1.2
Correlation with rating of health plan	0.143	0.137	0.165	0.184	0.148

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

### Getting Health Care From A Specialist

**Q53. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	759	17.9%	568	16.7%	191	22.3%	432	12.8%	327	37.8%
No	3,492	82.1%	2,825	83.3%	667	77.7%	2,953	87.2%	539	62.2%
<b>Total</b>	<b>4,251</b>	<b>100.0%</b>	<b>3,393</b>	<b>100.0%</b>	<b>858</b>	<b>100.0%</b>	<b>3,385</b>	<b>100.0%</b>	<b>866</b>	<b>100.0%</b>
Not Answered	15		12		3		12		3	

**Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	19	2.5%	17	3.1%	2	1.1%	15	3.5%	4	1.2%
● Sometimes	123	16.5%	97	17.4%	26	13.7%	76	18.0%	47	14.5%
● Usually	198	26.5%	146	26.2%	52	27.4%	100	23.6%	98	30.2%
● Always	407	54.5%	297	53.3%	110	57.9%	232	54.8%	175	54.0%
<b>Total</b>	<b>747</b>	<b>100.0%</b>	<b>557</b>	<b>100.0%</b>	<b>190</b>	<b>100.0%</b>	<b>423</b>	<b>100.0%</b>	<b>324</b>	<b>100.0%</b>
Not Answered	12		11		1		9		3	
<b>Reporting Category</b>	<b>Getting Needed Care</b>									
Achievement Score (Case mix adjusted)	80.76%		80.61%		83.39%		78.02%		85.43%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+3.1		+2.9		+3.8		+4.7		+2.2	
Correlation with rating of health plan	0.246		0.251		0.250		0.235		0.284	

**Q55. How many specialists has your child seen in the last 6 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
None	63	8.4%	48	8.6%	15	7.9%	51	12.1%	12	3.7%
1 specialist	470	63.0%	338	60.7%	132	69.8%	298	70.4%	172	53.3%
2	145	19.4%	113	20.3%	32	16.9%	62	14.7%	83	25.7%
3	42	5.6%	36	6.5%	6	3.2%	8	1.9%	34	10.5%
4	14	1.9%	12	2.2%	2	1.1%	3	0.7%	11	3.4%
5 or more specialists	12	1.6%	10	1.8%	2	1.1%	1	0.2%	11	3.4%
<b>Total</b>	<b>746</b>	<b>100.0%</b>	<b>557</b>	<b>100.0%</b>	<b>189</b>	<b>100.0%</b>	<b>423</b>	<b>100.0%</b>	<b>323</b>	<b>100.0%</b>
Not Answered	13		11		2		9		4	

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

### Getting Health Care From A Specialist (continued)

**Q56.** We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 1	1	0.1%	1	0.2%	0	0.0%	0	0.0%	1	0.3%
● 2	2	0.3%	1	0.2%	1	0.6%	0	0.0%	2	0.6%
● 3	1	0.1%	1	0.2%	0	0.0%	0	0.0%	1	0.3%
● 4	3	0.4%	2	0.4%	1	0.6%	2	0.5%	1	0.3%
● 5	25	3.7%	22	4.3%	3	1.7%	8	2.2%	17	5.5%
● 6	14	2.1%	13	2.6%	1	0.6%	7	1.9%	7	2.3%
● 7	39	5.7%	32	6.3%	7	4.0%	24	6.5%	15	4.8%
● 8	114	16.7%	83	16.4%	31	17.8%	63	17.0%	51	16.4%
● 9	131	19.2%	91	17.9%	40	23.0%	67	18.1%	64	20.6%
● Best specialist possible	351	51.5%	261	51.5%	90	51.7%	199	53.8%	152	48.9%
<b>Total</b>	681	100.0%	507	100.0%	174	100.0%	370	100.0%	311	100.0%
Not Answered	2		2		0		2		0	
<b>Reporting Category</b>	<b>Ratings</b>									
Achievement Score (Case mix adjusted)	87.12%		85.88%		92.70%		87.04%		88.41%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+3.5▲		+3.2		+4.0		+5.2▲		+2.3	
Correlation with rating of health plan	0.464		0.474		0.460		0.396		0.503	

### Your Child's Health Plan

**Q57.** In the last 6 months, did you get information or help from customer service at your child's health plan?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	1,228	29.2%	992	29.6%	236	27.9%	915	27.4%	313	36.2%
No	2,973	70.8%	2,362	70.4%	611	72.1%	2,421	72.6%	552	63.8%
<b>Total</b>	4,201	100.0%	3,354	100.0%	847	100.0%	3,336	100.0%	865	100.0%
Not Answered	65		51		14		61		4	

○ Response scored as: ● Achievement ● Room for improvement

### Your Child's Health Plan (continued)

**Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	26	2.1%	20	2.0%	6	2.6%	22	2.4%	4	1.3%
● Sometimes	204	16.8%	173	17.7%	31	13.2%	151	16.7%	53	17.0%
● Usually	300	24.7%	233	23.8%	67	28.6%	216	23.9%	84	26.9%
● Always	684	56.3%	554	56.5%	130	55.6%	513	56.9%	171	54.8%
<b>Total</b>	1,214	100.0%	980	100.0%	234	100.0%	902	100.0%	312	100.0%
Not Answered	14		12		2		13		1	
<b>Reporting Category</b>										
Customer Service										
Achievement Score (Case mix adjusted)	81.82%		81.00%		83.02%		81.01%		82.50%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+1.8		+0.9		+4.7		+2.1		+0.6	
Correlation with rating of health plan	0.343		0.339		0.368		0.279		0.512	

**Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	35	2.9%	30	3.1%	5	2.2%	29	3.2%	6	1.9%
● Sometimes	74	6.1%	64	6.6%	10	4.3%	51	5.7%	23	7.4%
● Usually	172	14.3%	126	12.9%	46	19.9%	129	14.4%	43	13.8%
● Always	925	76.7%	755	77.4%	170	73.6%	685	76.6%	240	76.9%
<b>Total</b>	1,206	100.0%	975	100.0%	231	100.0%	894	100.0%	312	100.0%
Not Answered	22		17		5		21		1	
<b>Reporting Category</b>										
Customer Service										
Achievement Score (Case mix adjusted)	91.25%		90.88%		92.18%		90.76%		92.14%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.4		-0.7		+1.6		-0.3		-0.1	
Correlation with rating of health plan	0.301		0.301		0.307		0.235		0.473	

**Q60. In the last 6 months, did your child's health plan give you any forms to fill out?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	714	17.3%	601	18.2%	113	13.5%	533	16.2%	181	21.3%
No	3,422	82.7%	2,697	81.8%	725	86.5%	2,753	83.8%	669	78.7%
<b>Total</b>	4,136	100.0%	3,298	100.0%	838	100.0%	3,286	100.0%	850	100.0%
Not Answered	130		107		23		111		19	

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

### Your Child's Health Plan (continued)

**Q61. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	23	0.6%	19	0.6%	4	0.5%	18	0.6%	5	0.6%
● Sometimes	129	3.1%	112	3.4%	17	2.0%	98	3.0%	31	3.7%
● Usually	194	4.7%	165	5.0%	29	3.5%	131	4.0%	63	7.4%
● Always	3,764	91.6%	2,984	91.0%	780	94.0%	3,016	92.4%	748	88.3%
<b>Total</b>	<b>4,110</b>	<b>100.0%</b>	<b>3,280</b>	<b>100.0%</b>	<b>830</b>	<b>100.0%</b>	<b>3,263</b>	<b>100.0%</b>	<b>847</b>	<b>100.0%</b>
Not Answered	26		18		8		23		3	
<b>Reporting Category</b>										
Single Items										
Achievement Score (Case mix adjusted)	96.44%		96.30%		96.97%		96.57%		95.98%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+1.6▲		+1.7▲		+1.2		+1.6▲		+1.5	

**Q62. 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?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	18	0.4%	16	0.5%	2	0.2%	15	0.5%	3	0.3%
● 1	9	0.2%	8	0.2%	1	0.1%	6	0.2%	3	0.3%
● 2	14	0.3%	10	0.3%	4	0.5%	8	0.2%	6	0.7%
● 3	14	0.3%	11	0.3%	3	0.4%	7	0.2%	7	0.8%
● 4	19	0.5%	15	0.5%	4	0.5%	10	0.3%	9	1.0%
● 5	100	2.4%	86	2.6%	14	1.7%	71	2.1%	29	3.4%
● 6	110	2.6%	94	2.8%	16	1.9%	77	2.3%	33	3.8%
● 7	295	7.1%	234	7.0%	61	7.3%	220	6.6%	75	8.7%
● 8	666	16.0%	515	15.5%	151	18.0%	524	15.8%	142	16.5%
● 9	774	18.6%	608	18.3%	166	19.7%	618	18.7%	156	18.1%
● Best health plan possible	2,152	51.6%	1,733	52.0%	419	49.8%	1,755	53.0%	397	46.2%
<b>Total</b>	<b>4,171</b>	<b>100.0%</b>	<b>3,330</b>	<b>100.0%</b>	<b>841</b>	<b>100.0%</b>	<b>3,311</b>	<b>100.0%</b>	<b>860</b>	<b>100.0%</b>
Not Answered	95		75		20		86		9	
<b>Reporting Category</b>										
Ratings										
Achievement Score (Case mix adjusted)	86.03%		85.37%		88.49%		86.67%		83.68%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.8		-0.2		+4.8▲		+1.6		-1.9	

○ Response scored as: ● Achievement ● Room for improvement

### Prescription Medicines

**Q63. In the last 6 months, did you get or refill any prescription medicines for your child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	1,451	34.7%	1,163	34.8%	288	34.1%	834	25.1%	617	71.6%
No	2,731	65.3%	2,175	65.2%	556	65.9%	2,486	74.9%	245	28.4%
<b>Total</b>	<b>4,182</b>	<b>100.0%</b>	<b>3,338</b>	<b>100.0%</b>	<b>844</b>	<b>100.0%</b>	<b>3,320</b>	<b>100.0%</b>	<b>862</b>	<b>100.0%</b>
Not Answered	84		67		17		77		7	

**Q64. In the last 6 months, how often was it easy to get prescription medicines for your child through their health plan?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Never	16	1.1%	15	1.3%	1	0.4%	11	1.3%	5	0.8%
● Sometimes	119	8.3%	97	8.4%	22	7.7%	78	9.5%	41	6.7%
● Usually	281	19.6%	229	19.9%	52	18.3%	162	19.7%	119	19.3%
● Always	1,020	71.0%	811	70.4%	209	73.6%	570	69.4%	450	73.2%
<b>Total</b>	<b>1,436</b>	<b>100.0%</b>	<b>1,152</b>	<b>100.0%</b>	<b>284</b>	<b>100.0%</b>	<b>821</b>	<b>100.0%</b>	<b>615</b>	<b>100.0%</b>
Not Answered	15		11		4		13		2	
<b>Reporting Category</b> <span style="float: right;">CCC Single Items</span>										
Achievement Score (Case mix adjusted)	90.75%		90.68%		91.67%		89.34%		92.81%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.6		+0.3		+2.1		-1.6		+3.6▲	
Correlation with rating of health plan	0.285		0.290		0.270		0.219		0.391	

**Q65. Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
● Yes	921	64.5%	748	65.4%	173	60.9%	527	64.4%	394	64.7%
● No	506	35.5%	395	34.6%	111	39.1%	291	35.6%	215	35.3%
<b>Total</b>	<b>1,427</b>	<b>100.0%</b>	<b>1,143</b>	<b>100.0%</b>	<b>284</b>	<b>100.0%</b>	<b>818</b>	<b>100.0%</b>	<b>609</b>	<b>100.0%</b>
Not Answered	24		20		4		16		8	
<b>Reporting Category</b> <span style="float: right;">CCC Single Items</span>										
Achievement Score (Case mix adjusted)	64.50%		65.15%		60.37%		63.58%		64.89%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.2		-1.4		-0.7		+0.0		-3.7	
Correlation with rating of health plan	0.023		0.024		0.018		0.054		-0.013	

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



### About Your Child and You

**Q66. In general, how would you rate your child's overall health?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Excellent	1,944	46.3%	1,523	45.5%	421	49.6%	1,740	52.2%	204	23.7%
Very Good	1,293	30.8%	1,004	30.0%	289	34.1%	976	29.3%	317	36.8%
Good	803	19.1%	682	20.4%	121	14.3%	545	16.3%	258	30.0%
Fair	149	3.6%	134	4.0%	15	1.8%	73	2.2%	76	8.8%
Poor	8	0.2%	6	0.2%	2	0.2%	2	0.1%	6	0.7%
<b>Total</b>	<b>4,197</b>	<b>100.0%</b>	<b>3,349</b>	<b>100.0%</b>	<b>848</b>	<b>100.0%</b>	<b>3,336</b>	<b>100.0%</b>	<b>861</b>	<b>100.0%</b>
Not Answered	69		56		13		61		8	

**Q67. In general, how would you rate your child's overall mental or emotional health?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Excellent	1,913	45.8%	1,515	45.4%	398	47.2%	1,739	52.4%	174	20.3%
Very Good	1,168	27.9%	898	26.9%	270	32.0%	945	28.5%	223	26.0%
Good	800	19.1%	660	19.8%	140	16.6%	542	16.3%	258	30.0%
Fair	258	6.2%	227	6.8%	31	3.7%	91	2.7%	167	19.4%
Poor	41	1.0%	36	1.1%	5	0.6%	4	0.1%	37	4.3%
<b>Total</b>	<b>4,180</b>	<b>100.0%</b>	<b>3,336</b>	<b>100.0%</b>	<b>844</b>	<b>100.0%</b>	<b>3,321</b>	<b>100.0%</b>	<b>859</b>	<b>100.0%</b>
Not Answered	86		69		17		76		10	

**Q68. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	878	21.0%	685	20.5%	193	22.8%	282	8.5%	596	68.6%
No	3,309	79.0%	2,657	79.5%	652	77.2%	3,036	91.5%	273	31.4%
<b>Total</b>	<b>4,187</b>	<b>100.0%</b>	<b>3,342</b>	<b>100.0%</b>	<b>845</b>	<b>100.0%</b>	<b>3,318</b>	<b>100.0%</b>	<b>869</b>	<b>100.0%</b>
Not Answered	79		63		16		79		0	

**Q69. Is this because of any medical, behavioral or other health condition?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	646	74.5%	496	73.5%	150	78.1%	78	28.3%	568	96.1%
No	221	25.5%	179	26.5%	42	21.9%	198	71.7%	23	3.9%
<b>Total</b>	<b>867</b>	<b>100.0%</b>	<b>675</b>	<b>100.0%</b>	<b>192</b>	<b>100.0%</b>	<b>276</b>	<b>100.0%</b>	<b>591</b>	<b>100.0%</b>
Not Answered	11		10		1		6		5	

**About Your Child and You (continued)**

**Q70. Is this a condition that has lasted or is expected to last for at least 12 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	560	87.9%	425	87.1%	135	90.6%	0	0.0%	560	98.9%
No	77	12.1%	63	12.9%	14	9.4%	71	100.0%	6	1.1%
<b>Total</b>	<b>637</b>	<b>100.0%</b>	<b>488</b>	<b>100.0%</b>	<b>149</b>	<b>100.0%</b>	<b>71</b>	<b>100.0%</b>	<b>566</b>	<b>100.0%</b>
Not Answered	9		8		1		7		2	

**Q71. 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?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	527	12.7%	433	13.0%	94	11.2%	108	3.3%	419	48.6%
No	3,639	87.3%	2,891	87.0%	748	88.8%	3,196	96.7%	443	51.4%
<b>Total</b>	<b>4,166</b>	<b>100.0%</b>	<b>3,324</b>	<b>100.0%</b>	<b>842</b>	<b>100.0%</b>	<b>3,304</b>	<b>100.0%</b>	<b>862</b>	<b>100.0%</b>
Not Answered	100		81		19		93		7	

**Q72. Is this because of any medical, behavioral or other health condition?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	401	77.4%	331	77.7%	70	76.1%	17	16.7%	384	92.3%
No	117	22.6%	95	22.3%	22	23.9%	85	83.3%	32	7.7%
<b>Total</b>	<b>518</b>	<b>100.0%</b>	<b>426</b>	<b>100.0%</b>	<b>92</b>	<b>100.0%</b>	<b>102</b>	<b>100.0%</b>	<b>416</b>	<b>100.0%</b>
Not Answered	9		7		2		6		3	

**Q73. Is this a condition that has lasted or is expected to last for at least 12 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	370	93.9%	307	94.2%	63	92.6%	0	0.0%	370	97.6%
No	24	6.1%	19	5.8%	5	7.4%	15	100.0%	9	2.4%
<b>Total</b>	<b>394</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>	<b>68</b>	<b>100.0%</b>	<b>15</b>	<b>100.0%</b>	<b>379</b>	<b>100.0%</b>
Not Answered	7		5		2		2		5	

**About Your Child and You (continued)**

**Q74. Is your child limited or prevented in any way in their ability to do the things most children of the same age can do?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	502	12.1%	438	13.3%	64	7.7%	231	7.0%	271	31.6%
No	3,637	87.9%	2,865	86.7%	772	92.3%	3,051	93.0%	586	68.4%
<b>Total</b>	<b>4,139</b>	<b>100.0%</b>	<b>3,303</b>	<b>100.0%</b>	<b>836</b>	<b>100.0%</b>	<b>3,282</b>	<b>100.0%</b>	<b>857</b>	<b>100.0%</b>
Not Answered	127		102		25		115		12	

**Q75. Is this because of any medical, behavioral or other health condition?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	257	52.2%	221	51.6%	36	56.3%	14	6.2%	243	91.0%
No	235	47.8%	207	48.4%	28	43.8%	211	93.8%	24	9.0%
<b>Total</b>	<b>492</b>	<b>100.0%</b>	<b>428</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>	<b>225</b>	<b>100.0%</b>	<b>267</b>	<b>100.0%</b>
Not Answered	10		10		0		6		4	

**Q76. Is this a condition that has lasted or is expected to last for at least 12 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	229	90.5%	197	90.4%	32	91.4%	0	0.0%	229	95.0%
No	24	9.5%	21	9.6%	3	8.6%	12	100.0%	12	5.0%
<b>Total</b>	<b>253</b>	<b>100.0%</b>	<b>218</b>	<b>100.0%</b>	<b>35</b>	<b>100.0%</b>	<b>12</b>	<b>100.0%</b>	<b>241</b>	<b>100.0%</b>
Not Answered	4		3		1		2		2	

**Q77. Does your child need or get special therapy, such as physical, occupational or speech therapy?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	545	13.1%	466	14.0%	79	9.4%	236	7.1%	309	35.8%
No	3,621	86.9%	2,858	86.0%	763	90.6%	3,066	92.9%	555	64.2%
<b>Total</b>	<b>4,166</b>	<b>100.0%</b>	<b>3,324</b>	<b>100.0%</b>	<b>842</b>	<b>100.0%</b>	<b>3,302</b>	<b>100.0%</b>	<b>864</b>	<b>100.0%</b>
Not Answered	100		81		19		95		5	

**About Your Child and You (continued)**

**Q78. Is this because of any medical, behavioral or other health condition?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	282	52.7%	247	54.0%	35	44.9%	18	7.9%	264	86.0%
No	253	47.3%	210	46.0%	43	55.1%	210	92.1%	43	14.0%
<b>Total</b>	<b>535</b>	<b>100.0%</b>	<b>457</b>	<b>100.0%</b>	<b>78</b>	<b>100.0%</b>	<b>228</b>	<b>100.0%</b>	<b>307</b>	<b>100.0%</b>
Not Answered	10		9		1		8		2	

**Q79. Is this a condition that has lasted or is expected to last for at least 12 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	249	91.2%	220	92.1%	29	85.3%	0	0.0%	249	96.9%
No	24	8.8%	19	7.9%	5	14.7%	16	100.0%	8	3.1%
<b>Total</b>	<b>273</b>	<b>100.0%</b>	<b>239</b>	<b>100.0%</b>	<b>34</b>	<b>100.0%</b>	<b>16</b>	<b>100.0%</b>	<b>257</b>	<b>100.0%</b>
Not Answered	9		8		1		2		7	

**Q80. Does your child have any kind of emotional, developmental or behavioral problem for which they need or get treatment or counseling?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	514	12.4%	429	12.9%	85	10.1%	62	1.9%	452	52.6%
No	3,641	87.6%	2,888	87.1%	753	89.9%	3,234	98.1%	407	47.4%
<b>Total</b>	<b>4,155</b>	<b>100.0%</b>	<b>3,317</b>	<b>100.0%</b>	<b>838</b>	<b>100.0%</b>	<b>3,296</b>	<b>100.0%</b>	<b>859</b>	<b>100.0%</b>
Not Answered	111		88		23		101		10	

**Q81. Has this problem lasted or is it expected to last for at least 12 months?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	432	87.1%	363	87.9%	69	83.1%	0	0.0%	432	96.6%
No	64	12.9%	50	12.1%	14	16.9%	49	100.0%	15	3.4%
<b>Total</b>	<b>496</b>	<b>100.0%</b>	<b>413</b>	<b>100.0%</b>	<b>83</b>	<b>100.0%</b>	<b>49</b>	<b>100.0%</b>	<b>447</b>	<b>100.0%</b>
Not Answered	18		16		2		13		5	

**About Your Child and You (continued)**

**NQ82. What is your child's age now?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	31	0.7%	28	0.8%	3	0.4%	29	0.9%	2	0.2%
1 to 2 years old	390	9.4%	330	10.0%	60	7.2%	349	10.7%	41	4.8%
3 to 4 years old	461	11.1%	370	11.2%	91	10.9%	392	12.0%	69	8.0%
5 to 7 years old	662	16.0%	547	16.6%	115	13.8%	541	16.5%	121	14.0%
8 to 10 years old	720	17.4%	569	17.2%	151	18.1%	567	17.3%	153	17.7%
11 to 13 years old	784	18.9%	632	19.1%	152	18.2%	605	18.5%	179	20.8%
14 to 18 years old	1,090	26.3%	826	25.0%	264	31.6%	793	24.2%	297	34.5%
<b>Total</b>	<b>4,138</b>	<b>100.0%</b>	<b>3,302</b>	<b>100.0%</b>	<b>836</b>	<b>100.0%</b>	<b>3,276</b>	<b>100.0%</b>	<b>862</b>	<b>100.0%</b>
Not Answered	128		103		25		121		7	

**Q83. Is your child male or female?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Male	2,083	50.1%	1,644	49.6%	439	52.1%	1,610	48.9%	473	54.8%
Female	2,073	49.9%	1,669	50.4%	404	47.9%	1,683	51.1%	390	45.2%
<b>Total</b>	<b>4,156</b>	<b>100.0%</b>	<b>3,313</b>	<b>100.0%</b>	<b>843</b>	<b>100.0%</b>	<b>3,293</b>	<b>100.0%</b>	<b>863</b>	<b>100.0%</b>
Not Answered	110		92		18		104		6	

**Q84. Is your child of Hispanic or Latino origin or descent?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,579	38.6%	1,347	41.3%	232	27.9%	1,299	40.2%	280	32.6%
No, Not Hispanic or Latino	2,511	61.4%	1,911	58.7%	600	72.1%	1,933	59.8%	578	67.4%
<b>Total</b>	<b>4,090</b>	<b>100.0%</b>	<b>3,258</b>	<b>100.0%</b>	<b>832</b>	<b>100.0%</b>	<b>3,232</b>	<b>100.0%</b>	<b>858</b>	<b>100.0%</b>
Not Answered	176		147		29		165		11	

**About Your Child and You (continued)**

**Q85. What is your child's race? (Please mark one or more.)**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
White	1,887	50.8%	1,363	46.6%	524	66.4%	1,390	48.0%	497	60.8%
Black or African-American	927	25.0%	819	28.0%	108	13.7%	706	24.4%	221	27.0%
Asian	523	14.1%	410	14.0%	113	14.3%	472	16.3%	51	6.2%
Native Hawaiian or other Pacific Islander	40	1.1%	35	1.2%	5	0.6%	28	1.0%	12	1.5%
American Indian or Alaska Native	117	3.1%	104	3.6%	13	1.6%	93	3.2%	24	2.9%
Other	754	20.3%	656	22.4%	98	12.4%	615	21.2%	139	17.0%
<b>Total</b>	<b>3,715</b>	<b>100.0%</b>	<b>2,926</b>	<b>100.0%</b>	<b>789</b>	<b>100.0%</b>	<b>2,897</b>	<b>100.0%</b>	<b>818</b>	<b>100.0%</b>
Not Answered	551		479		72		500		51	

**Q86. What is your age?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Under 18	223	5.4%	173	5.3%	50	6.0%	164	5.1%	59	6.9%
18 to 24	109	2.7%	95	2.9%	14	1.7%	96	3.0%	13	1.5%
25 to 34	1,017	24.8%	856	26.1%	161	19.4%	844	26.0%	173	20.1%
35 to 44	1,646	40.1%	1,305	39.8%	341	41.1%	1,311	40.4%	335	38.9%
45 to 54	843	20.5%	616	18.8%	227	27.3%	658	20.3%	185	21.5%
55 to 64	200	4.9%	173	5.3%	27	3.3%	130	4.0%	70	8.1%
65 to 74	62	1.5%	53	1.6%	9	1.1%	39	1.2%	23	2.7%
75 or older	6	0.1%	5	0.2%	1	0.1%	3	0.1%	3	0.3%
<b>Total</b>	<b>4,106</b>	<b>100.0%</b>	<b>3,276</b>	<b>100.0%</b>	<b>830</b>	<b>100.0%</b>	<b>3,245</b>	<b>100.0%</b>	<b>861</b>	<b>100.0%</b>
Not Answered	160		129		31		152		8	

**Q87. Are you male or female?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Male	696	16.8%	529	16.0%	167	20.0%	591	18.0%	105	12.1%
Female	3,451	83.2%	2,782	84.0%	669	80.0%	2,691	82.0%	760	87.9%
<b>Total</b>	<b>4,147</b>	<b>100.0%</b>	<b>3,311</b>	<b>100.0%</b>	<b>836</b>	<b>100.0%</b>	<b>3,282</b>	<b>100.0%</b>	<b>865</b>	<b>100.0%</b>
Not Answered	119		94		25		115		4	

### About Your Child and You (continued)

**Q88. What is the highest grade or level of school that you have completed?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
8th grade or less	462	11.5%	407	12.6%	55	6.7%	406	12.8%	56	6.6%
Some high school but did not graduate	498	12.3%	443	13.8%	55	6.7%	425	13.4%	73	8.6%
High school graduate or GED	1,198	29.7%	1,050	32.6%	148	18.2%	954	30.0%	244	28.6%
Some college or 2-year degree	1,108	27.5%	845	26.3%	263	32.3%	802	25.2%	306	35.9%
4-year college graduate	462	11.5%	292	9.1%	170	20.9%	368	11.6%	94	11.0%
More than 4-year college degree	305	7.6%	181	5.6%	124	15.2%	225	7.1%	80	9.4%
<b>Total</b>	<b>4,033</b>	<b>100.0%</b>	<b>3,218</b>	<b>100.0%</b>	<b>815</b>	<b>100.0%</b>	<b>3,180</b>	<b>100.0%</b>	<b>853</b>	<b>100.0%</b>
Not Answered	233		187		46		217		16	

**Q89. How are you related to the child?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Mother or father	3,887	95.0%	3,076	94.4%	811	97.5%	3,120	95.9%	767	91.4%
Grandparent	114	2.8%	110	3.4%	4	0.5%	65	2.0%	49	5.8%
Aunt or uncle	23	0.6%	17	0.5%	6	0.7%	16	0.5%	7	0.8%
Older sibling	23	0.6%	20	0.6%	3	0.4%	22	0.7%	1	0.1%
Other relative	8	0.2%	6	0.2%	2	0.2%	5	0.2%	3	0.4%
Legal guardian	36	0.9%	30	0.9%	6	0.7%	24	0.7%	12	1.4%
Someone else	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>4,091</b>	<b>100.0%</b>	<b>3,259</b>	<b>100.0%</b>	<b>832</b>	<b>100.0%</b>	<b>3,252</b>	<b>100.0%</b>	<b>839</b>	<b>100.0%</b>
Not Answered	175		146		29		145		30	

**Q90. How well do you speak English?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Very well	2,313	56.5%	1,754	53.8%	559	67.3%	1,691	52.2%	622	72.8%
Well	739	18.1%	614	18.8%	125	15.0%	635	19.6%	104	12.2%
Not well	665	16.2%	583	17.9%	82	9.9%	586	18.1%	79	9.3%
Not at all	377	9.2%	312	9.6%	65	7.8%	328	10.1%	49	5.7%
<b>Total</b>	<b>4,094</b>	<b>100.0%</b>	<b>3,263</b>	<b>100.0%</b>	<b>831</b>	<b>100.0%</b>	<b>3,240</b>	<b>100.0%</b>	<b>854</b>	<b>100.0%</b>
Not Answered	172		142		30		157		15	

**About Your Child and You (continued)**

**Q91. Do you speak a language other than English at home?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Yes	2,175	53.0%	1,839	56.2%	336	40.4%	1,863	57.4%	312	36.2%
No	1,930	47.0%	1,435	43.8%	495	59.6%	1,380	42.6%	550	63.8%
<b>Total</b>	<b>4,105</b>	<b>100.0%</b>	<b>3,274</b>	<b>100.0%</b>	<b>831</b>	<b>100.0%</b>	<b>3,243</b>	<b>100.0%</b>	<b>862</b>	<b>100.0%</b>
Not Answered	161		131		30		154		7	

**Q92. What is this language spoken at home?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive	
	N	%	N	%	N	%	N	%	N	%
Spanish	1,177	54.7%	1,025	56.2%	152	46.5%	971	52.7%	206	67.1%
Other	974	45.3%	799	43.8%	175	53.5%	873	47.3%	101	32.9%
<b>Total</b>	<b>2,151</b>	<b>100.0%</b>	<b>1,824</b>	<b>100.0%</b>	<b>327</b>	<b>100.0%</b>	<b>1,844</b>	<b>100.0%</b>	<b>307</b>	<b>100.0%</b>
Not Answered	24		15		9		19		5	





All information that would let someone identify you or your family will be kept private. The New York State Department of Health and the research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.



Incorrect Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → Go to Question 1
- No

START HERE

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in [Health Plan Name]. Is that right?

- Yes → Go to Question 3
- No → Go to Question 2

2. What is the name of your child's health plan? (Please print)

\_\_\_\_\_



## YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
  - Yes → *Go to Question 4*
  - No → *Go to Question 5*
  
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
  - Yes → *Go to Question 6*
  - No → *Go to Question 7*
  
6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
  - None → *Go to Question 16*
  - 1 → *Go to Question 8*
  - 2 → *Go to Question 8*
  - 3 → *Go to Question 8*
  - 4 → *Go to Question 8*
  - 5 to 9 → *Go to Question 8*
  - 10 or more → *Go to Question 8*

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
  - Yes
  - No
  
9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
  - Never
  - Sometimes
  - Usually
  - Always
  
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
  - Yes → *Go to Question 11*
  - No → *Go to Question 14*
  
11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
  - Yes
  - No
  
12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
  - Yes
  - No
  
13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
  - Yes
  - No
  
14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?
 

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Health Care					Health Care					
Possible					Possible					



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

- Never
- Sometimes
- Usually
- Always

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

- Yes → Go to Question 17
- No → Go to Question 19

17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes → Go to Question 18
- No → Go to Question 19

18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- Yes
- No

**DOCTOR OR CLINIC EMAIL AND WEBSITE  
IN THE LAST 6 MONTHS**

19. In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?

- Yes → Go to Question 20
- No → Go to Question 21

20. In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?

- Yes → Go to Question 22
- No → Go to Question 26

22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?

- Never
- Sometimes
- Usually
- Always

23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?

- Never
- Sometimes
- Usually
- Always

24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?

- Never
- Sometimes
- Usually
- Always

25. If there were visit notes put on the website, were the visit notes easy to understand?

- No notes available
- Never
- Sometimes
- Usually
- Always

**SPECIALIZED SERVICES**

26. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes → Go to Question 27
- No → Go to Question 29

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

- Never
- Sometimes
- Usually
- Always



28. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

29. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes → Go to Question 30
- No → Go to Question 32

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

32. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes → Go to Question 33
- No → Go to Question 36

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- 0
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10
- Worst Treatment Possible Best Treatment Possible

36. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes → Go to Question 37
- No → Go to Question 38

37. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

### YOUR CHILD'S PERSONAL DOCTOR

38. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes → Go to Question 39
- No → Go to Question 53

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

- None → Go to Question 49
- 1 → Go to Question 40
- 2 → Go to Question 40
- 3 → Go to Question 40
- 4 → Go to Question 40
- 5 to 9 → Go to Question 40
- 10 or more → Go to Question 40

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

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
43. Is your child able to talk with doctors about his or her health care?
- Yes → *Go to Question 44*
  - No → *Go to Question 45*
44. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
  - Sometimes
  - Usually
  - Always
45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
  - Sometimes
  - Usually
  - Always
46. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
  - No
47. In the last 6 months, did your child get care from a doctor or health provider besides his or her personal doctor?
- Yes → *Go to Question 48*
  - No → *Go to Question 49*

48. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
49. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 
- 0   1   2   3   4   5   6   7   8   9   10
- Worst Best  
 Personal Doctor Personal Doctor  
 Possible Possible
50. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes → *Go to Question 51*
  - No → *Go to Question 53*
51. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
- Yes
  - No
52. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?
- Yes
  - No



## GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

53. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?
- Yes → *Go to Question 54*  
 No → *Go to Question 57*
54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?
- Never  
 Sometimes  
 Usually  
 Always
55. How many specialists has your child seen in the last 6 months?
- None → *Go to Question 57*  
 1 specialist → *Go to Question 56*  
 2 → *Go to Question 56*  
 3 → *Go to Question 56*  
 4 → *Go to Question 56*  
 5 or more specialists → *Go to Question 56*
56. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Specialist Possible Best Specialist Possible

## YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

57. In the last 6 months, did you get information or help from customer service at your child's health plan?
- Yes → *Go to Question 58*  
 No → *Go to Question 60*
58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Never  
 Sometimes  
 Usually  
 Always
59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- Never  
 Sometimes  
 Usually  
 Always
60. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes → *Go to Question 61*  
 No → *Go to Question 62*
61. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never  
 Sometimes  
 Usually  
 Always
62. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Health Plan Possible Best Health Plan Possible



## PRESCRIPTION MEDICINES

63. In the last 6 months, did you get or refill any prescription medicines for your child?
- Yes → *Go to Question 64*
  - No → *Go to Question 66*
64. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- Never
  - Sometimes
  - Usually
  - Always
65. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- Yes
  - No

## ABOUT YOUR CHILD AND YOU

66. In general, how would you rate your child's overall health?
- Excellent
  - Very Good
  - Good
  - Fair
  - Poor
67. In general, how would you rate your child's overall mental or emotional health?
- Excellent
  - Very Good
  - Good
  - Fair
  - Poor
68. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- Yes → *Go to Question 69*
  - No → *Go to Question 71*
69. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 70*
  - No → *Go to Question 71*

70. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
  - No
71. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
- Yes → *Go to Question 72*
  - No → *Go to Question 74*
72. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 73*
  - No → *Go to Question 74*
73. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
  - No
74. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- Yes → *Go to Question 75*
  - No → *Go to Question 77*
75. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 76*
  - No → *Go to Question 77*
76. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
  - No
77. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes → *Go to Question 78*
  - No → *Go to Question 80*
78. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 79*
  - No → *Go to Question 80*

79. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes  
 No
80. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- Yes → *Go to Question 81*  
 No → *Go to Question 82*
81. Has this problem lasted or is it expected to last for at least 12 months?
- Yes  
 No
82. What is your child's age?
- Less than 1 year old
- YEARS OLD (write in)
83. Is your child male or female?
- Male  
 Female
84. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino  
 No, not Hispanic or Latino
85. What is your child's race? Please mark one or more.
- White  
 Black or African-American  
 Asian  
 Native Hawaiian or other Pacific Islander  
 American Indian or Alaska Native  
 Other
86. What is your age?
- Under 18  
 18 to 24  
 25 to 34  
 35 to 44  
 45 to 54  
 55 to 64  
 65 to 74  
 75 or older

87. Are you male or female?
- Male  
 Female
88. What is the highest grade or level of school that you have completed?
- 8th grade or less  
 Some high school, but did not graduate  
 High school graduate or GED  
 Some college or 2-year degree  
 4-year college graduate  
 More than 4-year college degree
89. How are you related to the child?
- Mother or father  
 Grandparent  
 Aunt or uncle  
 Older sibling  
 Other relative  
 Legal guardian
90. How well do you speak English?
- Very well  
 Well  
 Not well  
 Not at all
91. Do you speak a language other than English at home?
- Yes → *Go to Question 92*  
 No → *Thank you. Please return the completed survey in the postage-paid envelope.*
92. What is this language spoken at home?
- Spanish  
 Other

**Thank you for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed postage-paid envelope to mail the survey to:**

**DataStat  
3975 Research Park Drive  
Ann Arbor, MI 48108**

