NY State Department of Health

Medicaid and Child Health Plus

Managed Care Plan Survey

Child CAHPS® 5.0H

Continuous Quality Improvement Report

February 2017
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**Medicaid/CHP Managed Care Program**

## New York State Department of Health ¸ DataStat, Inc.

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Children with Chronic Conditions (CCC) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the survey instrument 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 survey which allows health plans to identify children with chronic conditions and evaluate their experience of care. 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 in 2016. The instrument used for the administration of the survey was the CAHPS® CCC 5.0H Child Medicaid CCC survey, developed and tested nationally for assessing the performance of health plans.

The survey was administered over an thirteen-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 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 question items addressed domains of member experience, such as getting care quickly, communication with doctors, overall satisfaction with health care and screening questions to identify children with chronic conditions. The survey was expanded to include 1 supplemental question of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 85 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.
The CAHPS® CCC survey was administered to the parents/caretakers of Medicaid and Child Health Plus (CHP) managed care plan child members. The survey included 15 managed care plans in New York with a sample of 1,500 children per plan. Surveys were sent to 22,500 parents/caretakers of child members following a combined mail and phone methodology during the period September 12, 2016, through December 13, 2016, using a standardized survey procedure and questionnaire. A total of 6,152 eligible and complete responses were received resulting in a 28.6% 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 survey items, relatively small numbers of responses may be available due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. 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 Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly. Finally, trend information should be considered with the understanding that in 2016 new criteria were used to define a complete survey. In previous years, a survey was considered complete when the respondent did not say ‘No’ to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]). In 2016, the respondent was also required to provide valid responses to at least three of the five following questions: Q3, Q31, Q46, Q50, Q55 for their survey to be considered complete.

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 Payor 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 two types of composites: Standard Child Medicaid CAHPS© composites and CAHPS® CCC composites. The Standard Child Medicaid CAHPS© composites summarize responses in five key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. 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 achievement score for each of the eight 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 Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payor status and Chronic Condition status are presented for additional information, but are not compared to the 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 self reported answers to screening questions in the survey. The member is considered positive for a chronic condition if the responses to one or more of five screening sets indicates a chronic condition.

<table>
<thead>
<tr>
<th>Overall Rating Questions (8, 9 or 10)</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q42. Rating of child's personal doctor</td>
<td>89.49%</td>
<td>89.28%</td>
<td>90.64%</td>
<td>89.20%</td>
<td>90.46%</td>
</tr>
<tr>
<td>Q49. Rating of specialist child saw most often</td>
<td>83.48%</td>
<td>83.75%</td>
<td>82.77%</td>
<td>82.66%</td>
<td>84.61%</td>
</tr>
<tr>
<td>Q14. Rating of all child's health care</td>
<td>85.54%</td>
<td>85.51%</td>
<td>85.95%</td>
<td>85.68%</td>
<td>85.32%</td>
</tr>
<tr>
<td>Q55. Rating of child's health plan</td>
<td>84.86%</td>
<td>84.51%</td>
<td>84.86%</td>
<td>84.40%</td>
<td>84.86%</td>
</tr>
</tbody>
</table>
Summary of Standard Child Medicaid CAHPS® Composites

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Composite achievement scores reflect responses of "Usually" or "Always" for all composites except Shared Decision Making, which uses "Yes" as the achievement.

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

<table>
<thead>
<tr>
<th></th>
<th>Getting Needed Care (Usually or Always)</th>
<th>Getting Care Quickly (Usually or Always)</th>
<th>How Well Doctors Communicate (Usually or Always)</th>
<th>Customer Service (Usually or Always)</th>
<th>Shared Decision Making (Yes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>85.00%</td>
<td>88.31%</td>
<td>93.44%</td>
<td>86.19%</td>
<td>74.50%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>84.75%</td>
<td>86.40%</td>
<td>93.38%</td>
<td>86.43%</td>
<td>74.16%</td>
</tr>
<tr>
<td>CHP</td>
<td>87.15%</td>
<td>89.48%</td>
<td>94.11%</td>
<td>84.04%</td>
<td>74.77%</td>
</tr>
<tr>
<td>CC - Negative</td>
<td>84.14%</td>
<td>87.70%</td>
<td>93.03%</td>
<td>85.89%</td>
<td>70.27%</td>
</tr>
<tr>
<td>CC - Positive</td>
<td>87.12%</td>
<td>90.93%</td>
<td>94.84%</td>
<td>86.34%</td>
<td>80.81%</td>
</tr>
</tbody>
</table>
Summary of CCC CAHPS® 5.0H 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. The composite score is calculated using the same calculation that is used for the standard CAHPS composites. Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive). Payor status and Chronic Condition status are presented for additional information, but are not compared to the 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 self reported answers to screening questions in the survey. The member is considered positive for a chronic condition if the responses to one or more of five screening sets indicates a chronic condition.

<table>
<thead>
<tr>
<th>CCC Composites</th>
<th>Better</th>
<th>Worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Specialized Services (Usually or Always)</td>
<td>76.16%</td>
<td>76.59%</td>
</tr>
<tr>
<td>Family-Centered Care: Personal Doctor Who Knows Child (Yes)</td>
<td>76.20%</td>
<td>76.20%</td>
</tr>
<tr>
<td>Coordination of Care for Children with Chronic Conditions (Yes)</td>
<td>76.14%</td>
<td>76.14%</td>
</tr>
</tbody>
</table>

Payor status:
- Medicaid: 76.16%
- CHP: 76.59%

Chronic Condition status:
- CC-Negative: 76.20%
- CC-Positive: 76.14%
# Key Measure Summary

## NYSDOH Medicaid/CHP Managed Care Plans

<table>
<thead>
<tr>
<th>Plans</th>
<th>Getting Needed Care (Usually or Always)</th>
<th>Getting Care Quickly (Usually or Always)</th>
<th>How Well Doctors Communicate (Usually or Always)</th>
<th>Customer Service (Usually or Always)</th>
<th>Shared Decision Making (Yes)</th>
<th>Rating of specialist child saw most often</th>
<th>Rating of all child's health care</th>
<th>Rating of child's health plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>85</td>
<td>88</td>
<td>93</td>
<td>86</td>
<td>74</td>
<td>89</td>
<td>83</td>
<td>86</td>
</tr>
<tr>
<td>Medicaid</td>
<td>85</td>
<td>88</td>
<td>93</td>
<td>86</td>
<td>74</td>
<td>89</td>
<td>84</td>
<td>86</td>
</tr>
<tr>
<td>CHP</td>
<td>87</td>
<td>89</td>
<td>94</td>
<td>84</td>
<td>75</td>
<td>91</td>
<td>83</td>
<td>86</td>
</tr>
<tr>
<td>CC-Negative</td>
<td>84</td>
<td>88</td>
<td>93</td>
<td>86</td>
<td>70</td>
<td>89</td>
<td>83</td>
<td>86</td>
</tr>
<tr>
<td>CC-Positive</td>
<td>87</td>
<td>91</td>
<td>95</td>
<td>86</td>
<td>81</td>
<td>90</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>Affinity Health Plan</td>
<td>81</td>
<td>87</td>
<td>94</td>
<td>83</td>
<td>67 ▼</td>
<td>90</td>
<td>80</td>
<td>85</td>
</tr>
<tr>
<td>CDPHP</td>
<td>91 ▲</td>
<td>92 ▲</td>
<td>94</td>
<td>84</td>
<td>81 ▲</td>
<td>94 ▲</td>
<td>86</td>
<td>87</td>
</tr>
<tr>
<td>Empire BlueCross BlueShield/HealthPlus</td>
<td>84</td>
<td>88</td>
<td>93</td>
<td>85</td>
<td>67 ▼</td>
<td>88</td>
<td>84</td>
<td>84</td>
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<tr>
<td>Excellus BlueCross Blue Shield</td>
<td>86</td>
<td>91</td>
<td>95 ▲</td>
<td>90</td>
<td>82 ▲</td>
<td>90</td>
<td>81</td>
<td>88</td>
</tr>
<tr>
<td>Fidelis Care New York</td>
<td>90 ▲</td>
<td>89</td>
<td>95 ▲</td>
<td>87</td>
<td>73</td>
<td>88</td>
<td>81</td>
<td>88</td>
</tr>
<tr>
<td>Healthfirst PHSP, Inc.</td>
<td>79 ▼</td>
<td>87</td>
<td>92</td>
<td>88</td>
<td>73</td>
<td>89</td>
<td>83</td>
<td>86</td>
</tr>
<tr>
<td>HealthNow New York Inc.</td>
<td>90 ▲</td>
<td>92 ▲</td>
<td>94</td>
<td>89</td>
<td>76</td>
<td>88</td>
<td>86</td>
<td>81</td>
</tr>
<tr>
<td>HIP (EmblemHealth)</td>
<td>86</td>
<td>88</td>
<td>95 ▲</td>
<td>83</td>
<td>81 ▲</td>
<td>92</td>
<td>79</td>
<td>86</td>
</tr>
<tr>
<td>Independent Health's MediSource</td>
<td>86</td>
<td>91</td>
<td>93</td>
<td>92 ▲</td>
<td>75</td>
<td>87</td>
<td>84</td>
<td>88</td>
</tr>
<tr>
<td>Metroplus Health Plan</td>
<td>78 ▼</td>
<td>80 ▼</td>
<td>90 ▼</td>
<td>83</td>
<td>71</td>
<td>90</td>
<td>80</td>
<td>84</td>
</tr>
<tr>
<td>MVP Health Care</td>
<td>88</td>
<td>90</td>
<td>93</td>
<td>89</td>
<td>70</td>
<td>88</td>
<td>89</td>
<td>88</td>
</tr>
<tr>
<td>Total Care, a Today's Options of New York Health Plan</td>
<td>77 ▼</td>
<td>86</td>
<td>91</td>
<td>83</td>
<td>81 ▲</td>
<td>89</td>
<td>80</td>
<td>83</td>
</tr>
<tr>
<td>UnitedHealthcare Community Plan</td>
<td>85</td>
<td>94 ▲</td>
<td>95</td>
<td>89</td>
<td>73</td>
<td>91</td>
<td>80</td>
<td>87</td>
</tr>
<tr>
<td>WellCare of New York</td>
<td>85</td>
<td>80 ▼</td>
<td>93</td>
<td>83</td>
<td>69</td>
<td>90</td>
<td>90</td>
<td>82</td>
</tr>
<tr>
<td>YourCare Health Plan</td>
<td>87</td>
<td>90</td>
<td>92</td>
<td>83</td>
<td>79</td>
<td>88</td>
<td>89</td>
<td>85</td>
</tr>
</tbody>
</table>

▲▼ Statistically significantly better/worse than Statewide.
# Key Measure Summary - CCC Composites

## NYSDOH Medicaid/CHP Managed Care Plans

<table>
<thead>
<tr>
<th>Plans</th>
<th>All Children</th>
<th>Children with CCC Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Access to Specialized Services (Usually or Always)</td>
<td>Family-Centered Care: Personal Doctor Who Knows Child (Yes)</td>
</tr>
<tr>
<td>Statewide</td>
<td>76</td>
<td>90</td>
</tr>
<tr>
<td>Medicaid</td>
<td>77</td>
<td>91</td>
</tr>
<tr>
<td>CHP</td>
<td>76</td>
<td>88</td>
</tr>
<tr>
<td>Affinity Health Plan</td>
<td>70</td>
<td>90</td>
</tr>
<tr>
<td>CDPHP</td>
<td>86 ▲</td>
<td>94 ▲</td>
</tr>
<tr>
<td>Empire BlueCross BlueShield/HealthPlus</td>
<td>75</td>
<td>87</td>
</tr>
<tr>
<td>Excellus BlueCross Blue Shield</td>
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<td>91</td>
</tr>
<tr>
<td>Fidelis Care New York</td>
<td>80</td>
<td>92</td>
</tr>
<tr>
<td>Healthfirst PHSP, Inc.</td>
<td>77</td>
<td>89</td>
</tr>
<tr>
<td>HealthNow New York Inc.</td>
<td>81</td>
<td>91</td>
</tr>
<tr>
<td>HIP (EmblemHealth)</td>
<td>75</td>
<td>86</td>
</tr>
<tr>
<td>Independent Health's MediSource</td>
<td>74</td>
<td>88</td>
</tr>
<tr>
<td>Metroplus Health Plan</td>
<td>75</td>
<td>90</td>
</tr>
<tr>
<td>MVP Health Care</td>
<td>81</td>
<td>89</td>
</tr>
<tr>
<td>Total Care, a Today's Options of New York Health Plan</td>
<td>76</td>
<td>91</td>
</tr>
<tr>
<td>UnitedHealthcare Community Plan</td>
<td>77</td>
<td>90</td>
</tr>
<tr>
<td>WellCare of New York</td>
<td>56 ▼</td>
<td>93</td>
</tr>
<tr>
<td>YourCare Health Plan</td>
<td>77</td>
<td>92</td>
</tr>
</tbody>
</table>

▲▼ Statistically significantly better/worse than Statewide.
# Child Member Sample Profile

## Child Age (years)

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>0.7%</td>
<td>0.8%</td>
<td>0.2%</td>
<td>0.8%</td>
<td>0.7%</td>
</tr>
<tr>
<td>1 to 2 years</td>
<td>9.5%</td>
<td>10.1%</td>
<td>6.6%</td>
<td>9.8%</td>
<td>9.3%</td>
</tr>
<tr>
<td>3 to 4 years</td>
<td>11.4%</td>
<td>11.5%</td>
<td>10.7%</td>
<td>10.7%</td>
<td>11.8%</td>
</tr>
<tr>
<td>5 to 7 years</td>
<td>18.1%</td>
<td>18.1%</td>
<td>17.7%</td>
<td>18.3%</td>
<td>17.9%</td>
</tr>
<tr>
<td>8 to 10 years</td>
<td>18.8%</td>
<td>19.0%</td>
<td>17.9%</td>
<td>18.1%</td>
<td>19.3%</td>
</tr>
<tr>
<td>11 to 13 years</td>
<td>17.5%</td>
<td>17.2%</td>
<td>19.0%</td>
<td>18.2%</td>
<td>17.0%</td>
</tr>
<tr>
<td>14 and older</td>
<td>24.0%</td>
<td>23.3%</td>
<td>28.0%</td>
<td>24.1%</td>
<td>24.0%</td>
</tr>
</tbody>
</table>

## Child Gender

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>51.4%</td>
<td>50.5%</td>
<td>55.8%</td>
<td>50.1%</td>
<td>52.2%</td>
</tr>
<tr>
<td>Female</td>
<td>48.6%</td>
<td>49.5%</td>
<td>44.2%</td>
<td>49.9%</td>
<td>47.8%</td>
</tr>
</tbody>
</table>

## Child Hispanic or Latino

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, Hispanic or Latino</td>
<td>37.0%</td>
<td>39.7%</td>
<td>23.4%</td>
<td>48.2%</td>
<td>29.7%</td>
</tr>
<tr>
<td>No, Not Hispanic or Latino</td>
<td>63.0%</td>
<td>60.3%</td>
<td>76.6%</td>
<td>51.8%</td>
<td>70.3%</td>
</tr>
</tbody>
</table>

## Child Race

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>53.9%</td>
<td>50.6%</td>
<td>69.7%</td>
<td>33.6%</td>
<td>66.4%</td>
</tr>
<tr>
<td>Black or African-American</td>
<td>24.1%</td>
<td>26.5%</td>
<td>12.3%</td>
<td>27.3%</td>
<td>22.1%</td>
</tr>
<tr>
<td>Asian</td>
<td>11.4%</td>
<td>11.3%</td>
<td>11.5%</td>
<td>17.9%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>1.4%</td>
<td>1.6%</td>
<td>0.5%</td>
<td>2.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>3.4%</td>
<td>3.9%</td>
<td>1.4%</td>
<td>3.4%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Other</td>
<td>20.4%</td>
<td>21.7%</td>
<td>13.9%</td>
<td>29.5%</td>
<td>14.8%</td>
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</tbody>
</table>

## Rating of Child’s Overall Health

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>41.4%</td>
<td>40.2%</td>
<td>47.0%</td>
<td>38.8%</td>
<td>43.1%</td>
</tr>
<tr>
<td>Very good</td>
<td>33.8%</td>
<td>33.3%</td>
<td>36.4%</td>
<td>32.0%</td>
<td>34.9%</td>
</tr>
<tr>
<td>Good</td>
<td>20.5%</td>
<td>21.6%</td>
<td>14.7%</td>
<td>24.3%</td>
<td>18.0%</td>
</tr>
<tr>
<td>Fair</td>
<td>4.1%</td>
<td>4.5%</td>
<td>1.7%</td>
<td>4.6%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Poor</td>
<td>0.3%</td>
<td>0.3%</td>
<td>0.2%</td>
<td>0.3%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

## Payor

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>83.7%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>89.8%</td>
<td>79.7%</td>
</tr>
<tr>
<td>CHP</td>
<td>16.3%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>10.2%</td>
<td>20.3%</td>
</tr>
</tbody>
</table>

## Chronic Condition Status

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>22.4%</td>
<td>22.8%</td>
<td>20.9%</td>
<td>16.4%</td>
<td>26.5%</td>
</tr>
<tr>
<td>Negative</td>
<td>77.6%</td>
<td>77.2%</td>
<td>79.1%</td>
<td>83.6%</td>
<td>73.5%</td>
</tr>
</tbody>
</table>
## Sample Disposition

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>NYC</th>
<th>Rest of State</th>
</tr>
</thead>
<tbody>
<tr>
<td>First mailing - sent</td>
<td>22,500</td>
<td>19,243</td>
<td>3,257</td>
<td>8,357</td>
<td>14,143</td>
</tr>
<tr>
<td>First mailing - usable survey returned*</td>
<td>2,262</td>
<td>1,805</td>
<td>457</td>
<td>871</td>
<td>1,391</td>
</tr>
<tr>
<td>Second mailing - sent</td>
<td>19,664</td>
<td>16,877</td>
<td>2,787</td>
<td>7,377</td>
<td>12,287</td>
</tr>
<tr>
<td>Second mailing - usable survey returned*</td>
<td>1,176</td>
<td>956</td>
<td>220</td>
<td>429</td>
<td>747</td>
</tr>
<tr>
<td>Phone - usable surveys*</td>
<td>2,714</td>
<td>2,389</td>
<td>325</td>
<td>1,155</td>
<td>1,559</td>
</tr>
<tr>
<td>Total - usable surveys</td>
<td>6,152</td>
<td>5,150</td>
<td>1,002</td>
<td>2,455</td>
<td>3,697</td>
</tr>
<tr>
<td>Ineligible: According to population criteria‡ ‡</td>
<td>335</td>
<td>245</td>
<td>90</td>
<td>128</td>
<td>207</td>
</tr>
<tr>
<td>Ineligible: Language barrier †</td>
<td>652</td>
<td>581</td>
<td>71</td>
<td>393</td>
<td>259</td>
</tr>
<tr>
<td>Ineligible: Deceased †</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Refusal/Returned survey blank</td>
<td>873</td>
<td>685</td>
<td>188</td>
<td>291</td>
<td>582</td>
</tr>
<tr>
<td>Incomplete survey - mail or phone</td>
<td>812</td>
<td>722</td>
<td>90</td>
<td>356</td>
<td>456</td>
</tr>
<tr>
<td>Nonresponse - Unavailable by mail or phone</td>
<td>13,577</td>
<td>11,780</td>
<td>1,797</td>
<td>4,715</td>
<td>8,862</td>
</tr>
<tr>
<td>Added to Do Not Call list</td>
<td>95</td>
<td>77</td>
<td>18</td>
<td>19</td>
<td>76</td>
</tr>
<tr>
<td><strong>Response Rate</strong></td>
<td><strong>28.6%</strong></td>
<td><strong>28.0%</strong></td>
<td><strong>32.4%</strong></td>
<td><strong>31.3%</strong></td>
<td><strong>27.0%</strong></td>
</tr>
</tbody>
</table>

* 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: \( \text{Response Rate} = \frac{\text{Total Usable Surveys}}{\text{Total Eligible Cases}} \)
Executive Summary

Medicaid/CHP Managed Care Program

New York State Department of Health ¸ DataStat, Inc.

Response Rates

<table>
<thead>
<tr>
<th>Health Plans</th>
<th>Response Rate</th>
<th>Usable Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td>28.60%</td>
<td>6152</td>
</tr>
<tr>
<td>Medicaid</td>
<td>27.97%</td>
<td>5150</td>
</tr>
<tr>
<td>CHP</td>
<td>32.37%</td>
<td>1002</td>
</tr>
<tr>
<td>Affinity</td>
<td>30.33%</td>
<td>438</td>
</tr>
<tr>
<td>CDPHP</td>
<td>21.03%</td>
<td>311</td>
</tr>
<tr>
<td>Empire</td>
<td>31.07%</td>
<td>443</td>
</tr>
<tr>
<td>Excellus</td>
<td>24.42%</td>
<td>358</td>
</tr>
<tr>
<td>Fidelis</td>
<td>31.98%</td>
<td>464</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>31.98%</td>
<td>449</td>
</tr>
<tr>
<td>HealthNow</td>
<td>24.91%</td>
<td>356</td>
</tr>
<tr>
<td>HIP</td>
<td>26.38%</td>
<td>377</td>
</tr>
<tr>
<td>Independent</td>
<td>25.92%</td>
<td>367</td>
</tr>
<tr>
<td>Metroplus</td>
<td>37.77%</td>
<td>536</td>
</tr>
<tr>
<td>MVP</td>
<td>35.09%</td>
<td>513</td>
</tr>
<tr>
<td>Total Care</td>
<td>22.54%</td>
<td>320</td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td>30.04%</td>
<td>435</td>
</tr>
<tr>
<td>WellCare</td>
<td>29.98%</td>
<td>411</td>
</tr>
<tr>
<td>YourCare</td>
<td>25.88%</td>
<td>374</td>
</tr>
</tbody>
</table>
The following analysis provides an in-depth comparison of 2016 results with 2014 results. Response options to two of the questions that comprise the Shared Decision Making composite (Q11 and Q12) changed in 2016, those questions were not eligible for the trend analysis.

<table>
<thead>
<tr>
<th>Question</th>
<th>NYSDOH 2016 Score</th>
<th>NYSDOH 2014 Score</th>
<th>Point Change</th>
<th>Composite/Question Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q51. Customer service from child's health plan usually or always gave needed info or help</td>
<td>80.3%</td>
<td>75.2%</td>
<td>+ 5.1 ▲</td>
<td>Customer Service</td>
</tr>
<tr>
<td>Q26. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child</td>
<td>74.6%</td>
<td>69.5%</td>
<td>+ 5.1 ▲</td>
<td>Access to Specialized Services</td>
</tr>
<tr>
<td>Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines</td>
<td>63.5%</td>
<td>59.6%</td>
<td>+ 3.9 ▲</td>
<td>CCC Single Items</td>
</tr>
<tr>
<td>Q45. Child’s personal doctor understands how child's conditions affect your family's day-to-day life</td>
<td>89.2%</td>
<td>85.9%</td>
<td>+ 3.3 ▲</td>
<td>Family-Centered Care: Personal Doctor Who Knows Child</td>
</tr>
<tr>
<td>Q47. Usually or always got an appointment for child with a specialist as soon as needed</td>
<td>80.5%</td>
<td>77.4%</td>
<td>+ 3.1 ▲</td>
<td>Getting Needed Care</td>
</tr>
<tr>
<td>Q44. Child’s personal doctor understands how child's conditions affect your child’s day-to-day life</td>
<td>92.6%</td>
<td>89.6%</td>
<td>+ 3.0 ▲</td>
<td>Family-Centered Care: Personal Doctor Who Knows Child</td>
</tr>
<tr>
<td>Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect</td>
<td>92.1%</td>
<td>89.5%</td>
<td>+ 2.6 ▲</td>
<td>Customer Service</td>
</tr>
<tr>
<td>Q55. Rating of child's health plan</td>
<td>84.5%</td>
<td>83.1%</td>
<td>+ 1.4 ▲</td>
<td>Ratings</td>
</tr>
<tr>
<td>Q35. Child's personal doctor usually or always showed respect for what you had to say</td>
<td>96.5%</td>
<td>95.3%</td>
<td>+ 1.2 ▲</td>
<td>Communication</td>
</tr>
<tr>
<td>Q34. Child's personal doctor usually or always listened carefully to you</td>
<td>95.5%</td>
<td>94.3%</td>
<td>+ 1.2 ▲</td>
<td>Communication</td>
</tr>
<tr>
<td>Q14. Rating of all child's health care</td>
<td>85.5%</td>
<td>85.2%</td>
<td>+ 0.3</td>
<td>Ratings</td>
</tr>
<tr>
<td>Q42. Rating of child’s personal doctor</td>
<td>89.5%</td>
<td>89.2%</td>
<td>+ 0.3</td>
<td>Ratings</td>
</tr>
<tr>
<td>Q6. Child usually or always got appt. for routine care as soon as your child needed</td>
<td>87.5%</td>
<td>87.6%</td>
<td>- 0.1</td>
<td>Getting Care Quickly</td>
</tr>
<tr>
<td>PQ54. Forms from your child's health plan usually or always easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]</td>
<td>94.1%</td>
<td>94.4%</td>
<td>- 0.2</td>
<td>Single Items</td>
</tr>
<tr>
<td>Q57. Usually or always easy to get prescription medicines for your child through his or her health plan</td>
<td>91.4%</td>
<td>91.8%</td>
<td>- 0.4</td>
<td>CCC Single Items</td>
</tr>
<tr>
<td>Q24. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child</td>
<td>56.1%</td>
<td>57.5%</td>
<td>- 1.3</td>
<td>CCC Single Items</td>
</tr>
<tr>
<td>Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services</td>
<td>56.3%</td>
<td>58.5%</td>
<td>- 2.2</td>
<td>Coordination of Care for Children with Chronic Conditions</td>
</tr>
<tr>
<td>Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child</td>
<td>75.3%</td>
<td>77.8%</td>
<td>- 2.4</td>
<td>CCC Single Items</td>
</tr>
<tr>
<td>Q8. Doctor/provider talked about specific things you could do to prevent illness in your child</td>
<td>67.6%</td>
<td>70.7%</td>
<td>- 3.1 ▼</td>
<td>Single Items</td>
</tr>
<tr>
<td>Q20. Usually or always easy to get special medical equipment or devices for your child</td>
<td>75.2%</td>
<td>82.5%</td>
<td>- 7.3 ▼</td>
<td>Access to Specialized Services</td>
</tr>
</tbody>
</table>

▲▼ Statistically significantly higher/lower than 2014 score.
Methodology

Children, ages 0 to 17, who were current members of NYS Medicaid or CHP managed care plans as of July 2016 and who had been enrolled for five out of the last six months were eligible to be sampled for this survey. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-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 selected 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: September 12, 2016
2. Reminder postcards mailed: September 19, 2016
3. 2nd questionnaire packets mailed: October 11, 2016
4. Phone field opened: November 7, 2016
5. Mail and phone field closed: December 13, 2016

Sampling Frame

A stratified random sample of 1500 children ages 0-17 was drawn per plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the Medicaid or CHP managed care plans for at least five out of the last six months as of July 2016.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H Child Medicaid CCC survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member 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 survey 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 survey was further expanded to include 1 supplemental question of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 85 questions. In 2016 there were minimal revisions to the questionnaire. Two of the questions from the Shared Decision Making composite were revised. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Surveys 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, Q31, Q46, Q50, Q55. Complete interviews were obtained from 6,152 parents/caretakers of NYSDOH Medicaid managed care members, and the overall project response rate was 28.6%.

Definition of Achievement Scores

Parent/caretaker responses to survey 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 survey 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 ratings questions.

Composites

Five standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. 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
- Q47. Usually or always got an appointment for child with a specialist as soon as needed
- Q15. Usually or always easy to get the care, tests or treatment your child needed

Getting Care Quickly
- Q4. Child usually or always got care needed as soon as your child needed
- Q6. Child usually or always got appt. for routine care as soon as your child needed

How Well Doctors Communicate
- Q33. Child's personal doctor usually or always explained things in a way that was easy to understand
- Q34. Child's personal doctor usually or always listened carefully to you
- Q35. Child's personal doctor usually or always showed respect for what you had to say
- Q38. Child's personal doctor usually or always spent enough time with child

Customer Service
- Q51. Customer service from child's health plan usually or always gave needed info or help
- Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making
- Q11. Doctor/provider talked about the reasons you might want your child to take a medicine
- Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine
- Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine

There are three CCC composite scores summarizing responses in areas related to caring 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 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
- Q20. Usually or always easy to get special medical equipment or devices for your child
- Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child
- Q26. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child
- Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q44. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q45. 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
- Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

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, Payor 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 Statewide achievement scores. In the Graphs section, plan-level results for each performance measure are compared to the Statewide achievement score with statistical testing. Again, Payor status and Chronic Condition status are presented for additional information, but are not compared to the 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 Statewide results. Trend data are not available for the Shared Decision Making composite as two of the questions were revised in 2016. The Trend Analysis section displays Statewide results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2014 and 2016 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 managed care plans. The results for 2016 are case-mix adjusted for child age (Q75), child member health status (Q59) and parent/caretaker education (Q81). 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 managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.
Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Parent/caretaker responses to survey 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 survey questions are computed as the proportion of parent/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 survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child and Coordination of Care for Children with Chronic Conditions.

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 Payor status. CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status.

Understanding the Sections of the Report

The CAHPS® survey 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.

Rating Questions, Composites, Single Items and Supplemental Questions

This section contains a graphic presentation of 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 in the composite for more detailed information.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four general 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 section enables a quick view of how composite questions correlate across ratings.
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. The second 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 or room for improvement. 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 related to it. 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 value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.
Graphs / Results

Overall Ratings

The CAHPS© 5.0H CCC survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

For each rating table, plan-level, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) scores are presented alongside the Statewide score. Tests for statistical significance compare the plan-level scores to the Statewide scores. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

Q42. Rating of child's personal doctor (8, 9 or 10)
Overall Ratings

Q49. Rating of specialist child saw most often (8, 9 or 10)

<table>
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<tr>
<th>Health Plan</th>
<th>Score</th>
<th>N</th>
</tr>
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<tr>
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<tr>
<td>Medicaid</td>
<td>83.75%</td>
<td>964</td>
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<td>CHP</td>
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<td>223</td>
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<tr>
<td>CC - Negative</td>
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<td>636</td>
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<tr>
<td>CC - Positive</td>
<td>84.61%</td>
<td>551</td>
</tr>
<tr>
<td>Affinity</td>
<td>79.84%</td>
<td>73</td>
</tr>
<tr>
<td>CDPHP</td>
<td>86.41%</td>
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<tr>
<td>Empire</td>
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<tr>
<td>Excellus</td>
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<tr>
<td>Fidelis</td>
<td>81.04%</td>
<td>76</td>
</tr>
<tr>
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<td>84</td>
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<td>HealthNow</td>
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<tr>
<td>Independent</td>
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<tr>
<td>YourCare</td>
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Statistically significantly better/worse than Statewide.
Q14. Rating of all child's health care (8, 9 or 10)

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<td>CHP</td>
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<td>CC - Positive</td>
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<tr>
<td>Empire</td>
<td>84.30%</td>
<td>309</td>
</tr>
<tr>
<td>Excellus</td>
<td>87.81%</td>
<td>261</td>
</tr>
<tr>
<td>Fidelis</td>
<td>88.16%</td>
<td>322</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>85.56%</td>
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<tr>
<td>HealthNow</td>
<td>81.28%</td>
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<tr>
<td>HIP</td>
<td>86.67%</td>
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<tr>
<td>Independent</td>
<td>87.88%</td>
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<tr>
<td>Metroplus</td>
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<tr>
<td>MVP</td>
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<tr>
<td>UnitedHealthcare</td>
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<tr>
<td>WellCare</td>
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<tr>
<td>YourCare</td>
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</table>

Statistically significantly better/worse than Statewide.
Overall Ratings

Q55. Rating of child's health plan (8, 9 or 10)

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<th>Score</th>
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<tr>
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<td>CC - Positive</td>
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<td>1425</td>
</tr>
<tr>
<td>Affinity</td>
<td>83.54%</td>
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</tr>
<tr>
<td>CDPHP</td>
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</tr>
<tr>
<td>Empire</td>
<td>86.36%</td>
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</tr>
<tr>
<td>Excellus</td>
<td>90.05%</td>
<td>353</td>
</tr>
<tr>
<td>Fidelis</td>
<td>81.77%</td>
<td>456</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>87.30%</td>
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<tr>
<td>HealthNow</td>
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<tr>
<td>HIP</td>
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<tr>
<td>Independent</td>
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<td>MVP</td>
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<tr>
<td>Total Care</td>
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<tr>
<td>YourCare</td>
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</table>

Statistically significantly better/worse than Statewide.
Standard Composites

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. Composite achievement scores reflect responses of "Usually or Always" or "Yes" depending on the composite.

For each table, plan-level, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) scores are presented alongside the Statewide score. Tests for statistical significance compare the plan-level scores to the Statewide scores. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

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

**Getting Needed Care (Usually or Always)**

![Graph showing achievement scores for different health plans](image)

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Score</th>
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<td>CHP</td>
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<tr>
<td>Excellus</td>
<td>86.20%</td>
<td>273</td>
</tr>
<tr>
<td>Fidelis</td>
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<td>343</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>79.22%</td>
<td>327</td>
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</tr>
<tr>
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<td>WellCare</td>
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</table>

Statistically significantly better/worse than Statewide.
Getting Needed Care (Usually or Always)

Q47. Usually or always got an appointment for child with a specialist as soon as needed

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<tr>
<td>Fidelis</td>
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<tr>
<td>Healthfirst</td>
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<tr>
<td>YourCare</td>
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</tr>
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</table>

Statistically significantly better/worse than Statewide.
Getting Needed Care (Usually or Always)

Q15. Usually or always easy to get the care, tests or treatment your child needed

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<td>CHP</td>
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<td>CDPHP</td>
<td>93.81%</td>
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<tr>
<td>Empire</td>
<td>89.54%</td>
<td>308</td>
</tr>
<tr>
<td>Excellus</td>
<td>93.71%</td>
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</tr>
<tr>
<td>Fidelis</td>
<td>92.26%</td>
<td>322</td>
</tr>
<tr>
<td>Healthfirst</td>
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<td>HealthNow</td>
<td>90.06%</td>
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<tr>
<td>HIP</td>
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<tr>
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<tr>
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<tr>
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<tr>
<td>YourCare</td>
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</table>

Statistically significantly better/worse than Statewide.
### Getting Care Quickly (Usually or Always)

<table>
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<th>Score</th>
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<td>89.92%</td>
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</table>

- The achievement score is the percentage of patients who reported getting care quickly (usually or always).
- The N column represents the number of respondents.
- Statistically significantly better/worse than Statewide is indicated by an arrow.
Getting Care Quickly (Usually or Always)

Q4. Child usually or always got care needed as soon as your child needed

<table>
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<th>Score</th>
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<tr>
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<td>88.81%</td>
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<tr>
<td>CC - Positive</td>
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<td>537</td>
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<tr>
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<tr>
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<tr>
<td>Empire</td>
<td>89.30%</td>
<td>99</td>
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<tr>
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<td>92.52%</td>
<td>113</td>
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<tr>
<td>Fidelis</td>
<td>87.06%</td>
<td>120</td>
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<tr>
<td>Healthfirst</td>
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<td>91</td>
</tr>
<tr>
<td>HealthNow</td>
<td>90.92%</td>
<td>95</td>
</tr>
<tr>
<td>HIP</td>
<td>89.13%</td>
<td>103</td>
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<tr>
<td>Independent</td>
<td>91.06%</td>
<td>117</td>
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<tr>
<td>Metroplus</td>
<td>82.37%</td>
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<tr>
<td>MVP</td>
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<td>115</td>
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<tr>
<td>Total Care</td>
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<td>102</td>
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<tr>
<td>WellCare</td>
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</tr>
<tr>
<td>YourCare</td>
<td>90.39%</td>
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</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Getting Care Quickly (Usually or Always)

Q6. Child usually or always got appt. for routine care as soon as your child needed

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<th>Score</th>
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<td>86.42%</td>
<td>328</td>
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<tr>
<td>CDPHP</td>
<td>89.35%</td>
<td>239</td>
</tr>
<tr>
<td>Empire</td>
<td>87.21%</td>
<td>343</td>
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<tr>
<td>Excellus</td>
<td>89.80%</td>
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<tr>
<td>Fidelis</td>
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<tr>
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<td>350</td>
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<td>HealthNow</td>
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<tr>
<td>HIP</td>
<td>87.59%</td>
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<td>90.64%</td>
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<tr>
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<td>MVP</td>
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<td>235</td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td>92.70%</td>
<td>360</td>
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<tr>
<td>WellCare</td>
<td>79.05%</td>
<td>317</td>
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<tr>
<td>YourCare</td>
<td>89.45%</td>
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Statistically significantly better/worse than Statewide.
How Well Doctors Communicate (Usually or Always)

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<th>Health Plans [All Responses]</th>
<th>Score</th>
<th>N</th>
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<tr>
<td>CC - Negative</td>
<td>93.44%</td>
<td>4320</td>
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<tr>
<td>CC - Positive</td>
<td>93.38%</td>
<td>3594</td>
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<td>Affinity</td>
<td>94.11%</td>
<td>726</td>
</tr>
<tr>
<td>CDPHP</td>
<td>93.03%</td>
<td>1093</td>
</tr>
<tr>
<td>Empire</td>
<td>94.84%</td>
<td>291</td>
</tr>
<tr>
<td>Excellus</td>
<td>94.16%</td>
<td>221</td>
</tr>
<tr>
<td>Fidelis</td>
<td>95.36%</td>
<td>313</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>95.35%</td>
<td>325</td>
</tr>
<tr>
<td>HealthNow</td>
<td>91.80%</td>
<td>257</td>
</tr>
<tr>
<td>HIP</td>
<td>91.80%</td>
<td>323</td>
</tr>
<tr>
<td>Independent</td>
<td>95.37%</td>
<td>261</td>
</tr>
<tr>
<td>Metroplus</td>
<td>95.37%</td>
<td>267</td>
</tr>
<tr>
<td>MVP</td>
<td>93.16%</td>
<td>333</td>
</tr>
<tr>
<td>Total Care</td>
<td>93.77%</td>
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</tr>
<tr>
<td>UnitedHealthcare</td>
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<td>217</td>
</tr>
<tr>
<td>WellCare</td>
<td>94.64%</td>
<td>339</td>
</tr>
<tr>
<td>YourCare</td>
<td>93.04%</td>
<td>282</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
How Well Doctors Communicate (Usually or Always)

Q33. Child's personal doctor usually or always explained things in a way that was easy to understand
How Well Doctors Communicate (Usually or Always)

Q34. Child's personal doctor usually or always listened carefully to you

<table>
<thead>
<tr>
<th>Health Plans [All Responses]</th>
<th>Score</th>
<th>N</th>
</tr>
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<td>Medicaid</td>
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<tr>
<td>CHP</td>
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<td>740</td>
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<tr>
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<td>95.24%</td>
<td>3167</td>
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<tr>
<td>CC - Positive</td>
<td>96.43%</td>
<td>1142</td>
</tr>
<tr>
<td>Affinity</td>
<td>96.76%</td>
<td>289</td>
</tr>
<tr>
<td>CDPHP</td>
<td>95.87%</td>
<td>220</td>
</tr>
<tr>
<td>Empire</td>
<td>96.06%</td>
<td>311</td>
</tr>
<tr>
<td>Excellus</td>
<td>95.50%</td>
<td>255</td>
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<tr>
<td>Fidelis</td>
<td>96.40%</td>
<td>322</td>
</tr>
<tr>
<td>Healthfirst</td>
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<td>321</td>
</tr>
<tr>
<td>HealthNow</td>
<td>94.87%</td>
<td>260</td>
</tr>
<tr>
<td>HIP</td>
<td>98.88%</td>
<td>264</td>
</tr>
<tr>
<td>Independent</td>
<td>95.31%</td>
<td>256</td>
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<tr>
<td>Metroplus</td>
<td>92.23%</td>
<td>332</td>
</tr>
<tr>
<td>MVP</td>
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<td>350</td>
</tr>
<tr>
<td>Total Care</td>
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<tr>
<td>UnitedHealthcare</td>
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<td>337</td>
</tr>
<tr>
<td>WellCare</td>
<td>96.42%</td>
<td>281</td>
</tr>
<tr>
<td>YourCare</td>
<td>93.89%</td>
<td>282</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
How Well Doctors Communicate (Usually or Always)

Q35. Child's personal doctor usually or always showed respect for what you had to say

<table>
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<tr>
<th>Health Plans [All Responses]</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
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<tr>
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<tr>
<td>Medicaid</td>
<td>96.65%</td>
<td>3571</td>
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<tr>
<td>CHP</td>
<td>96.16%</td>
<td>741</td>
</tr>
<tr>
<td>CC - Negative</td>
<td>96.39%</td>
<td>3170</td>
</tr>
<tr>
<td>CC - Positive</td>
<td>97.06%</td>
<td>1143</td>
</tr>
<tr>
<td>Affinity</td>
<td>97.56%</td>
<td>288</td>
</tr>
<tr>
<td>CDPHP</td>
<td>96.38%</td>
<td>221</td>
</tr>
<tr>
<td>Empire</td>
<td>95.75%</td>
<td>311</td>
</tr>
<tr>
<td>Excellus</td>
<td>97.57%</td>
<td>254</td>
</tr>
<tr>
<td>Fidelis</td>
<td>97.40%</td>
<td>323</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>96.71%</td>
<td>322</td>
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<tr>
<td>HealthNow</td>
<td>95.75%</td>
<td>281</td>
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<tr>
<td>HIP</td>
<td>97.91%</td>
<td>266</td>
</tr>
<tr>
<td>Independent</td>
<td>96.83%</td>
<td>254</td>
</tr>
<tr>
<td>Metroplus</td>
<td>93.23%</td>
<td>332</td>
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<tr>
<td>MVP</td>
<td>98.03%</td>
<td>351</td>
</tr>
<tr>
<td>Total Care</td>
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<tr>
<td>UnitedHealthcare</td>
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<td>338</td>
</tr>
<tr>
<td>WellCare</td>
<td>96.19%</td>
<td>281</td>
</tr>
<tr>
<td>YourCare</td>
<td>94.99%</td>
<td>282</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
How Well Doctors Communicate (Usually or Always)

Q38. Child's personal doctor usually or always spent enough time with child

[Bar chart showing achievement scores and N values for various health plans, with statistical significance indicated for some plans compared to Statewide.]

Statewide
Medicaid
CHP
CC - Negative
CC - Positive
Affinity
CDPHP
Empire
Excellus
Fidelis
Healthfirst
HealthNow
HIP
Independent
Metroplus
MVP
Total Care
UnitedHealthcare
WellCare
YourCare

Score
N
87.75%
4264
87.44%
3539
90.00%
741
87.12%
3147
89.98%
1133
86.12%
287
89.89%
221
88.19%
306
92.51%
256
92.70%
319
82.70%
318
89.51%
257
86.34%
262
84.85%
326
84.65%
346
89.83%
215
85.91%
279
88.13%
281

Statistically significantly better/worse than Statewide.
Customer Service (Usually or Always)

<table>
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<td>86.43%</td>
<td>1707</td>
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<td>84.04%</td>
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<td>1559</td>
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<td>86.34%</td>
<td>512</td>
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<tr>
<td>83.27%</td>
<td>154</td>
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<tr>
<td>83.60%</td>
<td>67</td>
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<tr>
<td>85.00%</td>
<td>189</td>
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<tr>
<td>90.27%</td>
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<td>87.22%</td>
<td>120</td>
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<td>85</td>
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<td>100</td>
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<td>83.38%</td>
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<td>143</td>
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<td>83.29%</td>
<td>170</td>
</tr>
<tr>
<td>82.53%</td>
<td>134</td>
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</table>

Statistically significantly better/worse than Statewide.
Customer Service (Usually or Always)

Q51. Customer service from child's health plan usually or always gave needed info or help

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<th>Health Plan</th>
<th>Score</th>
<th>N</th>
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<tbody>
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<tr>
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<tr>
<td>CHP</td>
<td>76.99%</td>
<td>359</td>
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<td>CC - Negative</td>
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<td>1496</td>
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<tr>
<td>CC - Positive</td>
<td>79.76%</td>
<td>520</td>
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<tr>
<td>Affinity</td>
<td>75.26%</td>
<td>153</td>
</tr>
<tr>
<td>CDPHP</td>
<td>77.94%</td>
<td>67</td>
</tr>
<tr>
<td>Empire</td>
<td>78.03%</td>
<td>189</td>
</tr>
<tr>
<td>Excellus</td>
<td>84.24%</td>
<td>87</td>
</tr>
<tr>
<td>Fidelis</td>
<td>81.32%</td>
<td>120</td>
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<tr>
<td>Healthfirst</td>
<td>82.88%</td>
<td>172</td>
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<tr>
<td>HealthNow</td>
<td>85.94%</td>
<td>84</td>
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<tr>
<td>HIP</td>
<td>77.13%</td>
<td>148</td>
</tr>
<tr>
<td>Independent</td>
<td>85.80%</td>
<td>98</td>
</tr>
<tr>
<td>Metroplus</td>
<td>76.22%</td>
<td>190</td>
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<tr>
<td>MVP</td>
<td>84.07%</td>
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<tr>
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<td>76.74%</td>
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<tr>
<td>UnitedHealthcare</td>
<td>74.70%</td>
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</table>

Statistically significantly better/worse than Statewide.
Customer Service (Usually or Always)

Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect

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<th>Score</th>
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<tr>
<td>CCH - Positive</td>
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<td>Affinity</td>
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<tr>
<td>CDPHP</td>
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<tr>
<td>Empire</td>
<td>91.98%</td>
<td>188</td>
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<tr>
<td>Excellus</td>
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<tr>
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<td>120</td>
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<tr>
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</tr>
<tr>
<td>HealthNow</td>
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</tr>
<tr>
<td>HIP</td>
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</tr>
<tr>
<td>Independent</td>
<td>96.29%</td>
<td>98</td>
</tr>
<tr>
<td>Metroplus</td>
<td>90.54%</td>
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<tr>
<td>MVP</td>
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<tr>
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<tr>
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<td>143</td>
</tr>
<tr>
<td>WellCare</td>
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<td>169</td>
</tr>
<tr>
<td>YourCare</td>
<td>90.36%</td>
<td>132</td>
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</table>

*Statistically significantly better/worse than Statewide.*
Shared Decision Making (Yes)

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

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<td>CHP</td>
<td>82.97%</td>
<td>238</td>
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<tr>
<td>CC - Negative</td>
<td>77.12%</td>
<td>907</td>
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<tr>
<td>CC - Positive</td>
<td>91.12%</td>
<td>548</td>
</tr>
<tr>
<td>Affinity</td>
<td>80.11%</td>
<td>101</td>
</tr>
<tr>
<td>CDPHP</td>
<td>93.66%</td>
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<tr>
<td>Empire</td>
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<td>Fidelis</td>
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<tr>
<td>UnitedHealthcare</td>
<td>86.97%</td>
<td>121</td>
</tr>
<tr>
<td>WellCare</td>
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</tr>
<tr>
<td>YourCare</td>
<td>88.66%</td>
<td>71</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Shared Decision Making (Yes)

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

The bar chart shows the achievement scores for Shared Decision Making (Yes) across various health plans in New York State. The scores are categorized by Statewide, Medicaid, CHP, CC - Negative, CC - Positive, and individual health plans. The chart indicates whether the achievement scores are statistically significantly better or worse than the Statewide average.

- **Statewide**: 61.56% (1453 respondents)
- **Medicaid**: 61.64% (1208 respondents)
- **CHP**: 59.45% (238 respondents)
- **CC - Negative**: 56.76% (899 respondents)
- **CC - Positive**: 68.69% (547 respondents)
- **Affinity**: 48.99% (102 respondents)
- **CDPHP**: 71.57% (69 respondents)
- **Empire**: 52.40% (113 respondents)
- **Excellus**: 68.71% (89 respondents)
- **Fidelis**: 57.37% (107 respondents)
- **Healthfirst**: 59.75% (107 respondents)
- **HealthNow**: 64.94% (78 respondents)
- **HIP**: 65.76% (77 respondents)
- **Independent**: 58.32% (83 respondents)
- **Metroplus**: 55.48% (131 respondents)
- **MVP**: 58.19% (125 respondents)
- **Total Care**: 73.07% (79 respondents)
- **UnitedHealthcare**: 59.04% (120 respondents)
- **WellCare**: 59.31% (102 respondents)
- **YourCare**: 70.54% (71 respondents)

The chart highlights that CHP and CC - Positive plans generally perform better than Statewide, with CHP having the second highest percentage. Medicare and Medicaid also show similar performance levels, both slightly below the Statewide average.
Shared Decision Making (Yes)

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

<table>
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<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
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<tr>
<td>CHP</td>
<td>81.90%</td>
<td>229</td>
</tr>
<tr>
<td>CC - Negative</td>
<td>76.92%</td>
<td>898</td>
</tr>
<tr>
<td>CC - Positive</td>
<td>82.63%</td>
<td>548</td>
</tr>
<tr>
<td>Affinity</td>
<td>72.87%</td>
<td>101</td>
</tr>
<tr>
<td>CDPHP</td>
<td>77.86%</td>
<td>69</td>
</tr>
<tr>
<td>Empire</td>
<td>78.28%</td>
<td>114</td>
</tr>
<tr>
<td>Excellus</td>
<td>88.95%</td>
<td>89</td>
</tr>
<tr>
<td>Fidelis</td>
<td>78.58%</td>
<td>105</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>86.35%</td>
<td>107</td>
</tr>
<tr>
<td>HealthNow</td>
<td>77.19%</td>
<td>77</td>
</tr>
<tr>
<td>HIP</td>
<td>82.70%</td>
<td>81</td>
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<tr>
<td>Independent</td>
<td>77.43%</td>
<td>82</td>
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<tr>
<td>Metroplus</td>
<td>82.98%</td>
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<tr>
<td>MVP</td>
<td>77.50%</td>
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<tr>
<td>Total Care</td>
<td>77.97%</td>
<td>78</td>
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<tr>
<td>UnitedHealthcare</td>
<td>73.69%</td>
<td>120</td>
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<tr>
<td>WellCare</td>
<td>76.30%</td>
<td>103</td>
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<tr>
<td>YourCare</td>
<td>78.04%</td>
<td>71</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child

![Bar chart showing achievement scores for different health plans.](chart)

- **Statewide**: 67.58% (4328)
- **Medicaid**: 68.73% (3598)
- **CHP**: 62.44% (761)
- **CC - Negative**: 75.33% (1175)
- **CC - Positive**: 71.58% (308)
- **Affinity**: 67.55% (261)
- **CDPHP**: 68.37% (322)
- **Empire**: 66.65% (257)
- **Excellus**: 66.65% (257)
- **Fidelis**: 68.86% (281)
- **Healthfirst**: 68.86% (281)
- **HealthNow**: 68.86% (281)
- **HIP**: 68.86% (281)
- **Independent**: 68.86% (281)
- **Metroplus**: 68.86% (281)
- **MVP**: 68.86% (281)
- **Total Care**: 68.86% (281)
- **UnitedHealthcare**: 68.86% (281)
- **WellCare**: 69.79% (278)
- **YourCare**: 68.86% (281)

Statistically significantly better/worse than Statewide.

New York State Department of Health
Q37. Child’s personal doctor usually or always explained things in a way that was easy for your child to understand
PQ54. Forms from your child's health plan usually or always easy to fill out
[NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]
CCC Composites

Caring for chronic conditions questions related to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Access to Specialized Services" includes questions about the availability for out of the ordinary medical needs. Composite achievement scores reflect responses of "Usually or Always" or "Yes" depending on the composite.

For each table, plan-level, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) scores are presented alongside the Statewide score. Tests for statistical significance compare the plan-level scores to the Statewide scores. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

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

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

![Bar chart showing achievement scores for various health plans and categories.]

- **Statewide**: 76.16% (1304)
- **Medicaid**: 76.59% (1125)
- **CHP**: 76.20% (179)
- **CC - Negative**: 72.14% (552)
- **CC - Positive**: 78.79% (752)
- **Affinity**: 70.37% (88)
- **CDPHP**: 85.76% (74)
- **Empire**: 74.67% (84)
- **Excellus**: 74.85% (83)
- **Fidelis**: 81.40% (79)
- **Healthfirst**: 79.87% (94)
- **HealthNow**: 74.18% (87)
- **HIP**: 81.44% (92)
- **Independent**: 74.85% (83)
- **Metroplus**: 74.18% (87)
- **MVP**: 75.39% (105)
- **Total Care**: 81.18% (102)
- **WellCare**: 76.25% (75)
- **YourCare**: 76.51% (64)

*Statistically significantly better/worse than Statewide.*
Access to Specialized Services (Usually or Always)

Q20. Usually or always easy to get special medical equipment or devices for your child

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<tr>
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<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
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<td>74.65%</td>
<td>282</td>
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<tr>
<td>CHP</td>
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<td>49</td>
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<td>Empire</td>
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</table>

Statistically significantly better/worse than Statewide.
Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child

Access to Specialized Services (Usually or Always)

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<tr>
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<td>Empire</td>
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</table>

Statistically significantly better/worse than Statewide.
Access to Specialized Services (Usually or Always)

Q26. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child

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Statistically significantly better/worse than Statewide.
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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<td>Empire</td>
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<tr>
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<tr>
<td>Fidelis</td>
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</tr>
<tr>
<td>Healthfirst</td>
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<tr>
<td>HealthNow</td>
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<tr>
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<tr>
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<td>284</td>
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<tr>
<td>YourCare</td>
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</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving

<table>
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<th>Score</th>
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</tr>
</thead>
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<tr>
<td>Affinity</td>
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</tr>
<tr>
<td>CDPHP</td>
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</table>

Statistically significantly better/worse than Statewide.
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q44. Child's personal doctor understands how child's conditions affect your child's day-to-day life

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<th>Score</th>
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<td><strong>YourCare</strong></td>
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Statistically significantly better/worse than Statewide.
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life

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<th>CHP Score</th>
<th>CC - Negative Score</th>
<th>CC - Positive Score</th>
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<th>Excellus Score</th>
<th>Fidelis Score</th>
<th>Healthfirst Score</th>
<th>HealthNow Score</th>
<th>HIP Score</th>
<th>Independent Score</th>
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Statistically significantly better/worse than Statewide.
Coordination of Care for Children with Chronic Conditions (Yes)

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<td>70.40%</td>
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<tr>
<td>68.12%</td>
<td>112</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
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

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Score</th>
<th>N</th>
</tr>
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<tbody>
<tr>
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<tr>
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<tr>
<td>CHP</td>
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<tr>
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<tr>
<td>CC - Positive</td>
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<tr>
<td>Affinity</td>
<td>82.42%</td>
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</tr>
<tr>
<td>CDPHP</td>
<td>90.06%</td>
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<tr>
<td>Empire</td>
<td>94.22%</td>
<td>48</td>
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<tr>
<td>Excellus</td>
<td>98.41%</td>
<td>64</td>
</tr>
<tr>
<td>Fidelis</td>
<td>97.32%</td>
<td>48</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>92.70%</td>
<td>37</td>
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<tr>
<td>HealthNow</td>
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</tr>
<tr>
<td>HIP</td>
<td>94.60%</td>
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</tr>
<tr>
<td>Independent</td>
<td>93.35%</td>
<td>44</td>
</tr>
<tr>
<td>Metroplus</td>
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<td>60</td>
</tr>
<tr>
<td>MVP</td>
<td>97.37%</td>
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<tr>
<td>Total Care</td>
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<tr>
<td>UnitedHealthcare</td>
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<tr>
<td>WellCare</td>
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<tr>
<td>YourCare</td>
<td>95.09%</td>
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</tr>
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</table>

Statistically significantly better/worse than Statewide.
## Coordination of Care for Children with Chronic Conditions (Yes)

**Q30.** Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

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<td>56.77%</td>
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<td>CC - Positive</td>
<td>57.91%</td>
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<td>Affinity</td>
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<td>CDPHP</td>
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<td>Empire</td>
<td>54.42%</td>
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<tr>
<td>Excellus</td>
<td>53.95%</td>
<td>80</td>
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<tr>
<td>Fidelis</td>
<td>63.42%</td>
<td>80</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>60.30%</td>
<td>57</td>
</tr>
<tr>
<td>HealthNow</td>
<td>62.32%</td>
<td>84</td>
</tr>
<tr>
<td>HIP</td>
<td>63.42%</td>
<td>64</td>
</tr>
<tr>
<td>Independent</td>
<td>48.53%</td>
<td>87</td>
</tr>
<tr>
<td>Metroplus</td>
<td>67.42%</td>
<td>85</td>
</tr>
<tr>
<td>MVP</td>
<td>60.56%</td>
<td>87</td>
</tr>
<tr>
<td>Total Care</td>
<td>57.92%</td>
<td>60</td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td>49.42%</td>
<td>90</td>
</tr>
<tr>
<td>WellCare</td>
<td>57.14%</td>
<td>72</td>
</tr>
<tr>
<td>YourCare</td>
<td>41.15%</td>
<td>75</td>
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</tbody>
</table>

Statistically significantly better/worse than Statewide.
## Q9. Usually or always had your questions answered by your child's doctors or other health providers

<table>
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<th>Health Plans</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
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<td>89.45%</td>
<td>4350</td>
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<tr>
<td>Medicaid</td>
<td>89.46%</td>
<td>3614</td>
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<tr>
<td>CHP</td>
<td>89.69%</td>
<td>768</td>
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<td>CC - Negative</td>
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<td>CC - Positive</td>
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<td>1180</td>
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<tr>
<td>Affinity</td>
<td>88.18%</td>
<td>283</td>
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<tr>
<td>CDPHP</td>
<td>90.79%</td>
<td>240</td>
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<tr>
<td>Empire</td>
<td>87.54%</td>
<td>311</td>
</tr>
<tr>
<td>Excellus</td>
<td>91.20%</td>
<td>263</td>
</tr>
<tr>
<td>Fidelis</td>
<td>93.32%</td>
<td>323</td>
</tr>
<tr>
<td>Healthfirst</td>
<td>91.09%</td>
<td>305</td>
</tr>
<tr>
<td>HealthNow</td>
<td>89.30%</td>
<td>259</td>
</tr>
<tr>
<td>HIP</td>
<td>92.36%</td>
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<tr>
<td>Independent</td>
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<tr>
<td>Metroplus</td>
<td>86.20%</td>
<td>344</td>
</tr>
<tr>
<td>MVP</td>
<td>94.34%</td>
<td>337</td>
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<tr>
<td>Total Care</td>
<td>84.75%</td>
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<tr>
<td>UnitedHealthcare</td>
<td>91.49%</td>
<td>328</td>
</tr>
<tr>
<td>WellCare</td>
<td>84.13%</td>
<td>283</td>
</tr>
<tr>
<td>YourCare</td>
<td>88.66%</td>
<td>281</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child.

The diagram shows the achievement scores for different health plans compared to state-wide and Medicaid/CHP. The scores range from 0 to 100, with better performance indicated by higher scores. The health plans are grouped by type: Medicaid, CHP, CC - Negative, CC - Positive, and Health Plans [All Responses].

- **Statewide**: 75.33% with 326 responses.
- **Medicaid**: 74.22% with 283 responses.
- **CHP**: 82.21% with 48 responses.
- **CC - Negative**: 80.57% with 155 responses.
- **CC - Positive**: 70.82% with 176 responses.
- **Affinity**: 73.25% with 21 responses.
- **CDPHP**: 87.00% with 21 responses.
- **Empire**: 78.70% with 22 responses.
- **Excellus**: 81.32% with 18 responses.
- **Fidelis**: 70.67% with 26 responses.
- **Healthfirst**: 72.75% with 22 responses.
- **HealthNow**: 49.84% with 18 responses.
- **HIP**: 68.42% with 26 responses.
- **Independent**: 73.32% with 20 responses.
- **Metroplus**: 83.82% with 19 responses.
- **MVP**: 90.71% with 27 responses.
- **Total Care**: 87.98% with 19 responses.
- **UnitedHealthcare**: 68.93% with 26 responses.
- **WellCare**: 62.37% with 20 responses.
- **YourCare**: 80.87% with 21 responses.

*Statistically significantly better/worse than Statewide.*
Q24. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Achievement Score</th>
<th>Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide</td>
<td></td>
<td>56.12%</td>
<td>671</td>
</tr>
<tr>
<td>Medicaid</td>
<td></td>
<td>55.97%</td>
<td>582</td>
</tr>
<tr>
<td>CHP</td>
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<td>56.70%</td>
<td>83</td>
</tr>
<tr>
<td>CC - Negative</td>
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<td>50.45%</td>
<td>284</td>
</tr>
<tr>
<td>CC - Positive</td>
<td></td>
<td>60.24%</td>
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<tr>
<td>Affinity</td>
<td></td>
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</tr>
<tr>
<td>CDPHP</td>
<td></td>
<td>58.36%</td>
<td>40</td>
</tr>
<tr>
<td>Empire</td>
<td></td>
<td>64.04%</td>
<td>59</td>
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<tr>
<td>Excellus</td>
<td></td>
<td>62.32%</td>
<td>32</td>
</tr>
<tr>
<td>Fidelis</td>
<td></td>
<td>48.49%</td>
<td>44</td>
</tr>
<tr>
<td>Healthfirst</td>
<td></td>
<td>63.33%</td>
<td>42</td>
</tr>
<tr>
<td>HealthNow</td>
<td></td>
<td>41.81%</td>
<td>41</td>
</tr>
<tr>
<td>HIP</td>
<td></td>
<td>49.27%</td>
<td>47</td>
</tr>
<tr>
<td>Independent</td>
<td></td>
<td>46.98%</td>
<td>35</td>
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<td>Metroplus</td>
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<td>58.13%</td>
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<td>MVP</td>
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<tr>
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</tr>
<tr>
<td>YourCare</td>
<td></td>
<td>51.44%</td>
<td>31</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
Q27. 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

![Graph showing achievement score comparison for different health plans]

- **Statewide**: 54.14%, N=686
- **Medicaid**: 53.96%, N=612
- **CHP**: 54.91%, N=95
- **CC - Negative**: 48.58%, N=190
- **CC - Positive**: 56.14%, N=517
- **Affinity**: 53.32%, N=43
- **CDPHP**: 56.20%, N=45
- **Empire**: 60.19%, N=37
- **Excellus**: 55.76%, N=51
- **Fidelis**: 62.87%, N=52
- **Healthfirst**: 57.80%, N=45
- **HealthNow**: 50.71%, N=53
- **HIP**: 50.37%, N=35
- **Independent**: 37.17%, N=51
- **Metroplus**: 62.97%, N=47
- **MVP**: 46.56%, N=48
- **Total Care**: 63.41%, N=54
- **UnitedHealthcare**: 53.94%, N=36
- **WellCare**: 50.12%, N=37
- **YourCare**: 50.71%, N=52

Statistically significantly better/worse than Statewide.
Q57. Usually or always easy to get prescription medicines for your child through his or her health plan

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Score</th>
<th>N</th>
</tr>
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<tbody>
<tr>
<td>Statewide</td>
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<tr>
<td>CHP</td>
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<tr>
<td>CC - Negative</td>
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<td>CC - Positive</td>
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<td>1098</td>
</tr>
<tr>
<td>Affinity</td>
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<tr>
<td>Empire</td>
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<tr>
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<tr>
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<td>YourCare</td>
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</table>

Statistically significantly better/worse than Statewide.
Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines

---

<table>
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<th>Health Plan</th>
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<tr>
<td>Total Care</td>
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</tr>
<tr>
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Statistically significantly better/worse than Statewide.
Supplemental Questions

Q28. Rating of child's treatment or counseling (8, 9 or 10)

<table>
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<th>Achievement Score</th>
<th>%</th>
<th>N</th>
</tr>
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</tr>
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<td><strong>CHP</strong></td>
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</tr>
<tr>
<td><strong>Affinity</strong></td>
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<td>71.57%</td>
<td>40</td>
</tr>
<tr>
<td><strong>CDPHP</strong></td>
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<td>59.29%</td>
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<td><strong>Empire</strong></td>
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<td>71.11%</td>
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<td><strong>Excellus</strong></td>
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<td>74.12%</td>
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</tr>
<tr>
<td><strong>Fidelis</strong></td>
<td></td>
<td>56.09%</td>
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<td>66.86%</td>
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<td><strong>HealthNow</strong></td>
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<td>62.37%</td>
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</tr>
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<td><strong>HIP</strong></td>
<td></td>
<td>58.29%</td>
<td>34</td>
</tr>
<tr>
<td><strong>Independent</strong></td>
<td></td>
<td>70.70%</td>
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</tr>
<tr>
<td><strong>Metroplus</strong></td>
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<td>75.27%</td>
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</tr>
<tr>
<td><strong>MVP</strong></td>
<td></td>
<td>81.35%</td>
<td>45</td>
</tr>
<tr>
<td><strong>Total Care</strong></td>
<td></td>
<td>72.08%</td>
<td>52</td>
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<tr>
<td><strong>UnitedHealthcare</strong></td>
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<td>64.67%</td>
<td>36</td>
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<tr>
<td><strong>WellCare</strong></td>
<td></td>
<td>65.15%</td>
<td>33</td>
</tr>
<tr>
<td><strong>YourCare</strong></td>
<td></td>
<td>64.69%</td>
<td>48</td>
</tr>
</tbody>
</table>

Statistically significantly better/worse than Statewide.
The Correlation Analysis section is helpful in understanding how results in various questions relate to the four general 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. You can use the section for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First 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, the composite name, the achievement score and the correlation value.

Example:
Looking at where the composites cluster will let you identify areas correlating with ratings. For 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 parent/caretakers and influence how satisfied they are with their providers, their health care or their 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/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 summary 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 Statewide tables are plan-specific tables of correlations for the plan results. The plan-specific results allow plan patterns to be reviewed.
## NYSDOH Medicaid/CHP Managed Care Program

<table>
<thead>
<tr>
<th>Corr.</th>
<th>Rating of child's personal doctor</th>
<th>Rating of specialist child saw most often</th>
<th>Rating of all child's health care</th>
<th>Rating of child's health plan</th>
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<td>Getting Care Quickly</td>
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<td>How Well Doctors Communicate</td>
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<td>How Well Doctors Communicate</td>
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<td>Getting Needed Care</td>
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<td>Q34</td>
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<td>Customer Service</td>
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<td>Shared Decision Making</td>
<td>Getting Care Quickly</td>
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# Rating of child's personal doctor

## NYSDOH Medicaid/CHP Managed Care Program

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<th>Corr. Rank</th>
<th>Question</th>
<th>Correlation w/ Rating of child's personal doctor</th>
<th>Achievement Score</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
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<td>81%</td>
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<td>4%</td>
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<td>2</td>
<td>Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?</td>
<td>0.46</td>
<td>97%</td>
<td>85%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
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<tr>
<td>3</td>
<td>Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?</td>
<td>0.46</td>
<td>88%</td>
<td>66%</td>
<td>21%</td>
<td>10%</td>
<td>3%</td>
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<tr>
<td>4</td>
<td>Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?</td>
<td>0.42</td>
<td>94%</td>
<td>79%</td>
<td>15%</td>
<td>5%</td>
<td>1%</td>
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<tr>
<td>5</td>
<td>Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?</td>
<td>0.31</td>
<td>89%</td>
<td>64%</td>
<td>25%</td>
<td>9%</td>
<td>2%</td>
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<tr>
<td>6</td>
<td>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?</td>
<td>0.25</td>
<td>88%</td>
<td>67%</td>
<td>21%</td>
<td>12%</td>
<td>1%</td>
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<tr>
<td>7</td>
<td>Q47. 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?</td>
<td>0.23</td>
<td>81%</td>
<td>53%</td>
<td>27%</td>
<td>17%</td>
<td>2%</td>
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<tr>
<td>8</td>
<td>Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?</td>
<td>0.18</td>
<td>80%</td>
<td>54%</td>
<td>26%</td>
<td>18%</td>
<td>2%</td>
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<tr>
<td>9</td>
<td>Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?</td>
<td>0.18</td>
<td>92%</td>
<td>73%</td>
<td>19%</td>
<td>6%</td>
<td>2%</td>
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<tr>
<td>10</td>
<td>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?</td>
<td>0.16</td>
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<td>76%</td>
<td>13%</td>
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## Rating of specialist child saw most often

### NYSDOH Medicaid/CHP Managed Care Program

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<th>Question</th>
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<th>Achievement Score</th>
<th>Always / Yes</th>
<th>Usually</th>
<th>Sometimes</th>
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<td>64%</td>
<td>25%</td>
<td>9%</td>
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<td>2</td>
<td>Q47. 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?</td>
<td>0.32</td>
<td>81%</td>
<td>53%</td>
<td>27%</td>
<td>17%</td>
<td>2%</td>
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<tr>
<td>3</td>
<td>Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?</td>
<td>0.25</td>
<td>88%</td>
<td>66%</td>
<td>21%</td>
<td>10%</td>
<td>3%</td>
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<tr>
<td>4</td>
<td>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?</td>
<td>0.23</td>
<td>88%</td>
<td>67%</td>
<td>21%</td>
<td>12%</td>
<td>1%</td>
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<tr>
<td>5</td>
<td>Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?</td>
<td>0.23</td>
<td>80%</td>
<td>54%</td>
<td>26%</td>
<td>18%</td>
<td>2%</td>
</tr>
<tr>
<td>6</td>
<td>Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?</td>
<td>0.23</td>
<td>92%</td>
<td>73%</td>
<td>19%</td>
<td>6%</td>
<td>2%</td>
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<tr>
<td>7</td>
<td>Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?</td>
<td>0.21</td>
<td>94%</td>
<td>79%</td>
<td>15%</td>
<td>5%</td>
<td>1%</td>
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<tr>
<td>8</td>
<td>Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?</td>
<td>0.21</td>
<td>97%</td>
<td>85%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
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<tr>
<td>9</td>
<td>Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?</td>
<td>0.21</td>
<td>96%</td>
<td>81%</td>
<td>14%</td>
<td>4%</td>
<td>1%</td>
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<tr>
<td>10</td>
<td>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?</td>
<td>0.16</td>
<td>79%</td>
<td>79%</td>
<td>(na)</td>
<td>(na)</td>
<td>21%</td>
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</table>
## Rating of all child's health care

### NYSDOH Medicaid/CHP Managed Care Program

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<tr>
<th>Corr. Rank</th>
<th>Question</th>
<th>Correlation w/ Rating of all child's health care</th>
<th>Achievement Score</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
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</thead>
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<td>0.36</td>
<td>88%</td>
<td>66%</td>
<td>21%</td>
<td>10%</td>
<td>3%</td>
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<tr>
<td>3</td>
<td>Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?</td>
<td>0.35</td>
<td>94%</td>
<td>79%</td>
<td>15%</td>
<td>5%</td>
<td>1%</td>
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<tr>
<td>4</td>
<td>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?</td>
<td>0.34</td>
<td>88%</td>
<td>67%</td>
<td>21%</td>
<td>12%</td>
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<td>5</td>
<td>Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?</td>
<td>0.34</td>
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<td>85%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
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<td>6</td>
<td>Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?</td>
<td>0.34</td>
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<td>81%</td>
<td>14%</td>
<td>4%</td>
<td>1%</td>
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<td>7</td>
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<td>0.31</td>
<td>92%</td>
<td>73%</td>
<td>19%</td>
<td>6%</td>
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<tr>
<td>8</td>
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<td>0.30</td>
<td>81%</td>
<td>53%</td>
<td>27%</td>
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<td>0.30</td>
<td>80%</td>
<td>54%</td>
<td>26%</td>
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<td>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?</td>
<td>0.23</td>
<td>89%</td>
<td>76%</td>
<td>13%</td>
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# Rating of child's health plan

**NYSDOH Medicaid/CHP Managed Care Program**

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<th>Never</th>
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<td>73%</td>
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<td>6%</td>
<td>2%</td>
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<td>64%</td>
<td>25%</td>
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<td>Q47. 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?</td>
<td>0.23</td>
<td>81%</td>
<td>53%</td>
<td>27%</td>
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<tr>
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<td>6</td>
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<td>0.19</td>
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<td>67%</td>
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<td>0.19</td>
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<td>66%</td>
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<td>0.18</td>
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<td>85%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
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<tr>
<td>9</td>
<td>Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?</td>
<td>0.18</td>
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<td>81%</td>
<td>14%</td>
<td>4%</td>
<td>1%</td>
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<tr>
<td>10</td>
<td>Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?</td>
<td>0.16</td>
<td>94%</td>
<td>79%</td>
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## Affinity Health Plan

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<th>Correlation</th>
<th>Question</th>
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<td>75%</td>
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<td>Customer Service</td>
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<td>0.30</td>
<td>Q33</td>
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<td>0.27</td>
<td>Q15</td>
<td>86%</td>
<td>0.34</td>
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<td>0.31</td>
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<td>How Well Doctors Communicate</td>
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<td>Getting Needed Care</td>
<td></td>
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<td>Getting Care Quickly</td>
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<td>0.30</td>
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<td>Q52</td>
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<td>0.31</td>
<td>Q15</td>
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## HIP (EmblemHealth)

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⚠️ ▼ Statistically significantly better/worse than Statewide.
## MVP Health Care

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▲▼ Statistically significantly better/worse than Statewide.
## Total Care, a Today's Options of New York Health Plan

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## UnitedHealthcare Community Plan

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▲▼ Statistically significantly better/worse than Statewide.
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<td>Q15 88% Getting Needed Care</td>
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<td>Q6 79% Getting Care Quickly</td>
<td>Q15 88% Getting Needed Care</td>
<td>Q4 81% Getting Care Quickly</td>
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<td>Q38 86% How Well Doctors Communicate</td>
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<td>Q51 77% Customer Service</td>
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<td>Q51 77% Customer Service</td>
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<td>Q6 79% Getting Care Quickly</td>
<td>Q52 90% Customer Service</td>
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<td>Q35 96% How Well Doctors Communicate</td>
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<td>Q33 94% How Well Doctors Communicate</td>
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<td>Q6 79% Getting Care Quickly</td>
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⚠️▼ Statistically significantly better/worse than Statewide.
## YourCare Health Plan

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<td>How Well Doctors Communicate</td>
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<td>Q33</td>
<td>93%</td>
<td>0.19</td>
<td>Q6</td>
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<td>0.23</td>
<td>Q38</td>
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<td>0.14</td>
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</tbody>
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⚠️▼ 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 or room for improvement. 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 2016 scores are compared to 2014 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?

<table>
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<th>CC - Positive</th>
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<td>%</td>
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<td>100.0%</td>
<td>970</td>
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<tr>
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<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
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<td>100.0%</td>
<td>4,888</td>
<td>100.0%</td>
<td>970</td>
</tr>
<tr>
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<td>240</td>
<td>54</td>
<td>219</td>
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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?

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<td>N</td>
<td>%</td>
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<td>1,321</td>
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<td>3,751</td>
<td>74.0%</td>
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<td>100.0%</td>
<td>5,072</td>
<td>100.0%</td>
<td>1,009</td>
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<td>56</td>
<td>15</td>
<td>57</td>
<td>14</td>
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</table>
### 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?

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<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
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<td>12</td>
<td>0.9%</td>
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<tr>
<td>Sometimes</td>
<td>152</td>
<td>9.8%</td>
<td>129</td>
<td>9.9%</td>
<td>21</td>
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<tr>
<td>Usually</td>
<td>204</td>
<td>13.2%</td>
<td>180</td>
<td>13.9%</td>
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<tr>
<td>Always</td>
<td>1,175</td>
<td>76.0%</td>
<td>973</td>
<td>75.2%</td>
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<tr>
<td>Total</td>
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<td>1,293</td>
<td>100.0%</td>
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**Reporting Category**

**Achievement Score (Case mix adjusted)**

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<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
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<td>Getting Care Quickly</td>
<td>89.10%</td>
<td>89.46%</td>
<td>89.89%</td>
<td>88.81%</td>
<td>90.94%</td>
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**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?

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<td>%</td>
<td>N</td>
<td>%</td>
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<td>4,114</td>
<td>81.4%</td>
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<td>5,054</td>
<td>100.0%</td>
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<td>68</td>
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**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?

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<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
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<td>52</td>
<td>1.1%</td>
<td>43</td>
<td>1.1%</td>
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<tr>
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<td>11.6%</td>
<td>473</td>
<td>11.8%</td>
<td>72</td>
</tr>
<tr>
<td>Usually</td>
<td>989</td>
<td>20.6%</td>
<td>815</td>
<td>20.2%</td>
<td>179</td>
</tr>
<tr>
<td>Always</td>
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<td>100.0%</td>
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**Reporting Category**

**Achievement Score (Case mix adjusted)**

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<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Getting Care Quickly</td>
<td>87.51%</td>
<td>87.35%</td>
<td>89.04%</td>
<td>86.52%</td>
<td>90.86%</td>
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<td></td>
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</tr>
<tr>
<td>Correlation with Health Plan Satisfaction</td>
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<td></td>
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### 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 he or she go to a doctor's office or clinic to get health care?

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<td>1,173</td>
<td>217</td>
<td>1,190</td>
<td>200</td>
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<td>24.2%</td>
<td>24.4%</td>
<td>22.0%</td>
<td>26.9%</td>
<td>14.5%</td>
</tr>
<tr>
<td>1 time</td>
<td>1,763</td>
<td>1,451</td>
<td>334</td>
<td>1,424</td>
<td>362</td>
</tr>
<tr>
<td></td>
<td>30.5%</td>
<td>30.1%</td>
<td>33.8%</td>
<td>32.2%</td>
<td>26.1%</td>
</tr>
<tr>
<td>2 times</td>
<td>1,325</td>
<td>1,091</td>
<td>238</td>
<td>970</td>
<td>359</td>
</tr>
<tr>
<td></td>
<td>22.9%</td>
<td>22.7%</td>
<td>24.1%</td>
<td>22.0%</td>
<td>25.9%</td>
</tr>
<tr>
<td>3 times</td>
<td>658</td>
<td>545</td>
<td>114</td>
<td>464</td>
<td>194</td>
</tr>
<tr>
<td></td>
<td>11.4%</td>
<td>11.3%</td>
<td>11.5%</td>
<td>10.5%</td>
<td>14.0%</td>
</tr>
<tr>
<td>4 times</td>
<td>269</td>
<td>231</td>
<td>39</td>
<td>166</td>
<td>104</td>
</tr>
<tr>
<td></td>
<td>4.6%</td>
<td>4.8%</td>
<td>3.9%</td>
<td>3.8%</td>
<td>7.5%</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>285</td>
<td>251</td>
<td>32</td>
<td>172</td>
<td>110</td>
</tr>
<tr>
<td></td>
<td>4.9%</td>
<td>5.2%</td>
<td>3.2%</td>
<td>3.9%</td>
<td>8.0%</td>
</tr>
<tr>
<td>10 or more times</td>
<td>84</td>
<td>73</td>
<td>15</td>
<td>33</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>1.5%</td>
<td>1.5%</td>
<td>1.5%</td>
<td>0.7%</td>
<td>4.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,787</td>
<td>4,816</td>
<td>989</td>
<td>4,419</td>
<td>1,385</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
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<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>365</td>
<td>312</td>
<td>35</td>
<td>292</td>
<td>56</td>
</tr>
</tbody>
</table>

**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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2,921</td>
<td>2,463</td>
<td>485</td>
<td>2,069</td>
<td>879</td>
</tr>
<tr>
<td></td>
<td>67.5%</td>
<td>68.5%</td>
<td>63.7%</td>
<td>65.0%</td>
<td>74.8%</td>
</tr>
<tr>
<td>No</td>
<td>1,407</td>
<td>1,134</td>
<td>277</td>
<td>1,115</td>
<td>296</td>
</tr>
<tr>
<td></td>
<td>32.5%</td>
<td>31.5%</td>
<td>36.3%</td>
<td>35.0%</td>
<td>25.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,328</td>
<td>3,598</td>
<td>761</td>
<td>3,184</td>
<td>1,175</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>56</td>
<td>45</td>
<td>10</td>
<td>45</td>
<td>10</td>
</tr>
</tbody>
</table>

**Reporting Category**

- **Achievement Score (Case mix adjusted)**
  - 67.58%
  - 68.73%
  - 62.44%
  - 64.79%
  - 75.33%
- **2016 vs. 2014: +/- Change (Stat. sig.)**
  - -3.1
  - na
  - na
  - na
- **Correlation with Health Plan Satisfaction**
  - 0.081
  - 0.079
  - 0.098
  - 0.079
  - 0.120

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>100</td>
<td>82</td>
<td>20</td>
<td>86</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>2.3%</td>
<td>2.3%</td>
<td>2.6%</td>
<td>2.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>357</td>
<td>306</td>
<td>52</td>
<td>265</td>
<td>93</td>
</tr>
<tr>
<td></td>
<td>8.2%</td>
<td>8.5%</td>
<td>6.8%</td>
<td>8.3%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Usually</td>
<td>787</td>
<td>638</td>
<td>141</td>
<td>555</td>
<td>224</td>
</tr>
<tr>
<td></td>
<td>18.1%</td>
<td>17.7%</td>
<td>18.3%</td>
<td>17.4%</td>
<td>18.9%</td>
</tr>
<tr>
<td>Always</td>
<td>3,106</td>
<td>2,588</td>
<td>555</td>
<td>2,295</td>
<td>847</td>
</tr>
<tr>
<td></td>
<td>71.4%</td>
<td>71.6%</td>
<td>72.2%</td>
<td>71.7%</td>
<td>71.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,350</td>
<td>3,614</td>
<td>768</td>
<td>3,201</td>
<td>1,180</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>34</td>
<td>29</td>
<td>4</td>
<td>29</td>
<td>5</td>
</tr>
</tbody>
</table>

**Reporting Category**

- **Achievement Score (Case mix adjusted)**
  - 89.45%
  - 89.46%
  - 89.69%
  - 88.68%
  - 91.74%
- **2016 vs. 2014: +/- Change (Stat. sig.)**
  - +0.5
  - na
  - na
  - na
- **Correlation with Health Plan Satisfaction**
  - 0.206
  - 0.222
  - 0.154
  - 0.190
  - 0.260

**Response scored as:**
- ☑ Achievement
- ☐ Room for improvement
Your Child's Health Care in the Last 6 Months (continued)

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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>1,474</td>
<td>34.1%</td>
<td>1,227</td>
<td>34.2%</td>
<td>240</td>
</tr>
<tr>
<td>No</td>
<td>2,847</td>
<td>65.9%</td>
<td>2,363</td>
<td>65.8%</td>
<td>523</td>
</tr>
<tr>
<td>Total</td>
<td>4,321</td>
<td>100.0%</td>
<td>3,590</td>
<td>100.0%</td>
<td>763</td>
</tr>
<tr>
<td>Not Answered</td>
<td>63</td>
<td>1.4%</td>
<td>53</td>
<td>1.5%</td>
<td>9</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>1,184</td>
<td>81.0%</td>
<td>991</td>
<td>81.4%</td>
<td>208</td>
</tr>
<tr>
<td>No</td>
<td>278</td>
<td>19.0%</td>
<td>226</td>
<td>18.6%</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td>1,462</td>
<td>100.0%</td>
<td>1,217</td>
<td>100.0%</td>
<td>238</td>
</tr>
<tr>
<td>Not Answered</td>
<td>12</td>
<td>1.0%</td>
<td>10</td>
<td>1.0%</td>
<td>2</td>
</tr>
</tbody>
</table>

Achievement Category: Shared Decision Making

Achievement Score (Case mix adjusted) 82.81% 82.29% 82.97% 77.12% 91.12%
Correlation with Health Plan Satisfaction -0.083 -0.093 0.005 -0.052 -0.081

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>875</td>
<td>60.2%</td>
<td>737</td>
<td>61.0%</td>
<td>149</td>
</tr>
<tr>
<td>No</td>
<td>578</td>
<td>39.8%</td>
<td>471</td>
<td>39.0%</td>
<td>89</td>
</tr>
<tr>
<td>Total</td>
<td>1,453</td>
<td>100.0%</td>
<td>1,208</td>
<td>100.0%</td>
<td>238</td>
</tr>
<tr>
<td>Not Answered</td>
<td>21</td>
<td>1.5%</td>
<td>19</td>
<td>1.6%</td>
<td>2</td>
</tr>
</tbody>
</table>

Achievement Category: Shared Decision Making

Achievement Score (Case mix adjusted) 61.56% 61.64% 59.45% 56.76% 68.69%
Correlation with Health Plan Satisfaction -0.037 -0.057 0.044 -0.014 -0.038
### Your Child's Health Care in the Last 6 Months (continued)

#### 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1,149</td>
<td>957</td>
<td>187</td>
<td>691</td>
<td>453</td>
</tr>
<tr>
<td></td>
<td>79.0%</td>
<td>78.6%</td>
<td>81.6%</td>
<td>76.9%</td>
<td>82.7%</td>
</tr>
<tr>
<td>No</td>
<td>305</td>
<td>260</td>
<td>42</td>
<td>208</td>
<td>95</td>
</tr>
<tr>
<td></td>
<td>21.0%</td>
<td>21.4%</td>
<td>18.4%</td>
<td>23.1%</td>
<td>17.3%</td>
</tr>
<tr>
<td>Total</td>
<td>1,454</td>
<td>1,218</td>
<td>229</td>
<td>898</td>
<td>548</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>20</td>
<td>9</td>
<td>17</td>
<td>3</td>
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</table>

#### Reporting Category

<table>
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<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>+0.4</td>
<td>79.11%</td>
<td>78.55%</td>
<td>81.90%</td>
<td>76.92%</td>
<td>82.63%</td>
</tr>
<tr>
<td>Correlation with Health Plan Satisfaction</td>
<td>0.067</td>
<td>0.066</td>
<td>0.117</td>
<td>0.065</td>
<td>0.109</td>
</tr>
</tbody>
</table>

#### 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worst health care possible</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>10</td>
<td>8</td>
<td>2</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
<td>9</td>
<td>0</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>10</td>
<td>9</td>
<td>1</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>38</td>
<td>35</td>
<td>4</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>5</td>
<td>118</td>
<td>99</td>
<td>18</td>
<td>84</td>
<td>33</td>
</tr>
<tr>
<td>6</td>
<td>115</td>
<td>93</td>
<td>21</td>
<td>74</td>
<td>40</td>
</tr>
<tr>
<td>7</td>
<td>319</td>
<td>270</td>
<td>55</td>
<td>215</td>
<td>110</td>
</tr>
<tr>
<td>8</td>
<td>836</td>
<td>677</td>
<td>166</td>
<td>604</td>
<td>239</td>
</tr>
<tr>
<td>9</td>
<td>839</td>
<td>683</td>
<td>154</td>
<td>618</td>
<td>219</td>
</tr>
<tr>
<td>Best health care possible</td>
<td>2,040</td>
<td>1,723</td>
<td>339</td>
<td>1,549</td>
<td>512</td>
</tr>
<tr>
<td>Total</td>
<td>4,339</td>
<td>3,608</td>
<td>763</td>
<td>3,197</td>
<td>1,174</td>
</tr>
<tr>
<td>Not Answered</td>
<td>45</td>
<td>35</td>
<td>9</td>
<td>33</td>
<td></td>
</tr>
</tbody>
</table>

#### Reporting Category

<table>
<thead>
<tr>
<th>Achievement Score (Case mix adjusted)</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>+0.3</td>
<td>85.54%</td>
<td>85.51%</td>
<td>85.95%</td>
<td>85.68%</td>
<td>85.32%</td>
</tr>
<tr>
<td>Correlation with Health Plan Satisfaction</td>
<td>0.529</td>
<td>0.534</td>
<td>0.537</td>
<td>0.548</td>
<td>0.494</td>
</tr>
</tbody>
</table>
Your Child’s Health Care in the Last 6 Months (continued)

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Never</td>
<td>72 1.7%</td>
<td>57 1.6%</td>
<td>12 1.6%</td>
<td>57 1.8%</td>
<td>13 1.1%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>390 9.0%</td>
<td>330 9.2%</td>
<td>54 7.0%</td>
<td>274 8.6%</td>
<td>110 9.4%</td>
</tr>
<tr>
<td>Usually</td>
<td>1,092 25.2%</td>
<td>906 21.5%</td>
<td>184 24.2%</td>
<td>769 24.1%</td>
<td>322 27.3%</td>
</tr>
<tr>
<td>Always</td>
<td>2,785 64.2%</td>
<td>2,314 64.1%</td>
<td>513 67.2%</td>
<td>2,093 65.6%</td>
<td>734 62.2%</td>
</tr>
<tr>
<td>Total</td>
<td>4,339 100.0%</td>
<td>3,608 100.0%</td>
<td>763 100.0%</td>
<td>3,192 100.0%</td>
<td>1,178 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>45</td>
<td>35</td>
<td>9</td>
<td>37</td>
<td>6</td>
</tr>
</tbody>
</table>

Reporting Category

Achievement Score (Case mix adjusted) | 89.49% | 89.54% | 90.06% | 89.07% | 91.15%
2016 vs. 2014: +/- Change (Stat. sig.) | 0.0 na | na na | na na |
Correlation with Health Plan Satisfaction | 0.292 | 0.278 | 0.380 | 0.261 | 0.379

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

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>4,843 79.3%</td>
<td>4,018 78.9%</td>
<td>846 82.9%</td>
<td>3,595 76.8%</td>
<td>1,269 88.6%</td>
</tr>
<tr>
<td>No</td>
<td>1,268 20.7%</td>
<td>1,073 21.1%</td>
<td>174 17.1%</td>
<td>1,085 23.2%</td>
<td>163 11.4%</td>
</tr>
<tr>
<td>Total</td>
<td>6,111 100.0%</td>
<td>5,091 100.0%</td>
<td>1,021 100.0%</td>
<td>4,680 100.0%</td>
<td>1,432 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>41</td>
<td>37</td>
<td>3</td>
<td>31</td>
<td>9</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>775 16.1%</td>
<td>657 16.5%</td>
<td>132 15.7%</td>
<td>459 12.9%</td>
<td>331 26.1%</td>
</tr>
<tr>
<td>No</td>
<td>4,036 83.9%</td>
<td>3,334 83.5%</td>
<td>710 84.3%</td>
<td>3,109 87.1%</td>
<td>934 73.9%</td>
</tr>
<tr>
<td>Total</td>
<td>4,811 100.0%</td>
<td>3,991 100.0%</td>
<td>842 100.0%</td>
<td>3,568 100.0%</td>
<td>1,265 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>32</td>
<td>27</td>
<td>4</td>
<td>27</td>
<td>4</td>
</tr>
</tbody>
</table>

Response scored as: ☐ Achievement ☐ Room for improvement
Your Child’s Health Care in the Last 6 Months  (continued)

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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>708 92.2%</td>
<td>600 92.2%</td>
<td>125  95.4%</td>
<td>413 90.9%</td>
<td>313 95.2%</td>
</tr>
<tr>
<td>No</td>
<td>60 7.8%</td>
<td>51  7.8%</td>
<td>6 4.6%</td>
<td>41 9.1%</td>
<td>16  4.8%</td>
</tr>
<tr>
<td>Total</td>
<td>768 100.0%</td>
<td>651 100.0%</td>
<td>131 100.0%</td>
<td>454 100.0%</td>
<td>328 100.0%</td>
</tr>
</tbody>
</table>

Not Answered 7 6 1 5 2

Reporting Category: Coordination of Care for Children with Chronic Conditions

Achievement Score (Case mix adjusted) 92.10% 92.39% 94.35% 90.90% 95.22%

2016 vs. 2014: +/- Change  +1.6 na na na na

Correlation with Health Plan Satisfaction 0.074 0.059 0.173 0.101 0.045

Specialized Services

Q19.  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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>328 5.4%</td>
<td>284 5.6%</td>
<td>49 4.9%</td>
<td>156 3.4%</td>
<td>177 12.4%</td>
</tr>
<tr>
<td>No</td>
<td>5,743 94.6%</td>
<td>4,776 94.4%</td>
<td>964 95.1%</td>
<td>4,491 96.6%</td>
<td>1,249 87.6%</td>
</tr>
<tr>
<td>Total</td>
<td>6,071 100.0%</td>
<td>5,059 100.0%</td>
<td>1,013 100.0%</td>
<td>4,647 100.0%</td>
<td>1,426 100.0%</td>
</tr>
</tbody>
</table>

Not Answered 81 69 10 64 15

Q20.  In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>35 10.7%</td>
<td>33 11.6%</td>
<td>3 5.7%</td>
<td>10 6.2%</td>
<td>26 14.7%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>45 13.8%</td>
<td>39 13.7%</td>
<td>7 15.1%</td>
<td>26 17.0%</td>
<td>19 11.1%</td>
</tr>
<tr>
<td>Usually</td>
<td>70 21.5%</td>
<td>54 19.3%</td>
<td>17 33.9%</td>
<td>35 22.6%</td>
<td>36 20.4%</td>
</tr>
<tr>
<td>Always</td>
<td>176 54.0%</td>
<td>156 55.4%</td>
<td>22 45.3%</td>
<td>84 54.1%</td>
<td>94 63.8%</td>
</tr>
<tr>
<td>Total</td>
<td>326 100.0%</td>
<td>282 100.0%</td>
<td>49 100.0%</td>
<td>155 100.0%</td>
<td>175 100.0%</td>
</tr>
</tbody>
</table>

Not Answered 2 2 0 1 1

Reporting Category: Access to Specialized Services

Achievement Score (Case mix adjusted) 75.17% 74.65% 79.52% 75.37% 75.38%

2016 vs. 2014: +/- Change  -7.3 na na na na

Correlation with Health Plan Satisfaction 0.282 0.291 0.316 0.302 0.279

Response scored as:  Achievement  Room for improvement
### Specialized Services (continued)

**Q21.** Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>246</td>
<td>209</td>
<td>40</td>
<td>126</td>
<td>124</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>80</td>
<td>73</td>
<td>8</td>
<td>29</td>
<td>52</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>326</td>
<td>283</td>
<td>48</td>
<td>155</td>
<td>176</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>2</td>
<td>1</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Reporting Category**

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Achievement Score (Case mix adjusted)</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
<th>Correlation with Health Plan Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCC Single Items</td>
<td>75.33%</td>
<td>-2.4</td>
<td>0.068</td>
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</tbody>
</table>

**Q22.** In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>688</td>
<td>597</td>
<td>84</td>
<td>293</td>
<td>388</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>5,373</td>
<td>4,456</td>
<td>928</td>
<td>4,352</td>
<td>1,032</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,061</td>
<td>5,053</td>
<td>1,012</td>
<td>4,646</td>
<td>1,419</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>91</td>
<td>75</td>
<td>12</td>
<td>66</td>
<td>22</td>
</tr>
</tbody>
</table>

**Q23.** In the last 6 months, how often was it easy to get this therapy for your child?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Never</strong></td>
<td>59</td>
<td>50</td>
<td>7</td>
<td>27</td>
<td>30</td>
</tr>
<tr>
<td><strong>Sometimes</strong></td>
<td>84</td>
<td>71</td>
<td>11</td>
<td>45</td>
<td>37</td>
</tr>
<tr>
<td><strong>Usually</strong></td>
<td>131</td>
<td>109</td>
<td>21</td>
<td>48</td>
<td>82</td>
</tr>
<tr>
<td><strong>Always</strong></td>
<td>397</td>
<td>352</td>
<td>45</td>
<td>162</td>
<td>235</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>671</td>
<td>582</td>
<td>83</td>
<td>281</td>
<td>384</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>17</td>
<td>15</td>
<td>1</td>
<td>12</td>
<td>4</td>
</tr>
</tbody>
</table>

**Reporting Category**

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Achievement Score (Case mix adjusted)</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
<th>Correlation with Health Plan Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Specialized Services</td>
<td>78.72%</td>
<td>+3.4</td>
<td>0.215</td>
</tr>
</tbody>
</table>

**Response scored as:** 
- Achievement
- Room for improvement
### Specialized Services (continued)

**Q24. Did anyone from your child’s health plan, doctor’s office or clinic help you get this therapy for your child?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>378 56.3%</td>
<td>327 56.3%</td>
<td>46  54.7%</td>
<td>149 52.4%</td>
<td>224 58.8%</td>
</tr>
<tr>
<td>No</td>
<td>293 43.7%</td>
<td>254 43.7%</td>
<td>38  45.3%</td>
<td>135 47.6%</td>
<td>157 41.2%</td>
</tr>
<tr>
<td>Total</td>
<td>671 100.0%</td>
<td>582 100.0%</td>
<td>83 100.0%</td>
<td>284 100.0%</td>
<td>381 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>17 15</td>
<td>15 15</td>
<td>1   9</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

**Reporting Category**

- CCC Single Items
- Achievement Score (Case mix adjusted): 56.12% Medicaid, 55.97% CHP, 56.70% CC - Negative, 50.45% CC - Positive, 60.24% CC - Positive
- 2016 vs. 2014: +5.1 (Stat. sig.)
- Correlation with Health Plan Satisfaction: 0.163 Medicaid, 0.140 CHP, 0.345 CC - Negative, 0.208 CC - Positive, 0.133 CC - Positive

**Q25. 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?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>691 11.4%</td>
<td>616 12.2%</td>
<td>95  9.4%</td>
<td>190 4.1%</td>
<td>522 36.6%</td>
</tr>
<tr>
<td>No</td>
<td>5,369 88.6%</td>
<td>4,436 87.8%</td>
<td>917 90.6%</td>
<td>4,451 95.9%</td>
<td>903 63.4%</td>
</tr>
<tr>
<td>Total</td>
<td>6,060 100.0%</td>
<td>5,053 100.0%</td>
<td>1,013 100.0%</td>
<td>4,640 100.0%</td>
<td>1,425 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>92 15</td>
<td>76 15</td>
<td>11 11</td>
<td>71 11</td>
<td>16</td>
</tr>
</tbody>
</table>

**Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Never</td>
<td>64 9.4%</td>
<td>52 8.6%</td>
<td>15 15.4%</td>
<td>20 11.1%</td>
<td>46 9.0%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>106 15.6%</td>
<td>95 15.7%</td>
<td>13 13.6%</td>
<td>38 20.9%</td>
<td>70 13.5%</td>
</tr>
<tr>
<td>Usually</td>
<td>159 23.4%</td>
<td>138 22.9%</td>
<td>25 26.6%</td>
<td>37 20.1%</td>
<td>127 24.5%</td>
</tr>
<tr>
<td>Always</td>
<td>350 51.5%</td>
<td>320 52.9%</td>
<td>42 44.4%</td>
<td>87 47.9%</td>
<td>274 53.1%</td>
</tr>
<tr>
<td>Total</td>
<td>679 100.0%</td>
<td>604 100.0%</td>
<td>95 100.0%</td>
<td>182 100.0%</td>
<td>517 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>12 12</td>
<td>12 12</td>
<td>1 1</td>
<td>8 1</td>
<td>5</td>
</tr>
</tbody>
</table>

**Reporting Category**

- Access to Specialized Services
- Achievement Score (Case mix adjusted): 74.59% Medicaid, 75.67% CHP, 71.43% CC - Negative, 67.22% CC - Positive, 77.87% CC - Positive
- 2016 vs. 2014: +5.1 (Stat. sig.)
- Correlation with Health Plan Satisfaction: 0.220 Medicaid, 0.186 CHP, 0.328 CC - Negative, 0.208 CC - Positive, 0.229 CC - Positive

- **Response scored as:** Achievement, Room for improvement
**Specialized Services (continued)**

Q27. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?

<table>
<thead>
<tr>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>372 54.2%</td>
<td>335 54.7%</td>
<td>48 50.3%</td>
<td>94 49.2%</td>
</tr>
<tr>
<td>No</td>
<td>314 45.8%</td>
<td>277 45.3%</td>
<td>47 49.7%</td>
<td>96 50.8%</td>
</tr>
</tbody>
</table>

**Reporting Category**

Achievement Score (Case mix adjusted) 54.14% Medicaid 53.98% CHP 54.91% CC - Negative 48.58% CC - Positive 56.14%

2016 vs. 2014: +3.0

Correlation with Health Plan Satisfaction 0.126

Q28. 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?

<table>
<thead>
<tr>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Worst treatment possible</td>
<td>30 4.6%</td>
<td>25 4.3%</td>
<td>6 6.5%</td>
<td>10 5.8%</td>
</tr>
<tr>
<td>1</td>
<td>5 0.8%</td>
<td>4 0.7%</td>
<td>1 0.9%</td>
<td>2 0.9%</td>
</tr>
<tr>
<td>2</td>
<td>11 1.7%</td>
<td>8 1.4%</td>
<td>3 3.7%</td>
<td>1 0.4%</td>
</tr>
<tr>
<td>3</td>
<td>7 1.1%</td>
<td>6 1.0%</td>
<td>2 2.1%</td>
<td>3 1.9%</td>
</tr>
<tr>
<td>4</td>
<td>12 1.8%</td>
<td>13 2.2%</td>
<td>0 0.0%</td>
<td>5 3.0%</td>
</tr>
<tr>
<td>5</td>
<td>42 6.4%</td>
<td>37 6.3%</td>
<td>9 9.9%</td>
<td>9 5.0%</td>
</tr>
<tr>
<td>6</td>
<td>47 7.2%</td>
<td>40 6.9%</td>
<td>7 7.9%</td>
<td>18 10.4%</td>
</tr>
<tr>
<td>7</td>
<td>56 8.6%</td>
<td>52 8.9%</td>
<td>6 6.2%</td>
<td>18 10.2%</td>
</tr>
<tr>
<td>8</td>
<td>124 19.0%</td>
<td>113 19.4%</td>
<td>16 18.0%</td>
<td>30 17.2%</td>
</tr>
<tr>
<td>9</td>
<td>113 17.3%</td>
<td>100 17.1%</td>
<td>15 16.1%</td>
<td>26 14.9%</td>
</tr>
</tbody>
</table>

Best treatment possible 206 31.5% 185 31.8% 26 26.7% 53 30.3% 159 31.7%

Total 653 100.0% 583 100.0% 91 100.0% 174 100.0% 500 100.0%

*Response scored as: Achievement Room for improvement*
**Specialized Services (continued)**

Q29. 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>1,154</td>
<td>19.2%</td>
<td>932</td>
<td>18.7%</td>
<td>243</td>
</tr>
<tr>
<td></td>
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<td>630</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>546</td>
</tr>
<tr>
<td>No</td>
<td>4,849</td>
<td>80.8%</td>
<td>4,065</td>
<td>81.3%</td>
<td>767</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,966</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>867</td>
</tr>
<tr>
<td>Total</td>
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<td>4,998</td>
<td>100.0%</td>
<td>1,011</td>
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<td></td>
<td>4,596</td>
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<td></td>
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<td>115</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>28</td>
</tr>
</tbody>
</table>

Q30. 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>633</td>
<td>56.2%</td>
<td>522</td>
<td>57.3%</td>
<td>117</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>333</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>306</td>
</tr>
<tr>
<td>No</td>
<td>494</td>
<td>43.8%</td>
<td>389</td>
<td>42.7%</td>
<td>122</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>280</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>230</td>
</tr>
<tr>
<td>Total</td>
<td>1,127</td>
<td>100.0%</td>
<td>911</td>
<td>100.0%</td>
<td>239</td>
</tr>
<tr>
<td></td>
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<td>536</td>
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<tr>
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<td>27</td>
<td></td>
<td>22</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
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<td>17</td>
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</tbody>
</table>

Reporting Category: Coordination of Care for Children with Chronic Conditions

- Achievement Score (Case mix adjusted): 56.26% (Medicaid: 56.77%, CHP: 50.92%, CC - Negative: 53.49%, CC - Positive: 57.91%)
- 2016 vs. 2014: +/- Change (Stat. sig.): -2.2 (na, na, na, na)
- Correlation with Health Plan Satisfaction: 0.107 (Medicaid: 0.060, CHP: 0.259, CC - Negative: 0.115, CC - Positive: 0.111)

**Your Child's Personal Doctor**

Q31. 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>5,378</td>
<td>88.6%</td>
<td>4,467</td>
<td>88.3%</td>
<td>926</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4,041</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,351</td>
</tr>
<tr>
<td>No</td>
<td>693</td>
<td>11.4%</td>
<td>594</td>
<td>11.7%</td>
<td>89</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>606</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>76</td>
</tr>
<tr>
<td>Total</td>
<td>6,071</td>
<td>100.0%</td>
<td>5,060</td>
<td>100.0%</td>
<td>1,015</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4,648</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,427</td>
</tr>
<tr>
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<td>81</td>
<td></td>
<td>68</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>63</td>
</tr>
</tbody>
</table>

Response scored as: ➡ Achievement  ⬅ Room for improvement
### Your Child's Personal Doctor (continued)

**Q32.** In the last 6 months, how many times did your child visit his or her personal doctor for care?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
</tr>
<tr>
<td>None</td>
<td>874 (16.8%)</td>
<td>712 (16.5%)</td>
<td>169 (18.5%)</td>
<td>700 (18.0%)</td>
<td>181 (13.7%)</td>
</tr>
<tr>
<td>1 time</td>
<td>1,958 (37.7%)</td>
<td>1,616 (37.6%)</td>
<td>358 (39.2%)</td>
<td>1,541 (39.6%)</td>
<td>433 (32.7%)</td>
</tr>
<tr>
<td>2 times</td>
<td>1,310 (25.2%)</td>
<td>1,075 (25.0%)</td>
<td>235 (25.7%)</td>
<td>956 (24.6%)</td>
<td>354 (26.8%)</td>
</tr>
<tr>
<td>3 times</td>
<td>576 (11.1%)</td>
<td>484 (11.3%)</td>
<td>91 (10.0%)</td>
<td>398 (10.2%)</td>
<td>177 (13.4%)</td>
</tr>
<tr>
<td>4 times</td>
<td>213 (4.1%)</td>
<td>179 (4.1%)</td>
<td>33 (3.6%)</td>
<td>142 (3.6%)</td>
<td>70 (5.3%)</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>222 (4.3%)</td>
<td>197 (4.6%)</td>
<td>23 (2.5%)</td>
<td>132 (3.4%)</td>
<td>88 (6.6%)</td>
</tr>
<tr>
<td>10 or more times</td>
<td>44 (0.8%)</td>
<td>40 (0.9%)</td>
<td>5 (0.5%)</td>
<td>23 (0.6%)</td>
<td>21 (1.6%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,197 (100.0%)</td>
<td>4,304 (100.0%)</td>
<td>914 (100.0%)</td>
<td>3,893 (100.0%)</td>
<td>1,324 (100.0%)</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>181</td>
<td>163</td>
<td>12</td>
<td>148</td>
<td>27</td>
</tr>
</tbody>
</table>

**Q33.** In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
</tr>
<tr>
<td>Never</td>
<td>58 (1.3%)</td>
<td>47 (1.3%)</td>
<td>8 (1.1%)</td>
<td>50 (1.6%)</td>
<td>5 (0.5%)</td>
</tr>
<tr>
<td>Sometimes</td>
<td>206 (4.8%)</td>
<td>182 (5.1%)</td>
<td>20 (2.7%)</td>
<td>153 (4.8%)</td>
<td>49 (4.3%)</td>
</tr>
<tr>
<td>Usually</td>
<td>634 (14.8%)</td>
<td>528 (14.8%)</td>
<td>98 (13.2%)</td>
<td>457 (14.4%)</td>
<td>169 (14.8%)</td>
</tr>
<tr>
<td>Always</td>
<td>3,399 (79.1%)</td>
<td>2,813 (78.8%)</td>
<td>615 (83.0%)</td>
<td>2,513 (79.2%)</td>
<td>915 (80.4%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,297 (100.0%)</td>
<td>3,569 (100.0%)</td>
<td>742 (100.0%)</td>
<td>3,173 (100.0%)</td>
<td>1,138 (100.0%)</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>26</td>
<td>22</td>
<td>3</td>
<td>20</td>
<td>5</td>
</tr>
</tbody>
</table>

**Reporting Category**

- **Achievement Score (Case mix adjusted):**
  - Medicaid: 93.88%
  - CHP: 94.74%
  - CC - Negative: 93.36%
  - CC - Positive: 95.90%

- **2016 vs. 2014: +/- Change (Stat. sig.):**
  - Medicaid: +0.5 na
  - CHP: na
  - CC - Negative: na
  - CC - Positive: na

- **Correlation with Health Plan Satisfaction:**
  - Medicaid: 0.155
  - CHP: 0.179
  - CC - Negative: 0.105
  - CC - Positive: 0.152
### Your Child’s Personal Doctor (continued)

#### Q34. In the last 6 months, how often did your child’s personal doctor listen carefully to you?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
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<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Never</strong></td>
<td>30 0.7%</td>
<td>25 0.7%</td>
<td>3  0.4%</td>
<td>24 0.7%</td>
<td>4  0.4%</td>
</tr>
<tr>
<td><strong>Sometimes</strong></td>
<td>165 3.8%</td>
<td>142 4.0%</td>
<td>21  2.9%</td>
<td>119 3.7%</td>
<td>45 3.9%</td>
</tr>
<tr>
<td><strong>Usually</strong></td>
<td>608 14.2%</td>
<td>512 14.4%</td>
<td>93 12.6%</td>
<td>440 13.9%</td>
<td>165 14.5%</td>
</tr>
<tr>
<td><strong>Always</strong></td>
<td>3,492 81.3%</td>
<td>2,889 81.0%</td>
<td>622 84.1%</td>
<td>2,584 81.6%</td>
<td>927 81.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,295 100.0%</td>
<td>3,568 100.0%</td>
<td>740 100.0%</td>
<td>3,167 100.0%</td>
<td>1,142 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>28 2%</td>
<td>23 2%</td>
<td>5 2%</td>
<td>26 2%</td>
<td>2 2%</td>
</tr>
</tbody>
</table>

**Reporting Category**

- Achievement Score (Case mix adjusted)
- 2016 vs. 2014: +/- Change (Stat. sig.)
- Correlation with Health Plan Satisfaction

#### Q35. In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Never</strong></td>
<td>32 0.7%</td>
<td>25 0.7%</td>
<td>5  0.7%</td>
<td>27 0.8%</td>
<td>3  0.3%</td>
</tr>
<tr>
<td><strong>Sometimes</strong></td>
<td>118 2.7%</td>
<td>99 2.8%</td>
<td>19  2.6%</td>
<td>83 2.6%</td>
<td>35 3.1%</td>
</tr>
<tr>
<td><strong>Usually</strong></td>
<td>490 11.2%</td>
<td>398 11.2%</td>
<td>76 10.2%</td>
<td>342 10.8%</td>
<td>132 11.6%</td>
</tr>
<tr>
<td><strong>Always</strong></td>
<td>3,669 85.3%</td>
<td>3,049 85.4%</td>
<td>641 86.5%</td>
<td>2,718 85.8%</td>
<td>972 85.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,299 100.0%</td>
<td>3,571 100.0%</td>
<td>741 100.0%</td>
<td>3,170 100.0%</td>
<td>1,143 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>24 2%</td>
<td>20 2%</td>
<td>4 2%</td>
<td>23 2%</td>
<td>1 2%</td>
</tr>
</tbody>
</table>

**Reporting Category**

- Achievement Score (Case mix adjusted)
- 2016 vs. 2014: +/- Change (Stat. sig.)
- Correlation with Health Plan Satisfaction

#### Q36. Is your child able to talk with doctors about his or her health care?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>3,116 72.8%</td>
<td>2,560 71.9%</td>
<td>574 77.8%</td>
<td>2,274 72.0%</td>
<td>860 75.7%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>1,163 27.2%</td>
<td>998 28.1%</td>
<td>164 22.2%</td>
<td>885 28.0%</td>
<td>277 24.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,279 100.0%</td>
<td>3,558 100.0%</td>
<td>738 100.0%</td>
<td>3,159 100.0%</td>
<td>1,137 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>44 3%</td>
<td>34 3%</td>
<td>7 2%</td>
<td>34 3%</td>
<td>7 2%</td>
</tr>
</tbody>
</table>

**Response scored as:**

- Achievement
- Room for improvement
### Your Child’s Personal Doctor (continued)

**Q37.** 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?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N %</strong></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Never</td>
<td>39 1.3%</td>
<td>35 1.4%</td>
<td>4 0.7%</td>
<td>27 1.2%</td>
<td>12 1.4%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>178 5.7%</td>
<td>148 5.8%</td>
<td>28 4.9%</td>
<td>121 5.4%</td>
<td>55 6.4%</td>
</tr>
<tr>
<td>Usually</td>
<td>550 17.8%</td>
<td>454 17.8%</td>
<td>98 17.1%</td>
<td>362 16.9%</td>
<td>169 19.8%</td>
</tr>
<tr>
<td>Always</td>
<td>2,330 75.2%</td>
<td>1,906 75.0%</td>
<td>442 77.3%</td>
<td>1,730 76.5%</td>
<td>617 72.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,097 100.0%</td>
<td>2,543 100.0%</td>
<td>571 100.0%</td>
<td>2,260 100.0%</td>
<td>853 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>19 17%</td>
<td>17 17%</td>
<td>3 3%</td>
<td>13 13%</td>
<td>7 7%</td>
</tr>
</tbody>
</table>

**Achievement Score (Case mix adjusted):**
- Medicaid: 93.13%
- CHP: 92.92%
- CC - Negative: 93.09%
- CC - Positive: 93.10%

**2016 vs. 2014: +/- Change (Stat. sig.):**
- +0.7

**Correlation with Health Plan Satisfaction:**
- 0.190

---

**Q38.** In the last 6 months, how often did your child’s personal doctor spend enough time with your child?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N %</strong></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Never</td>
<td>115 2.7%</td>
<td>104 3.0%</td>
<td>8 1.1%</td>
<td>91 2.9%</td>
<td>22 2.0%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>414 9.7%</td>
<td>360 10.2%</td>
<td>46 6.2%</td>
<td>304 9.7%</td>
<td>102 9.0%</td>
</tr>
<tr>
<td>Usually</td>
<td>912 21.4%</td>
<td>771 21.8%</td>
<td>131 17.7%</td>
<td>662 21.0%</td>
<td>241 21.3%</td>
</tr>
<tr>
<td>Always</td>
<td>2,823 66.2%</td>
<td>2,303 65.1%</td>
<td>556 75.0%</td>
<td>2,091 66.4%</td>
<td>768 67.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,264 100.0%</td>
<td>3,539 100.0%</td>
<td>741 100.0%</td>
<td>3,147 100.0%</td>
<td>1,133 100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>59 14%</td>
<td>52 15%</td>
<td>4 1%</td>
<td>46 14%</td>
<td>10 1%</td>
</tr>
</tbody>
</table>

**Achievement Score (Case mix adjusted):**
- Medicaid: 87.44%
- CHP: 90.00%
- CC - Negative: 87.12%
- CC - Positive: 89.98%

**2016 vs. 2014: +/- Change (Stat. sig.):**
- +0.6

**Correlation with Health Plan Satisfaction:**
- 0.185
### Your Child's Personal Doctor (continued)

**Q39.** In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>3,790</td>
<td>3,142</td>
<td>666</td>
<td>2,770</td>
<td>1,038</td>
</tr>
<tr>
<td></td>
<td>88.5%</td>
<td>88.3%</td>
<td>90.2%</td>
<td>87.7%</td>
<td>91.2%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>492</td>
<td>415</td>
<td>72</td>
<td>388</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>11.5%</td>
<td>11.7%</td>
<td>9.8%</td>
<td>12.3%</td>
<td>8.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,282</td>
<td>3,557</td>
<td>738</td>
<td>3,157</td>
<td>1,138</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>41</td>
<td>34</td>
<td>7</td>
<td>36</td>
<td>6</td>
</tr>
</tbody>
</table>

**Reporting Category**

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

**Achievement Score (Case mix adjusted)**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>88.58%</td>
<td>88.38%</td>
<td>89.98%</td>
<td>87.18%</td>
<td>92.74%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>82.95%</td>
<td>82.95%</td>
<td>83.31%</td>
<td>81.00%</td>
<td>86.06%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
</tr>
</tbody>
</table>

**Correlation with Health Plan Satisfaction**

- 0.096
- 0.104
- 0.093
- 0.102
- 0.109

**Q40.** In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>1,556</td>
<td>1,286</td>
<td>288</td>
<td>948</td>
<td>626</td>
</tr>
<tr>
<td></td>
<td>36.5%</td>
<td>36.3%</td>
<td>39.1%</td>
<td>30.2%</td>
<td>55.3%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>2,709</td>
<td>2,253</td>
<td>449</td>
<td>2,197</td>
<td>506</td>
</tr>
<tr>
<td></td>
<td>63.5%</td>
<td>63.7%</td>
<td>60.9%</td>
<td>69.8%</td>
<td>44.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,265</td>
<td>3,539</td>
<td>737</td>
<td>3,145</td>
<td>1,131</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>58</td>
<td>53</td>
<td>8</td>
<td>48</td>
<td>12</td>
</tr>
</tbody>
</table>

**Q41.** 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Never</strong></td>
<td>78</td>
<td>58</td>
<td>20</td>
<td>56</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>5.1%</td>
<td>4.6%</td>
<td>7.2%</td>
<td>6.0%</td>
<td>3.6%</td>
</tr>
<tr>
<td><strong>Sometimes</strong></td>
<td>188</td>
<td>157</td>
<td>28</td>
<td>116</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>12.2%</td>
<td>12.4%</td>
<td>10.0%</td>
<td>12.5%</td>
<td>11.2%</td>
</tr>
<tr>
<td><strong>Usually</strong></td>
<td>393</td>
<td>318</td>
<td>79</td>
<td>223</td>
<td>174</td>
</tr>
<tr>
<td></td>
<td>25.6%</td>
<td>25.0%</td>
<td>28.0%</td>
<td>23.8%</td>
<td>28.2%</td>
</tr>
<tr>
<td><strong>Always</strong></td>
<td>876</td>
<td>736</td>
<td>156</td>
<td>540</td>
<td>352</td>
</tr>
<tr>
<td></td>
<td>57.1%</td>
<td>58.0%</td>
<td>54.8%</td>
<td>57.8%</td>
<td>56.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,535</td>
<td>1,269</td>
<td>284</td>
<td>935</td>
<td>618</td>
</tr>
<tr>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>21</td>
<td>17</td>
<td>4</td>
<td>14</td>
<td>7</td>
</tr>
</tbody>
</table>

**Reporting Category**

- **Single Items**

**Achievement Score (Case mix adjusted)**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>82.95%</td>
<td>82.95%</td>
<td>83.31%</td>
<td>81.00%</td>
<td>86.06%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>82.95%</td>
<td>82.95%</td>
<td>83.31%</td>
<td>81.00%</td>
<td>86.06%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>21</td>
<td>17</td>
<td>4</td>
<td>14</td>
<td>7</td>
</tr>
</tbody>
</table>

**Correlation with Health Plan Satisfaction**

- 0.237
- 0.215
- 0.297
- 0.222
- 0.263

**Response scored as:**

- Achievement
- Room for improvement
### Your Child's Personal Doctor (continued)

**Q42.** 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?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Ratings</th>
<th>Achievement Score (Case mix adjusted)</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
<th>Correlation with Health Plan Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Worst personal doctor possible</td>
<td>9</td>
<td>0.2%</td>
<td>10</td>
<td>0.2%</td>
</tr>
<tr>
<td>1</td>
<td>10</td>
<td>0.2%</td>
<td>9</td>
<td>0.2%</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>0.2%</td>
<td>11</td>
<td>0.3%</td>
</tr>
<tr>
<td>3</td>
<td>17</td>
<td>0.3%</td>
<td>14</td>
<td>0.3%</td>
</tr>
<tr>
<td>4</td>
<td>27</td>
<td>0.5%</td>
<td>23</td>
<td>0.5%</td>
</tr>
<tr>
<td>5</td>
<td>111</td>
<td>2.1%</td>
<td>100</td>
<td>2.3%</td>
</tr>
<tr>
<td>6</td>
<td>112</td>
<td>2.1%</td>
<td>90</td>
<td>2.0%</td>
</tr>
<tr>
<td>7</td>
<td>262</td>
<td>4.9%</td>
<td>220</td>
<td>5.0%</td>
</tr>
<tr>
<td>8</td>
<td>756</td>
<td>14.3%</td>
<td>622</td>
<td>14.1%</td>
</tr>
<tr>
<td>9</td>
<td>1,032</td>
<td>19.5%</td>
<td>812</td>
<td>18.5%</td>
</tr>
<tr>
<td>Best personal doctor possible</td>
<td>2,954</td>
<td>55.7%</td>
<td>2,492</td>
<td>56.6%</td>
</tr>
<tr>
<td>Total</td>
<td>5,302</td>
<td>100.0%</td>
<td>4,402</td>
<td>100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>76</td>
<td>1.4%</td>
<td>64</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

**Q43.** Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Ratings</th>
<th>Achievement Score (Case mix adjusted)</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
<th>Correlation with Health Plan Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Yes</td>
<td>1,045</td>
<td>19.6%</td>
<td>901</td>
<td>20.4%</td>
</tr>
<tr>
<td>No</td>
<td>4,278</td>
<td>80.4%</td>
<td>3,518</td>
<td>79.6%</td>
</tr>
<tr>
<td>Total</td>
<td>5,323</td>
<td>100.0%</td>
<td>4,418</td>
<td>100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>55</td>
<td>1.0%</td>
<td>49</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
---

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

**Q44.** Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>957 (92.7%)</td>
<td>830 (93.6%)</td>
<td>176 (90.2%)</td>
<td>219 (92.0%)</td>
<td>787 (93.2%)</td>
</tr>
<tr>
<td>No</td>
<td>75 (7.3%)</td>
<td>57 (6.4%)</td>
<td>19 (9.8%)</td>
<td>19 (8.0%)</td>
<td>57 (6.8%)</td>
</tr>
<tr>
<td>Total</td>
<td>1,032 (100.0%)</td>
<td>887 (100.0%)</td>
<td>195 (100.0%)</td>
<td>238 (100.0%)</td>
<td>844 (100.0%)</td>
</tr>
</tbody>
</table>

| Not Answered | 13 | 14 | 0 | 4 | 9 |

**Achievement Score (Case mix adjusted):** 92.57% Medicaid 93.86% CHP 88.87% CC - Negative 91.50% CC - Positive 93.38%

**2016 vs. 2014: +/- Change (Stat. sig.):** +3.0 na na na na

**Correlation with Health Plan Satisfaction:** 0.079 Medicaid 0.085 CHP 0.049 CC - Negative 0.045 CC - Positive 0.089

### Q45. 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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>919 (89.4%)</td>
<td>795 (89.9%)</td>
<td>170 (87.8%)</td>
<td>215 (89.5%)</td>
<td>750 (89.5%)</td>
</tr>
<tr>
<td>No</td>
<td>109 (10.6%)</td>
<td>89 (10.1%)</td>
<td>24 (12.2%)</td>
<td>25 (10.5%)</td>
<td>88 (10.5%)</td>
</tr>
<tr>
<td>Total</td>
<td>1,028 (100.0%)</td>
<td>884 (100.0%)</td>
<td>194 (100.0%)</td>
<td>240 (100.0%)</td>
<td>838 (100.0%)</td>
</tr>
</tbody>
</table>

| Not Answered | 17 | 16 | 1 | 2 | 15 |

**Achievement Score (Case mix adjusted):** 89.17% Medicaid 90.16% CHP 86.64% CC - Negative 89.14% CC - Positive 89.63%

**2016 vs. 2014: +/- Change (Stat. sig.):** +3.3 na na na na

**Correlation with Health Plan Satisfaction:** 0.106 Medicaid 0.119 CHP 0.075 CC - Negative 0.190 CC - Positive 0.087

---

### Getting Health Care From A Specialist

**Q46.** 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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1,306 (21.5%)</td>
<td>1,075 (21.2%)</td>
<td>243 (23.9%)</td>
<td>730 (15.7%)</td>
<td>588 (41.4%)</td>
</tr>
<tr>
<td>No</td>
<td>4,769 (78.5%)</td>
<td>3,987 (78.8%)</td>
<td>772 (76.1%)</td>
<td>3,925 (84.3%)</td>
<td>833 (58.6%)</td>
</tr>
<tr>
<td>Total</td>
<td>6,075 (100.0%)</td>
<td>5,062 (100.0%)</td>
<td>1,014 (100.0%)</td>
<td>4,655 (100.0%)</td>
<td>1,421 (100.0%)</td>
</tr>
</tbody>
</table>

| Not Answered | 77 | 66 | 9 | 56 | 20 |

**Response scored as:** Achievement Room for improvement
Getting Health Care From A Specialist (continued)

Q47. 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?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>29</td>
<td>26</td>
<td>4</td>
<td>18</td>
<td>12</td>
</tr>
<tr>
<td>Sometimes</td>
<td>221</td>
<td>186</td>
<td>34</td>
<td>128</td>
<td>92</td>
</tr>
<tr>
<td>Usually</td>
<td>349</td>
<td>277</td>
<td>73</td>
<td>181</td>
<td>169</td>
</tr>
<tr>
<td>Always</td>
<td>689</td>
<td>572</td>
<td>128</td>
<td>387</td>
<td>313</td>
</tr>
<tr>
<td>Total</td>
<td>1,288</td>
<td>1,062</td>
<td>239</td>
<td>714</td>
<td>587</td>
</tr>
<tr>
<td>Not Answered</td>
<td>18</td>
<td>13</td>
<td>4</td>
<td>16</td>
<td>1</td>
</tr>
</tbody>
</table>

Achievement Score (Case mix adjusted)

- Medicaid: 79.96%
- CHP: 84.24%
- CC - Negative: 78.99%
- CC - Positive: 82.88%

2016 vs. 2014: +3.1

Correlation with Health Plan Satisfaction

- Medicaid: 0.235
- CHP: 0.204
- CC - Negative: 0.184
- CC - Positive: 0.282

Q48. How many specialists has your child seen in the last 6 months?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>94</td>
<td>84</td>
<td>9</td>
<td>67</td>
<td>25</td>
</tr>
<tr>
<td>1 specialist</td>
<td>815</td>
<td>667</td>
<td>160</td>
<td>507</td>
<td>320</td>
</tr>
<tr>
<td>2</td>
<td>260</td>
<td>209</td>
<td>51</td>
<td>110</td>
<td>151</td>
</tr>
<tr>
<td>3</td>
<td>67</td>
<td>56</td>
<td>12</td>
<td>19</td>
<td>49</td>
</tr>
<tr>
<td>4</td>
<td>24</td>
<td>22</td>
<td>4</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>5 or more specialists</td>
<td>20</td>
<td>17</td>
<td>3</td>
<td>4</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td>1,280</td>
<td>1,055</td>
<td>239</td>
<td>712</td>
<td>581</td>
</tr>
<tr>
<td>Not Answered</td>
<td>26</td>
<td>20</td>
<td>4</td>
<td>18</td>
<td>7</td>
</tr>
</tbody>
</table>

Response scored as: Achievement Room for improvement
**Getting Health Care From A Specialist (continued)**

**Q49.** 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worst specialist possible</td>
<td>3 0.3% 1 0.5%</td>
<td>2 0.2% 1 0.5%</td>
<td>3 0.5%</td>
<td>0 0.0%</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2 0.2% 1 0.5%</td>
<td>2 0.2% 0 0.0%</td>
<td>2 0.3%</td>
<td>0 0.0%</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2 0.2% 1 0.5%</td>
<td>1 0.5% 0 0.0%</td>
<td>2 0.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>11 0.9% 10 1.1%</td>
<td>1 0.5%</td>
<td>5 0.8%</td>
<td>7 1.2%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>17 1.4% 13 1.3%</td>
<td>5 2.0%</td>
<td>8 1.2%</td>
<td>9 1.7%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>43 3.7% 39 4.0%</td>
<td>6 2.7%</td>
<td>18 2.8%</td>
<td>27 4.9%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>38 3.2% 30 3.1%</td>
<td>10 4.4%</td>
<td>25 3.9%</td>
<td>16 2.8%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>76 6.5% 59 6.2%</td>
<td>15 6.8%</td>
<td>42 6.6%</td>
<td>33 5.9%</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>195 16.6% 154 16.0%</td>
<td>44 19.5%</td>
<td>103 16.2%</td>
<td>95 17.2%</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>224 19.1% 179 18.6%</td>
<td>50 22.4%</td>
<td>106 16.7%</td>
<td>123 22.3%</td>
<td></td>
</tr>
<tr>
<td>Best specialist possible</td>
<td>562 47.9% 474 49.2%</td>
<td>91 40.6%</td>
<td>324 51.0%</td>
<td>240 43.6%</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,173 100.0% 964 100.0%</td>
<td>223 100.0%</td>
<td>636 100.0%</td>
<td>551 100.0%</td>
<td></td>
</tr>
</tbody>
</table>

**Not Answered**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Answered</td>
<td>13 7 7 9 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Achievement Score (Case mix adjusted)**

- Statewide: 83.48%
- Medicaid: 83.75%
- CHP: 82.77%
- CC - Negative: 82.66%
- CC - Positive: 84.61%

**2016 vs. 2014: +/- Change (Stat. sig.)**

- +2.8
- na
- na
- na
- na

**Correlation with Health Plan Satisfaction**

- 0.321
- 0.356
- 0.215
- 0.332
- 0.323

---

**Your Child’s Health Plan**

**Q50.** In the last 6 months, did you get information or help from customer service at your child’s health plan?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2,086 34.6%</td>
<td>1,682 33.5%</td>
<td>364 36.0%</td>
<td>1,522 33.1%</td>
<td>523 36.6%</td>
</tr>
<tr>
<td>No</td>
<td>3,937 65.4%</td>
<td>3,336 66.5%</td>
<td>647 64.0%</td>
<td>3,077 66.9%</td>
<td>906 63.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,023 100.0%</td>
<td>5,018 100.0%</td>
<td>1,010 100.0%</td>
<td>4,599 100.0%</td>
<td>1,429 100.0%</td>
</tr>
</tbody>
</table>

**Not Answered**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Answered</td>
<td>129 110 13 112 11</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Response scored as:**

- Achievement
- Room for improvement
# Your Child's Health Plan (continued)

## Q51. In the last 6 months, how often did customer service at your child’s health plan give you the information or help you needed?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Never</td>
<td>46</td>
<td>2.2%</td>
<td>36</td>
<td>2.2%</td>
<td>8</td>
</tr>
<tr>
<td>Sometimes</td>
<td>365</td>
<td>17.8%</td>
<td>281</td>
<td>17.0%</td>
<td>78</td>
</tr>
<tr>
<td>Usually</td>
<td>525</td>
<td>25.5%</td>
<td>420</td>
<td>25.4%</td>
<td>92</td>
</tr>
<tr>
<td>Always</td>
<td>1,120</td>
<td>54.5%</td>
<td>919</td>
<td>55.5%</td>
<td>181</td>
</tr>
<tr>
<td>Total</td>
<td>2,056</td>
<td>100.0%</td>
<td>1,657</td>
<td>100.0%</td>
<td>359</td>
</tr>
<tr>
<td>Not Answered</td>
<td>30</td>
<td>25</td>
<td>5</td>
<td>26</td>
<td>3</td>
</tr>
</tbody>
</table>

### Achievement Score (Case mix adjusted)
- 80.29% Medicaid
- 80.64% CHP
- 76.99% CC - Negative
- 80.06% CC - Positive

### Correlation with Health Plan Satisfaction
- 0.359

## Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Never</td>
<td>37</td>
<td>1.8%</td>
<td>31</td>
<td>1.9%</td>
<td>5</td>
</tr>
<tr>
<td>Sometimes</td>
<td>125</td>
<td>6.1%</td>
<td>99</td>
<td>6.0%</td>
<td>25</td>
</tr>
<tr>
<td>Usually</td>
<td>386</td>
<td>18.8%</td>
<td>298</td>
<td>18.0%</td>
<td>80</td>
</tr>
<tr>
<td>Always</td>
<td>1,508</td>
<td>73.3%</td>
<td>1,227</td>
<td>74.1%</td>
<td>249</td>
</tr>
<tr>
<td>Total</td>
<td>2,056</td>
<td>100.0%</td>
<td>1,656</td>
<td>100.0%</td>
<td>359</td>
</tr>
<tr>
<td>Not Answered</td>
<td>30</td>
<td>26</td>
<td>4</td>
<td>27</td>
<td>4</td>
</tr>
</tbody>
</table>

### Achievement Score (Case mix adjusted)
- 92.09% Medicaid
- 92.23% CHP
- 91.10% CC - Negative
- 91.72% CC - Positive

### Correlation with Health Plan Satisfaction
- 0.330

## Q53. In the last 6 months, did your child’s health plan give you any forms to fill out?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>1,637</td>
<td>27.5%</td>
<td>1,343</td>
<td>27.1%</td>
<td>276</td>
</tr>
<tr>
<td>No</td>
<td>4,318</td>
<td>72.5%</td>
<td>3,612</td>
<td>72.9%</td>
<td>730</td>
</tr>
<tr>
<td>Total</td>
<td>5,955</td>
<td>100.0%</td>
<td>4,955</td>
<td>100.0%</td>
<td>1,006</td>
</tr>
<tr>
<td>Not Answered</td>
<td>197</td>
<td>173</td>
<td>18</td>
<td>170</td>
<td>21</td>
</tr>
</tbody>
</table>

### Achievement scored as:
- **Achievement**
- **Room for improvement**
Your Child's Health Plan (continued)

PQ54. 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.]

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Medicaid/CHP Managed Care Program</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Statewide</td>
<td>Medicaid</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Never</td>
<td>45</td>
<td>0.8%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>306</td>
<td>5.2%</td>
</tr>
<tr>
<td>Usually</td>
<td>485</td>
<td>8.2%</td>
</tr>
<tr>
<td>Always</td>
<td>5,077</td>
<td>85.9%</td>
</tr>
<tr>
<td>Total</td>
<td>5,913</td>
<td>100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>42</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

Achievement Score (Case mix adjusted)
- Medicaid: 94.49%
- CHP: 92.49%
- CC - Negative: 94.25%
- CC - Positive: 93.85%

2016 vs. 2014: +/- Change (Stat. sig.)
- Achievement: +1.4%
- Room for improvement: na

Q55. 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?

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Medicaid/CHP Managed Care Program</th>
<th>2016 vs. 2014: +/- Change (Stat. sig.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Statewide</td>
<td>Medicaid</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Worst health plan possible</td>
<td>21</td>
<td>0.4%</td>
</tr>
<tr>
<td>1</td>
<td>14</td>
<td>0.2%</td>
</tr>
<tr>
<td>2</td>
<td>15</td>
<td>0.3%</td>
</tr>
<tr>
<td>3</td>
<td>28</td>
<td>0.5%</td>
</tr>
<tr>
<td>4</td>
<td>35</td>
<td>0.6%</td>
</tr>
<tr>
<td>5</td>
<td>211</td>
<td>3.5%</td>
</tr>
<tr>
<td>6</td>
<td>169</td>
<td>2.8%</td>
</tr>
<tr>
<td>7</td>
<td>431</td>
<td>7.2%</td>
</tr>
<tr>
<td>8</td>
<td>1,069</td>
<td>17.8%</td>
</tr>
<tr>
<td>9</td>
<td>1,137</td>
<td>19.0%</td>
</tr>
<tr>
<td>Best health plan possible</td>
<td>2,863</td>
<td>47.6%</td>
</tr>
<tr>
<td>Total</td>
<td>5,993</td>
<td>100.0%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>159</td>
<td>2.6%</td>
</tr>
</tbody>
</table>

Achievement Score (Case mix adjusted)
- Medicaid: 84.81%
- CHP: 83.02%
- CC - Negative: 84.40%
- CC - Positive: 84.86%

2016 vs. 2014: +/- Change (Stat. sig.)
- Achievement: na
- Room for improvement: na

Response scored as: Achievement Room for improvement

Page 101
**Prescription Medicines**

**Q56.** In the last 6 months, did you get or refill any prescription medicines for your child?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>2,798</td>
<td>46.7%</td>
<td>2,378</td>
<td>47.6%</td>
<td>449</td>
</tr>
<tr>
<td>No</td>
<td>3,195</td>
<td>53.3%</td>
<td>2,613</td>
<td>52.4%</td>
<td>562</td>
</tr>
<tr>
<td>Total</td>
<td>5,993</td>
<td>100.0%</td>
<td>4,990</td>
<td>100.0%</td>
<td>1,011</td>
</tr>
<tr>
<td>Not Answered</td>
<td>159</td>
<td>138</td>
<td>13</td>
<td>142</td>
<td>8</td>
</tr>
</tbody>
</table>

**Q57.** In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Never</td>
<td>26</td>
<td>0.9%</td>
<td>21</td>
<td>0.9%</td>
<td>3</td>
</tr>
<tr>
<td>Sometimes</td>
<td>217</td>
<td>7.8%</td>
<td>184</td>
<td>7.8%</td>
<td>32</td>
</tr>
<tr>
<td>Usually</td>
<td>520</td>
<td>18.7%</td>
<td>446</td>
<td>18.9%</td>
<td>75</td>
</tr>
<tr>
<td>Always</td>
<td>2,018</td>
<td>72.6%</td>
<td>1,709</td>
<td>72.4%</td>
<td>339</td>
</tr>
<tr>
<td>Total</td>
<td>2,781</td>
<td>100.0%</td>
<td>2,361</td>
<td>100.0%</td>
<td>448</td>
</tr>
<tr>
<td>Not Answered</td>
<td>17</td>
<td>16</td>
<td>1</td>
<td>12</td>
<td>6</td>
</tr>
</tbody>
</table>

**Reporting Category**

**Achievement Score (Case mix adjusted)**

<table>
<thead>
<tr>
<th></th>
<th>91.39%</th>
<th>91.52%</th>
<th>91.07%</th>
<th>90.40%</th>
<th>93.07%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 vs. 2014: +/- Change (Stat. sig.)</td>
<td>-0.4</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>Correlation with Health Plan Satisfaction</td>
<td>0.290</td>
<td>0.302</td>
<td>0.251</td>
<td>0.275</td>
<td>0.325</td>
</tr>
</tbody>
</table>

**Q58.** Did anyone from your child’s health plan, doctor’s office or clinic help you get your child’s prescription medicines?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>1,734</td>
<td>63.7%</td>
<td>1,498</td>
<td>64.7%</td>
<td>244</td>
</tr>
<tr>
<td>No</td>
<td>989</td>
<td>36.3%</td>
<td>815</td>
<td>35.3%</td>
<td>193</td>
</tr>
<tr>
<td>Total</td>
<td>2,723</td>
<td>100.0%</td>
<td>2,313</td>
<td>100.0%</td>
<td>437</td>
</tr>
<tr>
<td>Not Answered</td>
<td>75</td>
<td>65</td>
<td>12</td>
<td>62</td>
<td>15</td>
</tr>
</tbody>
</table>

**Reporting Category**

**Achievement Score (Case mix adjusted)**

<table>
<thead>
<tr>
<th></th>
<th>63.45%</th>
<th>64.49%</th>
<th>57.14%</th>
<th>61.45%</th>
<th>66.18%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 vs. 2014: +/- Change (Stat. sig.)</td>
<td>+3.9*</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>na</td>
</tr>
<tr>
<td>Correlation with Health Plan Satisfaction</td>
<td>0.076</td>
<td>0.064</td>
<td>0.123</td>
<td>0.072</td>
<td>0.089</td>
</tr>
</tbody>
</table>
**About Your Child and You**

**Q59. In general, how would you rate your child’s overall health?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Excellent</td>
<td>2,493 41.4%</td>
<td>2,029 40.2%</td>
<td>464 47.0%</td>
<td>2,187 47.0%</td>
<td>306 22.3%</td>
</tr>
<tr>
<td>Very Good</td>
<td>2,037 33.8%</td>
<td>1,678 33.3%</td>
<td>359 36.4%</td>
<td>1,521 32.7%</td>
<td>516 37.6%</td>
</tr>
<tr>
<td>Good</td>
<td>1,235 20.5%</td>
<td>1,090 21.6%</td>
<td>145 14.7%</td>
<td>827 17.8%</td>
<td>408 29.7%</td>
</tr>
<tr>
<td>Fair</td>
<td>245 4.1%</td>
<td>228 4.5%</td>
<td>17 1.7%</td>
<td>119 2.6%</td>
<td>126 9.2%</td>
</tr>
<tr>
<td>Poor</td>
<td>18 0.3%</td>
<td>16 0.3%</td>
<td>2 0.2%</td>
<td>2 0.0%</td>
<td>16 1.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,028 100.0%</td>
<td>5,041 100.0%</td>
<td>987 100.0%</td>
<td>4,656 100.0%</td>
<td>1,372 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>124 109 115 115 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q60. In general, how would you rate your child’s overall mental or emotional health?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Excellent</td>
<td>2,932 48.7%</td>
<td>2,364 47.1%</td>
<td>542 53.7%</td>
<td>2,539 55.3%</td>
<td>368 25.7%</td>
</tr>
<tr>
<td>Very Good</td>
<td>1,592 26.4%</td>
<td>1,305 26.0%</td>
<td>302 29.9%</td>
<td>1,268 27.6%</td>
<td>338 23.6%</td>
</tr>
<tr>
<td>Good</td>
<td>1,104 18.3%</td>
<td>971 19.4%</td>
<td>128 12.7%</td>
<td>686 14.9%</td>
<td>413 28.9%</td>
</tr>
<tr>
<td>Fair</td>
<td>340 5.6%</td>
<td>321 6.4%</td>
<td>34 3.3%</td>
<td>93 2.0%</td>
<td>262 18.3%</td>
</tr>
<tr>
<td>Poor</td>
<td>57 0.9%</td>
<td>54 1.1%</td>
<td>4 0.4%</td>
<td>7 0.2%</td>
<td>51 3.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,025 100.0%</td>
<td>5,015 100.0%</td>
<td>1,011 100.0%</td>
<td>4,593 100.0%</td>
<td>1,432 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>127 113 13 118 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q61. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>1,529 25.4%</td>
<td>1,293 25.7%</td>
<td>236 23.9%</td>
<td>548 11.8%</td>
<td>981 71.2%</td>
</tr>
<tr>
<td>No</td>
<td>4,497 74.6%</td>
<td>3,747 74.3%</td>
<td>750 76.1%</td>
<td>4,101 88.2%</td>
<td>396 28.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6,026 100.0%</td>
<td>5,040 100.0%</td>
<td>986 100.0%</td>
<td>4,649 100.0%</td>
<td>1,377 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>126 110 16 122 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Q62. Is this because of any medical, behavioral or other health condition?**

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
<td>N %</td>
</tr>
<tr>
<td>Yes</td>
<td>1,100 73.2%</td>
<td>913 72.0%</td>
<td>187 79.6%</td>
<td>152 29.0%</td>
<td>948 96.9%</td>
</tr>
<tr>
<td>No</td>
<td>403 26.8%</td>
<td>355 28.0%</td>
<td>48 20.4%</td>
<td>373 71.0%</td>
<td>30 3.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,503 100.0%</td>
<td>1,268 100.0%</td>
<td>235 100.0%</td>
<td>525 100.0%</td>
<td>978 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>26 25 1 23 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### About Your Child and You (continued)

#### Q63. Is this a condition that has lasted or is expected to last for at least 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>929</td>
<td>86.8%</td>
<td>776</td>
<td>87.5%</td>
<td>0</td>
</tr>
<tr>
<td>No</td>
<td>141</td>
<td>13.2%</td>
<td>111</td>
<td>12.5%</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td>1,070</td>
<td>100.0%</td>
<td>887</td>
<td>100.0%</td>
<td>183</td>
</tr>
<tr>
<td>Not Answered</td>
<td>30</td>
<td>26</td>
<td>4</td>
<td>28</td>
<td>2</td>
</tr>
</tbody>
</table>

#### Q64. 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>844</td>
<td>14.2%</td>
<td>739</td>
<td>14.8%</td>
<td>105</td>
</tr>
<tr>
<td>No</td>
<td>5,114</td>
<td>85.8%</td>
<td>4,242</td>
<td>85.2%</td>
<td>872</td>
</tr>
<tr>
<td>Total</td>
<td>5,958</td>
<td>100.0%</td>
<td>4,981</td>
<td>100.0%</td>
<td>977</td>
</tr>
<tr>
<td>Not Answered</td>
<td>194</td>
<td>169</td>
<td>25</td>
<td>172</td>
<td>22</td>
</tr>
</tbody>
</table>

#### Q65. Is this because of any medical, behavioral or other health condition?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>650</td>
<td>78.1%</td>
<td>567</td>
<td>77.9%</td>
<td>83</td>
</tr>
<tr>
<td>No</td>
<td>182</td>
<td>21.9%</td>
<td>161</td>
<td>22.1%</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td>832</td>
<td>100.0%</td>
<td>728</td>
<td>100.0%</td>
<td>104</td>
</tr>
<tr>
<td>Not Answered</td>
<td>12</td>
<td>11</td>
<td>1</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>

#### Q66. Is this a condition that has lasted or is expected to last for at least 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>611</td>
<td>95.0%</td>
<td>533</td>
<td>95.2%</td>
<td>78</td>
</tr>
<tr>
<td>No</td>
<td>32</td>
<td>5.0%</td>
<td>27</td>
<td>4.8%</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>643</td>
<td>100.0%</td>
<td>560</td>
<td>100.0%</td>
<td>83</td>
</tr>
<tr>
<td>Not Answered</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>
About Your Child and You (continued)

Q67. 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?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>807 13.6%</td>
<td>723 14.6%</td>
<td>84  8.6%</td>
<td>347  7.6%</td>
<td>460  33.7%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>5,120 86.4%</td>
<td>4,232 85.4%</td>
<td>888 91.4%</td>
<td>4,213 92.4%</td>
<td>907 66.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,927 100.0%</td>
<td>4,955 100.0%</td>
<td>972 100.0%</td>
<td>4,560 100.0%</td>
<td>1,367 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>225 195</td>
<td>30 211</td>
<td>14</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q68. Is this because of any medical, behavioral or other health condition?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>446 56.8%</td>
<td>394 56.0%</td>
<td>52  63.4%</td>
<td>27  8.2%</td>
<td>419  92.1%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>339 43.2%</td>
<td>309 44.0%</td>
<td>30  36.6%</td>
<td>303 91.8%</td>
<td>36  7.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>785 100.0%</td>
<td>703 100.0%</td>
<td>82  100.0%</td>
<td>330 100.0%</td>
<td>455 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>22 20</td>
<td>2 17</td>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q69. Is this a condition that has lasted or is expected to last for at least 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>412 93.2%</td>
<td>364 93.3%</td>
<td>48  92.3%</td>
<td>0  0.0%</td>
<td>412  99.0%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>30 6.8%</td>
<td>26 6.7%</td>
<td>4   7.7%</td>
<td>26 100.0%</td>
<td>4   1.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>442 100.0%</td>
<td>390 100.0%</td>
<td>52 100.0%</td>
<td>26 100.0%</td>
<td>416 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>4 4</td>
<td>0 1</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q70. Does your child need or get special therapy, such as physical, occupational or speech therapy?

<table>
<thead>
<tr>
<th></th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes</strong></td>
<td>780 13.0%</td>
<td>695 13.9%</td>
<td>85  8.7%</td>
<td>275  6.0%</td>
<td>505  36.8%</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>5,206 87.0%</td>
<td>4,310 86.1%</td>
<td>896 91.3%</td>
<td>4,339 94.0%</td>
<td>867 63.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,986 100.0%</td>
<td>5,005 100.0%</td>
<td>981 100.0%</td>
<td>4,614 100.0%</td>
<td>1,372 100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>166 145</td>
<td>21 157</td>
<td>9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### About Your Child and You (continued)

#### Q71. Is this because of any medical, behavioral or other health condition?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>455</td>
<td>412</td>
<td>43</td>
<td>26</td>
<td>429</td>
</tr>
<tr>
<td>No</td>
<td>305</td>
<td>263</td>
<td>42</td>
<td>235</td>
<td>70</td>
</tr>
<tr>
<td>Total</td>
<td>760</td>
<td>675</td>
<td>85</td>
<td>261</td>
<td>499</td>
</tr>
<tr>
<td>Not Answered</td>
<td>20</td>
<td>20</td>
<td>0</td>
<td>14</td>
<td>6</td>
</tr>
</tbody>
</table>

#### Q72. Is this a condition that has lasted or is expected to last for at least 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>414</td>
<td>376</td>
<td>38</td>
<td>0</td>
<td>414</td>
</tr>
<tr>
<td>No</td>
<td>29</td>
<td>24</td>
<td>5</td>
<td>18</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>443</td>
<td>400</td>
<td>43</td>
<td>18</td>
<td>425</td>
</tr>
<tr>
<td>Not Answered</td>
<td>12</td>
<td>12</td>
<td>0</td>
<td>8</td>
<td>4</td>
</tr>
</tbody>
</table>

#### Q73. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>736</td>
<td>645</td>
<td>91</td>
<td>77</td>
<td>659</td>
</tr>
<tr>
<td>No</td>
<td>5,233</td>
<td>4,343</td>
<td>890</td>
<td>4,525</td>
<td>708</td>
</tr>
<tr>
<td>Total</td>
<td>5,969</td>
<td>4,988</td>
<td>981</td>
<td>4,602</td>
<td>1,367</td>
</tr>
<tr>
<td>Not Answered</td>
<td>183</td>
<td>162</td>
<td>21</td>
<td>169</td>
<td>14</td>
</tr>
</tbody>
</table>

#### Q74. Has this problem lasted or is it expected to last for at least 12 months?

<table>
<thead>
<tr>
<th></th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>627</td>
<td>553</td>
<td>74</td>
<td>0</td>
<td>627</td>
</tr>
<tr>
<td>No</td>
<td>84</td>
<td>70</td>
<td>14</td>
<td>60</td>
<td>24</td>
</tr>
<tr>
<td>Total</td>
<td>711</td>
<td>623</td>
<td>88</td>
<td>60</td>
<td>651</td>
</tr>
<tr>
<td>Not Answered</td>
<td>25</td>
<td>22</td>
<td>3</td>
<td>17</td>
<td>8</td>
</tr>
</tbody>
</table>
### About Your Child and You (continued)

**NQ75.** What is your child's age now?

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year old</td>
<td>0.7%</td>
<td>0.8%</td>
<td>2.0%</td>
<td>0.8%</td>
<td>0.4%</td>
</tr>
<tr>
<td>1 to 2 years old</td>
<td>9.5%</td>
<td>10.1%</td>
<td>6.6%</td>
<td>11.0%</td>
<td>4.2%</td>
</tr>
<tr>
<td>3 to 4 years old</td>
<td>11.4%</td>
<td>11.5%</td>
<td>10.7%</td>
<td>12.4%</td>
<td>7.9%</td>
</tr>
<tr>
<td>5 to 7 years old</td>
<td>18.1%</td>
<td>18.1%</td>
<td>17.7%</td>
<td>17.8%</td>
<td>19.1%</td>
</tr>
<tr>
<td>8 to 10 years old</td>
<td>18.8%</td>
<td>19.0%</td>
<td>17.9%</td>
<td>18.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>11 to 13 years old</td>
<td>17.5%</td>
<td>17.2%</td>
<td>19.0%</td>
<td>16.3%</td>
<td>21.3%</td>
</tr>
<tr>
<td>14 to 18 years old</td>
<td>24.0%</td>
<td>23.3%</td>
<td>28.0%</td>
<td>23.2%</td>
<td>27.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>15.7%</td>
<td>15.5%</td>
<td>26.0%</td>
<td>16.5%</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

**Q76.** Is your child male or female?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>51.4%</td>
<td>50.5%</td>
<td>55.8%</td>
<td>49.5%</td>
<td>57.8%</td>
</tr>
<tr>
<td>Female</td>
<td>48.6%</td>
<td>49.5%</td>
<td>44.2%</td>
<td>50.5%</td>
<td>42.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>15.7%</td>
<td>15.5%</td>
<td>26.0%</td>
<td>16.5%</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

**Q77.** Is your child of Hispanic or Latino origin or descent?

<table>
<thead>
<tr>
<th>Origin</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, Hispanic or Latino</td>
<td>37.0%</td>
<td>39.7%</td>
<td>23.4%</td>
<td>39.5%</td>
<td>28.8%</td>
</tr>
<tr>
<td>No, Not Hispanic or Latino</td>
<td>63.0%</td>
<td>60.3%</td>
<td>76.6%</td>
<td>60.5%</td>
<td>71.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>15.7%</td>
<td>15.5%</td>
<td>26.0%</td>
<td>16.5%</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

**Q78.** What is your child's race? (Please mark one or more.)

<table>
<thead>
<tr>
<th>Race Category</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>53.9%</td>
<td>50.6%</td>
<td>69.7%</td>
<td>52.4%</td>
<td>58.7%</td>
</tr>
<tr>
<td>Black or African-American</td>
<td>24.1%</td>
<td>26.5%</td>
<td>12.3%</td>
<td>22.6%</td>
<td>28.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>11.4%</td>
<td>11.3%</td>
<td>11.5%</td>
<td>13.2%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td>1.4%</td>
<td>1.6%</td>
<td>0.5%</td>
<td>1.5%</td>
<td>1.3%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>3.4%</td>
<td>3.9%</td>
<td>1.4%</td>
<td>3.3%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Other</td>
<td>20.4%</td>
<td>21.7%</td>
<td>13.9%</td>
<td>21.1%</td>
<td>18.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>15.7%</td>
<td>15.5%</td>
<td>26.0%</td>
<td>16.5%</td>
<td>16.0%</td>
</tr>
</tbody>
</table>
### Q79. About Your Child and You (continued)

What is your age?

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>190</td>
<td>169</td>
<td>21</td>
<td>145</td>
<td>45</td>
</tr>
<tr>
<td>18 to 24</td>
<td>187</td>
<td>176</td>
<td>11</td>
<td>151</td>
<td>36</td>
</tr>
<tr>
<td>25 to 34</td>
<td>1,766</td>
<td>1,540</td>
<td>226</td>
<td>1,390</td>
<td>376</td>
</tr>
<tr>
<td>35 to 44</td>
<td>2,256</td>
<td>1,865</td>
<td>391</td>
<td>1,794</td>
<td>462</td>
</tr>
<tr>
<td>45 to 54</td>
<td>1,091</td>
<td>832</td>
<td>259</td>
<td>797</td>
<td>294</td>
</tr>
<tr>
<td>55 to 64</td>
<td>326</td>
<td>271</td>
<td>55</td>
<td>220</td>
<td>106</td>
</tr>
<tr>
<td>65 to 74</td>
<td>69</td>
<td>66</td>
<td>3</td>
<td>39</td>
<td>30</td>
</tr>
<tr>
<td>75 or older</td>
<td>20</td>
<td>19</td>
<td>1</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,905</strong></td>
<td><strong>4,938</strong></td>
<td><strong>967</strong></td>
<td><strong>4,550</strong></td>
<td><strong>1,355</strong></td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td><strong>247</strong></td>
<td><strong>212</strong></td>
<td><strong>35</strong></td>
<td><strong>221</strong></td>
<td><strong>26</strong></td>
</tr>
</tbody>
</table>

### Q80. Are you male or female?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>845</td>
<td>658</td>
<td>187</td>
<td>698</td>
<td>147</td>
</tr>
<tr>
<td>Female</td>
<td>5,089</td>
<td>4,303</td>
<td>786</td>
<td>3,863</td>
<td>1,206</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,934</strong></td>
<td><strong>4,961</strong></td>
<td><strong>973</strong></td>
<td><strong>4,581</strong></td>
<td><strong>1,353</strong></td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td><strong>218</strong></td>
<td><strong>189</strong></td>
<td><strong>29</strong></td>
<td><strong>190</strong></td>
<td><strong>28</strong></td>
</tr>
</tbody>
</table>

### Q81. What is the highest grade or level of school that you have completed?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Statewide N</th>
<th>Medicaid N</th>
<th>CHP N</th>
<th>CC - Negative N</th>
<th>CC - Positive N</th>
</tr>
</thead>
<tbody>
<tr>
<td>8th grade or less</td>
<td>588</td>
<td>540</td>
<td>48</td>
<td>510</td>
<td>78</td>
</tr>
<tr>
<td>Some high school but did not graduate</td>
<td>759</td>
<td>713</td>
<td>46</td>
<td>595</td>
<td>164</td>
</tr>
<tr>
<td>High school graduate or GED</td>
<td>1,907</td>
<td>1,702</td>
<td>205</td>
<td>1,481</td>
<td>426</td>
</tr>
<tr>
<td>Some college or 2-year degree</td>
<td>1,639</td>
<td>1,319</td>
<td>320</td>
<td>1,187</td>
<td>452</td>
</tr>
<tr>
<td>4-year college graduate</td>
<td>579</td>
<td>369</td>
<td>210</td>
<td>456</td>
<td>123</td>
</tr>
<tr>
<td>More than 4-year college degree</td>
<td>366</td>
<td>233</td>
<td>133</td>
<td>265</td>
<td>101</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,838</strong></td>
<td><strong>4,876</strong></td>
<td><strong>962</strong></td>
<td><strong>4,494</strong></td>
<td><strong>1,344</strong></td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td><strong>314</strong></td>
<td><strong>274</strong></td>
<td><strong>40</strong></td>
<td><strong>277</strong></td>
<td><strong>37</strong></td>
</tr>
</tbody>
</table>
About Your Child and You (continued)

Q82. How are you related to the child?

<table>
<thead>
<tr>
<th>Relation</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Mother or father</td>
<td>5,553</td>
<td>94.6%</td>
<td>4,599</td>
<td>94.0%</td>
<td>4,345</td>
</tr>
<tr>
<td>Grandparent</td>
<td>190</td>
<td>3.2%</td>
<td>183</td>
<td>3.7%</td>
<td>7</td>
</tr>
<tr>
<td>Aunt or uncle</td>
<td>34</td>
<td>0.6%</td>
<td>30</td>
<td>0.6%</td>
<td>4</td>
</tr>
<tr>
<td>Older sibling</td>
<td>21</td>
<td>0.4%</td>
<td>20</td>
<td>0.4%</td>
<td>1</td>
</tr>
<tr>
<td>Other relative</td>
<td>5</td>
<td>0.1%</td>
<td>5</td>
<td>0.1%</td>
<td>0</td>
</tr>
<tr>
<td>Legal guardian</td>
<td>59</td>
<td>1.0%</td>
<td>55</td>
<td>1.1%</td>
<td>4</td>
</tr>
<tr>
<td>Someone else</td>
<td>5</td>
<td>0.1%</td>
<td>3</td>
<td>0.1%</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,867</td>
<td>100.0%</td>
<td>4,895</td>
<td>100.0%</td>
<td>972</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>285</td>
<td></td>
<td>255</td>
<td></td>
<td>30</td>
</tr>
</tbody>
</table>

Q83. How well do you speak English?

<table>
<thead>
<tr>
<th>Fluency</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Very well</td>
<td>3,516</td>
<td>59.7%</td>
<td>2,817</td>
<td>57.2%</td>
<td>699</td>
</tr>
<tr>
<td>Well</td>
<td>989</td>
<td>16.8%</td>
<td>847</td>
<td>17.2%</td>
<td>142</td>
</tr>
<tr>
<td>Not well</td>
<td>893</td>
<td>15.2%</td>
<td>808</td>
<td>16.4%</td>
<td>85</td>
</tr>
<tr>
<td>Not at all</td>
<td>495</td>
<td>8.4%</td>
<td>451</td>
<td>9.2%</td>
<td>44</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,893</td>
<td>100.0%</td>
<td>4,923</td>
<td>100.0%</td>
<td>970</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>259</td>
<td></td>
<td>227</td>
<td></td>
<td>32</td>
</tr>
</tbody>
</table>

Q84. Do you speak a language other than English at home?

<table>
<thead>
<tr>
<th>Response</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Yes</td>
<td>2,951</td>
<td>50.1%</td>
<td>2,576</td>
<td>52.4%</td>
<td>375</td>
</tr>
<tr>
<td>No</td>
<td>2,935</td>
<td>49.9%</td>
<td>2,341</td>
<td>47.6%</td>
<td>594</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,886</td>
<td>100.0%</td>
<td>4,917</td>
<td>100.0%</td>
<td>969</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>266</td>
<td></td>
<td>233</td>
<td></td>
<td>33</td>
</tr>
</tbody>
</table>

Q85. What is this language spoken at home?

<table>
<thead>
<tr>
<th>Language</th>
<th>Statewide</th>
<th>Medicaid</th>
<th>CHP</th>
<th>CC - Negative</th>
<th>CC - Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Spanish</td>
<td>1,600</td>
<td>55.0%</td>
<td>1,434</td>
<td>56.6%</td>
<td>166</td>
</tr>
<tr>
<td>Other</td>
<td>1,307</td>
<td>45.0%</td>
<td>1,098</td>
<td>43.4%</td>
<td>209</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,907</td>
<td>100.0%</td>
<td>2,532</td>
<td>100.0%</td>
<td>375</td>
</tr>
<tr>
<td><strong>Not Answered</strong></td>
<td>44</td>
<td></td>
<td>44</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>
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.

Correct Mark ○ 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?
    - None
    - 1
    - 2
    - 3
    - 4
    - 5
    - 6
    - 7
    - 8
    - 9
    - 10

Worst Health Care
Best Health Care
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

**SPECIALIZED SERVICES**

19. 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 20
- No  ➔ Go to Question 22

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

- Never
- Sometimes
- Usually
- Always

21. 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

22. 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 23
- No  ➔ Go to Question 25

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

25. 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 26
- No  ➔ Go to Question 29

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

- Never
- Sometimes
- Usually
- Always

27. 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
28. 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 Possible Treatment

Best Possible Treatment

29. 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 30
- [ ] No  Go to Question 31

30. 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

31. 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 32
- [ ] No  Go to Question 38

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

- [ ] None  Go to Question 42
- [ ] 1  Go to Question 33
- [ ] 2  Go to Question 33
- [ ] 3  Go to Question 33
- [ ] 4  Go to Question 33
- [ ] 5 to 9  Go to Question 33
- [ ] 10 or more  Go to Question 33

33. 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

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

- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always

35. 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

36. Is your child able to talk with doctors about his or her health care?

- [ ] Yes  Go to Question 37
- [ ] No  Go to Question 38

37. 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

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

- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always
39. 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

40. 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 41
   ○ No  ➔ Go to Question 42

41. 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

42. 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 Personal Doctor  Best Personal Doctor

43. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
   ○ Yes  ➔ Go to Question 44
   ○ No  ➔ Go to Question 46

44. 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

45. 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.

46. 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 47
   ○ No  ➔ Go to Question 50

47. 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

48. How many specialists has your child seen in the last 6 months?
   ○ None  ➔ Go to Question 50
   ○ 1 specialist  ➔ Go to Question 49
   ○ 2  ➔ Go to Question 49
   ○ 3  ➔ Go to Question 49
   ○ 4  ➔ Go to Question 49
   ○ 5 or more specialists  ➔ Go to Question 49

49. 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  Best Specialist

50. 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?
YOUR CHILD'S HEALTH PLAN

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

50. In the last 6 months, did you get information or help from customer service at your child's health plan?
   - Yes → Go to Question 51
   - No → Go to Question 53

51. 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

52. 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

53. In the last 6 months, did your child's health plan give you any forms to fill out?
   - Yes → Go to Question 54
   - No → Go to Question 55

54. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
   - Never
   - Sometimes
   - Usually
   - Always

55. 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
   - Best Health Plan

PRESCRIPTION MEDICINES

56. In the last 6 months, did you get or refill any prescription medicines for your child?
   - Yes → Go to Question 57
   - No → Go to Question 59

57. 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

58. 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

59. In general, how would you rate your child's overall health?
   - Excellent
   - Very Good
   - Good
   - Fair
   - Poor

60. In general, how would you rate your child's overall mental or emotional health?
   - Excellent
   - Very Good
   - Good
   - Fair
   - Poor

61. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
   - Yes → Go to Question 62
   - No → Go to Question 64
62. Is this because of any medical, behavioral, or other health condition?
- Yes → Go to Question 63
- No → Go to Question 64

63. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
- No

64. 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 65
- No → Go to Question 67

65. Is this because of any medical, behavioral, or other health condition?
- Yes → Go to Question 66
- No → Go to Question 67

66. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
- No

67. 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 68
- No → Go to Question 70

68. Is this because of any medical, behavioral, or other health condition?
- Yes → Go to Question 69
- No → Go to Question 70

69. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
- No

70. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes → Go to Question 71
- No → Go to Question 73

71. Is this because of any medical, behavioral, or other health condition?
- Yes → Go to Question 72
- No → Go to Question 73

72. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
- No

73. 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 74
- No → Go to Question 75

74. Has this problem lasted or is it expected to last for at least 12 months?
- Yes
- No

75. What is your child's age?
- Less than 1 year old
- [ ] [ ] YEARS OLD (write in)

76. Is your child male or female?
- Male
- Female

77. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
- No, not Hispanic or Latino

78. 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
79. 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

80. Are you male or female?
   - Male
   - Female

81. 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

82. How are you related to the child?
   - Mother or father
   - Grandparent
   - Aunt or uncle
   - Older sibling
   - Other relative
   - Legal guardian

83. How well do you speak English?
   - Very well
   - Well
   - Not well
   - Not at all

84. Do you speak a language other than English at home?
   - Yes  ➔ Go to Question 85
   - No

85. 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