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

## HIP

## 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 492 responses were received resulting in a 34.7% 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.

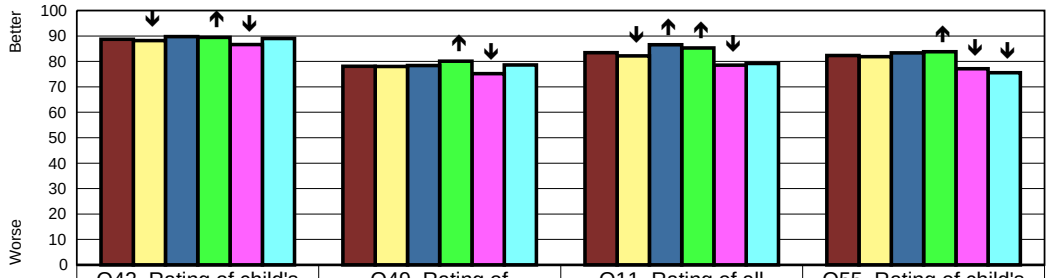
Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of ALL respondents by Payer status. CC-Negative and CC-Positive scores 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% |
| HIP Overall | 89.04% | 78.58% | 79.17% | 75.59% |

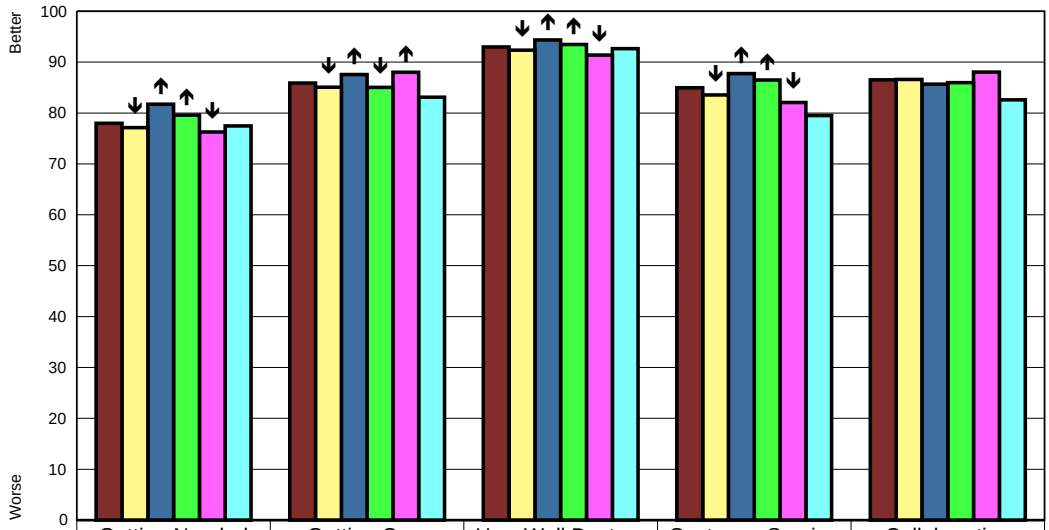
↑↓ **Statistically significantly better/worse than Statewide.**

## 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% |
| HIP Overall | 77.45% | 83.10% | 92.63% | 79.50% | 82.57% |

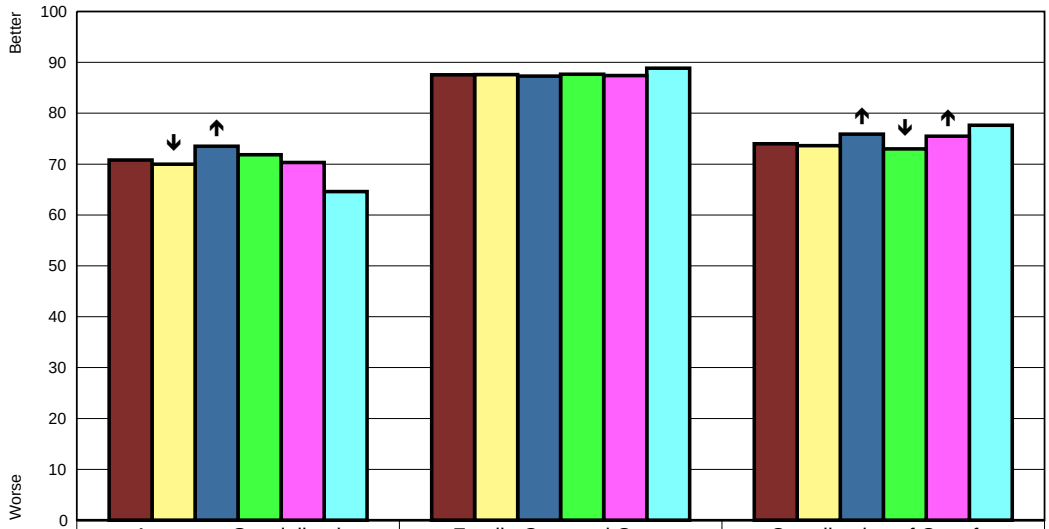
↑↓ **Statistically significantly better/worse than Statewide.**

## 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% |
| HIP Overall | 64.62% | 88.87% | 77.62% |

↑↓ **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 | HIP |
|---|---|---|---|---|
| Less than one year | 1.2% | 1.5% | 0.0% | 0.7% |
| 1 to 2 years | 12.2% | 14.6% | 5.1% | 10.8% |
| 3 to 4 years | 12.0% | 13.5% | 7.7% | 14.3% |
| 5 to 7 years | 17.6% | 18.9% | 14.1% | 20.9% |
| 8 to 10 years | 17.6% | 17.1% | 19.1% | 18.3% |
| 11 to 13 years | 17.6% | 15.9% | 22.6% | 17.6% |
| 14 to 18 years | 21.8% | 18.5% | 31.3% | 17.4% |

| ***Child Gender*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| Male | 51.4% | 50.7% | 53.3% | 50.4% |
| Female | 48.6% | 49.3% | 46.7% | 49.6% |

| ***Child Hispanic or Latino*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| Yes, Hispanic or Latino | 34.9% | 38.1% | 25.7% | 26.9% |
| No, Not Hispanic or Latino | 65.1% | 61.9% | 74.3% | 73.1% |

| ***Child Race*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| White | 55.3% | 49.5% | 71.4% | 37.4% |
| Black or African-American | 21.3% | 25.1% | 10.5% | 28.9% |
| Asian | 9.6% | 9.8% | 9.0% | 22.9% |
| Native Hawaiian or Other Pacific Islander | 0.5% | 0.5% | 0.7% | 1.4% |
| American Indian or Alaska Native | 2.0% | 2.2% | 1.6% | 1.2% |
| Other | 17.7% | 19.7% | 12.3% | 13.2% |

| ***Rating of Child's Overall Health*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| Excellent | 42.3% | 41.5% | 44.8% | 44.9% |
| Very good | 33.9% | 33.2% | 36.0% | 33.2% |
| Good | 19.3% | 20.4% | 15.9% | 18.4% |
| Fair | 4.2% | 4.6% | 3.2% | 3.3% |
| Poor | 0.3% | 0.3% | 0.1% | 0.2% |

| ***Payor*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| Medicaid | 75.0% | 100.0% | 0.0% | 85.0% |
| CHP | 25.0% | 0.0% | 100.0% | 15.0% |

| ***Chronic Condition Status*** | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| Positive | 21.9% | 21.4% | 23.2% | 18.3% |
| Negative | 78.1% | 78.6% | 76.8% | 81.7% |

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# Sample Disposition

| | Statewide | Medicaid | CHP | HIP |
|---|---|---|---|---|
| **First mailing - sent** | 26,250 | 21,097 | 5,153 | 1,500 |
| **First mailing - usable survey returned*** | 4,605 | 3,336 | 1,269 | 250 |
| **Second mailing - sent** | 20,122 | 16,380 | 3,742 | 1,189 |
| **Second mailing - usable survey returned*** | 1,526 | 1,123 | 403 | 81 |
| **Phone - usable surveys*** | 3,301 | 2,612 | 689 | 161 |
| **Total - usable surveys** | 9,432 | 7,071 | 2,361 | 492 |
| **Ineligible: According to population criteria‡†** | 445 | 325 | 120 | 32 |
| **Ineligible: Language barrier†** | 439 | 377 | 62 | 50 |
| **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 | 76 |
| **Refusal/Returned survey blank** | 3,440 | 2,737 | 703 | 222 |
| **Nonresponse - Unavailable by mail or phone** | 10,829 | 9,102 | 1,727 | 628 |
| **Response Rate** | **37.2%** | **34.7%** | **47.5%** | **34.7%** |

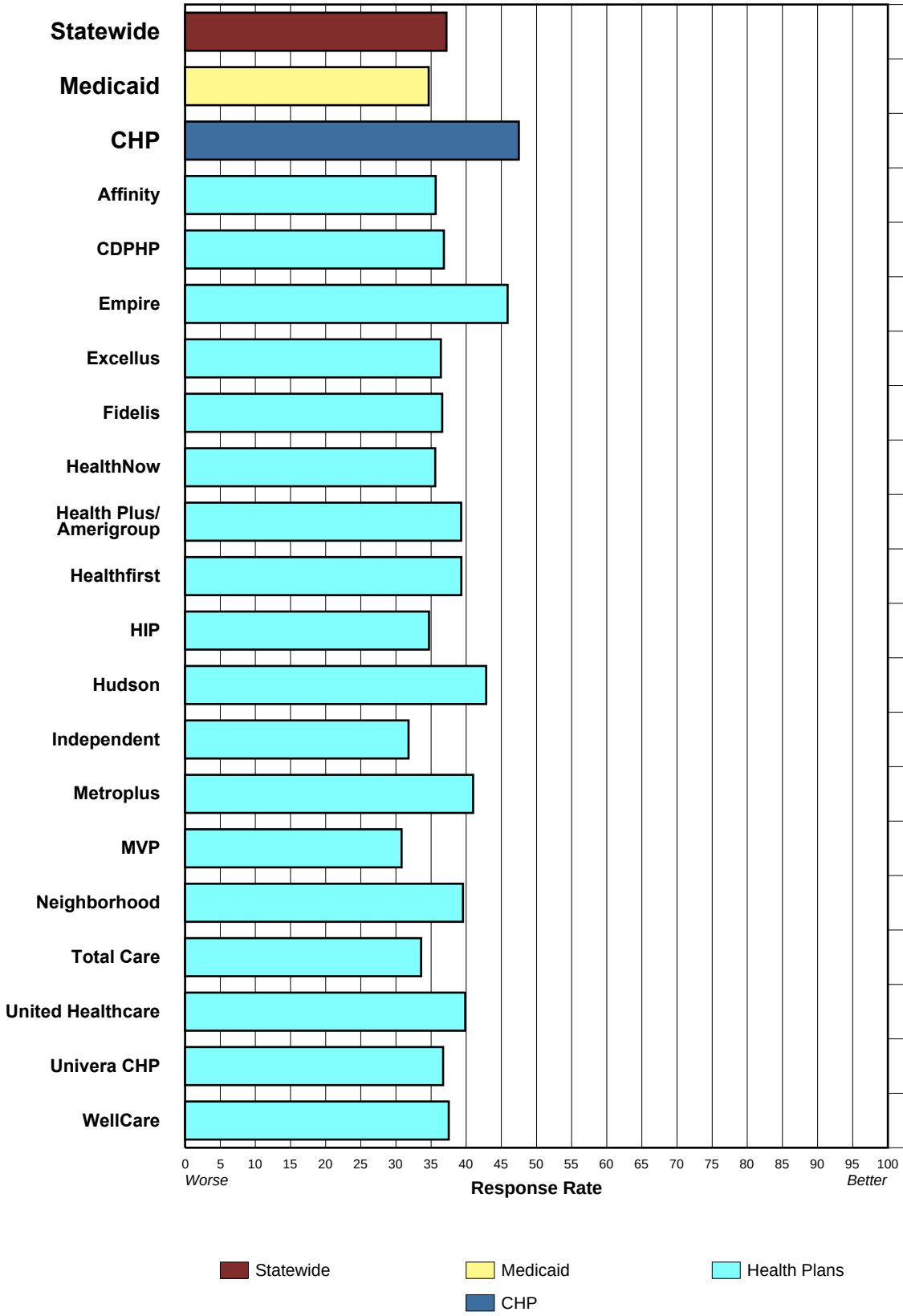
*Included in response rate numerator

†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.

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*

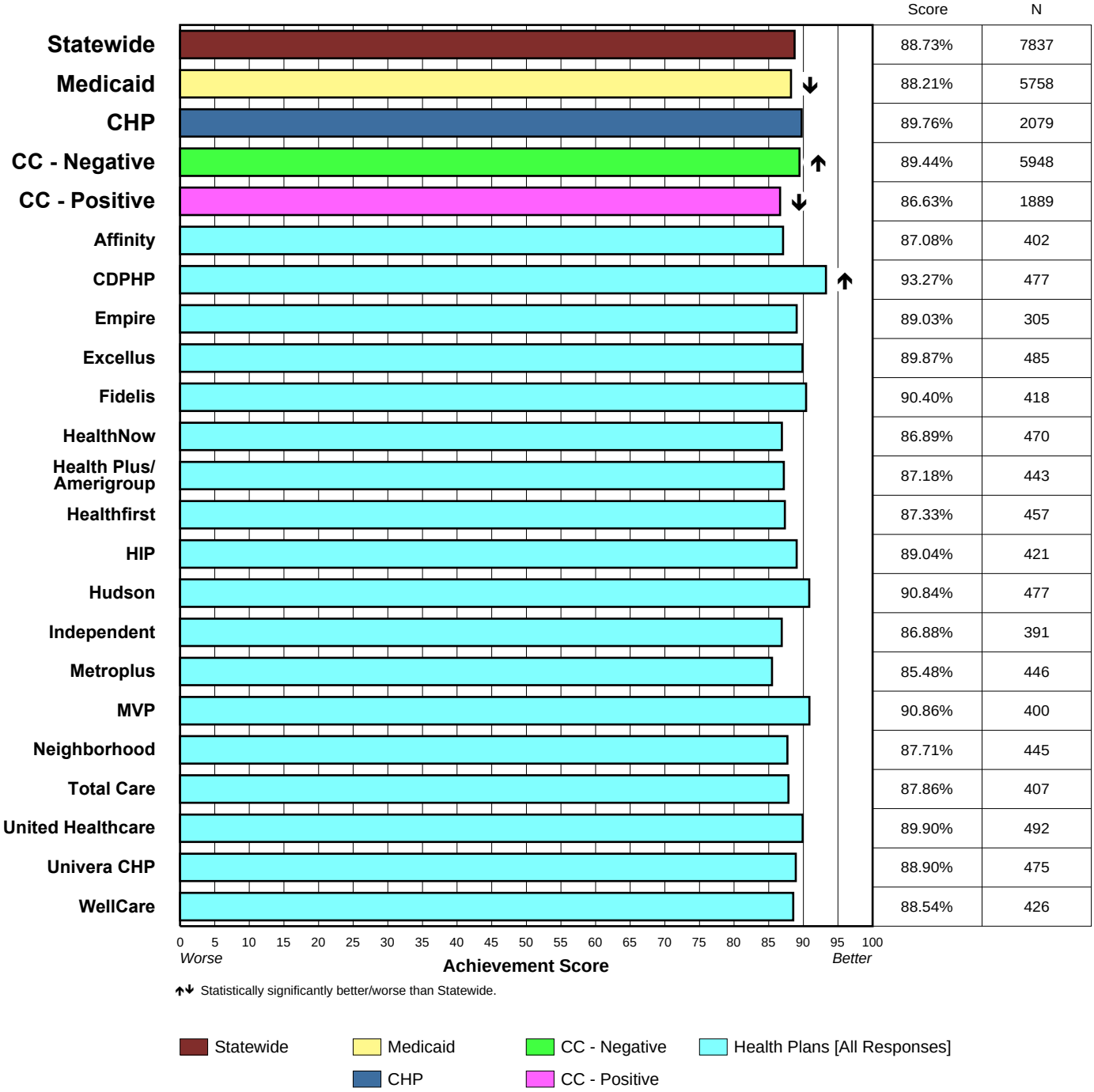
This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement.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

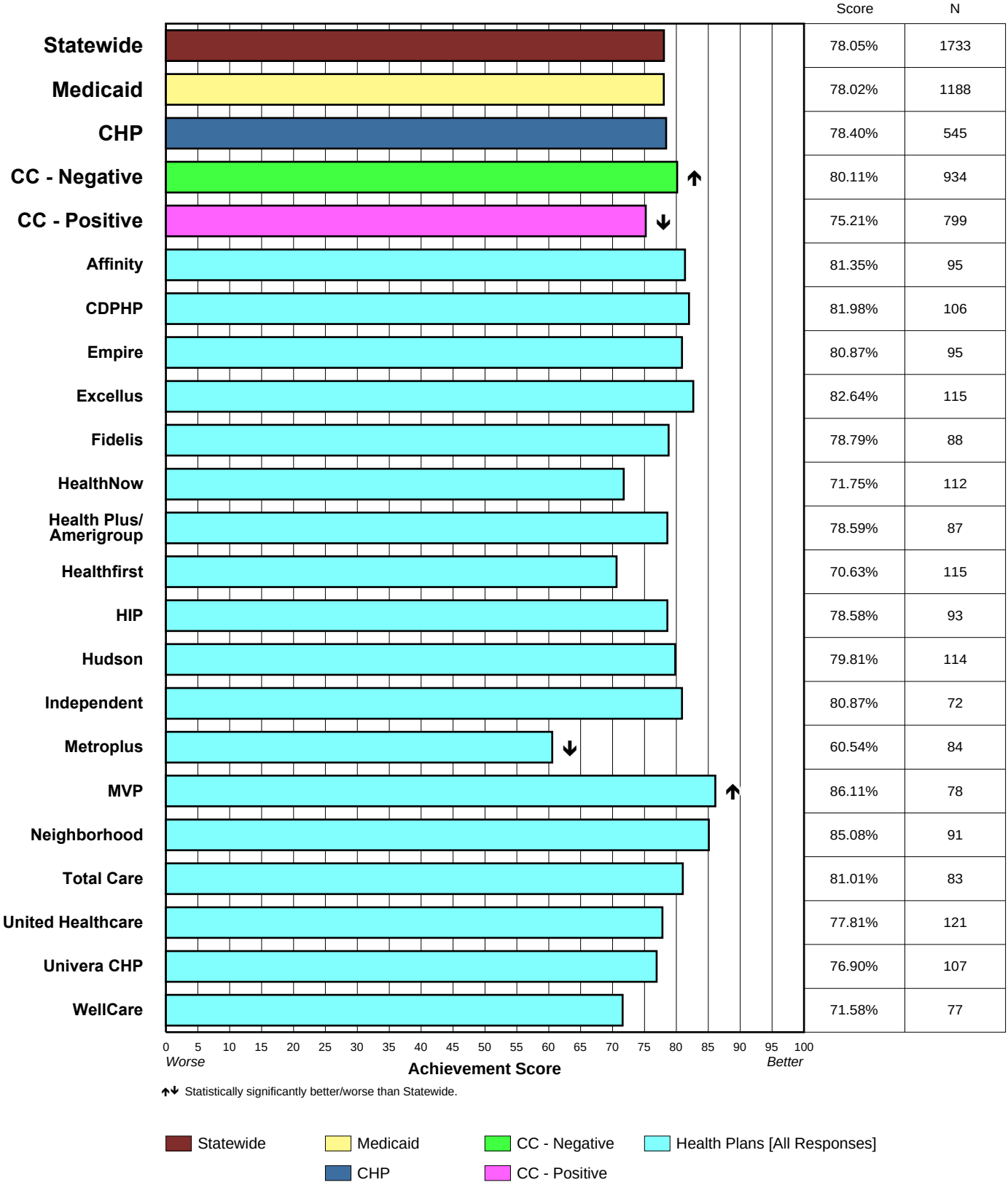
For each rating table, plan-level, Medicaid and CHP scores are presented alongside the Statewide score. Tests for statistical significance compare the Statewide scores to each of the other scores.

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



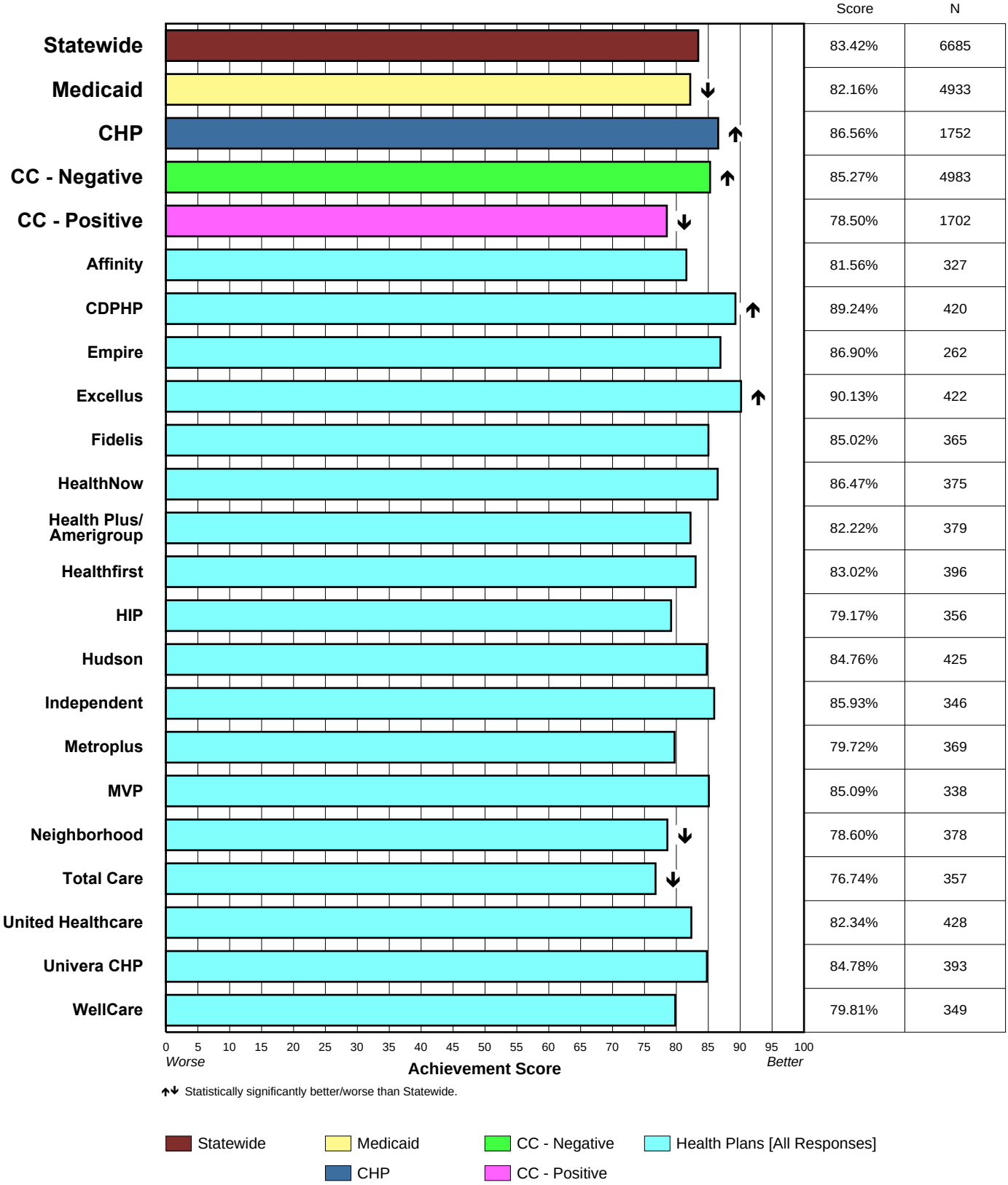
# Overall Ratings

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



# Overall Ratings

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





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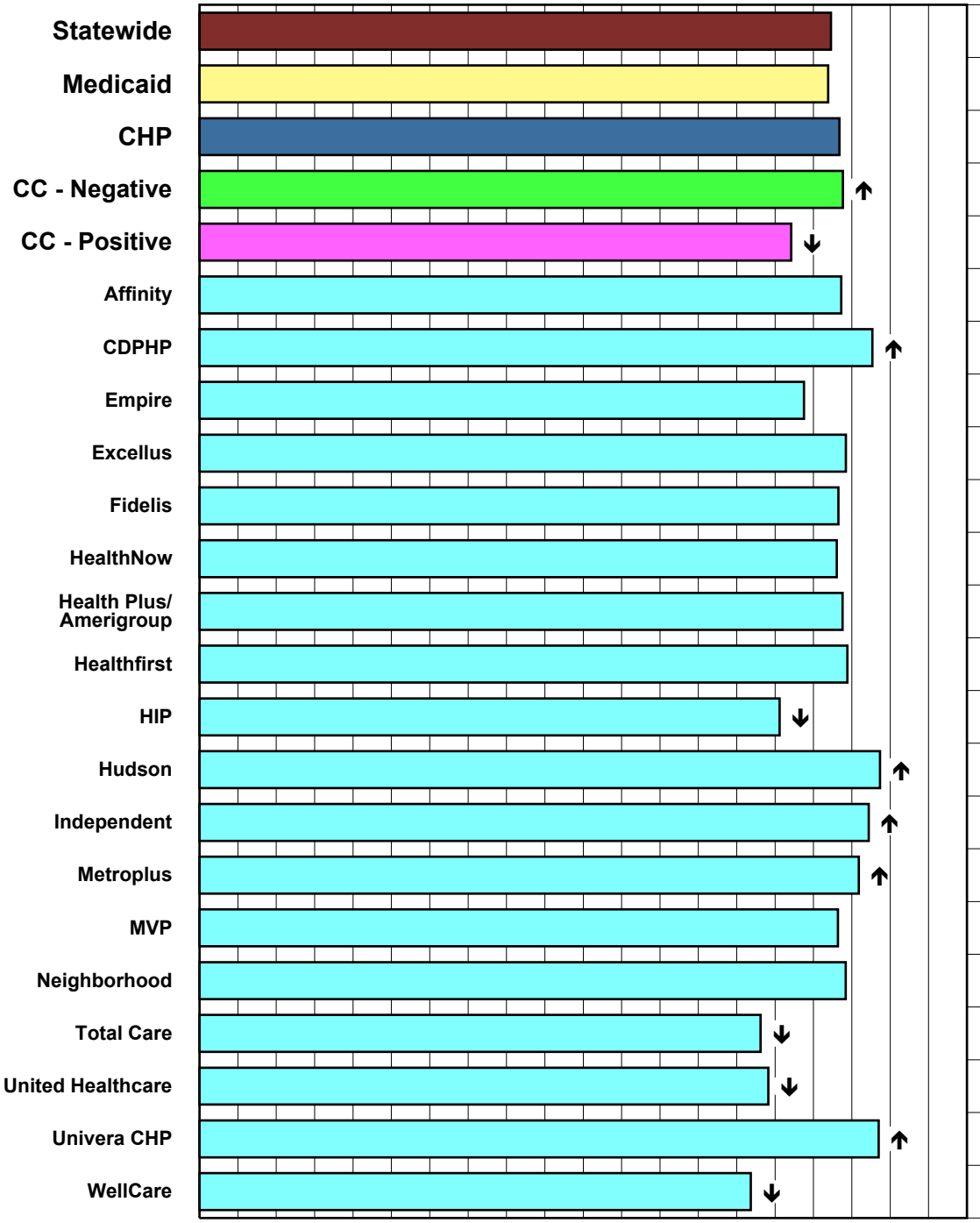
# Overall Ratings

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




| | Score | N |
|---|---|---|
| Statewide | 82.28% | 8720 |
| Medicaid | 81.91% | 6492 |
| CHP | 83.38% | 2228 |
| CC - Negative | 83.83% | 6688 |
| CC - Positive | 77.10% | 2032 |
| Affinity | 83.63% | 469 |
| CDPHP | 87.69% | 510 |
| Empire | 78.76% | 315 |
| Excellus | 84.22% | 512 |
| Fidelis | 83.25% | 483 |
| HealthNow | 83.03% | 487 |
| Health Plus/ Amerigroup | 83.80% | 512 |
| Healthfirst | 84.43% | 518 |
| HIP | 75.59% | 456 |
| Hudson | 88.67% | 584 |
| Independent | 87.20% | 429 |
| Metroplus | 85.91% | 534 |
| MVP | 83.19% | 422 |
| Neighborhood | 84.21% | 523 |
| Total Care | 73.11% | 451 |
| United Healthcare | 74.12% | 517 |
| Univera CHP | 88.50% | 504 |
| WellCare | 71.83% | 494 |

↑↓ Statistically significantly better/worse than Statewide.

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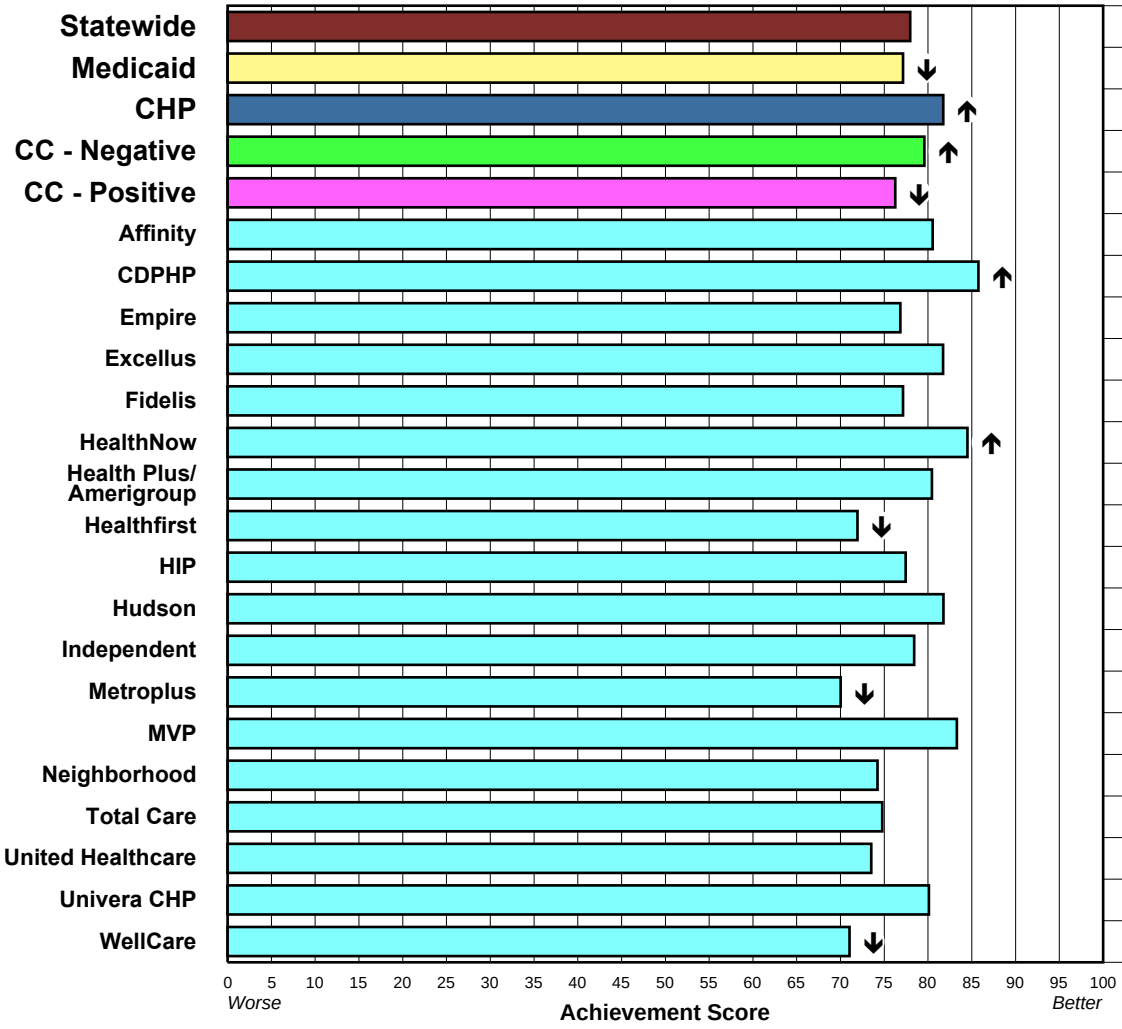
# Composites

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)



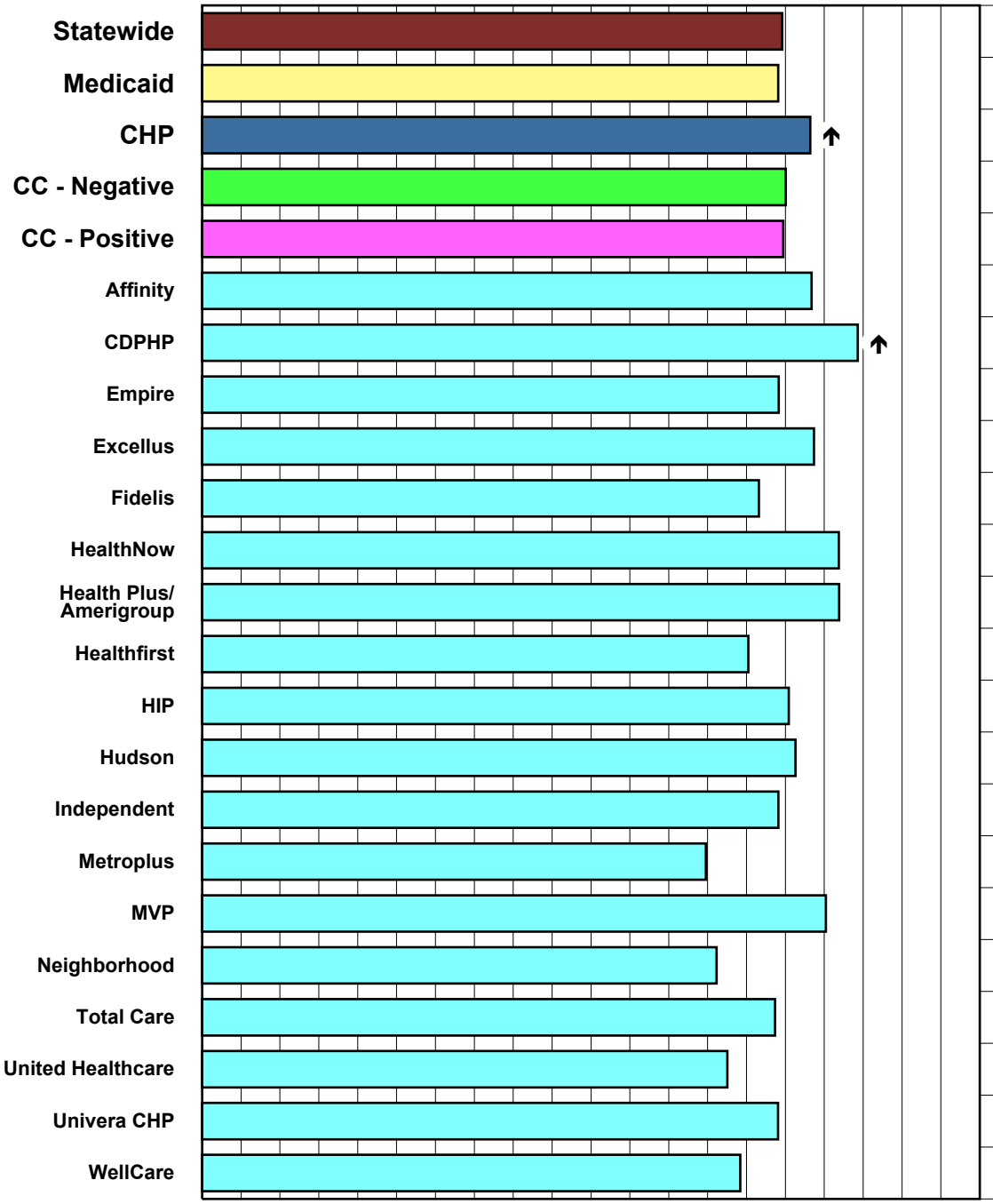

| | Score | N |
|---|---|---|
| Statewide | 77.97% | 3150 |
| Medicaid | 77.14% | 2239 |
| CHP | 81.74% | 911 |
| CC - Negative | 79.58% | 1929 |
| CC - Positive | 76.26% | 1221 |
| Affinity | 80.52% | 149 |
| CDPHP | 85.76% | 199 |
| Empire | 76.83% | 152 |
| Excellus | 81.71% | 202 |
| Fidelis | 77.15% | 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 |

↑↓ Statistically significantly better/worse than Statewide.

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

# 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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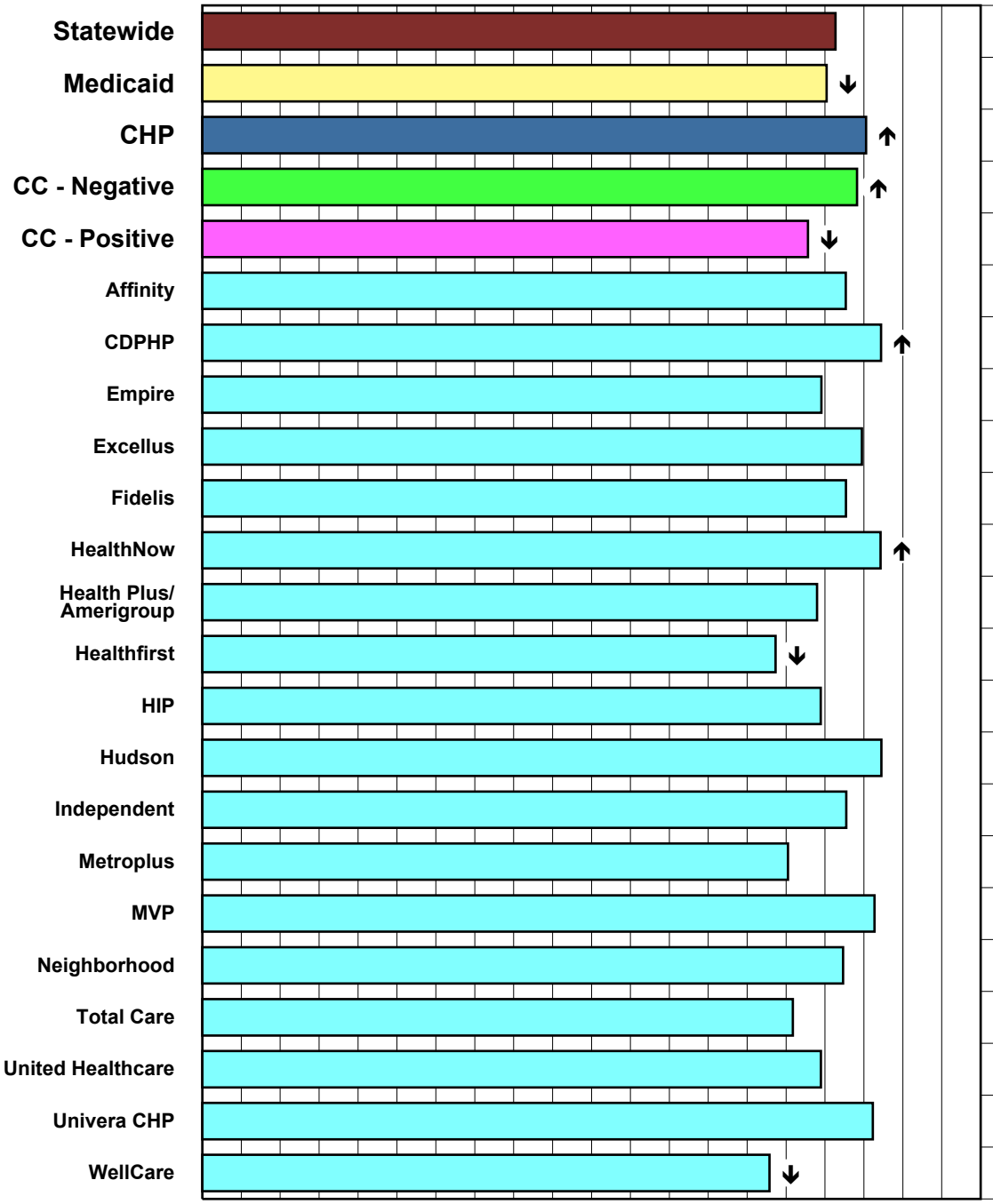
# Getting Needed Care (Usually or Always)

## 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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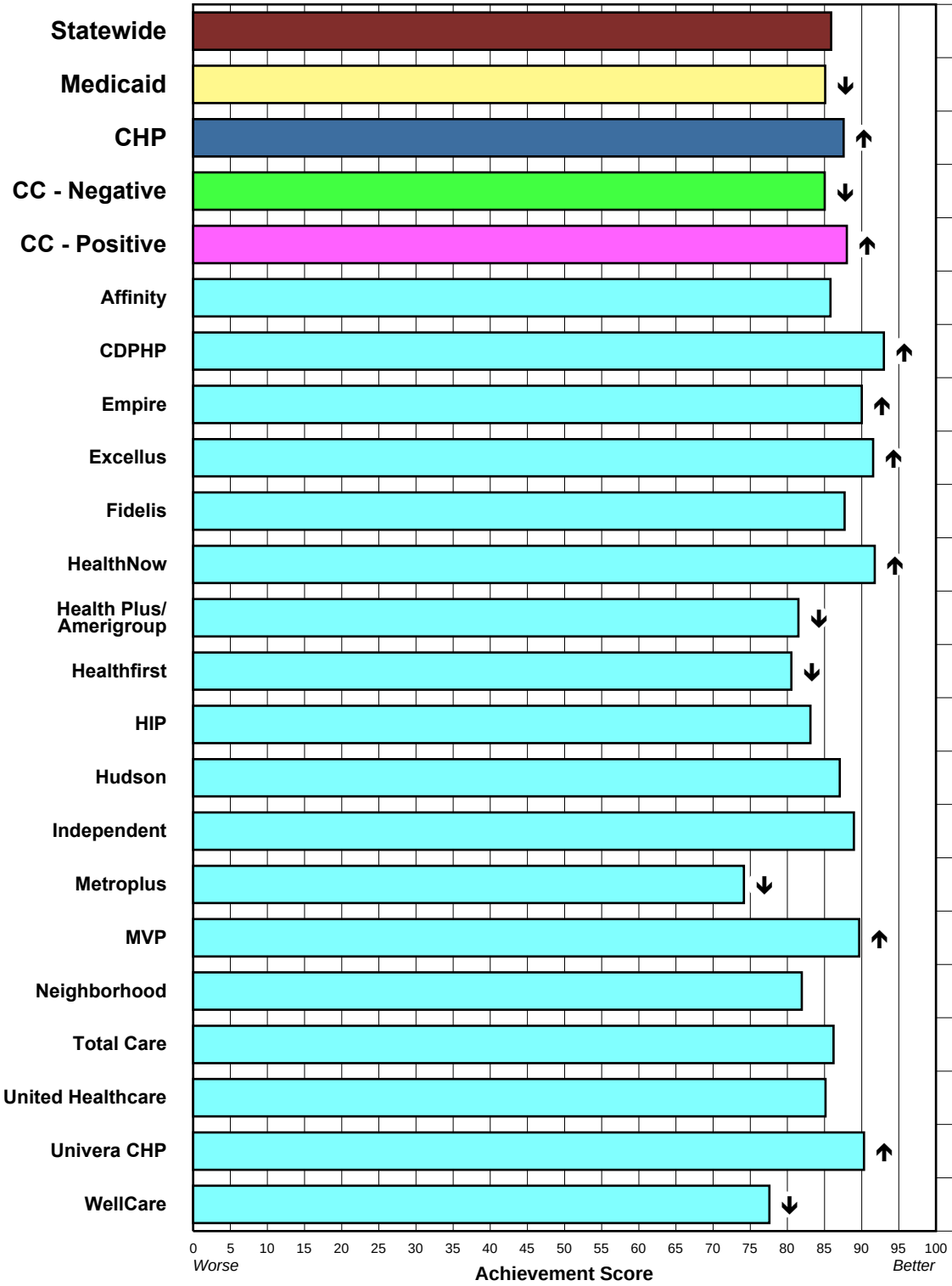
# Getting Care Quickly (Usually or Always)




| | 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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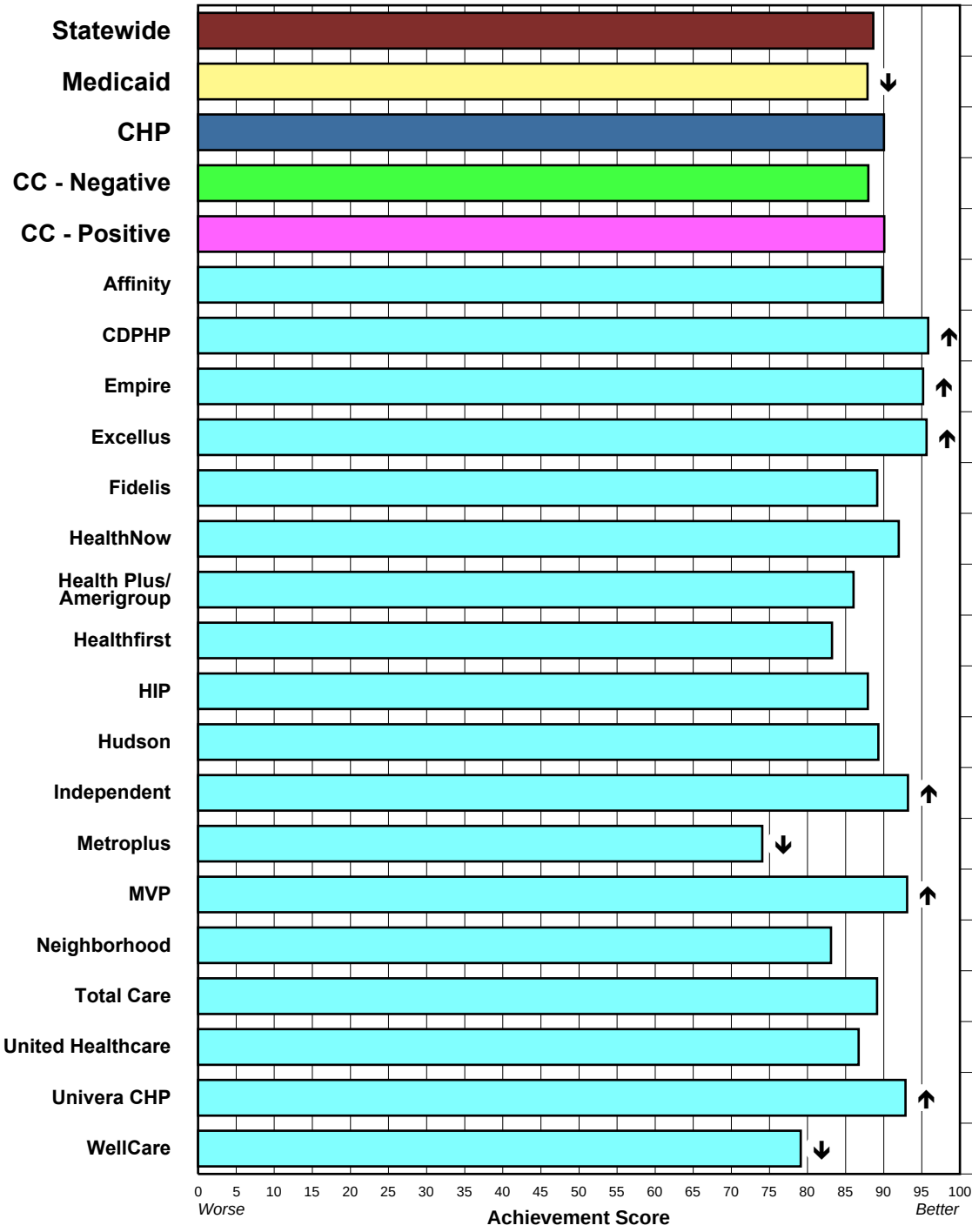
# Getting Care Quickly (Usually or Always)

## 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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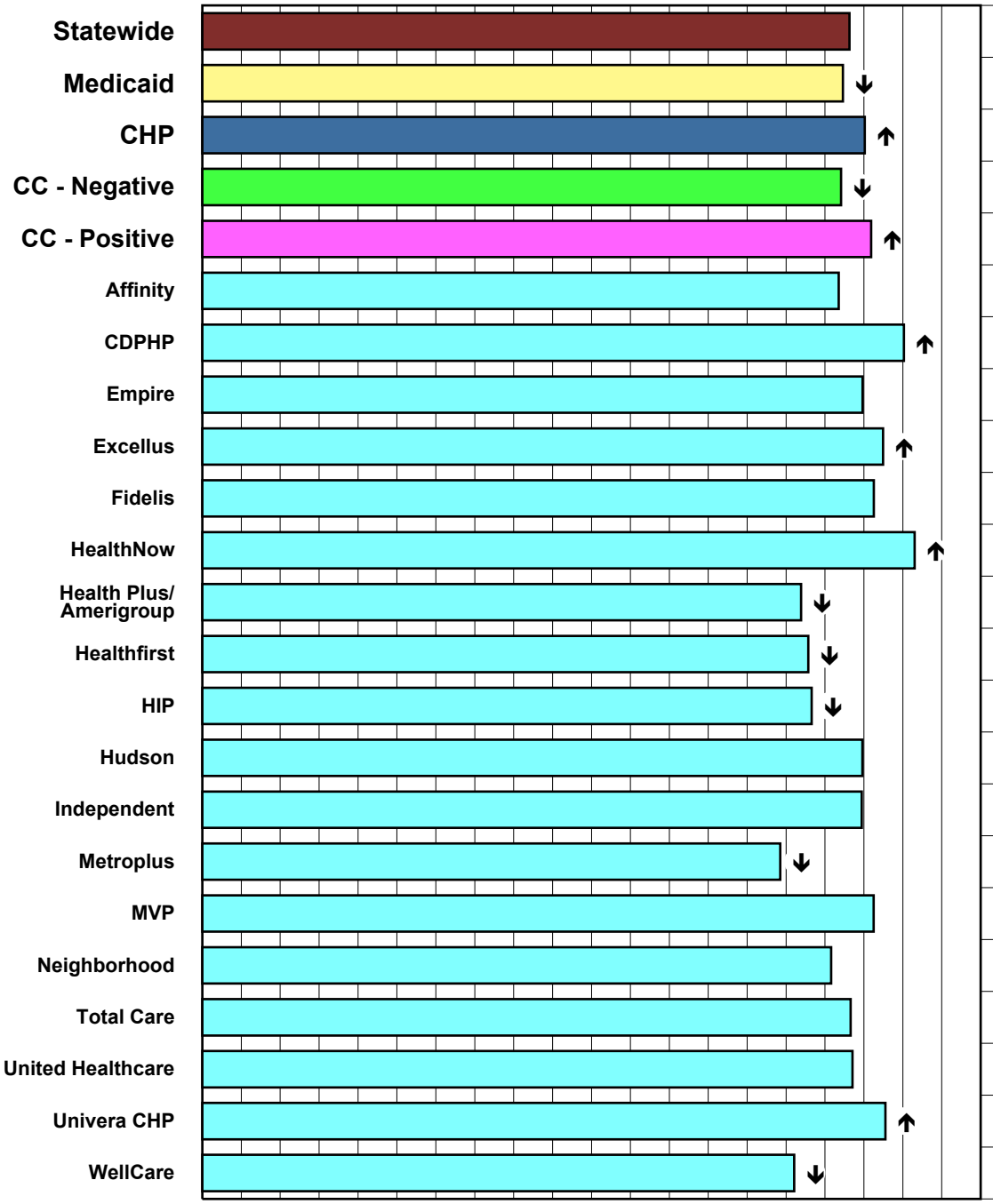
# Getting Care Quickly (Usually or Always)

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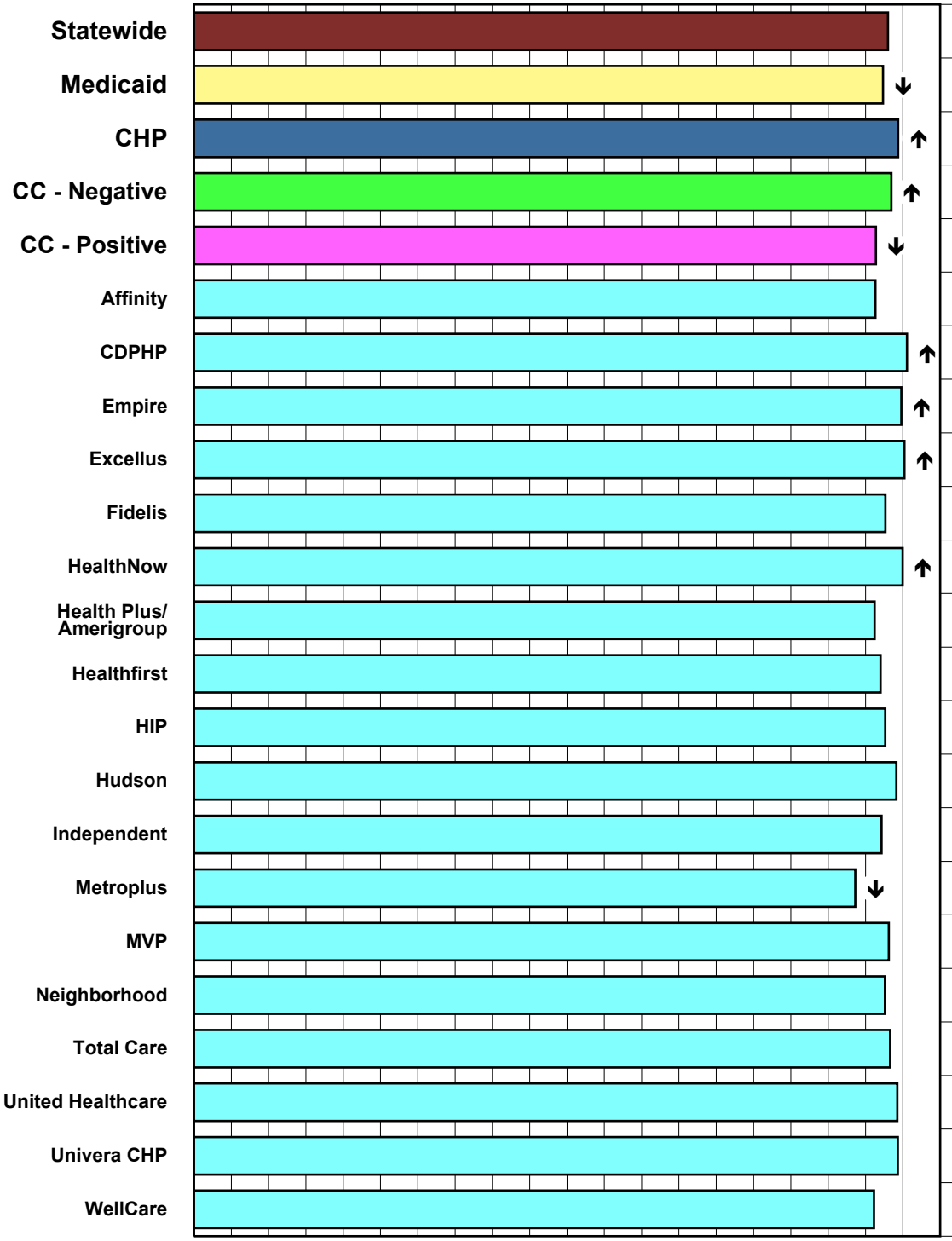
# How Well Doctors Communicate (Usually or Always)




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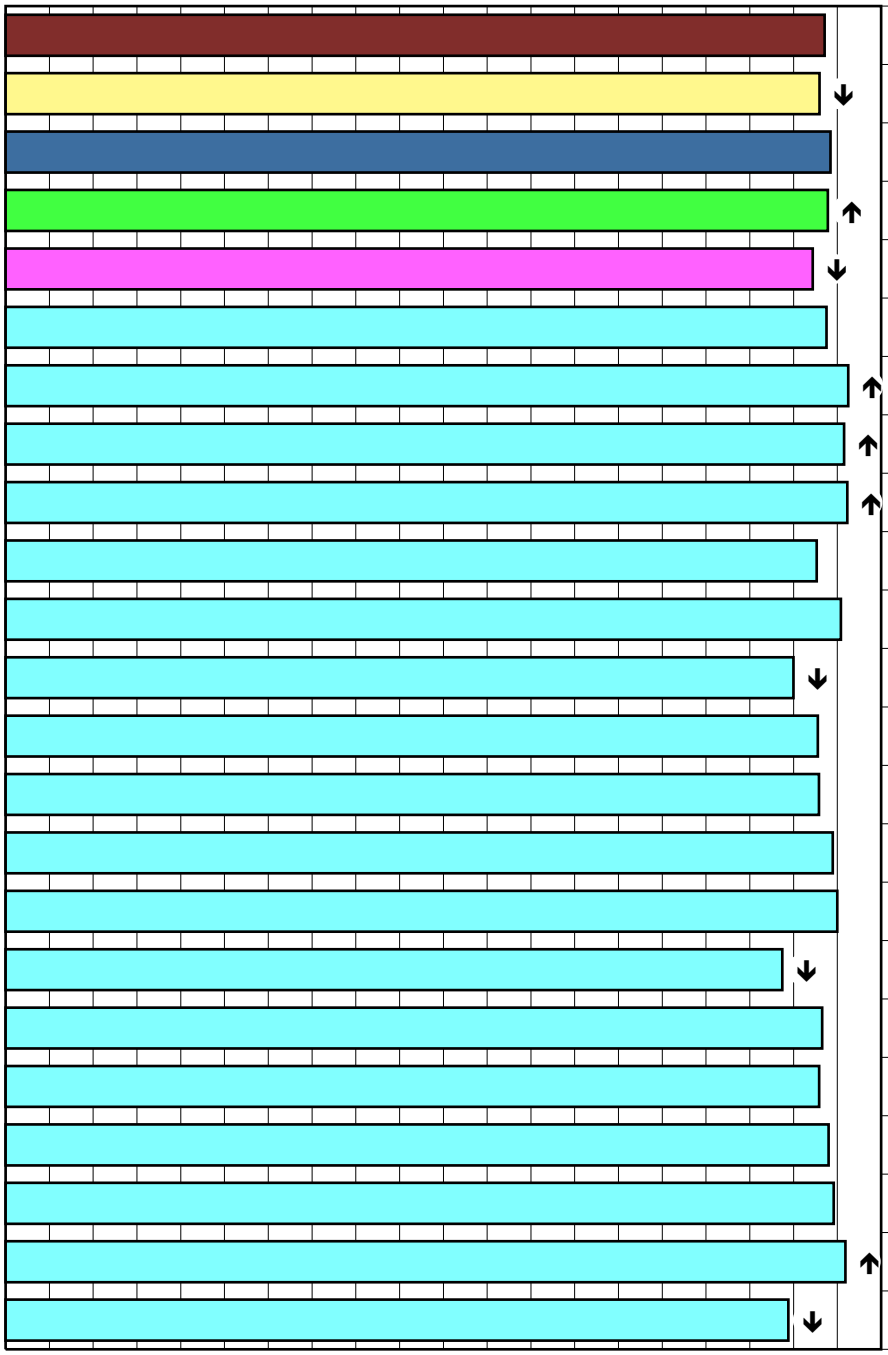
# How Well Doctors Communicate (Usually or Always)

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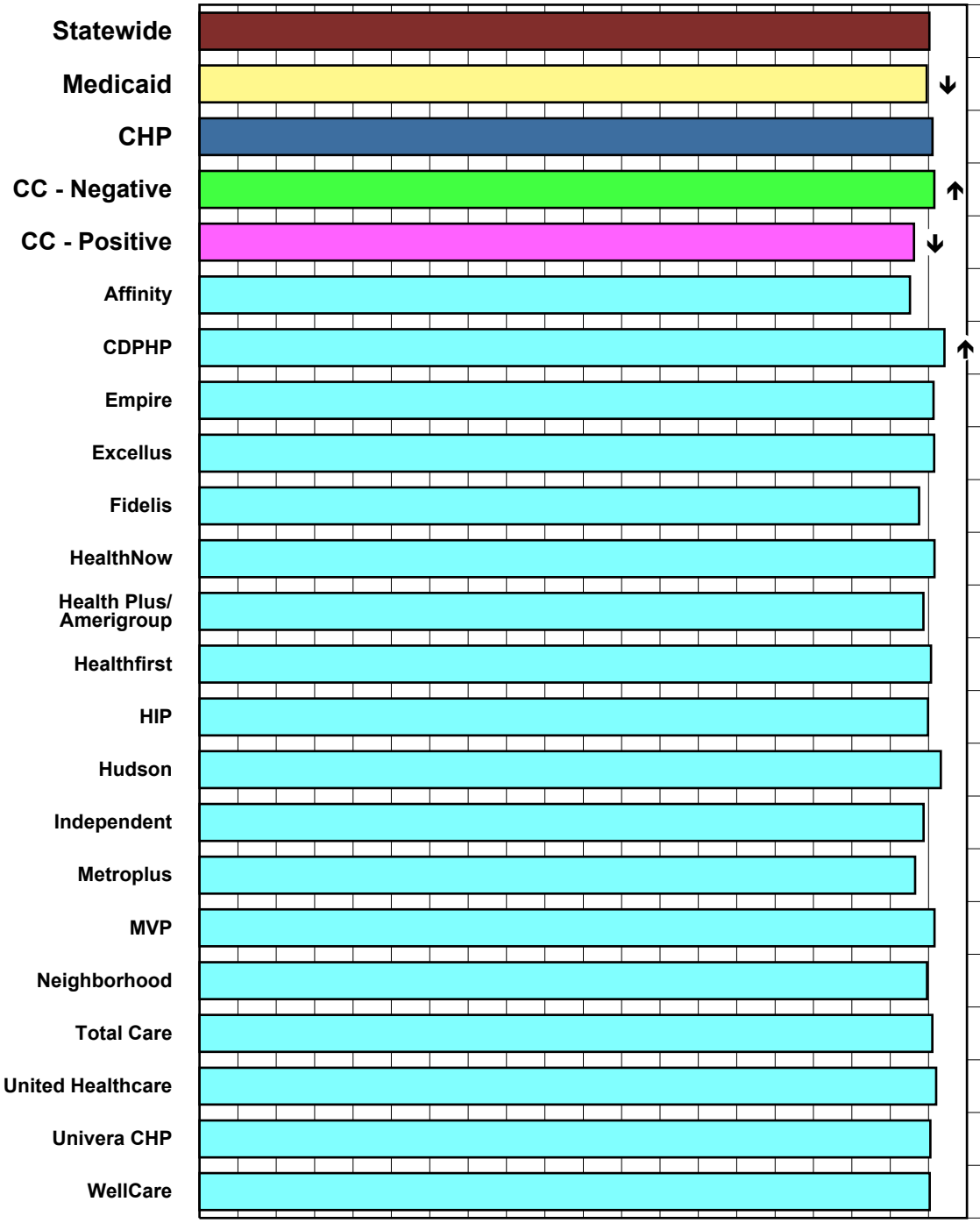
# How Well Doctors Communicate (Usually or Always)

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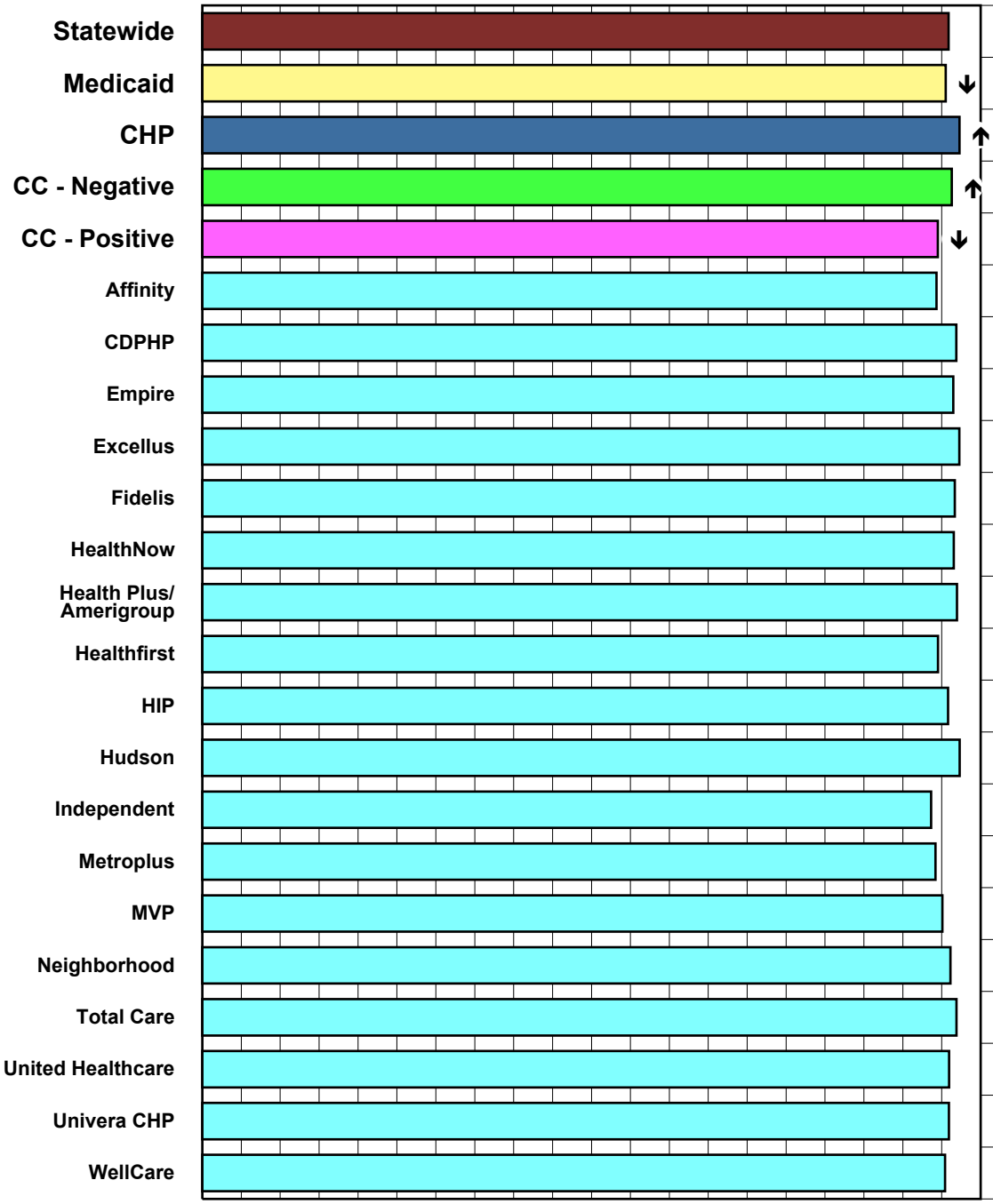
# How Well Doctors Communicate (Usually or Always)

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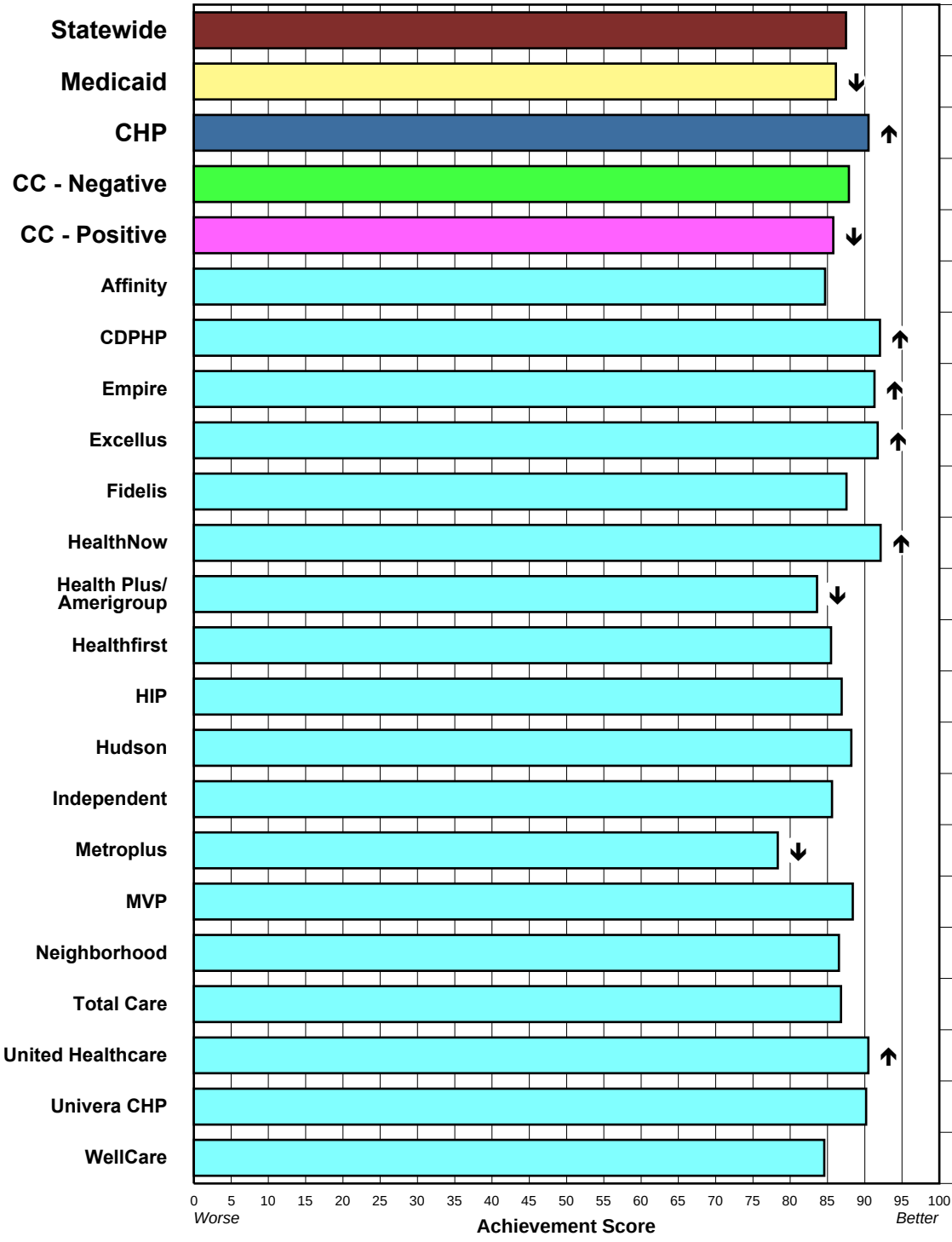
# How Well Doctors Communicate (Usually or Always)

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




↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses]
CHP | CC - Positive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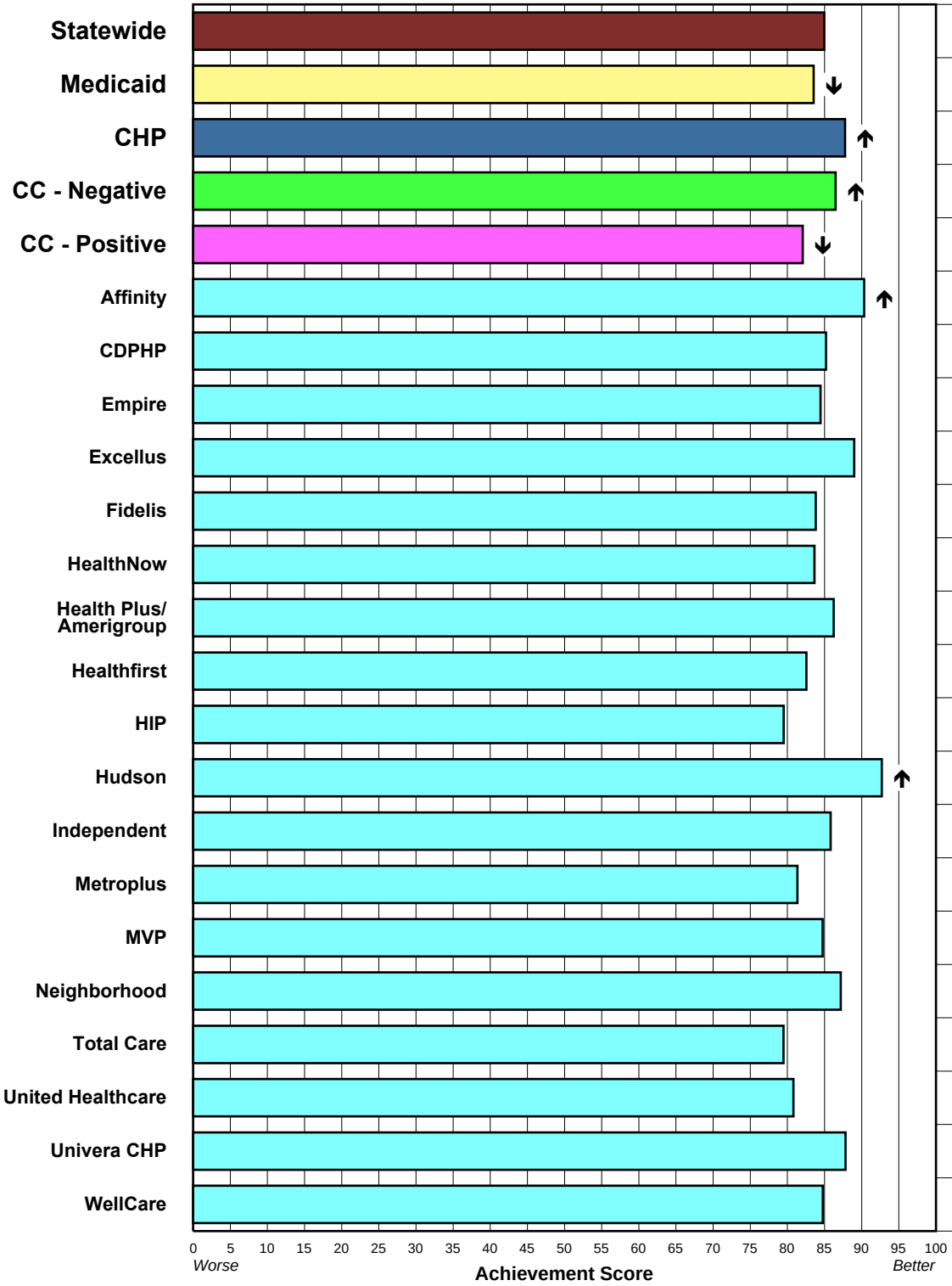
# Customer Service (Usually or Always)




| | 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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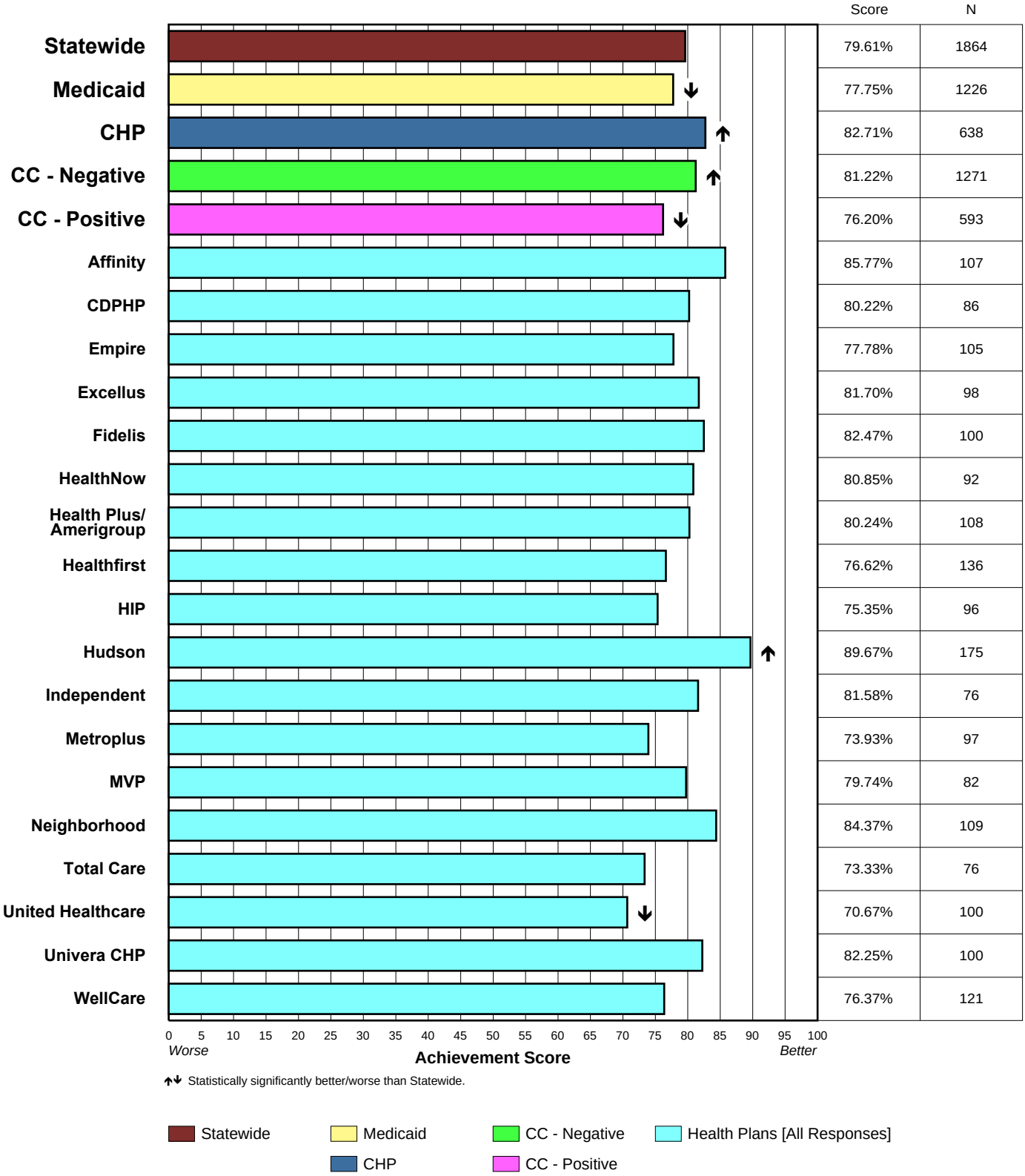
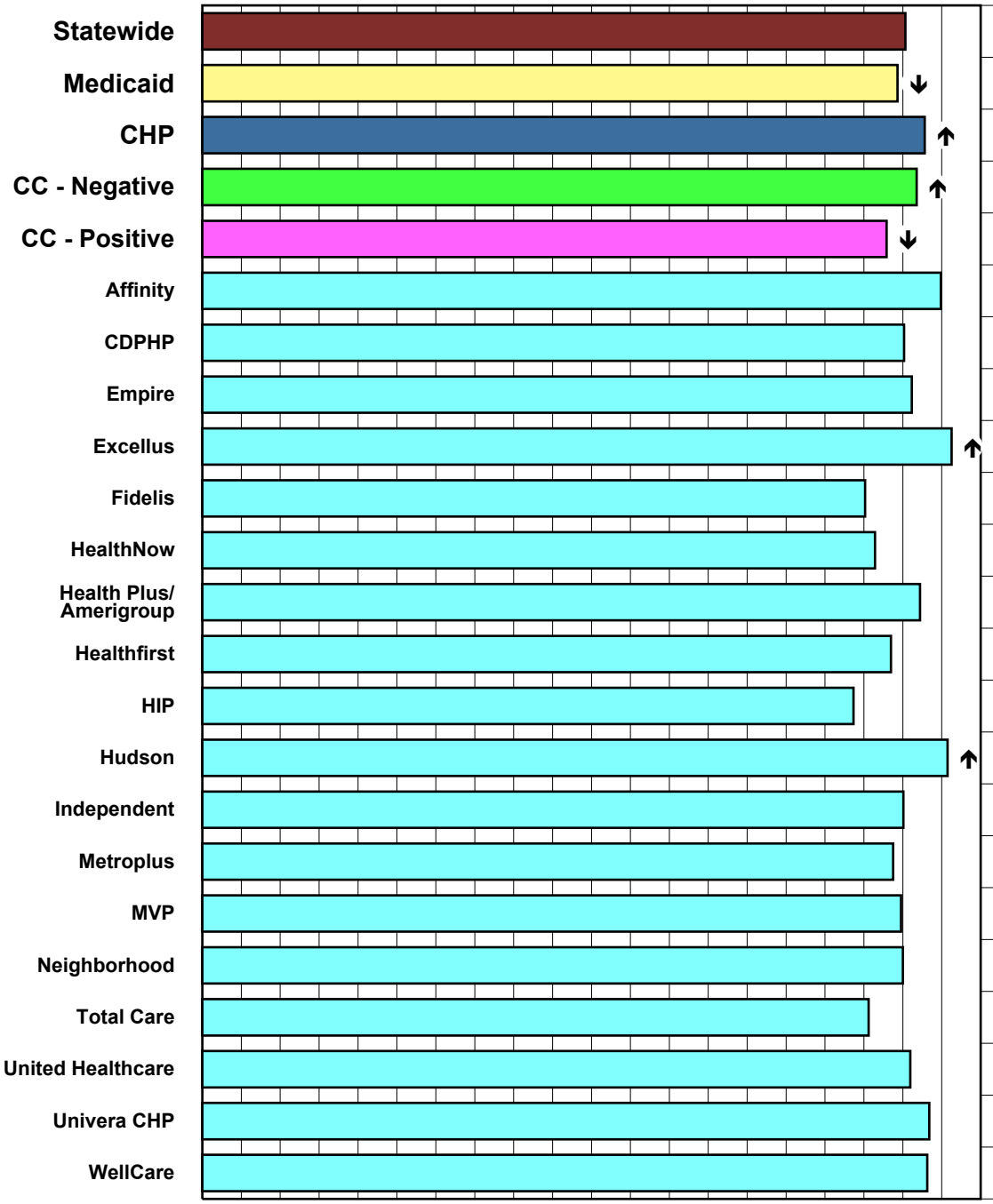
# Customer Service (Usually or Always)

## 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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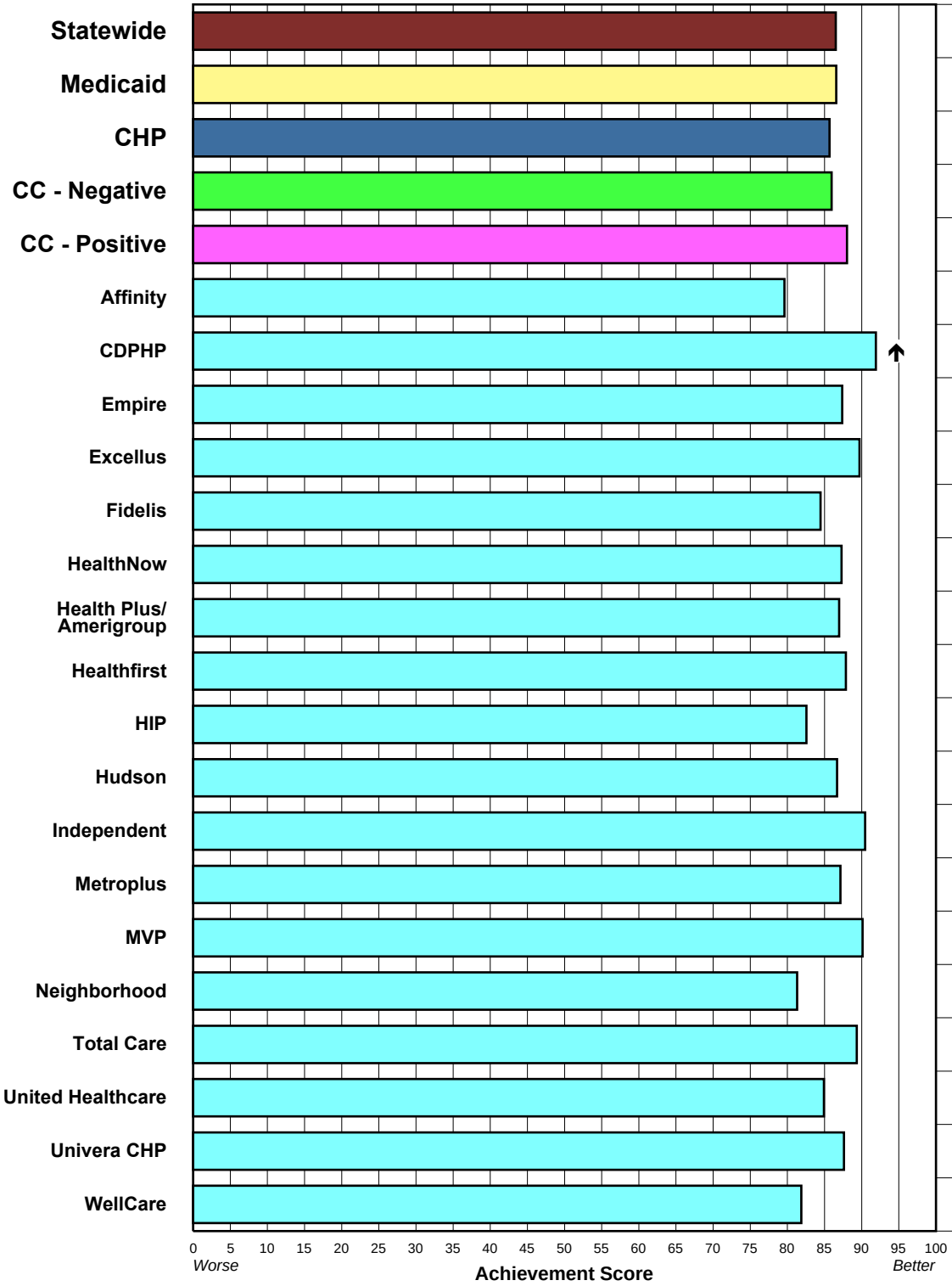
# Collaborative Decision Making (Yes)




| | 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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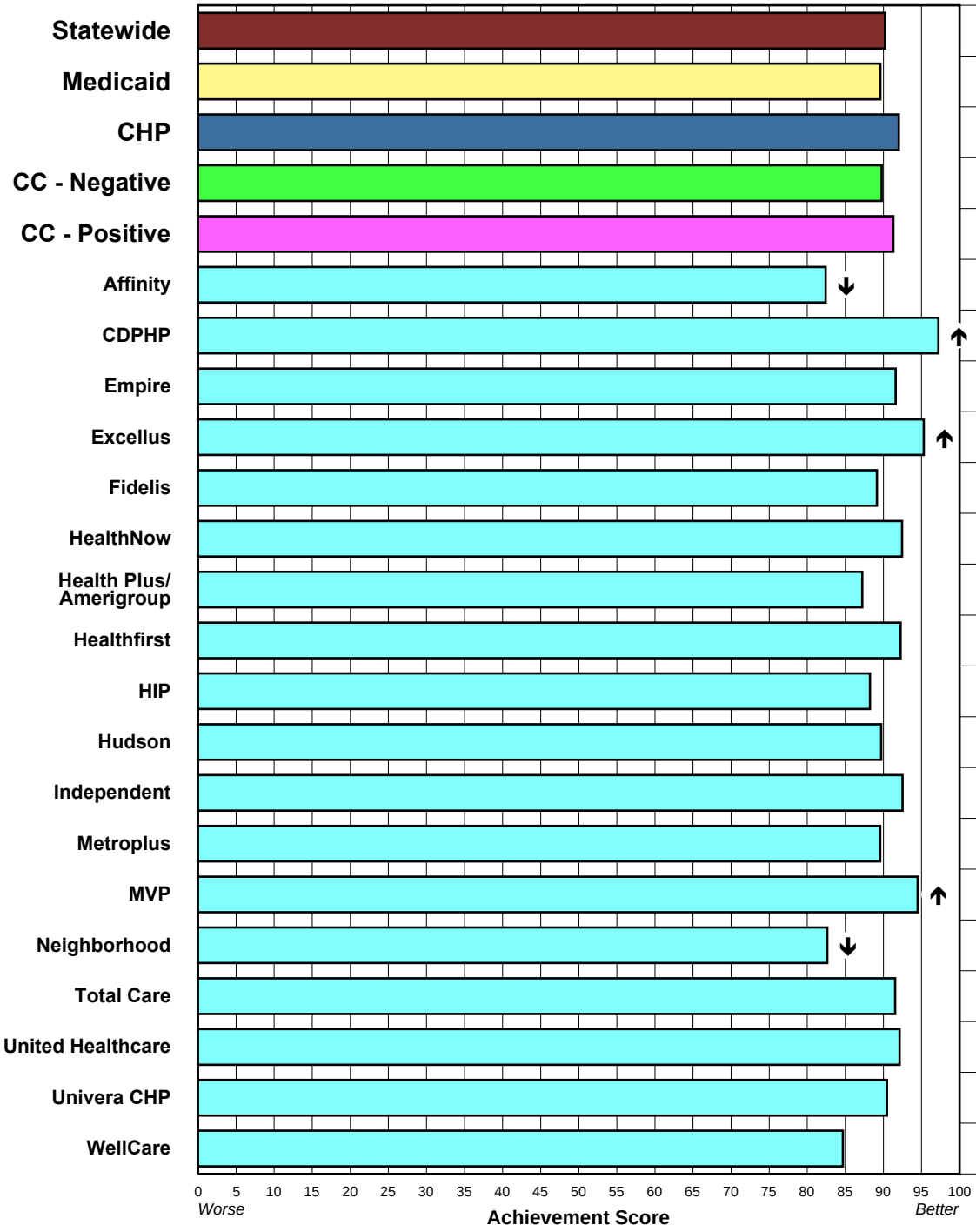
# Collaborative Decision Making (Yes)

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




| | Score | N |
|---|---|---|
| Statewide | 90.19% | 2130 |
| Medicaid | 89.59% | 1576 |
| CHP | 92.01% | 554 |
| CC - Negative | 89.76% | 1431 |
| CC - Positive | 91.30% | 699 |
| Affinity | 82.41% | 97 |
| CDPHP | 97.21% | 144 |
| Empire | 91.60% | 76 |
| Excellus | 95.29% | 149 |
| Fidelis | 89.13% | 101 |
| HealthNow | 92.45% | 109 |
| Health Plus/ Amerigroup | 87.21% | 107 |
| Healthfirst | 92.24% | 129 |
| HIP | 88.24% | 116 |
| Hudson | 89.70% | 131 |
| Independent | 92.51% | 125 |
| Metroplus | 89.58% | 123 |
| MVP | 94.49% | 118 |
| Neighborhood | 82.61% | 116 |
| Total Care | 91.55% | 120 |
| United Healthcare | 92.12% | 123 |
| Univera CHP | 90.45% | 132 |
| WellCare | 84.68% | 114 |

↑↓ Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive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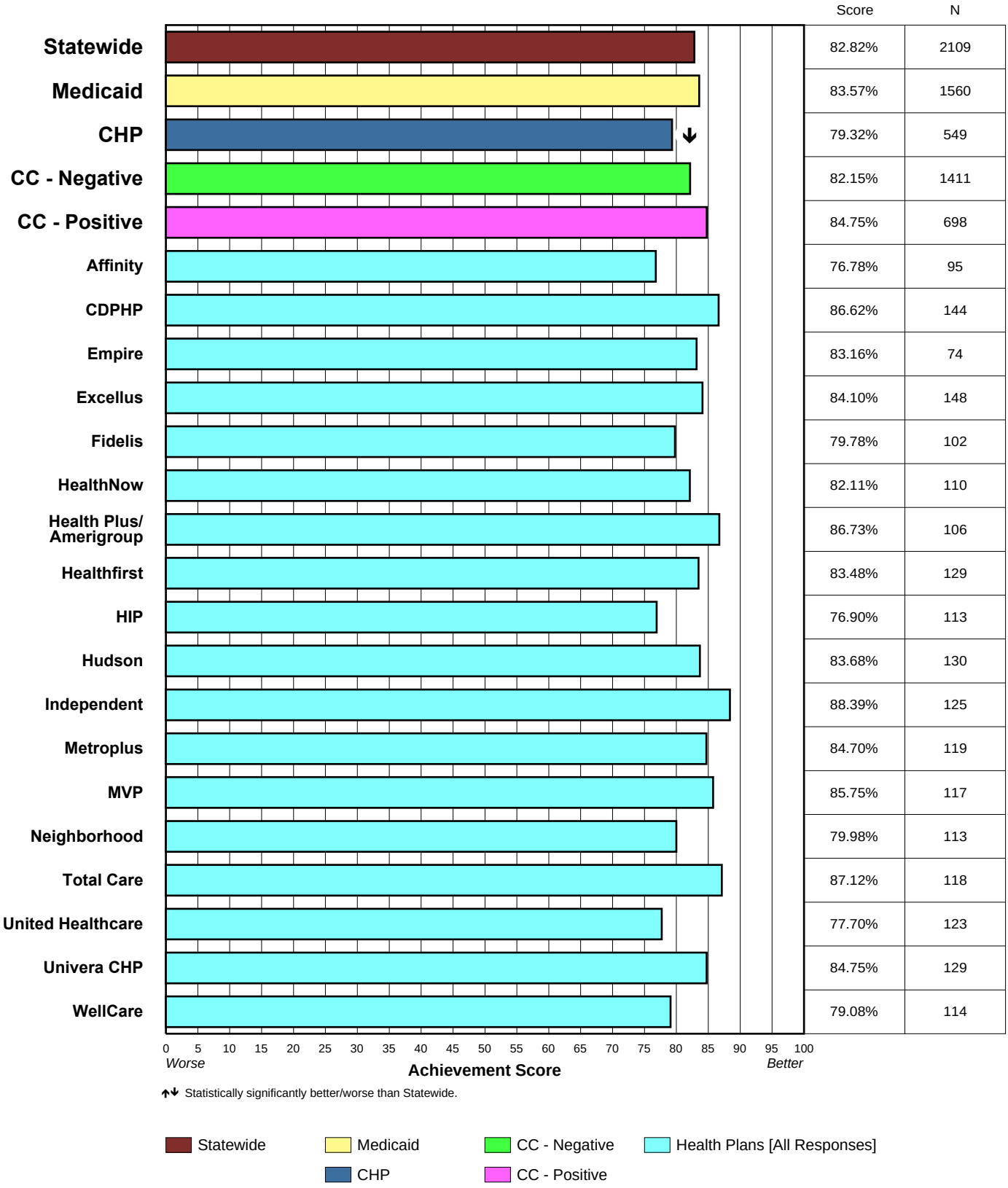
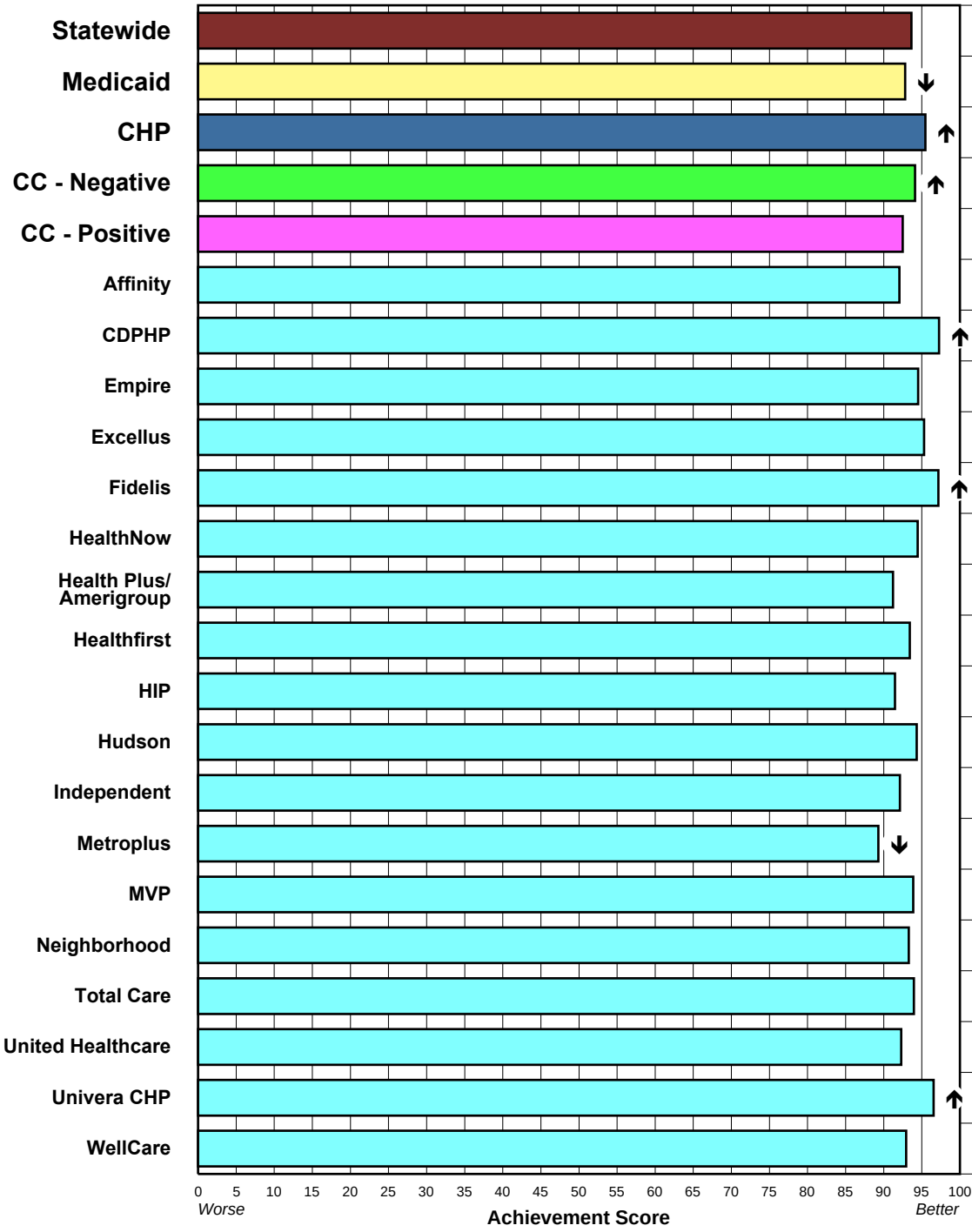
# Collaborative Decision Making (Yes)

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

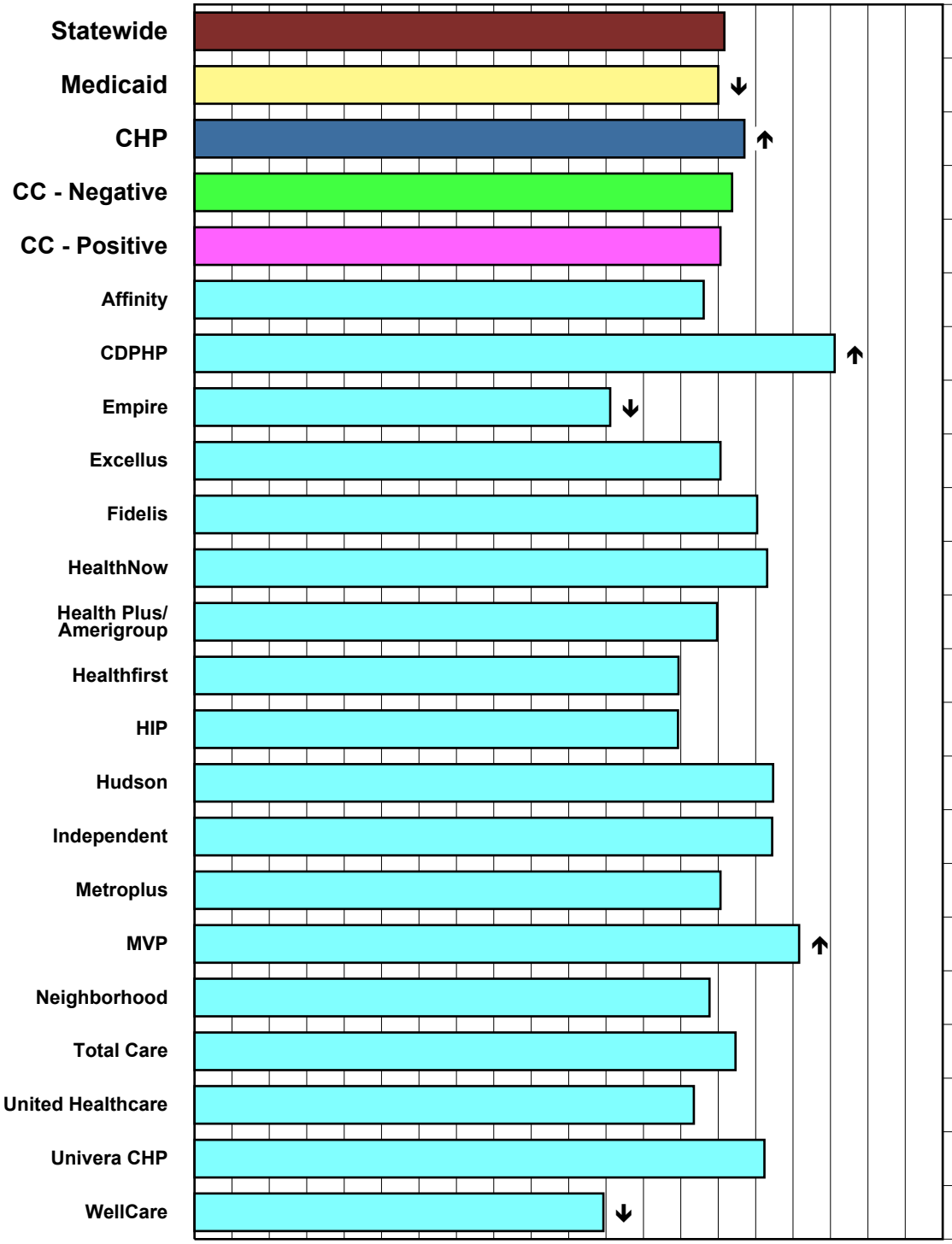


# Single Items

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



# 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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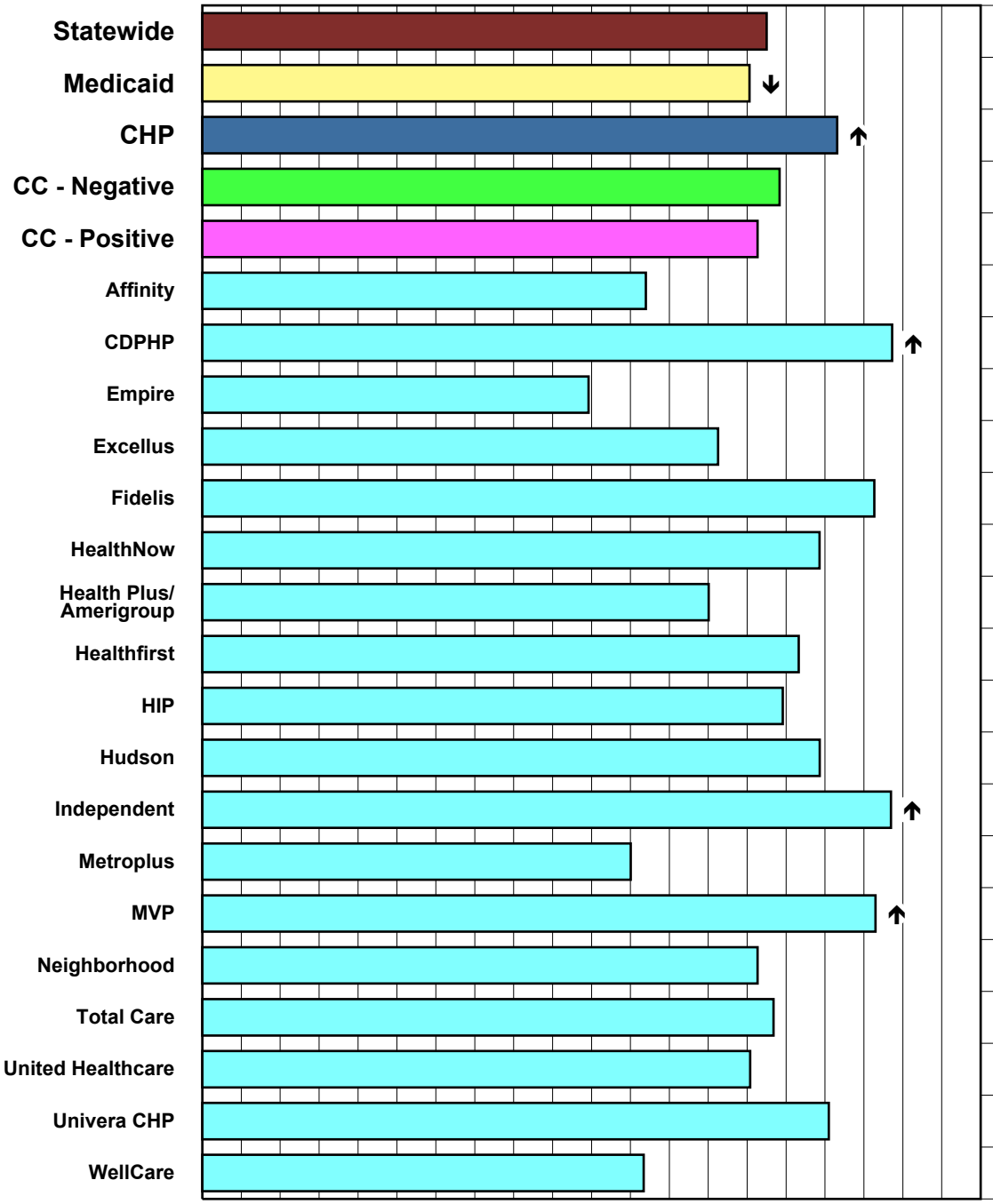
# Access to Specialized Services (Usually or Always)

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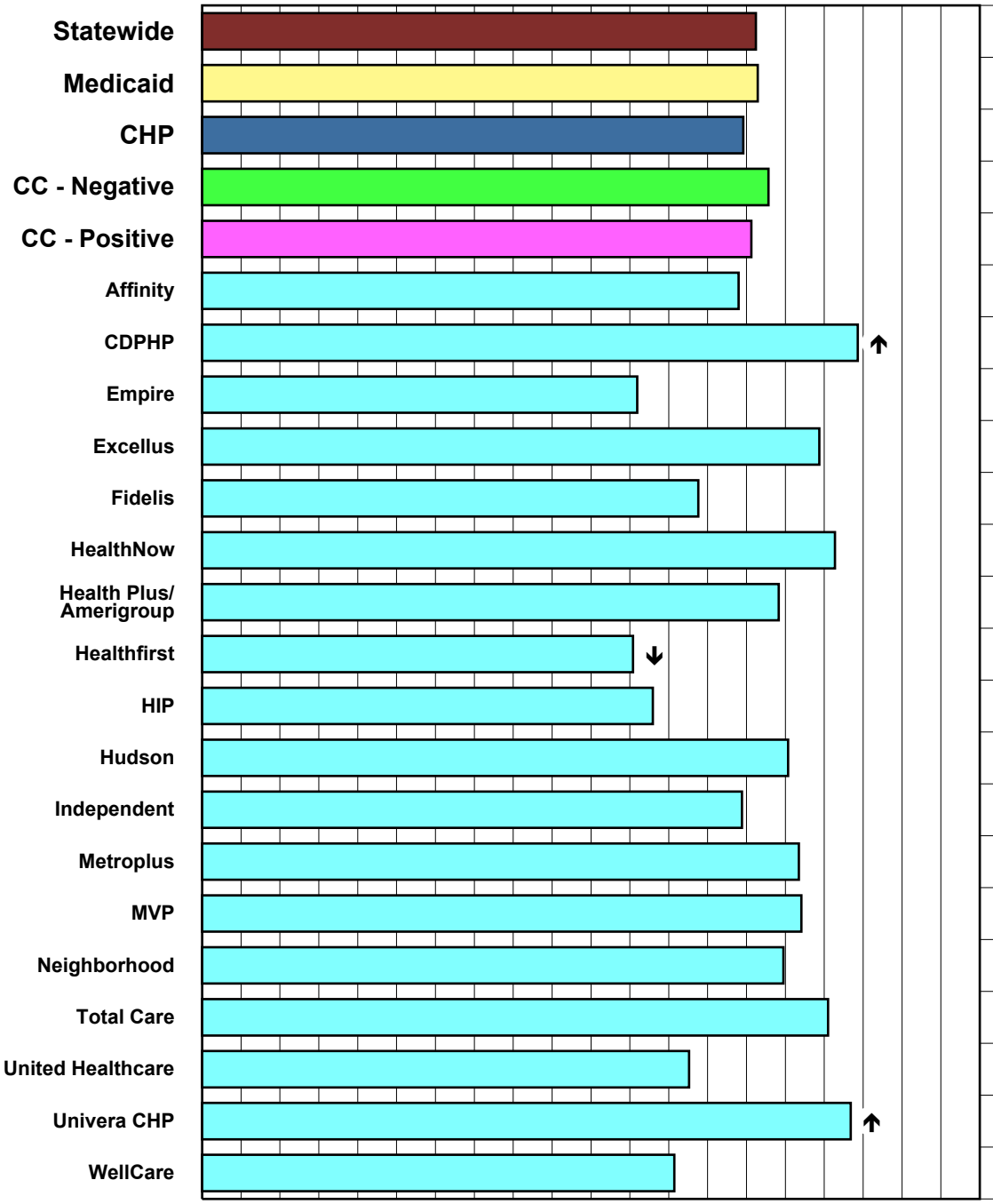
# Access to Specialized Services (Usually or Always)

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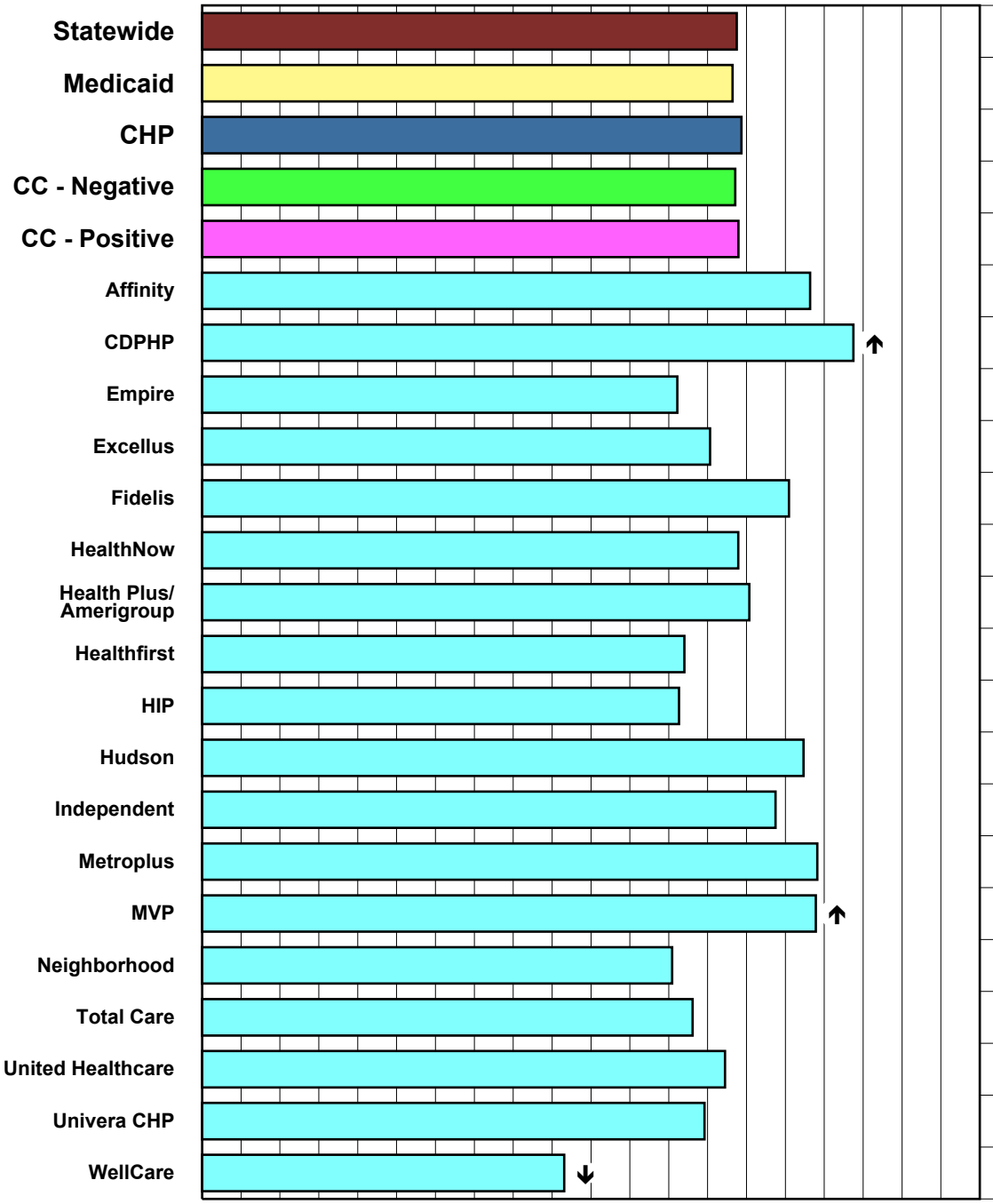
# Access to Specialized Services (Usually or Always)

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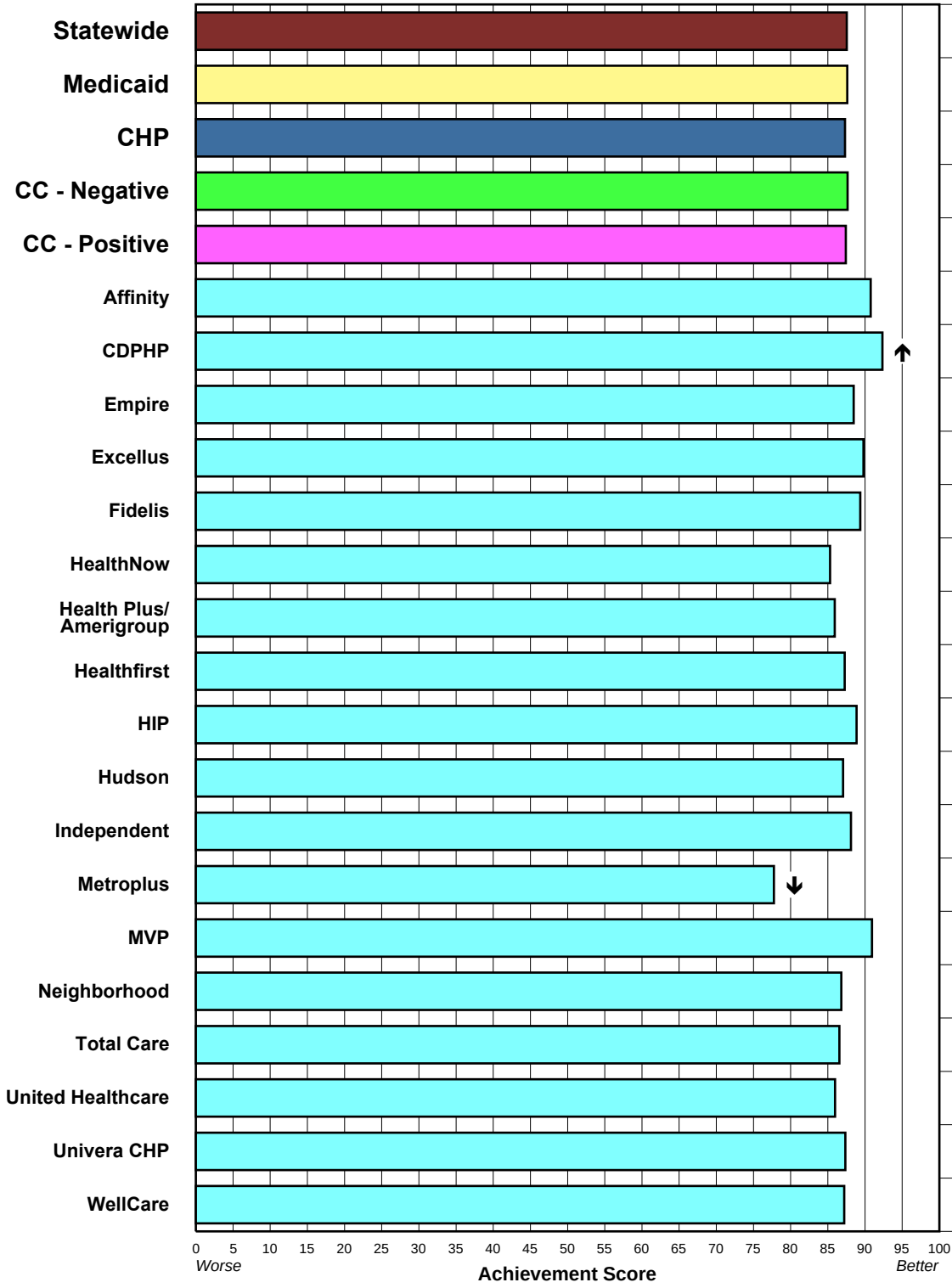
# Family-Centered Care: Personal Doctor Who Knows Child (Yes)




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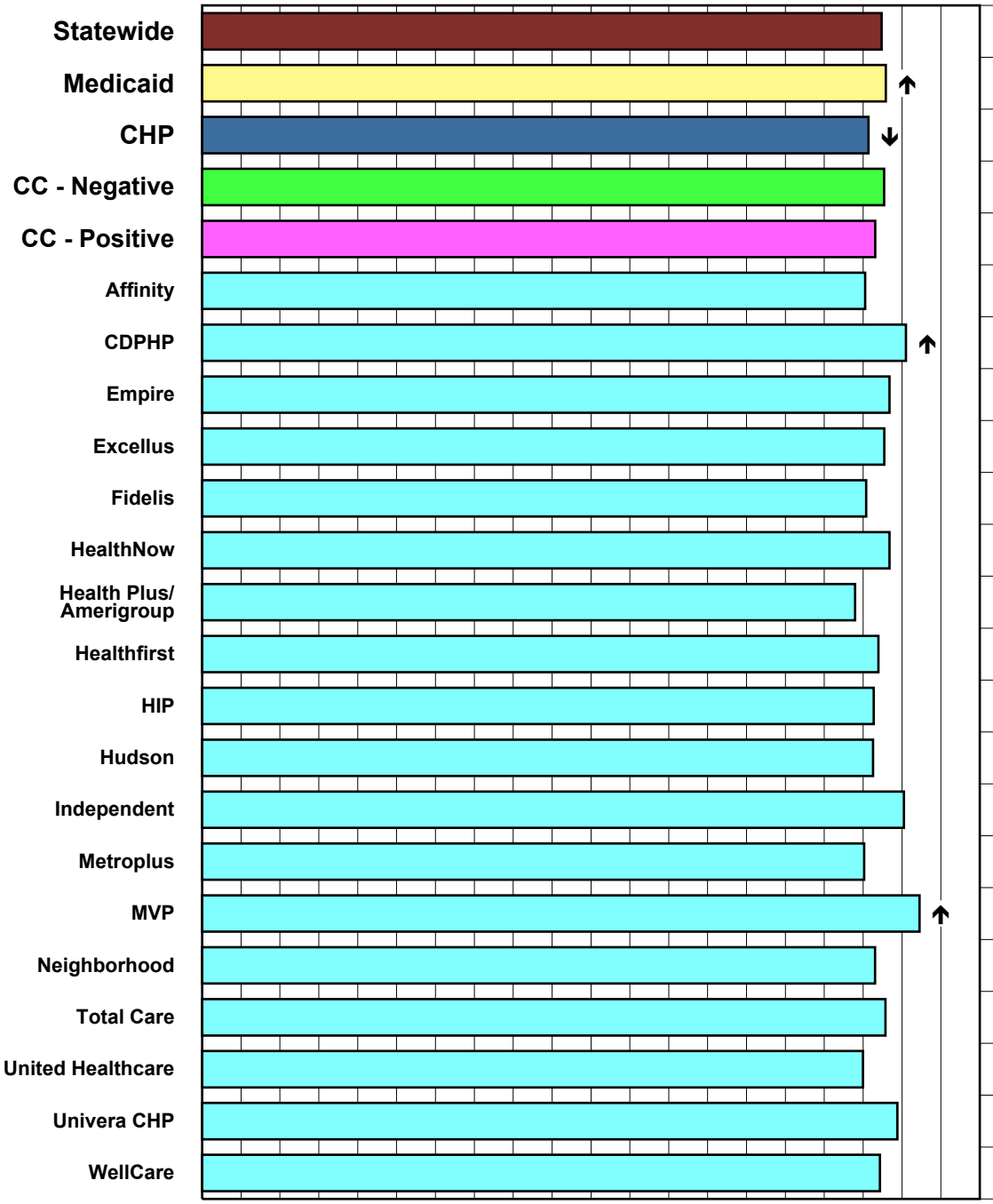
# Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



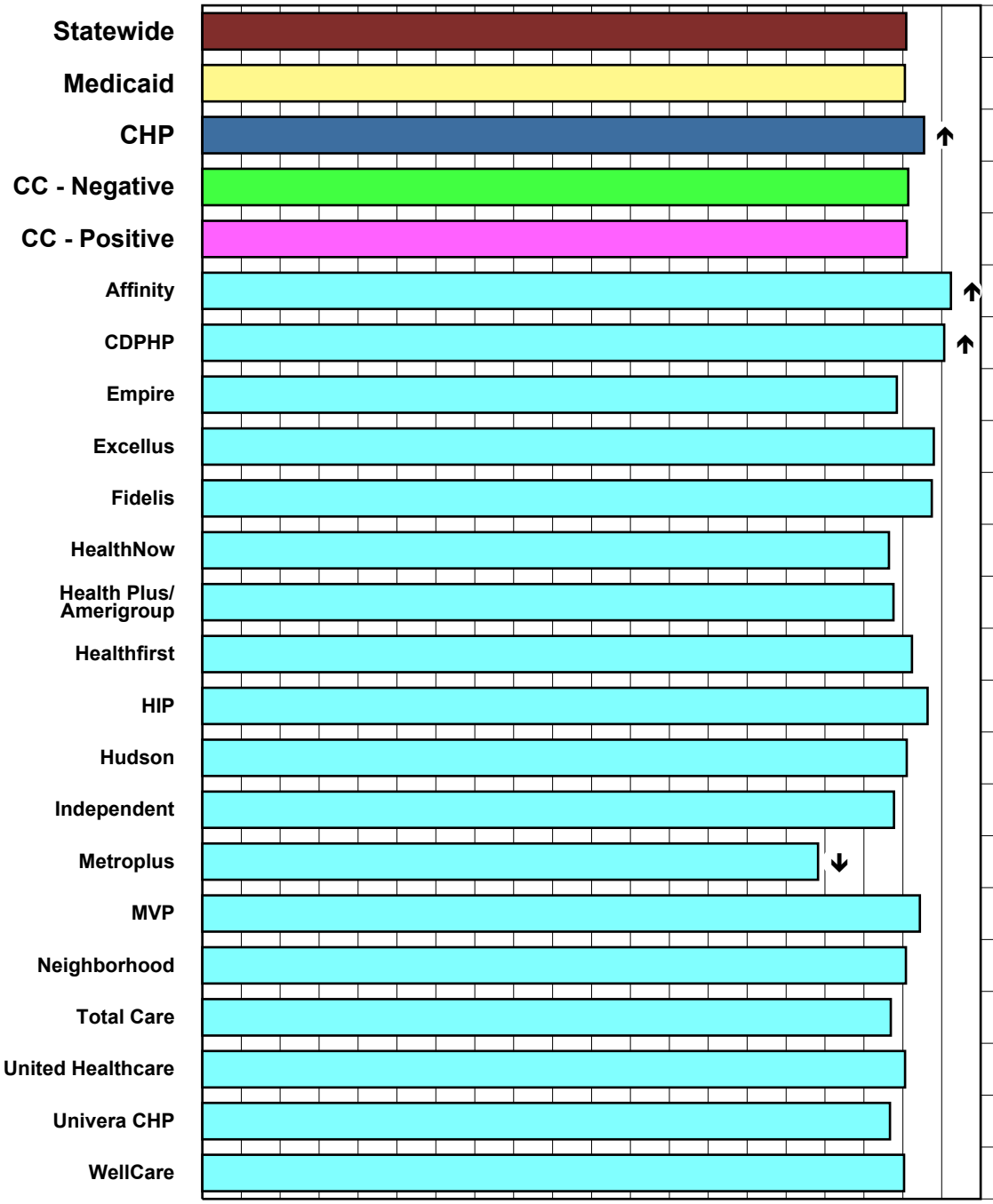

| | Score | N |
|---|---|---|
| Statewide | 87.38% | 6545 |
| Medicaid ↑ | 87.91% | 4878 |
| CHP ↓ | 85.68% | 1667 |
| CC - Negative | 87.69% | 4871 |
| CC - Positive | 86.54% | 1674 |
| Affinity | 85.26% | 344 |
| CDPHP ↑ | 90.51% | 380 |
| Empire | 88.38% | 255 |
| Excellus | 87.72% | 398 |
| Fidelis | 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

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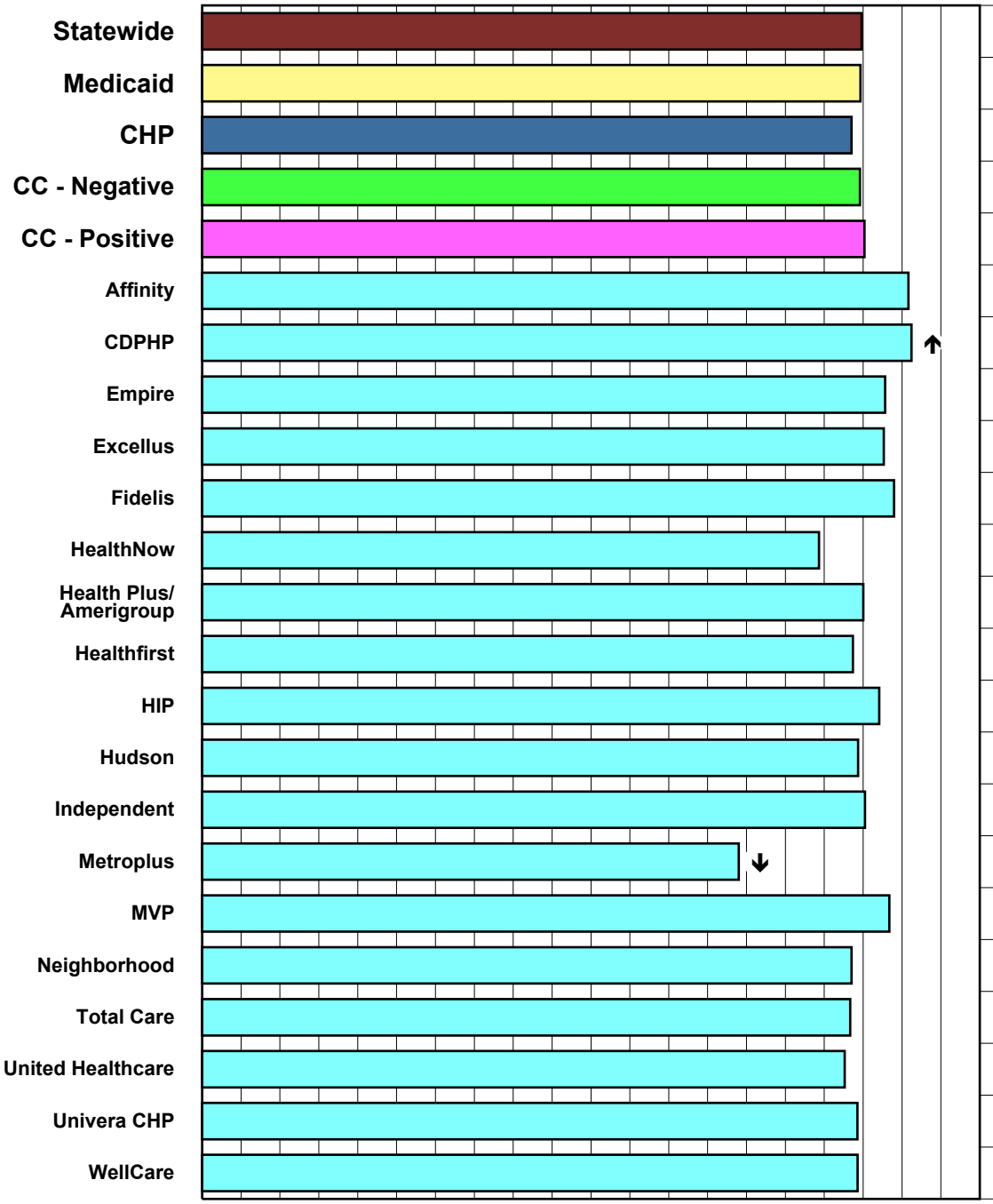
# Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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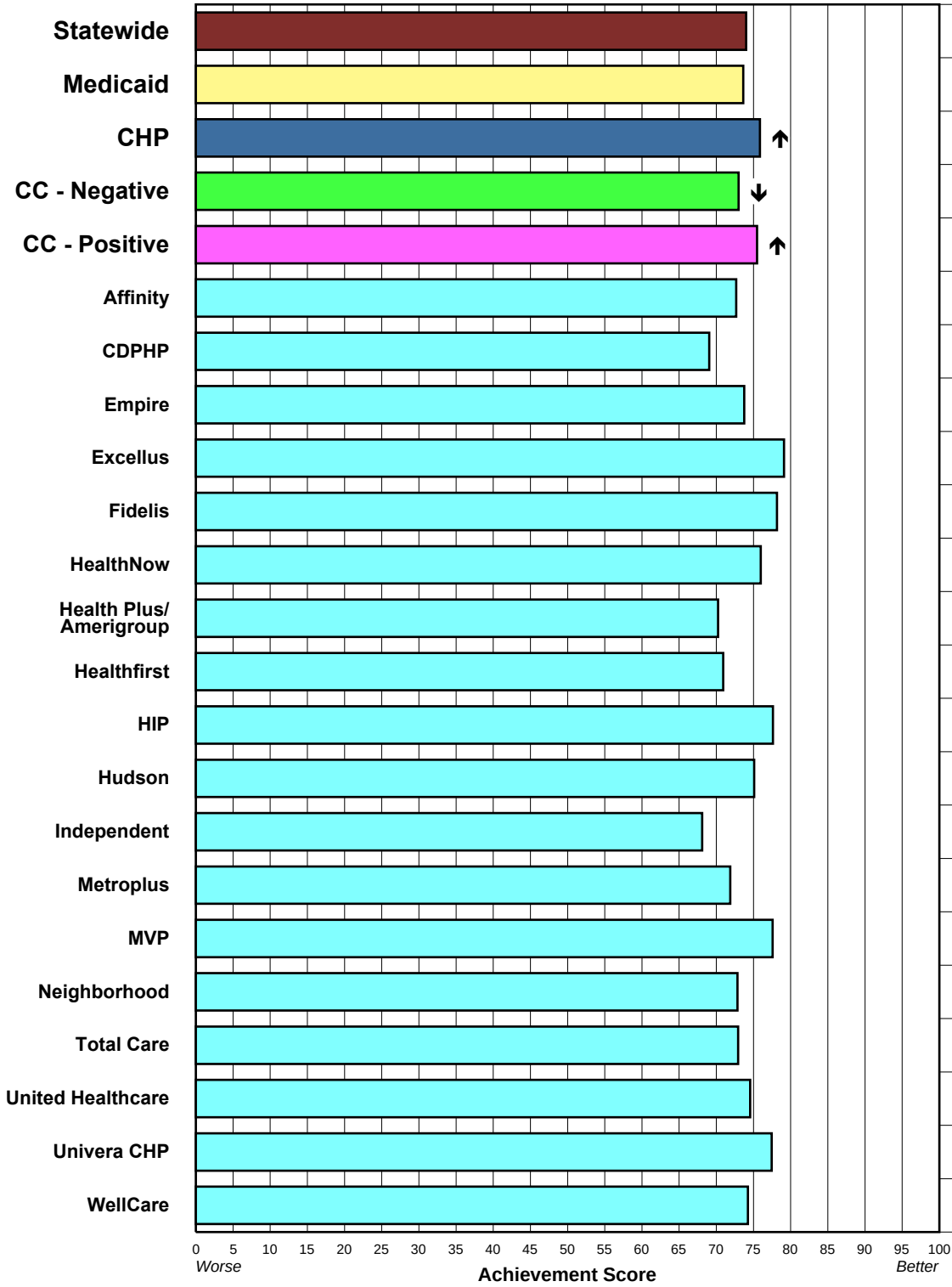
# Coordination of Care for Children with Chronic Conditions (Yes)




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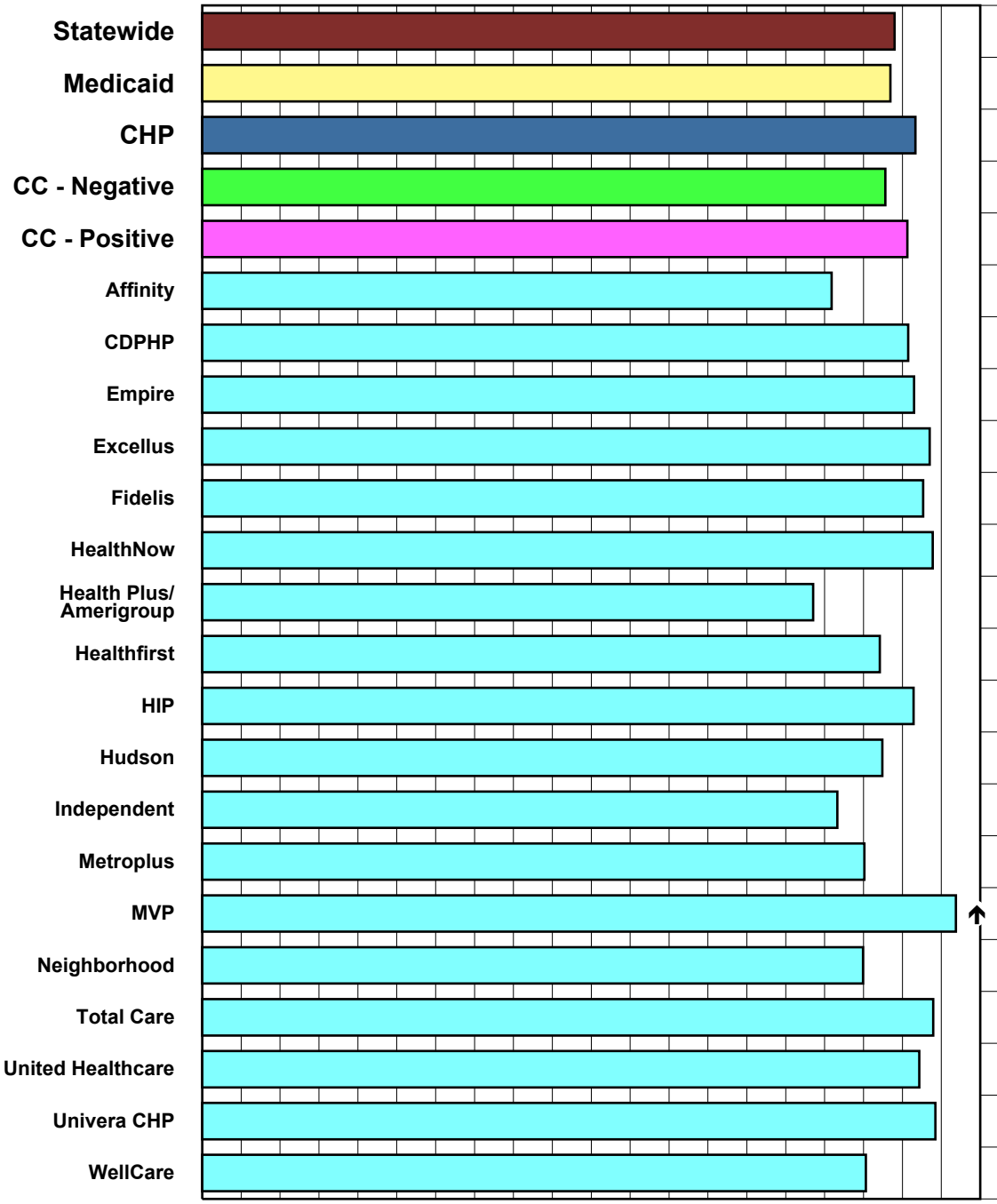
# Coordination of Care for Children with Chronic Conditions (Yes)

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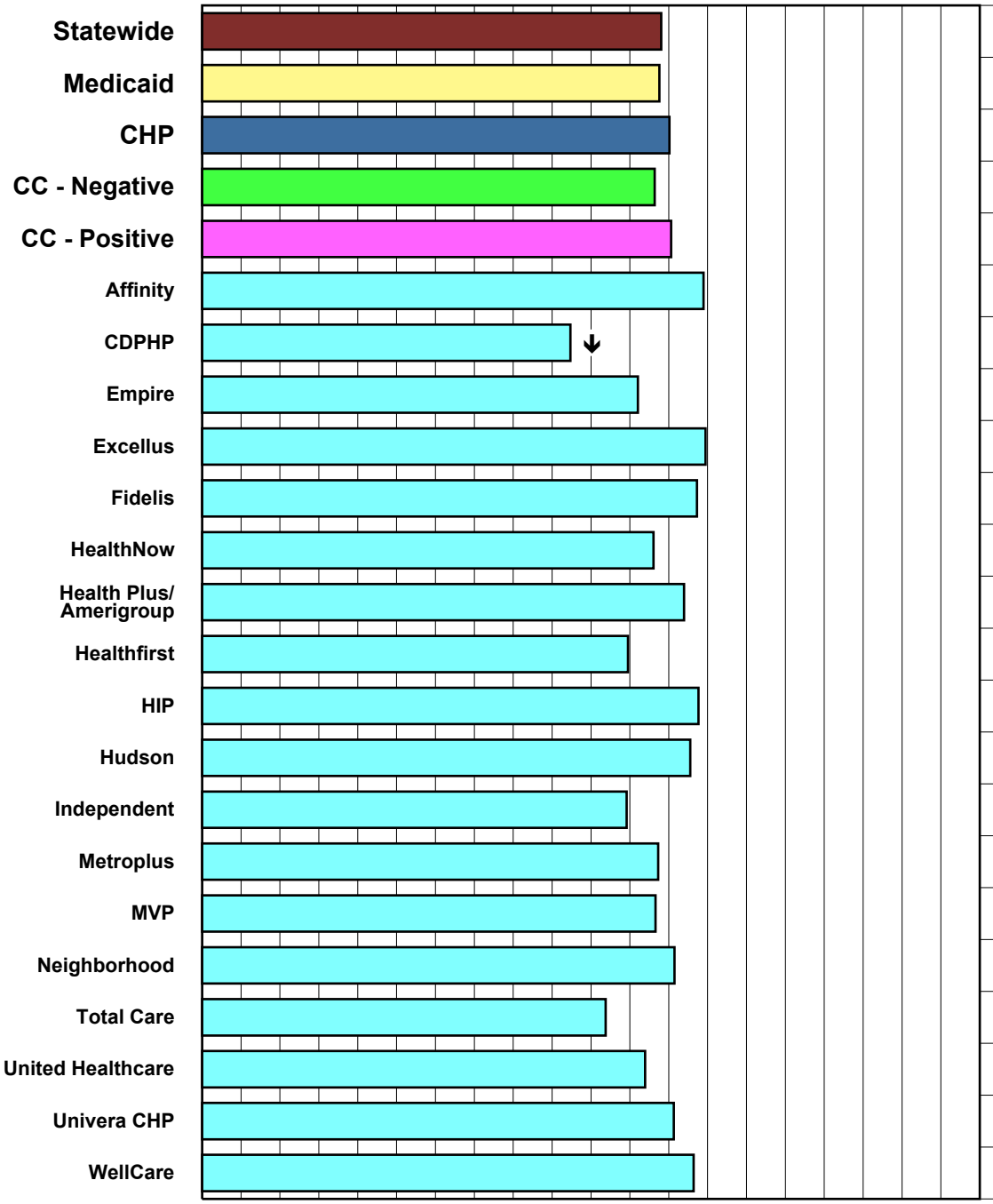
# Coordination of Care for Children with Chronic Conditions (Yes)

## 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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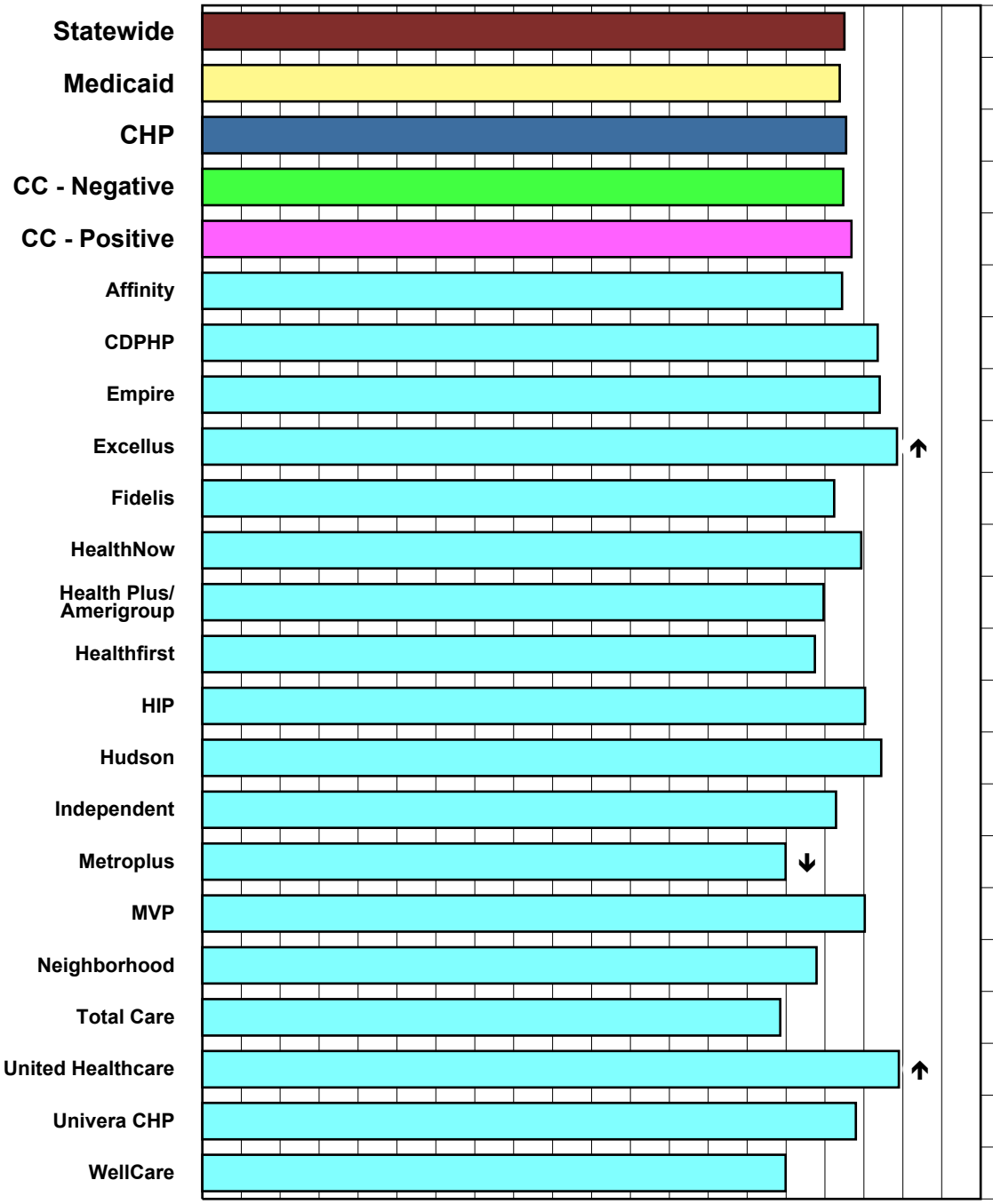
# CCC Single Items

## 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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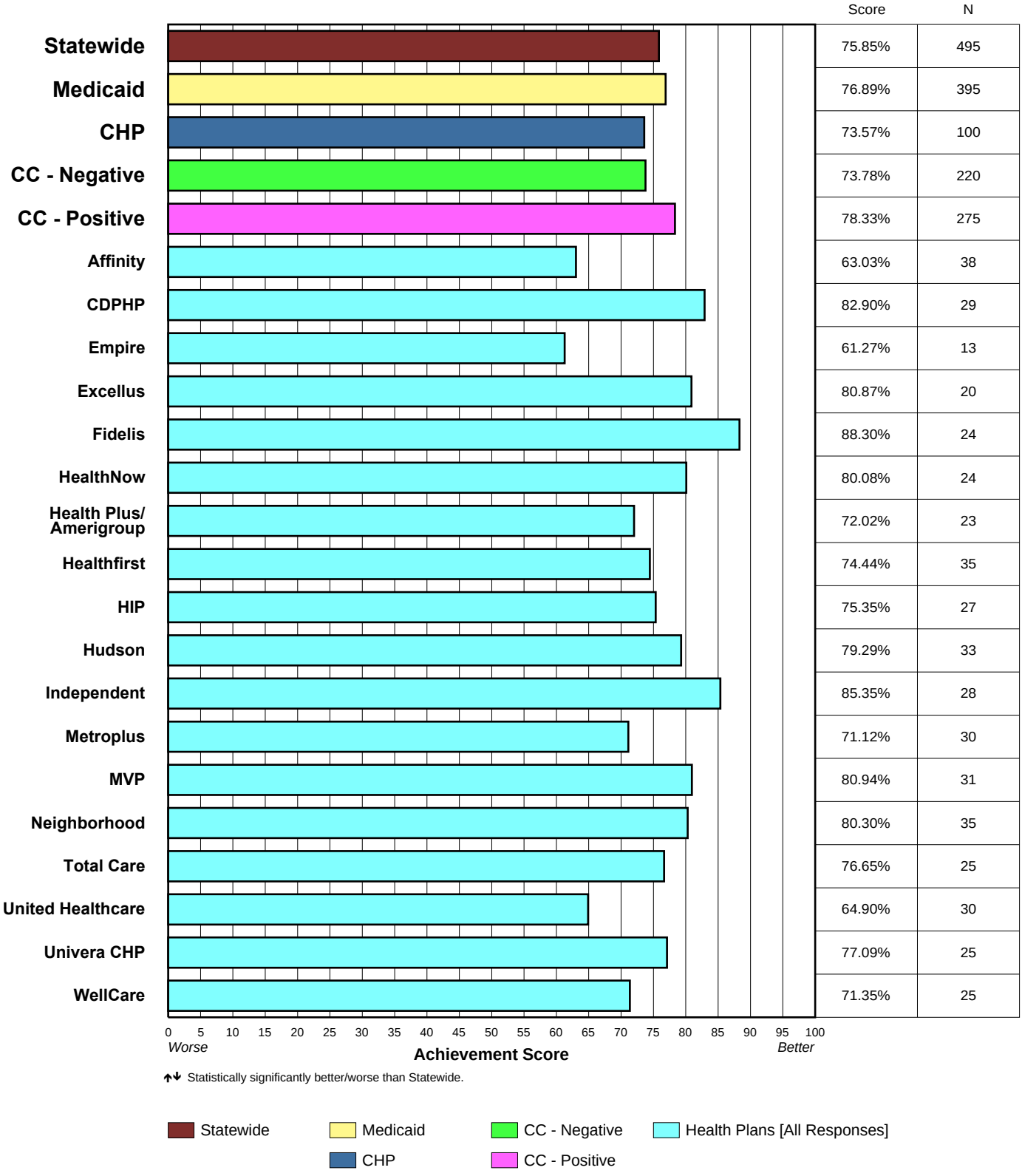
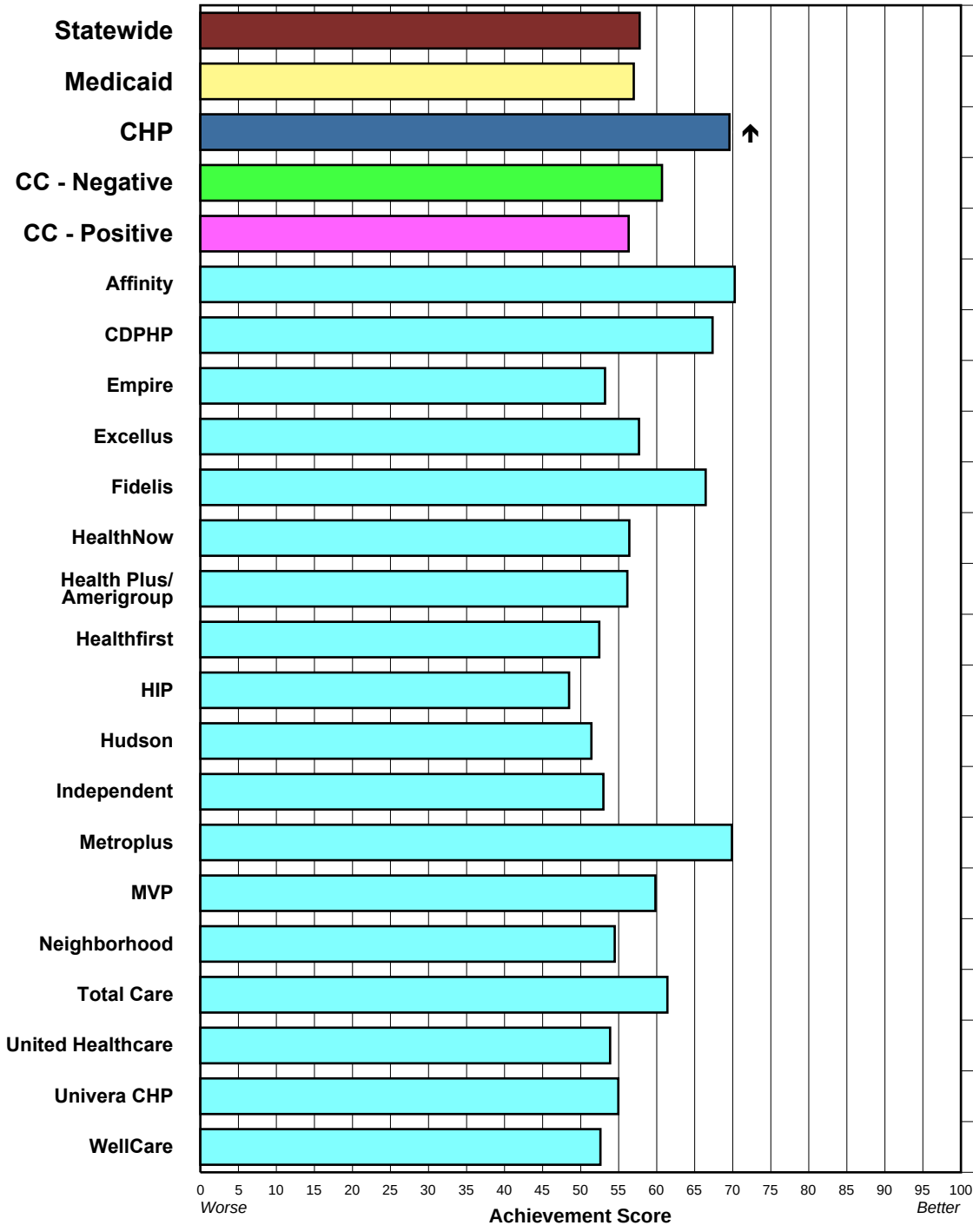
# CCC Single Items

## 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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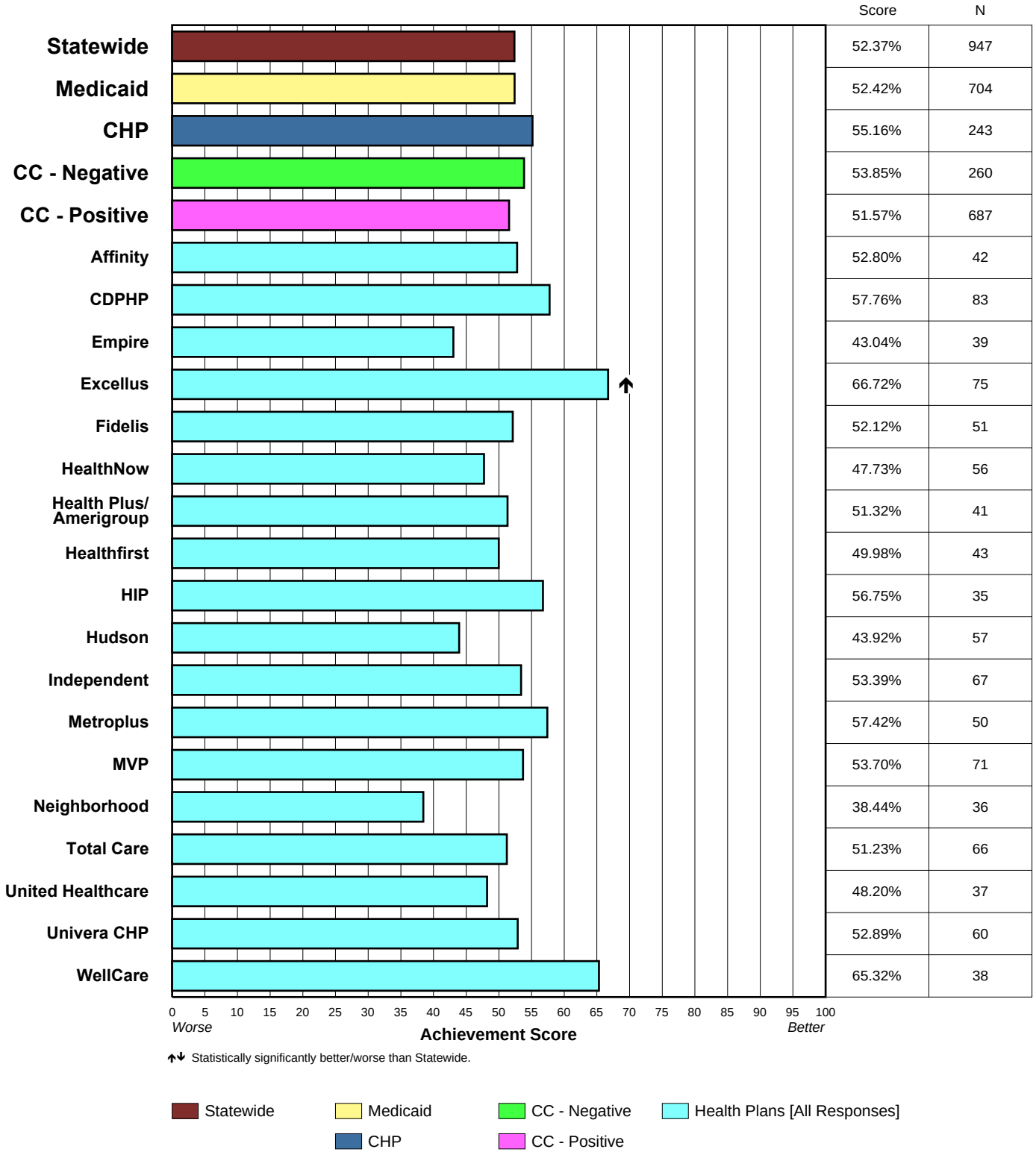
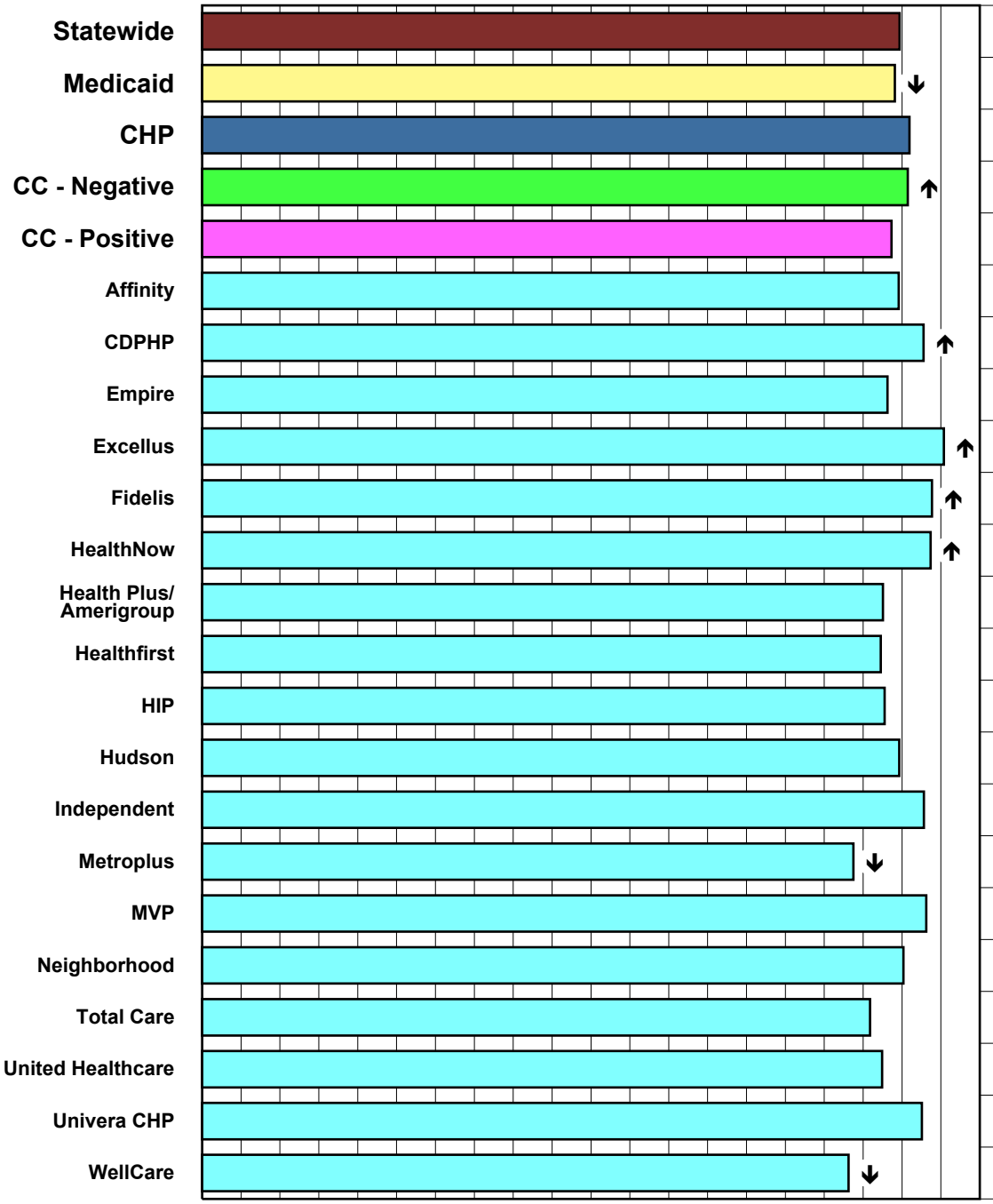
# CCC Single Items

## 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



# 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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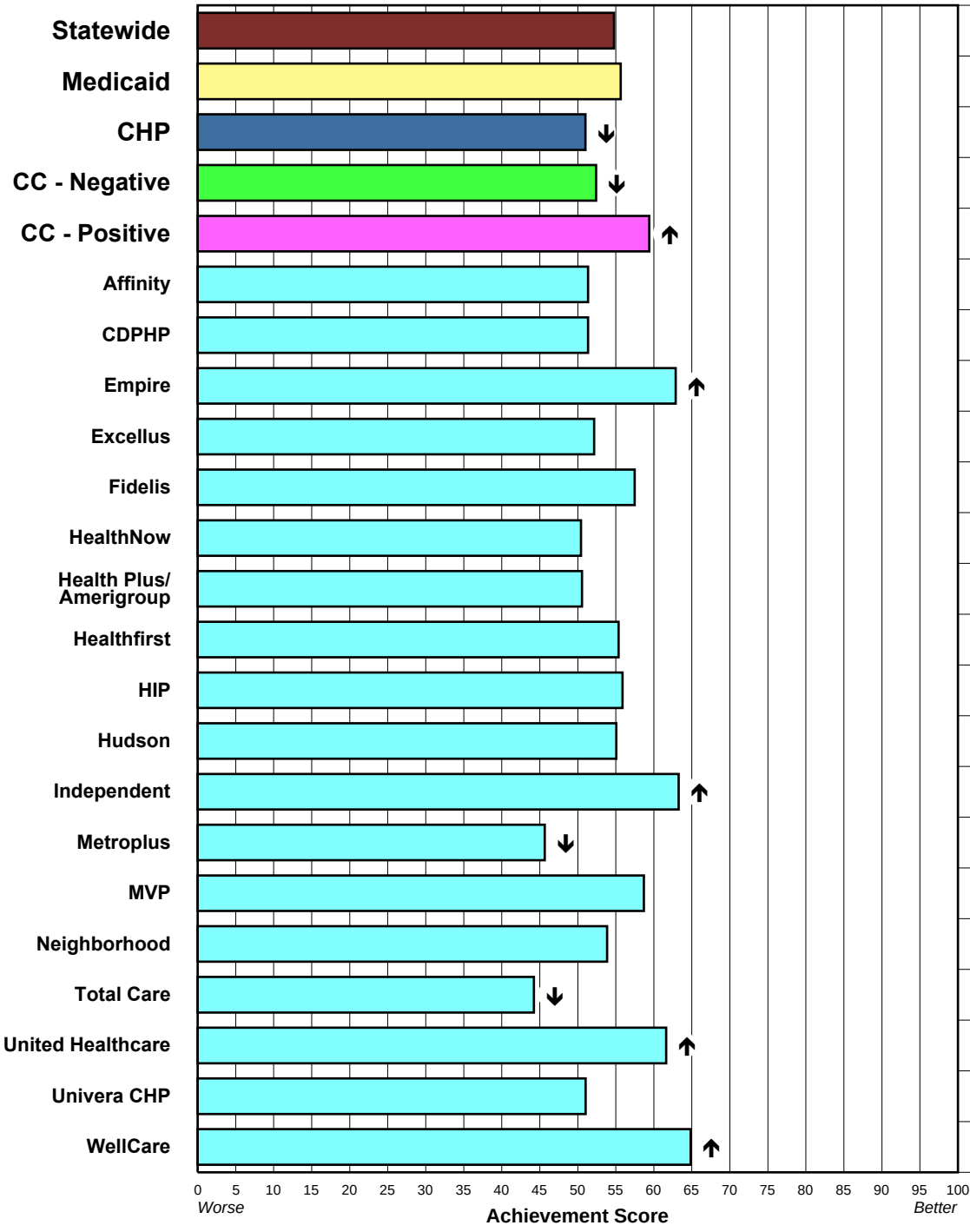
# CCC Single Items

## 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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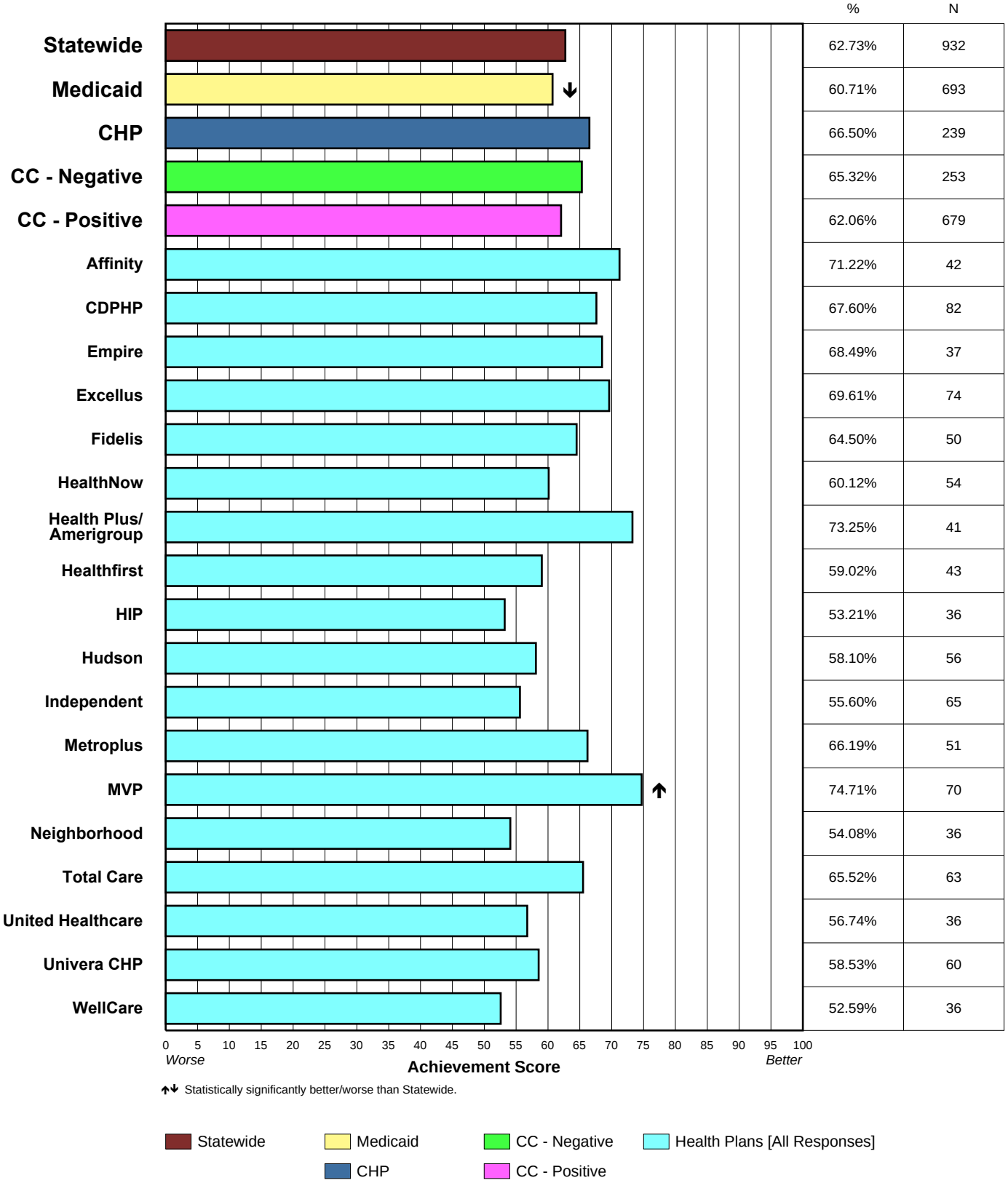
# Supplemental Questions

## 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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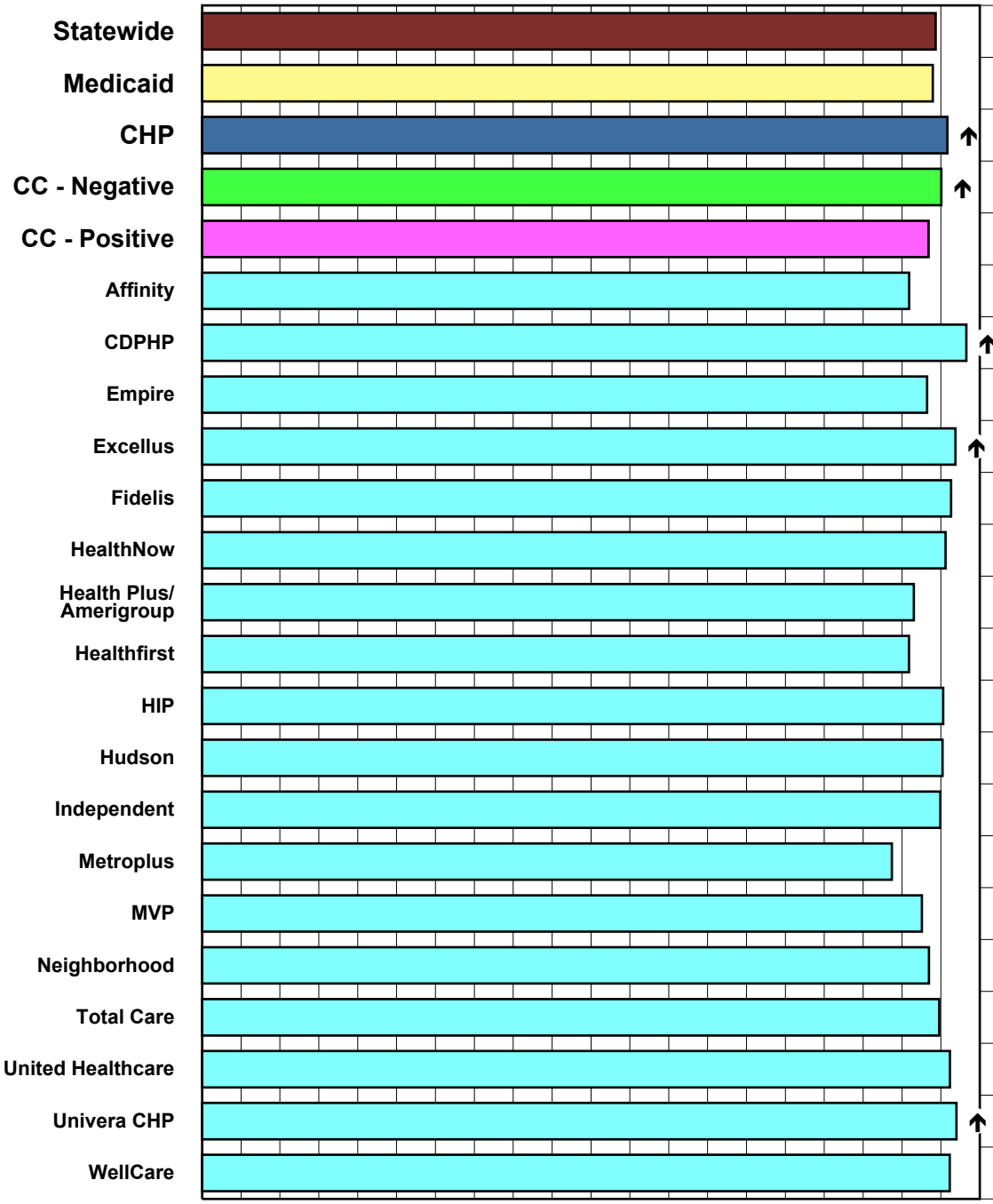
# Supplemental Questions

## 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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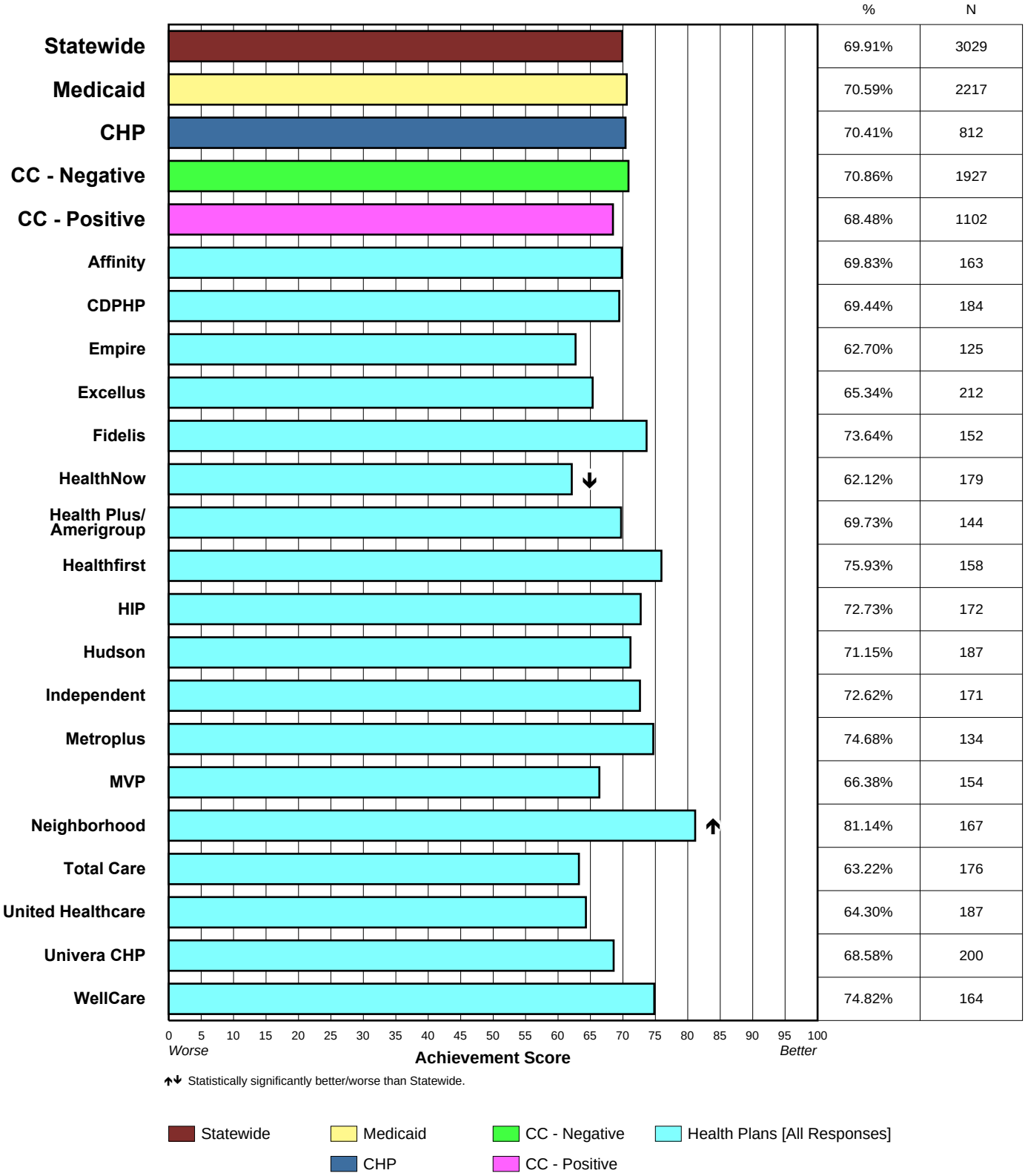
# Supplemental Questions

## 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 |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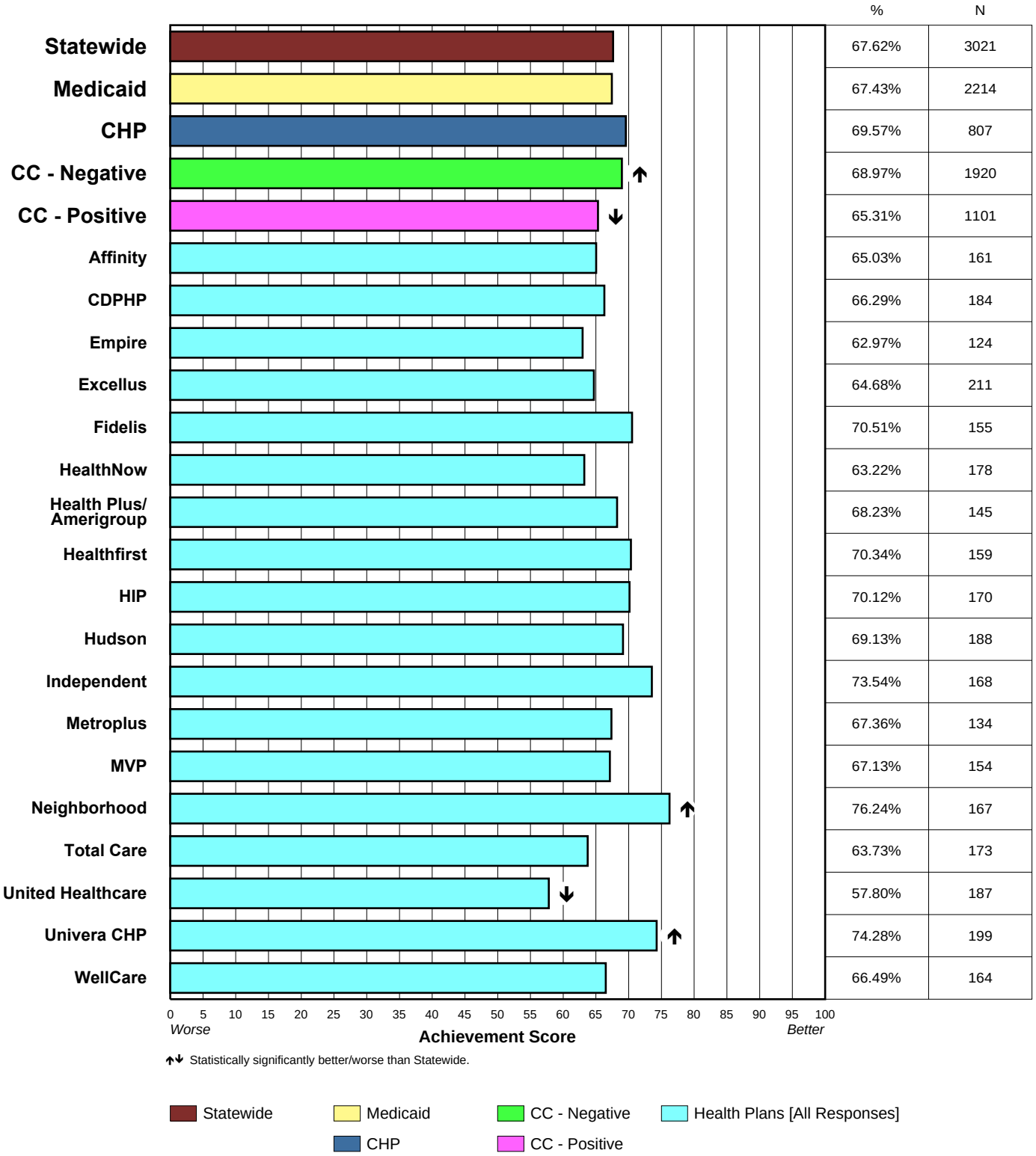
# Supplemental Questions

## 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 |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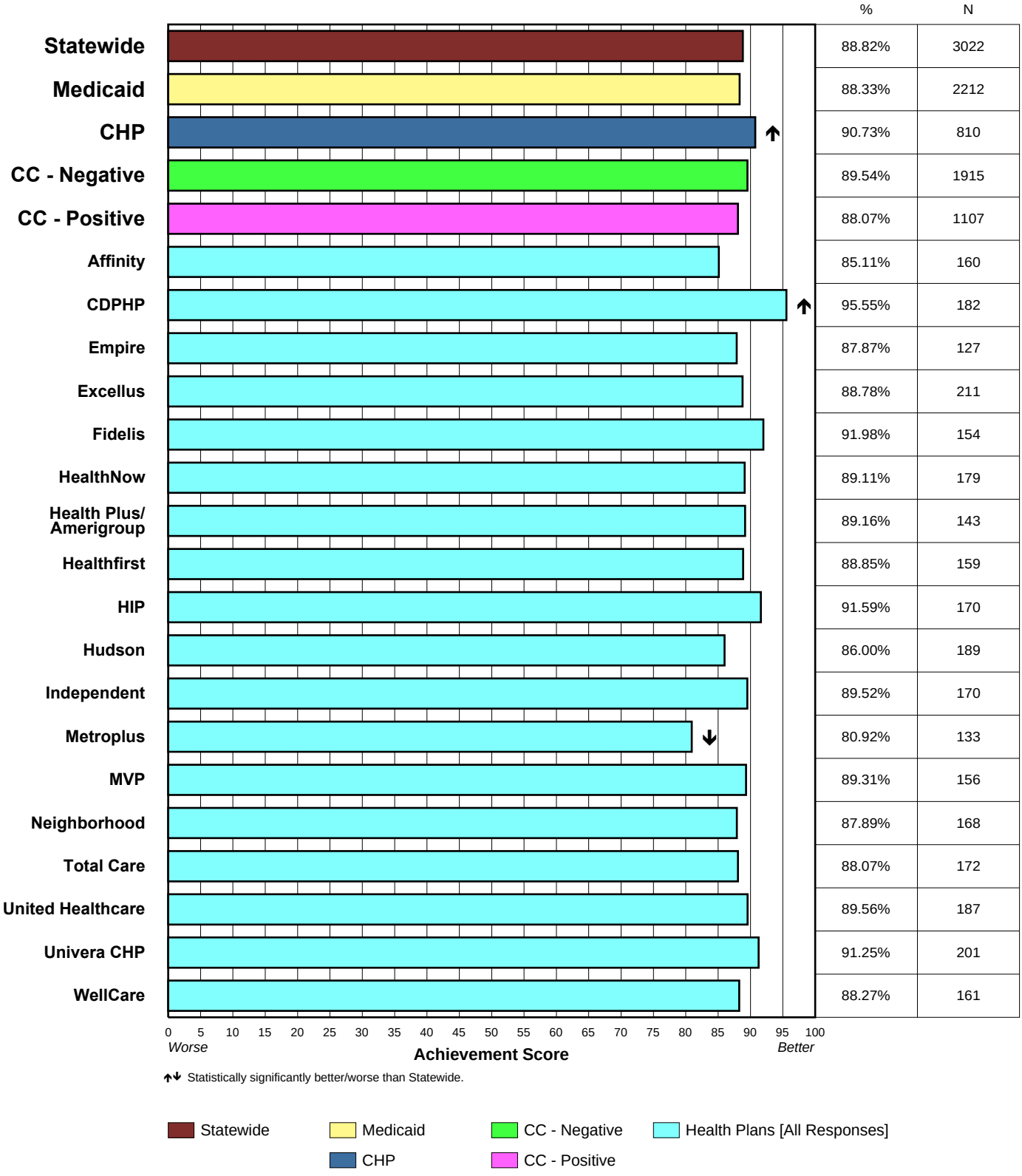
# Supplemental Questions

## 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 |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# Correlation Analysis

## HIP

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.

# HIP

| 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 | 95% | 0.63 | Q47 Getting Needed Care | 75% | 0.44 | Q51 Getting Needed Care | 79% | 0.55 | Q54 Customer Service | 84% | 0.57 |
| 2 | Q35 How Well Doctors Communicate | 87% | 0.58 | Q9 Collaborative Decision Making | 88% | 0.35 | Q35 How Well Doctors Communicate | 87% | 0.54 | Q47 Getting Needed Care | 75% | 0.54 |
| 3 | Q32 How Well Doctors Communicate | 96% | 0.57 | Q54 Customer Service | 84% | 0.28 | Q47 Getting Needed Care | 75% | 0.50 | Q53 Customer Service | 75% | 0.52 |
| 4 | Q30 How Well Doctors Communicate | 93% | 0.54 | Q4 Getting Care Quickly | 88% | 0.26 | Q30 How Well Doctors Communicate | 93% | 0.42 | Q51 Getting Needed Care | 79% | 0.48 |
| 5 | Q47 Getting Needed Care | 75% | 0.42 | Q53 Customer Service | 75% | 0.15 | Q54 Customer Service | 84% | 0.38 | Q35 How Well Doctors Communicate | 87% | 0.31 |
| 6 | Q51 Getting Needed Care | 79% | 0.36 | Q35 How Well Doctors Communicate | 87% | 0.10 | Q32 How Well Doctors Communicate | 96% | 0.37 | Q31 How Well Doctors Communicate | 95% | 0.21 |
| 7 | Q4 Getting Care Quickly | 88% | 0.33 | Q6 Getting Care Quickly | 78% ▼ | 0.10 | Q31 How Well Doctors Communicate | 95% | 0.35 | Q6 Getting Care Quickly | 78% ▼ | 0.20 |
| 8 | Q9 Collaborative Decision Making | 88% | 0.25 | Q32 How Well Doctors Communicate | 96% | 0.09 | Q4 Getting Care Quickly | 88% | 0.34 | Q30 How Well Doctors Communicate | 93% | 0.20 |
| 9 | Q54 Customer Service | 84% | 0.24 | Q30 How Well Doctors Communicate | 93% | 0.06 | Q9 Collaborative Decision Making | 88% | 0.29 | Q4 Getting Care Quickly | 88% | 0.19 |
| 10 | Q53 Customer Service | 75% | 0.22 | Q51 Getting Needed Care | 79% | 0.06 | Q53 Customer Service | 75% | 0.29 | Q32 How Well Doctors Communicate | 96% | 0.15 |

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

# Rating of child's personal doctor

## HIP

| Corr. Rank | Question | Correlation w/ Rating of child's personal doctor | Achievement Score | Always (Yes) | Usually | Sometimes | Never (No) |
|---|---|---|---|---|---|---|---|
| 1 | Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.63 | 95% | 79% | 16% | 4% | 1% |
| 2 | Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.58 | 87% | 61% | 26% | 12% | 1% |
| 3 | Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.57 | 96% | 82% | 14% | 3% | 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? | 0.54 | 93% | 75% | 18% | 5% | 1% |
| 5 | Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.42 | 75% | 52% | 25% | 19% | 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? | 0.36 | 79% | 49% | 31% | 14% | 6% |
| 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? | 0.33 | 88% | 72% | 16% | 12% | 0% |
| 8 | 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? | 0.25 | 88% | 89% | (na) | (na) | 11% |
| 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? | 0.24 | 84% | 60% | 24% | 15% | 1% |
| 10 | 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? | 0.22 | 75% | 48% | 29% | 21% | 2% |

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

# Rating of specialist child saw most often

## HIP

| Corr. Rank | Question | Correlation w/ Rating of specialist child saw most often | Achievement Score | Always (Yes) | Usually | Sometimes | Never (No) |
|---|---|---|---|---|---|---|---|
| 1 | Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.44 | 75% | 52% | 25% | 19% | 5% |
| 2 | 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? | 0.35 | 88% | 89% | (na) | (na) | 11% |
| 3 | Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.28 | 84% | 60% | 24% | 15% | 1% |
| 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? | 0.26 | 88% | 72% | 16% | 12% | 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? | 0.15 | 75% | 48% | 29% | 21% | 2% |
| 6 | Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.10 | 87% | 61% | 26% | 12% | 1% |
| 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? | 0.10 | 78% ▼ | 64% | 14% | 20% | 1% |
| 8 | Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.09 | 96% | 82% | 14% | 3% | 1% |
| 9 | Q30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.06 | 93% | 75% | 18% | 5% | 1% |
| 10 | 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? | 0.06 | 79% | 49% | 31% | 14% | 6% |

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

# Rating of all child's health care

## HIP

| Corr. Rank | Question | Correlation w/ Rating of all child's health care | Achievement Score | Always (Yes) | Usually | Sometimes | Never (No) |
|---|---|---|---|---|---|---|---|
| 1 | 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? | 0.55 | 79% | 49% | 31% | 14% | 6% |
| 2 | Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.54 | 87% | 61% | 26% | 12% | 1% |
| 3 | Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.50 | 75% | 52% | 25% | 19% | 5% |
| 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? | 0.42 | 93% | 75% | 18% | 5% | 1% |
| 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? | 0.38 | 84% | 60% | 24% | 15% | 1% |
| 6 | Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.37 | 96% | 82% | 14% | 3% | 1% |
| 7 | Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.35 | 95% | 79% | 16% | 4% | 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? | 0.34 | 88% | 72% | 16% | 12% | 0% |
| 9 | 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? | 0.29 | 88% | 89% | (na) | (na) | 11% |
| 10 | 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? | 0.29 | 75% | 48% | 29% | 21% | 2% |

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

# Rating of child's health plan

## HIP

| Corr. Rank | Question | Correlation w/ Rating of child's health plan | Achievement Score | Always | Usually | Sometimes | Never |
|---|---|---|---|---|---|---|---|
| 1 | 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 | 84% | 60% | 24% | 15% | 1% |
| 2 | Q47. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.54 | 75% | 52% | 25% | 19% | 5% |
| 3 | 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? | 0.52 | 75% | 48% | 29% | 21% | 2% |
| 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? | 0.48 | 79% | 49% | 31% | 14% | 6% |
| 5 | Q35. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.31 | 87% | 61% | 26% | 12% | 1% |
| 6 | Q31. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.21 | 95% | 79% | 16% | 4% | 1% |
| 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? | 0.20 | 78% ▼ | 64% | 14% | 20% | 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? | 0.20 | 93% | 75% | 18% | 5% | 1% |
| 9 | 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? | 0.19 | 88% | 72% | 16% | 12% | 0% |
| 10 | Q32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.15 | 96% | 82% | 14% | 3% | 1% |

▲▼ **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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 484 | 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% | 484 | 100.0% |
| Not Answered | 144 | | 103 | | 41 | | 107 | | 37 | | 8 | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 141 | 29.4% |
| No | 6,610 | 71.6% | 4,945 | 71.6% | 1,665 | 71.5% | 5,421 | 75.4% | 1,189 | 58.0% | 339 | 70.6% |
| **Total** | 9,235 | 100.0% | 6,906 | 100.0% | 2,329 | 100.0% | 7,185 | 100.0% | 2,050 | 100.0% | 480 | 100.0% |
| Not Answered | 197 | | 165 | | 32 | | 185 | | 12 | | 12 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 17 | 12.2% |
| Usually | 377 | 14.7% | 289 | 15.1% | 88 | 13.4% | 241 | 14.0% | 136 | 16.0% | 22 | 15.8% |
| Always | 1,904 | 74.1% | 1,383 | 72.3% | 521 | 79.4% | 1,265 | 73.6% | 639 | 75.0% | 100 | 71.9% |
| **Total** | 2,570 | 100.0% | 1,914 | 100.0% | 656 | 100.0% | 1,718 | 100.0% | 852 | 100.0% | 139 | 100.0% |
| Not Answered | 55 | | 47 | | 8 | | 46 | | 9 | | 2 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | | | | | |
| Achievement Score | 88.62% | | 87.86% | | 90.02% | | 87.97% | | 90.06% | | 87.92% | |
| Correlation with Health Plan Satisfaction | 0.199 | | 0.190 | | 0.224 | | 0.188 | | 0.236 | | 0.192 | |

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


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## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 362 | 76.7% |
| No | 2,330 | 25.5% | 1,759 | 25.8% | 571 | 24.7% | 2,043 | 28.8% | 287 | 14.1% | 110 | 23.3% |
| **Total** | 9,138 | 100.0% | 6,827 | 100.0% | 2,311 | 100.0% | 7,097 | 100.0% | 2,041 | 100.0% | 472 | 100.0% |
| Not Answered | 294 | | 244 | | 50 | | 273 | | 21 | | 20 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 118 | 1.8% | 96 | 1.9% | 22 | 1.3% | 97 | 2.0% | 21 | 1.2% | 5 | 1.4% |
| Sometimes | 999 | 15.0% | 801 | 16.2% | 198 | 11.5% | 797 | 16.2% | 202 | 11.6% | 71 | 20.1% |
| Usually | 1,198 | 18.0% | 909 | 18.4% | 289 | 16.9% | 855 | 17.3% | 343 | 19.7% | 51 | 14.4% |
| Always | 4,352 | 65.3% | 3,146 | 63.5% | 1,206 | 70.3% | 3,181 | 64.5% | 1,171 | 67.4% | 227 | 64.1% |
| **Total** | 6,667 | 100.0% | 4,952 | 100.0% | 1,715 | 100.0% | 4,930 | 100.0% | 1,737 | 100.0% | 354 | 100.0% |
| Not Answered | 141 | | 116 | | 25 | | 124 | | 17 | | 8 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | | | | | |
| Achievement Score | 83.14% | | 82.31% | | 85.11% | | 82.07% | | 85.92% | | 78.28% | |
| Correlation with Health Plan Satisfaction | 0.177 | | 0.177 | | 0.172 | | 0.190 | | 0.168 | | 0.203 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 96 | 21.0% |
| 1 time | 2,546 | 28.8% | 1,766 | 26.8% | 780 | 34.4% | 2,087 | 30.4% | 459 | 23.1% | 127 | 27.7% |
| 2 times | 2,066 | 23.3% | 1,561 | 23.7% | 505 | 22.3% | 1,555 | 22.7% | 511 | 25.7% | 111 | 24.2% |
| 3 times | 1,017 | 11.5% | 789 | 12.0% | 228 | 10.1% | 702 | 10.2% | 315 | 15.8% | 59 | 12.9% |
| 4 times | 521 | 5.9% | 403 | 6.1% | 118 | 5.2% | 369 | 5.4% | 152 | 7.6% | 25 | 5.5% |
| 5 to 9 times | 544 | 6.1% | 422 | 6.4% | 122 | 5.4% | 328 | 4.8% | 216 | 10.8% | 35 | 7.6% |
| 10 or more times | 121 | 1.4% | 102 | 1.5% | 19 | 0.8% | 54 | 0.8% | 67 | 3.4% | 5 | 1.1% |
| **Total** | 8,854 | 100.0% | 6,588 | 100.0% | 2,266 | 100.0% | 6,863 | 100.0% | 1,991 | 100.0% | 458 | 100.0% |
| Not Answered | 578 | | 483 | | 95 | | 507 | | 71 | | 34 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 118 | 33.1% |
| No | 4,461 | 67.4% | 3,297 | 67.4% | 1,164 | 67.5% | 3,488 | 70.7% | 973 | 57.9% | 238 | 66.9% |
| **Total** | 6,616 | 100.0% | 4,892 | 100.0% | 1,724 | 100.0% | 4,936 | 100.0% | 1,680 | 100.0% | 356 | 100.0% |
| Not Answered | 199 | | 151 | | 48 | | 159 | | 40 | | 6 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 103 | 88.8% |
| No | 203 | 9.5% | 165 | 10.5% | 38 | 6.9% | 148 | 10.3% | 55 | 7.9% | 13 | 11.2% |
| **Total** | 2,130 | 100.0% | 1,576 | 100.0% | 554 | 100.0% | 1,431 | 100.0% | 699 | 100.0% | 116 | 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% | | 88.24% | |
| Correlation with Health Plan Satisfaction | 0.069 | | 0.083 | | -0.002 | | 0.069 | | 0.087 | | -0.093 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 87 | 77.0% |
| No | 358 | 17.0% | 255 | 16.3% | 103 | 18.8% | 254 | 18.0% | 104 | 14.9% | 26 | 23.0% |
| **Total** | 2,109 | 100.0% | 1,560 | 100.0% | 549 | 100.0% | 1,411 | 100.0% | 698 | 100.0% | 113 | 100.0% |
| Not Answered | 46 | | 35 | | 11 | | 37 | | 9 | | 5 | |
| **Reporting Category** | Collaborative Decision Making | | | | | | | | | | | |
| Achievement Score | 82.82% | | 83.57% | | 79.32% | | 82.15% | | 84.75% | | 76.90% | |
| Correlation with Health Plan Satisfaction | 0.105 | | 0.139 | | 0.004 | | 0.105 | | 0.123 | | -0.011 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 1 | 0.3% |
| 2 | 22 | 0.3% | 20 | 0.4% | 2 | 0.1% | 14 | 0.3% | 8 | 0.5% | 3 | 0.8% |
| 3 | 40 | 0.6% | 31 | 0.6% | 9 | 0.5% | 24 | 0.5% | 16 | 0.9% | 1 | 0.3% |
| 4 | 69 | 1.0% | 57 | 1.2% | 12 | 0.7% | 41 | 0.8% | 28 | 1.6% | 3 | 0.8% |
| 5 | 247 | 3.7% | 208 | 4.2% | 39 | 2.2% | 171 | 3.4% | 76 | 4.5% | 15 | 4.2% |
| 6 | 227 | 3.4% | 180 | 3.6% | 47 | 2.7% | 156 | 3.1% | 71 | 4.2% | 21 | 5.9% |
| 7 | 473 | 7.1% | 373 | 7.6% | 100 | 5.7% | 323 | 6.5% | 150 | 8.8% | 30 | 8.4% |
| 8 | 1,374 | 20.6% | 995 | 20.2% | 379 | 21.6% | 1,009 | 20.2% | 365 | 21.4% | 70 | 19.7% |
| 9 | 1,268 | 19.0% | 902 | 18.3% | 366 | 20.9% | 957 | 19.2% | 311 | 18.3% | 59 | 16.6% |
| Best health care possible | 2,939 | 44.0% | 2,145 | 43.5% | 794 | 45.3% | 2,271 | 45.6% | 668 | 39.2% | 153 | 43.0% |
| **Total** | 6,685 | 100.0% | 4,933 | 100.0% | 1,752 | 100.0% | 4,983 | 100.0% | 1,702 | 100.0% | 356 | 100.0% |
| Not Answered | 130 | | 110 | | 20 | | 112 | | 18 | | 6 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score | 83.42% | | 82.16% | | 86.56% | | 85.27% | | 78.50% | | 79.17% | |
| Correlation with Health Plan Satisfaction | 0.534 | | 0.554 | | 0.461 | | 0.530 | | 0.532 | | 0.555 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,143 | 12.7% | 861 | 12.8% | 282 | 12.4% | 654 | 9.4% | 489 | 24.0% | 47 | 10.0% |
| No | 7,883 | 87.3% | 5,883 | 87.2% | 2,000 | 87.6% | 6,336 | 90.6% | 1,547 | 76.0% | 422 | 90.0% |
| **Total** | 9,026 | 100.0% | 6,744 | 100.0% | 2,282 | 100.0% | 6,990 | 100.0% | 2,036 | 100.0% | 469 | 100.0% |
| Not Answered | 406 | | 327 | | 79 | | 380 | | 26 | | 23 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,004 | 89.2% | 749 | 88.3% | 255 | 92.1% | 563 | 87.7% | 441 | 91.3% | 43 | 91.5% |
| No | 121 | 10.8% | 99 | 11.7% | 22 | 7.9% | 79 | 12.3% | 42 | 8.7% | 4 | 8.5% |
| **Total** | 1,125 | 100.0% | 848 | 100.0% | 277 | 100.0% | 642 | 100.0% | 483 | 100.0% | 47 | 100.0% |
| Not Answered | 18 | | 13 | | 5 | | 12 | | 6 | | 0 | |
| **Reporting Category** | Coordination of Care for Children with Chronic Conditions | | | | | | | | | | | |
| Achievement Score | 88.99% | | 88.44% | | 91.67% | | 87.80% | | 90.63% | | 91.42% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 106 | 22.6% |
| No | 6,610 | 73.1% | 4,958 | 73.4% | 1,652 | 72.3% | 5,472 | 78.2% | 1,138 | 55.8% | 363 | 77.4% |
| **Total** | 9,038 | 100.0% | 6,753 | 100.0% | 2,285 | 100.0% | 6,997 | 100.0% | 2,041 | 100.0% | 469 | 100.0% |
| Not Answered | 394 | | 318 | | 76 | | 373 | | 21 | | 23 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 70 | 2.9% | 58 | 3.3% | 12 | 1.9% | 44 | 2.9% | 26 | 2.9% | 1 | 0.9% |
| Sometimes | 350 | 14.5% | 269 | 15.1% | 81 | 12.8% | 228 | 15.0% | 122 | 13.6% | 16 | 15.1% |
| Usually | 572 | 23.7% | 432 | 24.2% | 140 | 22.2% | 337 | 22.2% | 235 | 26.1% | 23 | 21.7% |
| Always | 1,422 | 58.9% | 1,024 | 57.4% | 398 | 63.1% | 906 | 59.8% | 516 | 57.4% | 66 | 62.3% |
| **Total** | 2,414 | 100.0% | 1,783 | 100.0% | 631 | 100.0% | 1,515 | 100.0% | 899 | 100.0% | 106 | 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% | | 85.15% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 500 | 5.6% | 400 | 6.0% | 100 | 4.4% | 224 | 3.2% | 276 | 13.6% | 27 | 5.8% |
| No | 8,486 | 94.4% | 6,316 | 94.0% | 2,170 | 95.6% | 6,738 | 96.8% | 1,748 | 86.4% | 442 | 94.2% |
| **Total** | 8,986 | 100.0% | 6,716 | 100.0% | 2,270 | 100.0% | 6,962 | 100.0% | 2,024 | 100.0% | 469 | 100.0% |
| Not Answered | 446 | | 355 | | 91 | | 408 | | 38 | | 23 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 54 | 10.9% | 47 | 11.8% | 7 | 7.1% | 25 | 11.3% | 29 | 10.6% | 4 | 14.8% |
| Sometimes | 80 | 16.2% | 69 | 17.4% | 11 | 11.2% | 34 | 15.3% | 46 | 16.8% | 2 | 7.4% |
| Usually | 103 | 20.8% | 80 | 20.2% | 23 | 23.5% | 47 | 21.2% | 56 | 20.5% | 6 | 22.2% |
| Always | 258 | 52.1% | 201 | 50.6% | 57 | 58.2% | 116 | 52.3% | 142 | 52.0% | 15 | 55.6% |
| **Total** | 495 | 100.0% | 397 | 100.0% | 98 | 100.0% | 222 | 100.0% | 273 | 100.0% | 27 | 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% | | 74.57% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 376 | 76.0% | 303 | 76.7% | 73 | 73.0% | 160 | 72.7% | 216 | 78.5% | 21 | 77.8% |
| No | 119 | 24.0% | 92 | 23.3% | 27 | 27.0% | 60 | 27.3% | 59 | 21.5% | 6 | 22.2% |
| **Total** | 495 | 100.0% | 395 | 100.0% | 100 | 100.0% | 220 | 100.0% | 275 | 100.0% | 27 | 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% | | 75.35% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 871 | 9.7% | 718 | 10.7% | 153 | 6.8% | 377 | 5.4% | 494 | 24.4% | 40 | 8.6% |
| No | 8,096 | 90.3% | 5,984 | 89.3% | 2,112 | 93.2% | 6,566 | 94.6% | 1,530 | 75.6% | 427 | 91.4% |
| **Total** | 8,967 | 100.0% | 6,702 | 100.0% | 2,265 | 100.0% | 6,943 | 100.0% | 2,024 | 100.0% | 467 | 100.0% |
| Not Answered | 465 | | 369 | | 96 | | 427 | | 38 | | 25 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 101 | 12.0% | 85 | 12.3% | 16 | 10.7% | 41 | 11.3% | 60 | 12.5% | 8 | 20.5% |
| ● Sometimes | 138 | 16.4% | 115 | 16.6% | 23 | 15.3% | 64 | 17.7% | 74 | 15.4% | 8 | 20.5% |
| ● Usually | 167 | 19.8% | 131 | 18.9% | 36 | 24.0% | 64 | 17.7% | 103 | 21.4% | 8 | 20.5% |
| ● Always | 437 | 51.8% | 362 | 52.2% | 75 | 50.0% | 193 | 53.3% | 244 | 50.7% | 15 | 38.5% |
| **Total** | 843 | 100.0% | 693 | 100.0% | 150 | 100.0% | 362 | 100.0% | 481 | 100.0% | 39 | 100.0% |
| Not Answered | 28 | | 25 | | 3 | | 15 | | 13 | | 1 | |
| **Reporting Category** | Access to Specialized Services | | | | | | | | | | | |
| Achievement Score | 71.21% | | 71.45% | | 69.59% | | 72.83% | | 70.62% | | 57.96% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 495 | 58.0% | 399 | 56.8% | 96 | 63.2% | 220 | 59.8% | 275 | 56.6% | 20 | 50.0% |
| ● No | 359 | 42.0% | 303 | 43.2% | 56 | 36.8% | 148 | 40.2% | 211 | 43.4% | 20 | 50.0% |
| **Total** | 854 | 100.0% | 702 | 100.0% | 152 | 100.0% | 368 | 100.0% | 486 | 100.0% | 40 | 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% | | 48.48% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 962 | 10.8% | 717 | 10.7% | 245 | 10.8% | 264 | 3.8% | 698 | 34.5% | 36 | 7.7% |
| No | 7,985 | 89.2% | 5,968 | 89.3% | 2,017 | 89.2% | 6,660 | 96.2% | 1,325 | 65.5% | 429 | 92.3% |
| **Total** | 8,947 | 100.0% | 6,685 | 100.0% | 2,262 | 100.0% | 6,924 | 100.0% | 2,023 | 100.0% | 465 | 100.0% |
| Not Answered | 485 | | 386 | | 99 | | 446 | | 39 | | 27 | |

○ ***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 123 | 13.0% | 92 | 13.0% | 31 | 12.8% | 27 | 10.5% | 96 | 13.9% | 6 | 17.6% |
| Sometimes | 159 | 16.8% | 123 | 17.4% | 36 | 14.9% | 51 | 19.8% | 108 | 15.7% | 7 | 20.6% |
| Usually | 201 | 21.2% | 157 | 22.2% | 44 | 18.2% | 46 | 17.8% | 155 | 22.5% | 10 | 29.4% |
| Always | 465 | 49.1% | 334 | 47.3% | 131 | 54.1% | 134 | 51.9% | 331 | 48.0% | 11 | 32.4% |
| **Total** | 948 | 100.0% | 706 | 100.0% | 242 | 100.0% | 258 | 100.0% | 690 | 100.0% | 34 | 100.0% |
| Not Answered | 14 | | 11 | | 3 | | 6 | | 8 | | 2 | |
| **Reporting Category** | Access to Specialized Services | | | | | | | | | | | |
| Achievement Score | 68.75% | | 68.21% | | 69.35% | | 68.56% | | 68.95% | | 61.32% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 501 | 52.9% | 369 | 52.4% | 132 | 54.3% | 141 | 54.2% | 360 | 52.4% | 20 | 57.1% |
| No | 446 | 47.1% | 335 | 47.6% | 111 | 45.7% | 119 | 45.8% | 327 | 47.6% | 15 | 42.9% |
| **Total** | 947 | 100.0% | 704 | 100.0% | 243 | 100.0% | 260 | 100.0% | 687 | 100.0% | 35 | 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% | | 56.75% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Worst treatment possible | 47 | 5.0% | 36 | 5.2% | 11 | 4.6% | 13 | 5.1% | 34 | 5.0% | 2 | 5.6% |
| 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% | 2 | 5.6% |
| 5 | 82 | 8.8% | 65 | 9.4% | 17 | 7.1% | 19 | 7.5% | 63 | 9.3% | 4 | 11.1% |
| 6 | 50 | 5.4% | 43 | 6.2% | 7 | 2.9% | 14 | 5.5% | 36 | 5.3% | 3 | 8.3% |
| 7 | 90 | 9.7% | 66 | 9.5% | 24 | 10.0% | 26 | 10.3% | 64 | 9.4% | 6 | 16.7% |
| 8 | 155 | 16.6% | 110 | 15.9% | 45 | 18.8% | 43 | 17.0% | 112 | 16.5% | 5 | 13.9% |
| 9 | 133 | 14.3% | 100 | 14.4% | 33 | 13.8% | 32 | 12.6% | 101 | 14.9% | 8 | 22.2% |
| Best treatment possible | 304 | 32.6% | 215 | 31.0% | 89 | 37.2% | 92 | 36.4% | 212 | 31.2% | 6 | 16.7% |
| **Total** | 932 | 100.0% | 693 | 100.0% | 239 | 100.0% | 253 | 100.0% | 679 | 100.0% | 36 | 100.0% |
| Not Answered | 30 | | 24 | | 6 | | 11 | | 19 | | 0 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score | 62.73% | | 60.71% | | 66.50% | | 65.32% | | 62.06% | | 53.21% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,731 | 19.4% | 1,200 | 18.0% | 531 | 23.5% | 921 | 13.4% | 810 | 40.0% | 73 | 15.7% |
| No | 7,174 | 80.6% | 5,450 | 82.0% | 1,724 | 76.5% | 5,959 | 86.6% | 1,215 | 60.0% | 392 | 84.3% |
| **Total** | 8,905 | 100.0% | 6,650 | 100.0% | 2,255 | 100.0% | 6,880 | 100.0% | 2,025 | 100.0% | 465 | 100.0% |
| Not Answered | 527 | | 421 | | 106 | | 490 | | 37 | | 27 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 989 | 58.4% | 684 | 58.5% | 305 | 58.3% | 524 | 58.2% | 465 | 58.6% | 44 | 63.8% |
| No | 704 | 41.6% | 486 | 41.5% | 218 | 41.7% | 376 | 41.8% | 328 | 41.4% | 25 | 36.2% |
| **Total** | 1,693 | 100.0% | 1,170 | 100.0% | 523 | 100.0% | 900 | 100.0% | 793 | 100.0% | 69 | 100.0% |
| Not Answered | 38 | | 30 | | 8 | | 21 | | 17 | | 4 | |
| **Reporting Category** | Coordination of Care for Children with Chronic Conditions | | | | | | | | | | | |
| Achievement Score | 59.03% | | 58.79% | | 60.08% | | 58.19% | | 60.31% | | 63.82% | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 433 | 92.5% |
| No | 918 | 10.2% | 756 | 11.3% | 162 | 7.1% | 787 | 11.3% | 131 | 6.4% | 35 | 7.5% |
| **Total** | 8,982 | 100.0% | 6,704 | 100.0% | 2,278 | 100.0% | 6,940 | 100.0% | 2,042 | 100.0% | 468 | 100.0% |
| Not Answered | 450 | | 367 | | 83 | | 430 | | 20 | | 24 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 1,230 | 15.6% | 829 | 14.3% | 401 | 19.2% | 1,032 | 17.2% | 198 | 10.5% | 59 | 13.9% |
| 1 time | 2,719 | 34.4% | 1,906 | 32.8% | 813 | 38.8% | 2,175 | 36.2% | 544 | 28.9% | 140 | 32.9% |
| 2 times | 1,961 | 24.8% | 1,495 | 25.8% | 466 | 22.3% | 1,466 | 24.4% | 495 | 26.3% | 108 | 25.4% |
| 3 times | 990 | 12.5% | 745 | 12.8% | 245 | 11.7% | 685 | 11.4% | 305 | 16.2% | 55 | 12.9% |
| 4 times | 487 | 6.2% | 411 | 7.1% | 76 | 3.6% | 343 | 5.7% | 144 | 7.6% | 31 | 7.3% |
| 5 to 9 times | 428 | 5.4% | 345 | 5.9% | 83 | 4.0% | 268 | 4.5% | 160 | 8.5% | 26 | 6.1% |
| 10 or more times | 82 | 1.0% | 73 | 1.3% | 9 | 0.4% | 44 | 0.7% | 38 | 2.0% | 6 | 1.4% |
| **Total** | 7,897 | 100.0% | 5,804 | 100.0% | 2,093 | 100.0% | 6,013 | 100.0% | 1,884 | 100.0% | 425 | 100.0% |
| Not Answered | 167 | | 144 | | 23 | | 140 | | 27 | | 8 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 85 | 1.3% | 74 | 1.5% | 11 | 0.7% | 64 | 1.3% | 21 | 1.3% | 5 | 1.4% |
| Sometimes | 343 | 5.2% | 282 | 5.7% | 61 | 3.6% | 246 | 5.0% | 97 | 5.8% | 20 | 5.5% |
| Usually | 977 | 14.8% | 739 | 15.0% | 238 | 14.1% | 716 | 14.5% | 261 | 15.5% | 67 | 18.4% |
| Always | 5,196 | 78.7% | 3,824 | 77.7% | 1,372 | 81.6% | 3,895 | 79.2% | 1,301 | 77.4% | 272 | 74.7% |
| **Total** | 6,601 | 100.0% | 4,919 | 100.0% | 1,682 | 100.0% | 4,921 | 100.0% | 1,680 | 100.0% | 364 | 100.0% |
| Not Answered | 66 | | 56 | | 10 | | 60 | | 6 | | 2 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score | 93.55% | | 92.97% | | 94.22% | | 93.91% | | 92.19% | | 92.89% | |
| Correlation with Health Plan Satisfaction | 0.203 | | 0.202 | | 0.204 | | 0.202 | | 0.206 | | 0.201 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 54 | 0.8% | 44 | 0.9% | 10 | 0.6% | 31 | 0.6% | 23 | 1.4% | 3 | 0.8% |
| Sometimes | 269 | 4.1% | 216 | 4.4% | 53 | 3.2% | 180 | 3.7% | 89 | 5.3% | 15 | 4.1% |
| Usually | 972 | 14.7% | 730 | 14.8% | 242 | 14.4% | 715 | 14.5% | 257 | 15.3% | 57 | 15.7% |
| Always | 5,311 | 80.4% | 3,934 | 79.9% | 1,377 | 81.9% | 3,998 | 81.2% | 1,313 | 78.1% | 289 | 79.4% |
| **Total** | 6,606 | 100.0% | 4,924 | 100.0% | 1,682 | 100.0% | 4,924 | 100.0% | 1,682 | 100.0% | 364 | 100.0% |
| Not Answered | 61 | | 51 | | 10 | | 57 | | 4 | | 2 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score | 95.09% | | 94.75% | | 95.50% | | 95.74% | | 93.10% | | 94.92% | |
| Correlation with Health Plan Satisfaction | 0.215 | | 0.217 | | 0.207 | | 0.213 | | 0.209 | | 0.208 | |

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

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 59 | 0.9% | 48 | 1.0% | 11 | 0.7% | 39 | 0.8% | 20 | 1.2% | 4 | 1.1% |
| Sometimes | 212 | 3.2% | 178 | 3.6% | 34 | 2.0% | 145 | 2.9% | 67 | 4.0% | 11 | 3.0% |
| Usually | 807 | 12.2% | 596 | 12.1% | 211 | 12.6% | 582 | 11.8% | 225 | 13.4% | 52 | 14.3% |
| Always | 5,529 | 83.7% | 4,104 | 83.3% | 1,425 | 84.8% | 4,160 | 84.4% | 1,369 | 81.4% | 296 | 81.5% |
| **Total** | 6,607 | 100.0% | 4,926 | 100.0% | 1,681 | 100.0% | 4,926 | 100.0% | 1,681 | 100.0% | 363 | 100.0% |
| Not Answered | 60 | | 49 | | 11 | | 55 | | 5 | | 3 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score | 95.89% | | 95.50% | | 97.28% | | 96.29% | | 94.49% | | 95.81% | |
| Correlation with Health Plan Satisfaction | 0.201 | | 0.206 | | 0.182 | | 0.194 | | 0.208 | | 0.149 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 253 | 69.7% |
| No | 2,127 | 32.3% | 1,777 | 36.3% | 350 | 20.9% | 1,681 | 34.3% | 446 | 26.7% | 110 | 30.3% |
| **Total** | 6,577 | 100.0% | 4,899 | 100.0% | 1,678 | 100.0% | 4,906 | 100.0% | 1,671 | 100.0% | 363 | 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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 40 | 0.9% | 36 | 1.2% | 4 | 0.3% | 28 | 0.9% | 12 | 1.0% | 0 | 0.0% |
| Sometimes | 240 | 5.4% | 194 | 6.3% | 46 | 3.5% | 166 | 5.2% | 74 | 6.1% | 21 | 8.4% |
| Usually | 843 | 19.1% | 573 | 18.5% | 270 | 20.5% | 593 | 18.6% | 250 | 20.6% | 50 | 19.9% |
| Always | 3,285 | 74.5% | 2,286 | 74.0% | 999 | 75.7% | 2,406 | 75.4% | 879 | 72.3% | 180 | 71.7% |
| **Total** | 4,408 | 100.0% | 3,089 | 100.0% | 1,319 | 100.0% | 3,193 | 100.0% | 1,215 | 100.0% | 251 | 100.0% |
| Not Answered | 42 | | 33 | | 9 | | 32 | | 10 | | 2 | |
| **Reporting Category** | Single Items | | | | | | | | | | | |
| Achievement Score | 93.64% | | 92.81% | | 95.47% | | 94.11% | | 92.48% | | 91.47% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 201 | 3.1% | 171 | 3.5% | 30 | 1.8% | 152 | 3.1% | 49 | 2.9% | 2 | 0.6% |
| Sometimes | 617 | 9.5% | 519 | 10.7% | 98 | 5.9% | 449 | 9.2% | 168 | 10.1% | 43 | 12.0% |
| Usually | 1,493 | 22.9% | 1,116 | 23.0% | 377 | 22.6% | 1,105 | 22.8% | 388 | 23.3% | 93 | 26.0% |
| Always | 4,209 | 64.6% | 3,049 | 62.8% | 1,160 | 69.7% | 3,150 | 64.9% | 1,059 | 63.6% | 220 | 61.5% |
| **Total** | 6,520 | 100.0% | 4,855 | 100.0% | 1,665 | 100.0% | 4,856 | 100.0% | 1,664 | 100.0% | 358 | 100.0% |
| Not Answered | 147 | | 120 | | 27 | | 125 | | 22 | | 8 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score | 87.47% | | 86.13% | | 90.49% | | 87.88% | | 85.79% | | 86.91% | |
| Correlation with Health Plan Satisfaction | 0.190 | | 0.196 | | 0.166 | | 0.168 | | 0.246 | | 0.313 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 310 | 86.1% |
| No | 830 | 12.7% | 601 | 12.3% | 229 | 13.7% | 612 | 12.6% | 218 | 13.0% | 50 | 13.9% |
| **Total** | 6,545 | 100.0% | 4,878 | 100.0% | 1,667 | 100.0% | 4,871 | 100.0% | 1,674 | 100.0% | 360 | 100.0% |
| Not Answered | 122 | | 97 | | 25 | | 110 | | 12 | | 6 | |
| **Reporting Category** | Family-Centered Care: Personal Doctor Who Knows Child | | | | | | | | | | | |
| Achievement Score | 87.38% | | 87.91% | | 85.68% | | 87.69% | | 86.54% | | 86.36% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 173 | 48.2% |
| No | 3,424 | 52.6% | 2,580 | 53.2% | 844 | 50.7% | 2,873 | 59.3% | 551 | 33.0% | 186 | 51.8% |
| **Total** | 6,511 | 100.0% | 4,846 | 100.0% | 1,665 | 100.0% | 4,843 | 100.0% | 1,668 | 100.0% | 359 | 100.0% |
| Not Answered | 156 | | 129 | | 27 | | 138 | | 18 | | 7 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 39 | 1.3% | 32 | 1.4% | 7 | 0.9% | 19 | 1.0% | 20 | 1.8% | 1 | 0.6% |
| Sometimes | 128 | 4.2% | 105 | 4.7% | 23 | 2.8% | 77 | 3.9% | 51 | 4.6% | 7 | 4.0% |
| Usually | 497 | 16.2% | 365 | 16.2% | 132 | 16.2% | 308 | 15.7% | 189 | 17.0% | 29 | 16.8% |
| Always | 2,407 | 78.4% | 1,752 | 77.7% | 655 | 80.2% | 1,554 | 79.4% | 853 | 76.6% | 136 | 78.6% |
| **Total** | 3,071 | 100.0% | 2,254 | 100.0% | 817 | 100.0% | 1,958 | 100.0% | 1,113 | 100.0% | 173 | 100.0% |
| Not Answered | 16 | | 12 | | 4 | | 12 | | 4 | | 0 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score | 94.32% | | 93.96% | | 95.84% | | 95.06% | | 93.43% | | 95.29% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 538 | 17.8% | 365 | 16.5% | 173 | 21.3% | 328 | 17.0% | 210 | 19.1% | 27 | 15.7% |
| Sometimes | 378 | 12.5% | 284 | 12.8% | 94 | 11.6% | 233 | 12.1% | 145 | 13.2% | 20 | 11.6% |
| Usually | 597 | 19.7% | 441 | 19.9% | 156 | 19.2% | 387 | 20.1% | 210 | 19.1% | 29 | 16.9% |
| Always | 1,516 | 50.0% | 1,127 | 50.8% | 389 | 47.9% | 979 | 50.8% | 537 | 48.7% | 96 | 55.8% |
| **Total** | 3,029 | 100.0% | 2,217 | 100.0% | 812 | 100.0% | 1,927 | 100.0% | 1,102 | 100.0% | 172 | 100.0% |
| Not Answered | 58 | | 49 | | 9 | | 43 | | 15 | | 1 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score | 69.91% | | 70.59% | | 70.41% | | 70.86% | | 68.48% | | 72.73% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 670 | 22.2% | 486 | 22.0% | 184 | 22.8% | 410 | 21.4% | 260 | 23.6% | 35 | 20.6% |
| Sometimes | 308 | 10.2% | 232 | 10.5% | 76 | 9.4% | 188 | 9.8% | 120 | 10.9% | 16 | 9.4% |
| Usually | 561 | 18.6% | 407 | 18.4% | 154 | 19.1% | 361 | 18.8% | 200 | 18.2% | 32 | 18.8% |
| Always | 1,482 | 49.1% | 1,089 | 49.2% | 393 | 48.7% | 961 | 50.1% | 521 | 47.3% | 87 | 51.2% |
| **Total** | 3,021 | 100.0% | 2,214 | 100.0% | 807 | 100.0% | 1,920 | 100.0% | 1,101 | 100.0% | 170 | 100.0% |
| Not Answered | 66 | | 52 | | 14 | | 50 | | 16 | | 3 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score | 67.62% | | 67.43% | | 69.57% | | 68.97% | | 65.31% | | 70.12% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 146 | 4.8% | 122 | 5.5% | 24 | 3.0% | 89 | 4.6% | 57 | 5.1% | 6 | 3.5% |
| Sometimes | 186 | 6.2% | 136 | 6.1% | 50 | 6.2% | 113 | 5.9% | 73 | 6.6% | 8 | 4.7% |
| Usually | 469 | 15.5% | 344 | 15.6% | 125 | 15.4% | 300 | 15.7% | 169 | 15.3% | 35 | 20.6% |
| Always | 2,221 | 73.5% | 1,610 | 72.8% | 611 | 75.4% | 1,413 | 73.8% | 808 | 73.0% | 121 | 71.2% |
| **Total** | 3,022 | 100.0% | 2,212 | 100.0% | 810 | 100.0% | 1,915 | 100.0% | 1,107 | 100.0% | 170 | 100.0% |
| Not Answered | 65 | | 54 | | 11 | | 55 | | 10 | | 3 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score | 88.82% | | 88.33% | | 90.73% | | 89.54% | | 88.07% | | 91.59% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 1 | 0.2% |
| 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 | 0.2% |
| 3 | 28 | 0.4% | 25 | 0.4% | 3 | 0.1% | 15 | 0.3% | 13 | 0.7% | 2 | 0.5% |
| 4 | 49 | 0.6% | 38 | 0.7% | 11 | 0.5% | 36 | 0.6% | 13 | 0.7% | 2 | 0.5% |
| 5 | 176 | 2.2% | 143 | 2.5% | 33 | 1.6% | 115 | 1.9% | 61 | 3.2% | 9 | 2.1% |
| 6 | 176 | 2.2% | 136 | 2.4% | 40 | 1.9% | 128 | 2.2% | 48 | 2.5% | 6 | 1.4% |
| 7 | 394 | 5.0% | 294 | 5.1% | 100 | 4.8% | 302 | 5.1% | 92 | 4.9% | 25 | 5.9% |
| 8 | 1,232 | 15.7% | 880 | 15.3% | 352 | 16.9% | 962 | 16.2% | 270 | 14.3% | 63 | 15.0% |
| 9 | 1,542 | 19.7% | 1,103 | 19.2% | 439 | 21.1% | 1,183 | 19.9% | 359 | 19.0% | 96 | 22.8% |
| Best personal doctor possible | 4,182 | 53.4% | 3,092 | 53.7% | 1,090 | 52.4% | 3,172 | 53.3% | 1,010 | 53.5% | 216 | 51.3% |
| **Total** | 7,837 | 100.0% | 5,758 | 100.0% | 2,079 | 100.0% | 5,948 | 100.0% | 1,889 | 100.0% | 421 | 100.0% |
| Not Answered | 227 | | 190 | | 37 | | 205 | | 22 | | 12 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score | 88.73% | | 88.21% | | 89.76% | | 89.44% | | 86.63% | | 89.04% | |
| Correlation with Health Plan Satisfaction | 0.434 | | 0.455 | | 0.359 | | 0.438 | | 0.422 | | 0.495 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 66 | 15.6% |
| No | 6,291 | 80.1% | 4,669 | 80.9% | 1,622 | 78.0% | 5,616 | 94.2% | 675 | 35.7% | 357 | 84.4% |
| **Total** | 7,853 | 100.0% | 5,773 | 100.0% | 2,080 | 100.0% | 5,963 | 100.0% | 1,890 | 100.0% | 423 | 100.0% |
| Not Answered | 211 | | 175 | | 36 | | 190 | | 21 | | 10 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,397 | 91.0% | 984 | 90.7% | 413 | 91.6% | 307 | 90.3% | 1,090 | 91.1% | 61 | 93.8% |
| No | 139 | 9.0% | 101 | 9.3% | 38 | 8.4% | 33 | 9.7% | 106 | 8.9% | 4 | 6.2% |
| **Total** | 1,536 | 100.0% | 1,085 | 100.0% | 451 | 100.0% | 340 | 100.0% | 1,196 | 100.0% | 65 | 100.0% |
| Not Answered | 26 | | 19 | | 7 | | 7 | | 19 | | 1 | |
| **Reporting Category** | Family-Centered Care: Personal Doctor Who Knows Child | | | | | | | | | | | |
| Achievement Score | 90.45% | | 90.27% | | 92.73% | | 90.69% | | 90.52% | | 93.17% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,307 | 85.4% | 922 | 85.1% | 385 | 86.1% | 283 | 83.7% | 1,024 | 85.8% | 55 | 87.3% |
| No | 224 | 14.6% | 162 | 14.9% | 62 | 13.9% | 55 | 16.3% | 169 | 14.2% | 8 | 12.7% |
| **Total** | 1,531 | 100.0% | 1,084 | 100.0% | 447 | 100.0% | 338 | 100.0% | 1,193 | 100.0% | 63 | 100.0% |
| Not Answered | 31 | | 20 | | 11 | | 9 | | 22 | | 3 | |
| **Reporting Category** | Family-Centered Care: Personal Doctor Who Knows Child | | | | | | | | | | | |
| Achievement Score | 84.81% | | 84.64% | | 83.51% | | 84.58% | | 85.18% | | 87.08% | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 109 | 23.9% |
| No | 6,788 | 77.6% | 5,148 | 78.9% | 1,640 | 73.5% | 5,641 | 84.0% | 1,147 | 56.4% | 347 | 76.1% |
| **Total** | 8,751 | 100.0% | 6,521 | 100.0% | 2,230 | 100.0% | 6,716 | 100.0% | 2,035 | 100.0% | 456 | 100.0% |
| Not Answered | 681 | | 550 | | 131 | | 654 | | 27 | | 36 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 134 | 6.9% | 104 | 7.7% | 30 | 5.1% | 74 | 7.0% | 60 | 6.8% | 5 | 4.6% |
| Sometimes | 358 | 18.4% | 256 | 18.9% | 102 | 17.3% | 202 | 19.0% | 156 | 17.8% | 20 | 18.5% |
| Usually | 571 | 29.4% | 386 | 28.6% | 185 | 31.4% | 308 | 29.0% | 263 | 30.0% | 27 | 25.0% |
| Always | 878 | 45.2% | 606 | 44.8% | 272 | 46.2% | 479 | 45.1% | 399 | 45.4% | 56 | 51.9% |
| **Total** | 1,941 | 100.0% | 1,352 | 100.0% | 589 | 100.0% | 1,063 | 100.0% | 878 | 100.0% | 108 | 100.0% |
| Not Answered | 22 | | 21 | | 1 | | 12 | | 10 | | 1 | |
| **Reporting Category** | Getting Needed Care | | | | | | | | | | | |
| Achievement Score | 74.59% | | 74.08% | | 78.19% | | 75.05% | | 74.72% | | 75.44% | |
| Correlation with Health Plan Satisfaction | 0.322 | | 0.312 | | 0.352 | | 0.324 | | 0.323 | | 0.544 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 197 | 10.1% | 154 | 11.4% | 43 | 7.3% | 122 | 11.5% | 75 | 8.5% | 15 | 13.8% |
| 1 specialist | 1,218 | 62.7% | 837 | 61.7% | 381 | 64.8% | 748 | 70.2% | 470 | 53.5% | 63 | 57.8% |
| 2 | 366 | 18.8% | 252 | 18.6% | 114 | 19.4% | 154 | 14.5% | 212 | 24.1% | 22 | 20.2% |
| 3 | 101 | 5.2% | 62 | 4.6% | 39 | 6.6% | 28 | 2.6% | 73 | 8.3% | 5 | 4.6% |
| 4 | 39 | 2.0% | 30 | 2.2% | 9 | 1.5% | 8 | 0.8% | 31 | 3.5% | 2 | 1.8% |
| 5 or more specialists | 23 | 1.2% | 21 | 1.5% | 2 | 0.3% | 5 | 0.5% | 18 | 2.0% | 2 | 1.8% |
| **Total** | 1,944 | 100.0% | 1,356 | 100.0% | 588 | 100.0% | 1,065 | 100.0% | 879 | 100.0% | 109 | 100.0% |
| Not Answered | 19 | | 17 | | 2 | | 10 | | 9 | | 0 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 0 | 0.0% |
| 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% | 3 | 3.2% |
| 5 | 77 | 4.4% | 58 | 4.9% | 19 | 3.5% | 35 | 3.7% | 42 | 5.3% | 4 | 4.3% |
| 6 | 70 | 4.0% | 45 | 3.8% | 25 | 4.6% | 43 | 4.6% | 27 | 3.4% | 2 | 2.2% |
| 7 | 163 | 9.4% | 113 | 9.5% | 50 | 9.2% | 86 | 9.2% | 77 | 9.6% | 9 | 9.7% |
| 8 | 291 | 16.8% | 197 | 16.6% | 94 | 17.2% | 158 | 16.9% | 133 | 16.6% | 16 | 17.2% |
| 9 | 313 | 18.1% | 203 | 17.1% | 110 | 20.2% | 174 | 18.6% | 139 | 17.4% | 18 | 19.4% |
| Best specialist possible | 748 | 43.2% | 523 | 44.0% | 225 | 41.3% | 409 | 43.8% | 339 | 42.4% | 40 | 43.0% |
| **Total** | 1,733 | 100.0% | 1,188 | 100.0% | 545 | 100.0% | 934 | 100.0% | 799 | 100.0% | 93 | 100.0% |
| Not Answered | 14 | | 14 | | 0 | | 9 | | 5 | | 1 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score | 78.05% | | 78.02% | | 78.40% | | 80.11% | | 75.21% | | 78.58% | |
| Correlation with Health Plan Satisfaction | 0.372 | | 0.414 | | 0.256 | | 0.401 | | 0.341 | | 0.257 | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 135 | 29.5% |
| No | 6,378 | 72.9% | 4,869 | 74.8% | 1,509 | 67.6% | 5,294 | 78.9% | 1,084 | 53.3% | 322 | 70.5% |
| **Total** | 8,744 | 100.0% | 6,513 | 100.0% | 2,231 | 100.0% | 6,709 | 100.0% | 2,035 | 100.0% | 457 | 100.0% |
| Not Answered | 688 | | 558 | | 130 | | 661 | | 27 | | 35 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 99 | 4.2% | 75 | 4.6% | 24 | 3.3% | 42 | 3.0% | 57 | 6.0% | 8 | 6.0% |
| Sometimes | 332 | 14.2% | 253 | 15.6% | 79 | 11.0% | 186 | 13.3% | 146 | 15.4% | 19 | 14.2% |
| Usually | 605 | 25.9% | 426 | 26.3% | 179 | 24.9% | 347 | 24.9% | 258 | 27.3% | 42 | 31.3% |
| Always | 1,304 | 55.7% | 868 | 53.5% | 436 | 60.7% | 820 | 58.8% | 484 | 51.2% | 65 | 48.5% |
| **Total** | 2,340 | 100.0% | 1,622 | 100.0% | 718 | 100.0% | 1,395 | 100.0% | 945 | 100.0% | 134 | 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% | | 79.46% | |
| Correlation with Health Plan Satisfaction | 0.503 | | 0.500 | | 0.507 | | 0.450 | | 0.553 | | 0.483 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 96 | 21.2% |
| No | 6,843 | 78.5% | 5,259 | 81.0% | 1,584 | 71.1% | 5,401 | 80.8% | 1,442 | 70.7% | 357 | 78.8% |
| **Total** | 8,720 | 100.0% | 6,493 | 100.0% | 2,227 | 100.0% | 6,681 | 100.0% | 2,039 | 100.0% | 453 | 100.0% |
| Not Answered | 712 | | 578 | | 134 | | 689 | | 23 | | 39 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 76 | 4.1% | 62 | 5.1% | 14 | 2.2% | 43 | 3.4% | 33 | 5.6% | 2 | 2.1% |
| Sometimes | 297 | 15.9% | 199 | 16.2% | 98 | 15.4% | 195 | 15.3% | 102 | 17.2% | 20 | 20.8% |
| Usually | 456 | 24.5% | 287 | 23.4% | 169 | 26.5% | 304 | 23.9% | 152 | 25.6% | 28 | 29.2% |
| Always | 1,035 | 55.5% | 678 | 55.3% | 357 | 56.0% | 729 | 57.4% | 306 | 51.6% | 46 | 47.9% |
| **Total** | 1,864 | 100.0% | 1,226 | 100.0% | 638 | 100.0% | 1,271 | 100.0% | 593 | 100.0% | 96 | 100.0% |
| Not Answered | 13 | | 8 | | 5 | | 9 | | 4 | | 0 | |
| **Reporting Category** | Customer Service | | | | | | | | | | | |
| Achievement Score | 79.61% | | 77.75% | | 82.71% | | 81.22% | | 76.20% | | 75.35% | |
| Correlation with Health Plan Satisfaction | 0.559 | | 0.533 | | 0.621 | | 0.528 | | 0.606 | | 0.525 | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 34 | 1.8% | 26 | 2.1% | 8 | 1.3% | 17 | 1.3% | 17 | 2.9% | 1 | 1.0% |
| Sometimes | 140 | 7.5% | 100 | 8.2% | 40 | 6.3% | 87 | 6.9% | 53 | 8.9% | 14 | 14.6% |
| Usually | 371 | 20.0% | 236 | 19.3% | 135 | 21.2% | 256 | 20.2% | 115 | 19.4% | 23 | 24.0% |
| Always | 1,314 | 70.7% | 859 | 70.4% | 455 | 71.3% | 906 | 71.6% | 408 | 68.8% | 58 | 60.4% |
| **Total** | 1,859 | 100.0% | 1,221 | 100.0% | 638 | 100.0% | 1,266 | 100.0% | 593 | 100.0% | 96 | 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% | | 83.66% | |
| Correlation with Health Plan Satisfaction | 0.539 | | 0.529 | | 0.566 | | 0.520 | | 0.565 | | 0.569 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 2 | 0.4% |
| 1 | 24 | 0.3% | 23 | 0.4% | 1 | 0.0% | 14 | 0.2% | 10 | 0.5% | 0 | 0.0% |
| 2 | 32 | 0.4% | 24 | 0.4% | 8 | 0.4% | 21 | 0.3% | 11 | 0.5% | 2 | 0.4% |
| 3 | 35 | 0.4% | 29 | 0.4% | 6 | 0.3% | 20 | 0.3% | 15 | 0.7% | 2 | 0.4% |
| 4 | 69 | 0.8% | 59 | 0.9% | 10 | 0.4% | 50 | 0.7% | 19 | 0.9% | 3 | 0.7% |
| 5 | 331 | 3.8% | 268 | 4.1% | 63 | 2.8% | 223 | 3.3% | 108 | 5.3% | 24 | 5.3% |
| 6 | 320 | 3.7% | 238 | 3.7% | 82 | 3.7% | 232 | 3.5% | 88 | 4.3% | 25 | 5.5% |
| 7 | 685 | 7.9% | 506 | 7.8% | 179 | 8.0% | 502 | 7.5% | 183 | 9.0% | 53 | 11.6% |
| 8 | 1,521 | 17.4% | 1,102 | 17.0% | 419 | 18.8% | 1,145 | 17.1% | 376 | 18.5% | 92 | 20.2% |
| 9 | 1,661 | 19.0% | 1,187 | 18.3% | 474 | 21.3% | 1,272 | 19.0% | 389 | 19.1% | 79 | 17.3% |
| Best health plan possible | 4,010 | 46.0% | 3,031 | 46.7% | 979 | 43.9% | 3,191 | 47.7% | 819 | 40.3% | 174 | 38.2% |
| **Total** | 8,720 | 100.0% | 6,492 | 100.0% | 2,228 | 100.0% | 6,688 | 100.0% | 2,032 | 100.0% | 456 | 100.0% |
| Not Answered | 712 | | 579 | | 133 | | 682 | | 30 | | 36 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score | 82.28% | | 81.91% | | 83.38% | | 83.83% | | 77.10% | | 75.59% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 204 | 44.9% |
| No | 4,507 | 51.8% | 3,337 | 51.5% | 1,170 | 52.6% | 4,042 | 60.6% | 465 | 22.8% | 250 | 55.1% |
| **Total** | 8,707 | 100.0% | 6,481 | 100.0% | 2,226 | 100.0% | 6,666 | 100.0% | 2,041 | 100.0% | 454 | 100.0% |
| Not Answered | 725 | | 590 | | 135 | | 704 | | 21 | | 38 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 40 | 1.0% | 29 | 0.9% | 11 | 1.0% | 21 | 0.8% | 19 | 1.2% | 1 | 0.5% |
| Sometimes | 386 | 9.2% | 317 | 10.2% | 69 | 6.6% | 234 | 9.0% | 152 | 9.7% | 24 | 11.8% |
| Usually | 827 | 19.8% | 613 | 19.6% | 214 | 20.4% | 493 | 18.9% | 334 | 21.3% | 45 | 22.2% |
| Always | 2,921 | 70.0% | 2,164 | 69.3% | 757 | 72.0% | 1,856 | 71.3% | 1,065 | 67.8% | 133 | 65.5% |
| **Total** | 4,174 | 100.0% | 3,123 | 100.0% | 1,051 | 100.0% | 2,604 | 100.0% | 1,570 | 100.0% | 203 | 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% | | 87.75% | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 111 | 55.5% |
| No | 1,864 | 45.4% | 1,352 | 44.1% | 512 | 49.3% | 1,215 | 47.5% | 649 | 41.9% | 89 | 44.5% |
| **Total** | 4,104 | 100.0% | 3,065 | 100.0% | 1,039 | 100.0% | 2,556 | 100.0% | 1,548 | 100.0% | 200 | 100.0% |
| Not Answered | 96 | | 79 | | 17 | | 68 | | 28 | | 4 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score | 54.76% | | 55.64% | | 51.00% | | 52.40% | | 59.40% | | 55.89% | |

***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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 207 | 44.9% |
| Very Good | 2,977 | 33.9% | 2,174 | 33.2% | 803 | 36.0% | 2,220 | 33.0% | 757 | 36.9% | 153 | 33.2% |
| Good | 1,691 | 19.3% | 1,335 | 20.4% | 356 | 15.9% | 1,093 | 16.3% | 598 | 29.2% | 85 | 18.4% |
| Fair | 370 | 4.2% | 298 | 4.6% | 72 | 3.2% | 161 | 2.4% | 209 | 10.2% | 15 | 3.3% |
| Poor | 22 | 0.3% | 20 | 0.3% | 2 | 0.1% | 3 | 0.0% | 19 | 0.9% | 1 | 0.2% |
| **Total** | 8,774 | 100.0% | 6,541 | 100.0% | 2,233 | 100.0% | 6,724 | 100.0% | 2,050 | 100.0% | 461 | 100.0% |
| Not Answered | 658 | | 530 | | 128 | | 646 | | 12 | | 31 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 100 | 21.8% |
| No | 6,508 | 74.3% | 4,853 | 74.4% | 1,655 | 74.1% | 5,968 | 89.0% | 540 | 26.3% | 358 | 78.2% |
| **Total** | 8,759 | 100.0% | 6,525 | 100.0% | 2,234 | 100.0% | 6,704 | 100.0% | 2,055 | 100.0% | 458 | 100.0% |
| Not Answered | 673 | | 546 | | 127 | | 666 | | 7 | | 34 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 69 | 70.4% |
| No | 501 | 22.6% | 391 | 23.9% | 110 | 19.0% | 456 | 64.7% | 45 | 3.0% | 29 | 29.6% |
| **Total** | 2,215 | 100.0% | 1,637 | 100.0% | 578 | 100.0% | 705 | 100.0% | 1,510 | 100.0% | 98 | 100.0% |
| Not Answered | 36 | | 35 | | 1 | | 31 | | 5 | | 2 | |

## 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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 57 | 85.1% |
| No | 255 | 15.1% | 195 | 15.9% | 60 | 13.0% | 227 | 100.0% | 28 | 1.9% | 10 | 14.9% |
| **Total** | 1,687 | 100.0% | 1,227 | 100.0% | 460 | 100.0% | 227 | 100.0% | 1,460 | 100.0% | 67 | 100.0% |
| Not Answered | 27 | | 19 | | 8 | | 22 | | 5 | | 2 | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,175 | 13.5% | 904 | 13.9% | 271 | 12.2% | 207 | 3.1% | 968 | 47.5% | 49 | 10.7% |
| No | 7,529 | 86.5% | 5,581 | 86.1% | 1,948 | 87.8% | 6,461 | 96.9% | 1,068 | 52.5% | 408 | 89.3% |
| **Total** | 8,704 | 100.0% | 6,485 | 100.0% | 2,219 | 100.0% | 6,668 | 100.0% | 2,036 | 100.0% | 457 | 100.0% |
| Not Answered | 728 | | 586 | | 142 | | 702 | | 26 | | 35 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 956 | 82.5% | 716 | 80.5% | 240 | 88.9% | 46 | 23.0% | 910 | 94.9% | 38 | 82.6% |
| No | 203 | 17.5% | 173 | 19.5% | 30 | 11.1% | 154 | 77.0% | 49 | 5.1% | 8 | 17.4% |
| **Total** | 1,159 | 100.0% | 889 | 100.0% | 270 | 100.0% | 200 | 100.0% | 959 | 100.0% | 46 | 100.0% |
| Not Answered | 16 | | 15 | | 1 | | 7 | | 9 | | 3 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 877 | 93.0% | 651 | 92.3% | 226 | 95.0% | 0 | 0.0% | 877 | 97.2% | 34 | 89.5% |
| No | 66 | 7.0% | 54 | 7.7% | 12 | 5.0% | 41 | 100.0% | 25 | 2.8% | 4 | 10.5% |
| **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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 997 | 11.5% | 840 | 13.0% | 157 | 7.1% | 369 | 5.5% | 628 | 30.8% | 52 | 11.4% |
| No | 7,708 | 88.5% | 5,644 | 87.0% | 2,064 | 92.9% | 6,294 | 94.5% | 1,414 | 69.2% | 406 | 88.6% |
| **Total** | 8,705 | 100.0% | 6,484 | 100.0% | 2,221 | 100.0% | 6,663 | 100.0% | 2,042 | 100.0% | 458 | 100.0% |
| Not Answered | 727 | | 587 | | 140 | | 707 | | 20 | | 34 | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 598 | 61.6% | 486 | 59.4% | 112 | 73.2% | 36 | 10.1% | 562 | 91.5% | 31 | 59.6% |
| No | 373 | 38.4% | 332 | 40.6% | 41 | 26.8% | 321 | 89.9% | 52 | 8.5% | 21 | 40.4% |
| **Total** | 971 | 100.0% | 818 | 100.0% | 153 | 100.0% | 357 | 100.0% | 614 | 100.0% | 52 | 100.0% |
| Not Answered | 26 | | 22 | | 4 | | 12 | | 14 | | 0 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 547 | 92.9% | 442 | 92.5% | 105 | 94.6% | 0 | 0.0% | 547 | 97.7% | 31 | 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% | 31 | 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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 989 | 11.3% | 823 | 12.6% | 166 | 7.5% | 320 | 4.8% | 669 | 32.7% | 57 | 12.5% |
| No | 7,745 | 88.7% | 5,685 | 87.4% | 2,060 | 92.5% | 6,367 | 95.2% | 1,378 | 67.3% | 400 | 87.5% |
| **Total** | 8,734 | 100.0% | 6,508 | 100.0% | 2,226 | 100.0% | 6,687 | 100.0% | 2,047 | 100.0% | 457 | 100.0% |
| Not Answered | 698 | | 563 | | 135 | | 683 | | 15 | | 35 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 605 | 62.6% | 497 | 61.8% | 108 | 66.3% | 45 | 14.6% | 560 | 85.1% | 32 | 60.4% |
| No | 362 | 37.4% | 307 | 38.2% | 55 | 33.7% | 264 | 85.4% | 98 | 14.9% | 21 | 39.6% |
| **Total** | 967 | 100.0% | 804 | 100.0% | 163 | 100.0% | 309 | 100.0% | 658 | 100.0% | 53 | 100.0% |
| Not Answered | 22 | | 19 | | 3 | | 11 | | 11 | | 4 | |

## *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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 544 | 91.4% | 451 | 92.0% | 93 | 88.6% | 0 | 0.0% | 544 | 98.0% | 30 | 96.8% |
| No | 51 | 8.6% | 39 | 8.0% | 12 | 11.4% | 40 | 100.0% | 11 | 2.0% | 1 | 3.2% |
| **Total** | 595 | 100.0% | 490 | 100.0% | 105 | 100.0% | 40 | 100.0% | 555 | 100.0% | 31 | 100.0% |
| Not Answered | 10 | | 7 | | 3 | | 5 | | 5 | | 1 | |

**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 | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,026 | 11.8% | 789 | 12.1% | 237 | 10.7% | 100 | 1.5% | 926 | 45.2% | 45 | 9.8% |
| No | 7,700 | 88.2% | 5,715 | 87.9% | 1,985 | 89.3% | 6,577 | 98.5% | 1,123 | 54.8% | 412 | 90.2% |
| **Total** | 8,726 | 100.0% | 6,504 | 100.0% | 2,222 | 100.0% | 6,677 | 100.0% | 2,049 | 100.0% | 457 | 100.0% |
| Not Answered | 706 | | 567 | | 139 | | 693 | | 13 | | 35 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 889 | 89.1% | 673 | 87.9% | 216 | 93.1% | 0 | 0.0% | 889 | 97.4% | 40 | 88.9% |
| No | 109 | 10.9% | 93 | 12.1% | 16 | 6.9% | 85 | 100.0% | 24 | 2.6% | 5 | 11.1% |
| **Total** | 998 | 100.0% | 766 | 100.0% | 232 | 100.0% | 85 | 100.0% | 913 | 100.0% | 45 | 100.0% |
| Not Answered | 28 | | 23 | | 5 | | 15 | | 13 | | 0 | |

**NQ74. What is your child's age now?**

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 3 | 0.7% |
| 1 to 2 years old | 1,057 | 12.2% | 944 | 14.6% | 113 | 5.1% | 938 | 14.1% | 119 | 5.8% | 49 | 10.8% |
| 3 to 4 years old | 1,040 | 12.0% | 869 | 13.5% | 171 | 7.7% | 842 | 12.7% | 198 | 9.7% | 65 | 14.3% |
| 5 to 7 years old | 1,530 | 17.6% | 1,217 | 18.9% | 313 | 14.1% | 1,182 | 17.8% | 348 | 17.1% | 95 | 20.9% |
| 8 to 10 years old | 1,525 | 17.6% | 1,101 | 17.1% | 424 | 19.1% | 1,094 | 16.5% | 431 | 21.1% | 83 | 18.3% |
| 11 to 13 years old | 1,530 | 17.6% | 1,029 | 15.9% | 501 | 22.6% | 1,120 | 16.9% | 410 | 20.1% | 80 | 17.6% |
| 14 to 18 years old | 1,891 | 21.8% | 1,196 | 18.5% | 695 | 31.3% | 1,367 | 20.6% | 524 | 25.7% | 79 | 17.4% |
| **Total** | 8,674 | 100.0% | 6,456 | 100.0% | 2,218 | 100.0% | 6,635 | 100.0% | 2,039 | 100.0% | 454 | 100.0% |
| Not Answered | 758 | | 615 | | 143 | | 735 | | 23 | | 38 | |

# About Your Child and You *(continued)*

## Q75. Is your child male or female?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 230 | 50.4% |
| Female | 4,254 | 48.6% | 3,215 | 49.3% | 1,039 | 46.7% | 3,430 | 51.2% | 824 | 40.2% | 226 | 49.6% |
| **Total** | 8,747 | 100.0% | 6,522 | 100.0% | 2,225 | 100.0% | 6,697 | 100.0% | 2,050 | 100.0% | 456 | 100.0% |
| Not Answered | 685 | | 549 | | 136 | | 673 | | 12 | | 36 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 121 | 26.9% |
| 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% | 329 | 73.1% |
| **Total** | 8,623 | 100.0% | 6,410 | 100.0% | 2,213 | 100.0% | 6,598 | 100.0% | 2,025 | 100.0% | 450 | 100.0% |
| Not Answered | 809 | | 661 | | 148 | | 772 | | 37 | | 42 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 162 | 37.4% |
| Black or African-American | 1,728 | 21.3% | 1,506 | 25.1% | 222 | 10.5% | 1,253 | 20.4% | 475 | 24.2% | 125 | 28.9% |
| Asian | 777 | 9.6% | 587 | 9.8% | 190 | 9.0% | 687 | 11.2% | 90 | 4.6% | 99 | 22.9% |
| Native Hawaiian or other Pacific Islander | 43 | 0.5% | 28 | 0.5% | 15 | 0.7% | 31 | 0.5% | 12 | 0.6% | 6 | 1.4% |
| American Indian or Alaska Native | 166 | 2.0% | 132 | 2.2% | 34 | 1.6% | 122 | 2.0% | 44 | 2.2% | 5 | 1.2% |
| Other | 1,439 | 17.7% | 1,178 | 19.7% | 261 | 12.3% | 1,133 | 18.4% | 306 | 15.6% | 57 | 13.2% |
| **Total** | 8,114 | 100.0% | 5,992 | 100.0% | 2,122 | 100.0% | 6,153 | 100.0% | 1,961 | 100.0% | 433 | 100.0% |
| Not Answered | 1,318 | | 1,079 | | 239 | | 1,217 | | 101 | | 59 | |

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

### Q78. What is your age?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Under 18 | 531 | 6.1% | 400 | 6.2% | 131 | 5.9% | 381 | 5.7% | 150 | 7.3% | 20 | 4.4% |
| 18 to 24 | 418 | 4.8% | 385 | 5.9% | 33 | 1.5% | 359 | 5.4% | 59 | 2.9% | 17 | 3.7% |
| 25 to 34 | 2,771 | 31.8% | 2,271 | 35.0% | 500 | 22.5% | 2,212 | 33.2% | 559 | 27.3% | 124 | 27.3% |
| 35 to 44 | 3,198 | 36.7% | 2,219 | 34.2% | 979 | 44.0% | 2,425 | 36.4% | 773 | 37.7% | 182 | 40.0% |
| 45 to 54 | 1,392 | 16.0% | 893 | 13.8% | 499 | 22.4% | 1,032 | 15.5% | 360 | 17.6% | 90 | 19.8% |
| 55 to 64 | 303 | 3.5% | 232 | 3.6% | 71 | 3.2% | 192 | 2.9% | 111 | 5.4% | 12 | 2.6% |
| 65 to 74 | 84 | 1.0% | 73 | 1.1% | 11 | 0.5% | 55 | 0.8% | 29 | 1.4% | 9 | 2.0% |
| 75 or older | 15 | 0.2% | 14 | 0.2% | 1 | 0.0% | 8 | 0.1% | 7 | 0.3% | 1 | 0.2% |
| **Total** | 8,712 | 100.0% | 6,487 | 100.0% | 2,225 | 100.0% | 6,664 | 100.0% | 2,048 | 100.0% | 455 | 100.0% |
| Not Answered | 720 | | 584 | | 136 | | 706 | | 14 | | 37 | |

### Q79. Are you male or female?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Male | 1,102 | 12.6% | 769 | 11.8% | 333 | 15.0% | 896 | 13.4% | 206 | 10.1% | 61 | 13.4% |
| Female | 7,615 | 87.4% | 5,724 | 88.2% | 1,891 | 85.0% | 5,778 | 86.6% | 1,837 | 89.9% | 393 | 86.6% |
| **Total** | 8,717 | 100.0% | 6,493 | 100.0% | 2,224 | 100.0% | 6,674 | 100.0% | 2,043 | 100.0% | 454 | 100.0% |
| Not Answered | 715 | | 578 | | 137 | | 696 | | 19 | | 38 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 32 | 7.1% |
| Some high school but did not graduate | 1,212 | 14.1% | 1,052 | 16.5% | 160 | 7.3% | 912 | 13.9% | 300 | 14.8% | 53 | 11.8% |
| High school graduate or GED | 2,812 | 32.8% | 2,203 | 34.6% | 609 | 27.6% | 2,192 | 33.5% | 620 | 30.5% | 142 | 31.5% |
| Some college or 2-year degree | 2,388 | 27.8% | 1,645 | 25.8% | 743 | 33.7% | 1,711 | 26.1% | 677 | 33.3% | 135 | 29.9% |
| 4-year college graduate | 835 | 9.7% | 503 | 7.9% | 332 | 15.0% | 647 | 9.9% | 188 | 9.3% | 58 | 12.9% |
| More than 4-year college degree | 476 | 5.5% | 259 | 4.1% | 217 | 9.8% | 358 | 5.5% | 118 | 5.8% | 31 | 6.9% |
| **Total** | 8,578 | 100.0% | 6,372 | 100.0% | 2,206 | 100.0% | 6,548 | 100.0% | 2,030 | 100.0% | 451 | 100.0% |
| Not Answered | 854 | | 699 | | 155 | | 822 | | 32 | | 41 | |

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

**Q81. How are you related to the child?**

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | HIP | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 440 | 97.6% |
| Grandparent | 236 | 2.7% | 218 | 3.4% | 18 | 0.8% | 147 | 2.2% | 89 | 4.5% | 8 | 1.8% |
| 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% | 3 | 0.7% |
| **Total** | 8,614 | 100.0% | 6,386 | 100.0% | 2,228 | 100.0% | 6,615 | 100.0% | 1,999 | 100.0% | 451 | 100.0% |
| Not Answered | 818 | | 685 | | 133 | | 755 | | 63 | | 41 | |

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**