NY State Department of Health
Medicaid and CHP Managed Care Plan Survey
Child CAHPS 4.0

Empire

Continuous Quality Improvement Report

March 2013

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Ann Arbor, MI 48108

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 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 2012. The instrument used for the administration of the survey was the CAHPS® CCC 4.0 Child Medicaid CCC survey, developed and tested nationally for assessing the performance of health plans.

The survey was administered over a twelve-week period using a mixed-mode (mail and telephone) five-wave protocol. Originally intended to be a ten-week field protocol, the timeline was extended due to Hurricane Sandy. The phone follow-up portion of the field was scheduled to begin on October 26, 2012, one day after Hurricane Sandy landed. In response to the hurricane, DataStat delayed calling areas of New York State affected by the storm. This delay allowed those affected by the storm more time to return paper questionnaires and the same amount of time as others to be reached by phone.

The five-wave protocol consisted of a pre-survey letter, first questionnaire packet, reminder call 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 coniditions. The survey was expanded to include 7 supplemental questions addressing areas 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 81 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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Executive Summary

In New York, the CAHPS® CCC survey was administered to the parents/caretakers of Medicaid and CHP managed care plan child members for the first time in 2012. For the 2012 administration, the NYSDOH focused on child members of Medicaid and CHP managed care plans. The survey included 17 managed care plans in New York with a sample of 1,500 children per plan and one plan with a sample of 750 children. Surveys were sent to 26,250 parents/caretakers of child members following a combined mail and phone methodology during the period September 7, 2012 through December 10, 2012 using a standardized survey procedure and questionnaire. A total of 329 responses were received resulting in a 45.9% 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. Finally, 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.

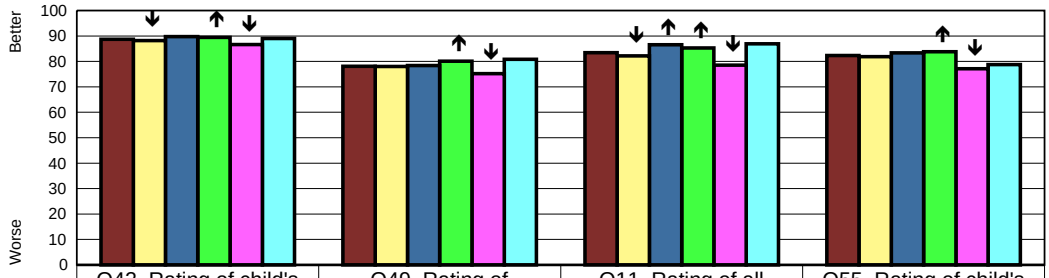
Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of ALL respondents by Payer status. CC-Negative and CC-Positive scores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

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. Medicaid, CHP and chronic condition status results are presented with the Statewide average and compared to the Statewide average for statistical significance.

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.

Overall Rating Questions (8, 9 or 10)



	Q42. Rating of child's personal doctor	Q49. Rating of specialist child saw most often	Q11. Rating of all child's health care	Q55. Rating of child's health plan
Statewide	88.73%	78.05%	83.42%	82.28%
Medicaid	88.21%	78.02%	82.16%	81.91%
CHP	89.76%	78.40%	86.56%	83.38%
CC - Negative	89.44%	80.11%	85.27%	83.83%
CC - Positive	86.63%	75.21%	78.50%	77.10%
Empire Overall	89.03%	80.87%	86.90%	78.76%

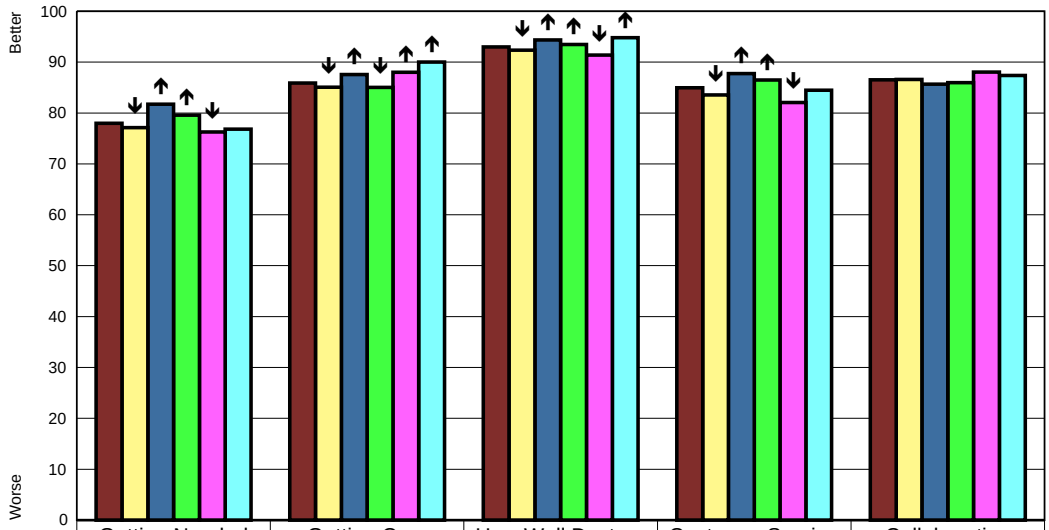
↑↓ **Statistically significantly better/worse than Statewide.**

Summary of 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 Collaborative 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 Collaborative Decision Making, which uses "Yes" as the achievement.

Medicaid, CHP and chronic condition status results are presented with the Statewide average and compared to the Statewide average for statistical significance.

Composites



	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Yes)
Statewide	77.97%	85.88%	93.00%	84.97%	86.51%
Medicaid	77.14%	85.08%	92.34%	83.54%	86.58%
CHP	81.74%	87.56%	94.37%	87.76%	85.67%
CC - Negative	79.58%	85.02%	93.45%	86.50%	85.96%
CC - Positive	76.26%	87.99%	91.39%	82.05%	88.03%
Empire Overall	76.83%	90.00%	94.80%	84.47%	87.38%

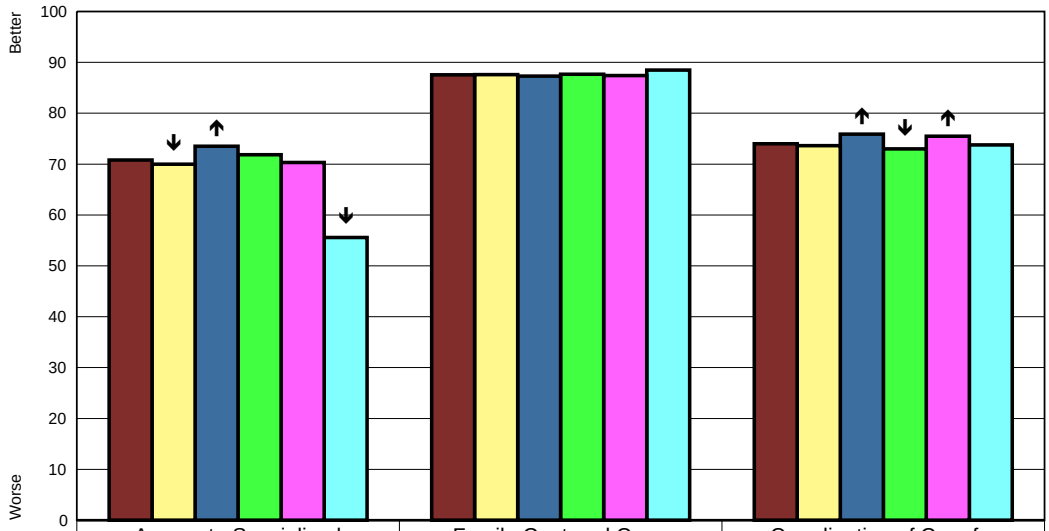
↑↓ **Statistically significantly better/worse than Statewide.**

SUMMARY OF CCC CAHPS® 4.0 COMPOSITES

The table below presents the results for the CCC composites. The Access to Specialized Care 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. Medicaid, CHP and chronic condition status scores are presented alongside the Statewide score and compared to the Statewide with significance testing.

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.

CCC Composites



	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)
Statewide	70.82%	87.55%	74.01%
Medicaid	69.99%	87.61%	73.62%
CHP	73.50%	87.31%	75.88%
CC - Negative	71.85%	87.66%	73.00%
CC - Positive	70.30%	87.42%	75.47%
Empire Overall	55.56%	88.48%	73.76%

↑↓ **Statistically significantly better/worse than Statewide.**

Key Measure Summary

NYSDOH Medicaid/CHP Managed Care Plans

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Yes)	Rating of child's personal doctor	Rating of specialist child saw most often	Rating of all child's health care	Rating of child's health plan
Statewide	78	86	93	85	87	89	78	83	82
Medicaid	77 ▼	85 ▼	92 ▼	84 ▼	87	88 ▼	78	82 ▼	82
CHP	82 ▲	88 ▲	94 ▲	88 ▲	86	90	78	87 ▲	83
CC-Negative	80 ▲	85 ▼	93 ▲	86 ▲	86	89 ▲	80 ▲	85 ▲	84 ▲
CC-Positive	76 ▼	88 ▲	91 ▼	82 ▼	88	87 ▼	75 ▼	79 ▼	77 ▼
Affinity Health Plan	81	86	91	90 ▲	80	87	81	82	84
CDPHP	86 ▲	93 ▲	96 ▲	85	92 ▲	93 ▲	82	89 ▲	88 ▲
Empire	77	90 ▲	95 ▲	84	87	89	81	87	79
Excellus BCBS	82	92 ▲	95 ▲	89	90	90	83	90 ▲	84
Fidelis Care New York	77	88	93	84	84	90	79	85	83
HealthNow New York	84 ▲	92 ▲	95 ▲	84	87	87	72	86	83
Health Plus/Amerigroup	80	81 ▼	91	86	87	87	79	82	84
Healthfirst	72 ▼	81 ▼	92	83	88	87	71	83	84
HIP	77	83	93	80	83	89	79	79	76 ▼
Hudson Health Plan	82	87	94	93 ▲	87	91	80	85	89 ▲
Independent Health	78	89	92	86	90	87	81	86	87 ▲
Metroplus	70 ▼	74 ▼	89 ▼	81	87	85	61 ▼	80	86 ▲
MVP Health Plan	83	90 ▲	93	85	90	91	86 ▲	85	83
Neighborhood HP	74	82	93	87	81	88	85	79 ▼	84
Total Care	75	86	93	79	89	88	81	77 ▼	73 ▼
United Healthcare Community Plan	74	85	94	81	85	90	78	82	74 ▼
Univera CHP	80	90 ▲	94	88	88	89	77	85	88 ▲
WellCare	71 ▼	78 ▼	91	85	82	89	72	80	72 ▼

▲▼ **Statistically significantly better/worse than Statewide.**

Key Measure Summary - CCC Composites

NYSDOH Medicaid/CHP Managed Care Plans

Plans	All Children			Children w/ CCC - Pos		
	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)
Statewide	71	88	74	70	87	75
Medicaid	70 ▼	88	74	71	88	75
CHP	74 ▲	87	76 ▲	75 ▲	88	72 ▼
Affinity Health Plan	68	91	73	64	90	80
CDPHP	86 ▲	92 ▲	69	84 ▲	93 ▲	72
Empire	56 ▼	88	74	58	87	76
Excellus BCBS	70	90	79	66	90	78
Fidelis Care New York	75	89	78	77	89	80
HealthNow New York	77	85	76	75	83	78
Health Plus/Amerigroup	70	86	70	67	80	76
Healthfirst	65	87	71	64	90	74
HIP	65	89	78	57 ▼	88	70
Hudson Health Plan	77	87	75	80 ▲	86	76
Independent Health	77	88	68	75	87	68
Metroplus	70	78 ▼	72	78	80	75
MVP Health Plan	81 ▲	91	78	77	89	78
Neighborhood HP	69	87	73	67	91	67
Total Care	72	87	73	74	87	77
United Healthcare Community Plan	67	86	75	75	87	77
Univera CHP	76	87	77	77	88	76
WellCare	55 ▼	87	74	51 ▼	89	83

▲▼ **Statistically significantly better/worse than Statewide.**

Child Member Sample Profile

Child Age (years)	Statewide	Medicaid	CHP	Empire
Less than one year	1.2%	1.5%	0.0%	0.0%
1 to 2 years	12.2%	14.6%	5.1%	8.4%
3 to 4 years	12.0%	13.5%	7.7%	8.0%
5 to 7 years	17.6%	18.9%	14.1%	15.4%
8 to 10 years	17.6%	17.1%	19.1%	19.3%
11 to 13 years	17.6%	15.9%	22.6%	19.3%
14 to 18 years	21.8%	18.5%	31.3%	29.6%

Child Gender	Statewide	Medicaid	CHP	Empire
Male	51.4%	50.7%	53.3%	56.7%
Female	48.6%	49.3%	46.7%	43.3%

Child Hispanic or Latino	Statewide	Medicaid	CHP	Empire
Yes, Hispanic or Latino	34.9%	38.1%	25.7%	14.0%
No, Not Hispanic or Latino	65.1%	61.9%	74.3%	86.0%

Child Race	Statewide	Medicaid	CHP	Empire
White	55.3%	49.5%	71.4%	80.1%
Black or African-American	21.3%	25.1%	10.5%	5.8%
Asian	9.6%	9.8%	9.0%	11.3%
Native Hawaiian or Other Pacific Islander	0.5%	0.5%	0.7%	0.0%
American Indian or Alaska Native	2.0%	2.2%	1.6%	0.6%
Other	17.7%	19.7%	12.3%	8.0%

Rating of Child's Overall Health	Statewide	Medicaid	CHP	Empire
Excellent	42.3%	41.5%	44.8%	51.9%
Very good	33.9%	33.2%	36.0%	36.0%
Good	19.3%	20.4%	15.9%	9.6%
Fair	4.2%	4.6%	3.2%	1.9%
Poor	0.3%	0.3%	0.1%	0.6%

Payor	Statewide	Medicaid	CHP	Empire
Medicaid	75.0%	100.0%	0.0%	0.0%
CHP	25.0%	0.0%	100.0%	100.0%

Chronic Condition Status	Statewide	Medicaid	CHP	Empire
Positive	21.9%	21.4%	23.2%	22.5%
Negative	78.1%	78.6%	76.8%	77.5%

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Sample Disposition

	Statewide	Medicaid	CHP	Empire
First mailing - sent	26,250	21,097	5,153	750
First mailing - usable survey returned*	4,605	3,336	1,269	192
Second mailing - sent	20,122	16,380	3,742	563
Second mailing - usable survey returned*	1,526	1,123	403	76
Phone - usable surveys*	3,301	2,612	689	61
Total - usable surveys	9,432	7,071	2,361	329
Ineligible: According to population criteria‡†	445	325	120	28
Ineligible: Language barrier†	439	377	62	5
Ineligible: Deceased†	1	1	0	0
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,664	1,484	180	12
Refusal/Returned survey blank	3,440	2,737	703	108
Nonresponse - Unavailable by mail or phone	10,829	9,102	1,727	268
Response Rate	**37.2%**	**34.7%**	**47.5%**	**45.9%**

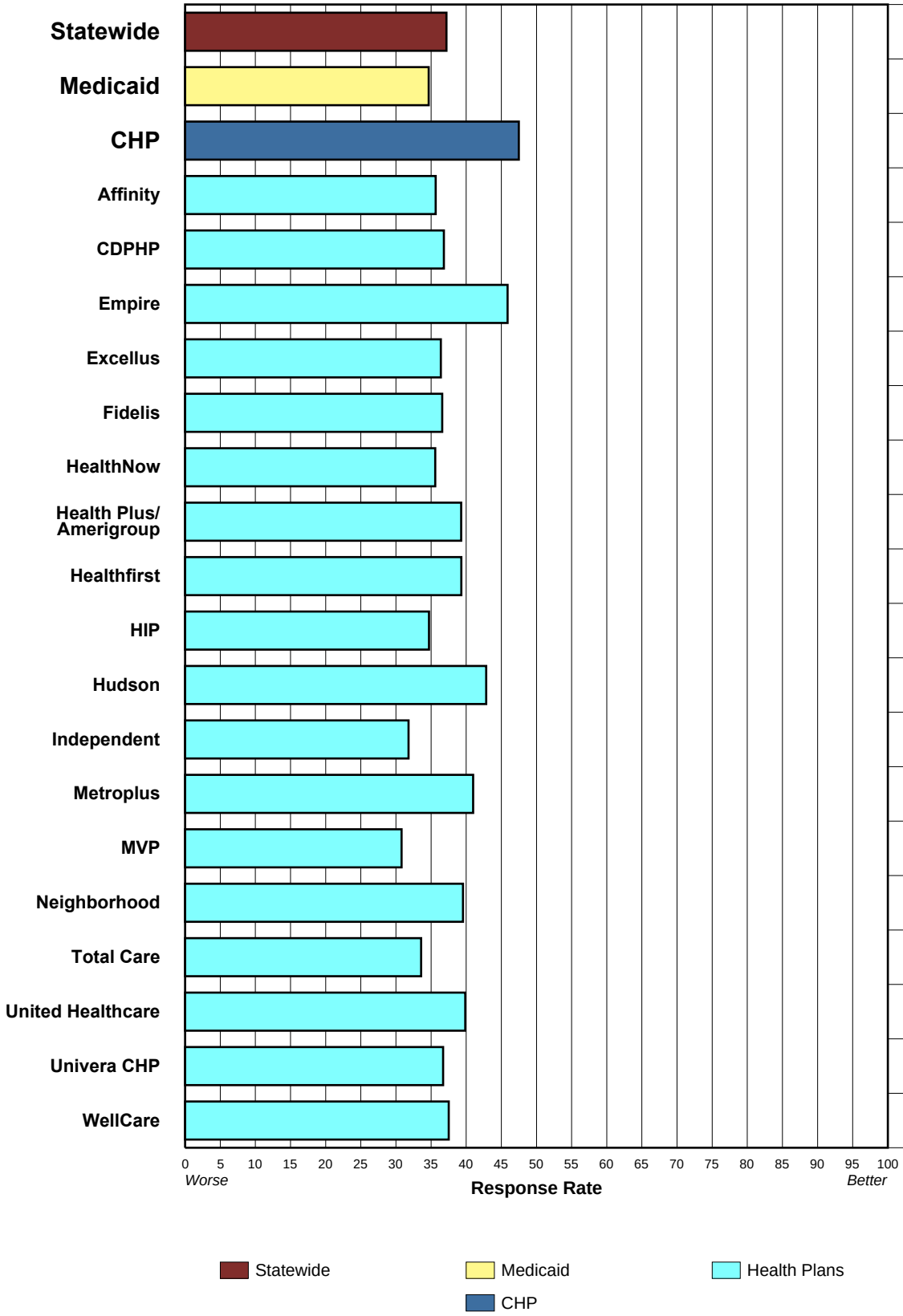
*Included in response rate numerator

†Excluded from response rate denominator

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

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

Response Rates



	Response Rate	Usable Surveys
Statewide	37.19%	9432
Medicaid	34.67%	7071
CHP	47.50%	2361
Affinity	35.67%	520
CDPHP	36.82%	545
Empire	45.89%	329
Excellus	36.39%	536
Fidelis	36.59%	525
HealthNow	35.59%	516
Health Plus/ Amerigroup	39.29%	561
Healthfirst	39.30%	562
HIP	34.70%	492
Hudson	42.85%	632
Independent	31.78%	465
Metroplus	40.98%	591
MVP	30.80%	454
Neighborhood	39.53%	578
Total Care	33.59%	487
United Healthcare	39.87%	571
Univera CHP	36.71%	536
WellCare	37.52%	532

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Methodology

Children, ages 0 to 17, who were current members of NYS Medicaid or CHP managed care plans as of July 2012 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 twelve-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a pre-survey letter, first questionnaire packet, reminder call 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. Pre-survey letters mailed: September 7, 2012
2. 1st questionnaire packets mailed: September 14, 2012
3. Reminder postcards mailed: September 21, 2012
4. 2nd questionnaire packets mailed: October 19, 2012
5. Phone field opened: October 26, 2012
6. Mail and phone field closed: December 10, 2012

Sampling Frame

A stratified random sample of 1500 children ages 0-17 was drawn per plan, with the exception of one plan that had a random sample of 750 cases. 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 2012.

Questionnaire

The instrument selected for the survey, the CAHPS® 4.0 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 7 supplemental questions addressing areas 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 81 questions. 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 one question. Complete interviews were obtained from 9,432 parents/caretakers of NYSDOH Medicaid managed care members, and the overall project response rate was 37.2%.

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 you thought your child needed?" is considered an achievement, as are responses of "8", "9", or "10" to ratings questions.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative 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 easy to get appointments for your child with specialists
- Q51. Usually or always easy to get the care, tests or treatment you thought your child needed

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

How Well Doctors Communicate
- Q30. Child's personal doctor usually or always explained things in a way that was easy to understand
- Q31. Child's personal doctor usually or always listened carefully to you
- Q32. Child's personal doctor usually or always showed respect for what you had to say
- Q35. Child's personal doctor usually or always spent enough time with child

Customer Service
- Q53. Customer service from child's health plan usually or always gave needed info or help
- Q54. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Collaborative Decision Making
- Q9. Doctor talked about pros and cons of each choice for your child's treatment/health care
- Q10. Doctor asked you which treatment/health care was best for child

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

Access to Specialized Services
- Q17. Usually or always easy to get special medical equipment or devices for your child
- Q20. Usually or always easy to get special therapy (physical, occupational or speech) for your child
- Q23. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child
- Q36. 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
- Q13. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q27. 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.

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 and the parent/caretaker population across managed care plans. The results for 2012 are case-mix adjusted for parent/caretaker age (Q78), child member health status (Q59) and parent/caretaker education (Q80). 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.

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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 you thought 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, Collaborative 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 Payer 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.

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The correlation analyses are presented two ways. First there are correlations of 12 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

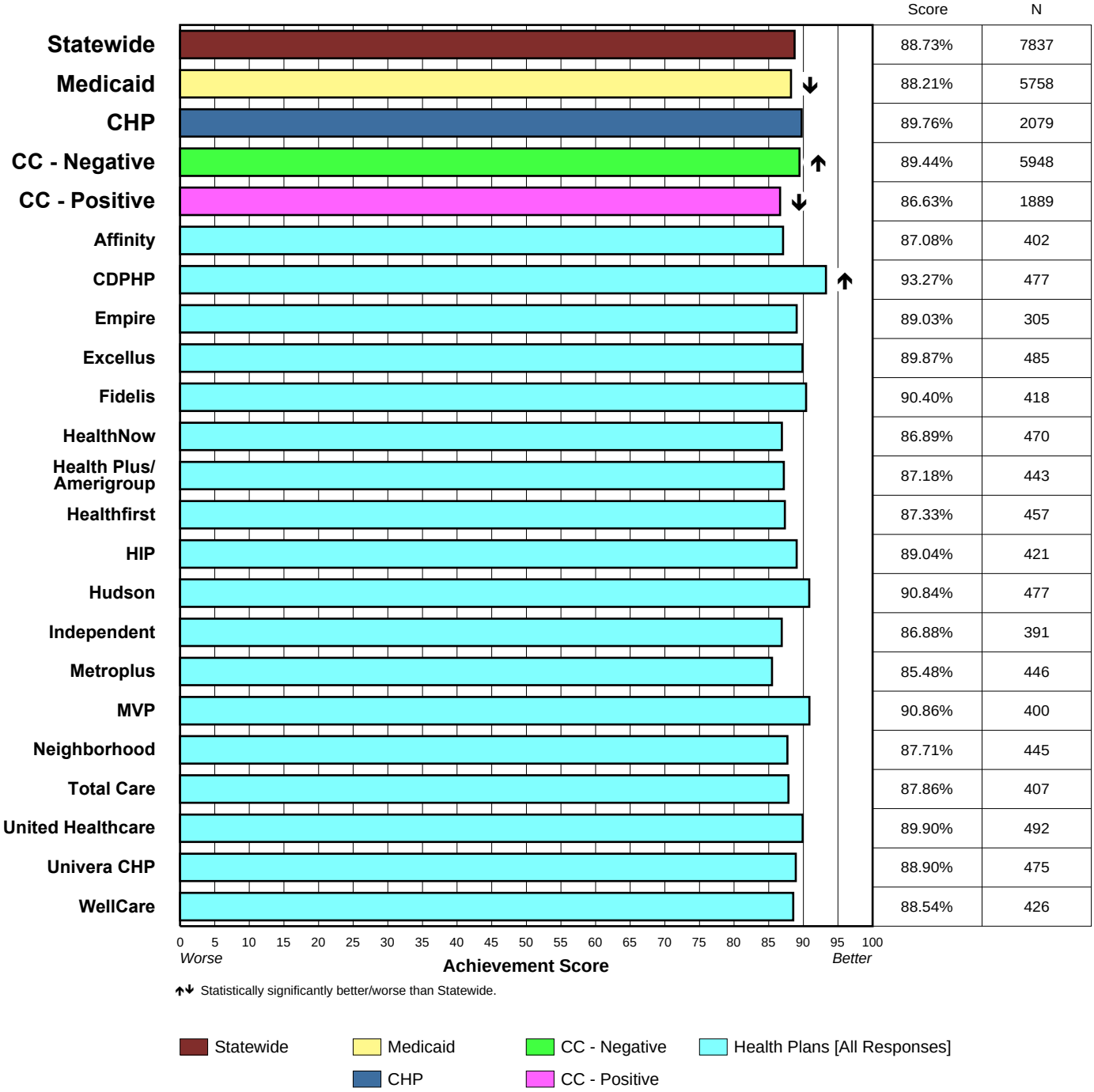
This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. 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.

Overall Ratings

The CAHPS® 4.0 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.

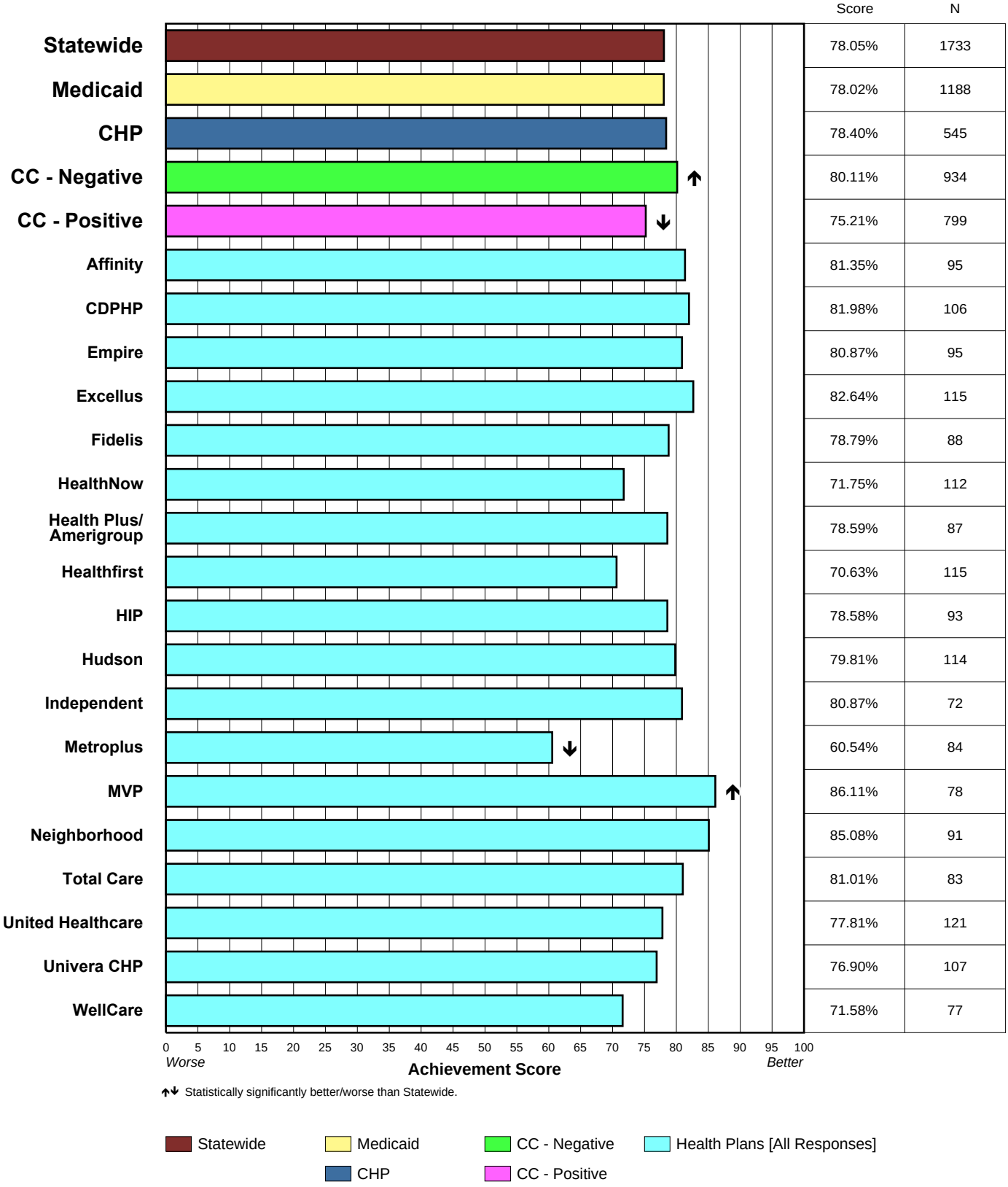
For each rating table, plan-level, Medicaid and CHP scores are presented alongside the Statewide score. Tests for statistical significance compare the Statewide scores to each of the other scores.

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)



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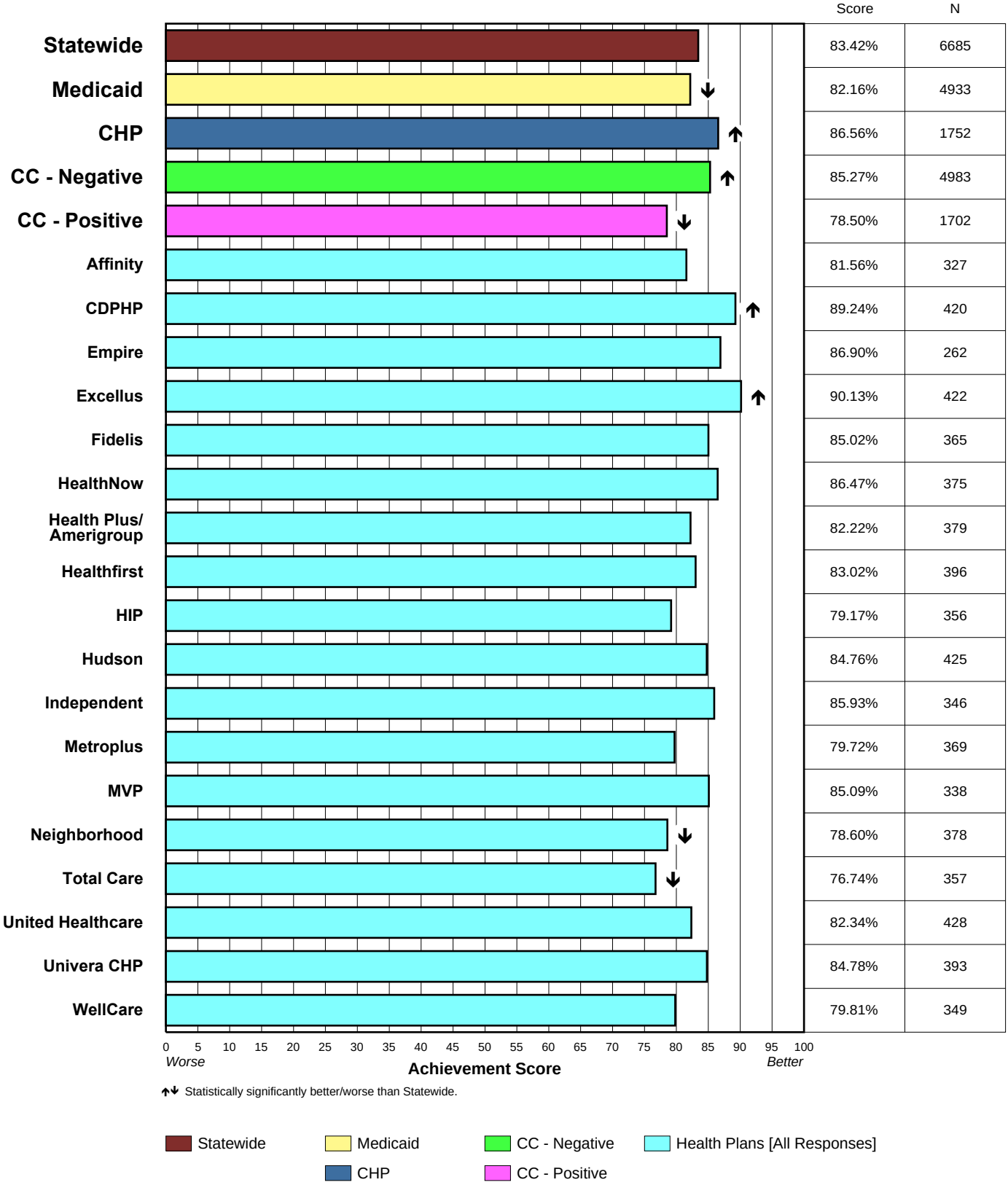
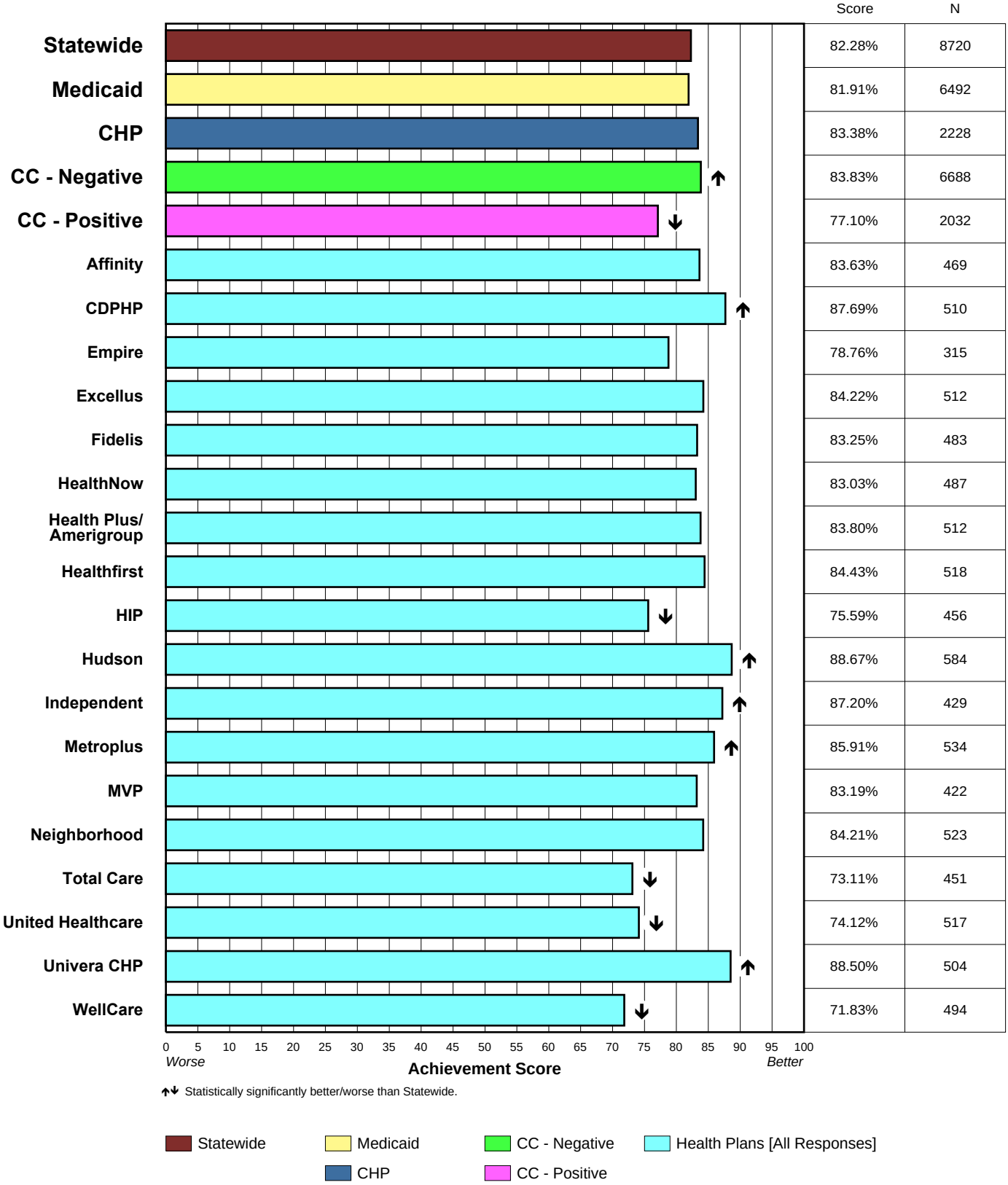
Overall Ratings

Q11. Rating of all child's health care (8, 9 or 10)



Overall Ratings

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



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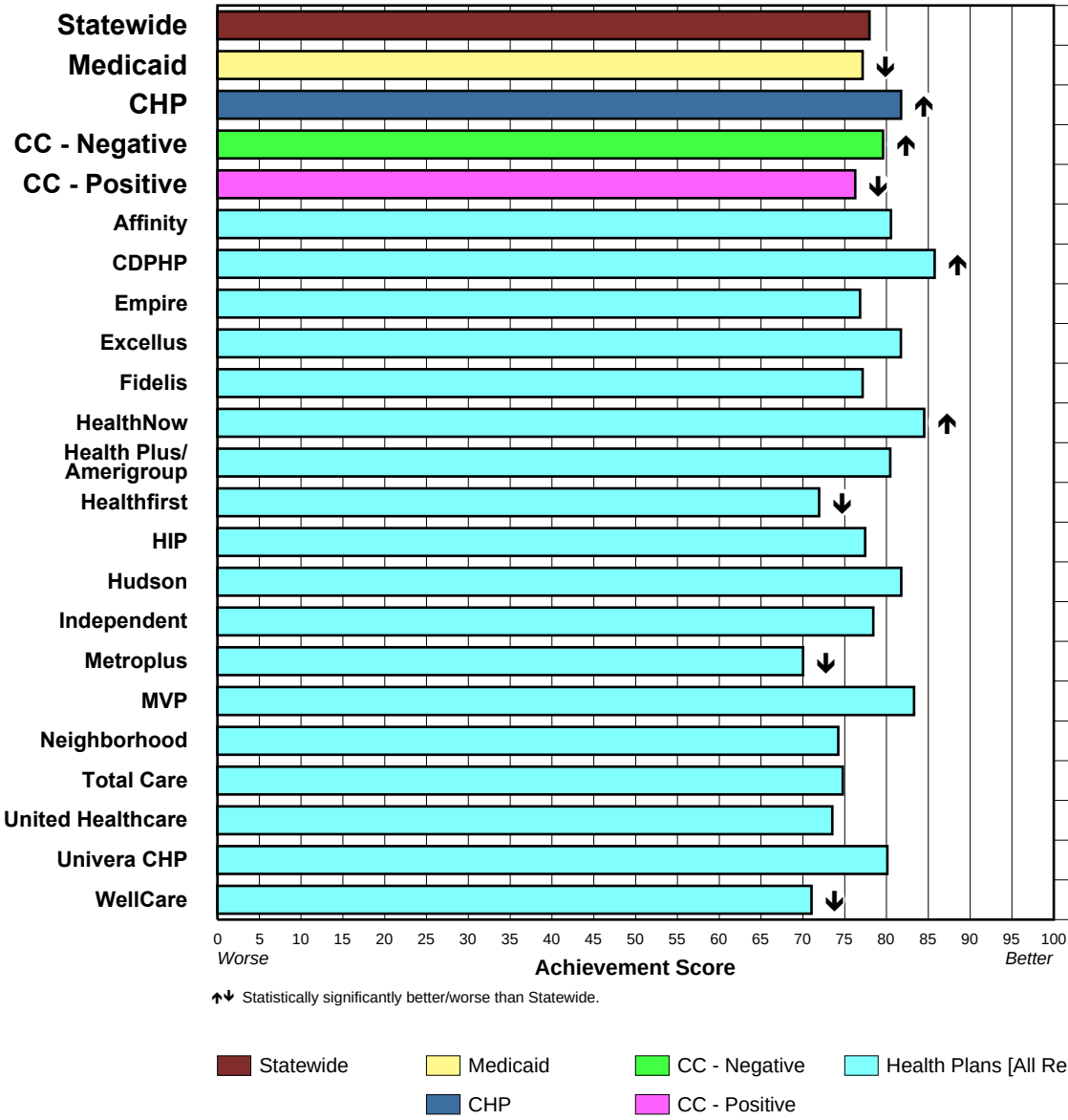
Composites

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, excluding the CCC composites, plan-level, Medicaid and CHP scores are presented alongside the Statewide score. For the CCC composites, plan-level and chronic condition status scores are presented alongside the Statewide score. Tests for statistical significance compare the Statewide scores to all other 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)



	Score	N
Statewide	77.97%	3150
Medicaid	77.14%	2239
CHP	81.74%	911
CC - Negative	79.58%	1929
CC - Positive	76.26%	1221
Affinity	80.52%	149
CDPHP	85.76%	199
Empire	76.83%	152
Excellus	81.71%	202
Fidelis	77.15%	165
HealthNow	84.50%	196
Health Plus/ Amerigroup	80.45%	158
Healthfirst	71.95%	206
HIP	77.45%	173
Hudson	81.77%	192
Independent	78.42%	148
Metroplus	70.01%	163
MVP	83.29%	144
Neighborhood	74.24%	173
Total Care	74.77%	158
United Healthcare	73.51%	198
Univera CHP	80.11%	203
WellCare	71.04%	171

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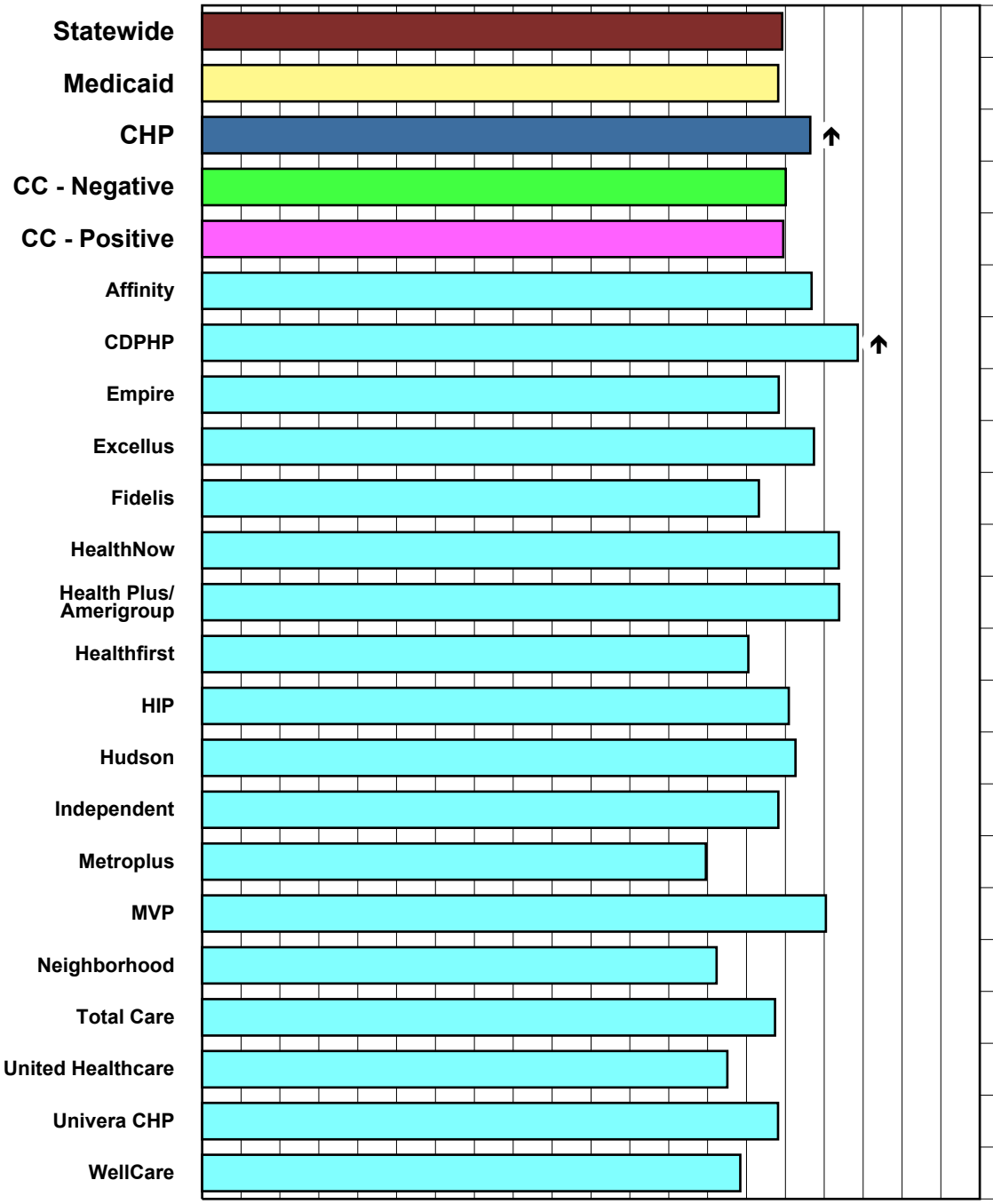
Getting Needed Care (Usually or Always)

Q47. Usually or always easy to get appointments for your child with specialists



	Score	N
Statewide	74.59%	1941
Medicaid	74.08%	1352
CHP	78.19%	589
CC - Negative	75.05%	1063
CC - Positive	74.72%	878
Affinity	78.38%	105
CDPHP	84.31%	116
Empire	74.14%	106
Excellus	78.67%	123
Fidelis	71.60%	101
HealthNow	81.86%	120
Health Plus/ Amerigroup	81.91%	96
Healthfirst	70.24%	131
HIP	75.44%	108
Hudson	76.29%	134
Independent	74.10%	84
Metroplus	64.77%	92
MVP	80.21%	85
Neighborhood	66.15%	109
Total Care	73.67%	93
United Healthcare	67.55%	134
Univera CHP	74.06%	118
WellCare	69.20%	86

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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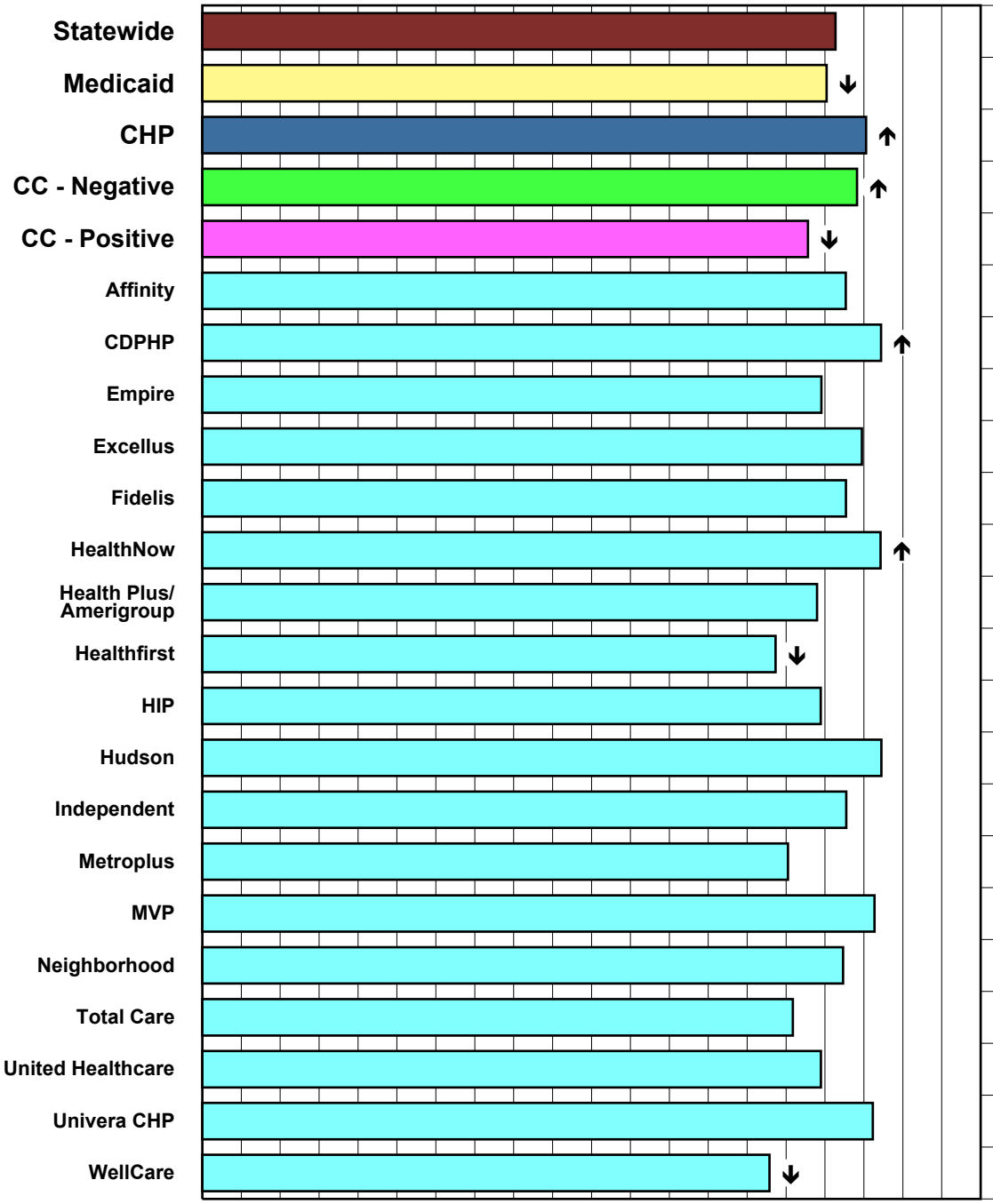
Getting Needed Care (Usually or Always)

Q51. Usually or always easy to get the care, tests or treatment you thought your child needed



	Score	N
Statewide	81.35%	2340
Medicaid	80.20%	1622
CHP	85.29%	718
CC - Negative	84.11%	1395
CC - Positive	77.81%	945
Affinity	82.67%	96
CDPHP	87.20%	155
Empire	79.53%	114
Excellus	84.75%	168
Fidelis	82.70%	126
HealthNow	87.13%	157
Health Plus/ Amerigroup	78.99%	107
Healthfirst	73.66%	141
HIP	79.46%	134
Hudson	87.25%	121
Independent	82.74%	115
Metroplus	75.25%	120
MVP	86.36%	110
Neighborhood	82.32%	121
Total Care	75.86%	119
United Healthcare	79.47%	133
Univera CHP	86.15%	169
WellCare	72.87%	134

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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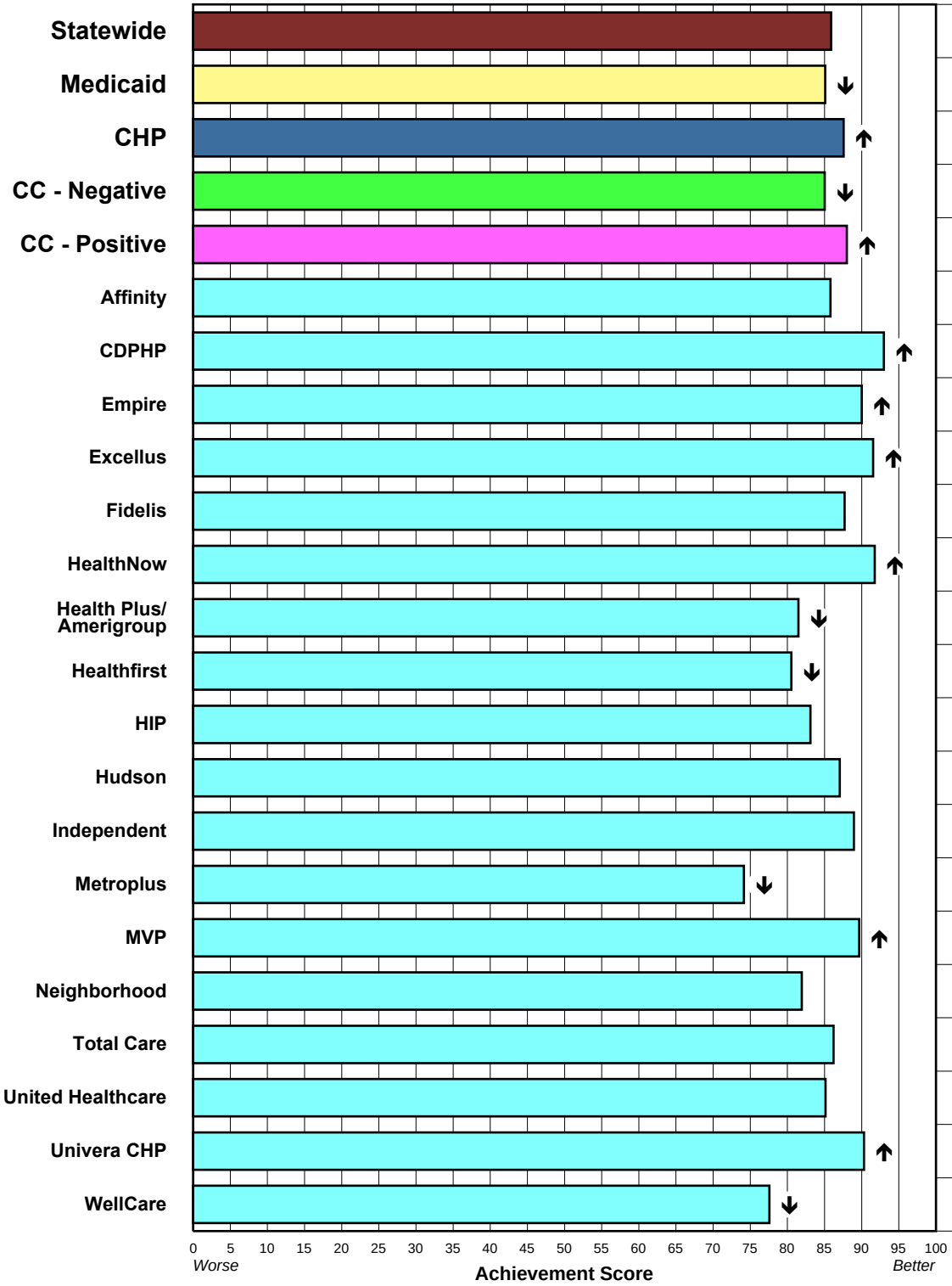
Getting Care Quickly (Usually or Always)



	Score	N
Statewide	85.88%	7062
Medicaid	85.08%	5241
CHP	87.56%	1821
CC - Negative	85.02%	5246
CC - Positive	87.99%	1816
Affinity	85.80%	380
CDPHP	92.99%	429
Empire	90.00%	272
Excellus	91.54%	443
Fidelis	87.70%	369
HealthNow	91.75%	395
Health Plus/ Amerigroup	81.48%	392
Healthfirst	80.53%	400
HIP	83.10%	380
Hudson	87.05%	437
Independent	88.96%	376
Metroplus	74.14%	378
MVP	89.66%	350
Neighborhood	81.94%	401
Total Care	86.21%	385
United Healthcare	85.12%	467
Univera CHP	90.30%	423
WellCare	77.58%	385

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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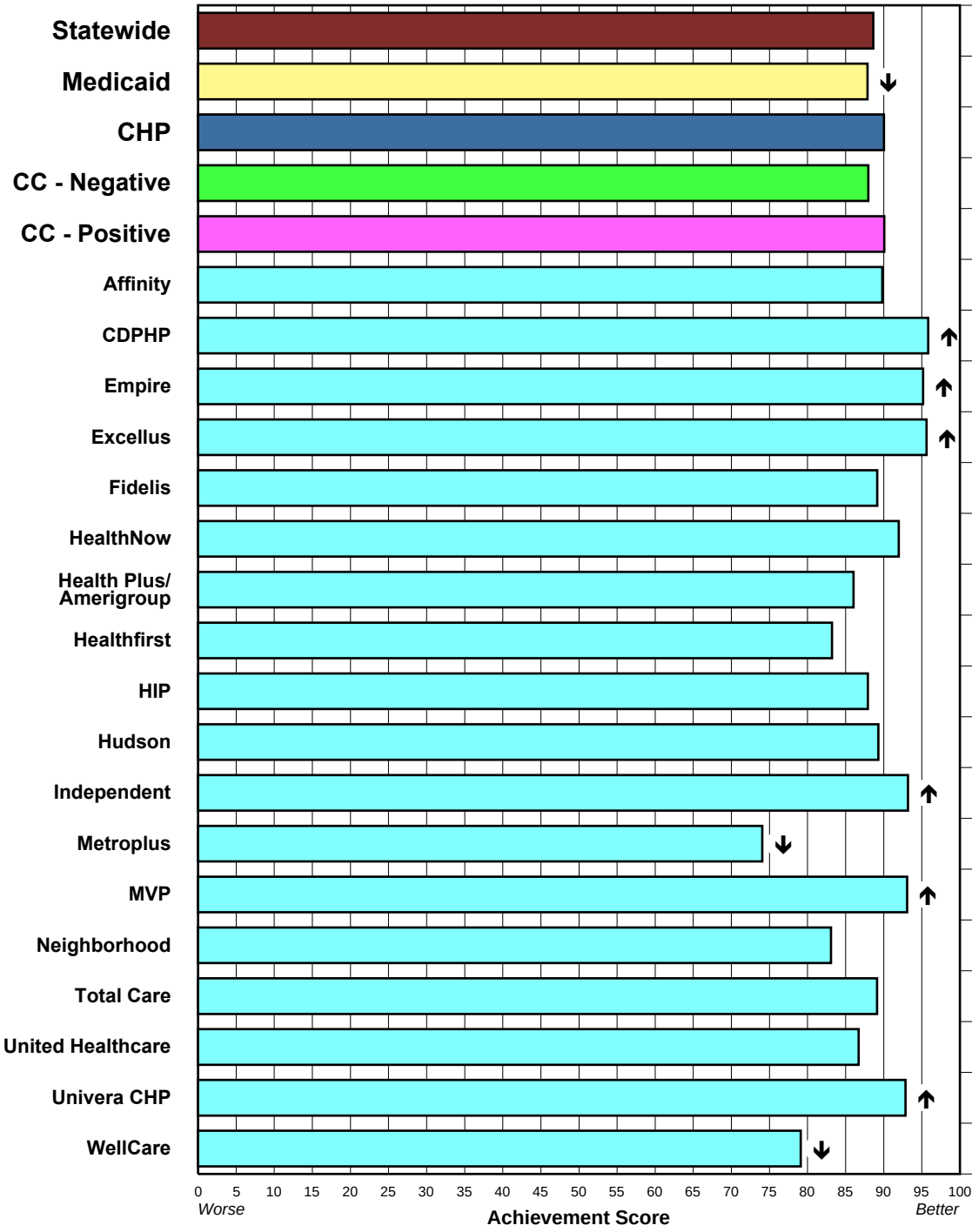
Getting Care Quickly (Usually or Always)

Q4. Child usually or always got care needed right away as soon as you thought child needed



	Score	N
Statewide	88.62%	2570
Medicaid	87.86%	1914
CHP	90.02%	656
CC - Negative	87.97%	1718
CC - Positive	90.06%	852
Affinity	89.82%	131
CDPHP	95.84%	172
Empire	95.17%	93
Excellus	95.62%	172
Fidelis	89.14%	123
HealthNow	91.98%	153
Health Plus/ Amerigroup	86.03%	120
Healthfirst	83.21%	151
HIP	87.92%	139
Hudson	89.29%	155
Independent	93.19%	144
Metroplus	74.05%	154
MVP	93.07%	147
Neighborhood	83.08%	133
Total Care	89.12%	155
United Healthcare	86.71%	145
Univera CHP	92.85%	163
WellCare	79.12%	120

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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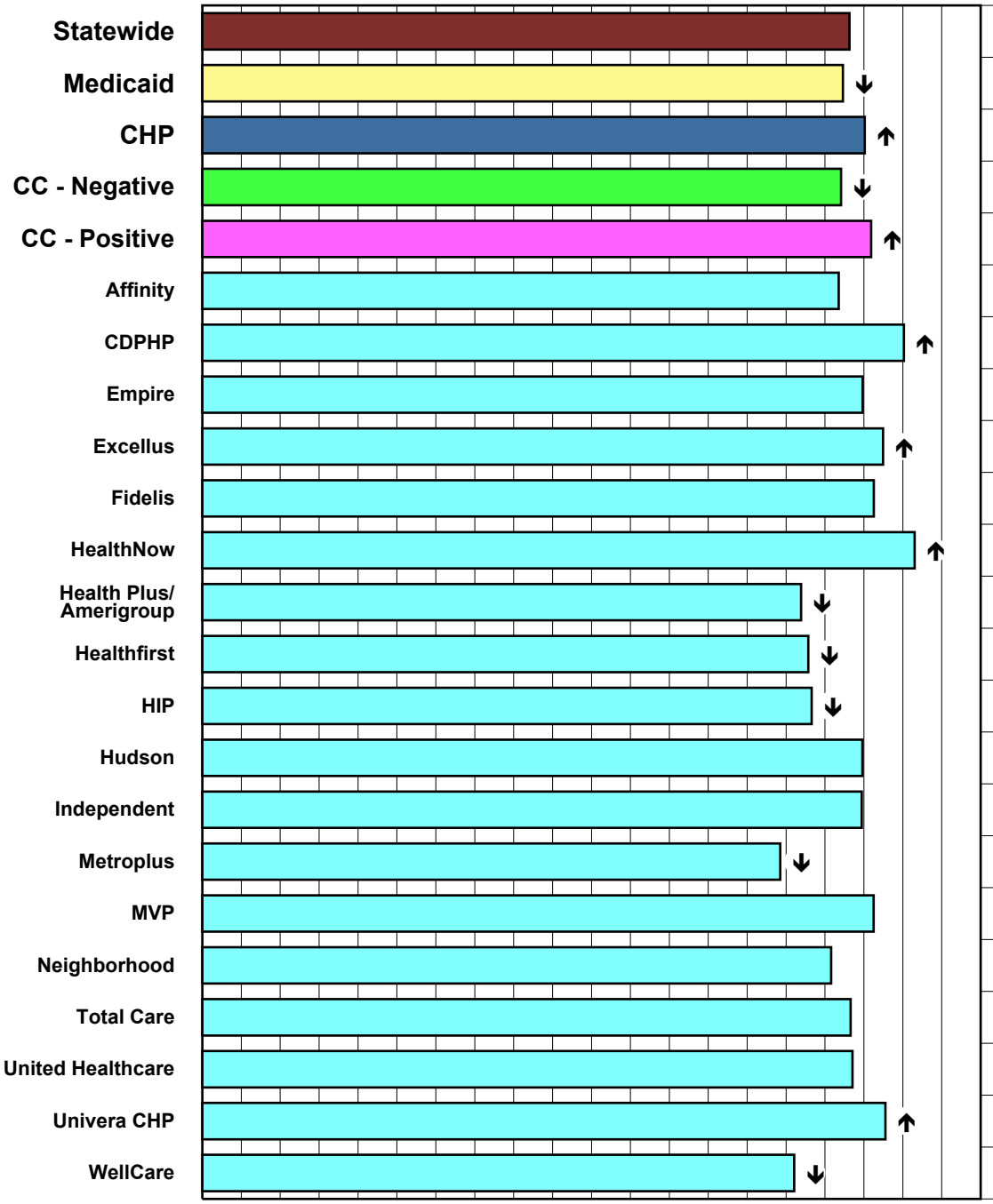
Getting Care Quickly (Usually or Always)

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



	Score	N
Statewide	83.14%	6667
Medicaid	82.31%	4952
CHP	85.11%	1715
CC - Negative	82.07%	4930
CC - Positive	85.92%	1737
Affinity	81.77%	365
CDPHP	90.14%	407
Empire	84.83%	258
Excellus	87.46%	418
Fidelis	86.27%	346
HealthNow	91.51%	375
Health Plus/ Amerigroup	76.93%	373
Healthfirst	77.85%	368
HIP	78.28%	354
Hudson	84.81%	406
Independent	84.73%	365
Metroplus	74.24%	344
MVP	86.25%	337
Neighborhood	80.80%	374
Total Care	83.30%	367
United Healthcare	83.53%	443
Univera CHP	87.76%	405
WellCare	76.03%	362

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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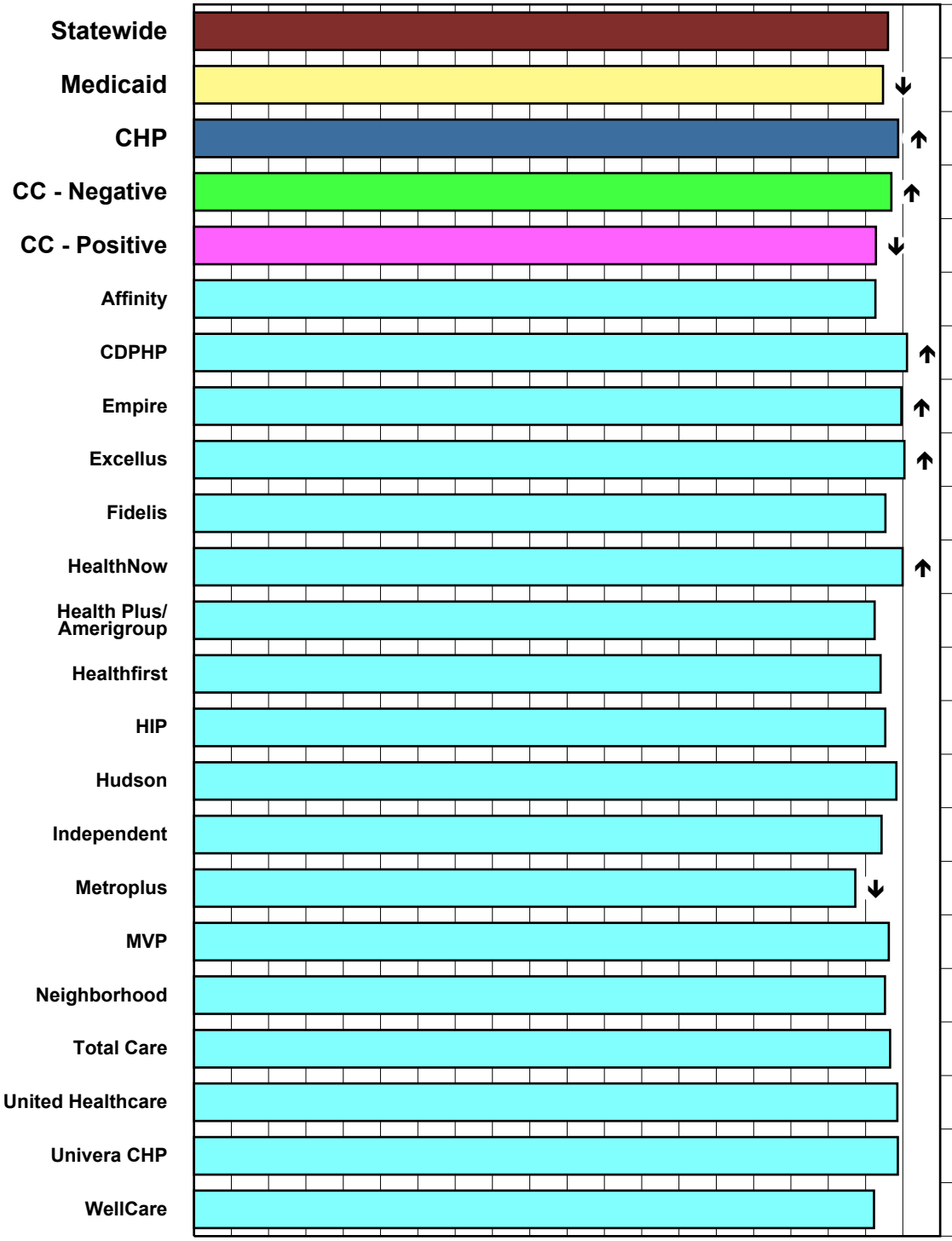
How Well Doctors Communicate (Usually or Always)



	Score	N
Statewide	93.00%	6648
Medicaid	92.34%	4959
CHP	94.37%	1689
CC - Negative	93.45%	4964
CC - Positive	91.39%	1684
Affinity	91.33%	350
CDPHP	95.55%	382
Empire	94.80%	258
Excellus	95.22%	403
Fidelis	92.66%	346
HealthNow	94.96%	381
Health Plus/ Amerigroup	91.22%	387
Healthfirst	92.02%	395
HIP	92.63%	365
Hudson	94.13%	409
Independent	92.14%	329
Metroplus	88.62%	381
MVP	93.12%	340
Neighborhood	92.59%	379
Total Care	93.30%	343
United Healthcare	94.25%	442
Univera CHP	94.32%	394
WellCare	91.13%	364

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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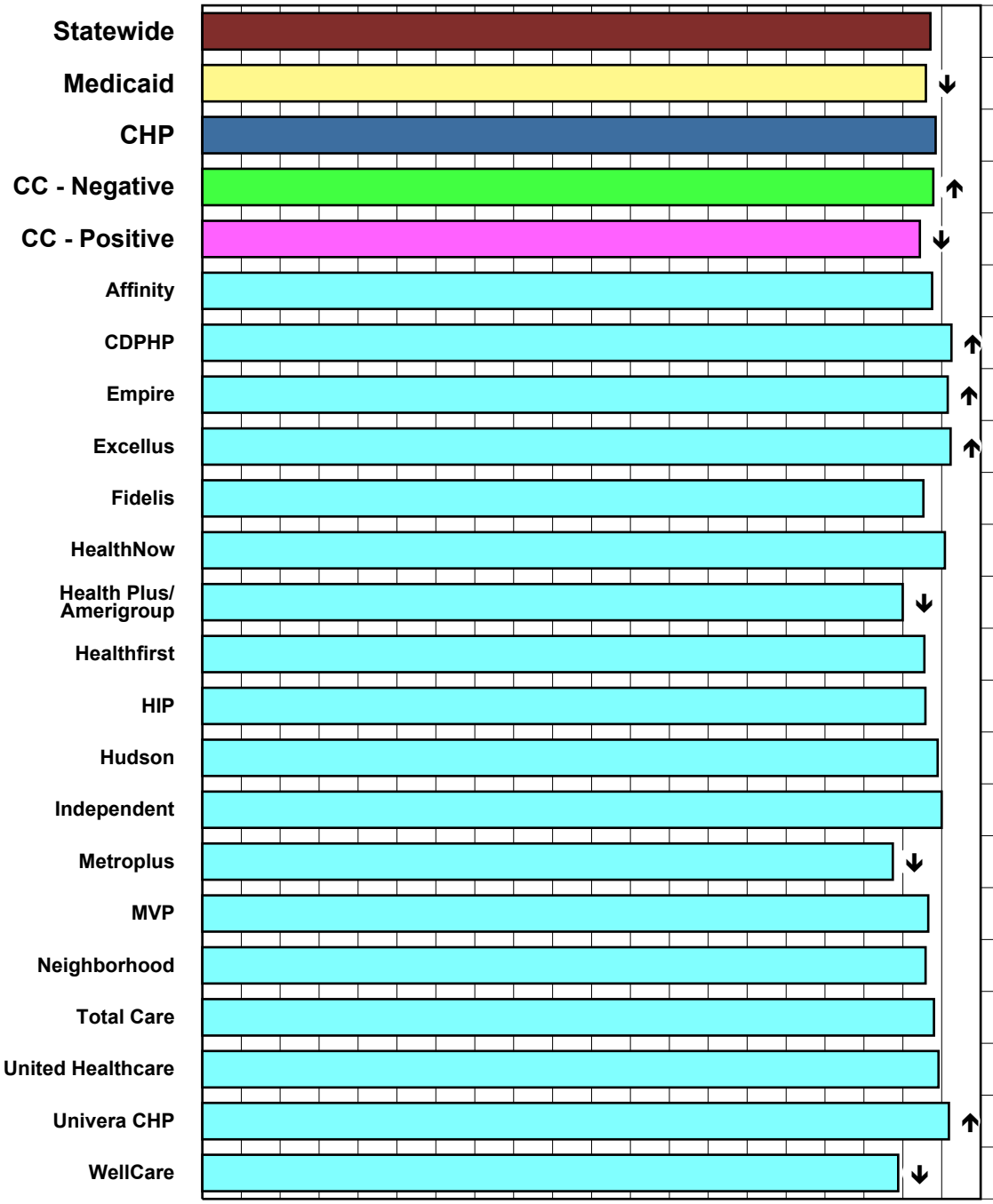
How Well Doctors Communicate (Usually or Always)

Q30. Child's personal doctor usually or always explained things in a way that was easy to understand



	Score	N
Statewide	93.55%	6601
Medicaid	92.97%	4919
CHP	94.22%	1682
CC - Negative	93.91%	4921
CC - Positive	92.19%	1680
Affinity	93.75%	345
CDPHP	96.24%	382
Empire	95.76%	258
Excellus	96.13%	403
Fidelis	92.64%	342
HealthNow	95.41%	381
Health Plus/ Amerigroup	89.99%	384
Healthfirst	92.77%	387
HIP	92.89%	364
Hudson	94.47%	407
Independent	94.98%	326
Metroplus	88.72%	376
MVP	93.27%	339
Neighborhood	92.93%	375
Total Care	93.99%	342
United Healthcare	94.59%	439
Univera CHP	95.93%	389
WellCare	89.41%	362

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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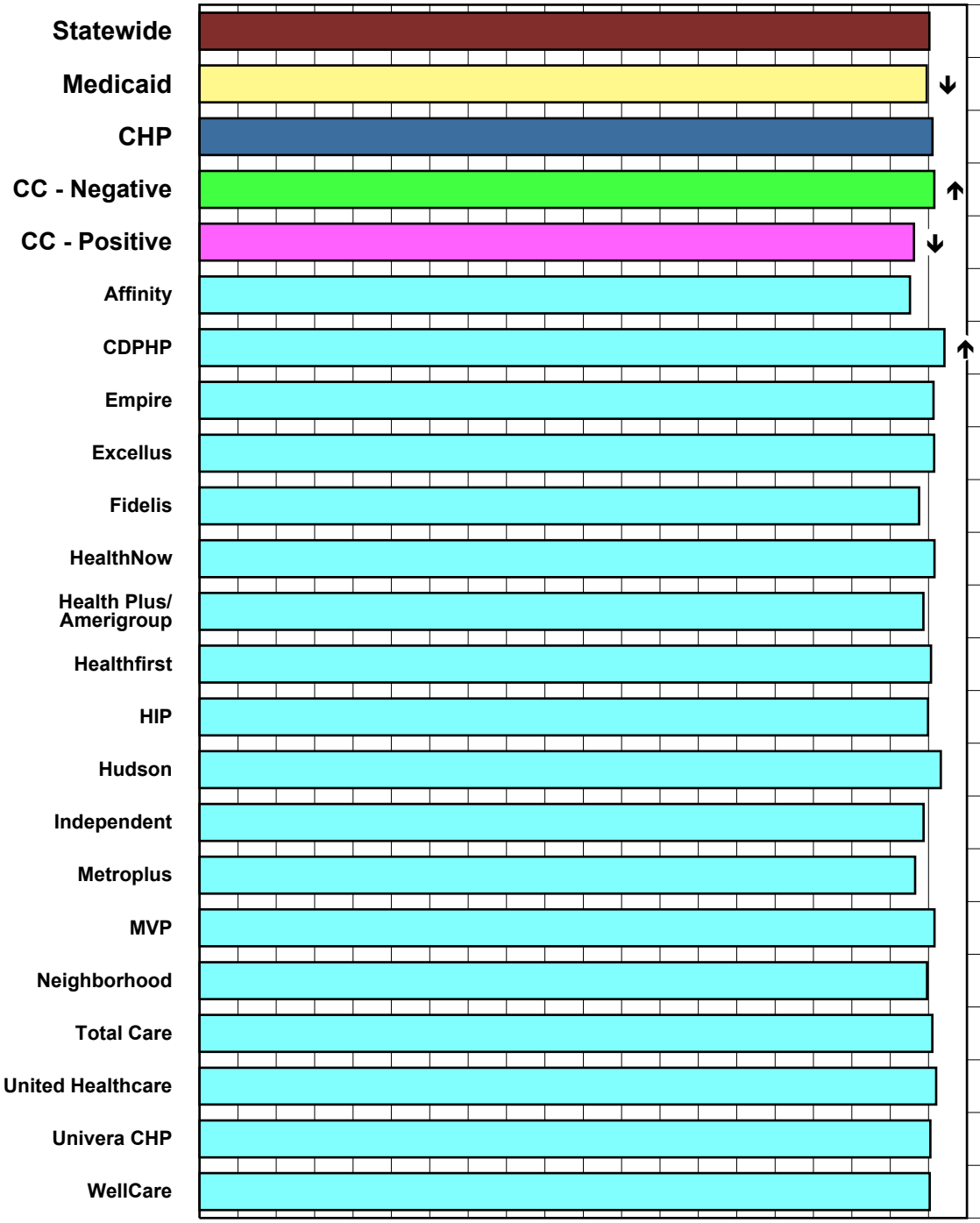
How Well Doctors Communicate (Usually or Always)

Q31. Child's personal doctor usually or always listened carefully to you



	Score	N
Statewide	95.09%	6606
Medicaid ↓	94.75%	4924
CHP	95.50%	1682
CC - Negative ↑	95.74%	4924
CC - Positive ↓	93.10%	1682
Affinity	92.57%	349
CDPHP ↑	97.06%	380
Empire	95.65%	258
Excellus	95.73%	403
Fidelis	93.76%	344
HealthNow	95.77%	378
Health Plus/ Amerigroup	94.32%	385
Healthfirst	95.31%	390
HIP	94.92%	364
Hudson	96.58%	404
Independent	94.34%	327
Metroplus	93.24%	377
MVP	95.76%	338
Neighborhood	94.79%	378
Total Care	95.49%	341
United Healthcare	95.99%	439
Univera CHP	95.23%	392
WellCare	95.14%	359

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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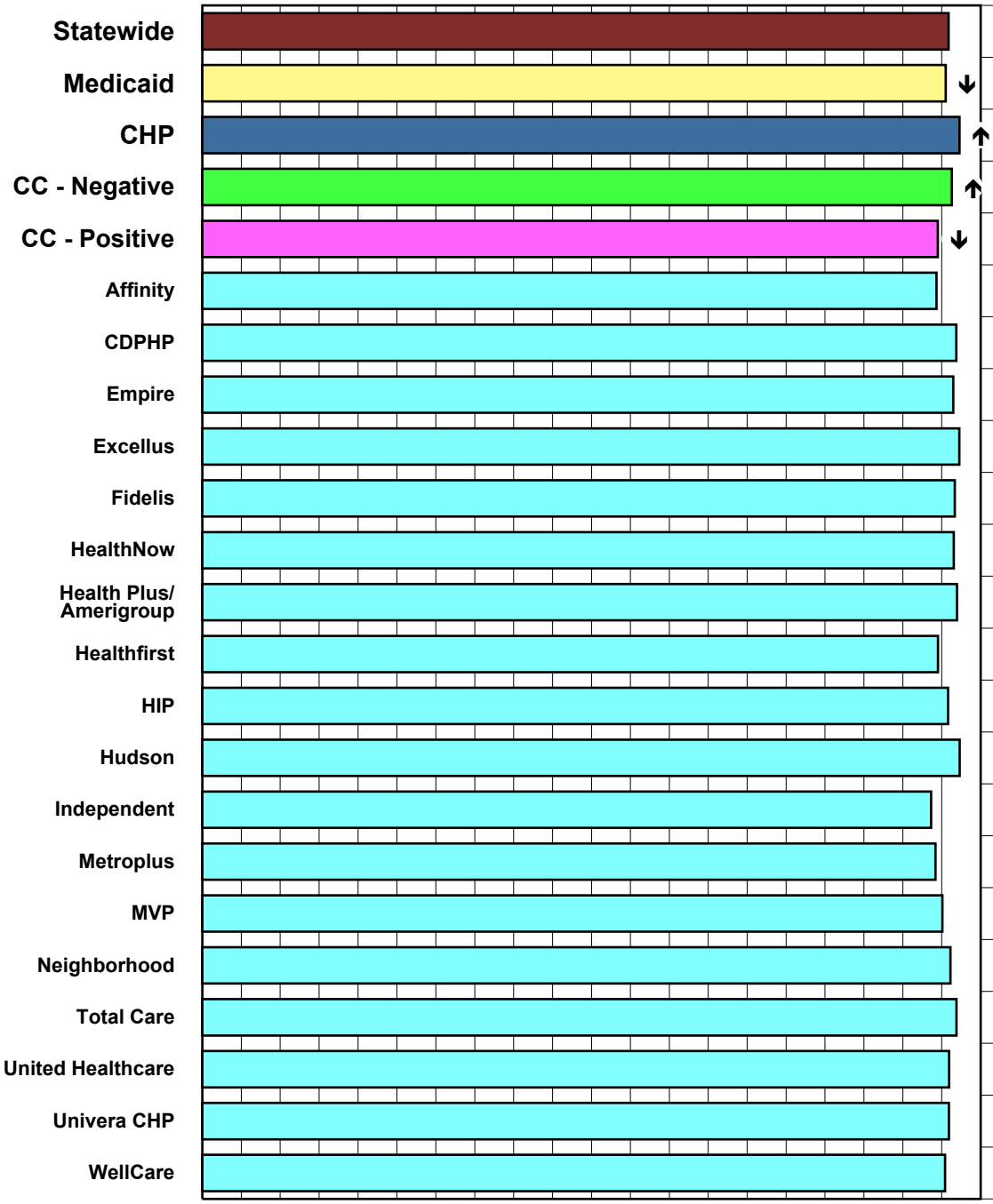
How Well Doctors Communicate (Usually or Always)

Q32. Child's personal doctor usually or always showed respect for what you had to say



	Score	N
Statewide	95.89%	6607
Medicaid ↓	95.50%	4926
CHP ↑	97.28%	1681
CC - Negative ↑	96.29%	4926
CC - Positive ↓	94.49%	1681
Affinity	94.32%	349
CDPHP	96.86%	380
Empire	96.49%	257
Excellus	97.27%	402
Fidelis	96.68%	343
HealthNow	96.54%	379
Health Plus/ Amerigroup	96.95%	387
Healthfirst	94.52%	394
HIP	95.81%	363
Hudson	97.29%	405
Independent	93.63%	327
Metroplus	94.20%	376
MVP	95.07%	339
Neighborhood	96.11%	379
Total Care	96.90%	339
United Healthcare	95.95%	438
Univera CHP	95.93%	391
WellCare	95.43%	359

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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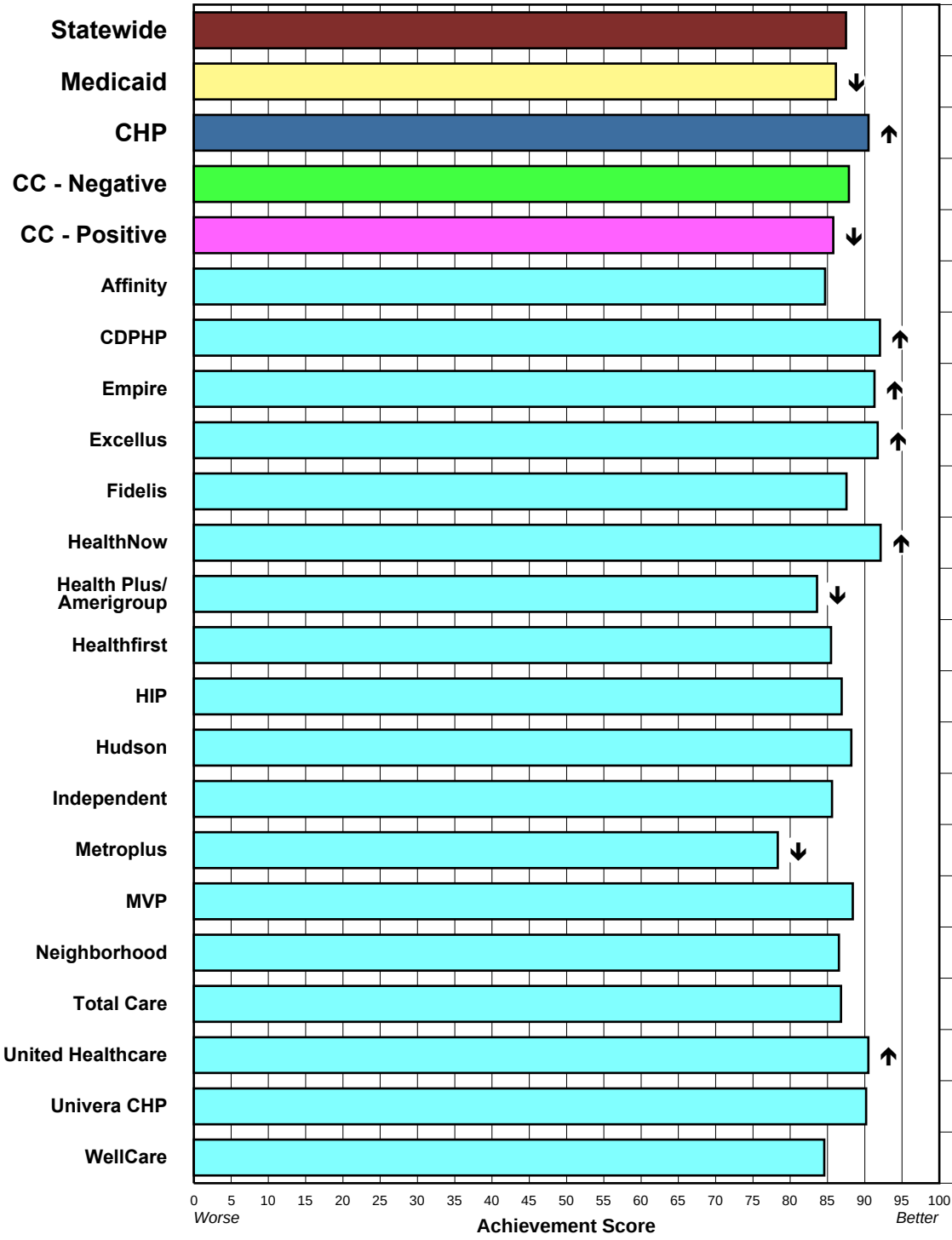
How Well Doctors Communicate (Usually or Always)

Q35. Child's personal doctor usually or always spent enough time with child



	Score	N
Statewide	87.47%	6520
Medicaid	86.13%	4855
CHP	90.49%	1665
CC - Negative	87.88%	4856
CC - Positive	85.79%	1664
Affinity	84.68%	342
CDPHP	92.04%	379
Empire	91.29%	256
Excellus	91.74%	399
Fidelis	87.54%	337
HealthNow	92.13%	376
Health Plus/ Amerigroup	83.61%	381
Healthfirst	85.48%	388
HIP	86.91%	358
Hudson	88.19%	392
Independent	85.61%	325
Metroplus	78.33%	367
MVP	88.39%	335
Neighborhood	86.53%	368
Total Care	86.80%	338
United Healthcare	90.49%	431
Univera CHP	90.18%	390
WellCare	84.57%	358

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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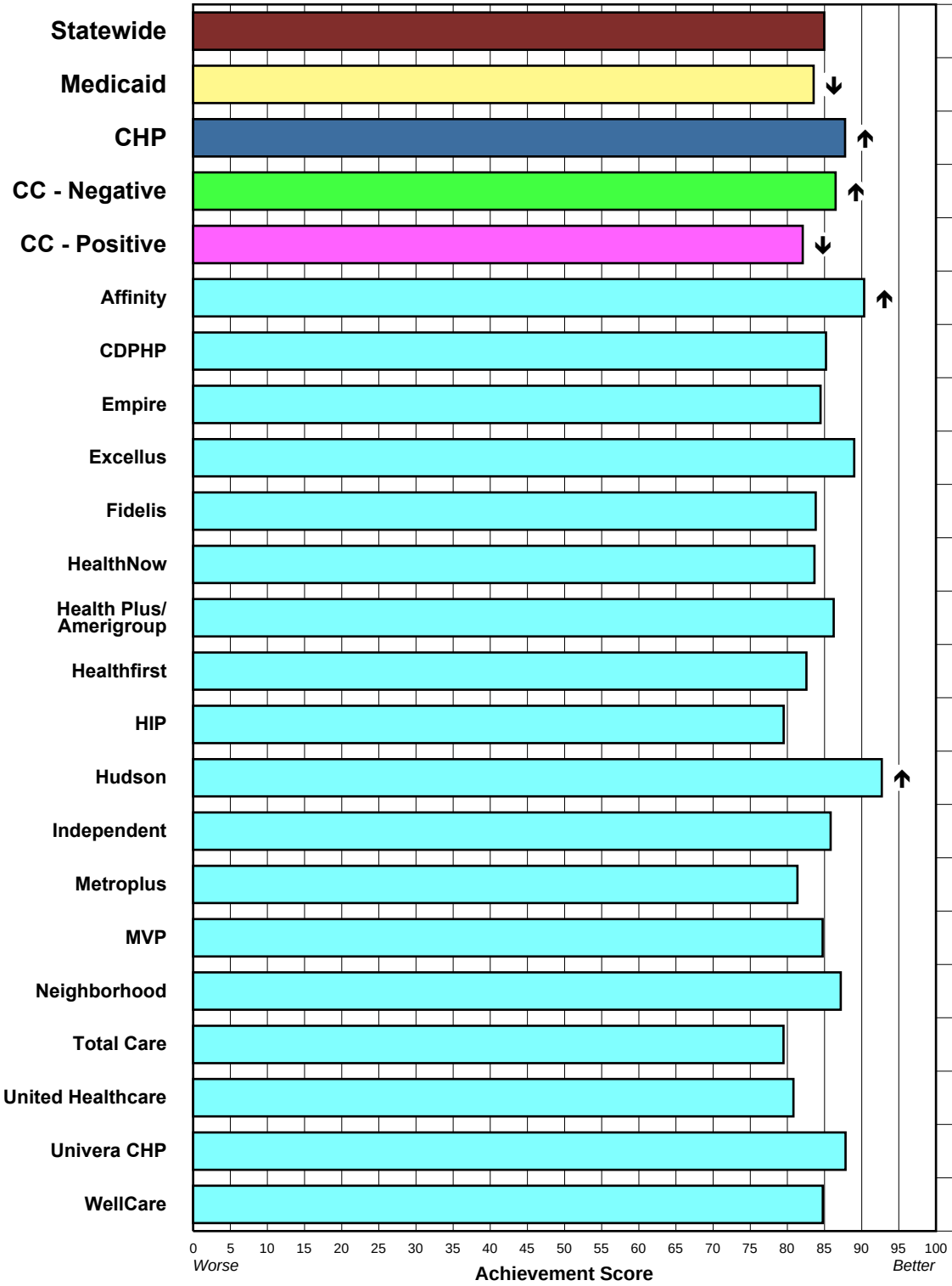
Customer Service (Usually or Always)



	Score	N
Statewide	84.97%	1871
Medicaid	83.54%	1230
CHP	87.76%	641
CC - Negative	86.50%	1275
CC - Positive	82.05%	596
Affinity	90.33%	107
CDPHP	85.19%	86
Empire	84.47%	106
Excellus	88.98%	99
Fidelis	83.81%	100
HealthNow	83.64%	92
Health Plus/ Amerigroup	86.22%	109
Healthfirst	82.55%	136
HIP	79.50%	96
Hudson	92.71%	177
Independent	85.83%	76
Metroplus	81.35%	98
MVP	84.75%	82
Neighborhood	87.19%	109
Total Care	79.47%	76
United Healthcare	80.81%	101
Univera CHP	87.82%	100
WellCare	84.76%	121

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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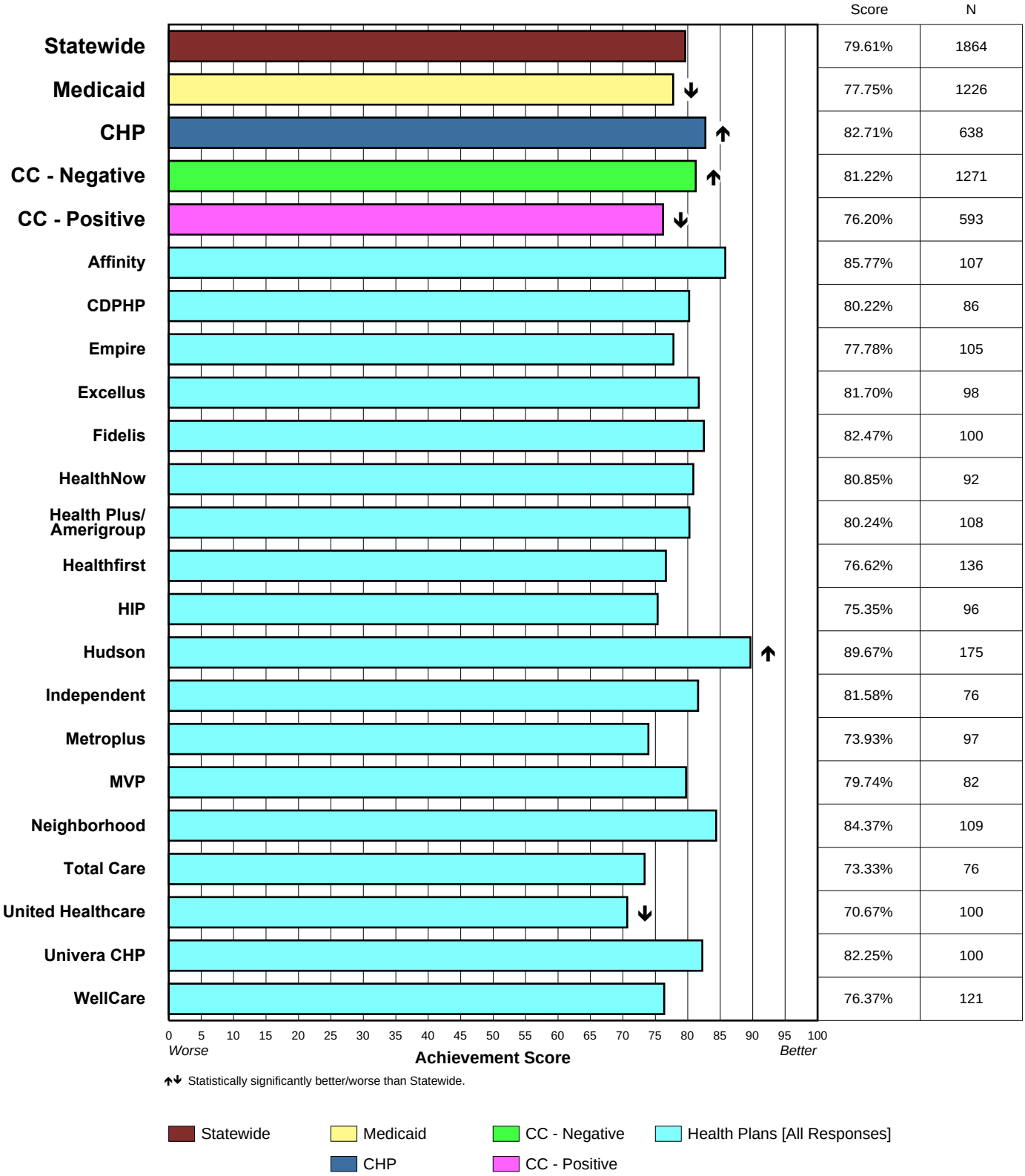
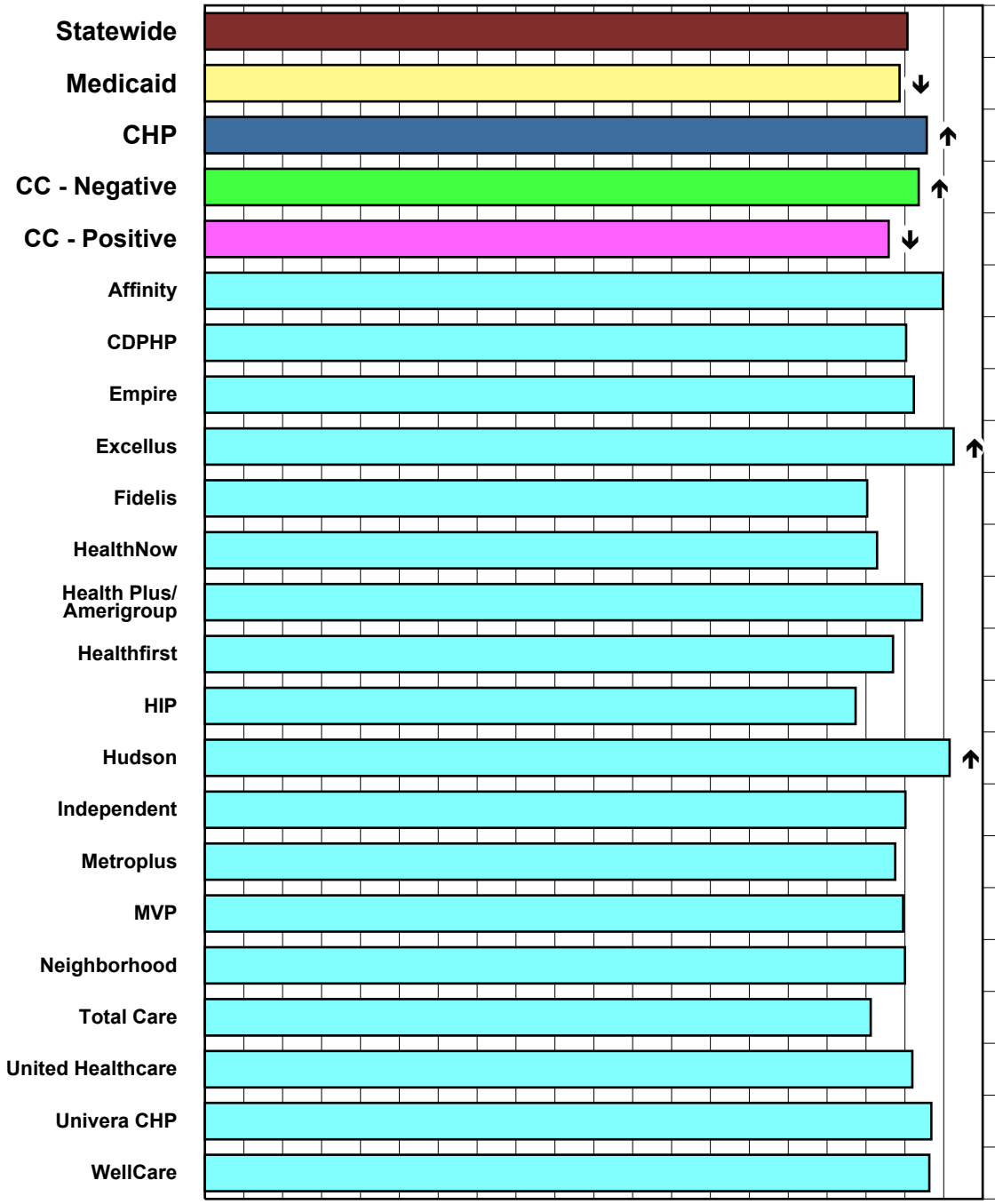
Customer Service (Usually or Always)

Q53. Customer service from child's health plan usually or always gave needed info or help



Customer Service (Usually or Always)

Q54. Customer service staff from child's health plan usually or always treated you with courtesy/respect



	Score	N
Statewide	90.32%	1859
Medicaid	89.32%	1221
CHP	92.80%	638
CC - Negative	91.77%	1266
CC - Positive	87.91%	593
Affinity	94.88%	105
CDPHP	90.17%	86
Empire	91.15%	106
Excellus	96.27%	99
Fidelis	85.15%	100
HealthNow	86.43%	92
Health Plus/ Amerigroup	92.20%	109
Healthfirst	88.48%	135
HIP	83.66%	96
Hudson	95.75%	176
Independent	90.07%	74
Metroplus	88.76%	98
MVP	89.77%	82
Neighborhood	90.01%	109
Total Care	85.61%	75
United Healthcare	90.96%	99
Univera CHP	93.39%	99
WellCare	93.14%	119

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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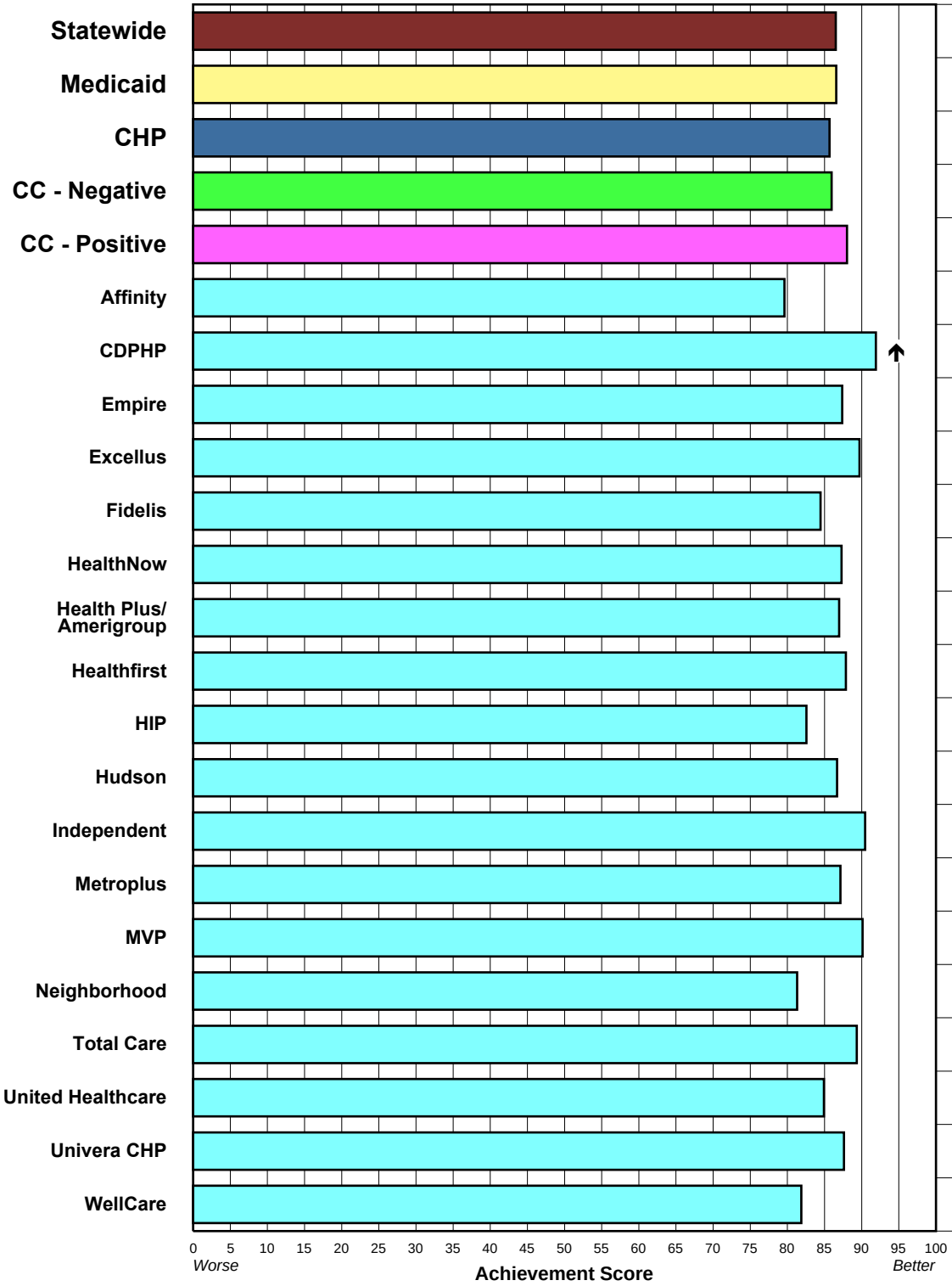
Collaborative Decision Making (Yes)



	Score	N
Statewide	86.51%	2140
Medicaid	86.58%	1584
CHP	85.67%	556
CC - Negative	85.96%	1437
CC - Positive	88.03%	703
Affinity	79.60%	97
CDPHP	91.91%	144
Empire	87.38%	76
Excellus	89.70%	149
Fidelis	84.46%	102
HealthNow	87.28%	110
Health Plus/ Amerigroup	86.97%	108
Healthfirst	87.86%	131
HIP	82.57%	116
Hudson	86.69%	132
Independent	90.45%	126
Metroplus	87.14%	124
MVP	90.12%	118
Neighborhood	81.30%	116
Total Care	89.33%	120
United Healthcare	84.91%	124
Univera CHP	87.60%	132
WellCare	81.88%	115

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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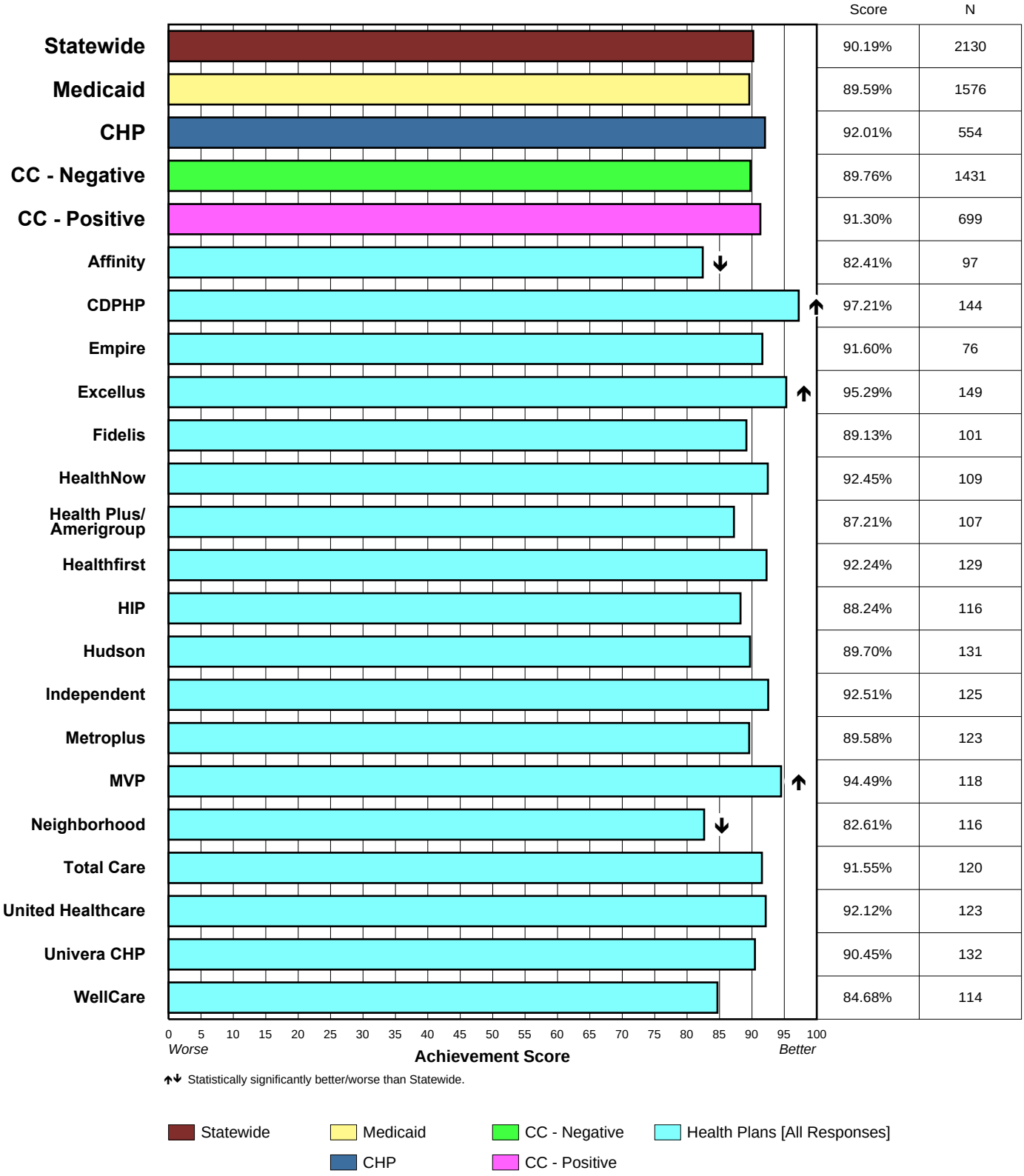
Collaborative Decision Making (Yes)

Q9. Doctor talked about pros and cons of each choice for your child's treatment/health care



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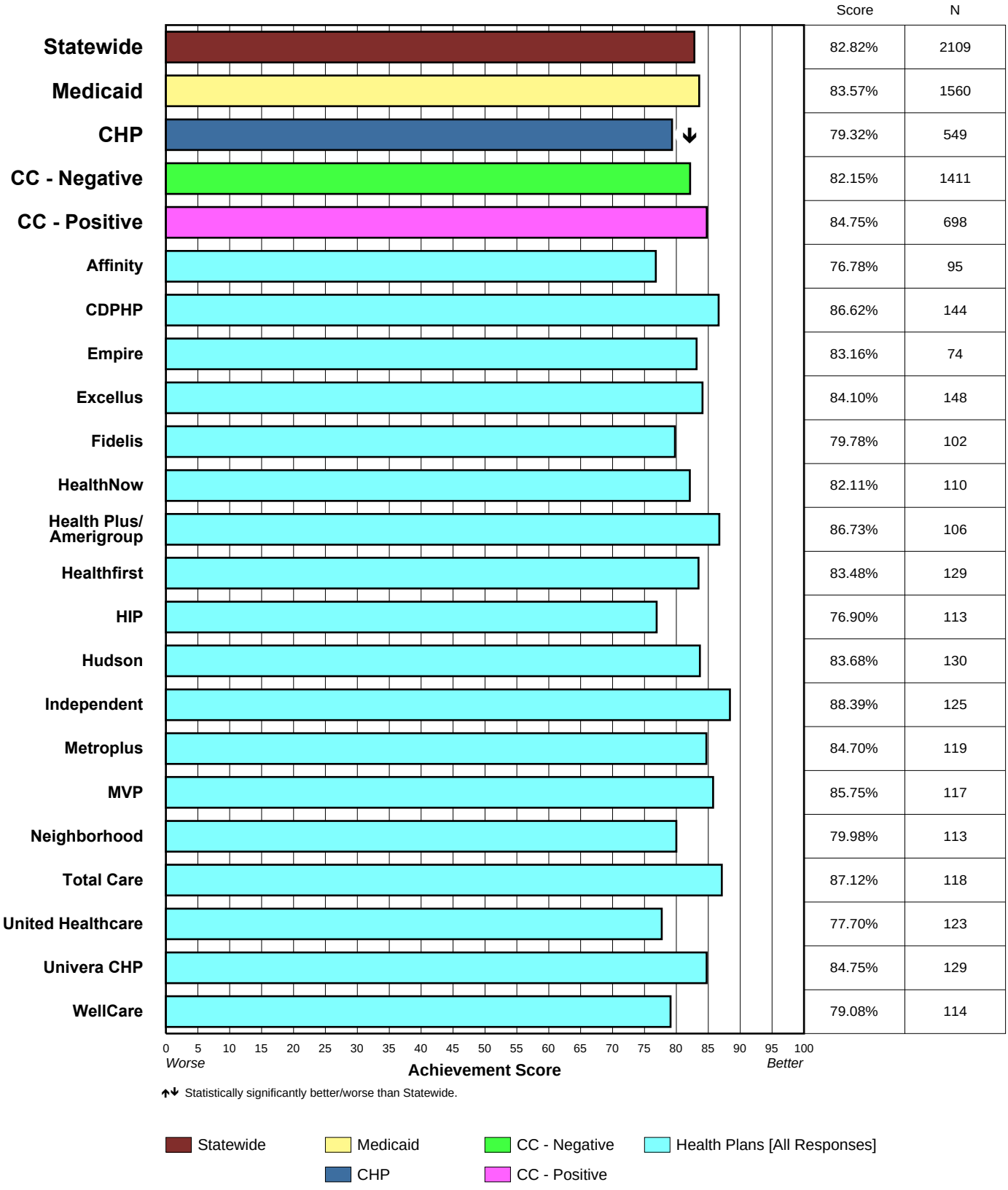
Collaborative Decision Making (Yes)

Q10. Doctor asked you which treatment/health care was best for child



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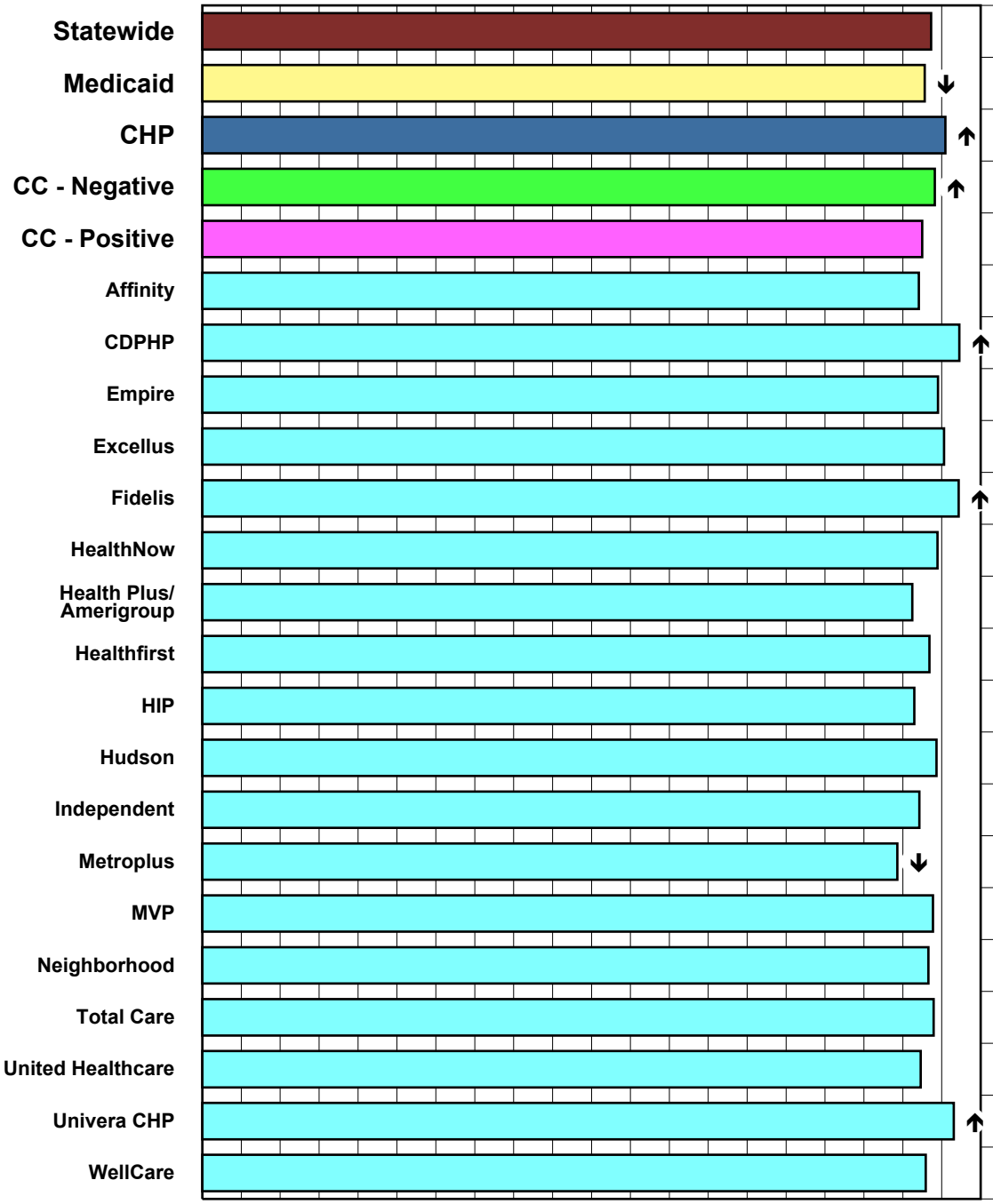
Single Items

Q34. Child's personal doctor usually or always explained things in a way that was easy for your child to understand



	Score	N
Statewide	93.64%	4408
Medicaid	92.81%	3089
CHP	95.47%	1319
CC - Negative	94.11%	3193
CC - Positive	92.48%	1215
Affinity	92.06%	214
CDPHP	97.26%	257
Empire	94.53%	194
Excellus	95.30%	279
Fidelis	97.18%	217
HealthNow	94.46%	262
Health Plus/ Amerigroup	91.21%	266
Healthfirst	93.41%	256
HIP	91.47%	251
Hudson	94.33%	279
Independent	92.11%	219
Metroplus	89.29%	235
MVP	93.88%	207
Neighborhood	93.28%	243
Total Care	93.96%	231
United Healthcare	92.28%	265
Univera CHP	96.55%	276
WellCare	92.94%	257

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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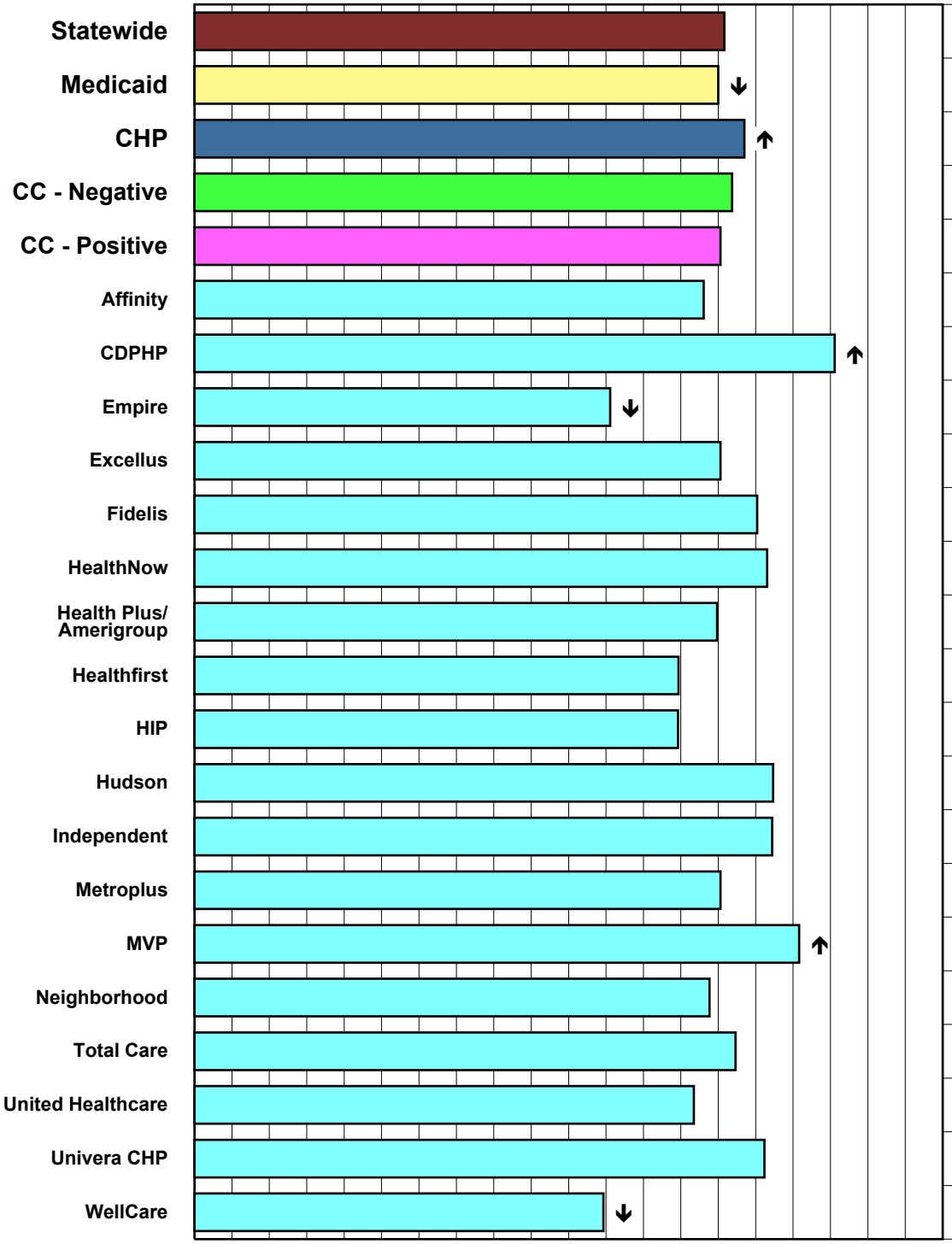
Access to Specialized Services (Usually or Always)



	Score	N
Statewide	70.82%	1781
Medicaid ↓	69.99%	1380
CHP ↑	73.50%	401
CC - Negative	71.85%	714
CC - Positive	70.30%	1067
Affinity	68.05%	96
CDPHP ↑	85.56%	121
Empire ↓	55.56%	69
Excellus	70.31%	115
Fidelis	75.19%	98
HealthNow	76.54%	98
Health Plus/ Amerigroup	69.85%	86
Healthfirst	64.68%	90
HIP	64.62%	77
Hudson	77.34%	117
Independent	77.21%	113
Metroplus	70.29%	107
MVP ↑	80.82%	110
Neighborhood	68.84%	87
Total Care	72.32%	115
United Healthcare	66.75%	98
Univera CHP	76.16%	107
WellCare ↓	54.66%	77

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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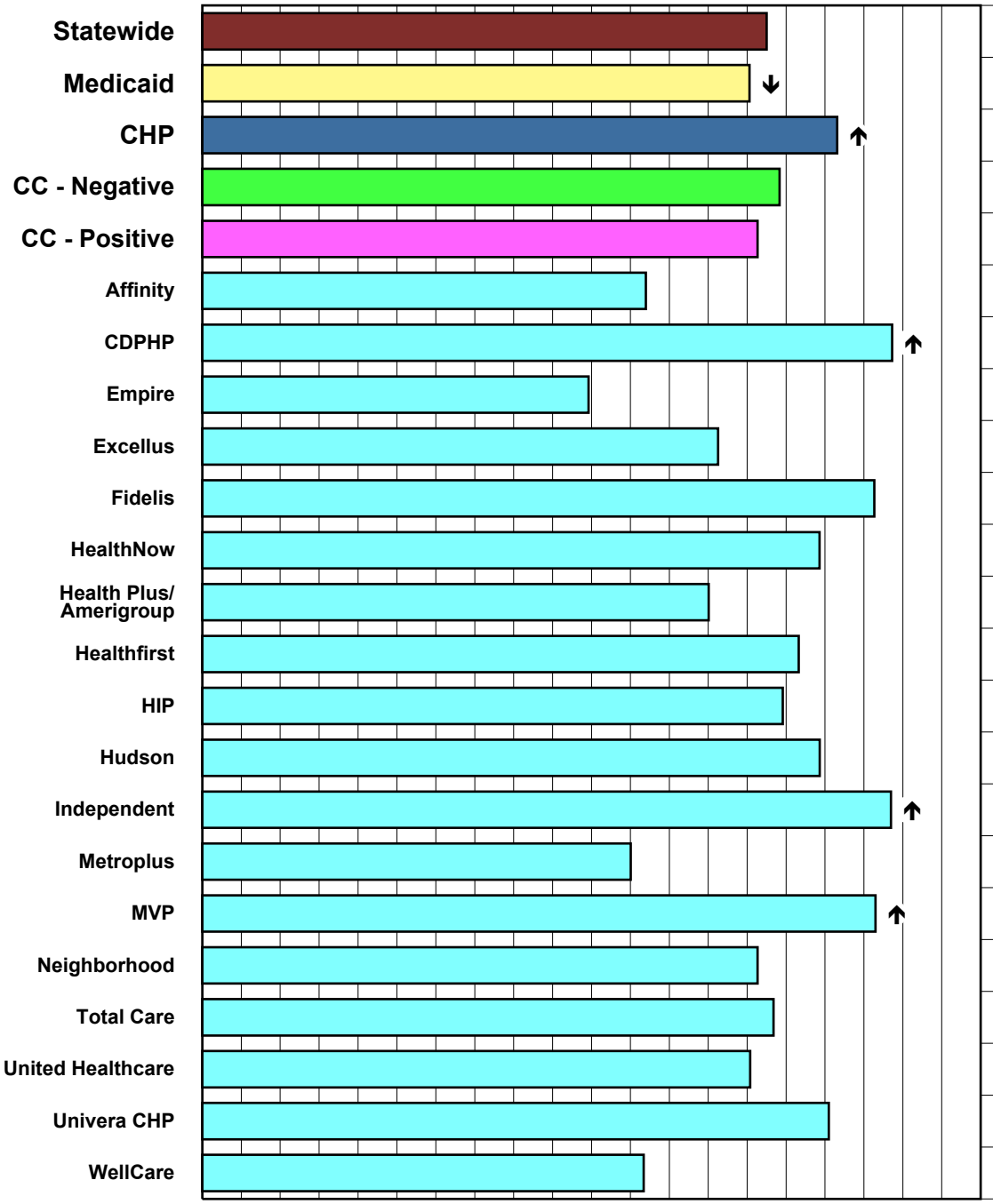
Access to Specialized Services (Usually or Always)

Q17. Usually or always easy to get special medical equipment or devices for your child



	Score	N
Statewide	72.50%	495
Medicaid	70.30%	397
CHP	81.57%	98
CC - Negative	74.17%	222
CC - Positive	71.33%	273
Affinity	56.98%	38
CDPHP	88.62%	29
Empire	49.62%	13
Excellus	66.26%	21
Fidelis	86.33%	23
HealthNow	79.31%	23
Health Plus/ Amerigroup	65.05%	23
Healthfirst	76.62%	36
HIP	74.57%	27
Hudson	79.33%	33
Independent	88.48%	28
Metroplus	55.04%	32
MVP	86.49%	31
Neighborhood	71.34%	35
Total Care	73.38%	25
United Healthcare	70.39%	29
Univera CHP	80.49%	24
WellCare	56.70%	25

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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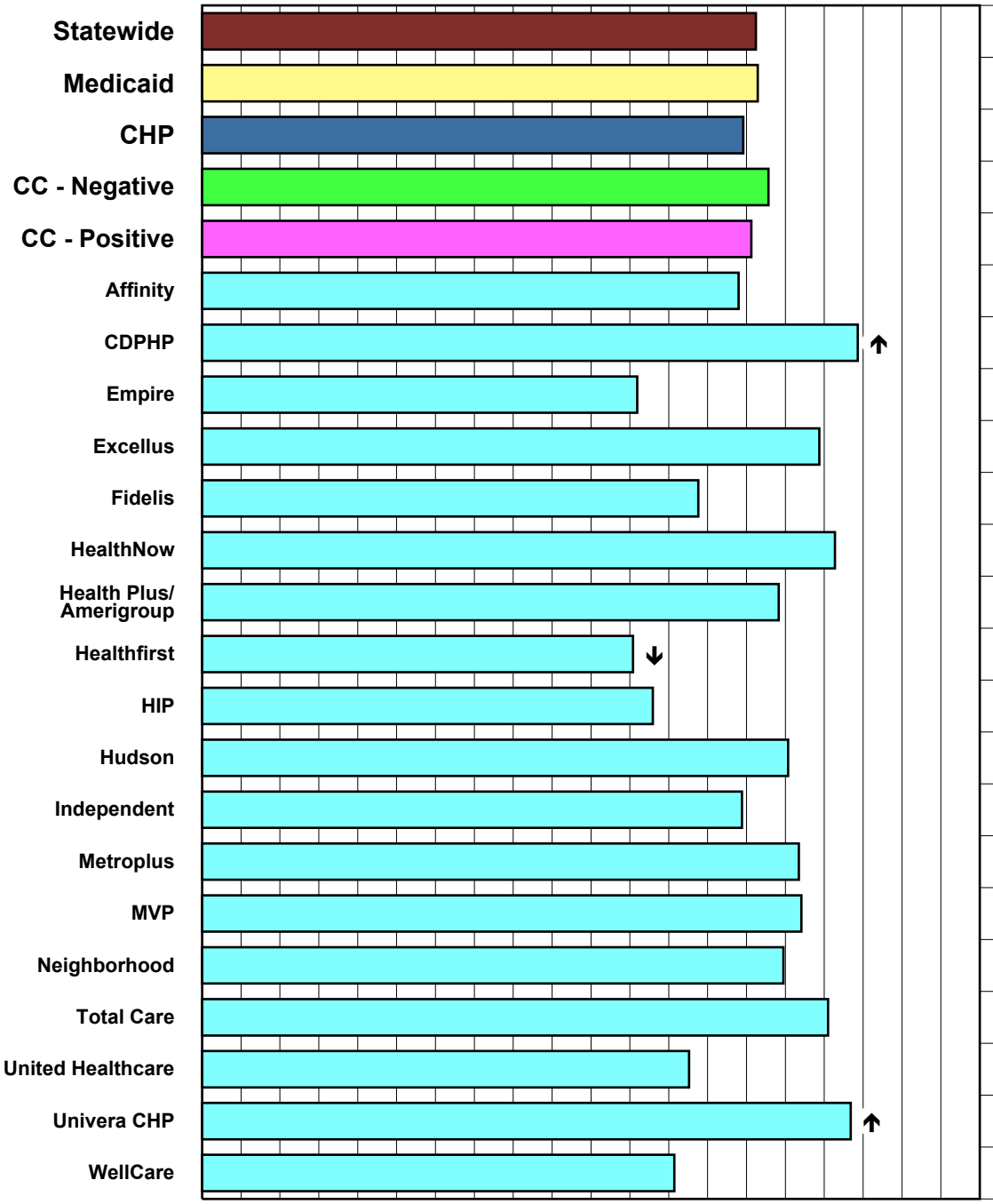
Access to Specialized Services (Usually or Always)

Q20. Usually or always easy to get special therapy (physical, occupational or speech) for your child



	Score	N
Statewide	71.21%	843
Medicaid	71.45%	693
CHP	69.59%	150
CC - Negative	72.83%	362
CC - Positive	70.62%	481
Affinity	68.98%	43
CDPHP ↑	84.30%	38
Empire	55.95%	35
Excellus	79.36%	44
Fidelis	63.80%	49
HealthNow	81.37%	47
Health Plus/ Amerigroup	74.14%	47
Healthfirst ↓	55.40%	48
HIP	57.96%	39
Hudson	75.36%	58
Independent	69.41%	42
Metroplus	76.73%	59
MVP	77.05%	48
Neighborhood	74.75%	41
Total Care	80.49%	59
United Healthcare	62.62%	55
Univera CHP ↑	83.40%	53
WellCare	60.71%	38

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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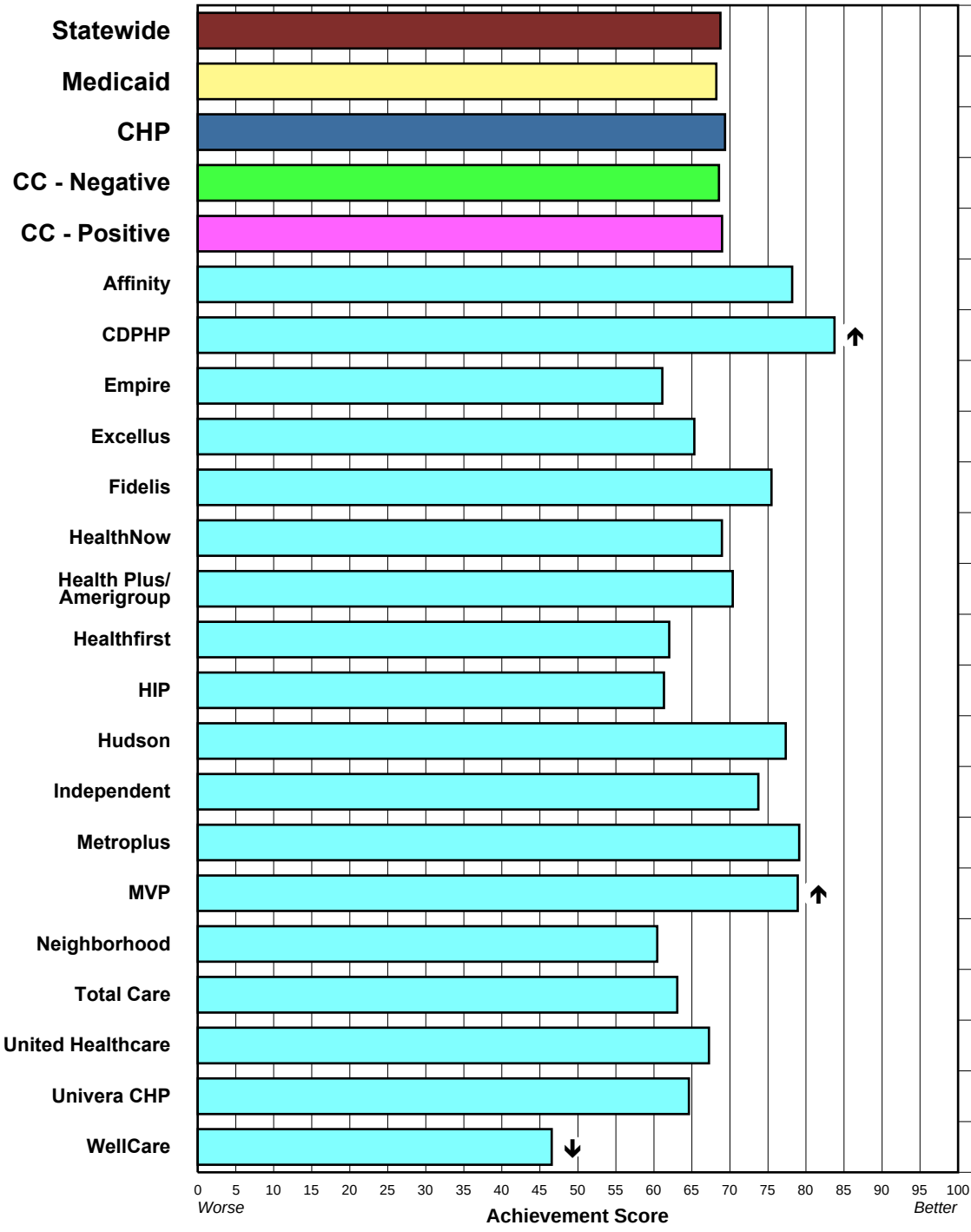
Access to Specialized Services (Usually or Always)

Q23. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child



	Score	N
Statewide	68.75%	948
Medicaid	68.21%	706
CHP	69.35%	242
CC - Negative	68.56%	258
CC - Positive	68.95%	690
Affinity	78.19%	43
CDPHP	83.74%	83
Empire	61.11%	39
Excellus	65.31%	75
Fidelis	75.45%	52
HealthNow	68.95%	55
Health Plus/ Amerigroup	70.36%	42
Healthfirst	62.02%	41
HIP	61.32%	34
Hudson	77.33%	55
Independent	73.74%	67
Metroplus	79.10%	51
MVP	78.91%	70
Neighborhood	60.43%	38
Total Care	63.08%	66
United Healthcare	67.23%	39
Univera CHP	64.61%	60
WellCare	46.55%	38

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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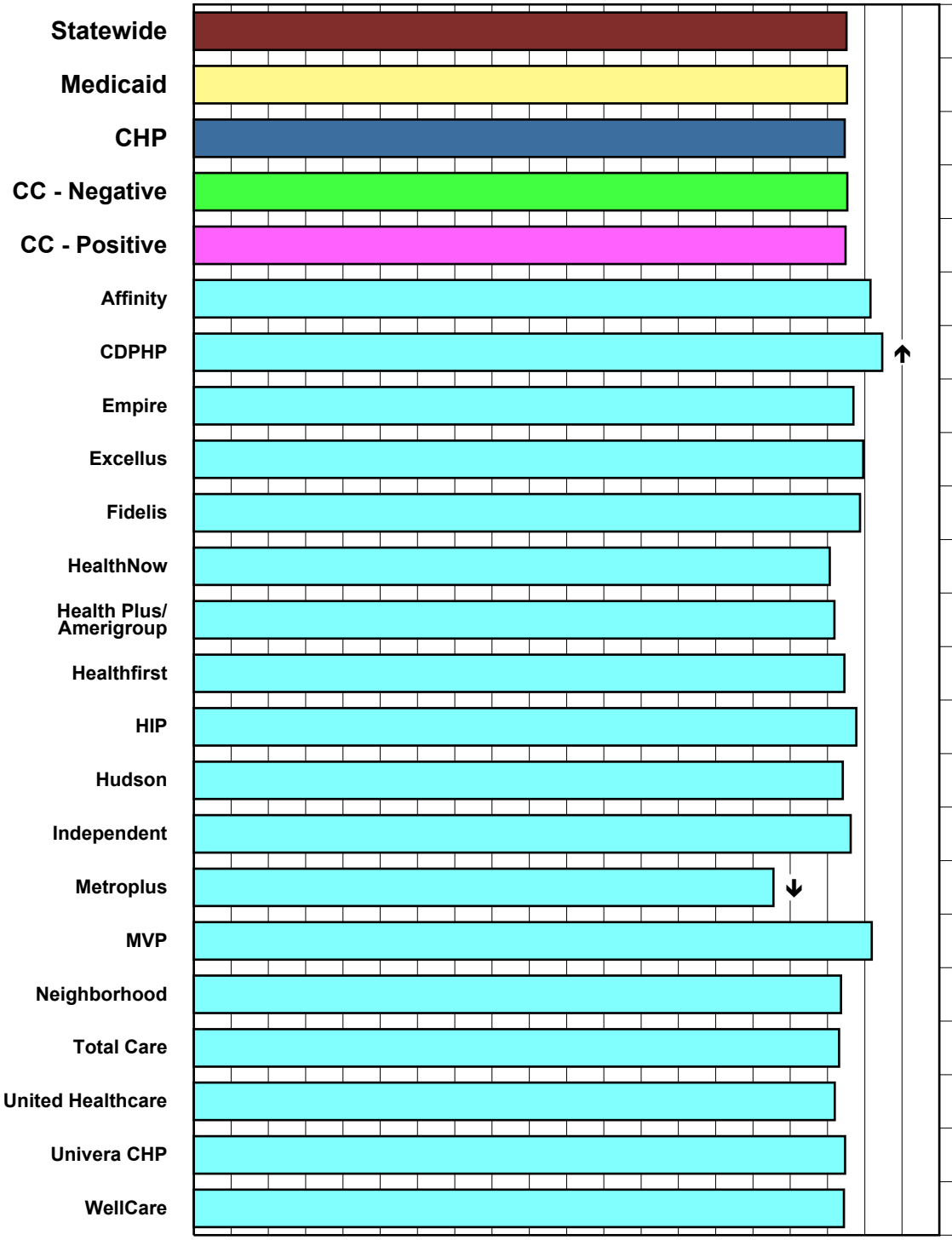
Family-Centered Care: Personal Doctor Who Knows Child (Yes)



	Score	N
Statewide	87.55%	6718
Medicaid	87.61%	5003
CHP	87.31%	1715
CC - Negative	87.66%	4916
CC - Positive	87.42%	1802
Affinity	90.76%	347
CDPHP	92.34%	401
Empire	88.48%	262
Excellus	89.78%	411
Fidelis	89.36%	345
HealthNow	85.31%	394
Health Plus/ Amerigroup	85.93%	387
Healthfirst	87.27%	398
HIP	88.87%	365
Hudson	87.04%	400
Independent	88.12%	337
Metroplus	77.75%	374
MVP	90.93%	350
Neighborhood	86.81%	379
Total Care	86.55%	359
United Healthcare	85.96%	443
Univera CHP	87.34%	402
WellCare	87.20%	364

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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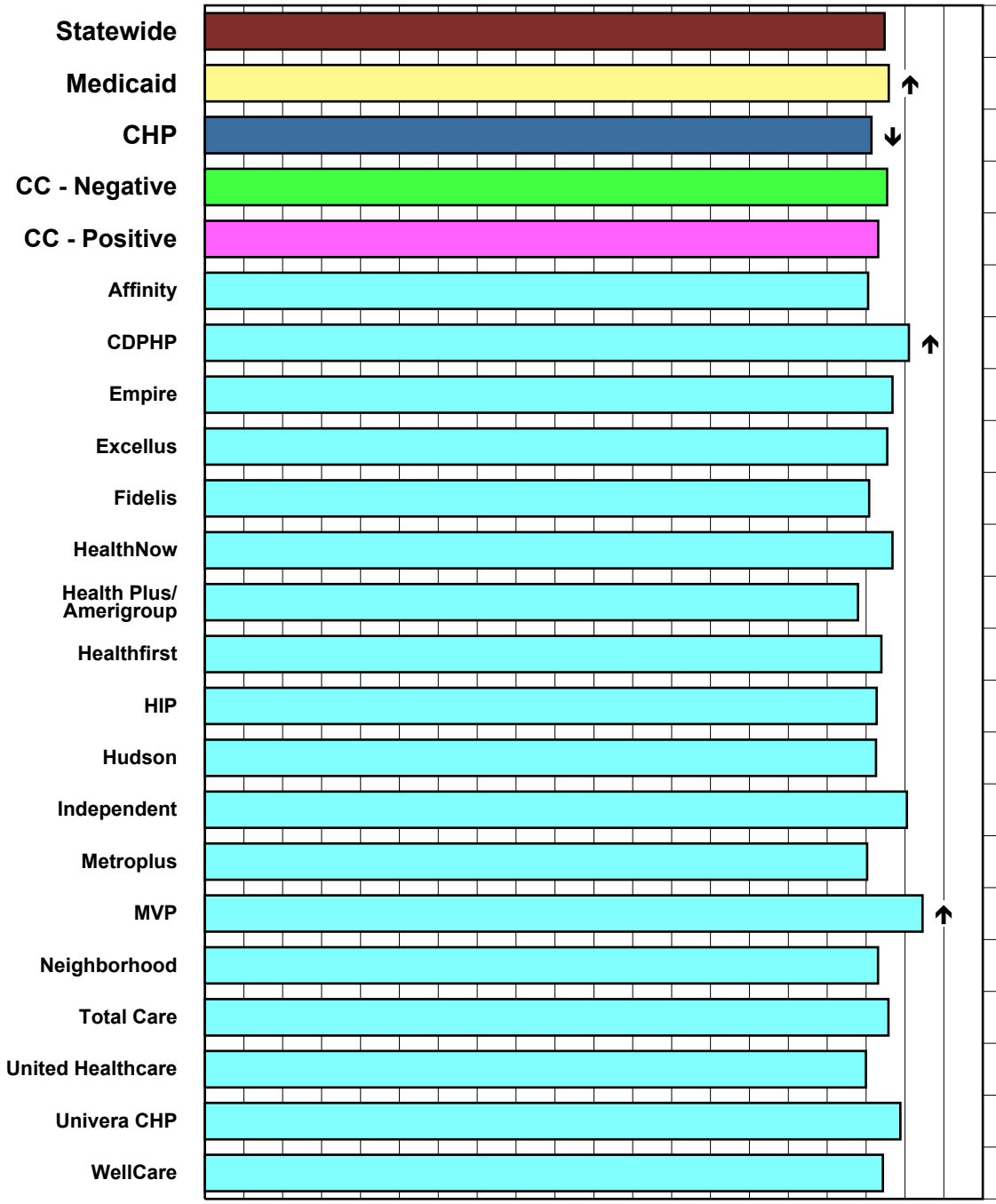
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q36. Child's personal doctor talked with you about how your child is feeling, growing or behaving



	Score	N
Statewide	87.38%	6545
Medicaid ↑	87.91%	4878
CHP ↓	85.68%	1667
CC - Negative	87.69%	4871
CC - Positive	86.54%	1674
Affinity	85.26%	344
CDPHP ↑	90.51%	380
Empire	88.38%	255
Excellus	87.72%	398
Fidelis	85.40%	337
HealthNow	88.40%	375
Health Plus/ Amerigroup	83.95%	384
Healthfirst	86.97%	391
HIP	86.36%	360
Hudson	86.28%	394
Independent	90.23%	322
Metroplus	85.14%	368
MVP ↑	92.25%	338
Neighborhood	86.52%	374
Total Care	87.86%	339
United Healthcare	84.97%	435
Univera CHP	89.41%	391
WellCare	87.16%	360

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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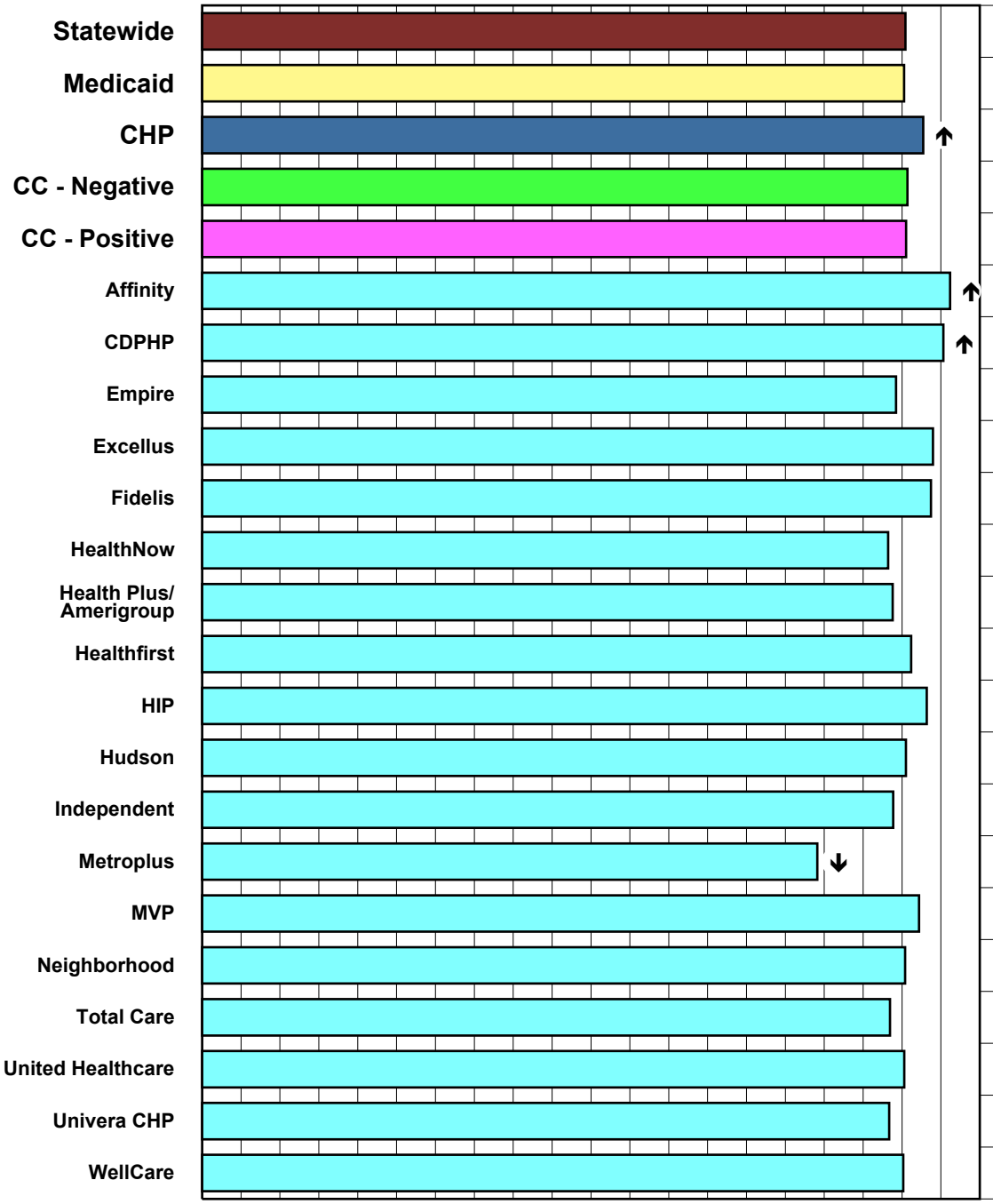
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



	Score	N
Statewide	90.45%	1536
Medicaid	90.27%	1085
CHP	92.73%	451
CC - Negative	90.69%	340
CC - Positive	90.52%	1196
Affinity	96.18%	66
CDPHP	95.31%	138
Empire	89.23%	67
Excellus	93.97%	133
Fidelis	93.72%	71
HealthNow	88.21%	125
Health Plus/ Amerigroup	88.81%	43
Healthfirst	91.17%	59
HIP	93.17%	65
Hudson	90.50%	72
Independent	88.87%	110
Metroplus	79.12%	54
MVP	92.18%	116
Neighborhood	90.39%	66
Total Care	88.45%	132
United Healthcare	90.29%	66
Univera CHP	88.35%	106
WellCare	90.15%	47

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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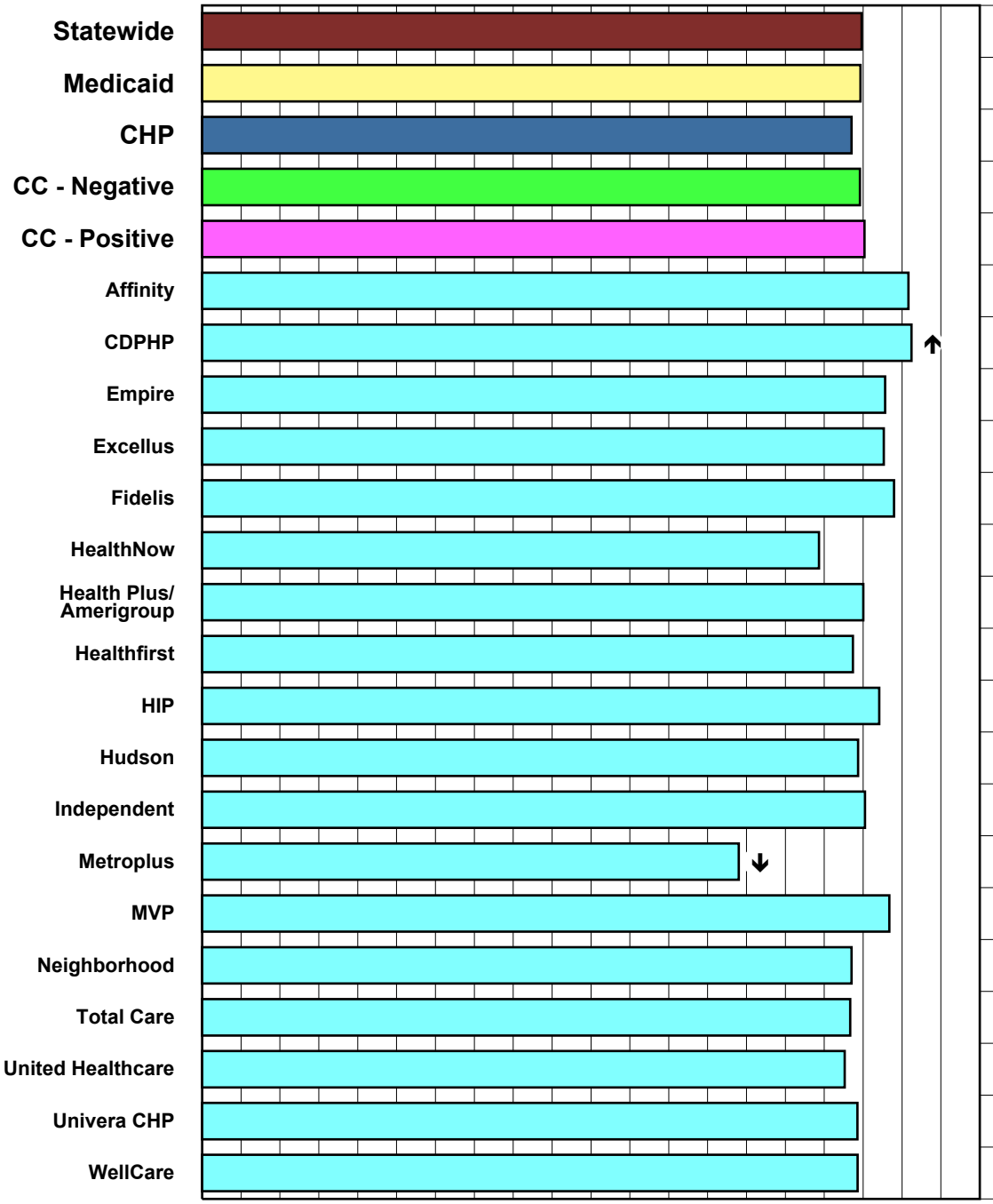
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



	Score	N
Statewide	84.81%	1531
Medicaid	84.64%	1084
CHP	83.51%	447
CC - Negative	84.58%	338
CC - Positive	85.18%	1193
Affinity	90.82%	62
CDPHP ↑	91.21%	138
Empire	87.83%	68
Excellus	87.66%	130
Fidelis	88.97%	71
HealthNow	79.32%	123
Health Plus/ Amerigroup	85.02%	45
Healthfirst	83.69%	60
HIP	87.08%	63
Hudson	84.36%	72
Independent	85.24%	110
Metroplus ↓	69.01%	54
MVP	88.37%	116
Neighborhood	83.52%	65
Total Care	83.34%	132
United Healthcare	82.62%	66
Univera CHP	84.27%	108
WellCare	84.28%	48

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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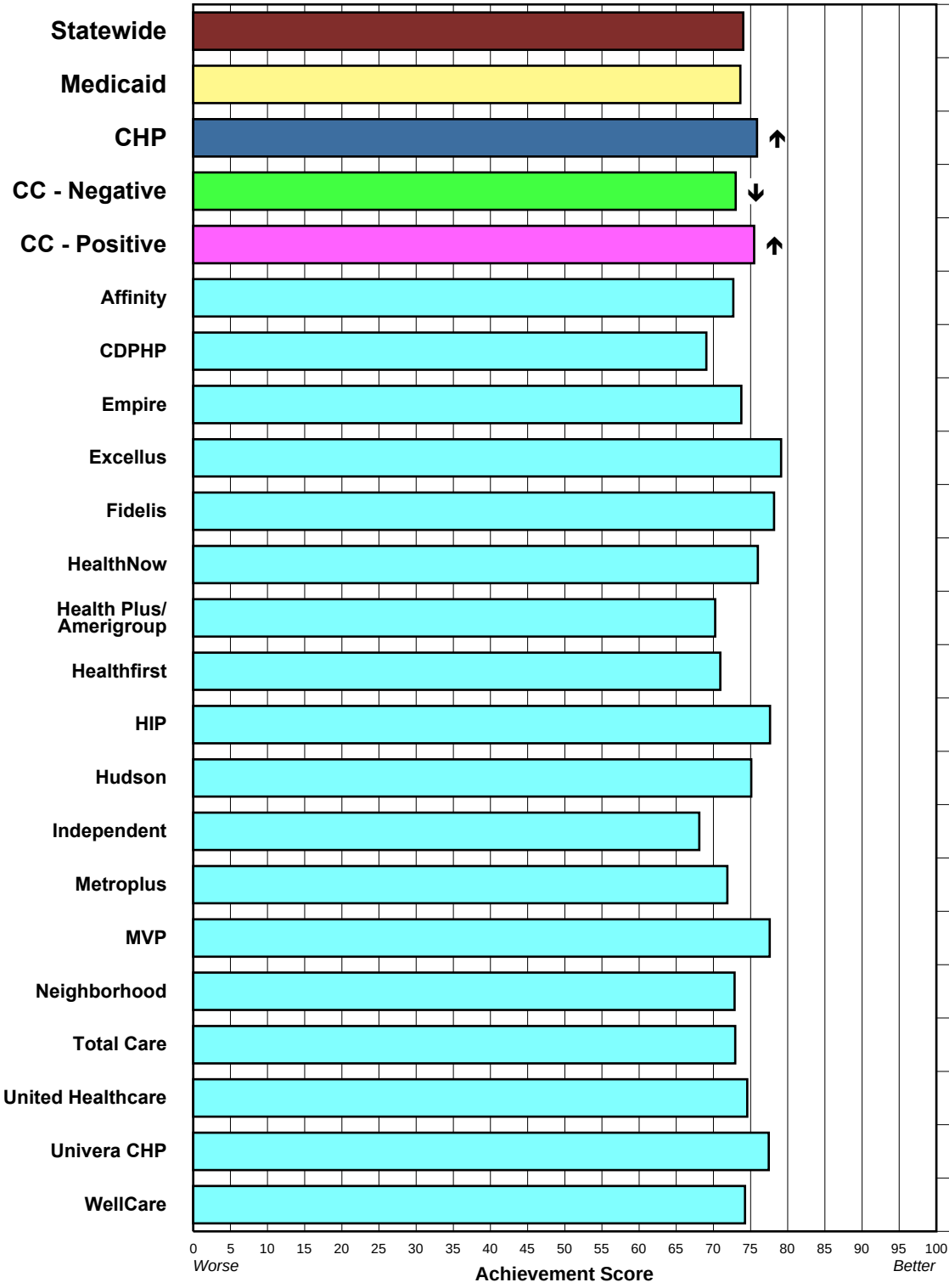
Coordination of Care for Children with Chronic Conditions (Yes)



	Score	N
Statewide	74.01%	2442
Medicaid	73.62%	1760
CHP ↑	75.88%	682
CC - Negative ↓	73.00%	1406
CC - Positive ↑	75.47%	1036
Affinity	72.68%	109
CDPHP	69.05%	163
Empire	73.76%	107
Excellus	79.12%	172
Fidelis	78.15%	116
HealthNow	75.97%	156
Health Plus/ Amerigroup	70.24%	103
Healthfirst	70.93%	138
HIP	77.62%	105
Hudson	75.09%	157
Independent	68.11%	140
Metroplus	71.88%	126
MVP	77.58%	153
Neighborhood	72.84%	135
Total Care	72.92%	156
United Healthcare	74.56%	137
Univera CHP	77.45%	148
WellCare	74.25%	121

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive

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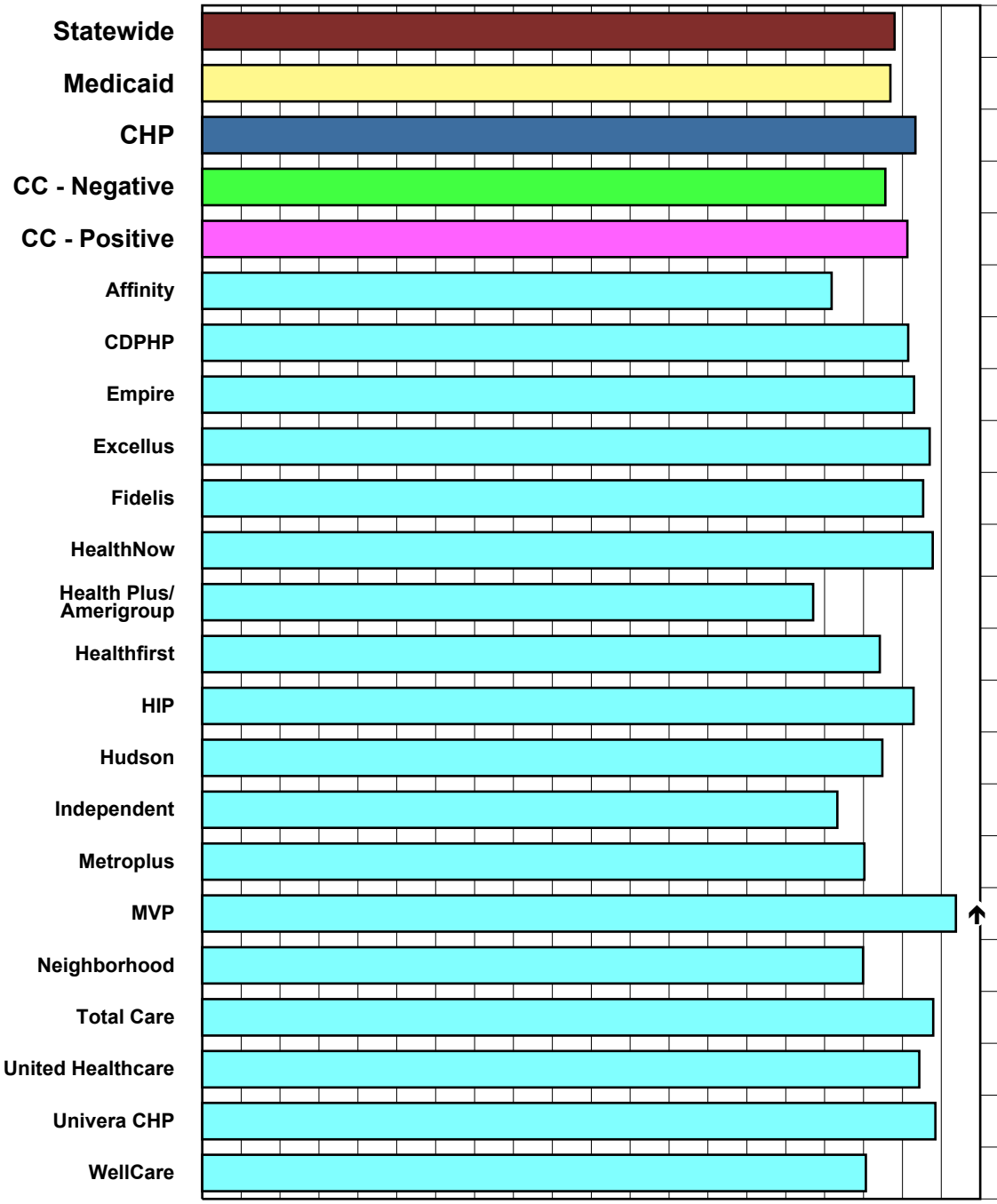
Coordination of Care for Children with Chronic Conditions (Yes)

Q13. Child's doctors or other health providers gave help needed in contacting your child's school or daycare



	Score	N
Statewide	88.99%	1125
Medicaid	88.44%	848
CHP	91.67%	277
CC - Negative	87.80%	642
CC - Positive	90.63%	483
Affinity	80.89%	48
CDPHP	90.74%	58
Empire	91.49%	33
Excellus	93.50%	81
Fidelis	92.67%	60
HealthNow	93.89%	70
Health Plus/ Amerigroup	78.53%	42
Healthfirst	87.10%	71
HIP	91.42%	47
Hudson	87.42%	88
Independent	81.64%	60
Metroplus	85.10%	68
MVP	96.86%	67
Neighborhood	84.94%	73
Total Care	93.96%	78
United Healthcare	92.16%	47
Univera CHP	94.25%	68
WellCare	85.30%	66

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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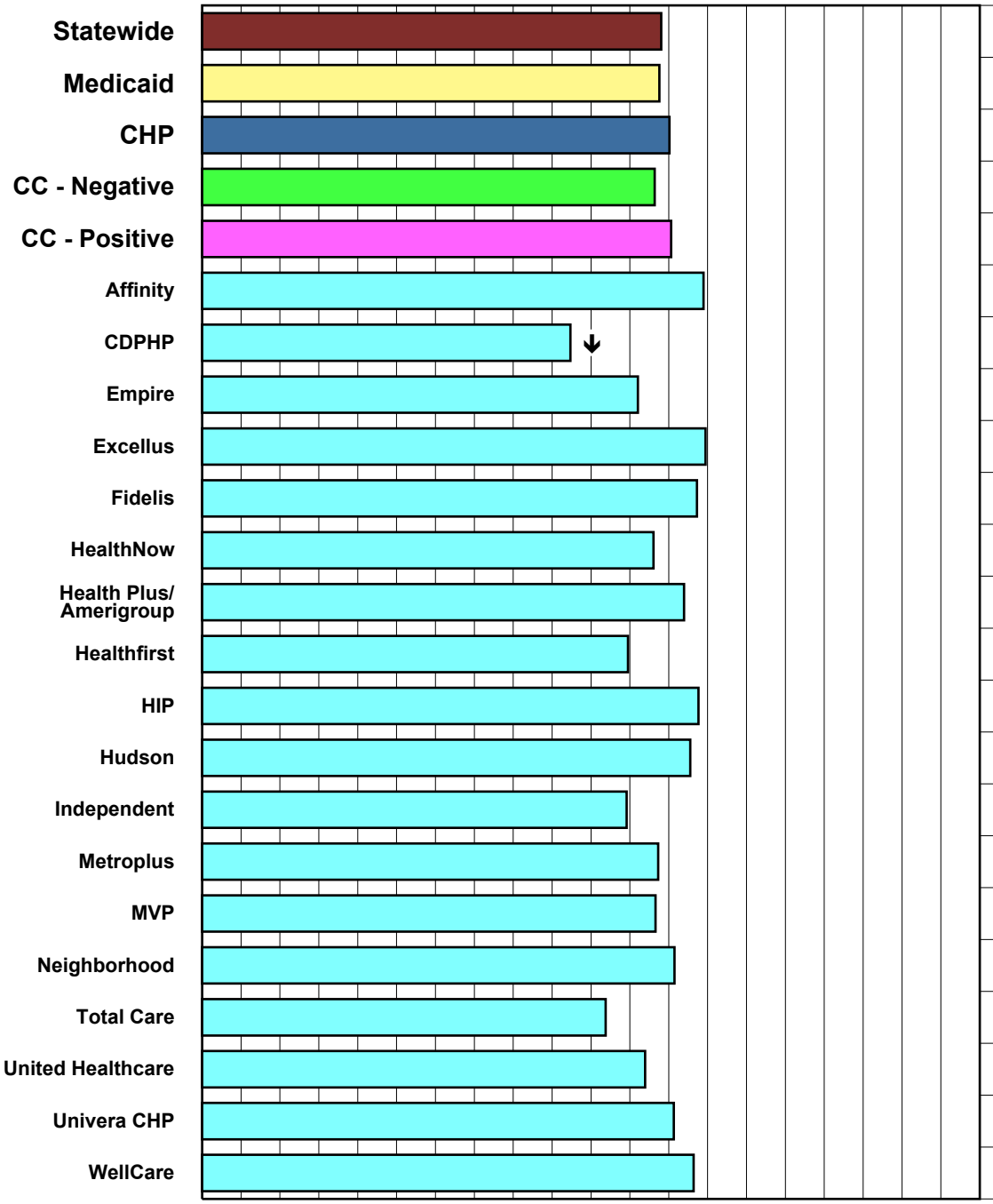
Coordination of Care for Children with Chronic Conditions (Yes)

Q27. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services



	Score	N
Statewide	59.03%	1693
Medicaid	58.79%	1170
CHP	60.08%	523
CC - Negative	58.19%	900
CC - Positive	60.31%	793
Affinity	64.48%	74
CDPHP	47.36%	128
Empire	56.02%	94
Excellus	64.73%	131
Fidelis	63.63%	75
HealthNow	58.05%	121
Health Plus/ Amerigroup	61.96%	71
Healthfirst	54.76%	88
HIP	63.82%	69
Hudson	62.77%	96
Independent	54.58%	90
Metroplus	58.65%	72
MVP	58.30%	105
Neighborhood	60.74%	80
Total Care	51.88%	109
United Healthcare	56.96%	105
Univera CHP	60.66%	113
WellCare	63.20%	72

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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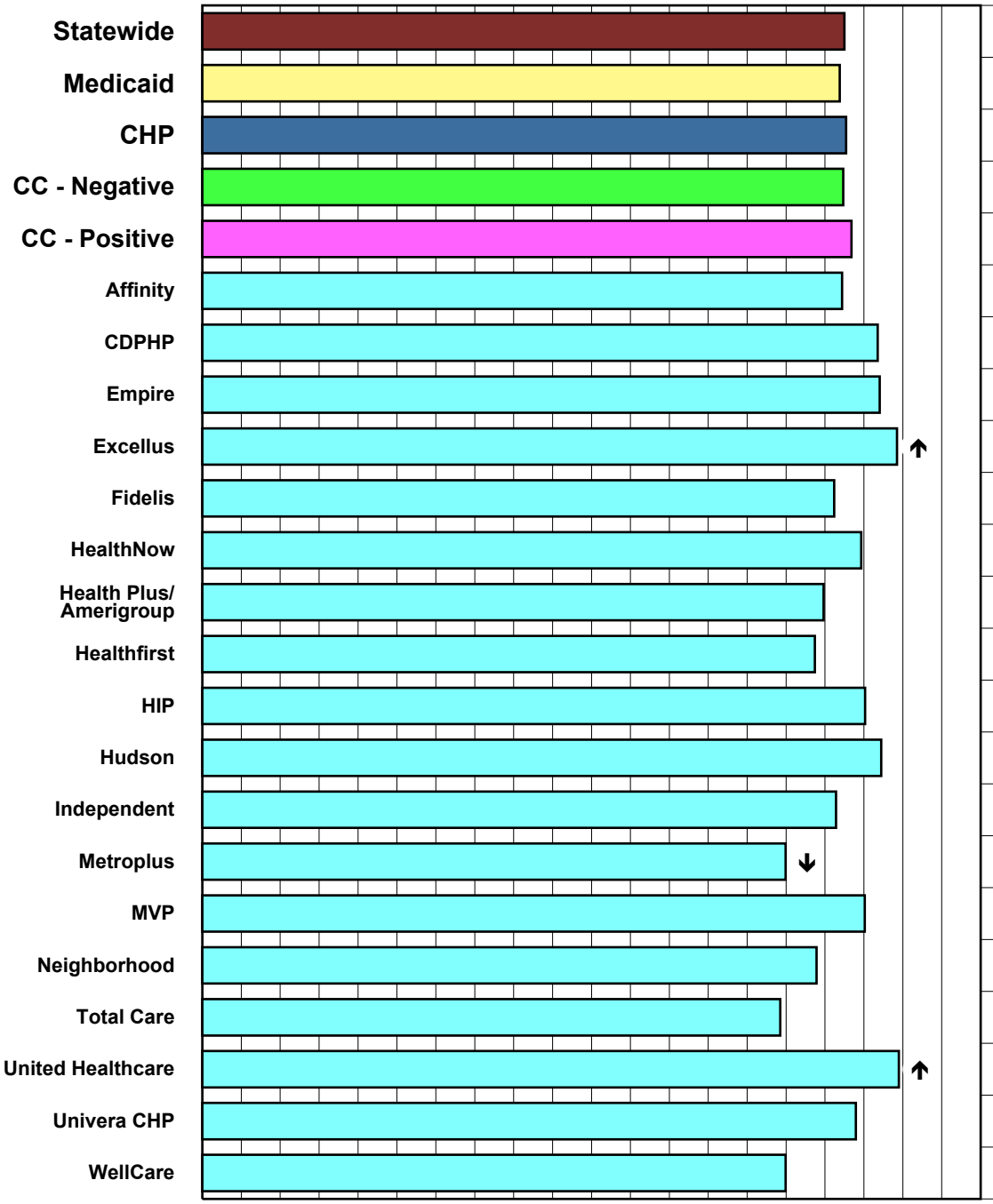
CCC Single Items

Q15. Usually or always had your questions answered by your child's doctors or other health providers



	Score	N
Statewide	82.50%	2414
Medicaid	81.88%	1783
CHP	82.72%	631
CC - Negative	82.34%	1515
CC - Positive	83.40%	899
Affinity	82.19%	150
CDPHP	86.77%	123
Empire	87.02%	93
Excellus ↑	89.26%	147
Fidelis	81.18%	116
HealthNow	84.66%	156
Health Plus/ Amerigroup	79.82%	140
Healthfirst	78.69%	151
HIP	85.15%	106
Hudson	87.21%	175
Independent	81.42%	115
Metroplus ↓	74.95%	150
MVP	85.11%	130
Neighborhood	78.90%	136
Total Care	74.25%	110
United Healthcare ↑	89.48%	155
Univera CHP	83.96%	137
WellCare	74.94%	124

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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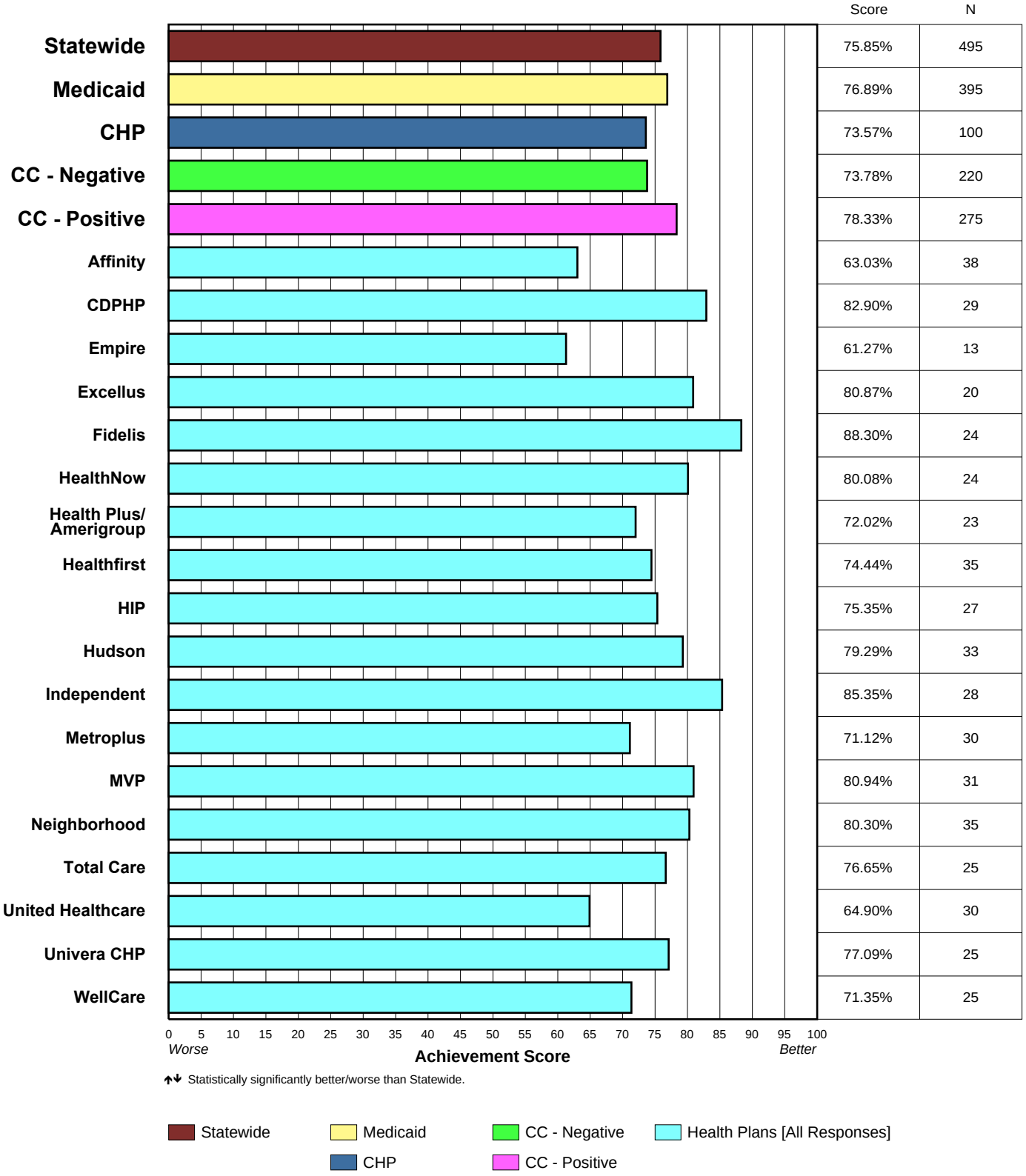
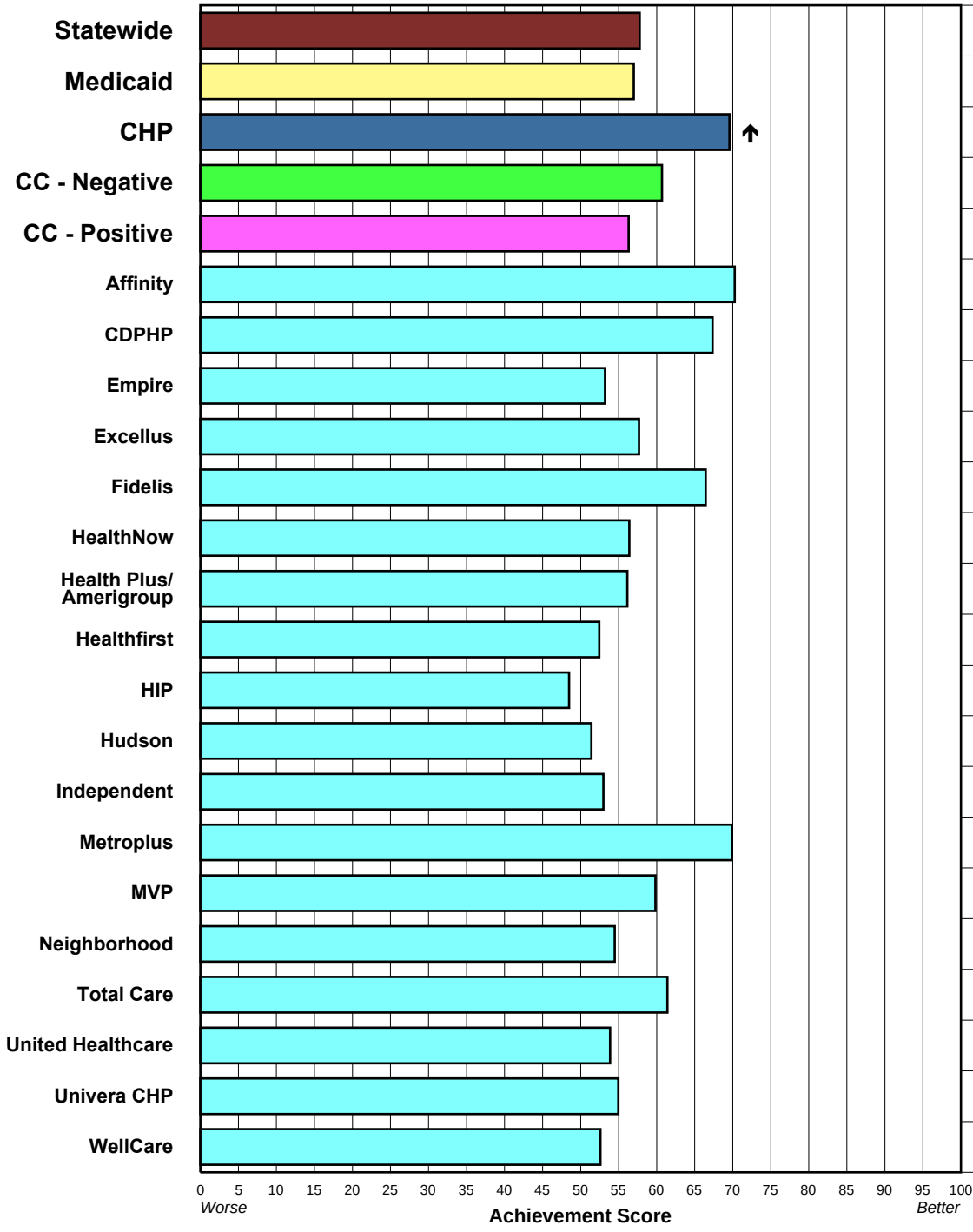
CCC Single Items

Q18. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child



CCC Single Items

Q21. Someone from your chld's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child



	Score	N
Statewide	57.77%	854
Medicaid	56.99%	702
CHP ↑	69.56%	152
CC - Negative	60.70%	368
CC - Positive	56.30%	486
Affinity	70.27%	45
CDPHP	67.35%	36
Empire	53.21%	35
Excellus	57.68%	44
Fidelis	66.45%	51
HealthNow	56.40%	48
Health Plus/ Amerigroup	56.13%	46
Healthfirst	52.45%	50
HIP	48.48%	40
Hudson	51.42%	61
Independent	52.99%	44
Metroplus	69.89%	58
MVP	59.82%	48
Neighborhood	54.48%	43
Total Care	61.40%	59
United Healthcare	53.87%	55
Univera CHP	54.94%	53
WellCare	52.60%	38

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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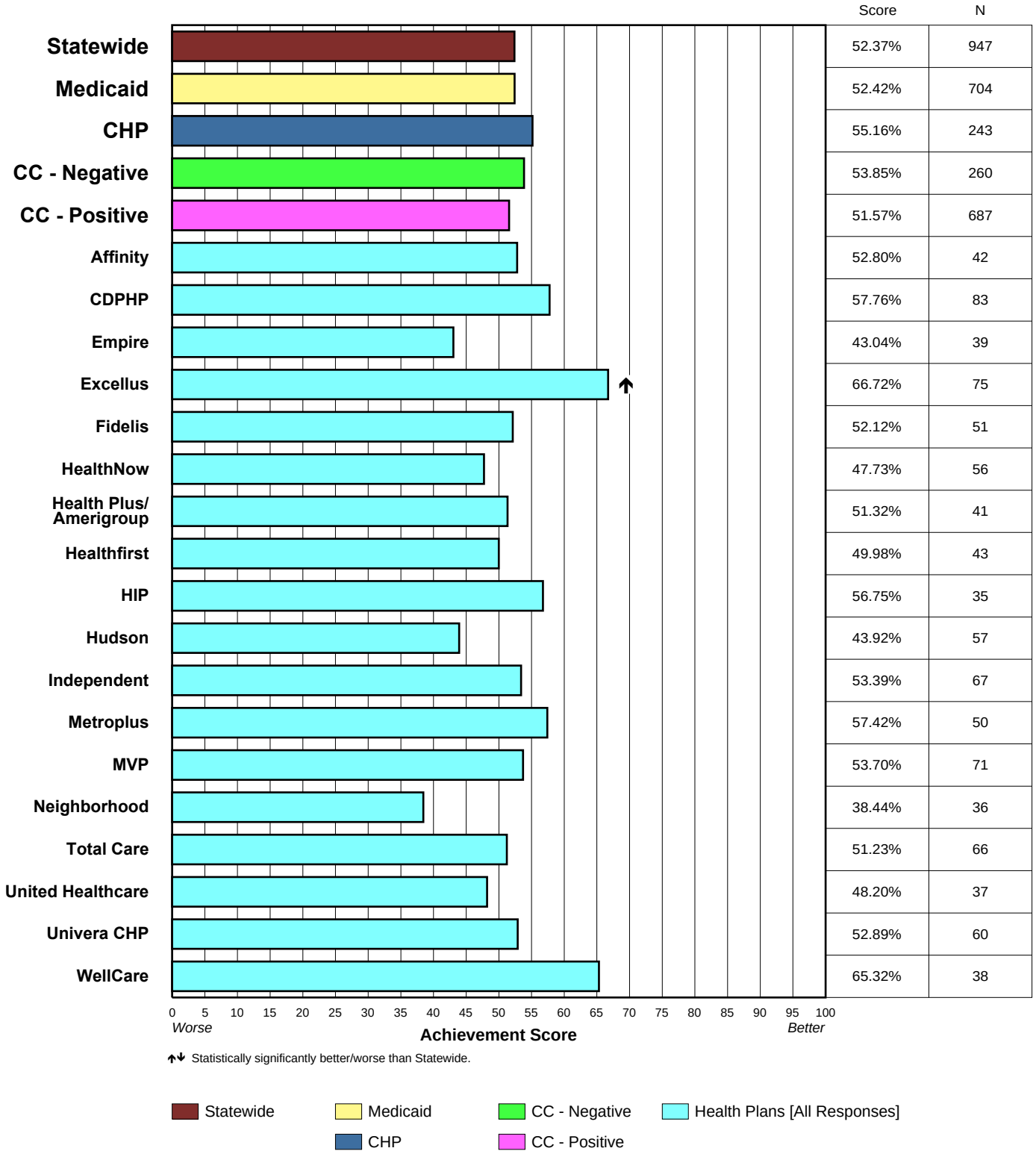
CCC Single Items

Q24. Someone from your chld's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child



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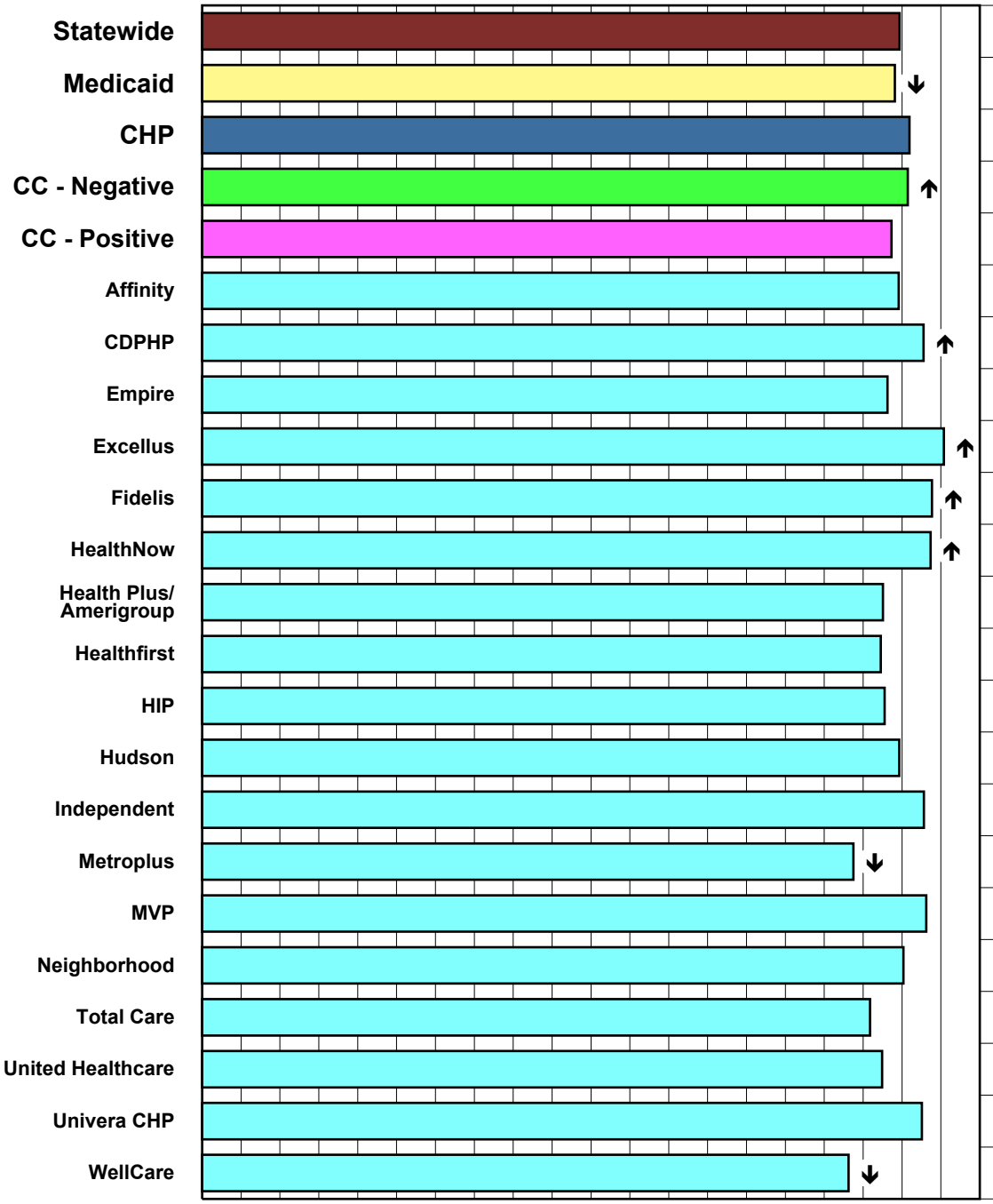
CCC Single Items

Q57. Usually or always easy to get prescription medicines for your child through his or her health plan



	Score	N
Statewide	89.69%	4174
Medicaid	89.09%	3123
CHP	90.96%	1051
CC - Negative	90.75%	2604
CC - Positive	88.66%	1570
Affinity	89.58%	216
CDPHP	92.78%	284
Empire	88.12%	158
Excellus	95.39%	272
Fidelis	93.86%	230
HealthNow	93.67%	208
Health Plus/ Amerigroup	87.55%	217
Healthfirst	87.26%	248
HIP	87.75%	203
Hudson	89.64%	263
Independent	92.82%	230
Metroplus	83.74%	226
MVP	93.11%	215
Neighborhood	90.18%	213
Total Care	85.89%	242
United Healthcare	87.45%	270
Univera CHP	92.55%	258
WellCare	83.12%	221

↑↓ Statistically significantly better/worse than Statewide.

Statewide · Medicaid · CC - Negative · Health Plans [All Responses] · CHP · CC - Positive

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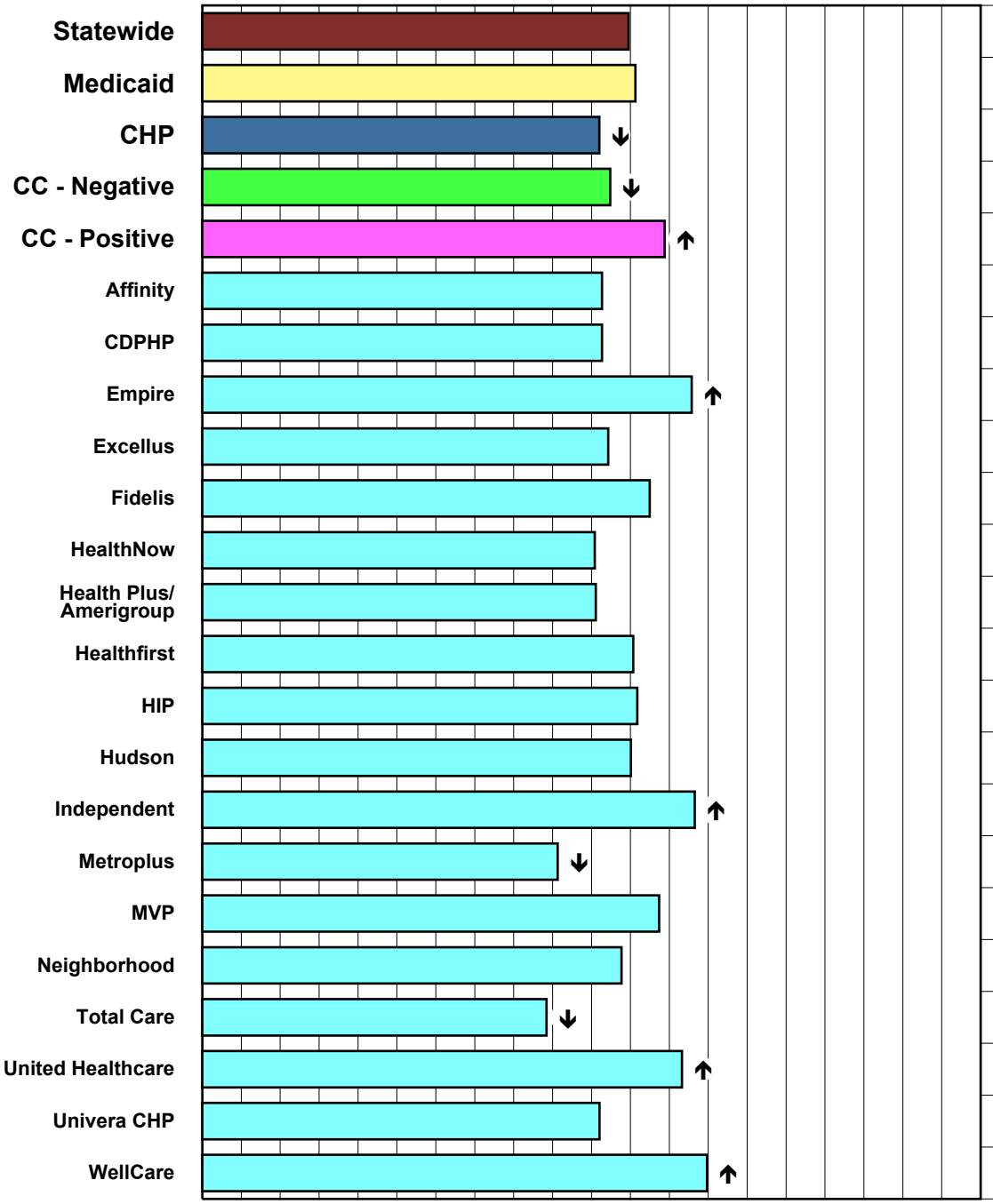
CCC Single Items

Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines



	Score	N
Statewide	54.76%	4104
Medicaid	55.64%	3065
CHP	51.00%	1039
CC - Negative	52.40%	2556
CC - Positive	59.40%	1548
Affinity	51.35%	214
CDPHP	51.35%	281
Empire	62.87%	156
Excellus	52.15%	268
Fidelis	57.47%	224
HealthNow	50.42%	208
Health Plus/ Amerigroup	50.56%	209
Healthfirst	55.37%	239
HIP	55.89%	200
Hudson	55.07%	262
Independent	63.26%	224
Metroplus	45.65%	221
MVP	58.69%	210
Neighborhood	53.85%	209
Total Care	44.23%	239
United Healthcare	61.61%	266
Univera CHP	51.03%	258
WellCare	64.84%	216

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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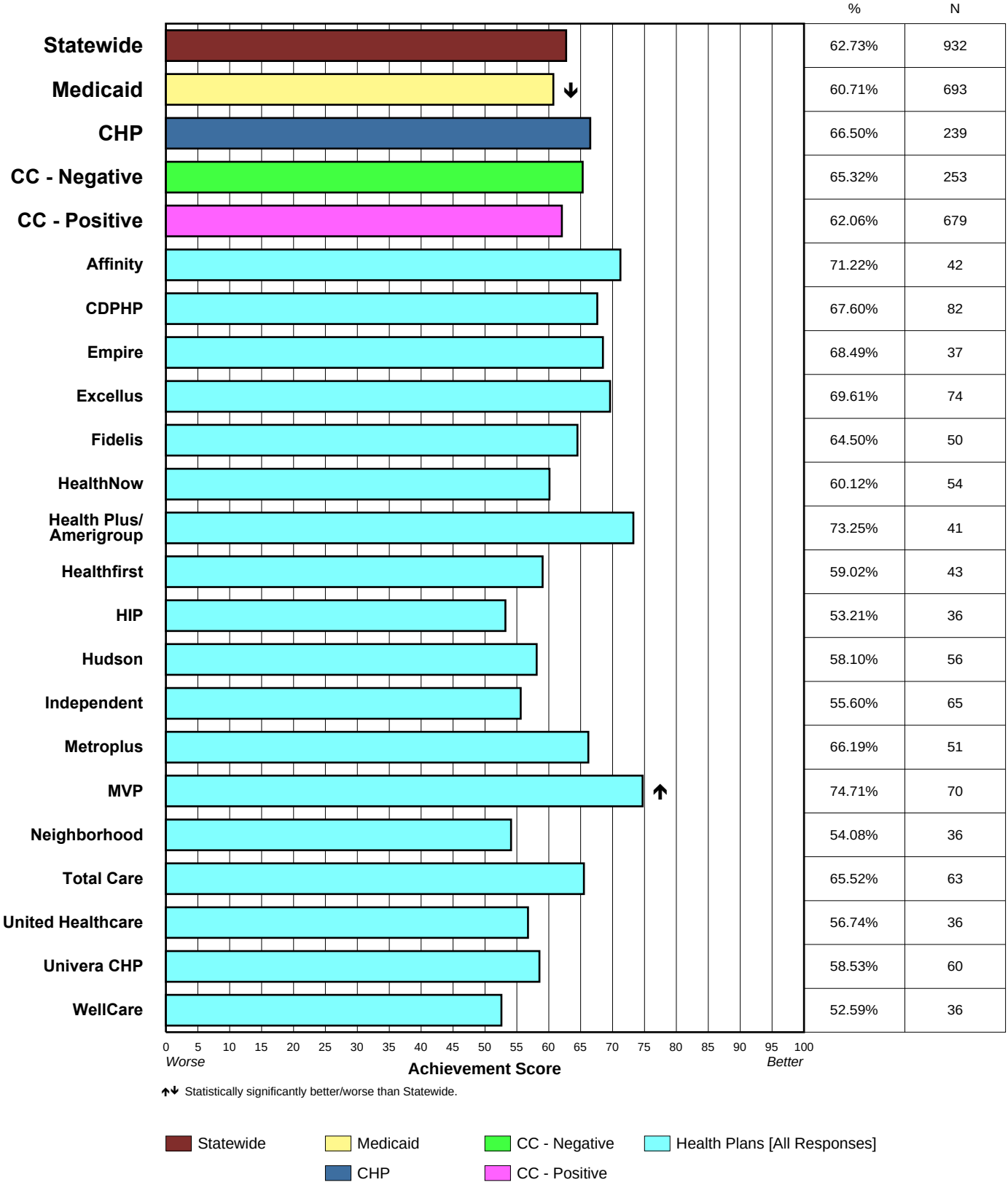
Supplemental Questions

Q25. Rating of child's treatment or counseling (8, 9 or 10)



	%	N
Statewide	62.73%	932
Medicaid ↓	60.71%	693
CHP	66.50%	239
CC - Negative	65.32%	253
CC - Positive	62.06%	679
Affinity	71.22%	42
CDPHP	67.60%	82
Empire	68.49%	37
Excellus	69.61%	74
Fidelis	64.50%	50
HealthNow	60.12%	54
Health Plus/ Amerigroup	73.25%	41
Healthfirst	59.02%	43
HIP	53.21%	36
Hudson	58.10%	56
Independent	55.60%	65
Metroplus	66.19%	51
MVP ↑	74.71%	70
Neighborhood	54.08%	36
Total Care	65.52%	63
United Healthcare	56.74%	36
Univera CHP	58.53%	60
WellCare	52.59%	36

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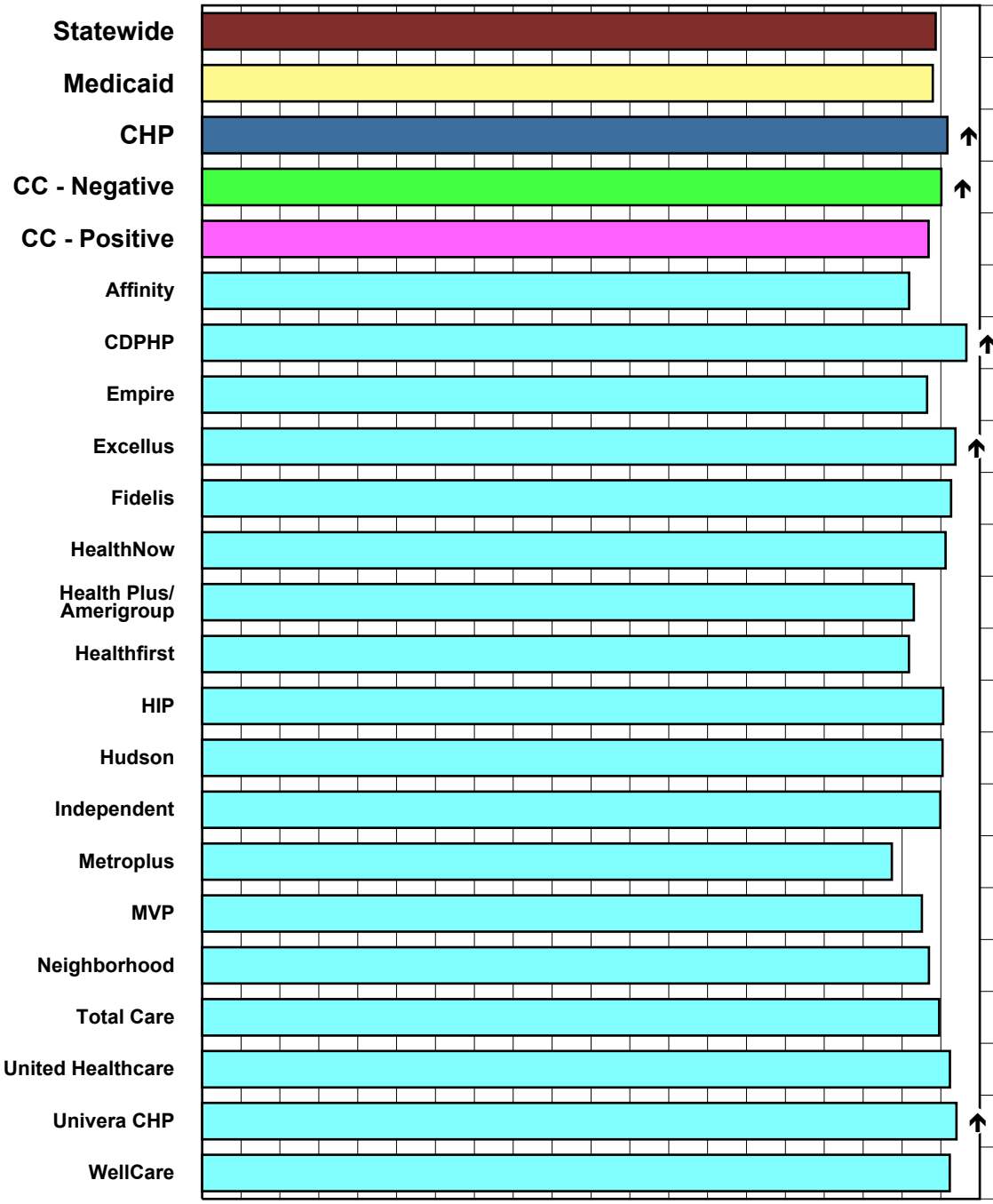
Supplemental Questions

Q38. Child's personal doctor usually or always gave you easy to understand instructions about what to do to take care of illness or health condition



	%	N
Statewide	94.32%	3071
Medicaid	93.96%	2254
CHP	95.84%	817
CC - Negative	95.06%	1958
CC - Positive	93.43%	1113
Affinity	90.90%	165
CDPHP	98.27%	184
Empire	93.23%	126
Excellus	96.87%	215
Fidelis	96.31%	155
HealthNow	95.59%	179
Health Plus/ Amerigroup	91.51%	148
Healthfirst	90.89%	165
HIP	95.29%	173
Hudson	95.21%	191
Independent	94.93%	171
Metroplus	88.69%	135
MVP	92.55%	158
Neighborhood	93.47%	173
Total Care	94.77%	176
United Healthcare	96.16%	191
Univera CHP	97.00%	202
WellCare	96.13%	164

↑↓ Statistically significantly better/worse than Statewide.

Statewide · Medicaid · CC - Negative · Health Plans [All Responses] · CHP · CC - Positive

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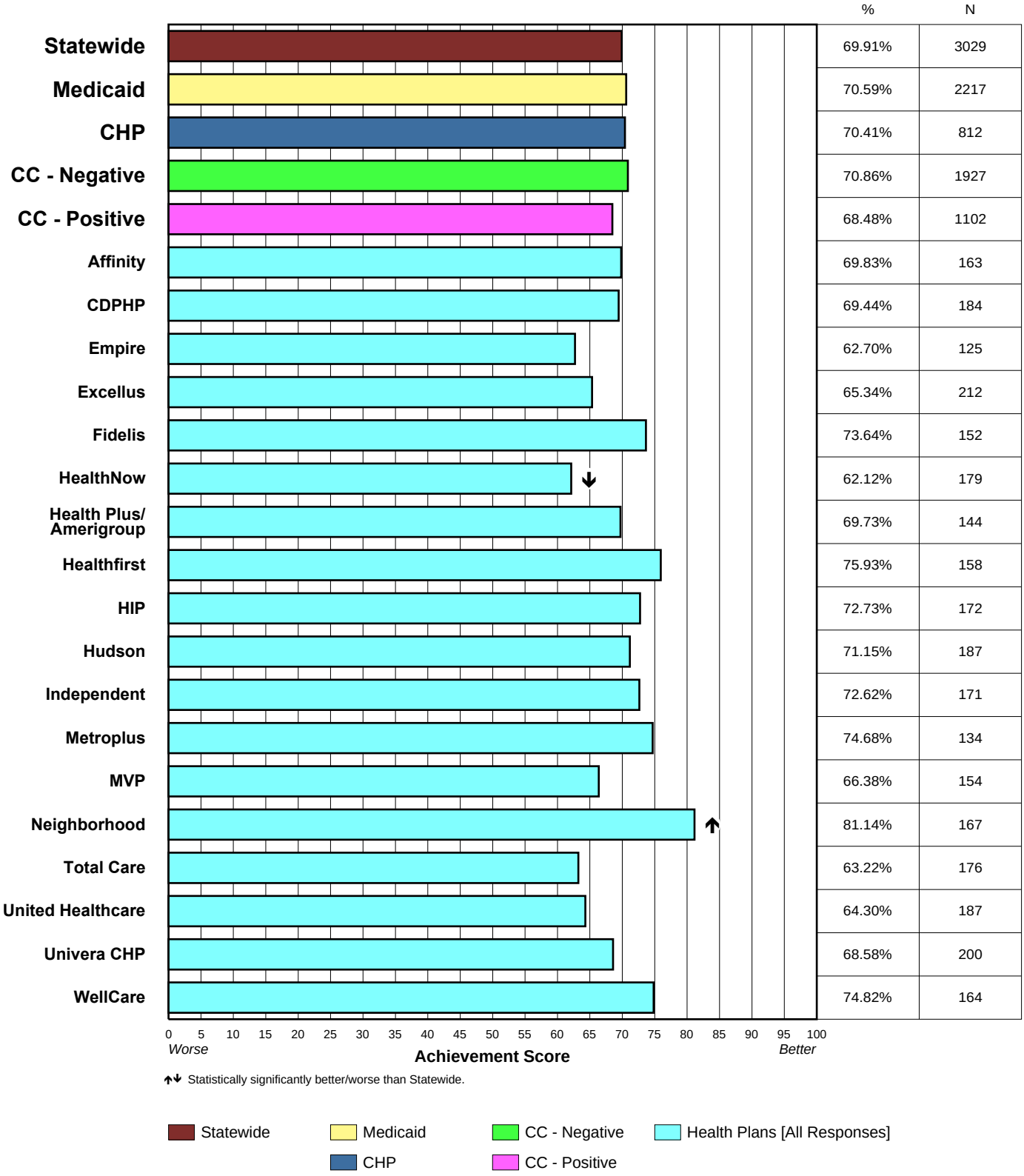
Supplemental Questions

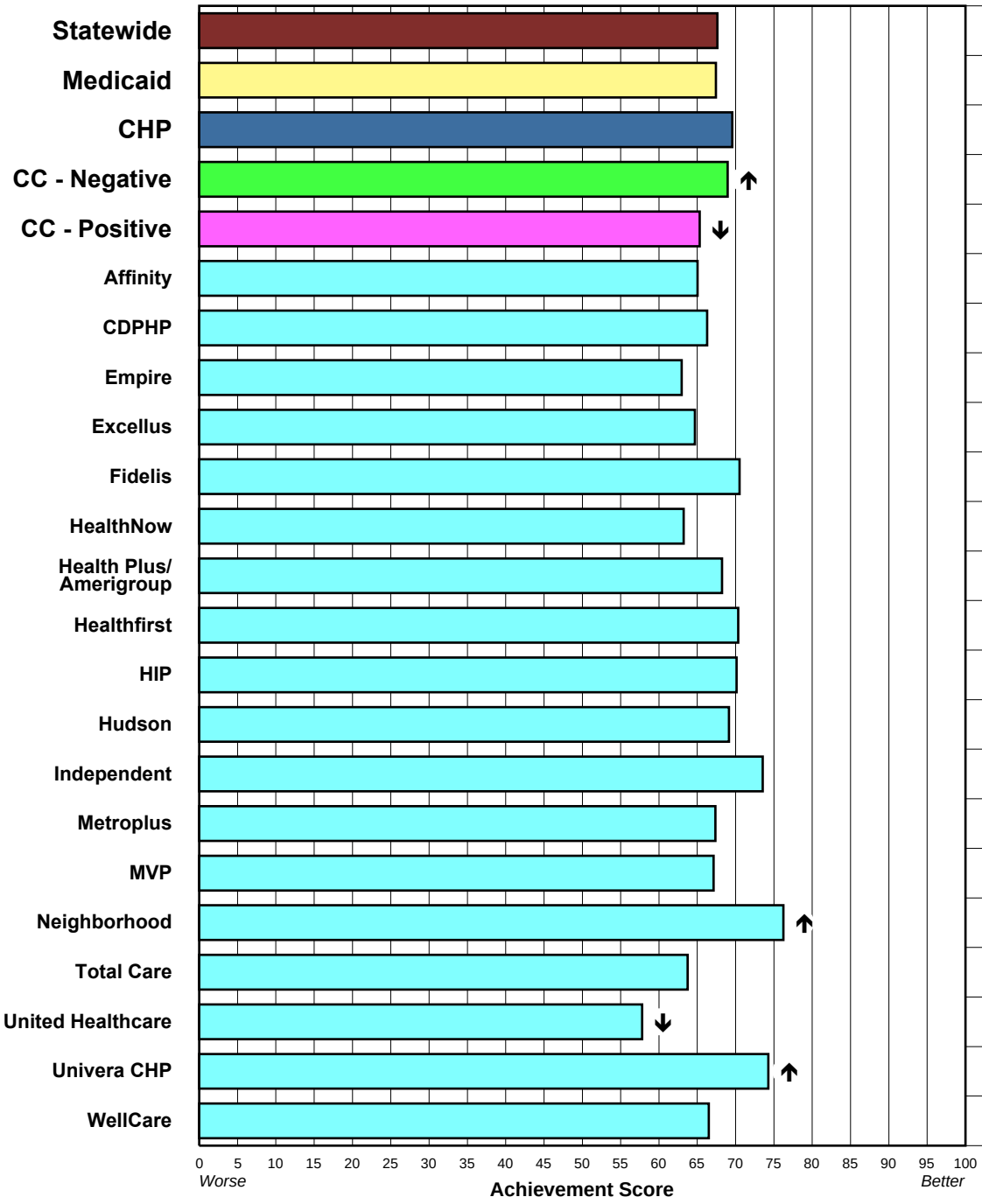
Q39. Child's personal doctor usually or always asked you to describe how you were going to follow instructions



	%	N
Statewide	69.91%	3029
Medicaid	70.59%	2217
CHP	70.41%	812
CC - Negative	70.86%	1927
CC - Positive	68.48%	1102
Affinity	69.83%	163
CDPHP	69.44%	184
Empire	62.70%	125
Excellus	65.34%	212
Fidelis	73.64%	152
HealthNow	62.12%	179
Health Plus/ Amerigroup	69.73%	144
Healthfirst	75.93%	158
HIP	72.73%	172
Hudson	71.15%	187
Independent	72.62%	171
Metroplus	74.68%	134
MVP	66.38%	154
Neighborhood	81.14%	167
Total Care	63.22%	176
United Healthcare	64.30%	187
Univera CHP	68.58%	200
WellCare	74.82%	164

Supplemental Questions

Q40. Child's personal doctor usually or always asked you whether you would have any problems doing what you needed to do to take care of illness or health condition



	%	N
Statewide	67.62%	3021
Medicaid	67.43%	2214
CHP	69.57%	807
CC - Negative ↑	68.97%	1920
CC - Positive ↓	65.31%	1101
Affinity	65.03%	161
CDPHP	66.29%	184
Empire	62.97%	124
Excellus	64.68%	211
Fidelis	70.51%	155
HealthNow	63.22%	178
Health Plus/ Amerigroup	68.23%	145
Healthfirst	70.34%	159
HIP	70.12%	170
Hudson	69.13%	188
Independent	73.54%	168
Metroplus	67.36%	134
MVP	67.13%	154
Neighborhood ↑	76.24%	167
Total Care	63.73%	173
United Healthcare ↓	57.80%	187
Univera CHP ↑	74.28%	199
WellCare	66.49%	164

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

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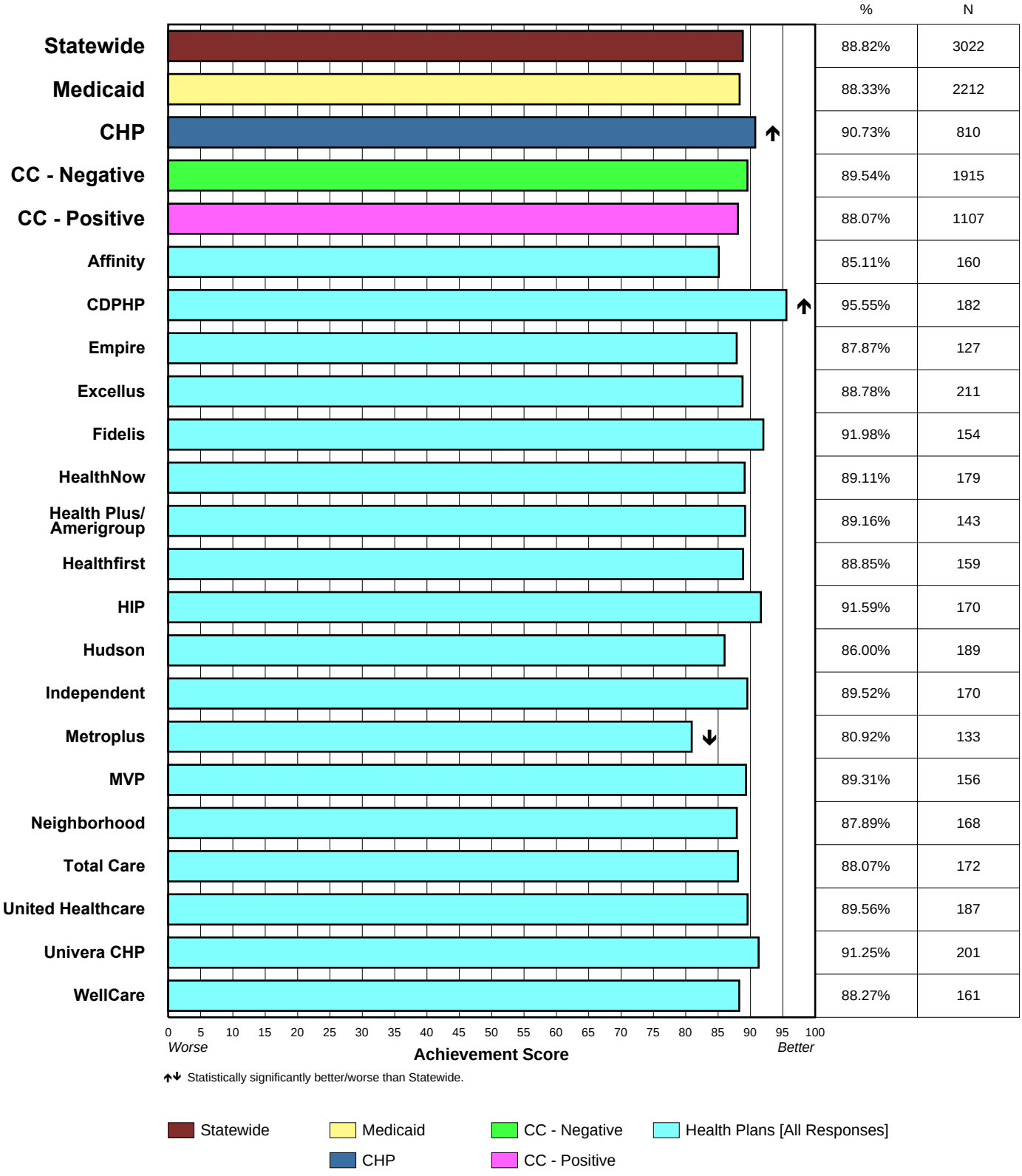
Supplemental Questions

Q41. Child's personal doctor usually or always explained what to do if this illness or health condition got worse or came back



	%	N
Statewide	88.82%	3022
Medicaid	88.33%	2212
CHP	90.73%	810
CC - Negative	89.54%	1915
CC - Positive	88.07%	1107
Affinity	85.11%	160
CDPHP	95.55%	182
Empire	87.87%	127
Excellus	88.78%	211
Fidelis	91.98%	154
HealthNow	89.11%	179
Health Plus/ Amerigroup	89.16%	143
Healthfirst	88.85%	159
HIP	91.59%	170
Hudson	86.00%	189
Independent	89.52%	170
Metroplus	80.92%	133
MVP	89.31%	156
Neighborhood	87.89%	168
Total Care	88.07%	172
United Healthcare	89.56%	187
Univera CHP	91.25%	201
WellCare	88.27%	161

Correlation Analysis

Empire

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 12 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 are performing well or poorly. 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. Following the Statewide tables are plan-specific tables of correlations for the plan results and their membership. The plan-specific results allow plan patterns to be reviewed.

Example:
For example, if a question correlates highly 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.

Empire

Corr. Rank	Rating of child's personal doctor			Rating of specialist child saw most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q31 How Well Doctors Communicate	96%	0.63	Q47 Getting Needed Care	74%	0.51	Q53 Customer Service	78%	0.51	Q53 Customer Service	78%	0.71
2	Q32 How Well Doctors Communicate	96%	0.61	Q6 Getting Care Quickly	85%	0.45	Q31 How Well Doctors Communicate	96%	0.51	Q54 Customer Service	91%	0.57
3	Q35 How Well Doctors Communicate	91% ▲	0.56	Q51 Getting Needed Care	80%	0.37	Q32 How Well Doctors Communicate	96%	0.48	Q51 Getting Needed Care	80%	0.54
4	Q30 How Well Doctors Communicate	96% ▲	0.47	Q53 Customer Service	78%	0.28	Q51 Getting Needed Care	80%	0.46	Q4 Getting Care Quickly	95% ▲	0.39
5	Q53 Customer Service	78%	0.38	Q54 Customer Service	91%	0.26	Q35 How Well Doctors Communicate	91% ▲	0.42	Q32 How Well Doctors Communicate	96%	0.33
6	Q51 Getting Needed Care	80%	0.35	Q30 How Well Doctors Communicate	96% ▲	0.25	Q30 How Well Doctors Communicate	96% ▲	0.39	Q31 How Well Doctors Communicate	96%	0.33
7	Q4 Getting Care Quickly	95% ▲	0.35	Q31 How Well Doctors Communicate	96%	0.18	Q54 Customer Service	91%	0.35	Q6 Getting Care Quickly	85%	0.24
8	Q6 Getting Care Quickly	85%	0.24	Q4 Getting Care Quickly	95% ▲	0.13	Q4 Getting Care Quickly	95% ▲	0.30	Q30 How Well Doctors Communicate	96% ▲	0.23
9	Q54 Customer Service	91%	0.22	Q35 How Well Doctors Communicate	91% ▲	0.13	Q6 Getting Care Quickly	85%	0.29	Q35 How Well Doctors Communicate	91% ▲	0.23
10	Q47 Getting Needed Care	74%	0.20	Q32 How Well Doctors Communicate	96%	0.13	Q47 Getting Needed Care	74%	0.25	Q47 Getting Needed Care	74%	0.22

▲▼ **Statistically significantly better/worse than Statewide.**

Rating of child's personal doctor

Empire

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.63	96%	79%	17%	3%	0%
2	Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.61	96%	83%	14%	2%	0%
3	Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.56	91% ▲	68%	27%	4%	1%
4	Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.47	96% ▲	82%	16%	2%	0%
5	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.38	78%	57%	21%	17%	5%
6	Q51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	0.35	80%	57%	24%	15%	4%
7	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?	0.35	95% ▲	85%	13%	2%	0%
8	Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?	0.24	85%	69%	18%	12%	1%
9	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.22	91%	64%	27%	8%	1%
10	Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.20	74%	42%	32%	19%	7%

▲▼ **Statistically significantly better/worse than Statewide.**

Rating of specialist child saw most often

Empire

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.51	74%	42%	32%	19%	7%
2	Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?	0.45	85%	69%	18%	12%	1%
3	Q51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	0.37	80%	57%	24%	15%	4%
4	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.28	78%	57%	21%	17%	5%
5	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.26	91%	64%	27%	8%	1%
6	Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.25	96% ▲	82%	16%	2%	0%
7	Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.18	96%	79%	17%	3%	0%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?	0.13	95% ▲	85%	13%	2%	0%
9	Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.13	91% ▲	68%	27%	4%	1%
10	Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.13	96%	83%	14%	2%	0%

▲▼ **Statistically significantly better/worse than Statewide.**

Rating of all child's health care

Empire

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.51	78%	57%	21%	17%	5%
2	Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.51	96%	79%	17%	3%	0%
3	Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.48	96%	83%	14%	2%	0%
4	Q51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	0.46	80%	57%	24%	15%	4%
5	Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.42	91% ▲	68%	27%	4%	1%
6	Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.39	96% ▲	82%	16%	2%	0%
7	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.35	91%	64%	27%	8%	1%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?	0.30	95% ▲	85%	13%	2%	0%
9	Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?	0.29	85%	69%	18%	12%	1%
10	Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.25	74%	42%	32%	19%	7%

▲▼ **Statistically significantly better/worse than Statewide.**

Rating of child's health plan

Empire

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.71	78%	57%	21%	17%	5%
2	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.57	91%	64%	27%	8%	1%
3	Q51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?	0.54	80%	57%	24%	15%	4%
4	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?	0.39	95% ▲	85%	13%	2%	0%
5	Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.33	96%	83%	14%	2%	0%
6	Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.33	96%	79%	17%	3%	0%
7	Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?	0.24	85%	69%	18%	12%	1%
8	Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.23	96% ▲	82%	16%	2%	0%
9	Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.23	91% ▲	68%	27%	4%	1%
10	Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.22	74%	42%	32%	19%	7%

▲▼ **Statistically significantly better/worse than Statewide.**

Responses by Question

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	9,288	100.0%	6,968	100.0%	2,320	100.0%	7,263	100.0%	2,025	100.0%	324	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	9,288	100.0%	6,968	100.0%	2,320	100.0%	7,263	100.0%	2,025	100.0%	324	100.0%
Not Answered	144		103		41		107		37		5	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,625	28.4%	1,961	28.4%	664	28.5%	1,764	24.6%	861	42.0%	94	28.8%
No	6,610	71.6%	4,945	71.6%	1,665	71.5%	5,421	75.4%	1,189	58.0%	232	71.2%
Total	9,235	100.0%	6,906	100.0%	2,329	100.0%	7,185	100.0%	2,050	100.0%	326	100.0%
Not Answered	197		165		32		185		12		3	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	33	1.3%	27	1.4%	6	0.9%	26	1.5%	7	0.8%	0	0.0%
Sometimes	256	10.0%	215	11.2%	41	6.3%	186	10.8%	70	8.2%	2	2.2%
Usually	377	14.7%	289	15.1%	88	13.4%	241	14.0%	136	16.0%	12	12.9%
Always	1,904	74.1%	1,383	72.3%	521	79.4%	1,265	73.6%	639	75.0%	79	84.9%
Total	2,570	100.0%	1,914	100.0%	656	100.0%	1,718	100.0%	852	100.0%	93	100.0%
Not Answered	55		47		8		46		9		1	
Reporting Category	Getting Care Quickly											
Achievement Score	88.62%		87.86%		90.02%		87.97%		90.06%		95.17%	
Correlation with Health Plan Satisfaction	0.199		0.190		0.224		0.188		0.236		0.394	

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

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

Q5. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6,808	74.5%	5,068	74.2%	1,740	75.3%	5,054	71.2%	1,754	85.9%	260	80.2%
No	2,330	25.5%	1,759	25.8%	571	24.7%	2,043	28.8%	287	14.1%	64	19.8%
Total	9,138	100.0%	6,827	100.0%	2,311	100.0%	7,097	100.0%	2,041	100.0%	324	100.0%
Not Answered	294		244		50		273		21		5	

Q6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	118	1.8%	96	1.9%	22	1.3%	97	2.0%	21	1.2%	3	1.2%
Sometimes	999	15.0%	801	16.2%	198	11.5%	797	16.2%	202	11.6%	31	12.0%
Usually	1,198	18.0%	909	18.4%	289	16.9%	855	17.3%	343	19.7%	47	18.2%
Always	4,352	65.3%	3,146	63.5%	1,206	70.3%	3,181	64.5%	1,171	67.4%	177	68.6%
Total	6,667	100.0%	4,952	100.0%	1,715	100.0%	4,930	100.0%	1,737	100.0%	258	100.0%
Not Answered	141		116		25		124		17		2	
Reporting Category	Getting Care Quickly											
Achievement Score	83.14%		82.31%		85.11%		82.07%		85.92%		84.83%	
Correlation with Health Plan Satisfaction	0.177		0.177		0.172		0.190		0.168		0.244	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	2,039	23.0%	1,545	23.5%	494	21.8%	1,768	25.8%	271	13.6%	55	17.1%
1 time	2,546	28.8%	1,766	26.8%	780	34.4%	2,087	30.4%	459	23.1%	92	28.7%
2 times	2,066	23.3%	1,561	23.7%	505	22.3%	1,555	22.7%	511	25.7%	85	26.5%
3 times	1,017	11.5%	789	12.0%	228	10.1%	702	10.2%	315	15.8%	42	13.1%
4 times	521	5.9%	403	6.1%	118	5.2%	369	5.4%	152	7.6%	18	5.6%
5 to 9 times	544	6.1%	422	6.4%	122	5.4%	328	4.8%	216	10.8%	27	8.4%
10 or more times	121	1.4%	102	1.5%	19	0.8%	54	0.8%	67	3.4%	2	0.6%
Total	8,854	100.0%	6,588	100.0%	2,266	100.0%	6,863	100.0%	1,991	100.0%	321	100.0%
Not Answered	578		483		95		507		71		8	

Response scored as: Achievement Room for improvement

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

Q8. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,155	32.6%	1,595	32.6%	560	32.5%	1,448	29.3%	707	42.1%	78	29.9%
No	4,461	67.4%	3,297	67.4%	1,164	67.5%	3,488	70.7%	973	57.9%	183	70.1%
Total	6,616	100.0%	4,892	100.0%	1,724	100.0%	4,936	100.0%	1,680	100.0%	261	100.0%
Not Answered	199		151		48		159		40		5	

Q9. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,927	90.5%	1,411	89.5%	516	93.1%	1,283	89.7%	644	92.1%	70	92.1%
No	203	9.5%	165	10.5%	38	6.9%	148	10.3%	55	7.9%	6	7.9%
Total	2,130	100.0%	1,576	100.0%	554	100.0%	1,431	100.0%	699	100.0%	76	100.0%
Not Answered	25		19		6		17		8		2	
Reporting Category	Collaborative Decision Making											
Achievement Score	90.19%		89.59%		92.01%		89.76%		91.30%		91.60%	
Correlation with Health Plan Satisfaction	0.069		0.083		-0.002		0.069		0.087		-0.088	

Q10. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,751	83.0%	1,305	83.7%	446	81.2%	1,157	82.0%	594	85.1%	61	82.4%
No	358	17.0%	255	16.3%	103	18.8%	254	18.0%	104	14.9%	13	17.6%
Total	2,109	100.0%	1,560	100.0%	549	100.0%	1,411	100.0%	698	100.0%	74	100.0%
Not Answered	46		35		11		37		9		4	
Reporting Category	Collaborative Decision Making											
Achievement Score	82.82%		83.57%		79.32%		82.15%		84.75%		83.16%	
Correlation with Health Plan Satisfaction	0.105		0.139		0.004		0.105		0.123		0.109	

Response scored as: Achievement Room for improvement

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

Q11. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health care possible	11	0.2%	10	0.2%	1	0.1%	7	0.1%	4	0.2%	0	0.0%
1	15	0.2%	12	0.2%	3	0.2%	10	0.2%	5	0.3%	0	0.0%
2	22	0.3%	20	0.4%	2	0.1%	14	0.3%	8	0.5%	0	0.0%
3	40	0.6%	31	0.6%	9	0.5%	24	0.5%	16	0.9%	1	0.4%
4	69	1.0%	57	1.2%	12	0.7%	41	0.8%	28	1.6%	1	0.4%
5	247	3.7%	208	4.2%	39	2.2%	171	3.4%	76	4.5%	6	2.3%
6	227	3.4%	180	3.6%	47	2.7%	156	3.1%	71	4.2%	6	2.3%
7	473	7.1%	373	7.6%	100	5.7%	323	6.5%	150	8.8%	17	6.5%
8	1,374	20.6%	995	20.2%	379	21.6%	1,009	20.2%	365	21.4%	57	21.8%
9	1,268	19.0%	902	18.3%	366	20.9%	957	19.2%	311	18.3%	45	17.2%
Best health care possible	2,939	44.0%	2,145	43.5%	794	45.3%	2,271	45.6%	668	39.2%	129	49.2%
Total	6,685	100.0%	4,933	100.0%	1,752	100.0%	4,983	100.0%	1,702	100.0%	262	100.0%
Not Answered	130		110		20		112		18		4	
Reporting Category	Ratings											
Achievement Score	83.42%		82.16%		86.56%		85.27%		78.50%		86.90%	
Correlation with Health Plan Satisfaction	0.534		0.554		0.461		0.530		0.532		0.584	

Q12. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,143	12.7%	861	12.8%	282	12.4%	654	9.4%	489	24.0%	34	10.6%
No	7,883	87.3%	5,883	87.2%	2,000	87.6%	6,336	90.6%	1,547	76.0%	287	89.4%
Total	9,026	100.0%	6,744	100.0%	2,282	100.0%	6,990	100.0%	2,036	100.0%	321	100.0%
Not Answered	406		327		79		380		26		8	

Response scored as: Achievement Room for improvement

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

Q13. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,004	89.2%	749	88.3%	255	92.1%	563	87.7%	441	91.3%	30	90.9%
No	121	10.8%	99	11.7%	22	7.9%	79	12.3%	42	8.7%	3	9.1%
Total	1,125	100.0%	848	100.0%	277	100.0%	642	100.0%	483	100.0%	33	100.0%
Not Answered	18		13		5		12		6		1	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score	88.99%		88.44%		91.67%		87.80%		90.63%		91.49%	

Q14. In the last 6 months, did you have any questions or concerns about your child's health or health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,428	26.9%	1,795	26.6%	633	27.7%	1,525	21.8%	903	44.2%	93	29.2%
No	6,610	73.1%	4,958	73.4%	1,652	72.3%	5,472	78.2%	1,138	55.8%	226	70.8%
Total	9,038	100.0%	6,753	100.0%	2,285	100.0%	6,997	100.0%	2,041	100.0%	319	100.0%
Not Answered	394		318		76		373		21		10	

Q15. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	70	2.9%	58	3.3%	12	1.9%	44	2.9%	26	2.9%	1	1.1%
Sometimes	350	14.5%	269	15.1%	81	12.8%	228	15.0%	122	13.6%	10	10.8%
Usually	572	23.7%	432	24.2%	140	22.2%	337	22.2%	235	26.1%	18	19.4%
Always	1,422	58.9%	1,024	57.4%	398	63.1%	906	59.8%	516	57.4%	64	68.8%
Total	2,414	100.0%	1,783	100.0%	631	100.0%	1,515	100.0%	899	100.0%	93	100.0%
Not Answered	14		12		2		10		4		0	
Reporting Category	CCC Single Items											
Achievement Score	82.50%		81.88%		82.72%		82.34%		83.40%		87.02%	

Response scored as: Achievement Room for improvement

Specialized Services

Q16. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	500	5.6%	400	6.0%	100	4.4%	224	3.2%	276	13.6%	13	4.1%
No	8,486	94.4%	6,316	94.0%	2,170	95.6%	6,738	96.8%	1,748	86.4%	304	95.9%
Total	8,986	100.0%	6,716	100.0%	2,270	100.0%	6,962	100.0%	2,024	100.0%	317	100.0%
Not Answered	446		355		91		408		38		12	

Q17. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	54	10.9%	47	11.8%	7	7.1%	25	11.3%	29	10.6%	3	23.1%
Sometimes	80	16.2%	69	17.4%	11	11.2%	34	15.3%	46	16.8%	3	23.1%
Usually	103	20.8%	80	20.2%	23	23.5%	47	21.2%	56	20.5%	3	23.1%
Always	258	52.1%	201	50.6%	57	58.2%	116	52.3%	142	52.0%	4	30.8%
Total	495	100.0%	397	100.0%	98	100.0%	222	100.0%	273	100.0%	13	100.0%
Not Answered	5		3		2		2		3		0	
Reporting Category	Access to Specialized Services											
Achievement Score	72.50%		70.30%		81.57%		74.17%		71.33%		49.62%	

Q18. Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	376	76.0%	303	76.7%	73	73.0%	160	72.7%	216	78.5%	8	61.5%
No	119	24.0%	92	23.3%	27	27.0%	60	27.3%	59	21.5%	5	38.5%
Total	495	100.0%	395	100.0%	100	100.0%	220	100.0%	275	100.0%	13	100.0%
Not Answered	5		5		0		4		1		0	
Reporting Category	CCC Single Items											
Achievement Score	75.85%		76.89%		73.57%		73.78%		78.33%		61.27%	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q19. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	871	9.7%	718	10.7%	153	6.8%	377	5.4%	494	24.4%	35	11.0%
No	8,096	90.3%	5,984	89.3%	2,112	93.2%	6,566	94.6%	1,530	75.6%	283	89.0%
Total	8,967	100.0%	6,702	100.0%	2,265	100.0%	6,943	100.0%	2,024	100.0%	318	100.0%
Not Answered	465		369		96		427		38		11	

Q20. In the last 6 months, how often was it easy to get this therapy for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	101	12.0%	85	12.3%	16	10.7%	41	11.3%	60	12.5%	7	20.0%
● Sometimes	138	16.4%	115	16.6%	23	15.3%	64	17.7%	74	15.4%	8	22.9%
● Usually	167	19.8%	131	18.9%	36	24.0%	64	17.7%	103	21.4%	7	20.0%
● Always	437	51.8%	362	52.2%	75	50.0%	193	53.3%	244	50.7%	13	37.1%
Total	843	100.0%	693	100.0%	150	100.0%	362	100.0%	481	100.0%	35	100.0%
Not Answered	28		25		3		15		13		0	
Reporting Category	Access to Specialized Services											
Achievement Score	71.21%		71.45%		69.59%		72.83%		70.62%		55.95%	

Q21. Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	495	58.0%	399	56.8%	96	63.2%	220	59.8%	275	56.6%	17	48.6%
● No	359	42.0%	303	43.2%	56	36.8%	148	40.2%	211	43.4%	18	51.4%
Total	854	100.0%	702	100.0%	152	100.0%	368	100.0%	486	100.0%	35	100.0%
Not Answered	17		16		1		9		8		0	
Reporting Category	CCC Single Items											
Achievement Score	57.77%		56.99%		69.56%		60.70%		56.30%		53.21%	

Q22. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	962	10.8%	717	10.7%	245	10.8%	264	3.8%	698	34.5%	40	12.6%
No	7,985	89.2%	5,968	89.3%	2,017	89.2%	6,660	96.2%	1,325	65.5%	278	87.4%
Total	8,947	100.0%	6,685	100.0%	2,262	100.0%	6,924	100.0%	2,023	100.0%	318	100.0%
Not Answered	485		386		99		446		39		11	

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

Specialized Services (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	123	13.0%	92	13.0%	31	12.8%	27	10.5%	96	13.9%	9	23.1%
Sometimes	159	16.8%	123	17.4%	36	14.9%	51	19.8%	108	15.7%	6	15.4%
Usually	201	21.2%	157	22.2%	44	18.2%	46	17.8%	155	22.5%	5	12.8%
Always	465	49.1%	334	47.3%	131	54.1%	134	51.9%	331	48.0%	19	48.7%
Total	948	100.0%	706	100.0%	242	100.0%	258	100.0%	690	100.0%	39	100.0%
Not Answered	14		11		3		6		8		1	
Reporting Category	Access to Specialized Services											
Achievement Score	68.75%		68.21%		69.35%		68.56%		68.95%		61.11%	

Q24. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	501	52.9%	369	52.4%	132	54.3%	141	54.2%	360	52.4%	14	35.9%
No	446	47.1%	335	47.6%	111	45.7%	119	45.8%	327	47.6%	25	64.1%
Total	947	100.0%	704	100.0%	243	100.0%	260	100.0%	687	100.0%	39	100.0%
Not Answered	15		13		2		4		11		1	
Reporting Category	CCC Single Items											
Achievement Score	52.37%		52.42%		55.16%		53.85%		51.57%		43.04%	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q25. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst treatment possible	47	5.0%	36	5.2%	11	4.6%	13	5.1%	34	5.0%	3	8.1%
1	11	1.2%	9	1.3%	2	0.8%	3	1.2%	8	1.2%	0	0.0%
2	20	2.1%	17	2.5%	3	1.3%	5	2.0%	15	2.2%	0	0.0%
3	18	1.9%	14	2.0%	4	1.7%	1	0.4%	17	2.5%	0	0.0%
4	22	2.4%	18	2.6%	4	1.7%	5	2.0%	17	2.5%	1	2.7%
5	82	8.8%	65	9.4%	17	7.1%	19	7.5%	63	9.3%	3	8.1%
6	50	5.4%	43	6.2%	7	2.9%	14	5.5%	36	5.3%	2	5.4%
7	90	9.7%	66	9.5%	24	10.0%	26	10.3%	64	9.4%	3	8.1%
8	155	16.6%	110	15.9%	45	18.8%	43	17.0%	112	16.5%	6	16.2%
9	133	14.3%	100	14.4%	33	13.8%	32	12.6%	101	14.9%	5	13.5%
Best treatment possible	304	32.6%	215	31.0%	89	37.2%	92	36.4%	212	31.2%	14	37.8%
Total	932	100.0%	693	100.0%	239	100.0%	253	100.0%	679	100.0%	37	100.0%
Not Answered	30		24		6		11		19		3	
Reporting Category	Supplemental Questions											
Achievement Score	62.73%		60.71%		66.50%		65.32%		62.06%		68.49%	

Q26. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,731	19.4%	1,200	18.0%	531	23.5%	921	13.4%	810	40.0%	95	29.9%
No	7,174	80.6%	5,450	82.0%	1,724	76.5%	5,959	86.6%	1,215	60.0%	223	70.1%
Total	8,905	100.0%	6,650	100.0%	2,255	100.0%	6,880	100.0%	2,025	100.0%	318	100.0%
Not Answered	527		421		106		490		37		11	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q27. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	989	58.4%	684	58.5%	305	58.3%	524	58.2%	465	58.6%	51	54.3%
No	704	41.6%	486	41.5%	218	41.7%	376	41.8%	328	41.4%	43	45.7%
Total	1,693	100.0%	1,170	100.0%	523	100.0%	900	100.0%	793	100.0%	94	100.0%
Not Answered	38		30		8		21		17		1	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score	59.03%		58.79%		60.08%		58.19%		60.31%		56.02%	

Your Child's Personal Doctor

Q28. A personal doctor is the one your child would see if he or she needs a check-up or gets sick or hurt. Does your child have a personal doctor?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	8,064	89.8%	5,948	88.7%	2,116	92.9%	6,153	88.7%	1,911	93.6%	308	96.3%
No	918	10.2%	756	11.3%	162	7.1%	787	11.3%	131	6.4%	12	3.8%
Total	8,982	100.0%	6,704	100.0%	2,278	100.0%	6,940	100.0%	2,042	100.0%	320	100.0%
Not Answered	450		367		83		430		20		9	

Q29. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	1,230	15.6%	829	14.3%	401	19.2%	1,032	17.2%	198	10.5%	48	15.7%
1 time	2,719	34.4%	1,906	32.8%	813	38.8%	2,175	36.2%	544	28.9%	100	32.7%
2 times	1,961	24.8%	1,495	25.8%	466	22.3%	1,466	24.4%	495	26.3%	80	26.1%
3 times	990	12.5%	745	12.8%	245	11.7%	685	11.4%	305	16.2%	46	15.0%
4 times	487	6.2%	411	7.1%	76	3.6%	343	5.7%	144	7.6%	10	3.3%
5 to 9 times	428	5.4%	345	5.9%	83	4.0%	268	4.5%	160	8.5%	22	7.2%
10 or more times	82	1.0%	73	1.3%	9	0.4%	44	0.7%	38	2.0%	0	0.0%
Total	7,897	100.0%	5,804	100.0%	2,093	100.0%	6,013	100.0%	1,884	100.0%	306	100.0%
Not Answered	167		144		23		140		27		2	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	85	1.3%	74	1.5%	11	0.7%	64	1.3%	21	1.3%	0	0.0%
Sometimes	343	5.2%	282	5.7%	61	3.6%	246	5.0%	97	5.8%	6	2.3%
Usually	977	14.8%	739	15.0%	238	14.1%	716	14.5%	261	15.5%	41	15.9%
Always	5,196	78.7%	3,824	77.7%	1,372	81.6%	3,895	79.2%	1,301	77.4%	211	81.8%
Total	6,601	100.0%	4,919	100.0%	1,682	100.0%	4,921	100.0%	1,680	100.0%	258	100.0%
Not Answered	66		56		10		60		6		0	
Reporting Category	Communication											
Achievement Score	93.55%		92.97%		94.22%		93.91%		92.19%		95.76%	
Correlation with Health Plan Satisfaction	0.203		0.202		0.204		0.202		0.206		0.230	

Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	54	0.8%	44	0.9%	10	0.6%	31	0.6%	23	1.4%	1	0.4%
Sometimes	269	4.1%	216	4.4%	53	3.2%	180	3.7%	89	5.3%	8	3.1%
Usually	972	14.7%	730	14.8%	242	14.4%	715	14.5%	257	15.3%	44	17.1%
Always	5,311	80.4%	3,934	79.9%	1,377	81.9%	3,998	81.2%	1,313	78.1%	205	79.5%
Total	6,606	100.0%	4,924	100.0%	1,682	100.0%	4,924	100.0%	1,682	100.0%	258	100.0%
Not Answered	61		51		10		57		4		0	
Reporting Category	Communication											
Achievement Score	95.09%		94.75%		95.50%		95.74%		93.10%		95.65%	
Correlation with Health Plan Satisfaction	0.215		0.217		0.207		0.213		0.209		0.326	

Response scored as: Achievement Room for improvement

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Your Child's Personal Doctor (continued)

Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	59	0.9%	48	1.0%	11	0.7%	39	0.8%	20	1.2%	1	0.4%
Sometimes	212	3.2%	178	3.6%	34	2.0%	145	2.9%	67	4.0%	6	2.3%
Usually	807	12.2%	596	12.1%	211	12.6%	582	11.8%	225	13.4%	36	14.0%
Always	5,529	83.7%	4,104	83.3%	1,425	84.8%	4,160	84.4%	1,369	81.4%	214	83.3%
Total	6,607	100.0%	4,926	100.0%	1,681	100.0%	4,926	100.0%	1,681	100.0%	257	100.0%
Not Answered	60		49		11		55		5		1	
Reporting Category	Communication											
Achievement Score	95.89%		95.50%		97.28%		96.29%		94.49%		96.49%	
Correlation with Health Plan Satisfaction	0.201		0.206		0.182		0.194		0.208		0.335	

Q33. Is your child able to talk with doctors about his or her health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4,450	67.7%	3,122	63.7%	1,328	79.1%	3,225	65.7%	1,225	73.3%	194	76.1%
No	2,127	32.3%	1,777	36.3%	350	20.9%	1,681	34.3%	446	26.7%	61	23.9%
Total	6,577	100.0%	4,899	100.0%	1,678	100.0%	4,906	100.0%	1,671	100.0%	255	100.0%
Not Answered	90		76		14		75		15		3	

Q34. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	40	0.9%	36	1.2%	4	0.3%	28	0.9%	12	1.0%	1	0.5%
Sometimes	240	5.4%	194	6.3%	46	3.5%	166	5.2%	74	6.1%	6	3.1%
Usually	843	19.1%	573	18.5%	270	20.5%	593	18.6%	250	20.6%	43	22.2%
Always	3,285	74.5%	2,286	74.0%	999	75.7%	2,406	75.4%	879	72.3%	144	74.2%
Total	4,408	100.0%	3,089	100.0%	1,319	100.0%	3,193	100.0%	1,215	100.0%	194	100.0%
Not Answered	42		33		9		32		10		0	
Reporting Category	Single Items											
Achievement Score	93.64%		92.81%		95.47%		94.11%		92.48%		94.53%	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	201	3.1%	171	3.5%	30	1.8%	152	3.1%	49	2.9%	2	0.8%
Sometimes	617	9.5%	519	10.7%	98	5.9%	449	9.2%	168	10.1%	11	4.3%
Usually	1,493	22.9%	1,116	23.0%	377	22.6%	1,105	22.8%	388	23.3%	68	26.6%
Always	4,209	64.6%	3,049	62.8%	1,160	69.7%	3,150	64.9%	1,059	63.6%	175	68.4%
Total	6,520	100.0%	4,855	100.0%	1,665	100.0%	4,856	100.0%	1,664	100.0%	256	100.0%
Not Answered	147		120		27		125		22		2	
Reporting Category	Communication											
Achievement Score	87.47%		86.13%		90.49%		87.88%		85.79%		91.29%	
Correlation with Health Plan Satisfaction	0.190		0.196		0.166		0.168		0.246		0.229	

Q36. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5,715	87.3%	4,277	87.7%	1,438	86.3%	4,259	87.4%	1,456	87.0%	225	88.2%
No	830	12.7%	601	12.3%	229	13.7%	612	12.6%	218	13.0%	30	11.8%
Total	6,545	100.0%	4,878	100.0%	1,667	100.0%	4,871	100.0%	1,674	100.0%	255	100.0%
Not Answered	122		97		25		110		12		3	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score	87.38%		87.91%		85.68%		87.69%		86.54%		88.38%	

Q37. In the last 6 months, did you see your child's personal doctor for a specific illness or for any health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,087	47.4%	2,266	46.8%	821	49.3%	1,970	40.7%	1,117	67.0%	128	49.8%
No	3,424	52.6%	2,580	53.2%	844	50.7%	2,873	59.3%	551	33.0%	129	50.2%
Total	6,511	100.0%	4,846	100.0%	1,665	100.0%	4,843	100.0%	1,668	100.0%	257	100.0%
Not Answered	156		129		27		138		18		1	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q38. In the last 6 months, how often did your child's personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	39	1.3%	32	1.4%	7	0.9%	19	1.0%	20	1.8%	0	0.0%
Sometimes	128	4.2%	105	4.7%	23	2.8%	77	3.9%	51	4.6%	7	5.6%
Usually	497	16.2%	365	16.2%	132	16.2%	308	15.7%	189	17.0%	23	18.3%
Always	2,407	78.4%	1,752	77.7%	655	80.2%	1,554	79.4%	853	76.6%	96	76.2%
Total	3,071	100.0%	2,254	100.0%	817	100.0%	1,958	100.0%	1,113	100.0%	126	100.0%
Not Answered	16		12		4		12		4		2	
Reporting Category	Supplemental Questions											
Achievement Score	94.32%		93.96%		95.84%		95.06%		93.43%		93.23%	

Q39. In the last 6 months, how often did your child's personal doctor ask you to describe how you were going to follow these instructions?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	538	17.8%	365	16.5%	173	21.3%	328	17.0%	210	19.1%	31	24.8%
Sometimes	378	12.5%	284	12.8%	94	11.6%	233	12.1%	145	13.2%	17	13.6%
Usually	597	19.7%	441	19.9%	156	19.2%	387	20.1%	210	19.1%	19	15.2%
Always	1,516	50.0%	1,127	50.8%	389	47.9%	979	50.8%	537	48.7%	58	46.4%
Total	3,029	100.0%	2,217	100.0%	812	100.0%	1,927	100.0%	1,102	100.0%	125	100.0%
Not Answered	58		49		9		43		15		3	
Reporting Category	Supplemental Questions											
Achievement Score	69.91%		70.59%		70.41%		70.86%		68.48%		62.70%	

Q40. Some doctors give instructions that are hard to follow. In the last 6 months, how often did your child's personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	670	22.2%	486	22.0%	184	22.8%	410	21.4%	260	23.6%	33	26.6%
Sometimes	308	10.2%	232	10.5%	76	9.4%	188	9.8%	120	10.9%	14	11.3%
Usually	561	18.6%	407	18.4%	154	19.1%	361	18.8%	200	18.2%	20	16.1%
Always	1,482	49.1%	1,089	49.2%	393	48.7%	961	50.1%	521	47.3%	57	46.0%
Total	3,021	100.0%	2,214	100.0%	807	100.0%	1,920	100.0%	1,101	100.0%	124	100.0%
Not Answered	66		52		14		50		16		4	
Reporting Category	Supplemental Questions											
Achievement Score	67.62%		67.43%		69.57%		68.97%		65.31%		62.97%	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q41. In the last 6 months, how often did your child's personal doctor explain what to do if this illness or health condition got worse or came back?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	146	4.8%	122	5.5%	24	3.0%	89	4.6%	57	5.1%	6	4.7%
Sometimes	186	6.2%	136	6.1%	50	6.2%	113	5.9%	73	6.6%	9	7.1%
Usually	469	15.5%	344	15.6%	125	15.4%	300	15.7%	169	15.3%	21	16.5%
Always	2,221	73.5%	1,610	72.8%	611	75.4%	1,413	73.8%	808	73.0%	91	71.7%
Total	3,022	100.0%	2,212	100.0%	810	100.0%	1,915	100.0%	1,107	100.0%	127	100.0%
Not Answered	65		54		11		55		10		1	
Reporting Category	Supplemental Questions											
Achievement Score	88.82%		88.33%		90.73%		89.54%		88.07%		87.87%	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst personal doctor possible	18	0.2%	16	0.3%	2	0.1%	13	0.2%	5	0.3%	0	0.0%
1	14	0.2%	11	0.2%	3	0.1%	7	0.1%	7	0.4%	0	0.0%
2	26	0.3%	20	0.3%	6	0.3%	15	0.3%	11	0.6%	1	0.3%
3	28	0.4%	25	0.4%	3	0.1%	15	0.3%	13	0.7%	1	0.3%
4	49	0.6%	38	0.7%	11	0.5%	36	0.6%	13	0.7%	1	0.3%
5	176	2.2%	143	2.5%	33	1.6%	115	1.9%	61	3.2%	4	1.3%
6	176	2.2%	136	2.4%	40	1.9%	128	2.2%	48	2.5%	7	2.3%
7	394	5.0%	294	5.1%	100	4.8%	302	5.1%	92	4.9%	17	5.6%
8	1,232	15.7%	880	15.3%	352	16.9%	962	16.2%	270	14.3%	50	16.4%
9	1,542	19.7%	1,103	19.2%	439	21.1%	1,183	19.9%	359	19.0%	62	20.3%
Best personal doctor possible	4,182	53.4%	3,092	53.7%	1,090	52.4%	3,172	53.3%	1,010	53.5%	162	53.1%
Total	7,837	100.0%	5,758	100.0%	2,079	100.0%	5,948	100.0%	1,889	100.0%	305	100.0%
Not Answered	227		190		37		205		22		3	
Reporting Category	Ratings											
Achievement Score	88.73%		88.21%		89.76%		89.44%		86.63%		89.03%	
Correlation with Health Plan Satisfaction	0.434		0.455		0.359		0.438		0.422		0.375	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,562	19.9%	1,104	19.1%	458	22.0%	347	5.8%	1,215	64.3%	69	22.5%
No	6,291	80.1%	4,669	80.9%	1,622	78.0%	5,616	94.2%	675	35.7%	237	77.5%
Total	7,853	100.0%	5,773	100.0%	2,080	100.0%	5,963	100.0%	1,890	100.0%	306	100.0%
Not Answered	211		175		36		190		21		2	

Response scored as: Achievement Room for improvement

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,397	91.0%	984	90.7%	413	91.6%	307	90.3%	1,090	91.1%	60	89.6%
No	139	9.0%	101	9.3%	38	8.4%	33	9.7%	106	8.9%	7	10.4%
Total	1,536	100.0%	1,085	100.0%	451	100.0%	340	100.0%	1,196	100.0%	67	100.0%
Not Answered	26		19		7		7		19		2	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score	90.45%		90.27%		92.73%		90.69%		90.52%		89.23%	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,307	85.4%	922	85.1%	385	86.1%	283	83.7%	1,024	85.8%	60	88.2%
No	224	14.6%	162	14.9%	62	13.9%	55	16.3%	169	14.2%	8	11.8%
Total	1,531	100.0%	1,084	100.0%	447	100.0%	338	100.0%	1,193	100.0%	68	100.0%
Not Answered	31		20		11		9		22		1	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score	84.81%		84.64%		83.51%		84.58%		85.18%		87.83%	

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 try to make any appointments for your child to see a specialist?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,963	22.4%	1,373	21.1%	590	26.5%	1,075	16.0%	888	43.6%	106	33.7%
No	6,788	77.6%	5,148	78.9%	1,640	73.5%	5,641	84.0%	1,147	56.4%	209	66.3%
Total	8,751	100.0%	6,521	100.0%	2,230	100.0%	6,716	100.0%	2,035	100.0%	315	100.0%
Not Answered	681		550		131		654		27		14	

Response scored as: Achievement Room for improvement

Getting Health Care From A Specialist (continued)

Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	134	6.9%	104	7.7%	30	5.1%	74	7.0%	60	6.8%	7	6.6%
Sometimes	358	18.4%	256	18.9%	102	17.3%	202	19.0%	156	17.8%	20	18.9%
Usually	571	29.4%	386	28.6%	185	31.4%	308	29.0%	263	30.0%	34	32.1%
Always	878	45.2%	606	44.8%	272	46.2%	479	45.1%	399	45.4%	45	42.5%
Total	1,941	100.0%	1,352	100.0%	589	100.0%	1,063	100.0%	878	100.0%	106	100.0%
Not Answered	22		21		1		12		10		0	
Reporting Category	Getting Needed Care											
Achievement Score	74.59%		74.08%		78.19%		75.05%		74.72%		74.14%	
Correlation with Health Plan Satisfaction	0.322		0.312		0.352		0.324		0.323		0.225	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	197	10.1%	154	11.4%	43	7.3%	122	11.5%	75	8.5%	9	8.7%
1 specialist	1,218	62.7%	837	61.7%	381	64.8%	748	70.2%	470	53.5%	65	62.5%
2	366	18.8%	252	18.6%	114	19.4%	154	14.5%	212	24.1%	24	23.1%
3	101	5.2%	62	4.6%	39	6.6%	28	2.6%	73	8.3%	5	4.8%
4	39	2.0%	30	2.2%	9	1.5%	8	0.8%	31	3.5%	1	1.0%
5 or more specialists	23	1.2%	21	1.5%	2	0.3%	5	0.5%	18	2.0%	0	0.0%
Total	1,944	100.0%	1,356	100.0%	588	100.0%	1,065	100.0%	879	100.0%	104	100.0%
Not Answered	19		17		2		10		9		2	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst specialist possible	7	0.4%	5	0.4%	2	0.4%	2	0.2%	5	0.6%	0	0.0%
1	11	0.6%	8	0.7%	3	0.6%	2	0.2%	9	1.1%	1	1.1%
2	9	0.5%	5	0.4%	4	0.7%	5	0.5%	4	0.5%	0	0.0%
3	18	1.0%	13	1.1%	5	0.9%	6	0.6%	12	1.5%	1	1.1%
4	26	1.5%	18	1.5%	8	1.5%	14	1.5%	12	1.5%	0	0.0%
5	77	4.4%	58	4.9%	19	3.5%	35	3.7%	42	5.3%	3	3.2%
6	70	4.0%	45	3.8%	25	4.6%	43	4.6%	27	3.4%	6	6.3%
7	163	9.4%	113	9.5%	50	9.2%	86	9.2%	77	9.6%	7	7.4%
8	291	16.8%	197	16.6%	94	17.2%	158	16.9%	133	16.6%	16	16.8%
9	313	18.1%	203	17.1%	110	20.2%	174	18.6%	139	17.4%	21	22.1%
Best specialist possible	748	43.2%	523	44.0%	225	41.3%	409	43.8%	339	42.4%	40	42.1%
Total	1,733	100.0%	1,188	100.0%	545	100.0%	934	100.0%	799	100.0%	95	100.0%
Not Answered	14		14		0		9		5		0	
Reporting Category	Ratings											
Achievement Score	78.05%		78.02%		78.40%		80.11%		75.21%		80.87%	
Correlation with Health Plan Satisfaction	0.372		0.414		0.256		0.401		0.341		0.193	

Your Child's Health Plan

Q50. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,366	27.1%	1,644	25.2%	722	32.4%	1,415	21.1%	951	46.7%	115	36.6%
No	6,378	72.9%	4,869	74.8%	1,509	67.6%	5,294	78.9%	1,084	53.3%	199	63.4%
Total	8,744	100.0%	6,513	100.0%	2,231	100.0%	6,709	100.0%	2,035	100.0%	314	100.0%
Not Answered	688		558		130		661		27		15	

Response scored as: Achievement Room for improvement

Your Child's Health Plan (continued)

Q51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	99	4.2%	75	4.6%	24	3.3%	42	3.0%	57	6.0%	5	4.4%
Sometimes	332	14.2%	253	15.6%	79	11.0%	186	13.3%	146	15.4%	17	14.9%
Usually	605	25.9%	426	26.3%	179	24.9%	347	24.9%	258	27.3%	27	23.7%
Always	1,304	55.7%	868	53.5%	436	60.7%	820	58.8%	484	51.2%	65	57.0%
Total	2,340	100.0%	1,622	100.0%	718	100.0%	1,395	100.0%	945	100.0%	114	100.0%
Not Answered	26		22		4		20		6		1	
Reporting Category	Getting Needed Care											
Achievement Score	81.35%		80.20%		85.29%		84.11%		77.81%		79.53%	
Correlation with Health Plan Satisfaction	0.503		0.500		0.507		0.450		0.553		0.536	

Q52. In the last 6 months, did you try to get information or help from customer service at your child's health plan?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,877	21.5%	1,234	19.0%	643	28.9%	1,280	19.2%	597	29.3%	106	33.9%
No	6,843	78.5%	5,259	81.0%	1,584	71.1%	5,401	80.8%	1,442	70.7%	207	66.1%
Total	8,720	100.0%	6,493	100.0%	2,227	100.0%	6,681	100.0%	2,039	100.0%	313	100.0%
Not Answered	712		578		134		689		23		16	

Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	76	4.1%	62	5.1%	14	2.2%	43	3.4%	33	5.6%	5	4.8%
Sometimes	297	15.9%	199	16.2%	98	15.4%	195	15.3%	102	17.2%	18	17.1%
Usually	456	24.5%	287	23.4%	169	26.5%	304	23.9%	152	25.6%	22	21.0%
Always	1,035	55.5%	678	55.3%	357	56.0%	729	57.4%	306	51.6%	60	57.1%
Total	1,864	100.0%	1,226	100.0%	638	100.0%	1,271	100.0%	593	100.0%	105	100.0%
Not Answered	13		8		5		9		4		1	
Reporting Category	Customer Service											
Achievement Score	79.61%		77.75%		82.71%		81.22%		76.20%		77.78%	
Correlation with Health Plan Satisfaction	0.559		0.533		0.621		0.528		0.606		0.707	

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

Your Child's Health Plan (continued)

Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	34	1.8%	26	2.1%	8	1.3%	17	1.3%	17	2.9%	1	0.9%
Sometimes	140	7.5%	100	8.2%	40	6.3%	87	6.9%	53	8.9%	8	7.5%
Usually	371	20.0%	236	19.3%	135	21.2%	256	20.2%	115	19.4%	29	27.4%
Always	1,314	70.7%	859	70.4%	455	71.3%	906	71.6%	408	68.8%	68	64.2%
Total	1,859	100.0%	1,221	100.0%	638	100.0%	1,266	100.0%	593	100.0%	106	100.0%
Not Answered	18		13		5		14		4		0	
Reporting Category	Customer Service											
Achievement Score	90.32%		89.32%		92.80%		91.77%		87.91%		91.15%	
Correlation with Health Plan Satisfaction	0.539		0.529		0.566		0.520		0.565		0.567	

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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	32	0.4%	25	0.4%	7	0.3%	18	0.3%	14	0.7%	1	0.3%
1	24	0.3%	23	0.4%	1	0.0%	14	0.2%	10	0.5%	1	0.3%
2	32	0.4%	24	0.4%	8	0.4%	21	0.3%	11	0.5%	0	0.0%
3	35	0.4%	29	0.4%	6	0.3%	20	0.3%	15	0.7%	0	0.0%
4	69	0.8%	59	0.9%	10	0.4%	50	0.7%	19	0.9%	2	0.6%
5	331	3.8%	268	4.1%	63	2.8%	223	3.3%	108	5.3%	8	2.5%
6	320	3.7%	238	3.7%	82	3.7%	232	3.5%	88	4.3%	17	5.4%
7	685	7.9%	506	7.8%	179	8.0%	502	7.5%	183	9.0%	37	11.7%
8	1,521	17.4%	1,102	17.0%	419	18.8%	1,145	17.1%	376	18.5%	64	20.3%
9	1,661	19.0%	1,187	18.3%	474	21.3%	1,272	19.0%	389	19.1%	60	19.0%
Best health plan possible	4,010	46.0%	3,031	46.7%	979	43.9%	3,191	47.7%	819	40.3%	125	39.7%
Total	8,720	100.0%	6,492	100.0%	2,228	100.0%	6,688	100.0%	2,032	100.0%	315	100.0%
Not Answered	712		579		133		682		30		14	
Reporting Category	Ratings											
Achievement Score	82.28%		81.91%		83.38%		83.83%		77.10%		78.76%	

Response scored as: Achievement Room for improvement

Prescription Medicines

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4,200	48.2%	3,144	48.5%	1,056	47.4%	2,624	39.4%	1,576	77.2%	159	50.6%
No	4,507	51.8%	3,337	51.5%	1,170	52.6%	4,042	60.6%	465	22.8%	155	49.4%
Total	8,707	100.0%	6,481	100.0%	2,226	100.0%	6,666	100.0%	2,041	100.0%	314	100.0%
Not Answered	725		590		135		704		21		15	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	40	1.0%	29	0.9%	11	1.0%	21	0.8%	19	1.2%	3	1.9%
Sometimes	386	9.2%	317	10.2%	69	6.6%	234	9.0%	152	9.7%	14	8.9%
Usually	827	19.8%	613	19.6%	214	20.4%	493	18.9%	334	21.3%	43	27.2%
Always	2,921	70.0%	2,164	69.3%	757	72.0%	1,856	71.3%	1,065	67.8%	98	62.0%
Total	4,174	100.0%	3,123	100.0%	1,051	100.0%	2,604	100.0%	1,570	100.0%	158	100.0%
Not Answered	26		21		5		20		6		1	
Reporting Category	CCC Single Items											
Achievement Score	89.69%		89.09%		90.96%		90.75%		88.66%		88.12%	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,240	54.6%	1,713	55.9%	527	50.7%	1,341	52.5%	899	58.1%	93	59.6%
No	1,864	45.4%	1,352	44.1%	512	49.3%	1,215	47.5%	649	41.9%	63	40.4%
Total	4,104	100.0%	3,065	100.0%	1,039	100.0%	2,556	100.0%	1,548	100.0%	156	100.0%
Not Answered	96		79		17		68		28		3	
Reporting Category	CCC Single Items											
Achievement Score	54.76%		55.64%		51.00%		52.40%		59.40%		62.87%	

Response scored as: Achievement Room for improvement

About Your Child and You

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	3,714	42.3%	2,714	41.5%	1,000	44.8%	3,247	48.3%	467	22.8%	163	51.9%
Very Good	2,977	33.9%	2,174	33.2%	803	36.0%	2,220	33.0%	757	36.9%	113	36.0%
Good	1,691	19.3%	1,335	20.4%	356	15.9%	1,093	16.3%	598	29.2%	30	9.6%
Fair	370	4.2%	298	4.6%	72	3.2%	161	2.4%	209	10.2%	6	1.9%
Poor	22	0.3%	20	0.3%	2	0.1%	3	0.0%	19	0.9%	2	0.6%
Total	8,774	100.0%	6,541	100.0%	2,233	100.0%	6,724	100.0%	2,050	100.0%	314	100.0%
Not Answered	658		530		128		646		12		15	

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,251	25.7%	1,672	25.6%	579	25.9%	736	11.0%	1,515	73.7%	70	22.2%
No	6,508	74.3%	4,853	74.4%	1,655	74.1%	5,968	89.0%	540	26.3%	246	77.8%
Total	8,759	100.0%	6,525	100.0%	2,234	100.0%	6,704	100.0%	2,055	100.0%	316	100.0%
Not Answered	673		546		127		666		7		13	

Q61. Is this because of any medical, behavioral or other health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,714	77.4%	1,246	76.1%	468	81.0%	249	35.3%	1,465	97.0%	57	81.4%
No	501	22.6%	391	23.9%	110	19.0%	456	64.7%	45	3.0%	13	18.6%
Total	2,215	100.0%	1,637	100.0%	578	100.0%	705	100.0%	1,510	100.0%	70	100.0%
Not Answered	36		35		1		31		5		0	

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,432	84.9%	1,032	84.1%	400	87.0%	0	0.0%	1,432	98.1%	50	87.7%
No	255	15.1%	195	15.9%	60	13.0%	227	100.0%	28	1.9%	7	12.3%
Total	1,687	100.0%	1,227	100.0%	460	100.0%	227	100.0%	1,460	100.0%	57	100.0%
Not Answered	27		19		8		22		5		0	

About Your Child and You (continued)

Q63. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,175	13.5%	904	13.9%	271	12.2%	207	3.1%	968	47.5%	41	13.1%
No	7,529	86.5%	5,581	86.1%	1,948	87.8%	6,461	96.9%	1,068	52.5%	273	86.9%
Total	8,704	100.0%	6,485	100.0%	2,219	100.0%	6,668	100.0%	2,036	100.0%	314	100.0%
Not Answered	728		586		142		702		26		15	

Q64. Is this because of any medical, behavioral or other health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	956	82.5%	716	80.5%	240	88.9%	46	23.0%	910	94.9%	38	95.0%
No	203	17.5%	173	19.5%	30	11.1%	154	77.0%	49	5.1%	2	5.0%
Total	1,159	100.0%	889	100.0%	270	100.0%	200	100.0%	959	100.0%	40	100.0%
Not Answered	16		15		1		7		9		1	

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	877	93.0%	651	92.3%	226	95.0%	0	0.0%	877	97.2%	35	92.1%
No	66	7.0%	54	7.7%	12	5.0%	41	100.0%	25	2.8%	3	7.9%
Total	943	100.0%	705	100.0%	238	100.0%	41	100.0%	902	100.0%	38	100.0%
Not Answered	13		11		2		5		8		0	

Q66. 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?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	997	11.5%	840	13.0%	157	7.1%	369	5.5%	628	30.8%	14	4.4%
No	7,708	88.5%	5,644	87.0%	2,064	92.9%	6,294	94.5%	1,414	69.2%	301	95.6%
Total	8,705	100.0%	6,484	100.0%	2,221	100.0%	6,663	100.0%	2,042	100.0%	315	100.0%
Not Answered	727		587		140		707		20		14	

About Your Child and You *(continued)*

Q67. Is this because of any medical, behavioral or other health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	598	61.6%	486	59.4%	112	73.2%	36	10.1%	562	91.5%	12	92.3%
No	373	38.4%	332	40.6%	41	26.8%	321	89.9%	52	8.5%	1	7.7%
Total	971	100.0%	818	100.0%	153	100.0%	357	100.0%	614	100.0%	13	100.0%
Not Answered	26		22		4		12		14		1	

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	547	92.9%	442	92.5%	105	94.6%	0	0.0%	547	97.7%	12	100.0%
No	42	7.1%	36	7.5%	6	5.4%	29	100.0%	13	2.3%	0	0.0%
Total	589	100.0%	478	100.0%	111	100.0%	29	100.0%	560	100.0%	12	100.0%
Not Answered	9		8		1		7		2		0	

Q69. Does your child need or get special therapy, such as physical, occupational or speech therapy?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	989	11.3%	823	12.6%	166	7.5%	320	4.8%	669	32.7%	34	10.9%
No	7,745	88.7%	5,685	87.4%	2,060	92.5%	6,367	95.2%	1,378	67.3%	279	89.1%
Total	8,734	100.0%	6,508	100.0%	2,226	100.0%	6,687	100.0%	2,047	100.0%	313	100.0%
Not Answered	698		563		135		683		15		16	

Q70. Is this because of any medical, behavioral or other health condition?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	605	62.6%	497	61.8%	108	66.3%	45	14.6%	560	85.1%	21	63.6%
No	362	37.4%	307	38.2%	55	33.7%	264	85.4%	98	14.9%	12	36.4%
Total	967	100.0%	804	100.0%	163	100.0%	309	100.0%	658	100.0%	33	100.0%
Not Answered	22		19		3		11		11		1	

About Your Child and You (continued)

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	544	91.4%	451	92.0%	93	88.6%	0	0.0%	544	98.0%	19	90.5%
No	51	8.6%	39	8.0%	12	11.4%	40	100.0%	11	2.0%	2	9.5%
Total	595	100.0%	490	100.0%	105	100.0%	40	100.0%	555	100.0%	21	100.0%
Not Answered	10		7		3		5		5		0	

Q72. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,026	11.8%	789	12.1%	237	10.7%	100	1.5%	926	45.2%	38	12.1%
No	7,700	88.2%	5,715	87.9%	1,985	89.3%	6,577	98.5%	1,123	54.8%	275	87.9%
Total	8,726	100.0%	6,504	100.0%	2,222	100.0%	6,677	100.0%	2,049	100.0%	313	100.0%
Not Answered	706		567		139		693		13		16	

Q73. Has this problem lasted or is it expected to last for at least 12 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	889	89.1%	673	87.9%	216	93.1%	0	0.0%	889	97.4%	36	97.3%
No	109	10.9%	93	12.1%	16	6.9%	85	100.0%	24	2.6%	1	2.7%
Total	998	100.0%	766	100.0%	232	100.0%	85	100.0%	913	100.0%	37	100.0%
Not Answered	28		23		5		15		13		1	

NQ74. What is your child's age now?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	101	1.2%	100	1.5%	1	0.0%	92	1.4%	9	0.4%	0	0.0%
1 to 2 years old	1,057	12.2%	944	14.6%	113	5.1%	938	14.1%	119	5.8%	26	8.4%
3 to 4 years old	1,040	12.0%	869	13.5%	171	7.7%	842	12.7%	198	9.7%	25	8.0%
5 to 7 years old	1,530	17.6%	1,217	18.9%	313	14.1%	1,182	17.8%	348	17.1%	48	15.4%
8 to 10 years old	1,525	17.6%	1,101	17.1%	424	19.1%	1,094	16.5%	431	21.1%	60	19.3%
11 to 13 years old	1,530	17.6%	1,029	15.9%	501	22.6%	1,120	16.9%	410	20.1%	60	19.3%
14 to 18 years old	1,891	21.8%	1,196	18.5%	695	31.3%	1,367	20.6%	524	25.7%	92	29.6%
Total	8,674	100.0%	6,456	100.0%	2,218	100.0%	6,635	100.0%	2,039	100.0%	311	100.0%
Not Answered	758		615		143		735		23		18	

About Your Child and You *(continued)*

Q75. Is your child male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	4,493	51.4%	3,307	50.7%	1,186	53.3%	3,267	48.8%	1,226	59.8%	177	56.7%
Female	4,254	48.6%	3,215	49.3%	1,039	46.7%	3,430	51.2%	824	40.2%	135	43.3%
Total	8,747	100.0%	6,522	100.0%	2,225	100.0%	6,697	100.0%	2,050	100.0%	312	100.0%
Not Answered	685		549		136		673		12		17	

Q76. Is your child of Hispanic or Latino origin or descent?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	3,011	34.9%	2,443	38.1%	568	25.7%	2,413	36.6%	598	29.5%	44	14.0%
No, Not Hispanic or Latino	5,612	65.1%	3,967	61.9%	1,645	74.3%	4,185	63.4%	1,427	70.5%	271	86.0%
Total	8,623	100.0%	6,410	100.0%	2,213	100.0%	6,598	100.0%	2,025	100.0%	315	100.0%
Not Answered	809		661		148		772		37		14	

Q77. What is your child's race? (Please mark one or more.)

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
White	4,485	55.3%	2,969	49.5%	1,516	71.4%	3,296	53.6%	1,189	60.6%	249	80.1%
Black or African-American	1,728	21.3%	1,506	25.1%	222	10.5%	1,253	20.4%	475	24.2%	18	5.8%
Asian	777	9.6%	587	9.8%	190	9.0%	687	11.2%	90	4.6%	35	11.3%
Native Hawaiian or other Pacific Islander	43	0.5%	28	0.5%	15	0.7%	31	0.5%	12	0.6%	0	0.0%
American Indian or Alaska Native	166	2.0%	132	2.2%	34	1.6%	122	2.0%	44	2.2%	2	0.6%
Other	1,439	17.7%	1,178	19.7%	261	12.3%	1,133	18.4%	306	15.6%	25	8.0%
Total	8,114	100.0%	5,992	100.0%	2,122	100.0%	6,153	100.0%	1,961	100.0%	311	100.0%
Not Answered	1,318		1,079		239		1,217		101		18	

About Your Child and You *(continued)*

Q78. What is your age?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	531	6.1%	400	6.2%	131	5.9%	381	5.7%	150	7.3%	15	4.8%
18 to 24	418	4.8%	385	5.9%	33	1.5%	359	5.4%	59	2.9%	3	1.0%
25 to 34	2,771	31.8%	2,271	35.0%	500	22.5%	2,212	33.2%	559	27.3%	39	12.5%
35 to 44	3,198	36.7%	2,219	34.2%	979	44.0%	2,425	36.4%	773	37.7%	152	48.6%
45 to 54	1,392	16.0%	893	13.8%	499	22.4%	1,032	15.5%	360	17.6%	93	29.7%
55 to 64	303	3.5%	232	3.6%	71	3.2%	192	2.9%	111	5.4%	7	2.2%
65 to 74	84	1.0%	73	1.1%	11	0.5%	55	0.8%	29	1.4%	4	1.3%
75 or older	15	0.2%	14	0.2%	1	0.0%	8	0.1%	7	0.3%	0	0.0%
Total	8,712	100.0%	6,487	100.0%	2,225	100.0%	6,664	100.0%	2,048	100.0%	313	100.0%
Not Answered	720		584		136		706		14		16	

Q79. Are you male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	1,102	12.6%	769	11.8%	333	15.0%	896	13.4%	206	10.1%	44	14.0%
Female	7,615	87.4%	5,724	88.2%	1,891	85.0%	5,778	86.6%	1,837	89.9%	270	86.0%
Total	8,717	100.0%	6,493	100.0%	2,224	100.0%	6,674	100.0%	2,043	100.0%	314	100.0%
Not Answered	715		578		137		696		19		15	

Q80. What is the highest grade or level of school that you have completed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	855	10.0%	710	11.1%	145	6.6%	728	11.1%	127	6.3%	4	1.3%
Some high school but did not graduate	1,212	14.1%	1,052	16.5%	160	7.3%	912	13.9%	300	14.8%	8	2.5%
High school graduate or GED	2,812	32.8%	2,203	34.6%	609	27.6%	2,192	33.5%	620	30.5%	72	22.9%
Some college or 2-year degree	2,388	27.8%	1,645	25.8%	743	33.7%	1,711	26.1%	677	33.3%	103	32.7%
4-year college graduate	835	9.7%	503	7.9%	332	15.0%	647	9.9%	188	9.3%	70	22.2%
More than 4-year college degree	476	5.5%	259	4.1%	217	9.8%	358	5.5%	118	5.8%	58	18.4%
Total	8,578	100.0%	6,372	100.0%	2,206	100.0%	6,548	100.0%	2,030	100.0%	315	100.0%
Not Answered	854		699		155		822		32		14	

About Your Child and You (continued)

Q81. How are you related to the child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	8,239	95.6%	6,044	94.6%	2,195	98.5%	6,377	96.4%	1,862	93.1%	310	98.7%
Grandparent	236	2.7%	218	3.4%	18	0.8%	147	2.2%	89	4.5%	4	1.3%
Aunt or uncle	33	0.4%	31	0.5%	2	0.1%	23	0.3%	10	0.5%	0	0.0%
Older sibling	27	0.3%	25	0.4%	2	0.1%	24	0.4%	3	0.2%	0	0.0%
Other relative	5	0.1%	5	0.1%	0	0.0%	4	0.1%	1	0.1%	0	0.0%
Legal guardian	74	0.9%	63	1.0%	11	0.5%	40	0.6%	34	1.7%	0	0.0%
Total	8,614	100.0%	6,386	100.0%	2,228	100.0%	6,615	100.0%	1,999	100.0%	314	100.0%
Not Answered	818		685		133		755		63		15	

NEW YORK
state department of
HEALTH

DataStat

All information that would let someone identify you or your family will be kept private. The New York State Department of Health and DataStat 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 you get.

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 1-800-838-2994.

SURVEY INSTRUCTIONS

- **Please be sure to fill the response circle <u>completely</u>. Use only <u>black or blue ink</u> or <u>dark pencil</u> 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 you thought he or she needed?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

5. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

- ○ Yes ➔ ***Go to Question 6***
- ○ No ➔ ***Go to Question 7***

6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought 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 12***
- ○ 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. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?

- ○ Yes ➔ ***Go to Question 9***
- ○ No ➔ ***Go to Question 11***

9. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

- ○ Yes
- ○ No

10. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?

- ○ Yes
- ○ No

11. 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?

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Care Possible										Best Health Care Possible

12. 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 13***
- ○ No ➔ ***Go to Question 14***

13. 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

14. In the last 6 months, did you have any questions or concerns about your child's health or health care?

- ○ Yes ➔ ***Go to Question 15***
- ○ No ➔ ***Go to Question 16***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

SPECIALIZED SERVICES

16. 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 17***
- ○ No ➔ ***Go to Question 19***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

18. 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

19. 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 20***
- ○ No ➔ ***Go to Question 22***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

22. 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 23***
- ○ No ➔ ***Go to Question 26***

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

- ○ Yes
- ○ No

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

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

26. 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 27***
- ○ No ➔ ***Go to Question 28***

27. 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

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

- ○ Yes ➔ ***Go to Question 29***
- ○ No ➔ ***Go to Question 46***

29. 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 30***
- ○ 2 ➔ ***Go to Question 30***
- ○ 3 ➔ ***Go to Question 30***
- ○ 4 ➔ ***Go to Question 30***
- ○ 5 to 9 ➔ ***Go to Question 30***
- ○ 10 or more ➔ ***Go to Question 30***

30. 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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

32. 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

33. Is <u>your child</u> able to talk with doctors about his or her health care?

- ○ Yes ➔ ***Go to Question 34***
- ○ No ➔ ***Go to Question 35***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

36. 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

37. In the last 6 months, did you see your child's personal doctor for a specific illness or for any health condition?

- ○ Yes ➔ ***Go to Question 38***
- ○ No ➔ ***Go to Question 42***

38. In the last 6 months, how often did your child's personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

39. In the last 6 months, how often did your child's personal doctor ask you to describe how you were going to follow these instructions?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

40. Sometimes doctors give instructions that are hard to follow. In the last 6 months, how often did your child's personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

41. In the last 6 months, how often did your child's personal doctor explain what to do if this illness or health condition got worse or came back?

- ○ 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 Possible										Best Personal Doctor Possible

43. Does your child have any medical, behavioral, or other health conditions that have lasted for more than <u>3 months</u>?

- ○ 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 <u>family's</u> day-to-day life?

- ○ Yes
- ○ No

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do <u>not</u> 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 try to 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 was it easy to get appointments for your child with specialists?

- ○ 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 Possible										Best Specialist Possible

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 try to get any kind of care, tests, or treatment for your child through his or her health plan?

- ○ Yes ➔ ***Go to Question 51***
- ○ No ➔ ***Go to Question 52***

51. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes ➔ ***Go to Question 53***
- ○ No ➔ ***Go to Question 55***

53. 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

54. 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

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 Possible										Best Health Plan Possible

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

- ○ Yes ➔ ***Go to Question 61***
- ○ No ➔ ***Go to Question 63***

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

- ○ Yes ➔ ***Go to Question 62***
- ○ No ➔ ***Go to Question 63***

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

- ○ Yes
- ○ No

63. 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 64***
- ○ No ➔ ***Go to Question 66***

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

- ○ Yes ➔ ***Go to Question 65***
- ○ No ➔ ***Go to Question 66***

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

- ○ Yes
- ○ No

66. 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 67***
- ○ No ➔ ***Go to Question 69***

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

- ○ Yes ➔ ***Go to Question 68***
- ○ No ➔ ***Go to Question 69***

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

- ○ Yes
- ○ No

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

- ○ Yes ➔ ***Go to Question 70***
- ○ No ➔ ***Go to Question 72***

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

- ○ Yes ➔ ***Go to Question 71***
- ○ No ➔ ***Go to Question 72***

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

- ○ Yes
- ○ No

72. 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 73***
- ○ No ➔ ***Go to Question 74***

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

- ○ Yes
- ○ No

74. What is <u>your child's</u> age?

- ○ Less than 1 year old
- ☐ ☐ YEARS OLD (write in)

75. Is your child male or female?

- ○ Male
- ○ Female

76. Is your child of Hispanic or Latino origin or descent?

- ○ Yes, Hispanic or Latino
- ○ No, not Hispanic or Latino

77. 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

78. What is <u>your</u> age?

- ○ Under 18
- ○ 18 to 24
- ○ 25 to 34
- ○ 35 to 44
- ○ 45 to 54
- ○ 55 to 64
- ○ 65 to 74
- ○ 75 or older

79. Are you male or female?

- ○ Male
- ○ Female

80. 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

81. How are you related to the child?

- ○ Mother or father
- ○ Grandparent
- ○ Aunt or uncle
- ○ Older sibling
- ○ Other relative
- ○ Legal guardian

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