NY State Department of Health
Medicaid and Child Health Plus
Managed Care Plan Survey
Child CAHPS® 5.0

Excellus BCBS

Continuous Quality Improvement Report

February 2015

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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Children with Chronic Conditions (CCC) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the survey instrument that asks parents/caretakers of child health plan members about experiences with access to care, health care providers and health plans. The CCC component of the questionnaire is a supplement to the CAHPS Child Medicaid survey which allows health plans to identify children with chronic conditions and evaluate their experience of care. New York State Department of Health (NYSDOH) sponsored the CAHPS® CCC survey in response to CMS CHIPRA requirements. Results will be used to determine variation in parent/caretaker satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2014. The instrument used for the administration of the survey was the CAHPS® CCC 5.0 Child Medicaid CCC survey, developed and tested nationally for assessing the performance of health plans.

The survey was administered over an eleven-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a 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 1 supplemental question of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 84 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 Child Health Plus (CHP) managed care plan child members for the first time in 2012 and again in 2014. For the 2014 administration, the NYSDOH focused on child members of Medicaid and CHP managed care plans. The survey included 16 managed care plans in New York with a sample of 1,500 children per plan. Surveys were sent to 24,000 parents/caretakers of child members following a combined mail and phone methodology during the period October 3, 2014, through December 19, 2014, using a standardized survey procedure and questionnaire. A total of 455 responses were received from Excellus BCBS members, resulting in a 31.1% 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 Payor status. CC-Negative and CC-Positive scores represent a split of ALL respondents by the child member's chronic condition status.

The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains two types of composites: Standard Child Mediciad CAHPS® composites and CAHPS® CCC composites. The Standard Child Medicaid CAHPS® composites summarize responses in five key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The CAHPS® CCC composites summarize responses in three areas related to specific aspects of care for chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The achievement score for each of the eight composites is the average of the achievement scores for the individual items comprising a composite. For a detailed list of the questions that belong to each composite, please refer to the *Methodology* section.

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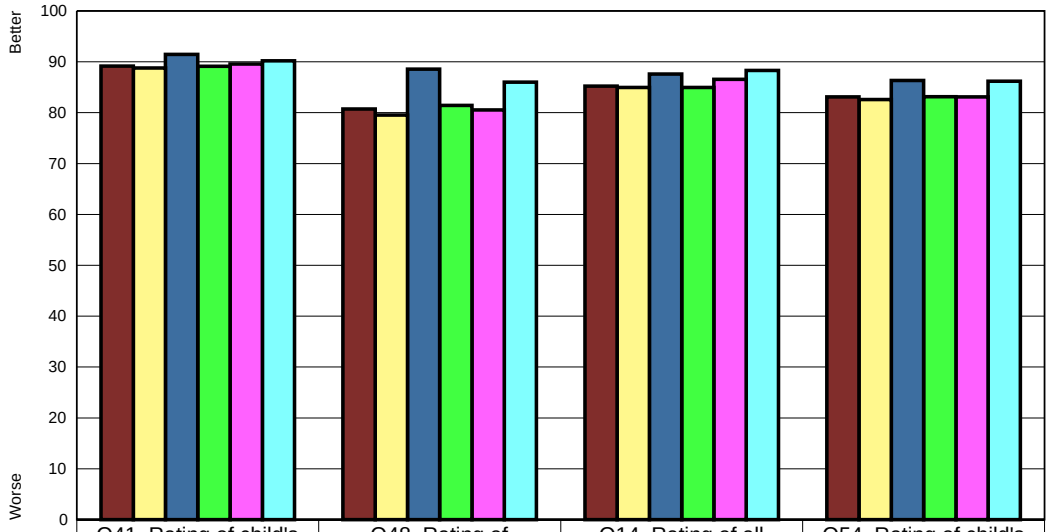
Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of 8, 9, or 10. Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive) and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

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

Overall Rating Questions (8, 9 or 10)



	Q41. Rating of child's personal doctor	Q48. Rating of specialist child saw most often	Q14. Rating of all child's health care	Q54. Rating of child's health plan
Statewide	89.16%	80.72%	85.21%	83.08%
Medicaid	88.79%	79.51%	84.95%	82.56%
CHP	91.46%	88.57%	87.59%	86.33%
CC - Negative	89.10%	81.44%	84.97%	83.12%
CC - Positive	89.55%	80.55%	86.55%	83.11%
Excellus Overall	90.19%	86.01%	88.28%	86.19%

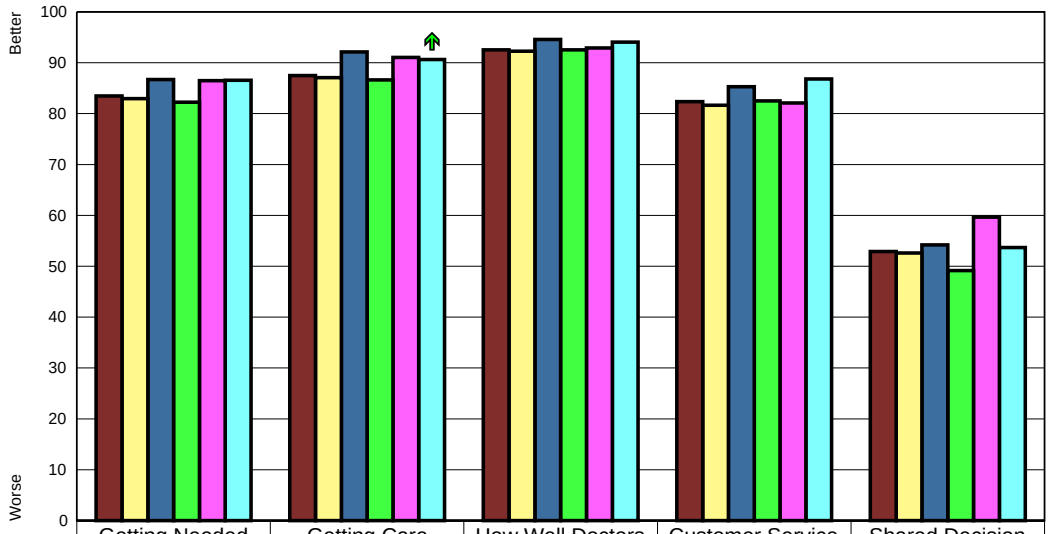
↑↓Statistically significantly better/worse than Statewide.

Summary of Standard Child Medicaid CAHPS® Composites

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

Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive) and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

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)	Shared Decision Making (A lot and Yes)
Statewide	83.46%	87.46%	92.54%	82.34%	52.91%
Medicaid	82.94%	87.07%	92.27%	81.64%	52.60%
CHP	86.69%	92.14%	94.57%	85.29%	54.18%
CC - Negative	82.23%	86.63%	92.53%	82.51%	49.15%
CC - Positive	86.47%	91.06%	92.90%	82.11%	59.67%
Excellus Overall	86.55%	90.64%	94.05%	86.83%	53.66%

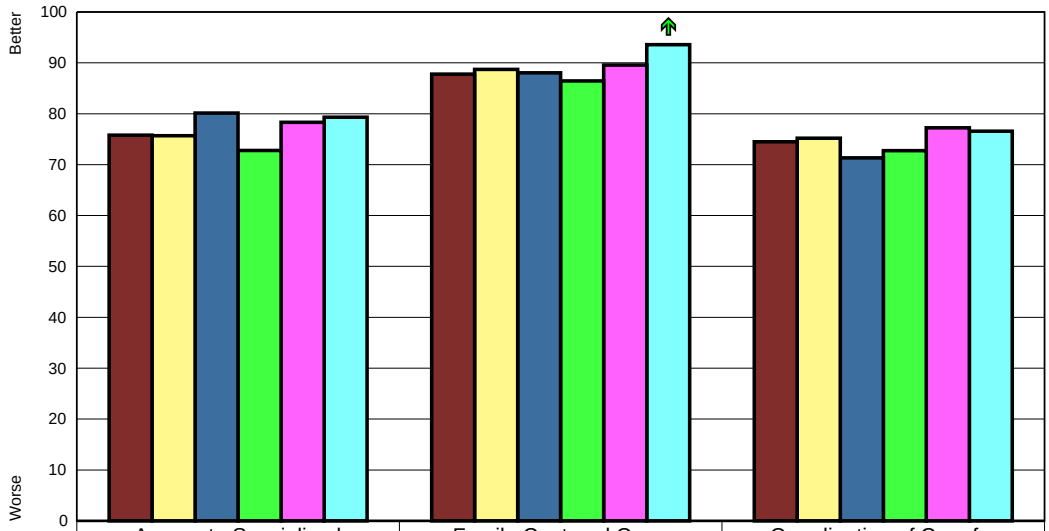
↑↓Statistically significantly better/worse than Statewide.

Summary of CCC CAHPS® 5.0 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. Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive) and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "⇧" or "⇩" is placed at the top of the appropriate bar. Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

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

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	75.77%	87.79%	74.48%
Medicaid	75.67%	88.71%	75.21%
CHP	80.13%	88.05%	71.34%
CC - Negative	72.77%	86.46%	72.73%
CC - Positive	78.32%	89.55%	77.25%
Excellus Overall	79.31%	93.57%	76.57%

⇧⇩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)	Shared Decision Making (A lot and 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	83	87	93	82	53	89	81	85	83
Medicaid	83	87	92	82	53	89	80	85	83
CHP	87	92	95	85	54	91	89	88	86
CC-Negative	82	87	93	83	49	89	81	85	83
CC-Positive	86	91	93	82	60	90	81	87	83
Affinity Health Plan	79	84	90	84	52	90	75	83	86
CDPHP	89 ▲	91 ▲	94	82	54	90	80	86	87 ▲
Excellus BCBS	87	91 ▲	94	87	54	90	86	88	86
Fidelis Care New York	83	92 ▲	92	77	57	89	80	84	82
Health Now New York	87	92 ▲	95 ▲	88	58	90	84	90 ▲	87 ▲
Health Plus (Amerigroup)	76 ▼	82 ▼	91	85	48	89	86	85	82
Healthfirst	81	81 ▼	90	84	50	89	78	83	86 ▲
HIP (EmblemHealth)	84	89	93	76	49	91	74	84	78 ▼
Hudson Health Plan	86	88	93	89 ▲	55	91	85	88	89 ▲
Independent Health	89 ▲	91 ▲	93	85	54	85 ▼	89 ▲	85	87 ▲
Metroplus	79	78 ▼	92	77	50	89	80	83	83
MVP Health Plan	86	93 ▲	94	79	57	89	84	90 ▲	84
Today's Option	85	86	91	77	55	87	80	80 ▼	72 ▼
United Healthcare Community Plan	79	91 ▲	95 ▲	81	49	93 ▲	81	86	80
Univera CHP	84	90	94	90 ▲	49	87	78	87	84
WellCare	83	80 ▼	90 ▼	75 ▼	56	88	72	81 ▼	76 ▼

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

Key Measure Summary - CCC Composites

NYSDOH Medicaid/CHP Managed Care Plans

Plans	All Children			Children with CCC Positive		
	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)	Access to Specialized Services (Usually or Always)	Family-Centered Care: Personal Doctor Who Knows Child (Yes)	Coordination of Care for Children with Chronic Conditions (Yes)
Statewide	76	88	74	77	88	76
Medicaid	76	89	75	78	90	78
CHP	80	88	71	79	87	74
Affinity Health Plan	68	79 ▼	76	63 ▼	75 ▼	76
CDPHP	81	87	72	82	84	68 ▼
Excellus BCBS	79	94 ▲	77	78	92 ▲	81
Fidelis Care New York	80	90	74	77	91	82
Health Now New York	85 ▲	91	80 ▲	85	89	86 ▲
Health Plus (Amerigroup)	69	89	72	67	86	76
Healthfirst	69	81	70	77	82	74
HIP (EmblemHealth)	81	88	76	90 ▲	91	84
Hudson Health Plan	73	88	74	70	89	72
Independent Health	84 ▲	90	76	85	92	81
Metroplus	71	85	69	72	88	71
MVP Health Plan	76	91	82 ▲	81	92	85 ▲
Today's Option	76	90	76	70	92	74
United Healthcare Community Plan	71	90	75	76	93	75
Univera CHP	84 ▲	91	75	82	93 ▲	75
WellCare	67	82	68	80	83	63

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

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Child Member Sample Profile

Child Age (years)	Statewide	Medicaid	CHP	Excellus
Less than one year	0.9%	1.1%	0.0%	0.5%
1 to 2 years	12.4%	13.5%	5.9%	14.1%
3 to 4 years	12.0%	12.6%	8.6%	9.8%
5 to 7 years	19.4%	20.1%	15.2%	18.4%
8 to 10 years	18.0%	18.1%	17.3%	17.9%
11 to 13 years	17.8%	17.1%	22.0%	17.7%
14 and older	19.5%	17.6%	31.1%	21.5%

Child Gender	Statewide	Medicaid	CHP	Excellus
Male	51.4%	51.4%	51.1%	52.9%
Female	48.6%	48.6%	48.9%	47.1%

Child Hispanic or Latino	Statewide	Medicaid	CHP	Excellus
Yes, Hispanic or Latino	36.0%	38.3%	22.7%	16.1%
No, Not Hispanic or Latino	64.0%	61.7%	77.3%	83.9%

Child Race	Statewide	Medicaid	CHP	Excellus
White	55.1%	51.6%	75.5%	77.6%
Black or African-American	23.1%	25.1%	11.9%	19.2%
Asian	10.7%	11.3%	7.0%	4.9%
Native Hawaiian or Other Pacific Islander	0.8%	0.9%	0.5%	1.0%
American Indian or Alaska Native	3.4%	3.7%	1.6%	2.7%
Other	20.7%	22.1%	12.8%	9.5%

Rating of Child's Overall Health	Statewide	Medicaid	CHP	Excellus
Excellent	43.7%	42.7%	49.3%	53.9%
Very good	33.0%	32.6%	35.5%	30.8%
Good	19.1%	20.1%	12.9%	13.4%
Fair	4.0%	4.3%	2.3%	1.9%
Poor	0.3%	0.3%	0.0%	0.0%

Payor	Statewide	Medicaid	CHP	Excellus
Medicaid	85.9%	100.0%	0.0%	64.2%
CHP	14.1%	0.0%	100.0%	35.8%

Chronic Condition Status	Statewide	Medicaid	CHP	Excellus
Positive	19.9%	20.0%	19.4%	28.8%
Negative	80.1%	80.0%	80.6%	71.2%

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Sample Disposition

	Statewide	Medicaid	CHP	Excellus
First mailing - sent	24,000	21,217	2,783	1,500
First mailing - usable survey returned*	2,921	2,420	501	189
Second mailing - sent	20,817	18,472	2,345	1,306
Second mailing - usable survey returned*	1,560	1,326	234	106
Phone - usable surveys*	3,084	2,755	329	160
Total - usable surveys	7,565	6,501	1,064	455
Ineligible: According to population criteria‡†	385	318	67	24
Ineligible: Language barrier†	493	456	37	15
Ineligible: Deceased†	5	5	0	0
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	1,352	1,258	94	91
Refusal/Returned survey blank	1,624	1,401	223	119
Nonresponse - Unavailable by mail or phone	12,576	11,278	1,298	796
Response Rate	**32.7%**	**31.8%**	**39.7%**	**31.1%**

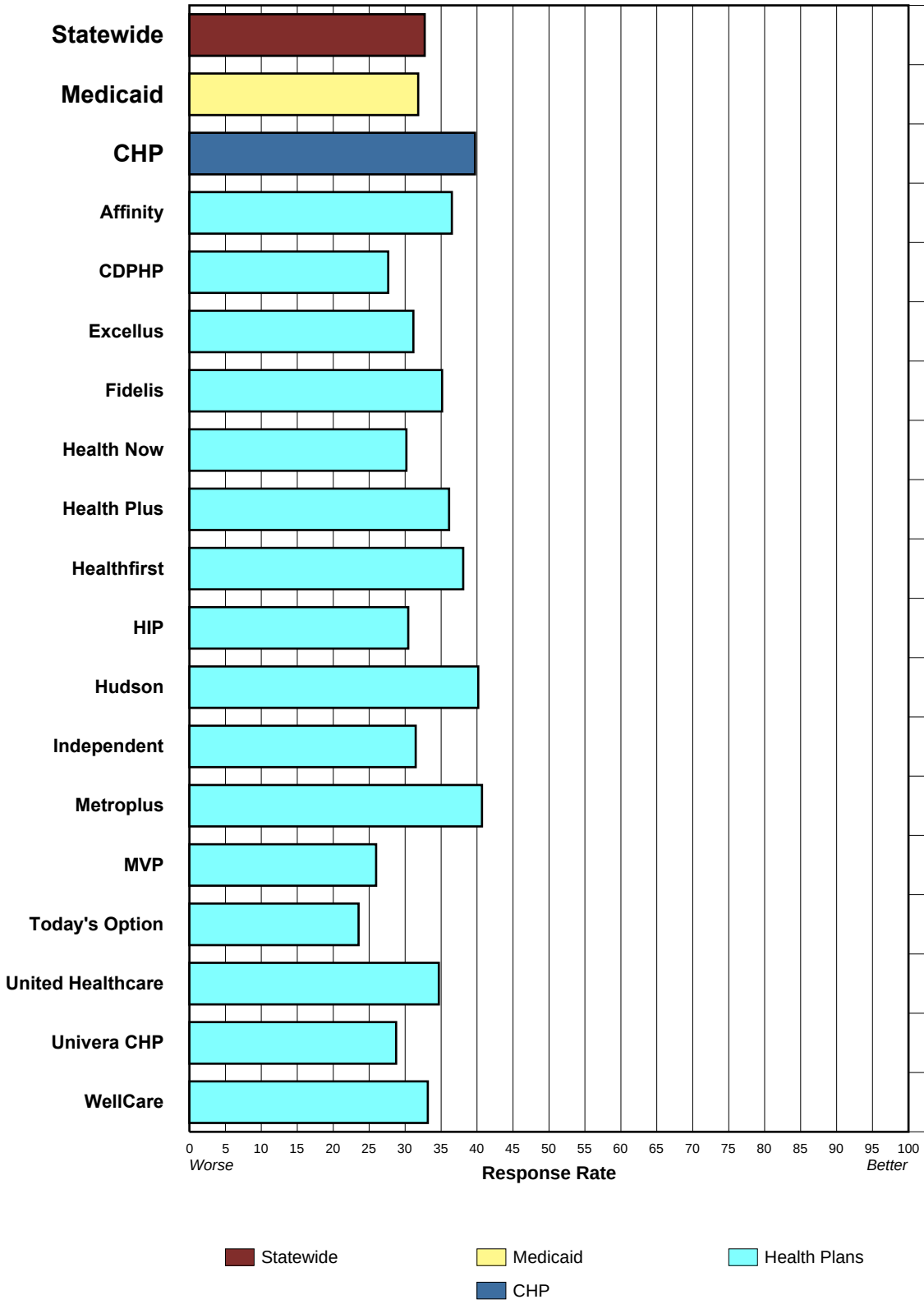
*Included in response rate numerator

†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	32.72%	7565
Medicaid	31.81%	6501
CHP	39.72%	1064
Affinity	36.49%	531
CDPHP	27.65%	407
Excellus	31.14%	455
Fidelis	35.14%	507
Health Now	30.18%	430
Health Plus	36.11%	516
Healthfirst	38.07%	549
HIP	30.44%	435
Hudson	40.16%	596
Independent	31.48%	458
Metroplus	40.68%	583
MVP	25.96%	384
Today's Option	23.52%	333
United Healthcare	34.68%	497
Univera CHP	28.75%	420
WellCare	33.14%	464

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Trend Analysis - 2014 vs. 2012

The following analysis provides an in-depth comparison of 2014 results with 2012 results. Organizational changes are outlined below. Scores are presented in order of greatest change first. Each questionnaire item is presented with their 2014 and 2012 scores, the percentage point change and the name of the composite to which the questionnaire item belongs.

In the charts presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	Excellus 2014 Score	Excellus 2012 Score	Point Change	Composite/ Question Group
Q19. Usually or always easy to get special medical equipment or devices for your child	84.0%	66.3%	+ 17.7	Access to Specialized Services
Q23. Someone from your chld's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child	70.7%	57.7%	+ 13.1	CCC Single Items
Q22. Usually or always easy to get special therapy (physical, occupational or speech) for your child	87.6%	79.4%	+ 8.2	Access to Specialized Services
Q15. Usually or always easy to get the care, tests or treatment you thought your child needed	92.5%	84.7%	+ 7.7 ▲	Getting Needed Care
Q38. Child's personal doctor talked with you about how your child is feeling, growing or behaving	94.7%	87.7%	+ 7.0 ▲	Family-Centered Care: Personal Doctor Who Knows Child
Q48. Rating of specialist child saw most often	86.0%	82.6%	+ 3.4	Ratings
Q50. Customer service from child's health plan usually or always gave needed info or help	84.9%	81.7%	+ 3.2	Customer Service
Q6. Child usually or always got appt. for routine care as soon as you thought child needed	90.5%	87.5%	+ 3.1	Getting Care Quickly
Q44. Child's personal doctor understands how child's conditions affect your family's day-to-day life	90.7%	87.7%	+ 3.0	Family-Centered Care: Personal Doctor Who Knows Child
Q57. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines	55.0%	52.1%	+ 2.8	CCC Single Items
Q17. Child's doctors or other health providers gave help needed in contacting your child's school or daycare	92.0%	93.5%	- 1.5	Coordination of Care for Children with Chronic Conditions
Q34. Child's personal doctor usually or always showed respect for what you had to say	95.6%	97.3%	- 1.7	Communication
Q14. Rating of all child's health care	88.3%	90.1%	- 1.8	Ratings
Q37. Child's personal doctor usually or always spent enough time with child	89.7%	91.7%	- 2.0	Communication
Q29. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	61.2%	64.7%	- 3.6	Coordination of Care for Children with Chronic Conditions
Q4. Child usually or always got care needed right away as soon as you thought child needed	90.7%	95.6%	- 4.9	Getting Care Quickly
Q27. Rating of child's treatment or counseling (8, 9 or 10)	64.3%	69.6%	- 5.3	Supplemental Questions
Q20. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child	74.2%	80.9%	- 6.7	CCC Single Items
Q51. Customer service staff from child's health plan usually or always treated you with courtesy/respect	88.7%	96.3%	- 7.5	Customer Service
Q26. 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	59.1%	66.7%	- 7.6	CCC Single Items

Better ▲ ▼ Worse

▲▼ **Statistically significantly higher/lower than 2012 score.**

Methodology

Children, ages 0 to 17, who were current members of NYS Medicaid or CHP managed care plans as of September 2014 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 an eleven-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a 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. 1st questionnaire packets mailed: October 3, 2014
2. Reminder postcards mailed: October 10, 2014
3. 2nd questionnaire packets mailed: October 31, 2014
4. Phone field opened: November 18, 2014
5. Mail and phone field closed: December 19, 2014

Sampling Frame

A stratified random sample of 1500 children ages 0-17 was drawn per plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the Medicaid or CHP managed care plans for at least five out of the last six months as of September 2014.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0 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 1 supplemental question of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 84 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 7,565 parents/caretakers of NYSDOH Medicaid managed care members, and the overall project response rate was 32.7%.

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

Getting Needed Care

Q46. Usually or always easy to get appointments for your child with specialists
Q15. 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

Q32. Child's personal doctor usually or always explained things in a way that was easy to understand
Q33. Child's personal doctor usually or always listened carefully to you
Q34. Child's personal doctor usually or always showed respect for what you had to say
Q37. Child's personal doctor usually or always spent enough time with child

Customer Service

Q50. Customer service from child's health plan usually or always gave needed info or help
Q51. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making

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

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

Access to Specialized Services

Q19. Usually or always easy to get special medical equipment or devices for your child
Q22. Usually or always easy to get special therapy (physical, occupational or speech) for your child
Q25. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child

Q38. Child's personal doctor talked with you about how your child is feeling, growing or behaving
Q43. Child's personal doctor understands how child's conditions affect your child's day-to-day life
Q44. 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

Q17. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
Q29. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) for the Rating Items and Composite Items are presented for additional

information, but are not compared to the Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the Statewide achievement score with statistical testing. Again, Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change for Statewide results. The *Trend Analysis* section displays Statewide results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2012 and 2014 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

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

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2014 are case-mix adjusted for child age (Q74), child member health status (Q58) 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.

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, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child and Coordination of Care for Children with Chronic Conditions.

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

Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and

2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

Rating Questions, Composites, Single Items and Supplemental Questions

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

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four general rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the group or plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

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

Responses by Question

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

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

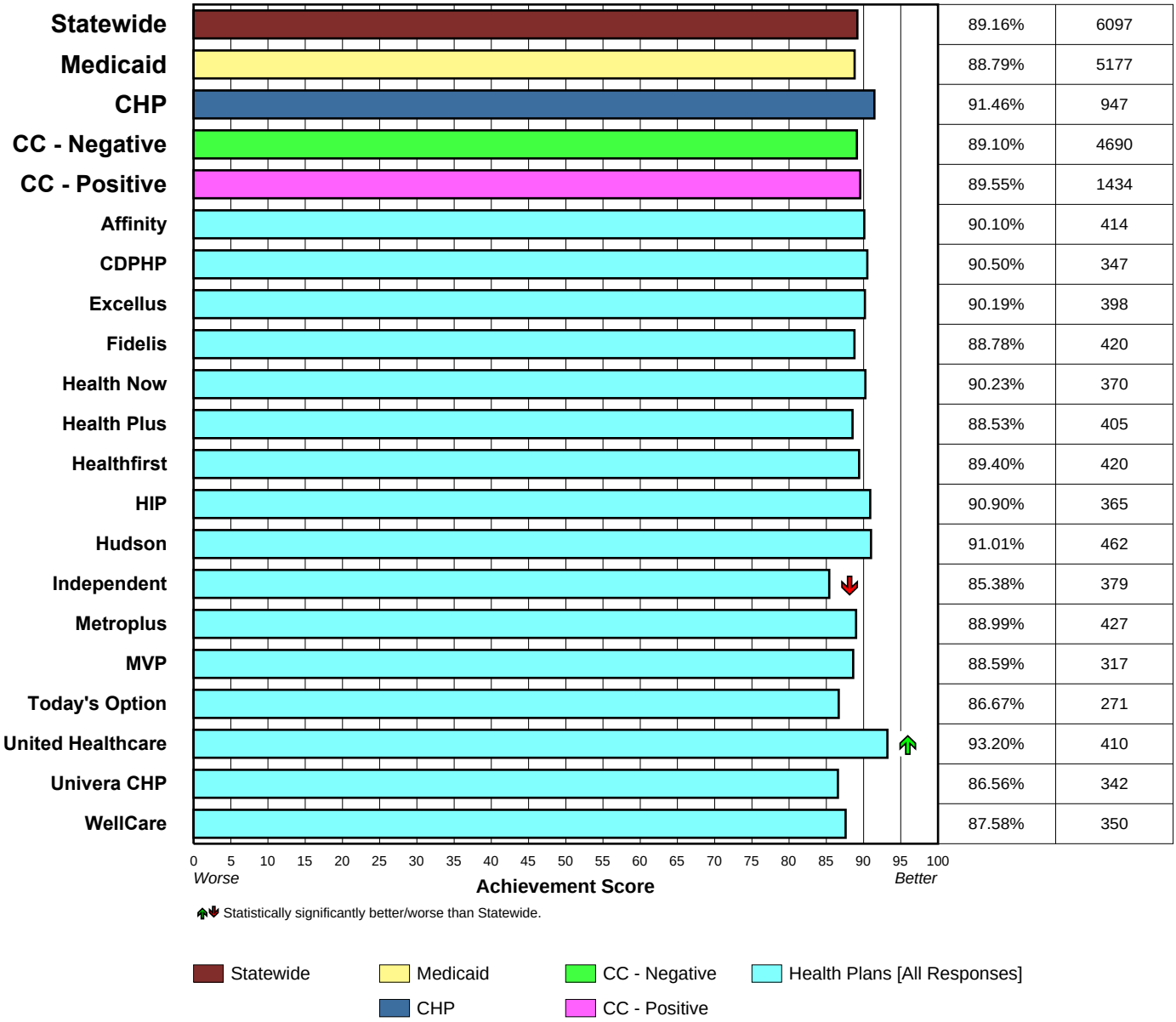
Graphs / Results

Overall Ratings

The CAHPS® 5.0 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.

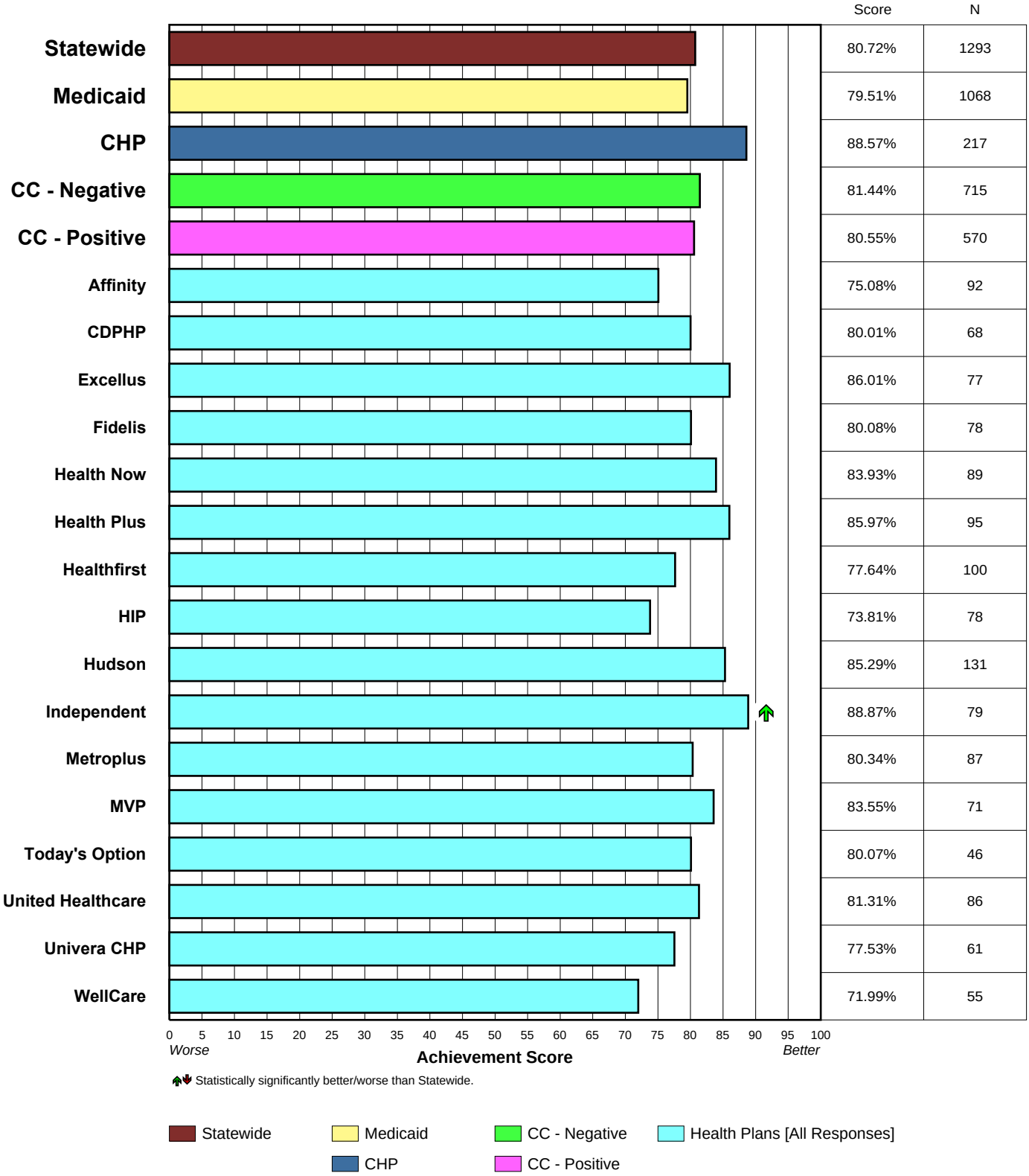
For each rating table, plan-level, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) scores are presented alongside the Statewide score. Tests for statistical significance compare the plan-level scores to the Statewide scores. Payor status and Chronic Condition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

Q41. Rating of child's personal doctor (8, 9 or 10)



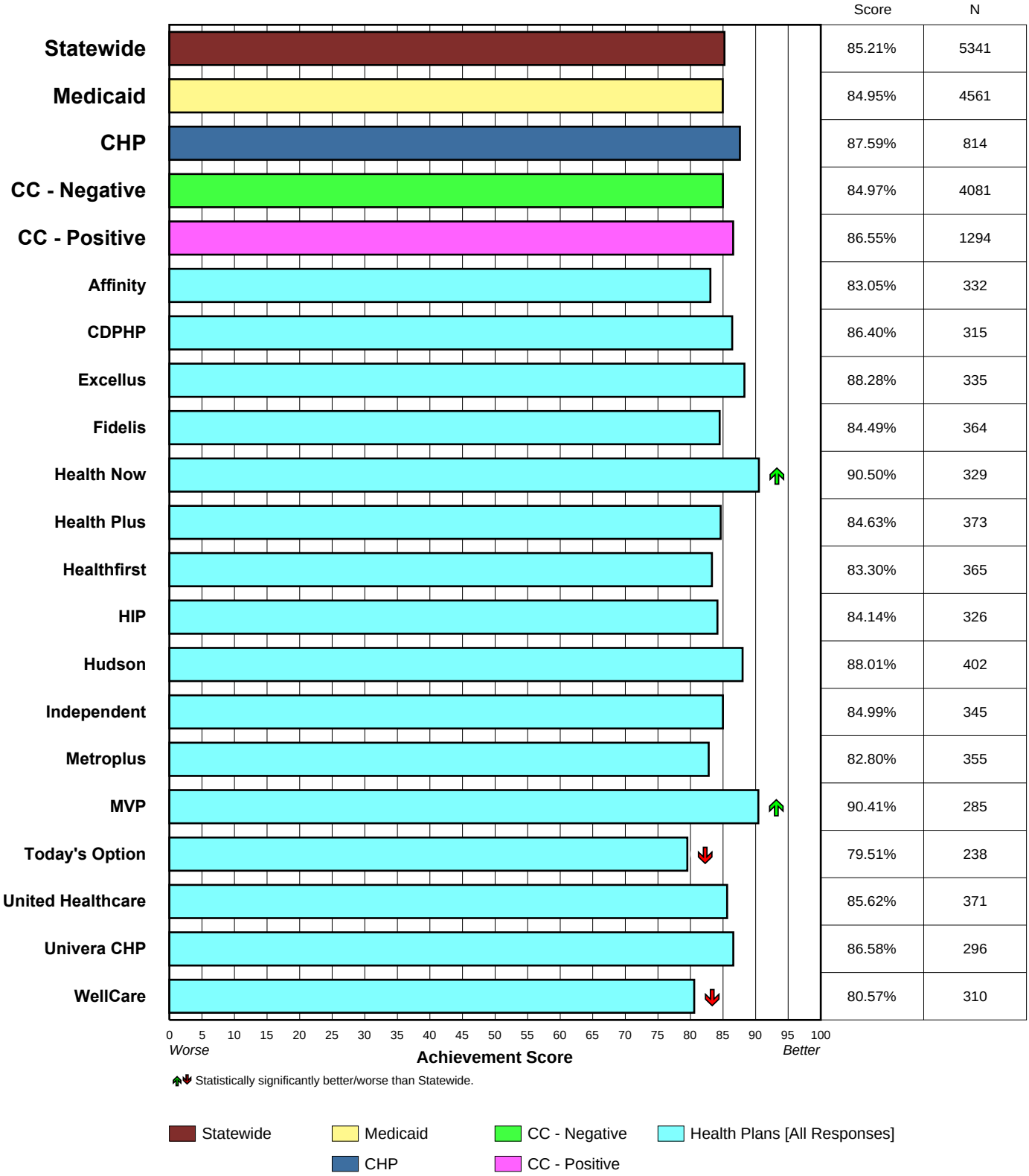
Overall Ratings

Q48. Rating of specialist child saw most often (8, 9 or 10)



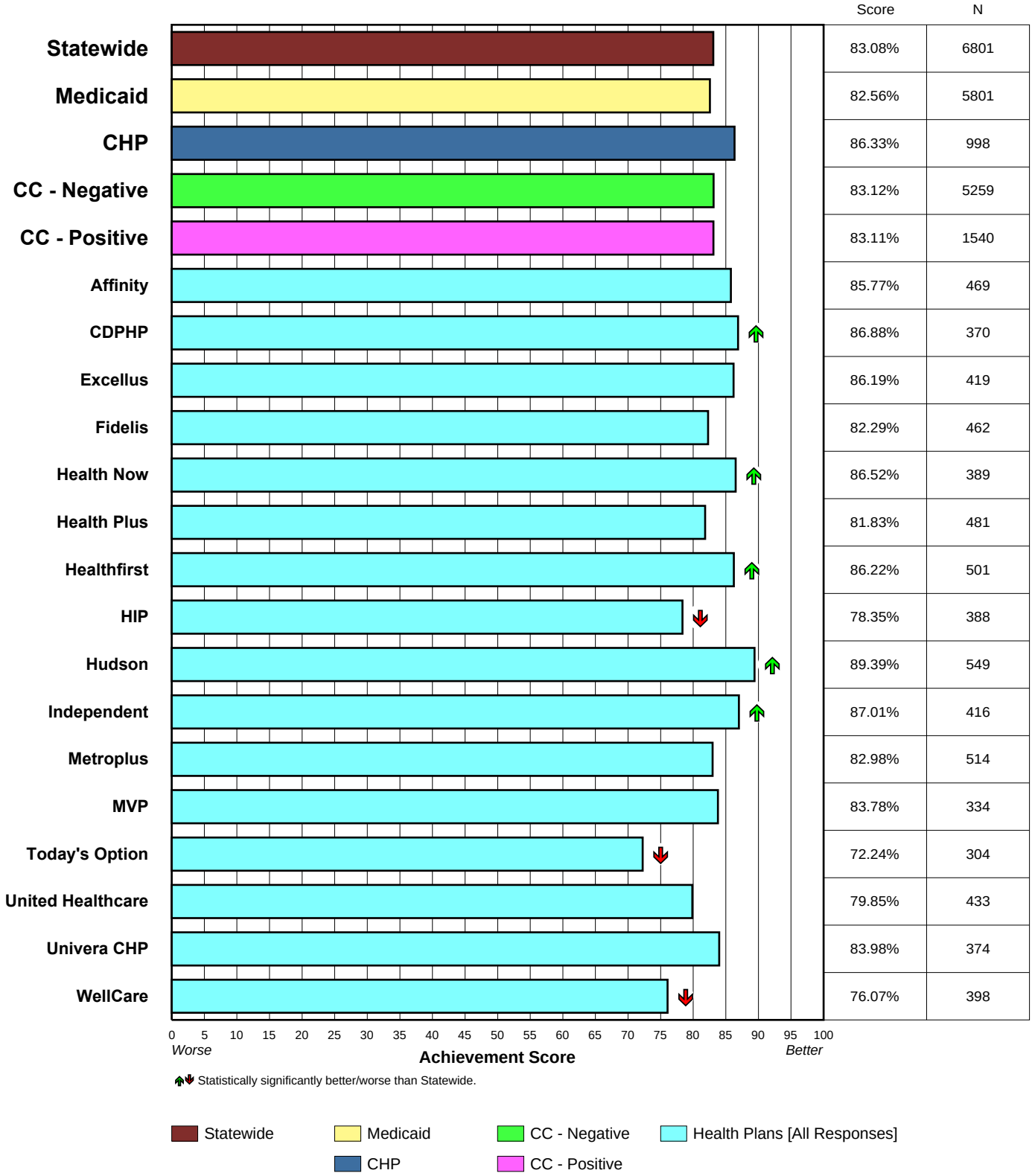
Overall Ratings

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



Overall Ratings

Q54. Rating of child's health plan (8, 9 or 10)



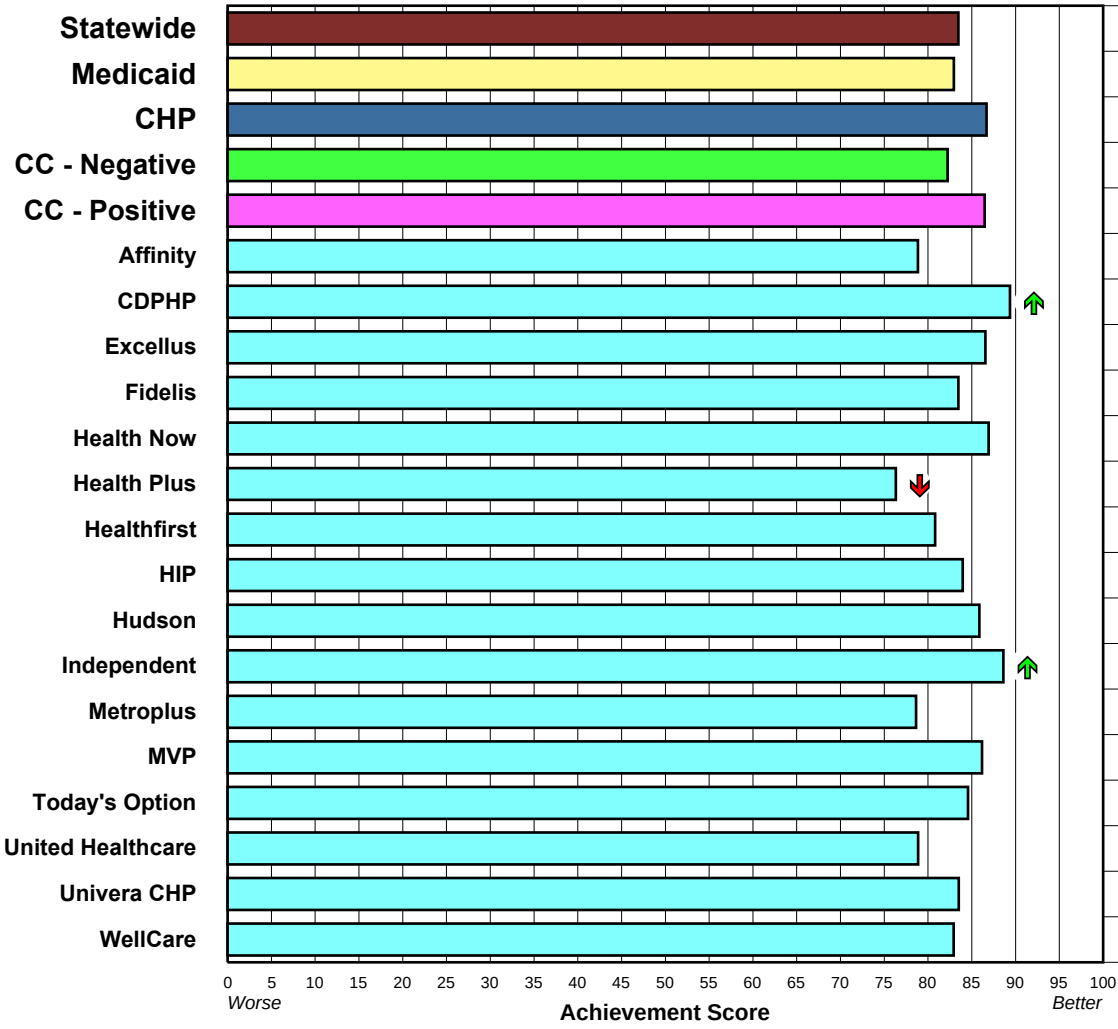
Standard Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually or Always", "A lot" or "Yes" depending on the composite.

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

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

Getting Needed Care (Usually or Always)



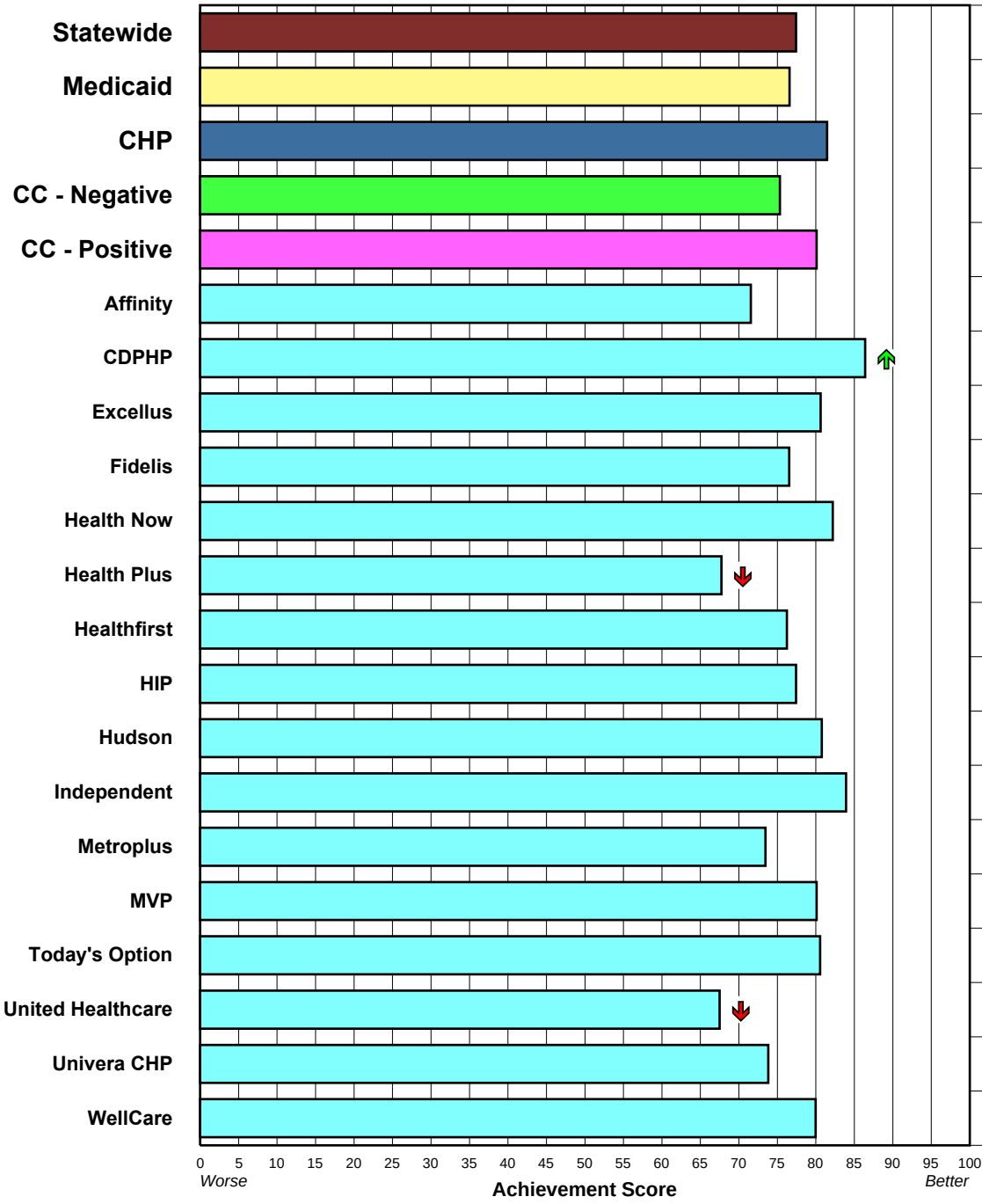
	Score	N
Statewide	83.46%	5549
Medicaid	82.94%	4737
CHP	86.69%	812
CC - Negative	82.23%	4231
CC - Positive	86.47%	1318
Affinity	78.85%	357
CDPHP	89.36%	321
Excellus	86.55%	346
Fidelis	83.47%	380
Health Now	86.92%	337
Health Plus	76.31%	390
Healthfirst	80.81%	394
HIP	83.96%	338
Hudson	85.87%	426
Independent	88.60%	350
Metroplus	78.62%	376
MVP	86.15%	288
Today's Option	84.57%	246
United Healthcare	78.86%	374
Univera CHP	83.51%	305
WellCare	82.92%	321

Statistically significantly better/worse than Statewide.

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

Getting Needed Care (Usually or Always)

Q46. Usually or always easy to get appointments for your child with specialists



	Score	N
Statewide	77.42%	1439
Medicaid	76.58%	1190
CHP	81.45%	238
CC - Negative	75.33%	811
CC - Positive	80.10%	617
Affinity	71.56%	106
CDPHP	86.41%	74
Excellus	80.62%	81
Fidelis	76.55%	88
Health Now	82.19%	96
Health Plus	67.74%	104
Healthfirst	76.23%	123
HIP	77.42%	86
Hudson	80.77%	139
Independent	83.92%	85
Metroplus	73.46%	97
MVP	80.09%	80
Today's Option	80.56%	49
United Healthcare	67.50%	95
Univera CHP	73.82%	72
WellCare	79.96%	64

Statistically significantly better/worse than Statewide.

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

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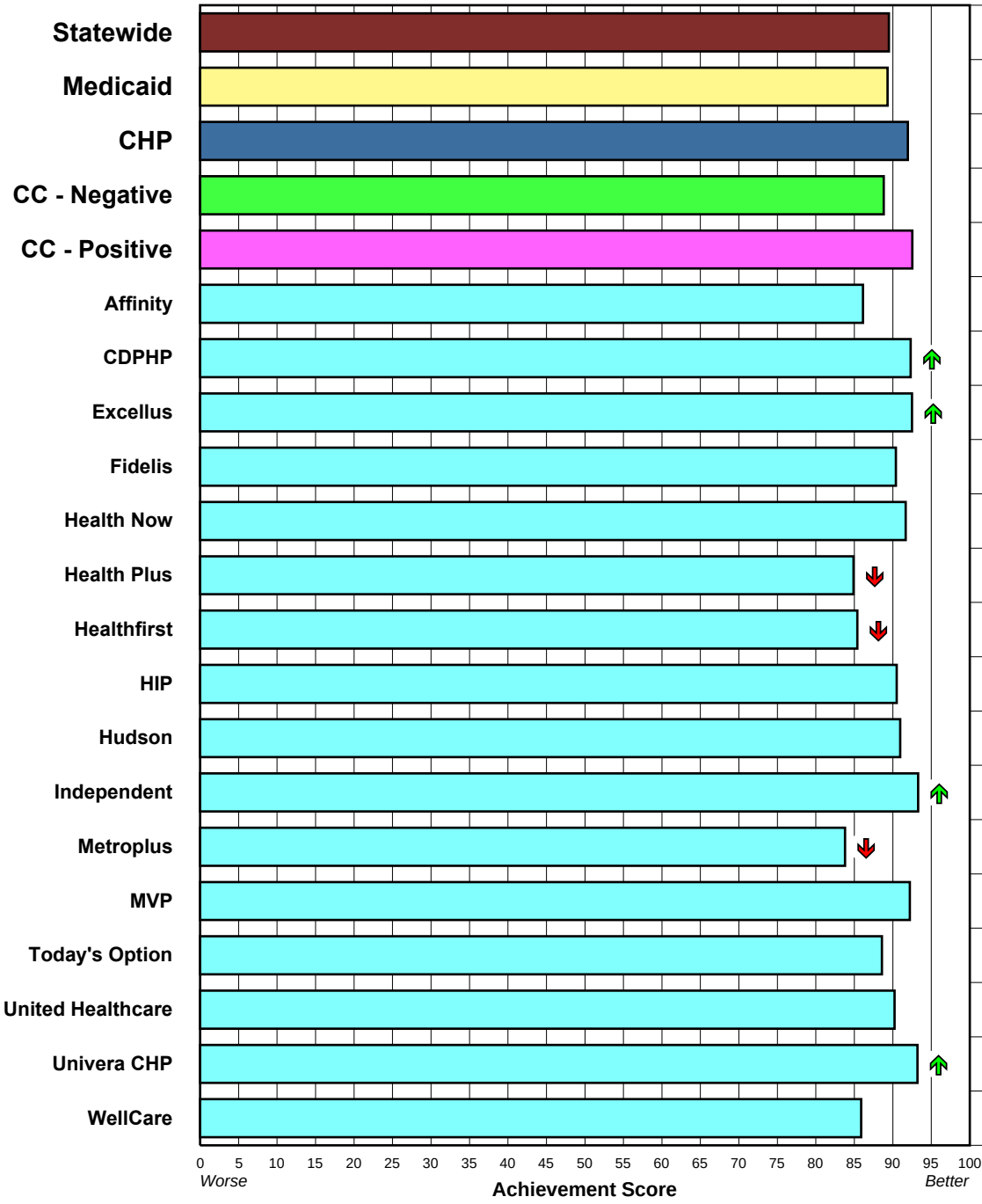
Getting Needed Care (Usually or Always)

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



	Score	N
Statewide	89.49%	5333
Medicaid	89.31%	4556
CHP	91.95%	811
CC - Negative	88.81%	4074
CC - Positive	92.52%	1294
Affinity	86.13%	337
CDPHP	92.31%	315
Excellus	92.49%	334
Fidelis	90.40%	362
Health Now	91.66%	329
Health Plus	84.88%	372
Healthfirst	85.39%	360
HIP	90.50%	330
Hudson	90.96%	401
Independent	93.28%	343
Metroplus	83.79%	358
MVP	92.22%	283
Today's Option	88.58%	238
United Healthcare	90.22%	367
Univera CHP	93.20%	296
WellCare	85.88%	308

Statistically significantly better/worse than Statewide.

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

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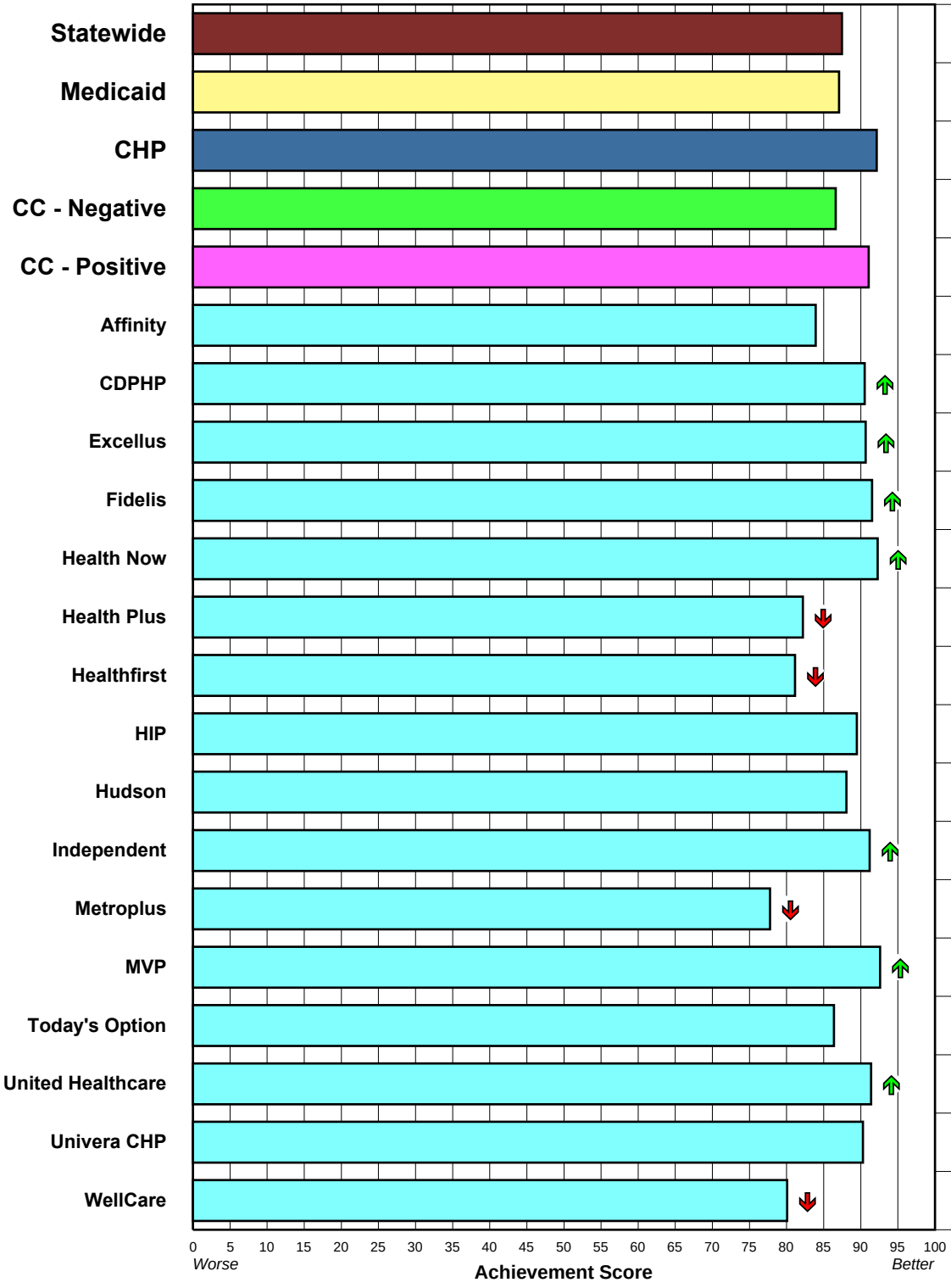
Getting Care Quickly (Usually or Always)



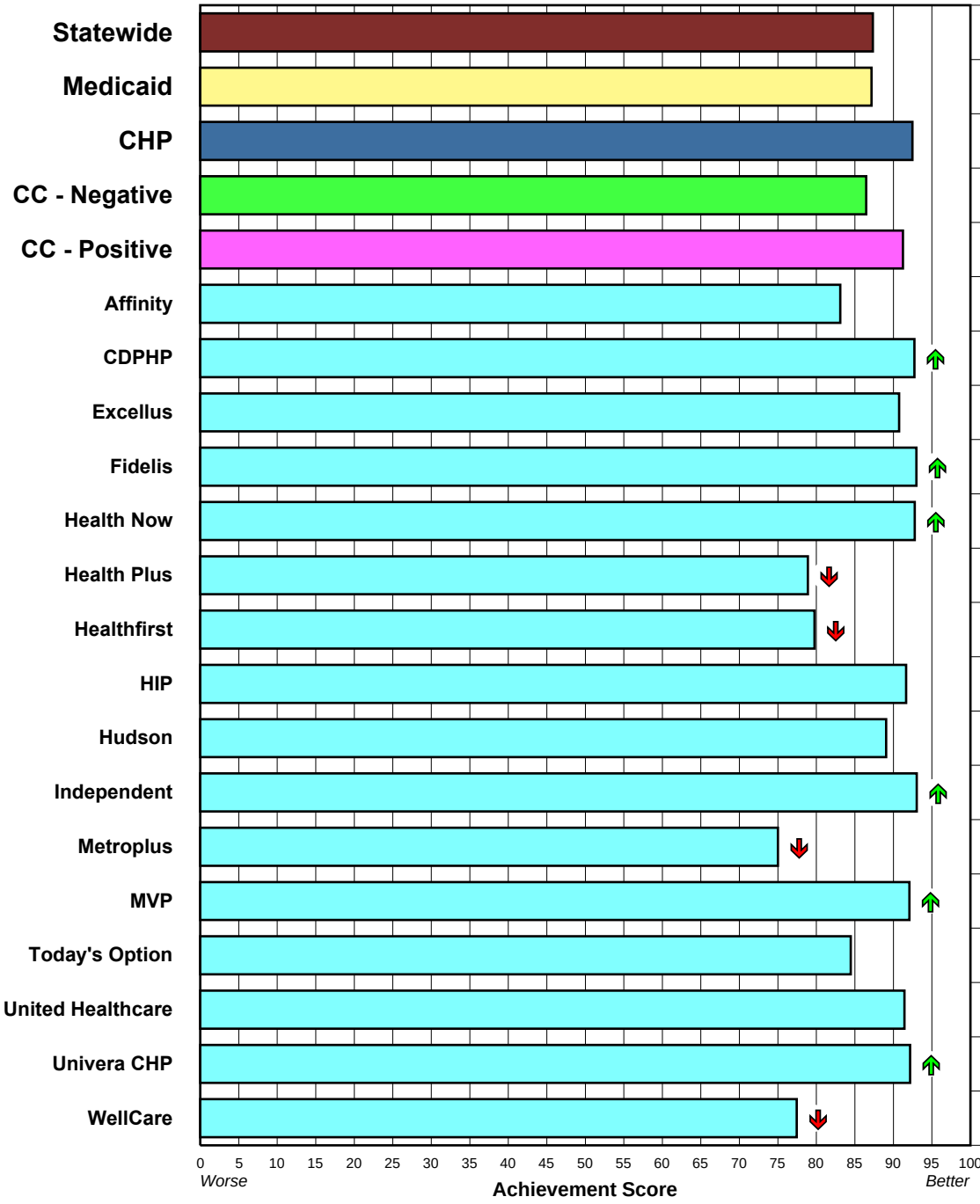
	Score	N
Statewide	87.46%	6117
Medicaid	87.07%	5257
CHP	92.14%	860
CC - Negative	86.63%	4758
CC - Positive	91.06%	1359
Affinity	83.93%	416
CDPHP	90.52%	343
Excellus	90.64%	367
Fidelis	91.51%	400
Health Now	92.27%	357
Health Plus	82.19%	432
Healthfirst	81.14%	439
HIP	89.46%	366
Hudson	88.07%	474
Independent	91.20%	378
Metroplus	77.76%	450
MVP	92.60%	324
Today's Option	86.39%	267
United Healthcare	91.39%	419
Univera CHP	90.29%	327
WellCare	80.08%	358

Statistically significantly better/worse than Statewide.

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

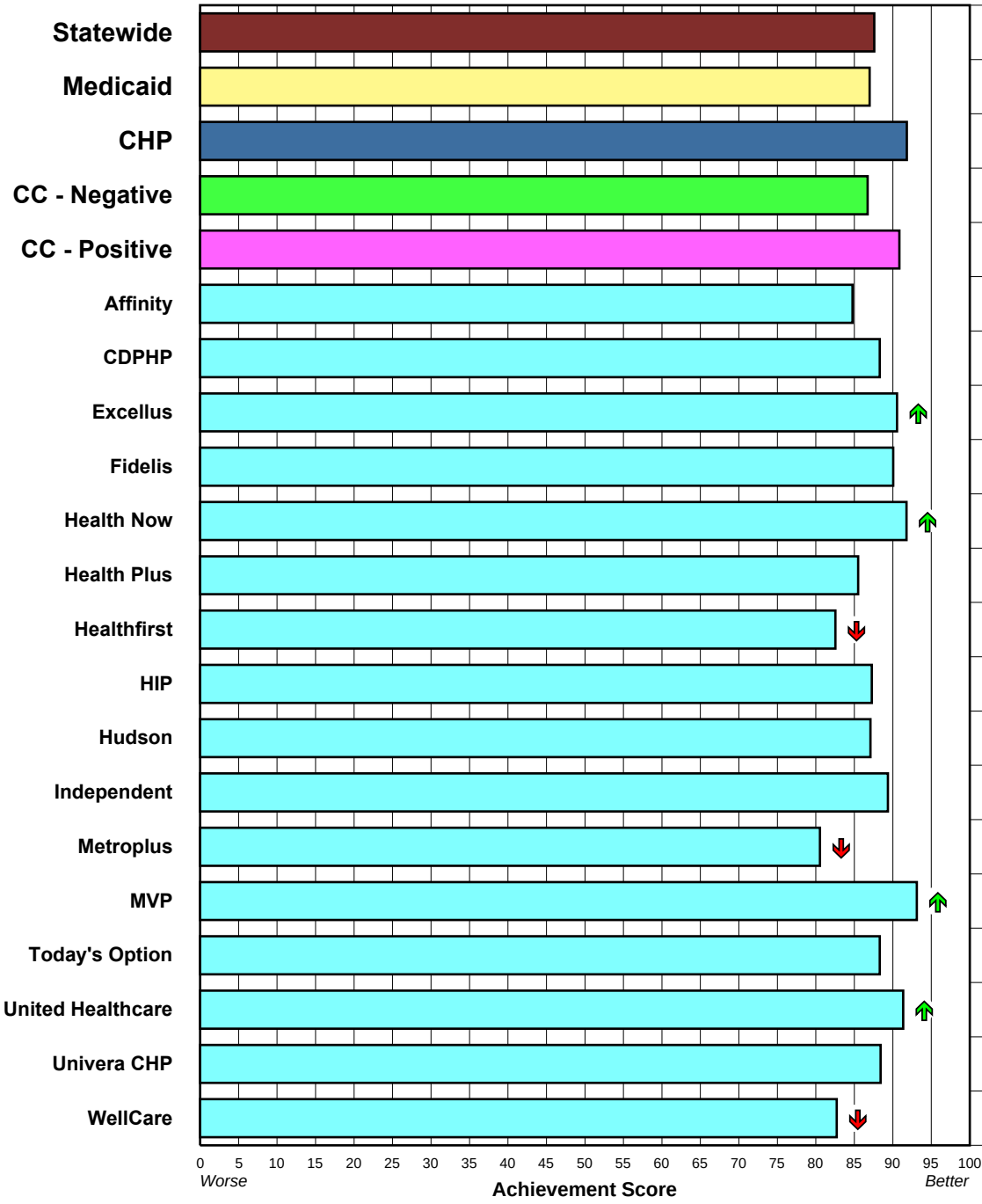
Getting Care Quickly (Usually or Always)

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



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	87.60%	5847
Medicaid	86.98%	5023
CHP	91.82%	837
CC - Negative	86.72%	4501
CC - Positive	90.84%	1359
Affinity	84.76%	397
CDPHP	88.31%	328
Excellus	90.54%	346
Fidelis	90.05%	387
Health Now	91.77%	342
Health Plus	85.49%	413
Healthfirst	82.54%	421
HIP	87.27%	348
Hudson	87.10%	455
Independent	89.37%	354
Metroplus	80.53%	428
MVP	93.11%	311
Today's Option	88.31%	260
United Healthcare	91.34%	392
Univera CHP	88.42%	317
WellCare	82.70%	348

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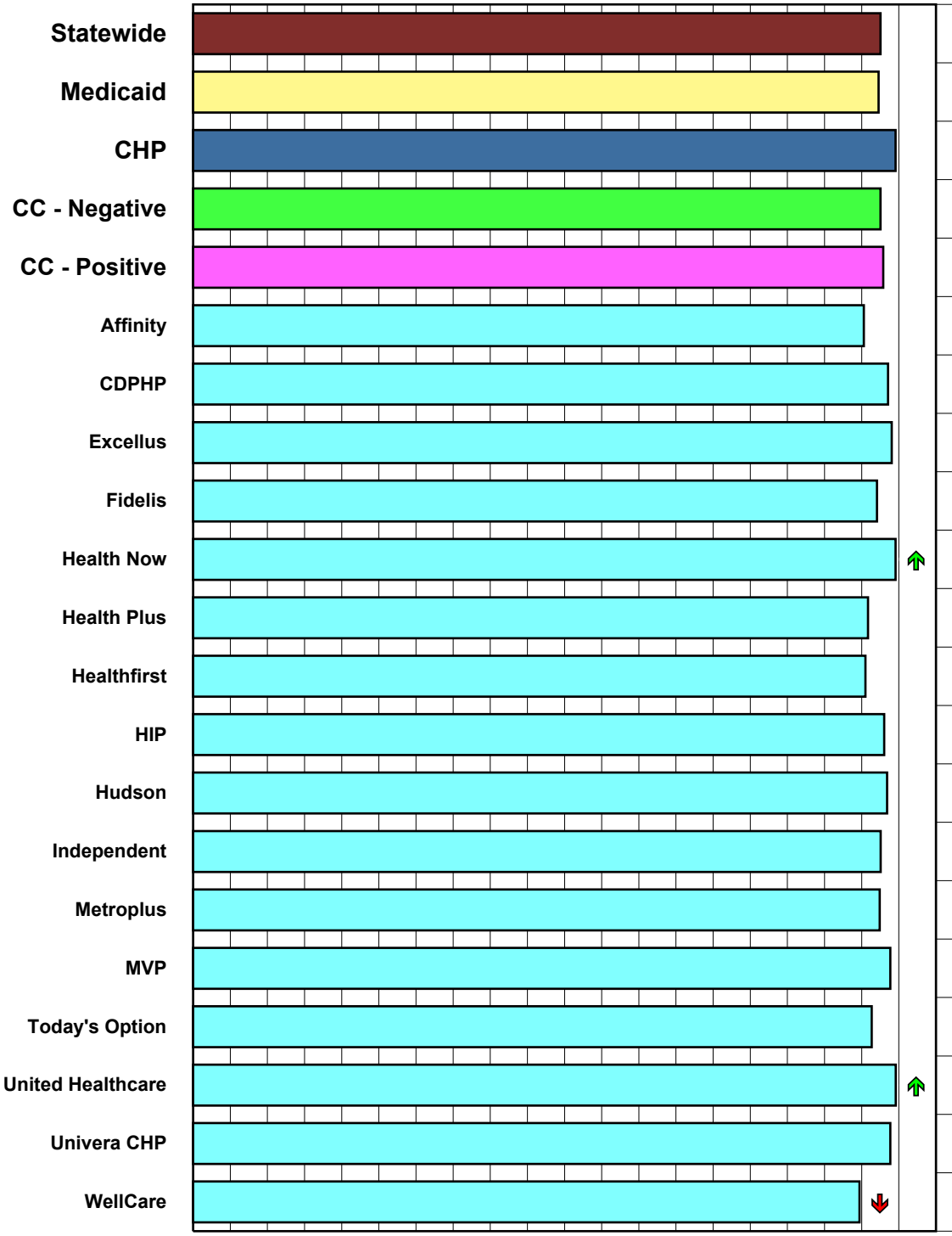
How Well Doctors Communicate (Usually or Always)



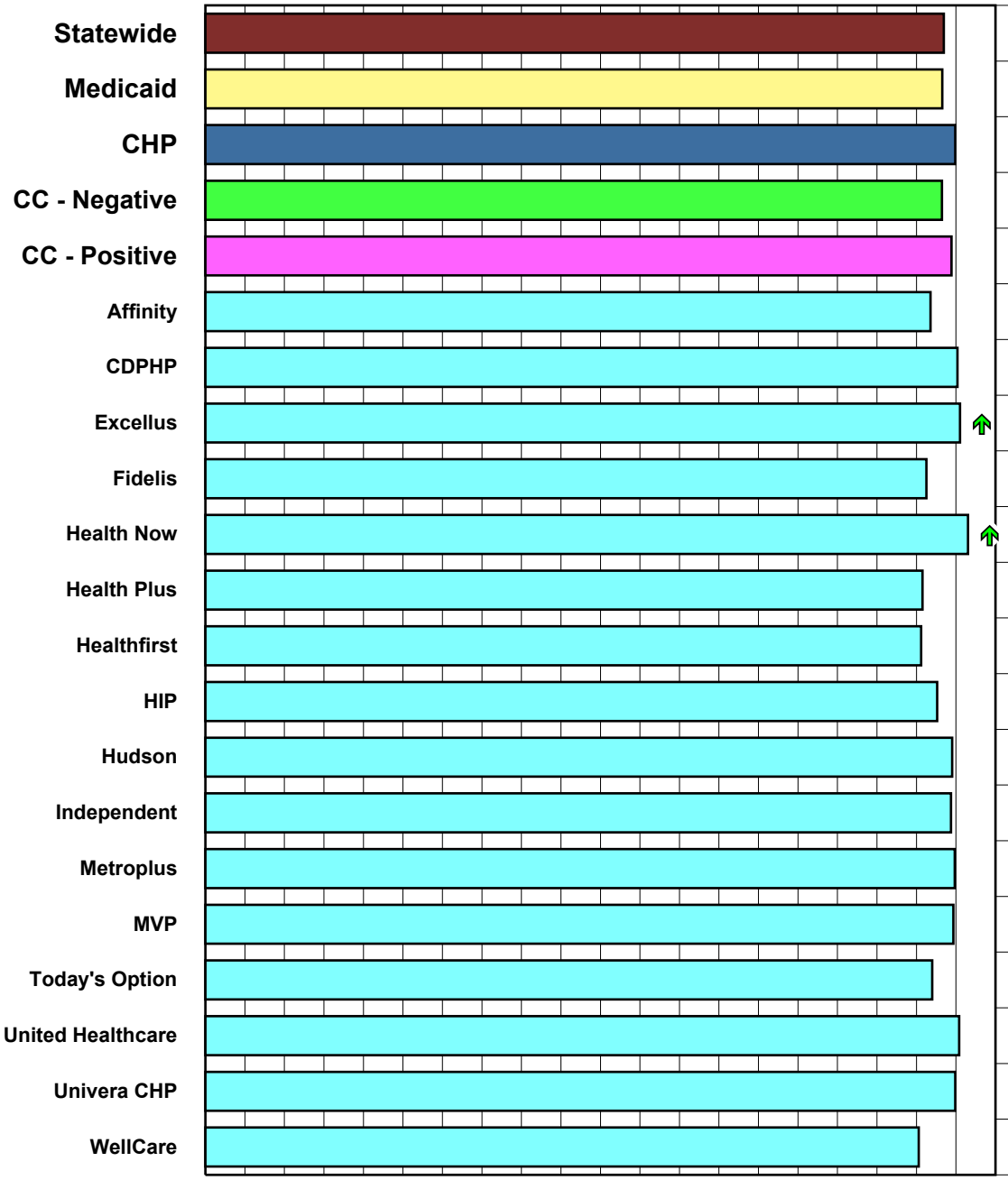
	Score	N
Statewide	92.54%	5251
Medicaid	92.27%	4470
CHP	94.57%	781
CC - Negative	92.53%	4031
CC - Positive	92.90%	1220
Affinity	90.28%	360
CDPHP	93.55%	305
Excellus	94.05%	334
Fidelis	92.07%	349
Health Now	94.56%	306
Health Plus	90.85%	368
Healthfirst	90.49%	360
HIP	93.03%	328
Hudson	93.43%	386
Independent	92.55%	317
Metroplus	92.42%	369
MVP	93.85%	285
Today's Option	91.34%	236
United Healthcare	94.58%	358
Univera CHP	93.85%	285
WellCare	89.70%	305

Statistically significantly better/worse than Statewide.

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

How Well Doctors Communicate (Usually or Always)

Q32. Child's personal doctor usually or always explained things in a way that was easy to understand



	Score	N
Statewide	93.45%	5218
Medicaid	93.27%	4446
CHP	94.91%	799
CC - Negative	93.23%	3978
CC - Positive	94.43%	1268
Affinity	91.78%	359
CDPHP	95.19%	304
Excellus	95.50%	333
Fidelis	91.26%	347
Health Now	96.52%	306
Health Plus	90.76%	366
Healthfirst	90.59%	358
HIP	92.61%	328
Hudson	94.51%	382
Independent	94.37%	313
Metroplus	94.85%	368
MVP	94.67%	280
Today's Option	91.99%	234
United Healthcare	95.41%	351
Univera CHP	94.90%	285
WellCare	90.29%	304

Statistically significantly better/worse than Statewide.

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

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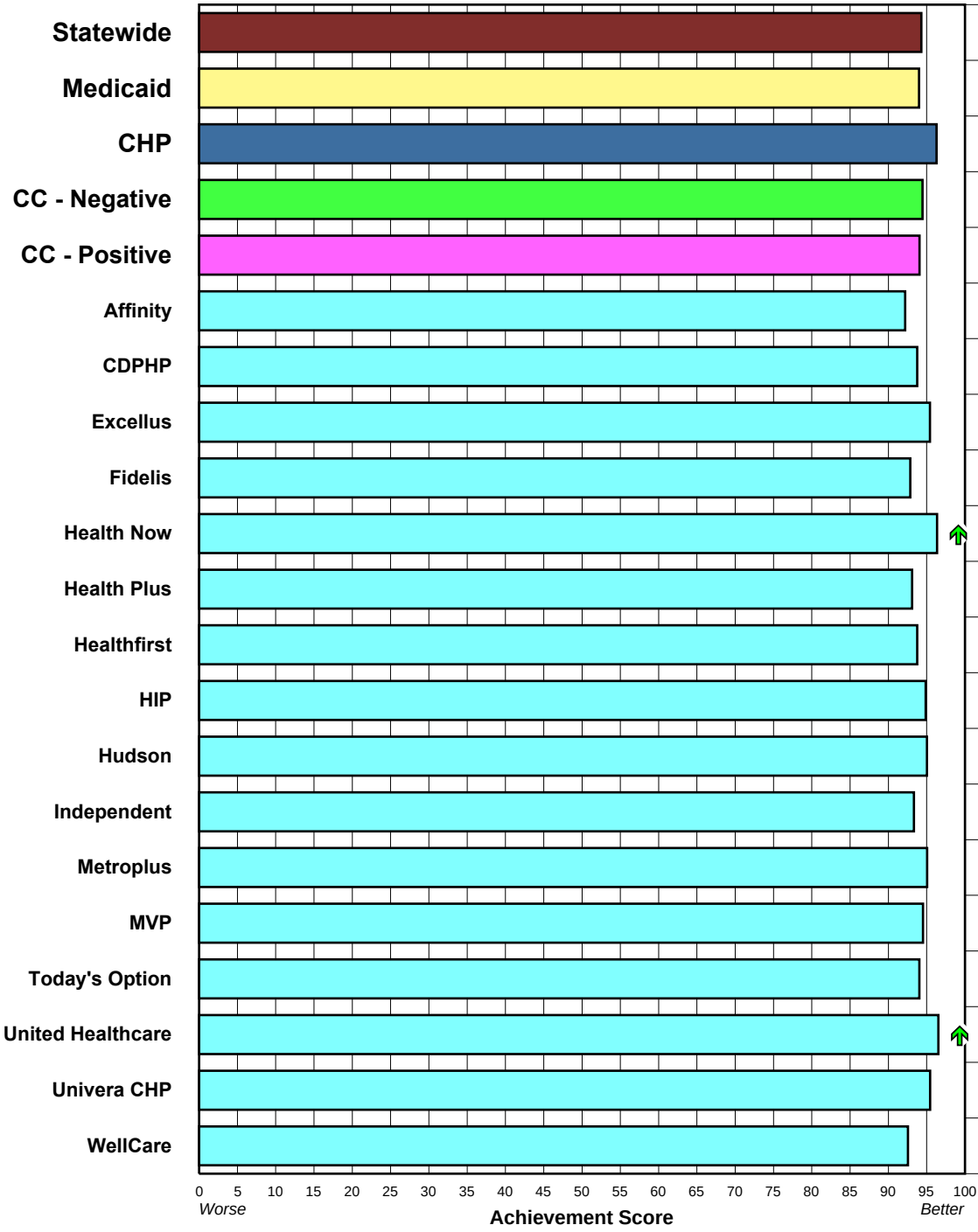
How Well Doctors Communicate (Usually or Always)

Q33. Child's personal doctor usually or always listened carefully to you



	Score	N
Statewide	94.30%	5221
Medicaid	94.01%	4457
CHP	96.28%	793
CC - Negative	94.44%	3980
CC - Positive	94.06%	1270
Affinity	92.20%	359
CDPHP	93.76%	304
Excellus	95.43%	332
Fidelis	92.85%	348
Health Now	96.36%	305
Health Plus	93.08%	364
Healthfirst	93.75%	358
HIP	94.87%	324
Hudson	95.04%	384
Independent	93.33%	316
Metroplus	95.06%	363
MVP	94.53%	285
Today's Option	94.05%	236
United Healthcare	96.53%	356
Univera CHP	95.45%	284
WellCare	92.56%	303

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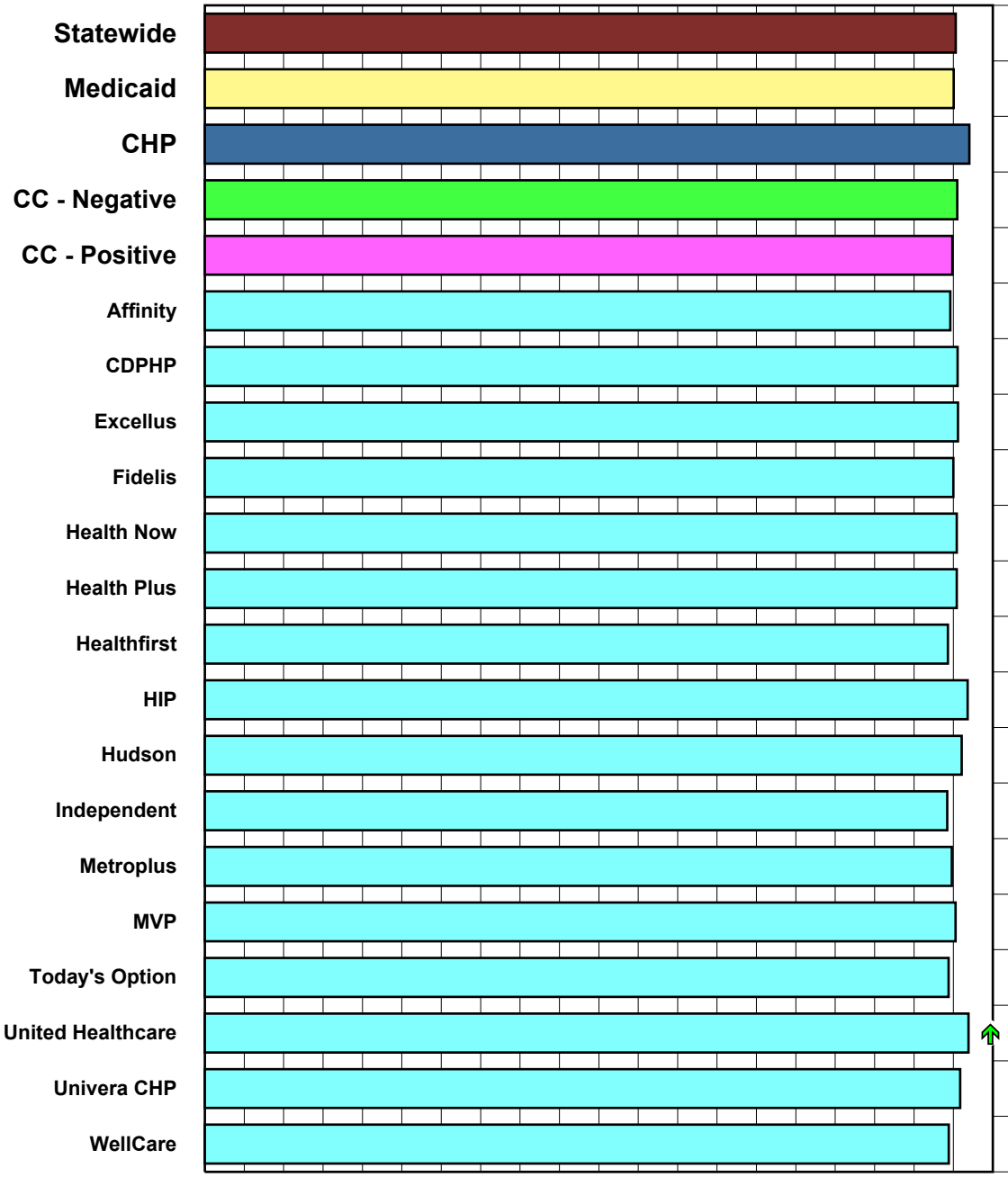
How Well Doctors Communicate (Usually or Always)

Q34. Child's personal doctor usually or always showed respect for what you had to say



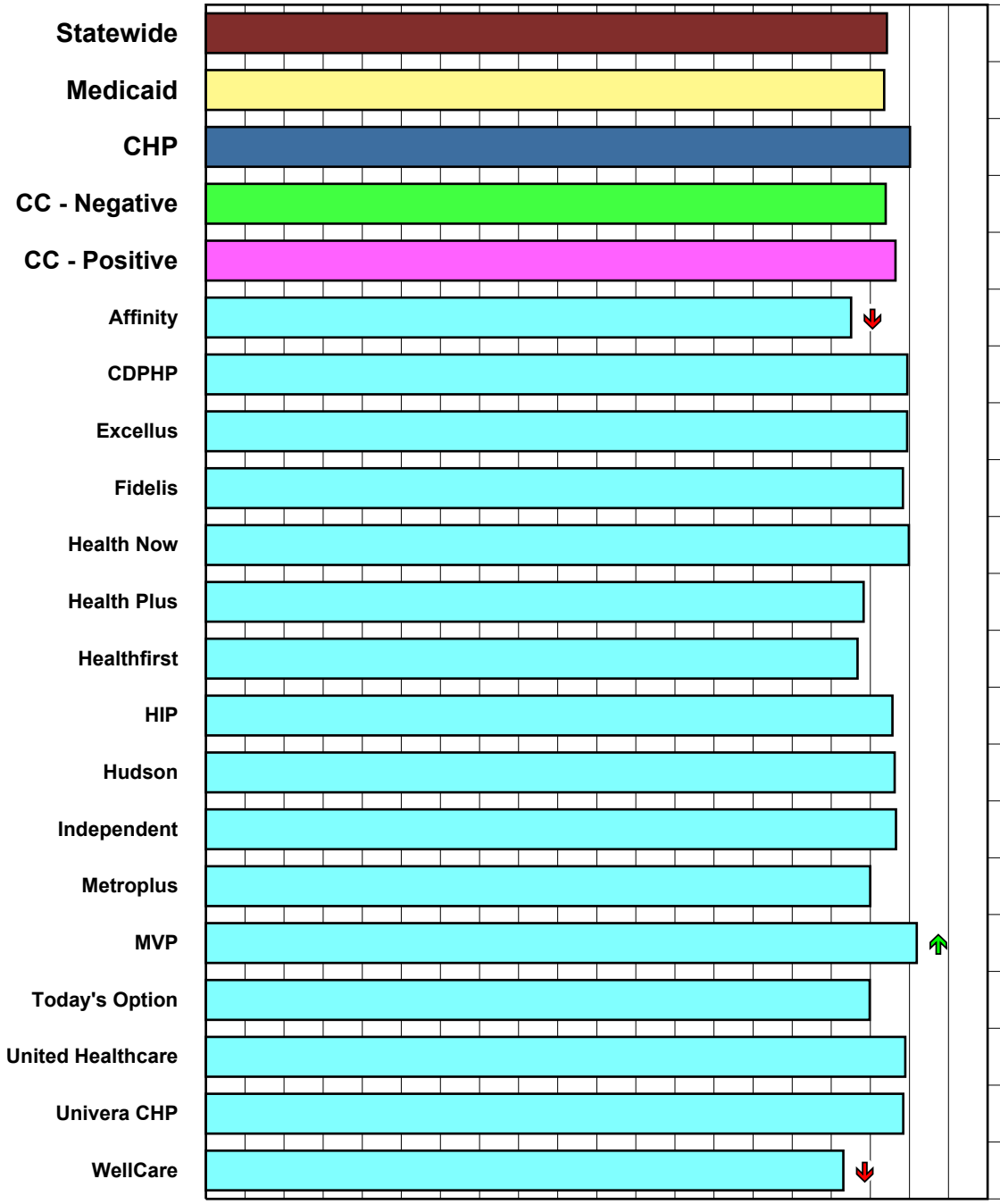
	Score	N
Statewide	95.29%	5215
Medicaid	95.04%	4450
CHP	97.01%	794
CC - Negative	95.49%	3972
CC - Positive	94.87%	1272
Affinity	94.61%	359
CDPHP	95.53%	301
Excellus	95.57%	330
Fidelis	95.00%	349
Health Now	95.43%	306
Health Plus	95.43%	363
Healthfirst	94.29%	358
HIP	96.81%	325
Hudson	96.05%	382
Independent	94.22%	314
Metroplus	94.79%	364
MVP	95.28%	284
Today's Option	94.39%	236
United Healthcare	96.92%	357
Univera CHP	95.85%	284
WellCare	94.41%	303

Statistically significantly better/worse than Statewide.

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

How Well Doctors Communicate (Usually or Always)

Q37. Child's personal doctor usually or always spent enough time with child



	Score	N
Statewide	87.11%	5149
Medicaid	86.77%	4391
CHP	90.07%	786
CC - Negative	86.97%	3912
CC - Positive	88.22%	1266
Affinity	82.54%	348
CDPHP	89.73%	302
Excellus	89.70%	325
Fidelis	89.16%	345
Health Now	89.91%	303
Health Plus	84.14%	361
Healthfirst	83.35%	355
HIP	87.82%	320
Hudson	88.10%	378
Independent	88.28%	312
Metroplus	84.98%	359
MVP	90.93%	279
Today's Option	84.91%	232
United Healthcare	89.47%	350
Univera CHP	89.20%	281
WellCare	81.55%	299

Statistically significantly better/worse than Statewide.

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

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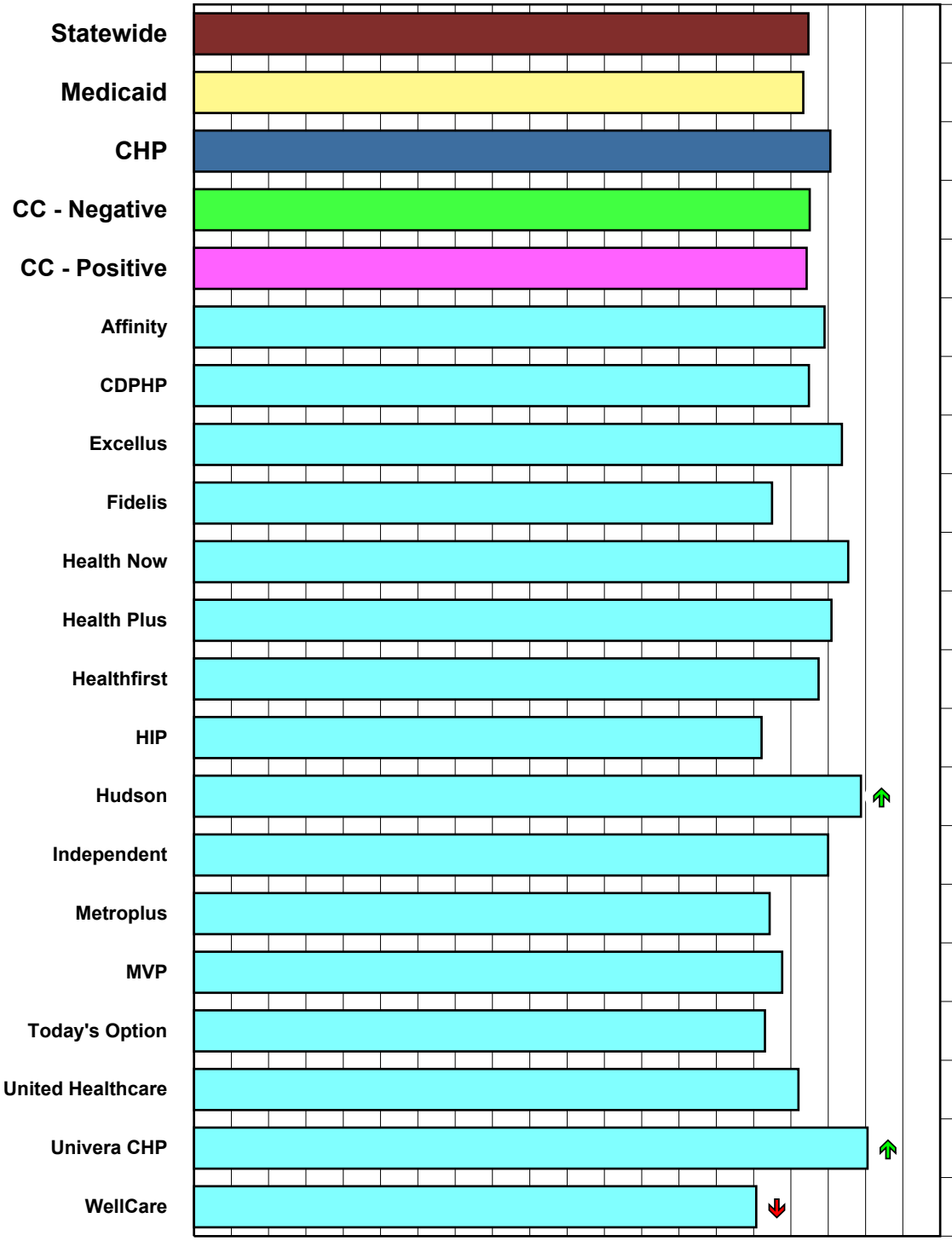
Customer Service (Usually or Always)



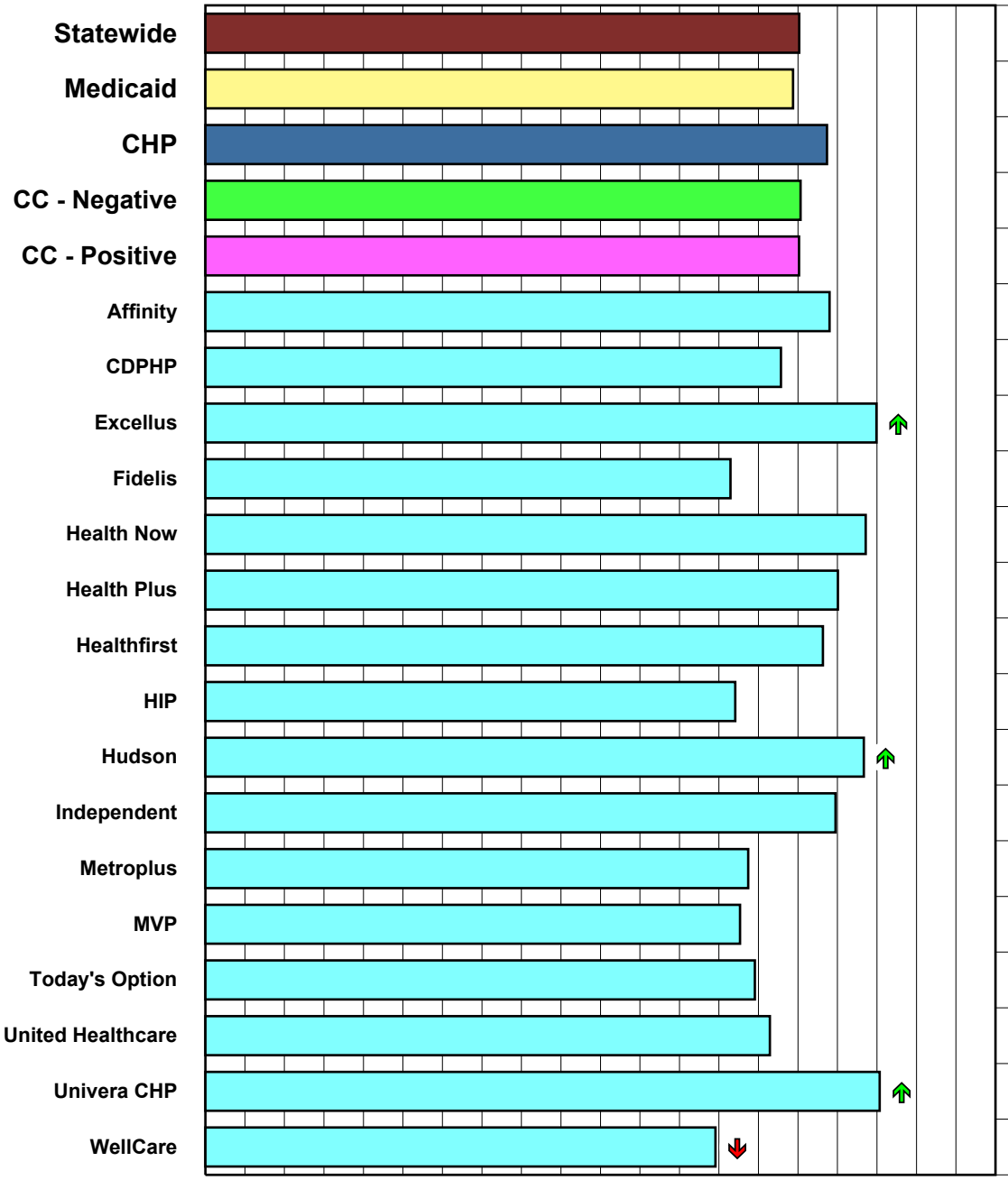
	Score	N
Statewide	82.34%	1491
Medicaid	81.64%	1191
CHP	85.29%	300
CC - Negative	82.51%	1090
CC - Positive	82.11%	401
Affinity	84.49%	128
CDPHP	82.42%	57
Excellus	86.83%	73
Fidelis	77.47%	88
Health Now	87.67%	69
Health Plus	85.43%	138
Healthfirst	83.70%	134
HIP	76.06%	95
Hudson	89.38%	161
Independent	84.98%	56
Metroplus	77.14%	115
MVP	78.83%	54
Today's Option	76.51%	52
United Healthcare	81.00%	93
Univera CHP	90.26%	71
WellCare	75.35%	107

Statistically significantly better/worse than Statewide.

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

Customer Service (Usually or Always)

Q50. Customer service from child's health plan usually or always gave needed info or help



	Score	N
Statewide	75.15%	1481
Medicaid	74.39%	1149
CHP	78.69%	298
CC - Negative	75.33%	1044
CC - Positive	75.12%	403
Affinity	78.99%	128
CDPHP	72.84%	57
Excellus	84.93%	73
Fidelis	66.46%	88
Health Now	83.58%	69
Health Plus	80.06%	138
Healthfirst	78.16%	134
HIP	67.05%	93
Hudson	83.33%	160
Independent	79.76%	56
Metroplus	68.70%	111
MVP	67.67%	54
Today's Option	69.55%	52
United Healthcare	71.44%	92
Univera CHP	85.35%	70
WellCare	64.56%	106

Statistically significantly better/worse than Statewide.

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

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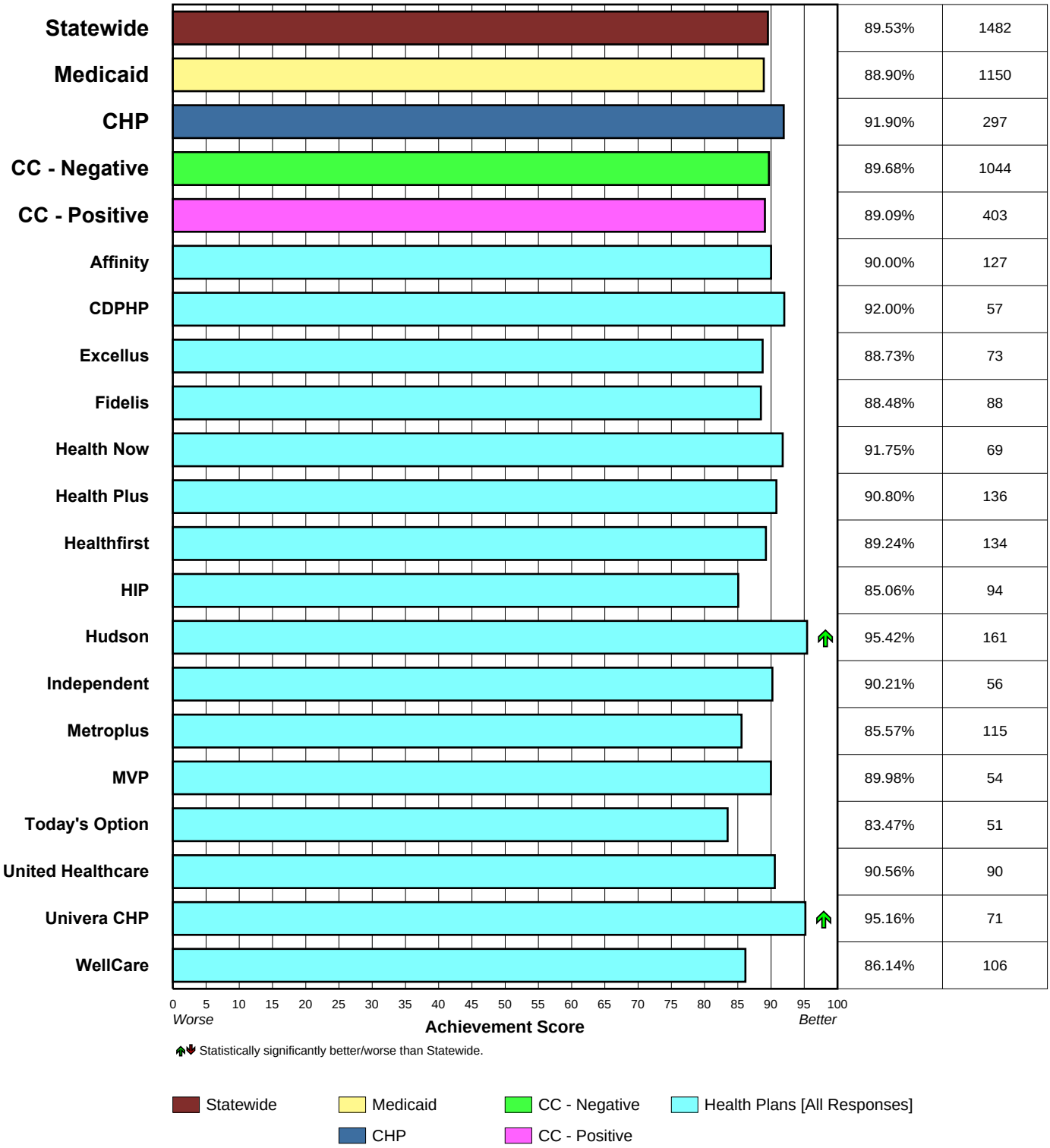
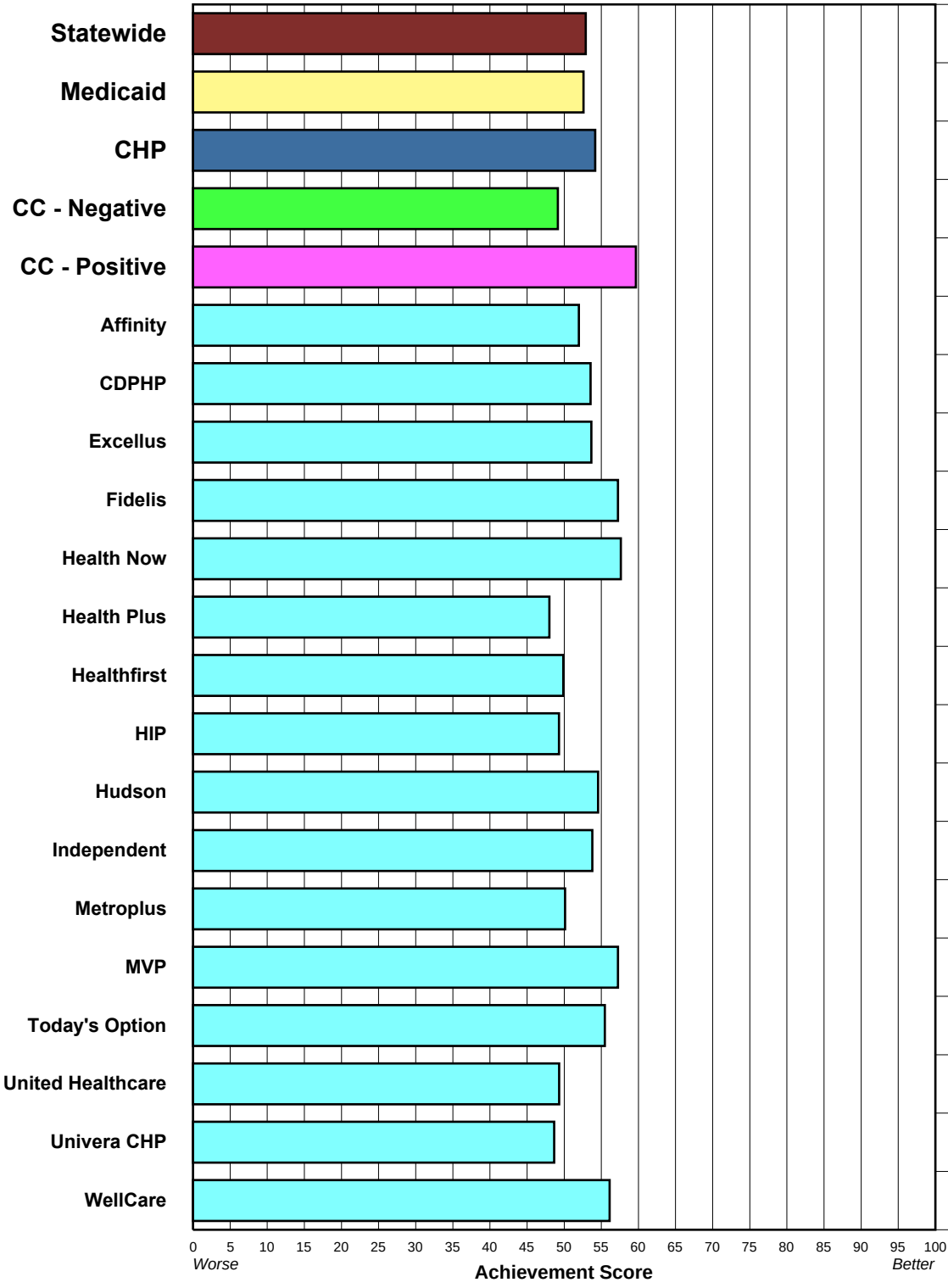
Customer Service (Usually or Always)

Q51. Customer service staff from child's health plan usually or always treated you with courtesy/respect



Shared Decision Making (A lot and Yes)



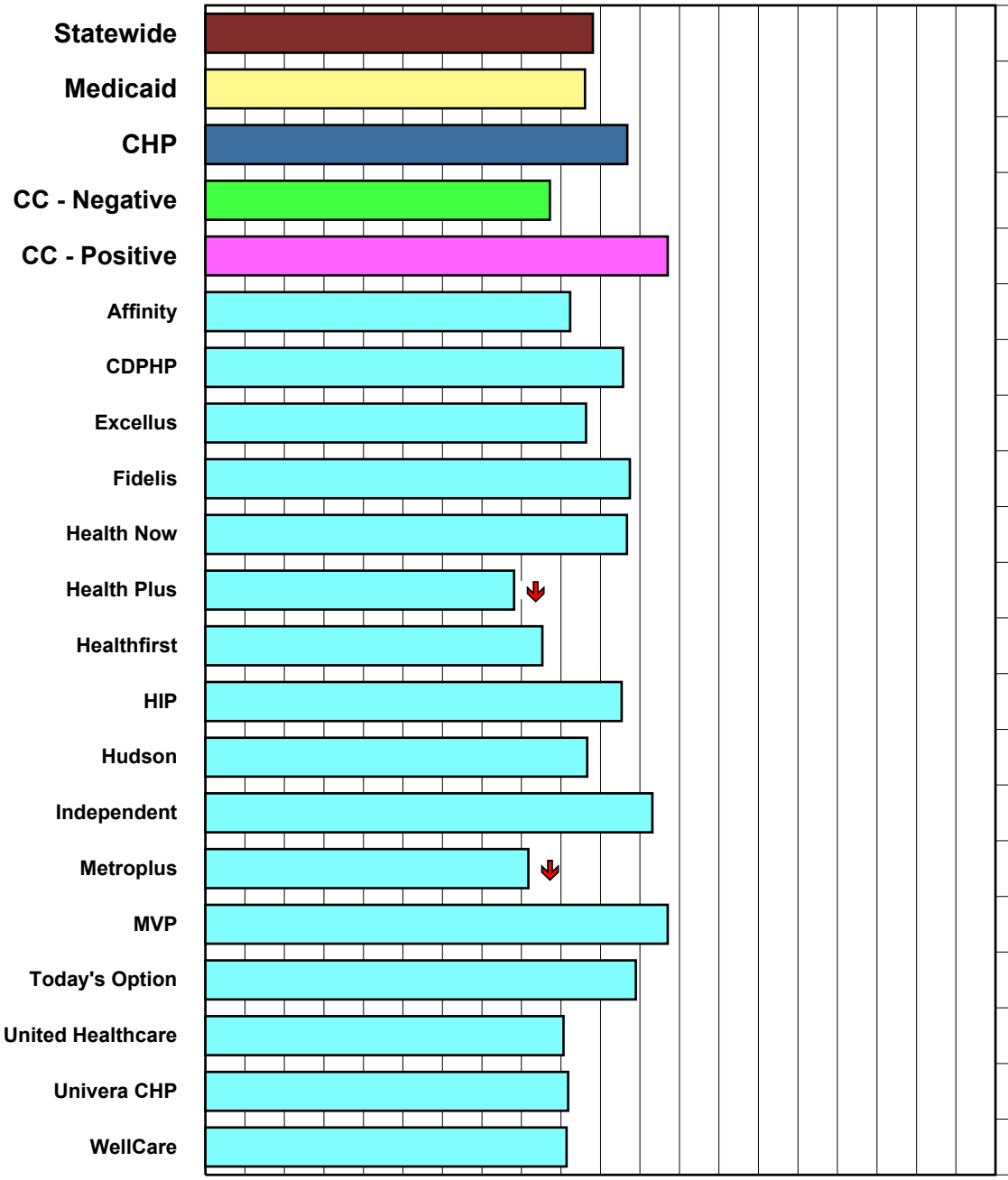
	Score	N
Statewide	52.91%	1775
Medicaid	52.60%	1539
CHP	54.18%	236
CC - Negative	49.15%	1186
CC - Positive	59.67%	589
Affinity	51.98%	137
CDPHP	53.56%	97
Excellus	53.66%	106
Fidelis	57.25%	113
Health Now	57.63%	92
Health Plus	48.00%	120
Healthfirst	49.88%	134
HIP	49.30%	91
Hudson	54.57%	154
Independent	53.79%	99
Metroplus	50.13%	150
MVP	57.23%	91
Today's Option	55.46%	68
United Healthcare	49.32%	123
Univera CHP	48.66%	93
WellCare	56.11%	107

Statistically significantly better/worse than Statewide.

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

Shared Decision Making (A lot)

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



	Score	N
Statewide	49.03%	1739
Medicaid	48.04%	1491
CHP	53.40%	236
CC - Negative	43.61%	1128
CC - Positive	58.51%	598
Affinity	46.18%	132
CDPHP	52.87%	95
Excellus	48.17%	105
Fidelis	53.73%	111
Health Now	53.37%	91
Health Plus	39.07%	114
Healthfirst	42.65%	133
HIP	52.68%	91
Hudson	48.33%	149
Independent	56.58%	95
Metroplus	40.88%	149
MVP	58.52%	90
Today's Option	54.47%	68
United Healthcare	45.33%	120
Univera CHP	45.92%	92
WellCare	45.72%	104

Statistically significantly better/worse than Statewide.

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

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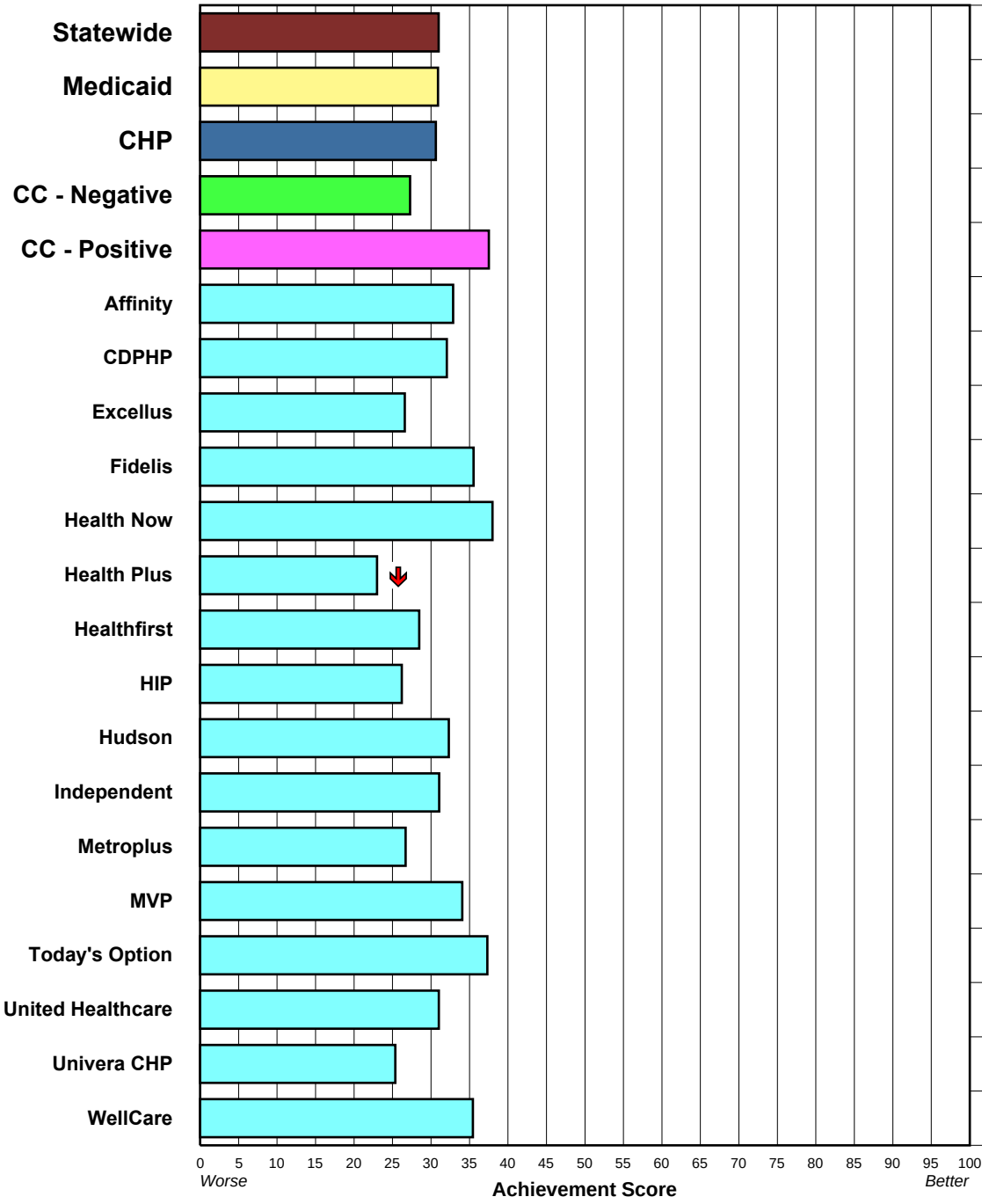
Shared Decision Making (A lot)

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



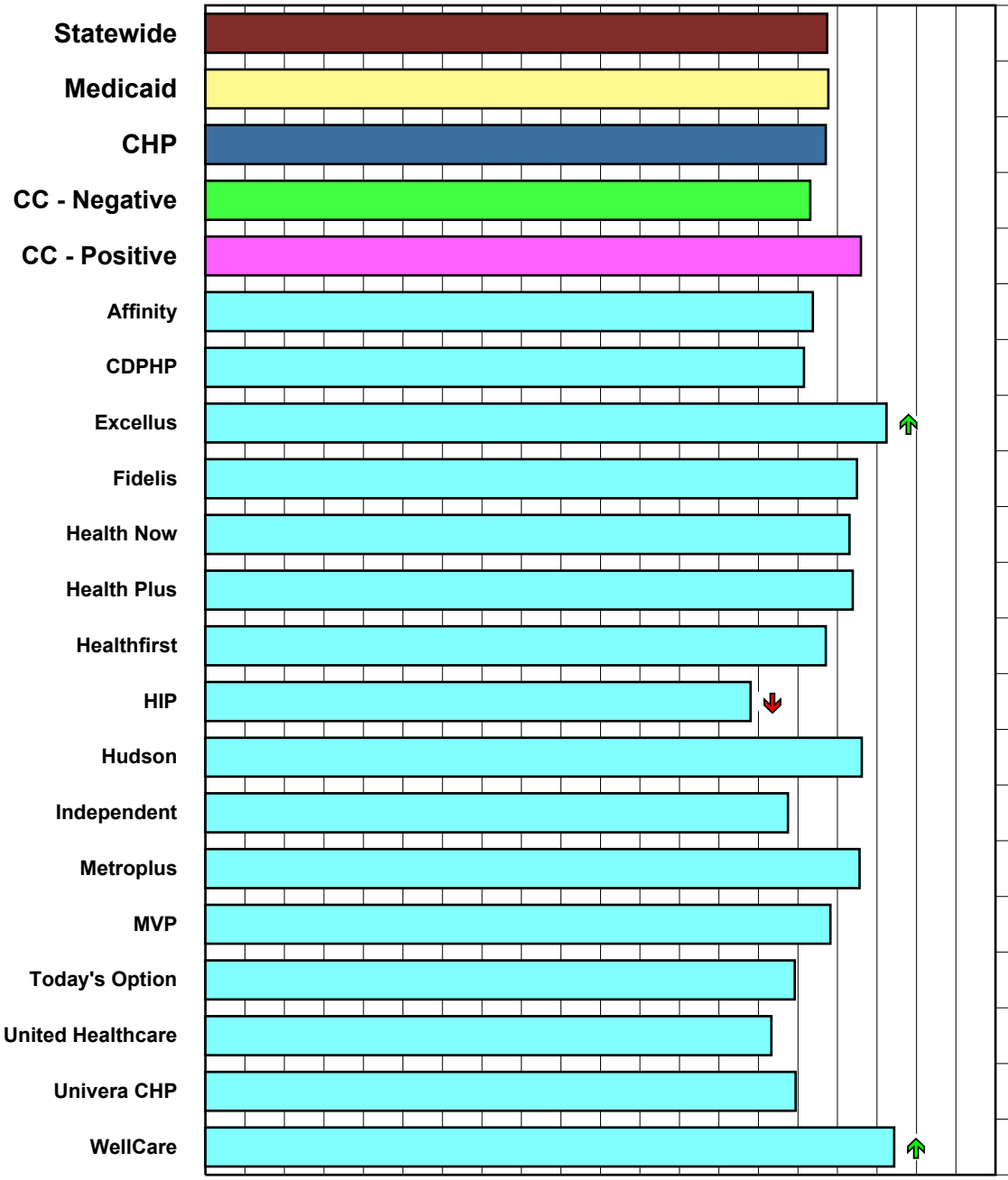
	Score	N
Statewide	31.00%	1721
Medicaid	30.92%	1478
CHP	30.63%	232
CC - Negative	27.28%	1108
CC - Positive	37.51%	602
Affinity	32.87%	129
CDPHP	32.04%	95
Excellus	26.59%	106
Fidelis	35.53%	109
Health Now	37.99%	88
Health Plus	23.00%	118
Healthfirst	28.47%	125
HIP	26.21%	90
Hudson	32.32%	149
Independent	31.06%	97
Metroplus	26.70%	144
MVP	34.07%	90
Today's Option	37.32%	66
United Healthcare	31.01%	122
Univera CHP	25.36%	93
WellCare	35.43%	100

Statistically significantly better/worse than Statewide.

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

Shared Decision Making (Yes)

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

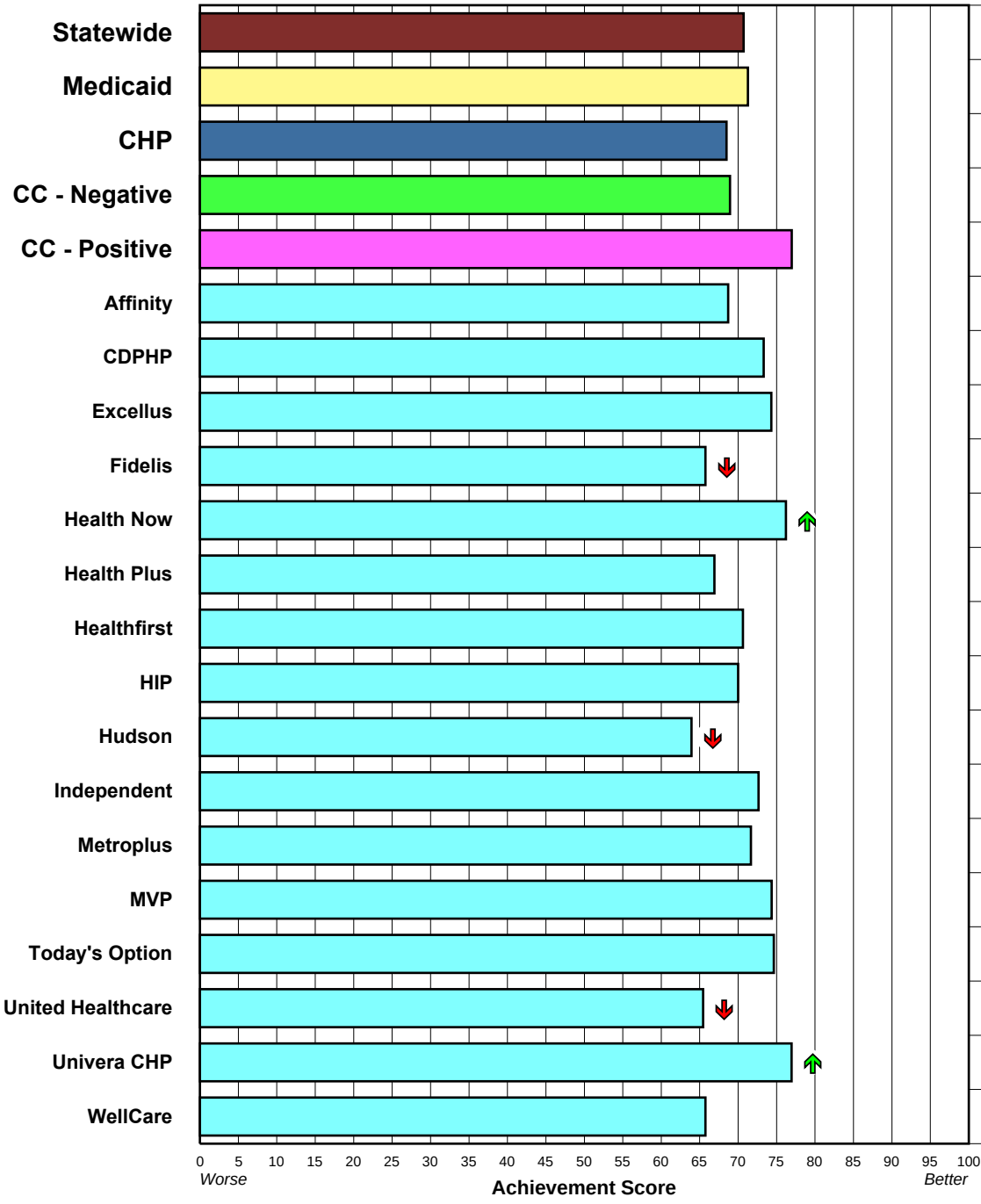


Statistically significantly better/worse than Statewide.

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

Single Items

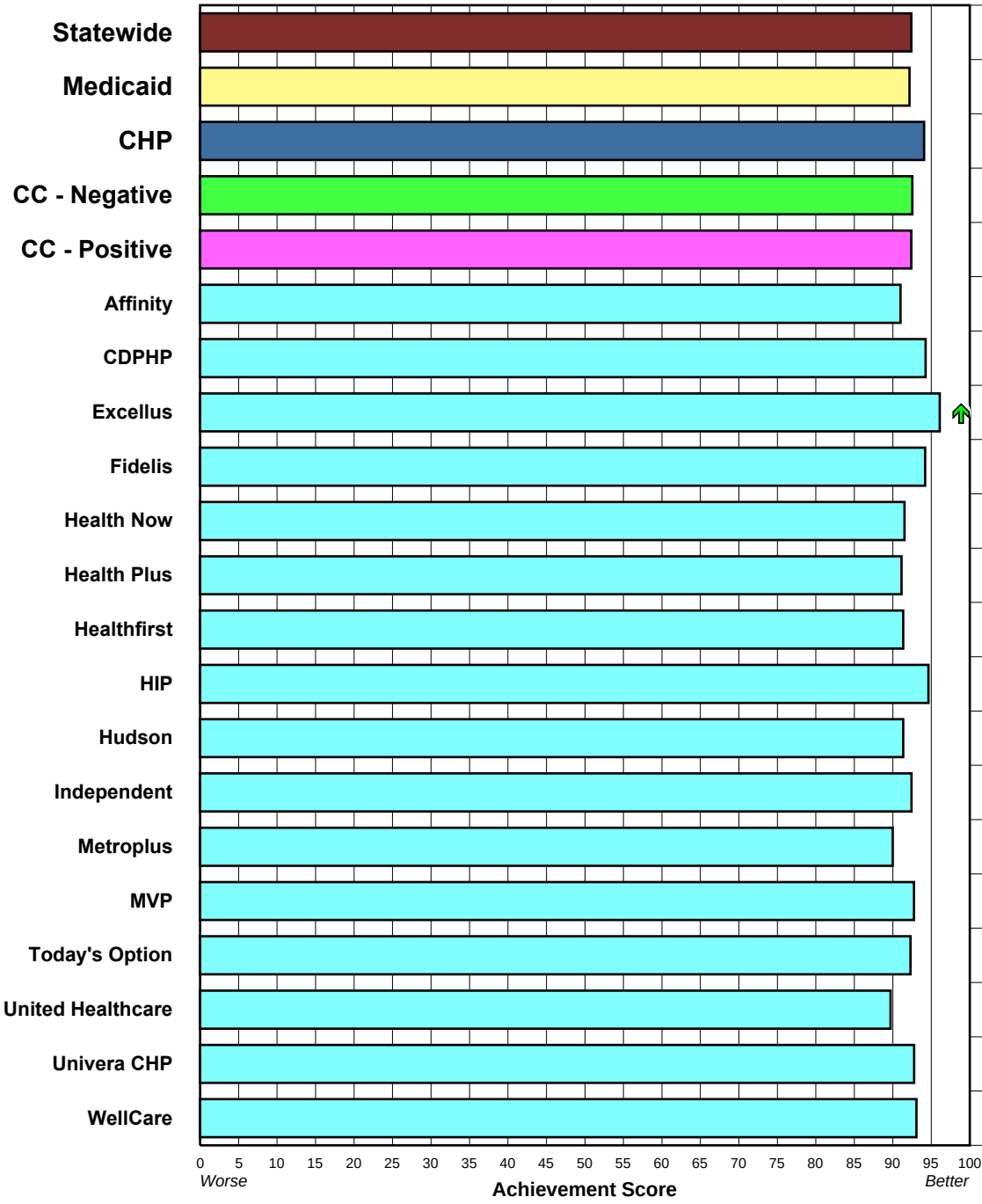
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child



	Score	N
Statewide	70.70%	5367
Medicaid	71.26%	4592
CHP	68.50%	806
CC - Negative	68.94%	4110
CC - Positive	76.96%	1287
Affinity	68.70%	341
CDPHP	73.33%	317
Excellus	74.31%	334
Fidelis	65.75%	362
Health Now	76.22%	330
Health Plus	66.91%	368
Healthfirst	70.63%	369
HIP	70.00%	328
Hudson	63.94%	405
Independent	72.64%	349
Metroplus	71.65%	368
MVP	74.36%	282
Today's Option	74.64%	238
United Healthcare	65.43%	368
Univera CHP	76.94%	296
WellCare	65.74%	312

Single Items

Q36. Child's personal doctor usually or always explained things in a way that was easy for your child to understand



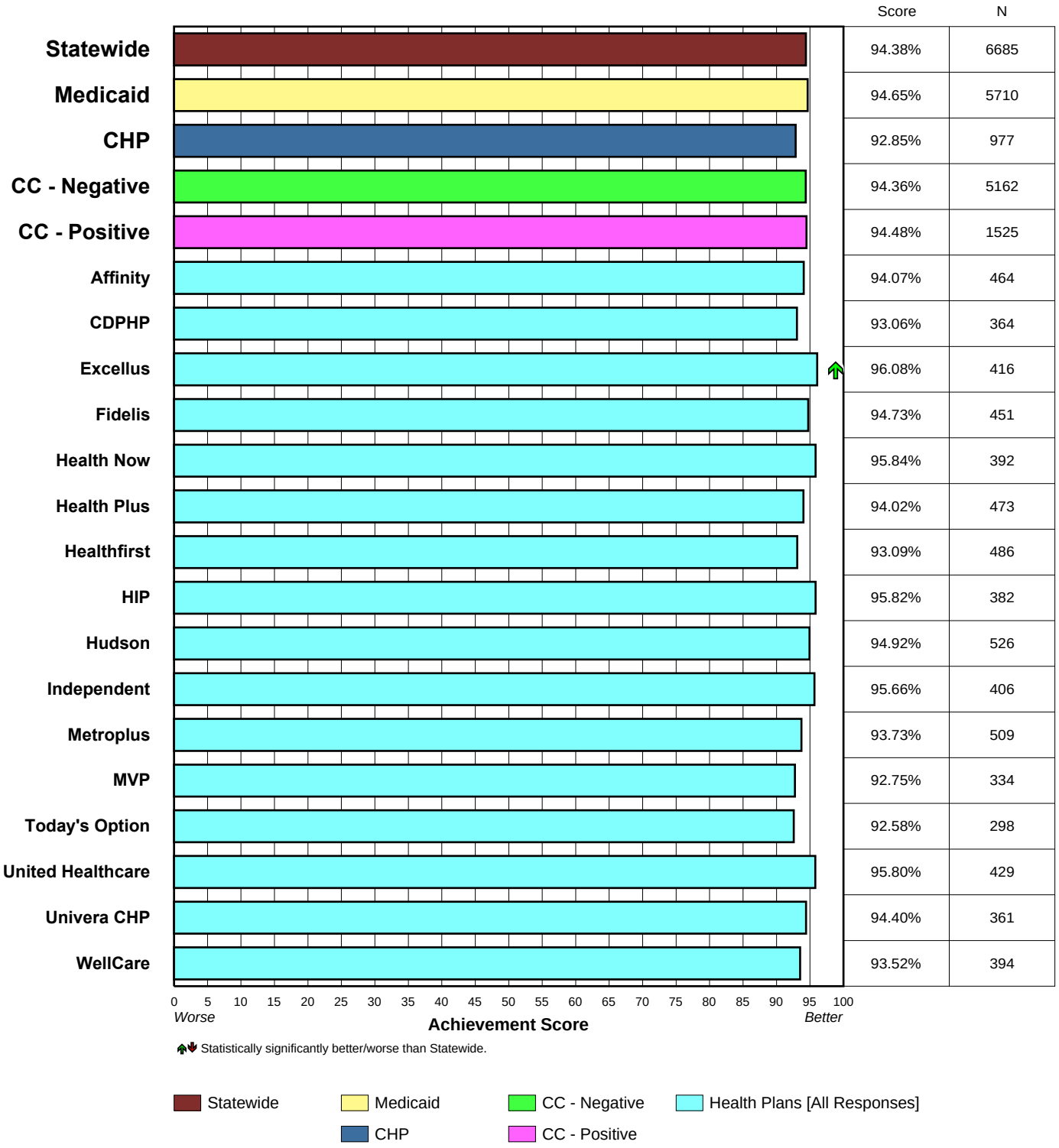
	Score	N
Statewide	92.41%	3495
Medicaid	92.17%	2904
CHP	94.06%	618
CC - Negative	92.54%	2608
CC - Positive	92.40%	913
Affinity	91.00%	234
CDPHP	94.26%	192
Excellus	96.10%	237
Fidelis	94.20%	222
Health Now	91.52%	215
Health Plus	91.13%	260
Healthfirst	91.35%	231
HIP	94.62%	213
Hudson	91.34%	257
Independent	92.42%	194
Metroplus	89.98%	250
MVP	92.75%	200
Today's Option	92.29%	164
United Healthcare	89.70%	204
Univera CHP	92.76%	199
WellCare	93.06%	223

Statistically significantly better/worse than Statewide.

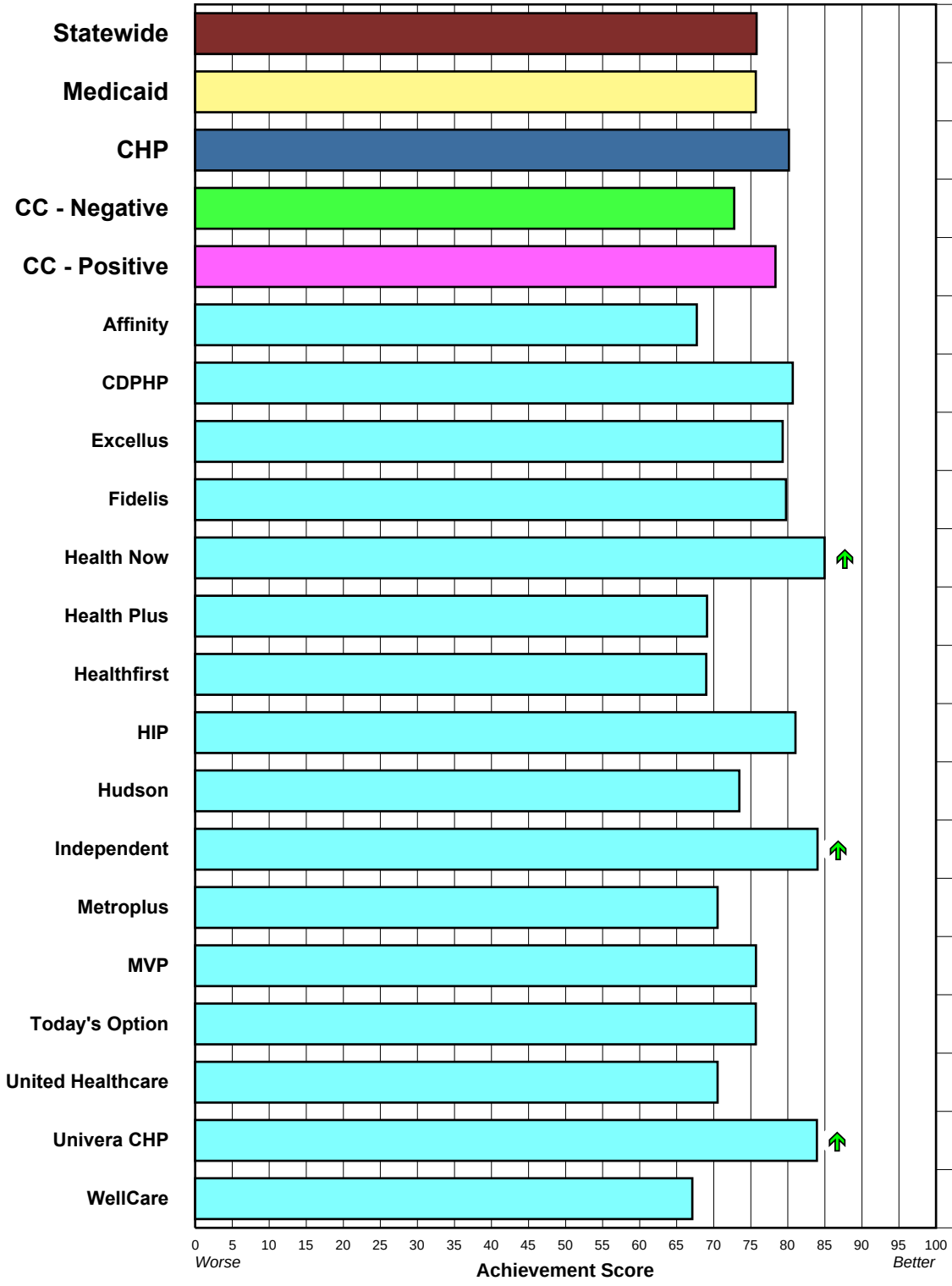
Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive

Single Items

PQ53. Forms from your child's health plan usually or always easy to fill out [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]



Access to Specialized Services (Usually or Always)



	Score	N
Statewide	75.77%	1498
Medicaid	75.67%	1320
CHP	80.13%	178
CC - Negative	72.77%	692
CC - Positive	78.32%	806
Affinity	67.72%	99
CDPHP	80.66%	92
Excellus	79.31%	106
Fidelis	79.75%	95
Health Now	84.96%	109
Health Plus	69.09%	85
Healthfirst	68.98%	94
HIP	81.03%	78
Hudson	73.46%	125
Independent	84.01%	103
Metroplus	70.52%	97
MVP	75.69%	103
Today's Option	75.68%	86
United Healthcare	70.52%	81
Univera CHP	83.91%	78
WellCare	67.10%	67

Statistically significantly better/worse than Statewide.

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

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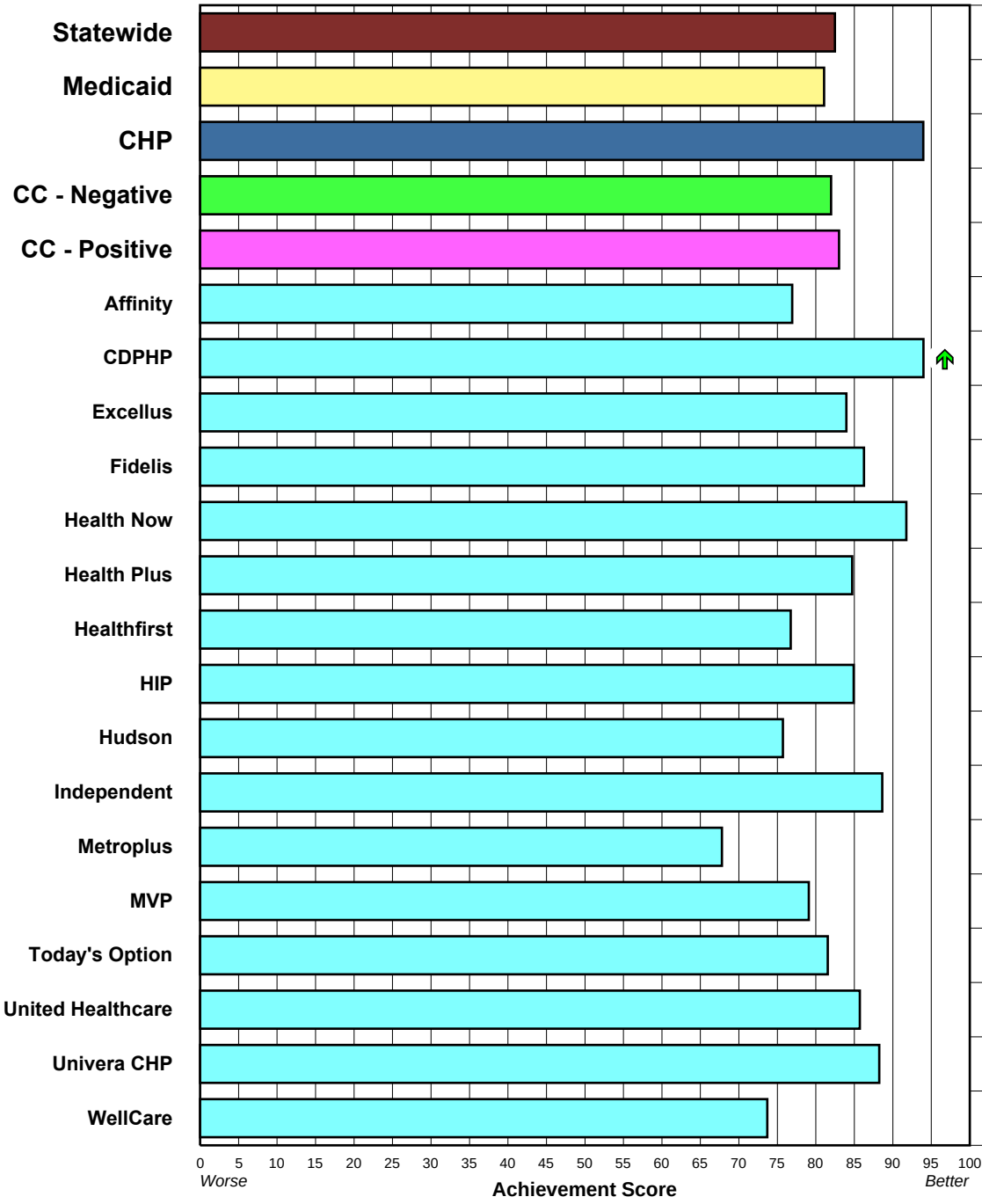
Access to Specialized Services (Usually or Always)

Q19. Usually or always easy to get special medical equipment or devices for your child



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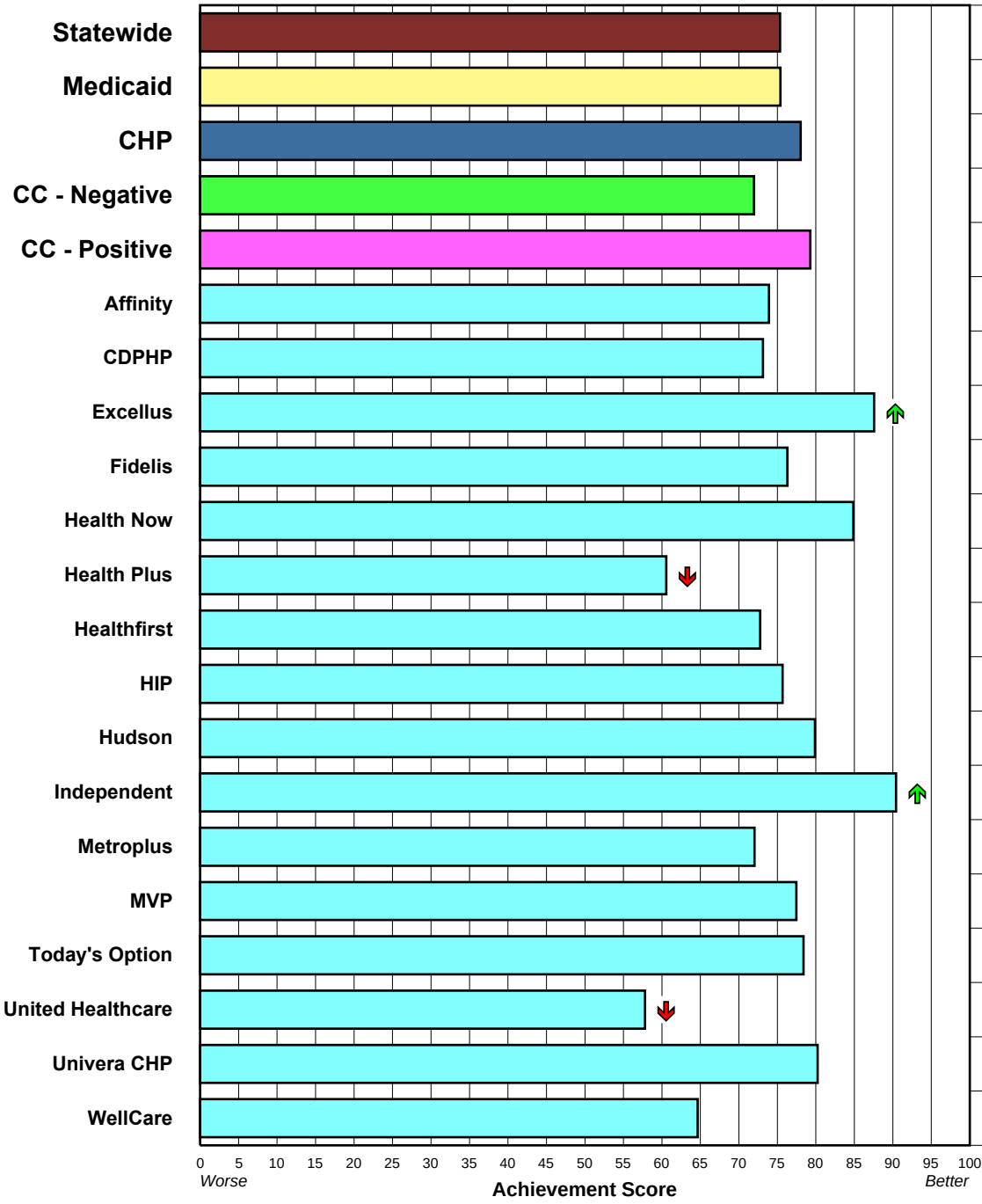
Access to Specialized Services (Usually or Always)

Q22. Usually or always easy to get special therapy (physical, occupational or speech) for your child



	Score	N
Statewide	75.35%	718
Medicaid	75.40%	650
CHP	78.02%	74
CC - Negative	71.96%	357
CC - Positive	79.28%	367
Affinity	73.90%	53
CDPHP	73.13%	37
Excellus	87.56%	41
Fidelis	76.31%	50
Health Now	84.87%	43
Health Plus	60.57%	52
Healthfirst	72.76%	49
HIP	75.67%	40
Hudson	79.88%	64
Independent	90.43%	41
Metroplus	72.03%	51
MVP	77.47%	55
Today's Option	78.40%	42
United Healthcare	57.81%	43
Univera CHP	80.24%	31
WellCare	64.65%	26

Statistically significantly better/worse than Statewide.

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

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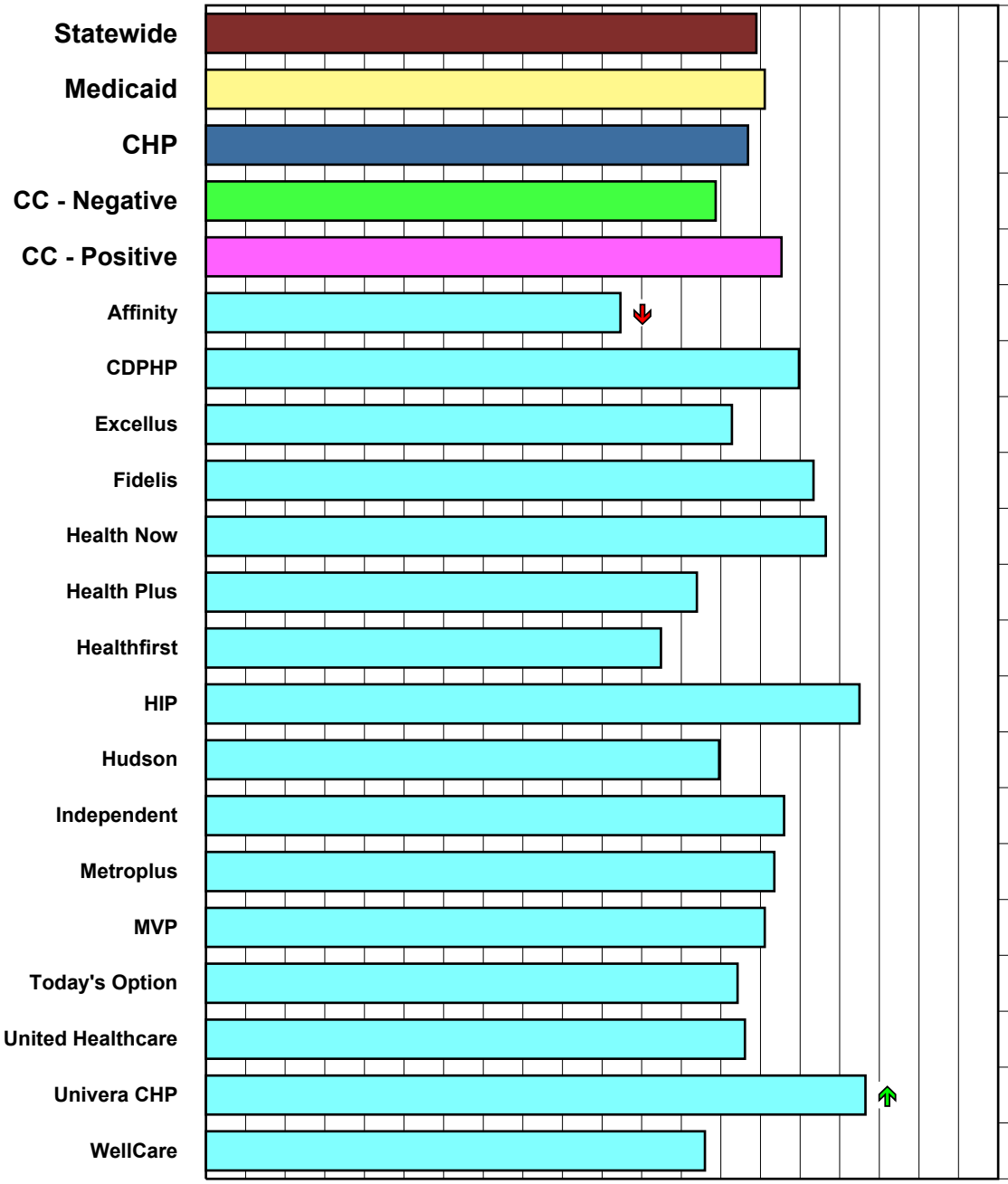
Access to Specialized Services (Usually or Always)

Q25. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child



	Score	N
Statewide	69.49%	781
Medicaid	70.53%	696
CHP	68.43%	105
CC - Negative	64.35%	231
CC - Positive	72.65%	570
Affinity	52.33%	50
CDPHP	74.86%	58
Excellus	66.39%	70
Fidelis	76.69%	44
Health Now	78.24%	60
Health Plus	61.96%	33
Healthfirst	57.43%	35
HIP	82.50%	29
Hudson	64.78%	75
Independent	72.97%	55
Metroplus	71.74%	51
MVP	70.53%	58
Today's Option	67.11%	48
United Healthcare	68.03%	32
Univera CHP	83.25%	48
WellCare	62.98%	35

Statistically significantly better/worse than Statewide.

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

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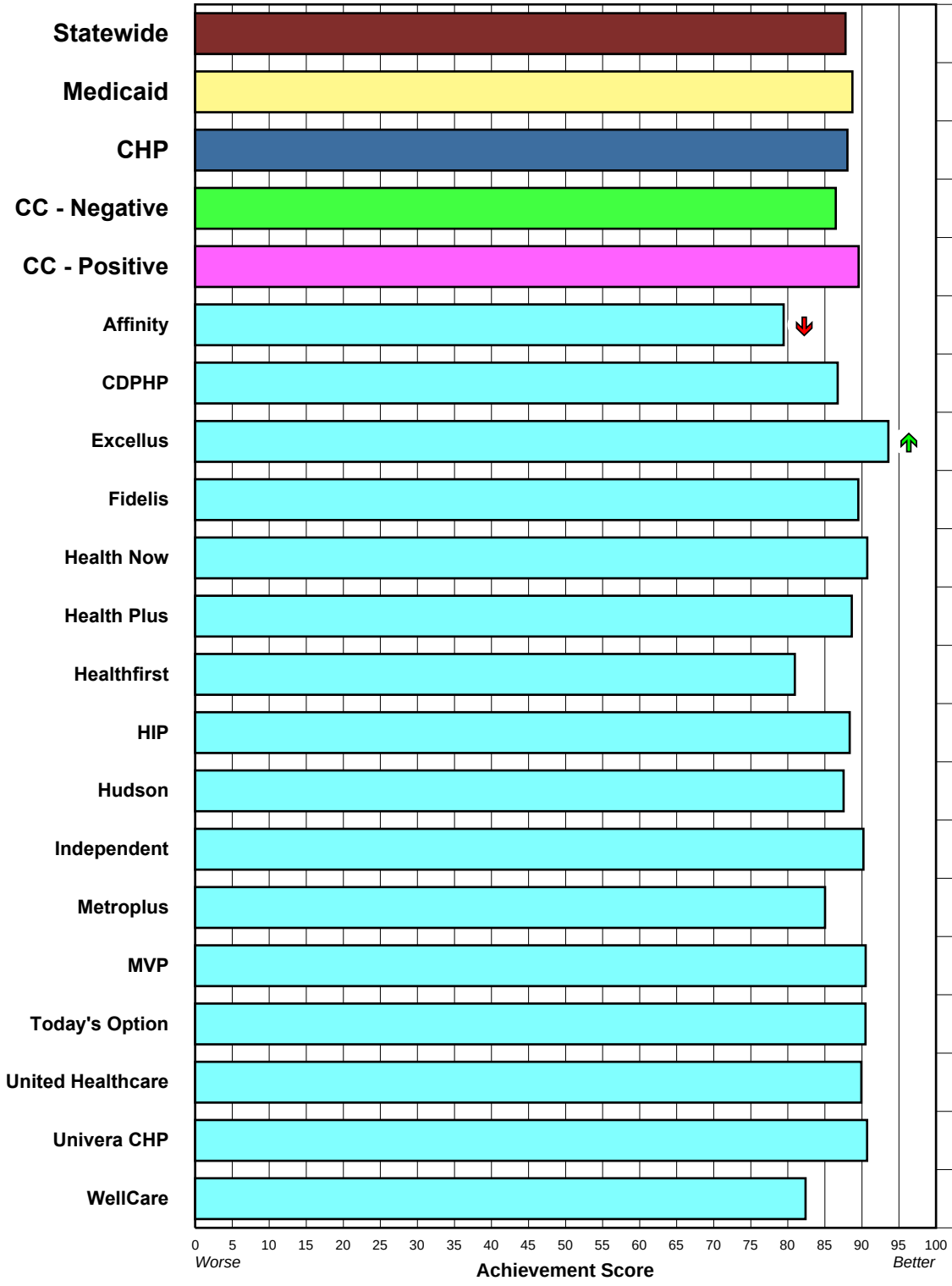
Family-Centered Care: Personal Doctor Who Knows Child (Yes)



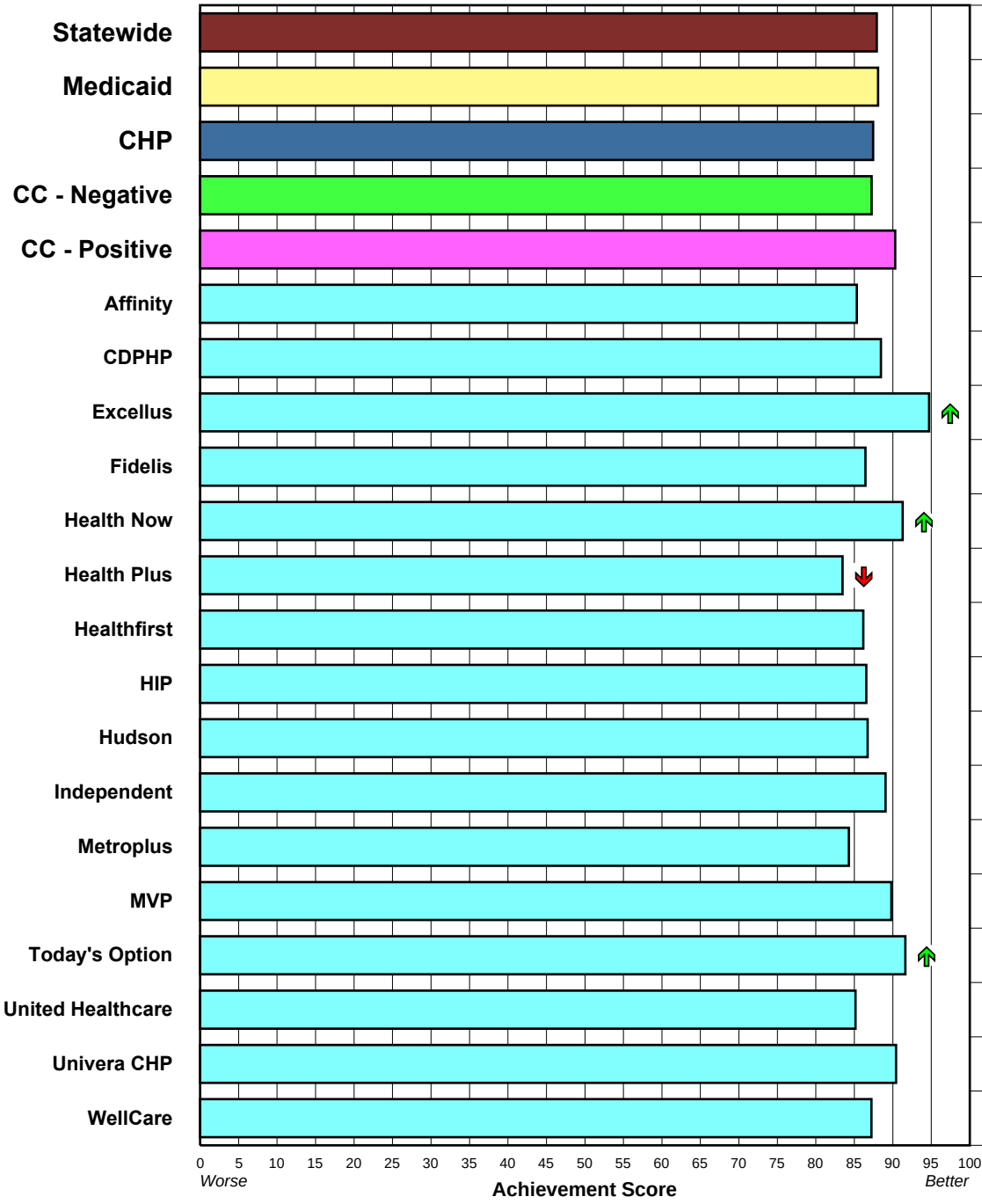
	Score	N
Statewide	87.79%	5299
Medicaid	88.71%	4511
CHP	88.05%	788
CC - Negative	86.46%	3985
CC - Positive	89.55%	1314
Affinity	79.44%	358
CDPHP	86.72%	308
Excellus	93.57%	337
Fidelis	89.51%	352
Health Now	90.73%	323
Health Plus	88.63%	369
Healthfirst	80.95%	359
HIP	88.35%	327
Hudson	87.53%	391
Independent	90.21%	324
Metroplus	85.02%	372
MVP	90.50%	290
Today's Option	90.49%	241
United Healthcare	89.92%	357
Univera CHP	90.70%	286
WellCare	82.39%	305

Statistically significantly better/worse than Statewide.

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

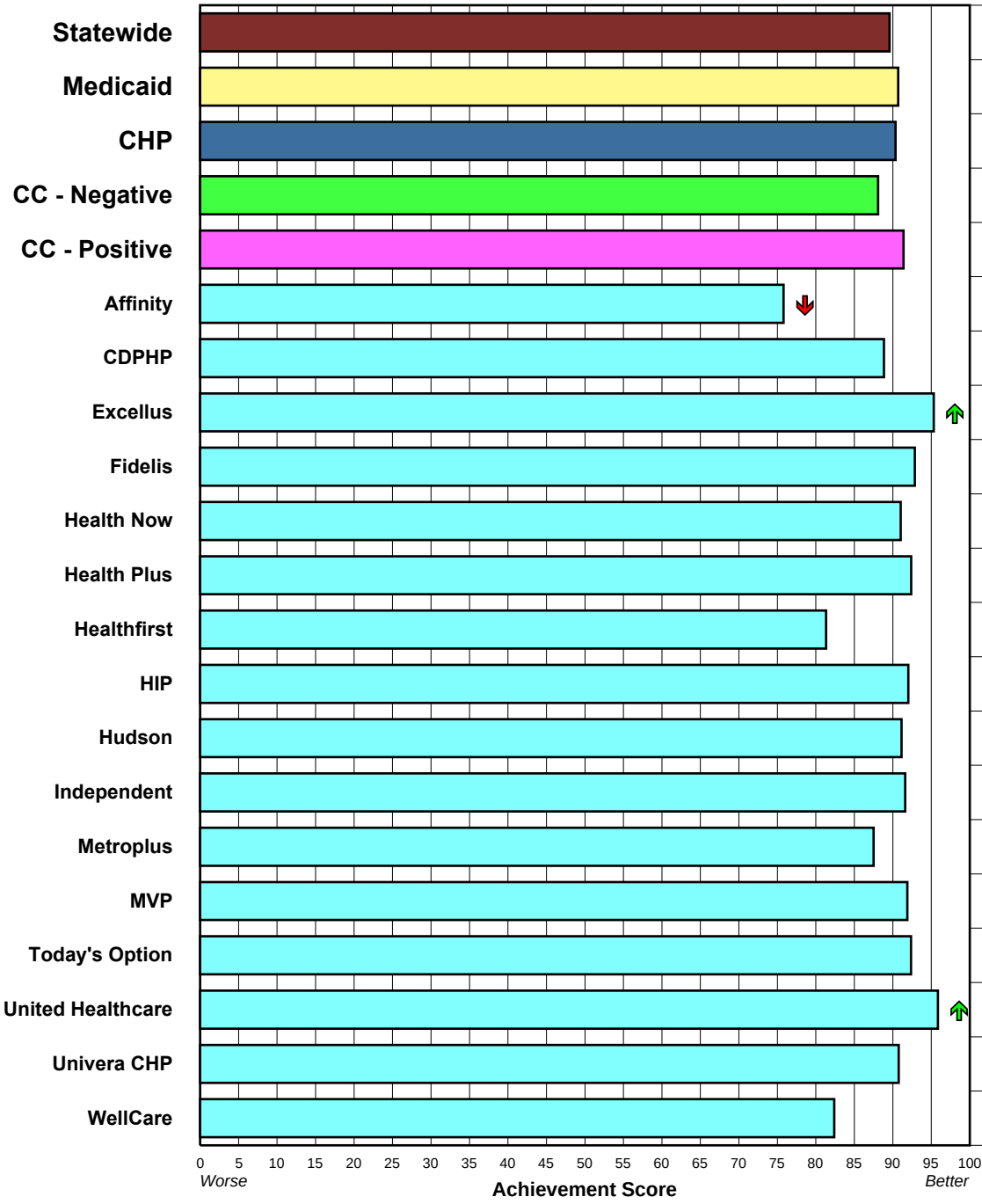
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q38. Child's personal doctor talked with you about how your child is feeling, growing or behaving



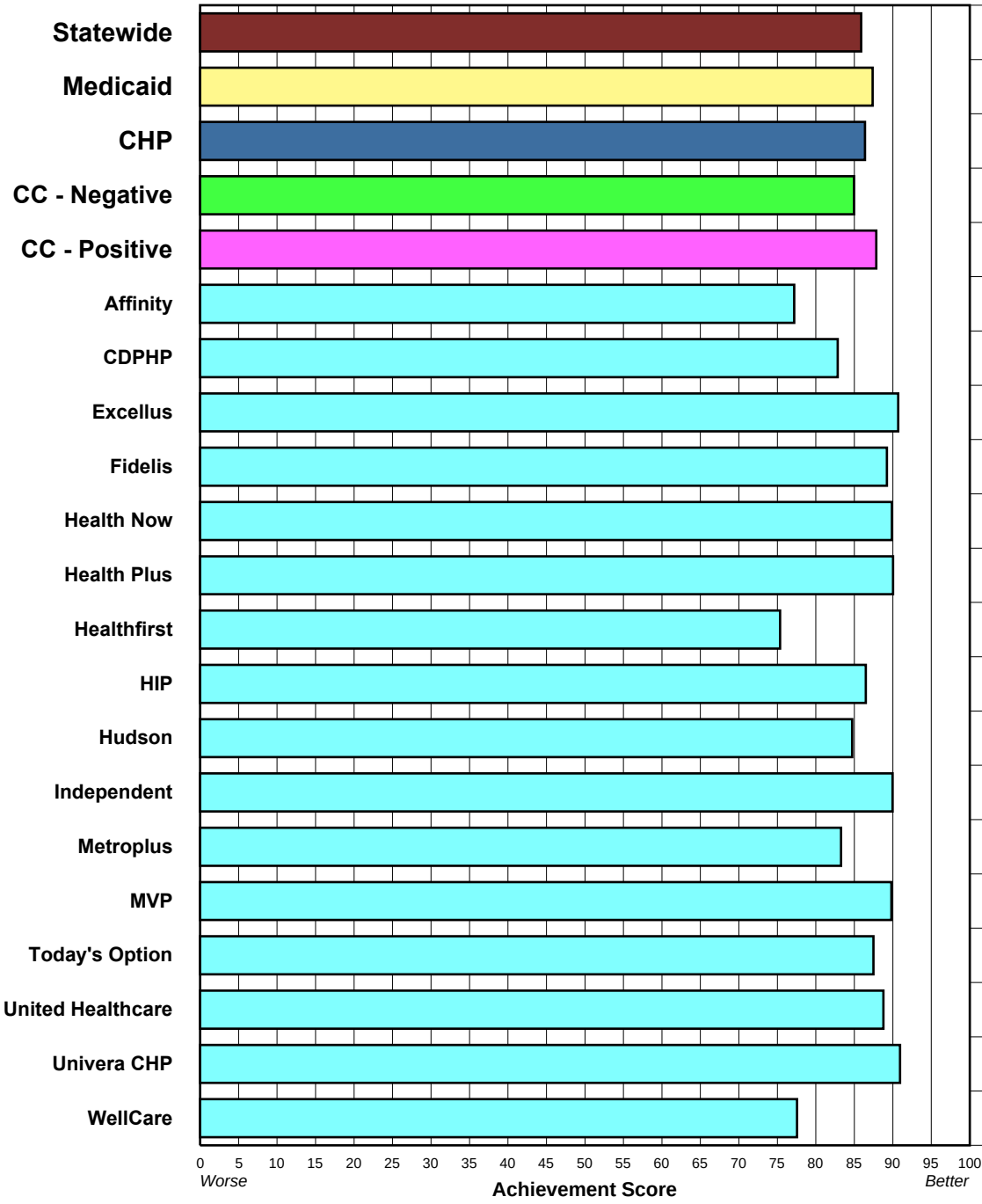
Family-Centered Care: Personal Doctor Who Knows Child (Yes)

Q43. Child's personal doctor understands how child's conditions affect your child's day-to-day life



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

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



	Score	N
Statewide	85.89%	1158
Medicaid	87.36%	1012
CHP	86.38%	193
CC - Negative	84.95%	270
CC - Positive	87.86%	935
Affinity	77.18%	59
CDPHP	82.84%	88
Excellus	90.69%	108
Fidelis	89.22%	80
Health Now	89.88%	115
Health Plus	90.03%	47
Healthfirst	75.35%	53
HIP	86.49%	52
Hudson	84.72%	80
Independent	89.97%	84
Metroplus	83.28%	57
MVP	89.80%	86
Today's Option	87.47%	77
United Healthcare	88.77%	55
Univera CHP	90.94%	81
WellCare	77.56%	36

Statistically significantly better/worse than Statewide.

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

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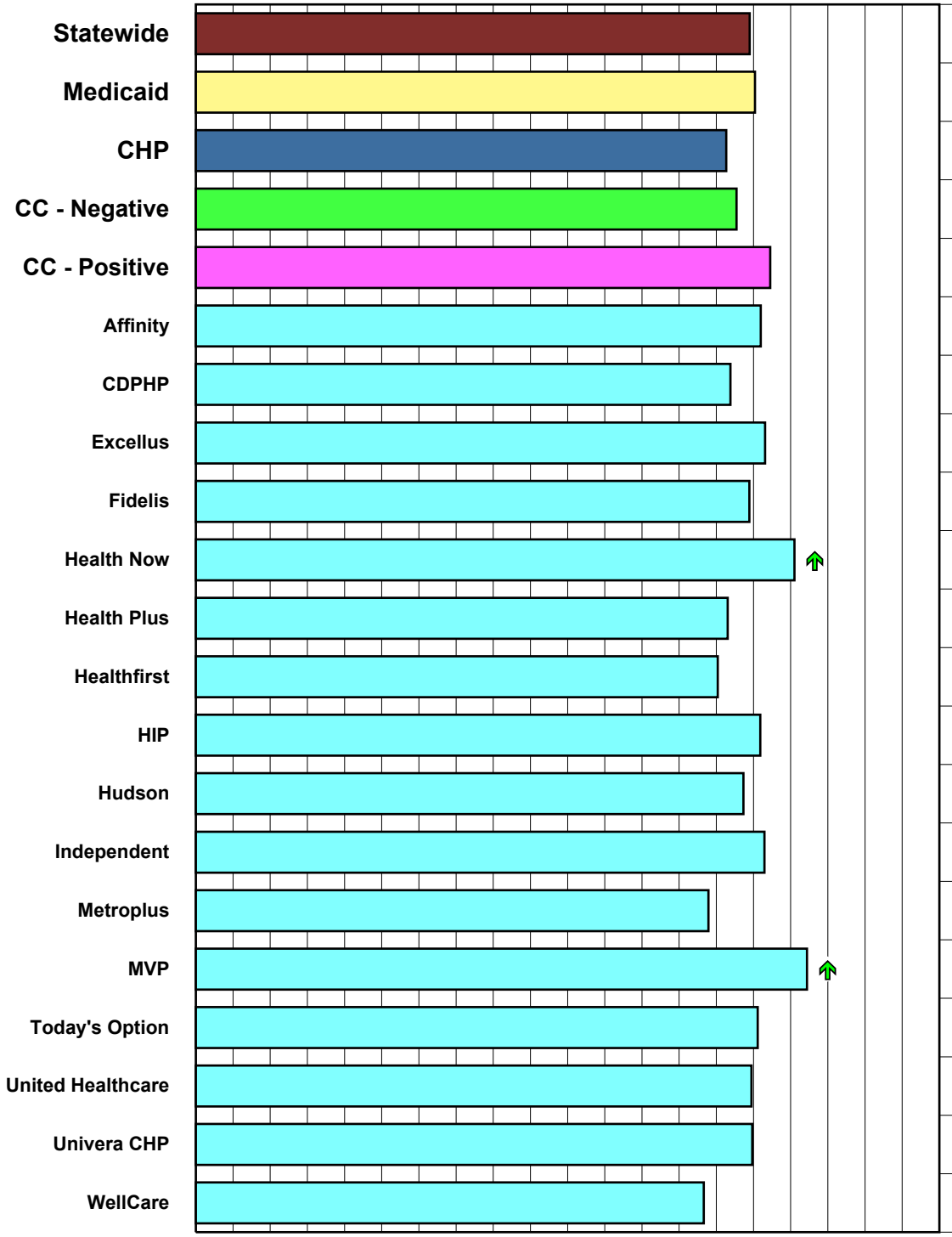
Coordination of Care for Children with Chronic Conditions (Yes)



	Score	N
Statewide	74.48%	2006
Medicaid	75.21%	1702
CHP	71.34%	304
CC - Negative	72.73%	1259
CC - Positive	77.25%	747
Affinity	75.98%	139
CDPHP	71.91%	129
Excellus	76.57%	132
Fidelis	74.45%	134
Health Now	80.50%	123
Health Plus	71.53%	127
Healthfirst	70.19%	127
HIP	75.91%	96
Hudson	73.66%	176
Independent	76.47%	136
Metroplus	68.94%	144
MVP	82.20%	123
Today's Option	75.57%	103
United Healthcare	74.73%	110
Univera CHP	74.83%	111
WellCare	68.32%	96

Statistically significantly better/worse than Statewide.

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

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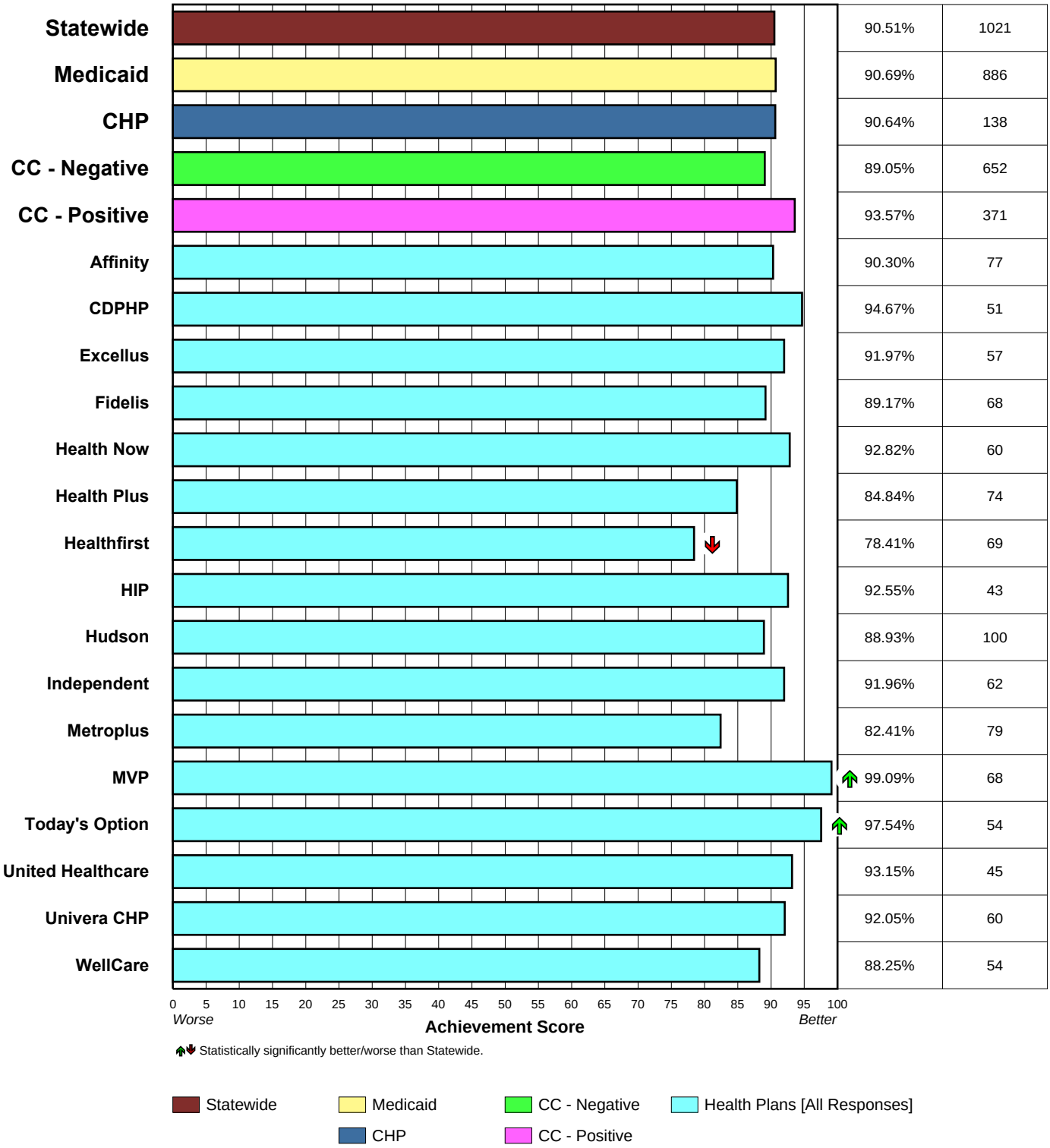
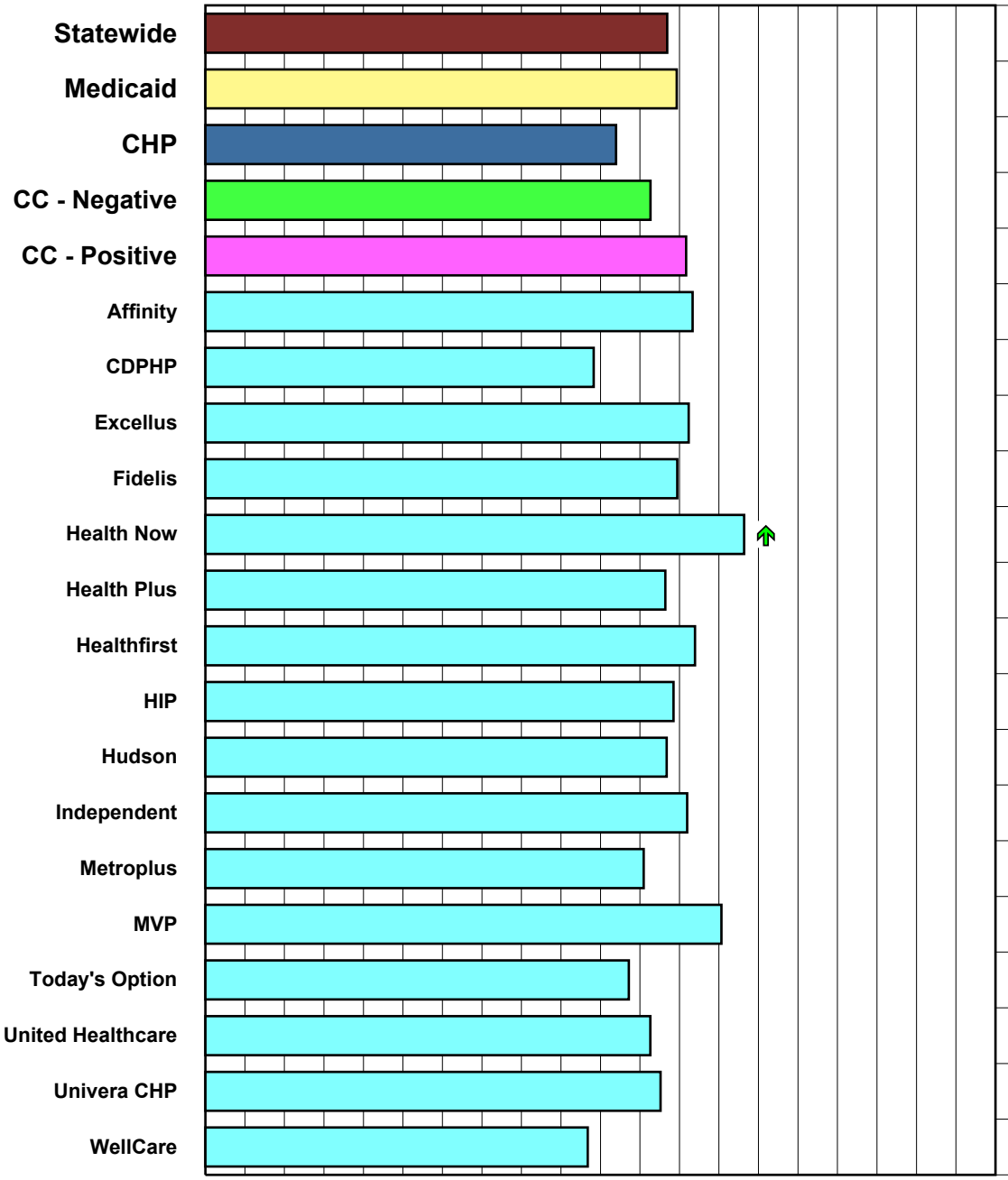
Coordination of Care for Children with Chronic Conditions (Yes)

Q17. Child's doctors or other health providers gave help needed in contacting your child's school or daycare



Coordination of Care for Children with Chronic Conditions (Yes)

Q29. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services



	Score	N
Statewide	58.46%	1289
Medicaid	59.66%	1087
CHP	51.97%	224
CC - Negative	56.33%	727
CC - Positive	60.86%	584
Affinity	61.67%	84
CDPHP	49.15%	95
Excellus	61.16%	96
Fidelis	59.72%	85
Health Now	68.18%	88
Health Plus	58.21%	72
Healthfirst	61.97%	74
HIP	59.26%	65
Hudson	58.38%	103
Independent	60.98%	91
Metroplus	55.47%	85
MVP	65.32%	77
Today's Option	53.59%	71
United Healthcare	56.31%	75
Univera CHP	57.60%	69
WellCare	48.39%	59

Statistically significantly better/worse than Statewide.

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

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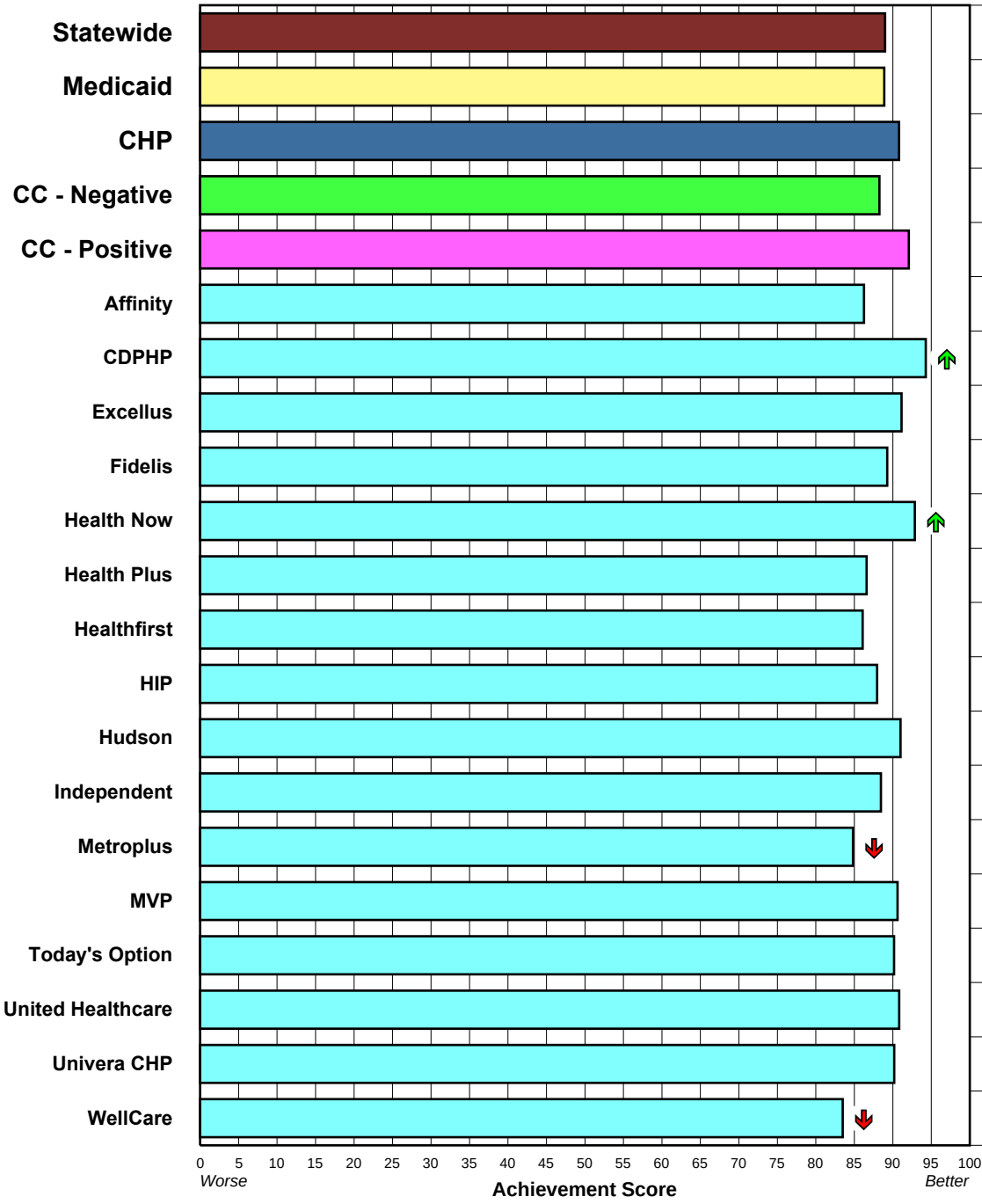
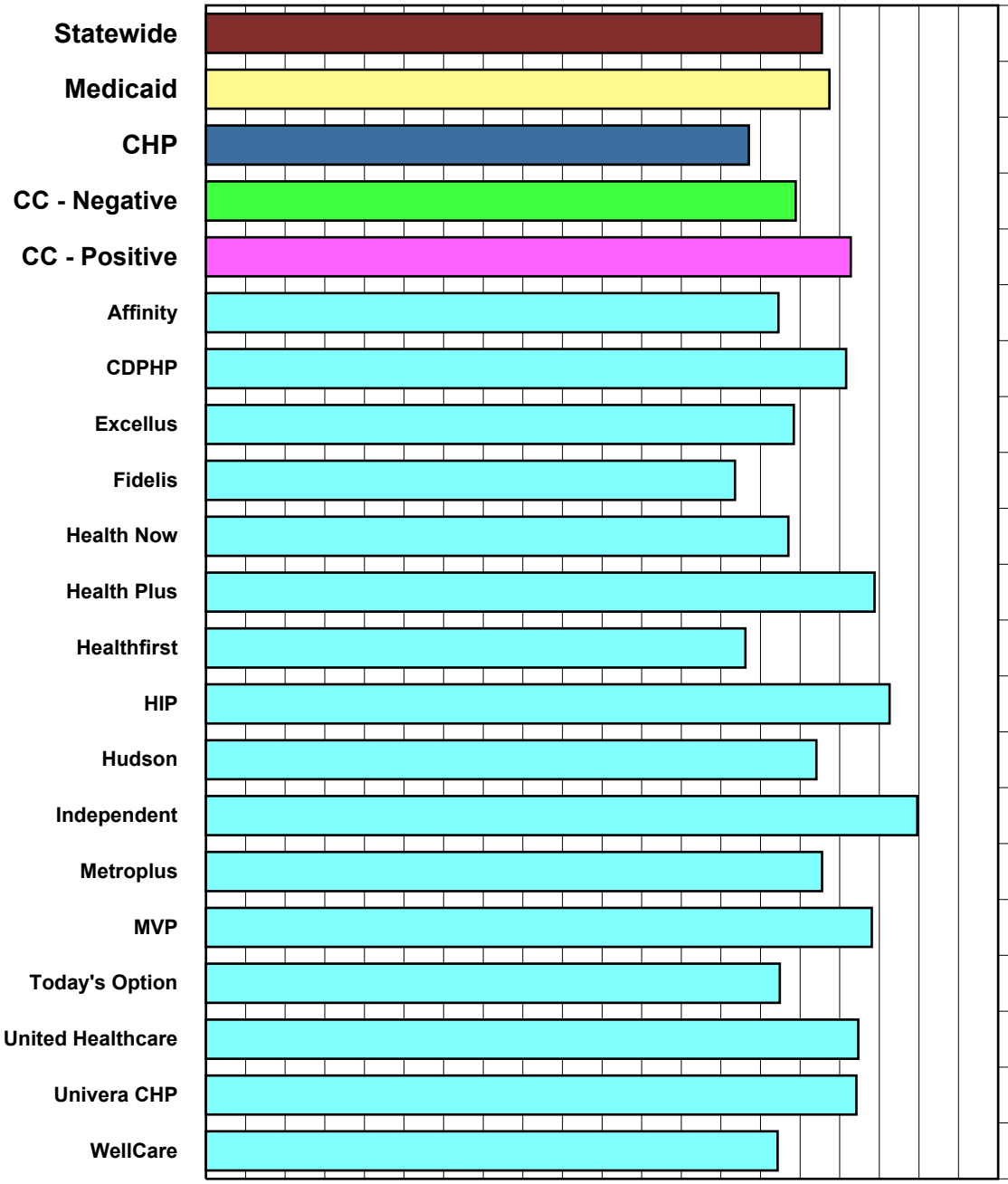
CCC Single Items

Q9. Usually or always had your questions answered by your child's doctors or other health providers



CCC Single Items

Q20. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child



	Score	N
Statewide	77.76%	383
Medicaid	78.69%	345
CHP	68.53%	39
CC - Negative	74.45%	207
CC - Positive	81.40%	177
Affinity	72.26%	33
CDPHP	80.81%	19
Excellus	74.22%	19
Fidelis	66.78%	22
Health Now	73.52%	28
Health Plus	84.39%	20
Healthfirst	68.09%	35
HIP	86.30%	30
Hudson	77.07%	27
Independent	89.80%	25
Metroplus	77.78%	28
MVP	84.04%	24
Today's Option	72.43%	16
United Healthcare	82.35%	19
Univera CHP	82.11%	19
WellCare	72.16%	19

Statistically significantly better/worse than Statewide.

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

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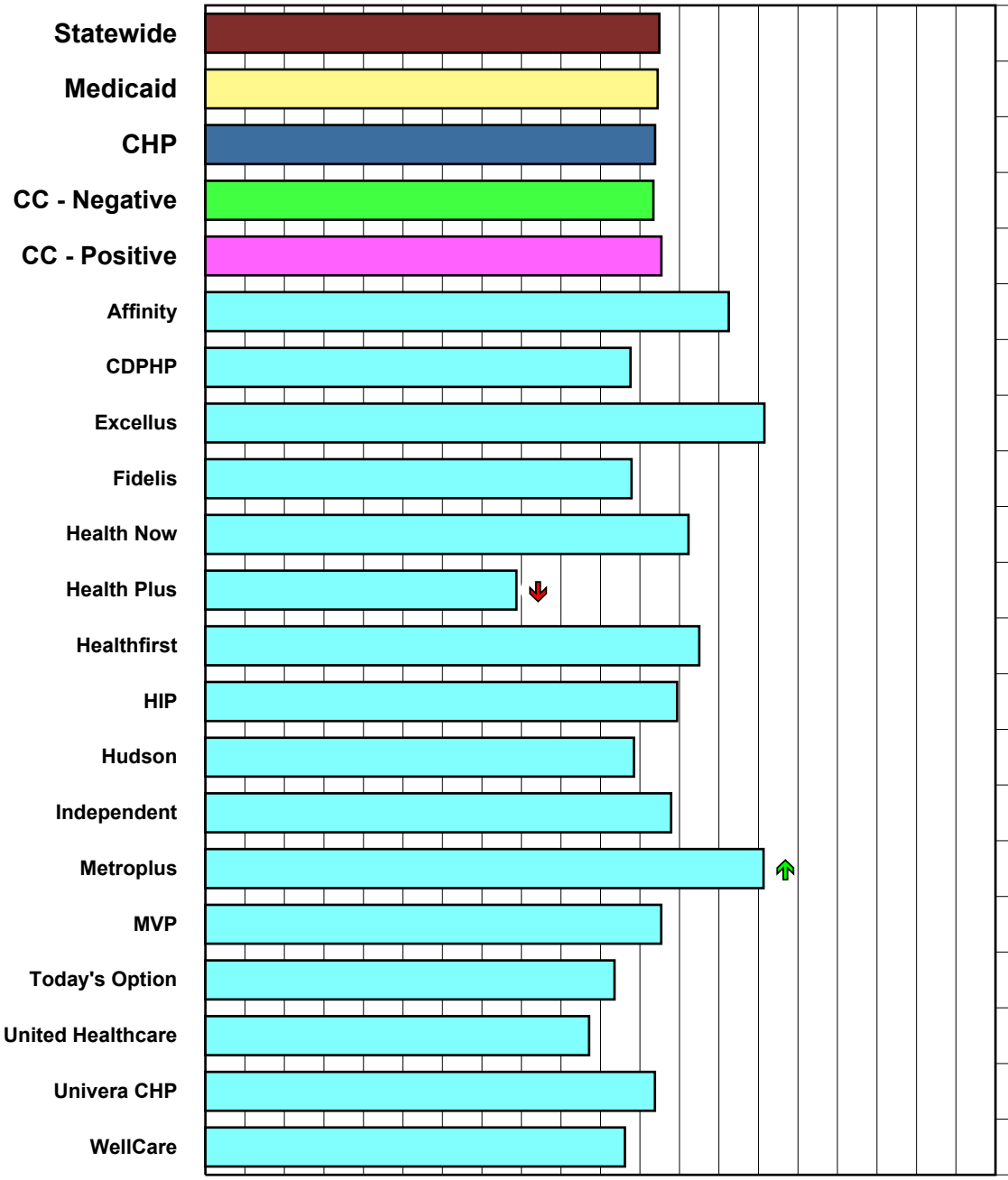
CCC Single Items

Q23. 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	57.46%	718
Medicaid	57.25%	652
CHP	56.92%	73
CC - Negative	56.70%	360
CC - Positive	57.73%	365
Affinity	66.23%	52
CDPHP	53.80%	37
Excellus	70.74%	41
Fidelis	53.95%	50
Health Now	61.16%	44
Health Plus	39.36%	53
Healthfirst	62.52%	50
HIP	59.69%	39
Hudson	54.24%	63
Independent	58.95%	41
Metroplus	70.65%	50
MVP	57.70%	55
Today's Option	51.77%	43
United Healthcare	48.56%	44
Univera CHP	56.89%	30
WellCare	53.09%	26

Statistically significantly better/worse than Statewide.

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

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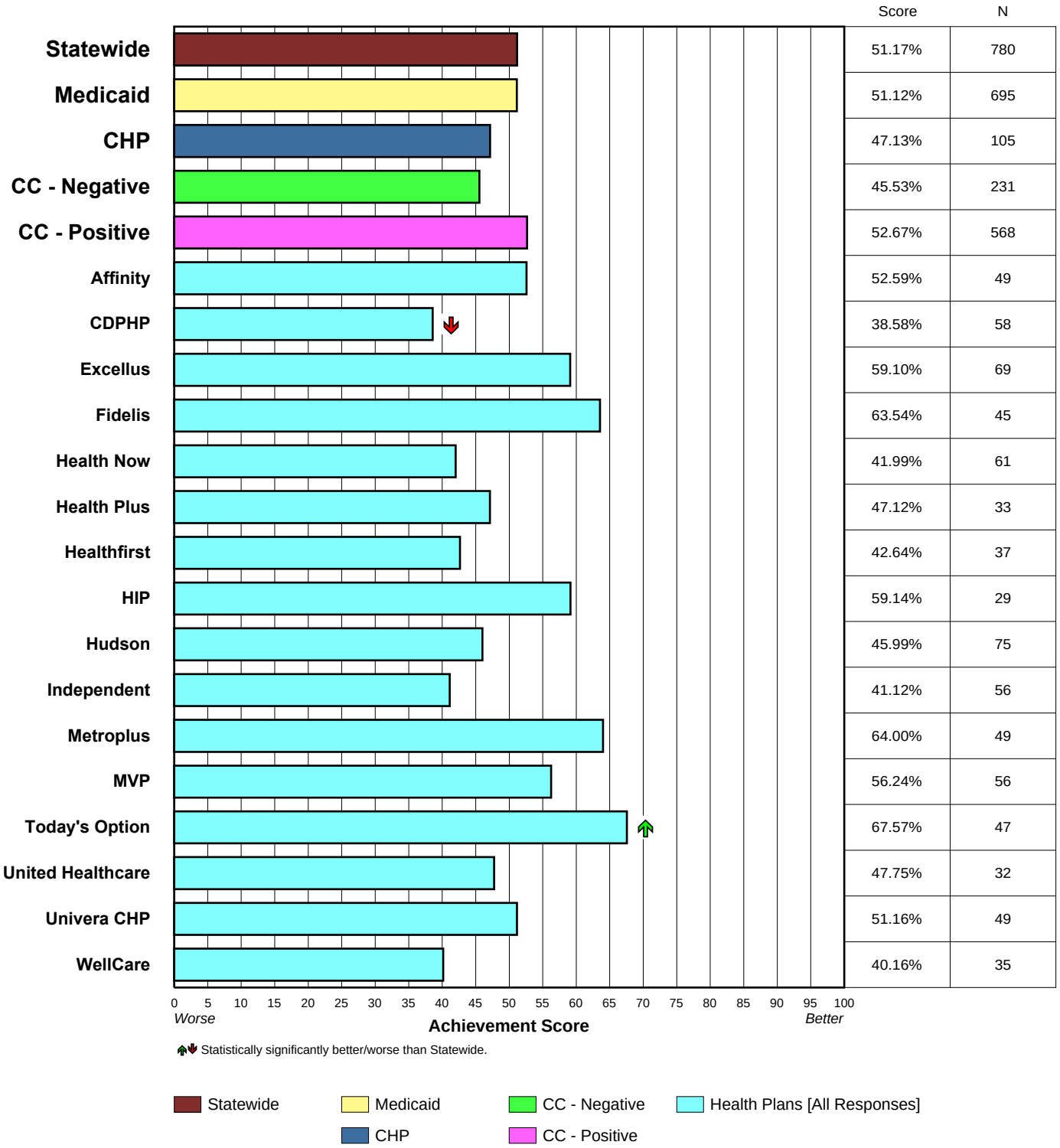
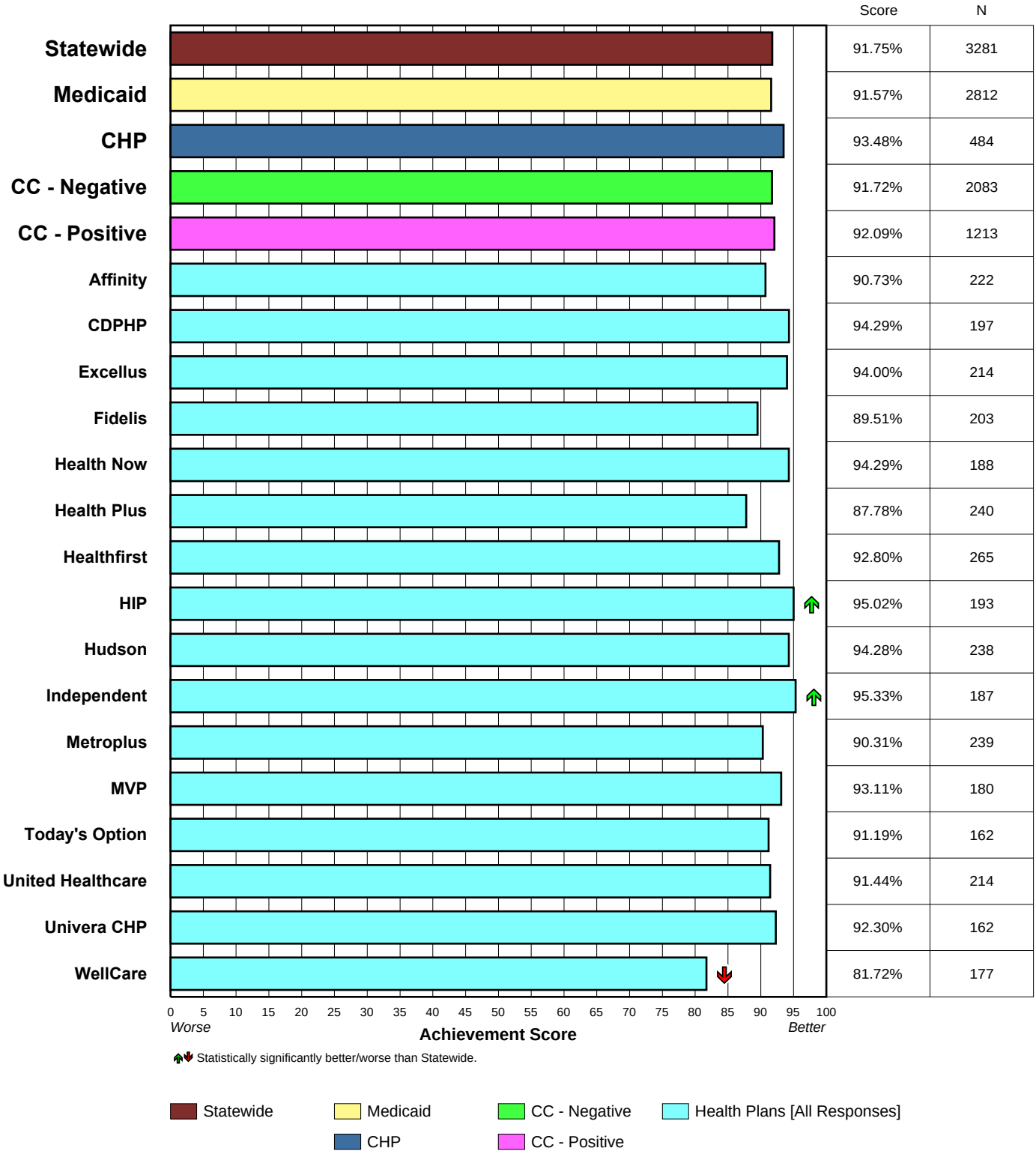
CCC Single Items

Q26. 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



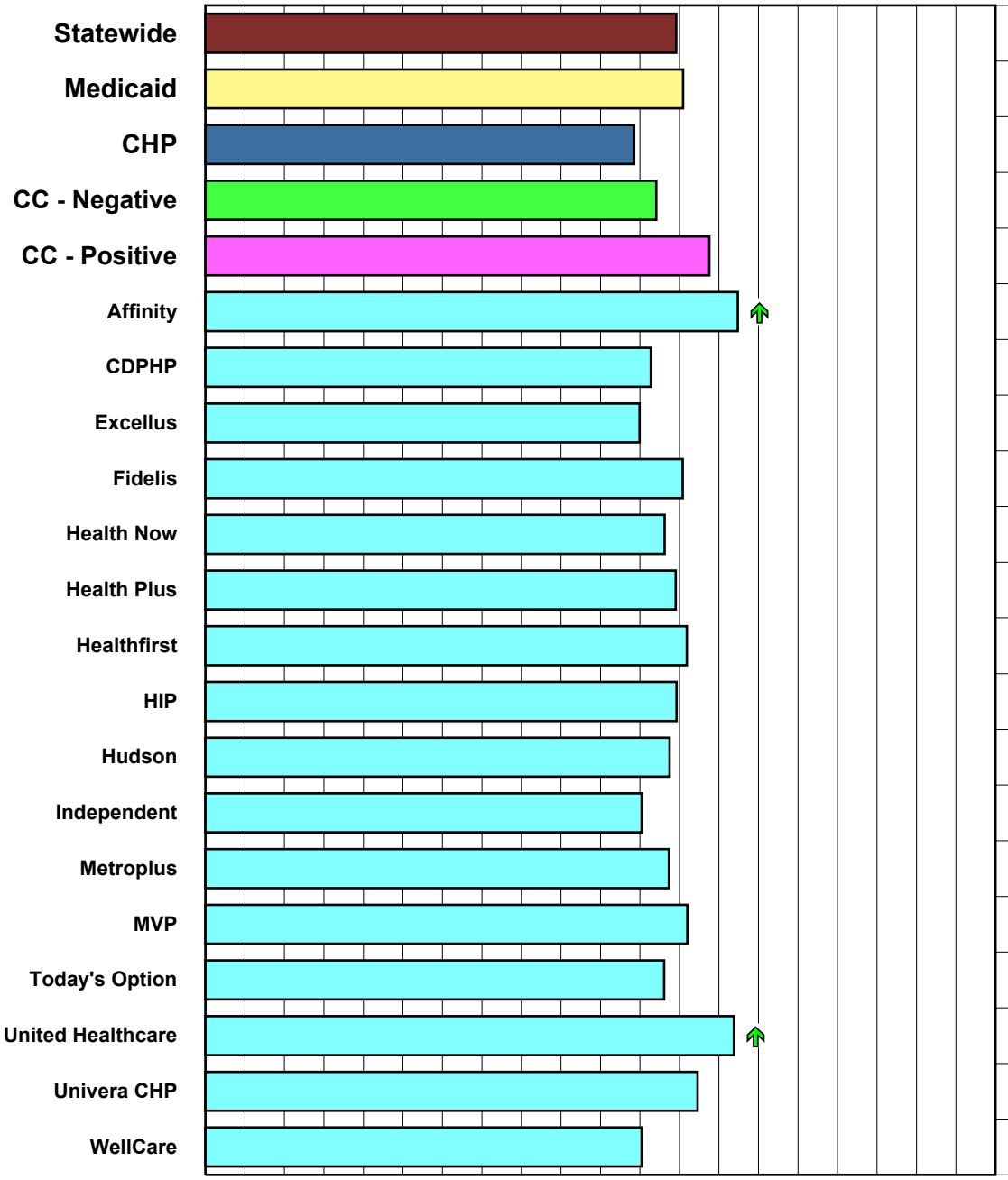
CCC Single Items

Q56. Usually or always easy to get prescription medicines for your child through his or her health plan



CCC Single Items

Q57. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines



	Score	N
Statewide	59.59%	3241
Medicaid	60.46%	2775
CHP	54.27%	482
CC - Negative	57.06%	2055
CC - Positive	63.78%	1203
Affinity	67.39%	220
CDPHP	56.39%	195
Excellus	54.96%	214
Fidelis	60.42%	197
Health Now	58.13%	187
Health Plus	59.52%	236
Healthfirst	60.93%	262
HIP	59.63%	190
Hudson	58.75%	232
Independent	55.21%	186
Metroplus	58.66%	237
MVP	61.00%	178
Today's Option	58.06%	160
United Healthcare	66.89%	211
Univera CHP	62.29%	158
WellCare	55.22%	178

Statistically significantly better/worse than Statewide.

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

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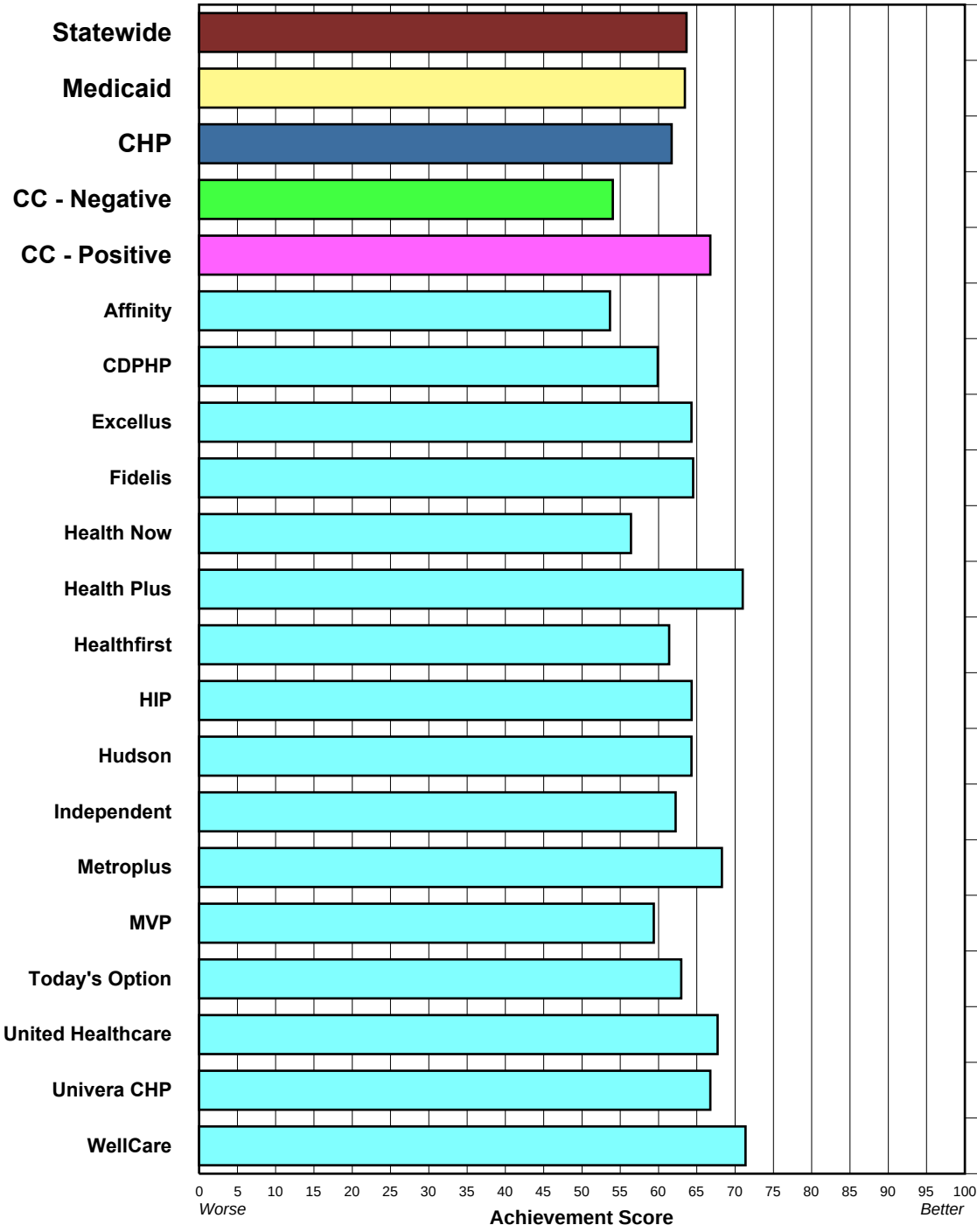
Supplemental Questions

Q27. Rating of child's treatment or counseling (8, 9 or 10)



	%	N
Statewide	63.65%	756
Medicaid	63.44%	676
CHP	61.72%	100
CC - Negative	54.03%	215
CC - Positive	66.75%	560
Affinity	53.66%	49
CDPHP	59.89%	56
Excellus	64.30%	68
Fidelis	64.53%	43
Health Now	56.41%	59
Health Plus	70.98%	30
Healthfirst	61.38%	33
HIP	64.31%	28
Hudson	64.30%	72
Independent	62.23%	56
Metroplus	68.27%	49
MVP	59.37%	54
Today's Option	62.96%	46
United Healthcare	67.70%	31
Univera CHP	66.76%	47
WellCare	71.37%	35

Correlation Analysis

Excellus BCBS

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

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

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

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly with ratings and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

Excellus BCBS

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	Q34 How Well Doctors Communicate	96%	0.63	Q50 Customer Service	85% ▲	0.59	Q15 Getting Needed Care	92% ▲	0.48	Q50 Customer Service	85% ▲	0.56
2	Q37 How Well Doctors Communicate	90%	0.50	Q46 Getting Needed Care	81%	0.34	Q46 Getting Needed Care	81%	0.43	Q51 Customer Service	89%	0.47
3	Q33 How Well Doctors Communicate	95%	0.49	Q51 Customer Service	89%	0.29	Q34 How Well Doctors Communicate	96%	0.38	Q15 Getting Needed Care	92% ▲	0.44
4	Q32 How Well Doctors Communicate	96% ▲	0.34	Q32 How Well Doctors Communicate	96% ▲	0.29	Q33 How Well Doctors Communicate	95%	0.38	Q46 Getting Needed Care	81%	0.37
5	Q15 Getting Needed Care	92% ▲	0.34	Q13 Shared Decision Making	86% ▲	0.23	Q51 Customer Service	89%	0.34	Q6 Getting Care Quickly	91% ▲	0.29
6	Q46 Getting Needed Care	81%	0.23	Q33 How Well Doctors Communicate	95%	0.22	Q50 Customer Service	85% ▲	0.33	Q34 How Well Doctors Communicate	96%	0.22
7	Q6 Getting Care Quickly	91% ▲	0.20	Q11 Shared Decision Making	48%	0.19	Q37 How Well Doctors Communicate	90%	0.32	Q37 How Well Doctors Communicate	90%	0.17
8	Q13 Shared Decision Making	86% ▲	0.17	Q37 How Well Doctors Communicate	90%	0.17	Q6 Getting Care Quickly	91% ▲	0.31	Q11 Shared Decision Making	48%	0.16
9	Q50 Customer Service	85% ▲	0.12	Q34 How Well Doctors Communicate	96%	0.14	Q32 How Well Doctors Communicate	96% ▲	0.27	Q32 How Well Doctors Communicate	96% ▲	0.15
10	Q51 Customer Service	89%	0.08	Q15 Getting Needed Care	92% ▲	0.00	Q13 Shared Decision Making	86% ▲	0.20	Q33 How Well Doctors Communicate	95%	0.15

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

Rating of child's personal doctor

Excellus BCBS

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always / Yes	Usually	Sometimes	Never / No
1	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.63	96%	88%	8%	2%	1%
2	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.50	90%	76%	16%	6%	2%
3	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.49	95%	88%	9%	2%	1%
4	Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.34	96% ▲	89%	8%	2%	1%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed?	0.34	92% ▲	73%	21%	5%	1%
6	Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.23	81%	51%	31%	16%	2%
7	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as you thought your child needed?	0.20	91% ▲	74%	18%	8%	0%
8	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.17	86% ▲	86%	(na)	(na)	14%
9	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.12	85% ▲	58%	30%	12%	0%
10	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.08	89%	73%	18%	8%	1%

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

Rating of specialist child saw most often

Excellus BCBS

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.59	85% ▲	58%	30%	12%	0%
2	Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.34	81%	51%	31%	16%	2%
3	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.29	89%	73%	18%	8%	1%
4	Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.29	96% ▲	89%	8%	2%	1%
5	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.23	86% ▲	86%	(na)	(na)	14%
6	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.22	95%	88%	9%	2%	1%
7	Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.19	48%	50%	38%	6%	6%
8	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.17	90%	76%	16%	6%	2%
9	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.14	96%	88%	8%	2%	1%
10	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed?	0.00	92% ▲	73%	21%	5%	1%

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

Rating of all child's health care

Excellus BCBS

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always / Yes	Usually	Sometimes	Never / No
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed?	0.48	92% ▲	73%	21%	5%	1%
2	Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.43	81%	51%	31%	16%	2%
3	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.38	96%	88%	8%	2%	1%
4	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.38	95%	88%	9%	2%	1%
5	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.34	89%	73%	18%	8%	1%
6	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.33	85% ▲	58%	30%	12%	0%
7	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.32	90%	76%	16%	6%	2%
8	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as you thought your child needed?	0.31	91% ▲	74%	18%	8%	0%
9	Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.27	96% ▲	89%	8%	2%	1%
10	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.20	86% ▲	86%	(na)	(na)	14%

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

Rating of child's health plan

Excellus BCBS

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	A Lot / Always	Some / Usually	A Little / Sometimes	Not at all / Never
1	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.56	85% ▲	58%	30%	12%	0%
2	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.47	89%	73%	18%	8%	1%
3	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed?	0.44	92% ▲	73%	21%	5%	1%
4	Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists?	0.37	81%	51%	31%	16%	2%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as you thought your child needed?	0.29	91% ▲	74%	18%	8%	0%
6	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.22	96%	88%	8%	2%	1%
7	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.17	90%	76%	16%	6%	2%
8	Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.16	48%	50%	38%	6%	6%
9	Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.15	96% ▲	89%	8%	2%	1%
10	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.15	95%	88%	9%	2%	1%

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

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2014 scores are compared to 2012 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	7,414	100.0%	6,348	100.0%	1,058	100.0%	5,888	100.0%	1,518	100.0%	448	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	7,414	100.0%	6,348	100.0%	1,058	100.0%	5,888	100.0%	1,518	100.0%	448	100.0%
Not Answered	151		134		26		116		43		7	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,126	29.0%	1,825	29.1%	312	29.6%	1,490	25.8%	647	41.8%	150	34.0%
No	5,196	71.0%	4,445	70.9%	740	70.4%	4,285	74.2%	901	58.2%	291	66.0%
Total	7,322	100.0%	6,270	100.0%	1,052	100.0%	5,775	100.0%	1,547	100.0%	441	100.0%
Not Answered	243		211		32		229		14		14	

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	23	1.1%	20	1.1%	2	0.6%	19	1.3%	3	0.5%	1	0.7%
Sometimes	237	11.5%	214	12.0%	15	4.9%	172	12.0%	56	8.8%	11	7.3%
Usually	302	14.6%	261	14.7%	33	11.0%	198	13.8%	96	15.0%	13	8.7%
Always	1,505	72.8%	1,280	72.1%	254	83.5%	1,049	72.9%	485	75.7%	125	83.3%
Total	2,067	100.0%	1,775	100.0%	304	100.0%	1,439	100.0%	640	100.0%	150	100.0%
Not Answered	59		50		8		51		6		0	
Reporting Category	Getting Care Quickly											
Achievement Score (Case mix adjusted)	87.33%		87.16%		92.47%		86.47%		91.23%		90.75%	
2014 vs. 2012: +/- Change (Stat. sig.)	-1.3		na		na		na		na		-4.9	
Correlation with Health Plan Satisfaction	0.147		0.152		0.168		0.169		0.136		0.043	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6,003	82.7%	5,161	82.9%	850	82.0%	4,642	81.1%	1,369	89.0%	351	80.7%
No	1,259	17.3%	1,064	17.1%	186	18.0%	1,080	18.9%	170	11.0%	84	19.3%
Total	7,262	100.0%	6,225	100.0%	1,036	100.0%	5,722	100.0%	1,539	100.0%	435	100.0%
Not Answered	303		257		47		281		23		20	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	73	1.2%	63	1.2%	8	0.9%	59	1.3%	12	0.9%	1	0.3%
Sometimes	670	11.5%	603	12.0%	49	5.8%	522	11.6%	130	9.5%	27	7.8%
Usually	1,220	20.9%	1,058	21.1%	164	19.6%	917	20.4%	305	22.5%	63	18.2%
Always	3,884	66.4%	3,300	65.7%	616	73.6%	3,003	66.7%	913	67.2%	255	73.7%
Total	5,847	100.0%	5,023	100.0%	837	100.0%	4,501	100.0%	1,359	100.0%	346	100.0%
Not Answered	156		138		13		141		10		5	
Reporting Category	Getting Care Quickly											
Achievement Score (Case mix adjusted)	87.60%		86.98%		91.82%		86.72%		90.84%		90.54%	
2014 vs. 2012: +/- Change (Stat. sig.)	+4.5		na		na		na		na		+3.1	
Correlation with Health Plan Satisfaction	0.188		0.188		0.187		0.190		0.192		0.287	

Response scored as: Achievement Room for improvement

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	1,476	21.3%	1,262	21.3%	196	19.3%	1,264	23.2%	195	13.0%	83	19.8%
1 time	2,035	29.3%	1,715	28.9%	343	33.8%	1,690	31.0%	369	24.7%	117	27.9%
2 times	1,714	24.7%	1,460	24.6%	257	25.3%	1,299	23.8%	417	27.9%	109	26.0%
3 times	847	12.2%	740	12.5%	106	10.5%	638	11.7%	208	13.9%	54	12.9%
4 times	417	6.0%	356	6.0%	66	6.5%	291	5.3%	131	8.8%	26	6.2%
5 to 9 times	353	5.1%	311	5.2%	41	4.0%	223	4.1%	129	8.6%	25	6.0%
10 or more times	94	1.4%	89	1.5%	7	0.6%	50	0.9%	45	3.0%	6	1.4%
Total	6,936	100.0%	5,932	100.0%	1,017	100.0%	5,454	100.0%	1,495	100.0%	420	100.0%
Not Answered	629		549		67		549		66		35	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,774	70.3%	3,256	70.9%	568	70.5%	2,836	69.0%	988	76.8%	254	76.0%
No	1,593	29.7%	1,336	29.1%	238	29.5%	1,274	31.0%	299	23.2%	80	24.0%
Total	5,367	100.0%	4,592	100.0%	806	100.0%	4,110	100.0%	1,287	100.0%	334	100.0%
Not Answered	93		79		15		81		13		3	
Reporting Category	Single Items											
Achievement Score (Case mix adjusted)	70.70%		71.26%		68.50%		68.94%		76.96%		74.31%	

Q9. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	127	2.4%	102	2.2%	23	2.8%	107	2.6%	17	1.3%	5	1.5%
Sometimes	471	8.7%	420	9.1%	42	5.2%	355	8.6%	107	8.3%	20	6.0%
Usually	968	18.0%	831	18.0%	136	16.7%	720	17.5%	246	19.0%	39	11.6%
Always	3,818	70.9%	3,250	70.6%	613	75.3%	2,936	71.3%	927	71.5%	272	81.0%
Total	5,384	100.0%	4,602	100.0%	813	100.0%	4,118	100.0%	1,297	100.0%	336	100.0%
Not Answered	76		68		8		72		4		1	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	88.99%		88.88%		90.81%		88.25%		92.07%		91.12%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	+6.5↑		na		na		na		na		+1.9	

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

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,783	33.4%	1,529	33.5%	239	29.5%	1,157	28.3%	612	47.4%	106	32.1%
No	3,557	66.6%	3,034	66.5%	570	70.5%	2,925	71.7%	680	52.6%	224	67.9%
Total	5,340	100.0%	4,564	100.0%	810	100.0%	4,082	100.0%	1,291	100.0%	330	100.0%
Not Answered	120		107		11		109		9		7	

Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Not at all	131	7.5%	113	7.6%	9	3.9%	102	9.0%	21	3.4%	6	5.7%
A little	244	14.0%	216	14.5%	19	7.9%	185	16.4%	49	8.3%	6	5.7%
Some	529	30.4%	452	30.3%	76	32.3%	346	30.7%	181	30.3%	40	38.1%
A lot	835	48.0%	710	47.6%	132	55.9%	495	43.9%	347	58.0%	53	50.5%
Total	1,739	100.0%	1,491	100.0%	236	100.0%	1,128	100.0%	598	100.0%	105	100.0%
Not Answered	44		38		4		29		13		1	
Reporting Category	Shared Decision Making											
Achievement Score (Case mix adjusted)	49.03%		48.04%		53.40%		43.61%		58.51%		48.17%	
Correlation with Health Plan Satisfaction	0.058		0.065		0.029		0.050		0.135		0.159	

Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Not at all	433	25.2%	369	25.0%	55	23.9%	319	28.8%	106	17.6%	28	26.4%
A little	291	16.9%	250	16.9%	36	15.5%	188	16.9%	98	16.3%	17	16.0%
Some	470	27.3%	403	27.3%	67	29.1%	291	26.3%	180	29.9%	32	30.2%
A lot	527	30.6%	455	30.8%	73	31.5%	311	28.0%	217	36.1%	29	27.4%
Total	1,721	100.0%	1,478	100.0%	232	100.0%	1,108	100.0%	602	100.0%	106	100.0%
Not Answered	62		51		7		49		10		0	
Reporting Category	Shared Decision Making											
Achievement Score (Case mix adjusted)	31.00%		30.92%		30.63%		27.28%		37.51%		26.59%	
Correlation with Health Plan Satisfaction	0.058		0.067		0.013		0.055		0.101		0.106	

Response scored as: Achievement Room for improvement

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,369	79.1%	1,173	79.0%	181	77.8%	855	76.7%	499	82.8%	90	85.7%
No	362	20.9%	312	21.0%	52	22.2%	260	23.3%	104	17.2%	15	14.3%
Total	1,731	100.0%	1,485	100.0%	233	100.0%	1,115	100.0%	602	100.0%	105	100.0%
Not Answered	52		44		7		42		9		1	
Reporting Category	Shared Decision Making											
Achievement Score (Case mix adjusted)	78.70%		78.85%		78.52%		76.56%		82.98%		86.21%	
Correlation with Health Plan Satisfaction	0.123		0.125		0.076		0.097		0.174		0.068	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health care possible	6	0.1%	5	0.1%	0	0.0%	5	0.1%	0	0.0%	0	0.0%
1	11	0.2%	12	0.3%	0	0.0%	10	0.2%	2	0.1%	2	0.6%
2	16	0.3%	14	0.3%	1	0.1%	10	0.3%	5	0.4%	0	0.0%
3	15	0.3%	14	0.3%	1	0.1%	11	0.3%	4	0.3%	0	0.0%
4	51	1.0%	49	1.1%	4	0.5%	36	0.9%	17	1.3%	1	0.3%
5	135	2.5%	125	2.7%	10	1.3%	96	2.3%	40	3.1%	2	0.6%
6	152	2.8%	138	3.0%	17	2.1%	114	2.8%	41	3.1%	6	1.8%
7	402	7.5%	343	7.5%	55	6.8%	297	7.3%	101	7.8%	23	6.9%
8	1,097	20.5%	934	20.5%	166	20.4%	825	20.2%	274	21.2%	53	15.8%
9	1,057	19.8%	875	19.2%	194	23.9%	793	19.4%	276	21.3%	77	23.0%
Best health care possible	2,399	44.9%	2,053	45.0%	365	44.9%	1,884	46.2%	535	41.3%	171	51.0%
Total	5,341	100.0%	4,561	100.0%	814	100.0%	4,081	100.0%	1,294	100.0%	335	100.0%
Not Answered	119		109		7		110		6		2	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	85.21%		84.95%		87.59%		84.97%		86.55%		88.28%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	+1.8↑		na		na		na		na		-1.8	
Correlation with Health Plan Satisfaction	0.514		0.523		0.436		0.517		0.498		0.626	

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

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	76	1.4%	67	1.5%	7	0.8%	66	1.6%	7	0.5%	3	0.9%
Sometimes	491	9.2%	434	9.5%	45	5.6%	371	9.1%	109	8.4%	17	5.1%
Usually	1,421	26.6%	1,217	26.7%	203	25.0%	1,040	25.5%	380	29.4%	69	20.7%
Always	3,345	62.7%	2,839	62.3%	556	68.6%	2,597	63.8%	798	61.7%	245	73.4%
Total	5,333	100.0%	4,556	100.0%	811	100.0%	4,074	100.0%	1,294	100.0%	334	100.0%
Not Answered	127		114		10		117		7		3	
Reporting Category	Getting Needed Care											
Achievement Score (Case mix adjusted)	89.49%		89.31%		91.95%		88.81%		92.52%		92.49%	
2014 vs. 2012: +/- Change (Stat. sig.)	+8.1		na		na		na		na		+7.7	
Correlation with Health Plan Satisfaction	0.317		0.328		0.270		0.299		0.393		0.441	

Q16. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,035	14.6%	899	14.8%	139	13.4%	660	11.9%	378	24.5%	57	13.3%
No	6,054	85.4%	5,159	85.2%	898	86.6%	4,894	88.1%	1,164	75.5%	373	86.7%
Total	7,089	100.0%	6,058	100.0%	1,038	100.0%	5,554	100.0%	1,542	100.0%	430	100.0%
Not Answered	476		423		46		450		19		25	

Q17. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	918	89.9%	802	90.5%	126	91.6%	580	89.0%	348	93.7%	53	93.0%
No	103	10.1%	84	9.5%	12	8.4%	72	11.0%	24	6.3%	4	7.0%
Total	1,021	100.0%	886	100.0%	138	100.0%	652	100.0%	371	100.0%	57	100.0%
Not Answered	14		13		1		8		7		0	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score (Case mix adjusted)	90.51%		90.69%		90.64%		89.05%		93.57%		91.97%	
2014 vs. 2012: +/- Change (Stat. sig.)	+1.5		na		na		na		na		-1.5	

Response scored as: Achievement Room for improvement

Specialized Services

Q18. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	393	5.6%	353	5.8%	42	4.1%	215	3.9%	179	11.6%	20	4.7%
No	6,666	94.4%	5,690	94.2%	985	95.9%	5,313	96.1%	1,361	88.4%	408	95.3%
Total	7,059	100.0%	6,042	100.0%	1,026	100.0%	5,528	100.0%	1,541	100.0%	428	100.0%
Not Answered	506		439		57		476		21		27	

Q19. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	31	8.2%	30	8.8%	1	2.6%	14	6.7%	17	9.8%	1	5.3%
Sometimes	38	10.0%	35	10.3%	1	2.0%	22	10.6%	14	8.0%	2	10.5%
Usually	80	21.1%	77	22.5%	5	13.2%	39	19.0%	43	24.6%	6	31.6%
Always	231	60.8%	199	58.4%	33	82.3%	132	63.7%	100	57.6%	10	52.6%
Total	380	100.0%	341	100.0%	40	100.0%	208	100.0%	174	100.0%	19	100.0%
Not Answered	13		11		1		7		5		1	
Reporting Category	Access to Specialized Services											
Achievement Score (Case mix adjusted)	82.48%		81.08%		93.96%		81.97%		83.01%		83.96%	
2014 vs. 2012: +/- Change (Stat. sig.)	+10.0		na		na		na		na		+17.7	

Q20. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	296	77.3%	271	78.6%	27	69.1%	154	74.2%	145	81.7%	14	73.7%
No	87	22.7%	74	21.4%	12	30.9%	54	25.8%	32	18.3%	5	26.3%
Total	383	100.0%	345	100.0%	39	100.0%	207	100.0%	177	100.0%	19	100.0%
Not Answered	10		7		2		8		2		1	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	77.76%		78.69%		68.53%		74.45%		81.40%		74.22%	
2014 vs. 2012: +/- Change (Stat. sig.)	+1.9		na		na		na		na		-6.7	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q21. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	737	10.4%	669	11.1%	74	7.2%	372	6.7%	371	24.1%	42	9.8%
No	6,327	89.6%	5,377	88.9%	954	92.8%	5,160	93.3%	1,170	75.9%	386	90.2%
Total	7,064	100.0%	6,046	100.0%	1,028	100.0%	5,532	100.0%	1,542	100.0%	428	100.0%
Not Answered	501		436		56		472		20		27	

Q22. In the last 6 months, how often was it easy to get this therapy for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	75	10.4%	69	10.6%	7	9.0%	47	13.2%	29	7.8%	2	4.9%
Sometimes	102	14.2%	91	14.0%	10	13.2%	52	14.5%	49	13.3%	3	7.3%
Usually	145	20.2%	128	19.7%	17	22.6%	79	22.2%	66	17.9%	12	29.3%
Always	396	55.2%	362	55.7%	41	55.2%	179	50.1%	224	61.1%	24	58.5%
Total	718	100.0%	650	100.0%	74	100.0%	357	100.0%	367	100.0%	41	100.0%
Not Answered	19		19		0		14		4		1	
Reporting Category	Access to Specialized Services											
Achievement Score (Case mix adjusted)	75.35%		75.40%		78.02%		71.96%		79.28%		87.56%	
2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.)	+4.1		na		na		na		na		+8.2	

Q23. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	413	57.5%	374	57.3%	41	56.1%	205	57.1%	209	57.3%	29	70.7%
No	305	42.5%	278	42.7%	32	43.9%	154	42.9%	156	42.7%	12	29.3%
Total	718	100.0%	652	100.0%	73	100.0%	360	100.0%	365	100.0%	41	100.0%
Not Answered	19		17		1		12		6		1	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	57.46%		57.25%		56.92%		56.70%		57.73%		70.74%	
2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.)	-0.3		na		na		na		na		+13.1	

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

Specialized Services (continued)

Q24. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	795	11.3%	708	11.7%	107	10.4%	237	4.3%	578	37.5%	71	16.7%
No	6,252	88.7%	5,320	88.3%	919	89.6%	5,275	95.7%	964	62.5%	355	83.3%
Total	7,047	100.0%	6,029	100.0%	1,025	100.0%	5,512	100.0%	1,542	100.0%	426	100.0%
Not Answered	518		453		58		492		19		29	

Q25. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	92	11.8%	82	11.8%	13	12.1%	33	14.3%	62	10.9%	9	12.9%
Sometimes	144	18.4%	125	18.0%	18	17.3%	47	20.5%	96	16.8%	13	18.6%
Usually	162	20.7%	149	21.4%	19	17.9%	48	20.9%	120	21.0%	12	17.1%
Always	383	49.0%	340	48.8%	55	52.7%	102	44.3%	293	51.3%	36	51.4%
Total	781	100.0%	696	100.0%	105	100.0%	231	100.0%	570	100.0%	70	100.0%
Not Answered	14		12		2		7		7		1	
Reporting Category	Access to Specialized Services											
Achievement Score (Case mix adjusted)	69.49%		70.53%		68.43%		64.35%		72.65%		66.39%	
2014 vs. 2012: +/- Change (Stat. sig.)	+0.7		na		na		na		na		+1.1	

Q26. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	395	50.6%	359	51.7%	45	43.0%	106	45.9%	298	52.5%	39	56.5%
No	385	49.4%	335	48.3%	60	57.0%	125	54.1%	270	47.5%	30	43.5%
Total	780	100.0%	695	100.0%	105	100.0%	231	100.0%	568	100.0%	69	100.0%
Not Answered	15		13		2		6		10		2	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	51.17%		51.12%		47.13%		45.53%		52.67%		59.10%	
2014 vs. 2012: +/- Change (Stat. sig.)	-1.2		na		na		na		na		-7.6	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q27. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst treatment possible	37	4.9%	31	4.6%	6	5.7%	13	5.8%	24	4.3%	4	5.9%
1	7	0.9%	6	0.9%	1	1.1%	2	0.9%	5	1.0%	0	0.0%
2	21	2.8%	19	2.8%	4	3.7%	9	4.0%	14	2.5%	5	7.4%
3	12	1.6%	10	1.4%	2	2.1%	2	0.7%	10	1.8%	2	2.9%
4	19	2.5%	16	2.3%	3	3.2%	6	2.6%	13	2.4%	4	5.9%
5	60	7.9%	57	8.5%	6	6.3%	24	11.2%	40	7.1%	3	4.4%
6	61	8.1%	55	8.1%	7	7.0%	20	9.2%	42	7.5%	2	2.9%
7	60	7.9%	54	8.0%	8	8.5%	20	9.2%	43	7.6%	3	4.4%
8	123	16.3%	106	15.7%	19	18.9%	30	13.7%	95	17.1%	10	14.7%
9	100	13.2%	92	13.6%	9	9.5%	28	12.9%	74	13.2%	15	22.1%
Best treatment possible	256	33.9%	230	34.0%	34	34.1%	64	29.8%	199	35.6%	20	29.4%
Total	756	100.0%	676	100.0%	100	100.0%	215	100.0%	560	100.0%	68	100.0%
Not Answered	39		33		7		22		18		3	
Reporting Category	Supplemental Questions											
Achievement Score (Case mix adjusted)	63.65%		63.44%		61.72%		54.03%		66.75%		64.30%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	+0.9		na		na		na		na		-5.3	

Q28. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,318	18.9%	1,112	18.6%	228	22.3%	749	13.7%	591	38.5%	98	23.0%
No	5,661	81.1%	4,855	81.4%	793	77.7%	4,703	86.3%	944	61.5%	328	77.0%
Total	6,979	100.0%	5,967	100.0%	1,020	100.0%	5,452	100.0%	1,535	100.0%	426	100.0%
Not Answered	586		515		63		552		26		29	

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

Specialized Services (continued)

Q29. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	755	58.6%	653	60.1%	112	49.9%	413	56.9%	351	60.2%	57	59.4%
No	534	41.4%	434	39.9%	112	50.1%	313	43.1%	233	39.8%	39	40.6%
Total	1,289	100.0%	1,087	100.0%	224	100.0%	727	100.0%	584	100.0%	96	100.0%
Not Answered	29		25		4		22		7		2	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score (Case mix adjusted)	58.46%		59.66%		51.97%		56.33%		60.86%		61.16%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	-0.6		na		na		na		na		-3.6	

Your Child's Personal Doctor

Q30. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	6,274	90.6%	5,334	90.0%	967	95.8%	4,858	89.8%	1,443	94.4%	408	95.8%
No	651	9.4%	595	10.0%	42	4.2%	552	10.2%	85	5.6%	18	4.2%
Total	6,925	100.0%	5,929	100.0%	1,009	100.0%	5,410	100.0%	1,528	100.0%	426	100.0%
Not Answered	640		552		75		594		33		29	

Q31. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	810	13.3%	663	12.8%	153	16.1%	682	14.5%	134	9.5%	67	16.7%
1 time	2,219	36.5%	1,869	36.2%	382	40.1%	1,806	38.4%	446	31.6%	154	38.4%
2 times	1,552	25.5%	1,293	25.0%	267	28.1%	1,166	24.8%	395	28.0%	98	24.4%
3 times	751	12.4%	673	13.0%	74	7.8%	553	11.8%	194	13.8%	41	10.2%
4 times	359	5.9%	314	6.1%	41	4.3%	252	5.4%	103	7.3%	12	3.0%
5 to 9 times	326	5.4%	293	5.7%	31	3.2%	207	4.4%	117	8.3%	27	6.7%
10 or more times	63	1.0%	57	1.1%	4	0.4%	41	0.9%	20	1.4%	2	0.5%
Total	6,080	100.0%	5,162	100.0%	952	100.0%	4,706	100.0%	1,409	100.0%	401	100.0%
Not Answered	194		172		15		153		34		7	

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 explain things in a way that was easy to understand?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	62	1.2%	57	1.3%	5	0.6%	48	1.2%	14	1.1%	3	0.9%
Sometimes	284	5.4%	254	5.7%	24	3.0%	206	5.2%	72	5.7%	7	2.1%
Usually	781	15.0%	663	14.9%	109	13.6%	578	14.5%	193	15.3%	28	8.4%
Always	4,091	78.4%	3,472	78.1%	662	82.8%	3,146	79.1%	988	78.0%	295	88.6%
Total	5,218	100.0%	4,446	100.0%	799	100.0%	3,978	100.0%	1,268	100.0%	333	100.0%
Not Answered	52		53		0		46		7		1	
Reporting Category	Communication											
Achievement Score (Case mix adjusted)	93.45%		93.27%		94.91%		93.23%		94.43%		95.50%	
2014 vs. 2012: +/- Change (Stat. sig.)	-0.1		na		na		na		na		-0.6	
Correlation with Health Plan Satisfaction	0.191		0.195		0.183		0.184		0.215		0.151	

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	47	0.9%	44	1.0%	3	0.4%	32	0.8%	14	1.1%	3	0.9%
Sometimes	253	4.8%	232	5.2%	18	2.3%	178	4.5%	72	5.7%	8	2.4%
Usually	783	15.0%	648	14.5%	132	16.6%	586	14.7%	194	15.3%	29	8.7%
Always	4,138	79.3%	3,533	79.3%	640	80.7%	3,184	80.0%	990	77.9%	292	88.0%
Total	5,221	100.0%	4,457	100.0%	793	100.0%	3,980	100.0%	1,270	100.0%	332	100.0%
Not Answered	49		42		6		44		5		2	
Reporting Category	Communication											
Achievement Score (Case mix adjusted)	94.30%		94.01%		96.28%		94.44%		94.06%		95.43%	
2014 vs. 2012: +/- Change (Stat. sig.)	-0.8		na		na		na		na		-0.3	
Correlation with Health Plan Satisfaction	0.205		0.206		0.236		0.193		0.248		0.146	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q34. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	47	0.9%	43	1.0%	3	0.4%	34	0.8%	12	1.0%	3	0.9%
Sometimes	200	3.8%	186	4.2%	13	1.6%	140	3.5%	59	4.6%	8	2.4%
Usually	655	12.6%	553	12.4%	101	12.7%	506	12.7%	148	11.6%	28	8.5%
Always	4,313	82.7%	3,668	82.4%	678	85.4%	3,293	82.9%	1,052	82.8%	291	88.2%
Total	5,215	100.0%	4,450	100.0%	794	100.0%	3,972	100.0%	1,272	100.0%	330	100.0%
Not Answered	55		50		5		52		3		4	
Reporting Category	Communication											
Achievement Score (Case mix adjusted)	95.29%		95.04%		97.01%		95.49%		94.87%		95.57%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	-0.6		na		na		na		na		-1.7	
Correlation with Health Plan Satisfaction	0.197		0.207		0.202		0.206		0.202		0.222	

Q35. Is your child able to talk with doctors about his or her health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,530	68.1%	2,933	66.3%	621	79.0%	2,634	66.8%	920	72.9%	239	72.6%
No	1,650	31.9%	1,488	33.7%	165	21.0%	1,311	33.2%	342	27.1%	90	27.4%
Total	5,180	100.0%	4,422	100.0%	786	100.0%	3,945	100.0%	1,263	100.0%	329	100.0%
Not Answered	90		78		13		79		12		5	

Q36. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	46	1.3%	44	1.5%	1	0.1%	34	1.3%	11	1.2%	1	0.4%
Sometimes	223	6.4%	194	6.7%	26	4.1%	158	6.1%	61	6.6%	5	2.1%
Usually	666	19.1%	550	19.0%	114	18.5%	505	19.4%	159	17.5%	37	15.6%
Always	2,560	73.2%	2,116	72.9%	477	77.2%	1,911	73.3%	682	74.7%	194	81.9%
Total	3,495	100.0%	2,904	100.0%	618	100.0%	2,608	100.0%	913	100.0%	237	100.0%
Not Answered	35		30		4		26		8		2	
Reporting Category	Single Items											
Achievement Score (Case mix adjusted)	92.41%		92.17%		94.06%		92.54%		92.40%		96.10%	
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	-1.2↓		na		na		na		na		+0.8	

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

Your Child's Personal Doctor (continued)

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	Statewide N	Statewide %	Medicaid N	Medicaid %	CHP N	CHP %	CC - Negative N	CC - Negative %	CC - Positive N	CC - Positive %	Excellus N	Excellus %
Never	159	3.1%	144	3.3%	9	1.1%	116	3.0%	37	2.9%	5	1.5%
Sometimes	513	10.0%	461	10.5%	45	5.7%	380	9.7%	126	10.0%	20	6.2%
Usually	1,199	23.3%	1,016	23.1%	170	21.6%	910	23.3%	275	21.7%	53	16.3%
Always	3,278	63.7%	2,770	63.1%	563	71.6%	2,506	64.1%	827	65.3%	247	76.0%
Total	5,149	100.0%	4,391	100.0%	786	100.0%	3,912	100.0%	1,266	100.0%	325	100.0%
Not Answered	121		108		13		112		9		9	
Reporting Category	Communication											
Achievement Score (Case mix adjusted)	87.11%		86.77%		90.07%		86.97%		88.22%		89.70%	
2014 vs. 2012: +/- Change (Stat. sig.)	-0.4		na		na		na		na		-2.0	
Correlation with Health Plan Satisfaction	0.183		0.199		0.125		0.175		0.231		0.165	

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Statewide N	Statewide %	Medicaid N	Medicaid %	CHP N	CHP %	CC - Negative N	CC - Negative %	CC - Positive N	CC - Positive %	Excellus N	Excellus %
Yes	4,532	87.7%	3,887	88.1%	685	87.4%	3,449	87.8%	1,123	88.5%	310	95.7%
No	638	12.3%	525	11.9%	99	12.6%	478	12.2%	146	11.5%	14	4.3%
Total	5,170	100.0%	4,412	100.0%	784	100.0%	3,928	100.0%	1,269	100.0%	324	100.0%
Not Answered	100		87		15		96		6		10	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score (Case mix adjusted)	87.92%		88.08%		87.44%		87.24%		90.30%		94.71%	
2014 vs. 2012: +/- Change (Stat. sig.)	+0.5		na		na		na		na		+7.0	

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	Statewide N	Statewide %	Medicaid N	Medicaid %	CHP N	CHP %	CC - Negative N	CC - Negative %	CC - Positive N	CC - Positive %	Excellus N	Excellus %
Yes	1,871	36.4%	1,586	36.2%	302	38.5%	1,203	30.8%	684	54.3%	139	42.8%
No	3,265	63.6%	2,796	63.8%	481	61.5%	2,702	69.2%	576	45.7%	186	57.2%
Total	5,136	100.0%	4,382	100.0%	783	100.0%	3,905	100.0%	1,260	100.0%	325	100.0%
Not Answered	134		118		16		119		15		9	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	112	6.1%	88	5.6%	21	7.0%	74	6.3%	35	5.2%	7	5.1%
Sometimes	244	13.3%	213	13.7%	30	10.1%	158	13.4%	85	12.7%	11	8.0%
Usually	478	26.0%	400	25.8%	83	27.6%	300	25.4%	183	27.2%	37	26.8%
Always	1,002	54.6%	850	54.8%	166	55.3%	648	54.9%	369	54.9%	83	60.1%
Total	1,836	100.0%	1,551	100.0%	301	100.0%	1,181	100.0%	671	100.0%	138	100.0%
Not Answered	35		35		1		23		13		1	
Reporting Category	Single Items											
Achievement Score (Case mix adjusted)	80.78%		80.66%		82.71%		79.56%		83.51%		85.25%	

Q41. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst personal doctor possible	13	0.2%	13	0.2%	0	0.0%	4	0.1%	9	0.6%	0	0.0%
1	12	0.2%	12	0.2%	1	0.1%	11	0.2%	1	0.1%	0	0.0%
2	14	0.2%	12	0.2%	2	0.2%	11	0.2%	3	0.2%	0	0.0%
3	17	0.3%	16	0.3%	1	0.1%	11	0.2%	6	0.4%	2	0.5%
4	34	0.6%	35	0.7%	1	0.1%	26	0.5%	11	0.7%	2	0.5%
5	125	2.1%	113	2.2%	15	1.6%	82	1.8%	46	3.2%	4	1.0%
6	140	2.3%	129	2.5%	11	1.2%	111	2.4%	29	2.0%	6	1.5%
7	300	4.9%	258	5.0%	41	4.4%	223	4.8%	76	5.3%	20	5.0%
8	942	15.5%	801	15.5%	141	14.9%	730	15.6%	211	14.7%	43	10.8%
9	1,136	18.6%	927	17.9%	218	23.0%	886	18.9%	260	18.1%	80	20.1%
Best personal doctor possible	3,364	55.2%	2,861	55.3%	516	54.4%	2,594	55.3%	782	54.5%	241	60.6%
Total	6,097	100.0%	5,177	100.0%	947	100.0%	4,690	100.0%	1,434	100.0%	398	100.0%
Not Answered	177		157		20		168		9		10	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	89.16%		88.79%		91.46%		89.10%		89.55%		90.19%	
2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.)	+0.4		na		na		na		na		+0.3	
Correlation with Health Plan Satisfaction	0.373		0.381		0.325		0.399		0.308		0.289	

Response scored as: Achievement Room for improvement

Your Child's Personal Doctor (continued)

Q42. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,187	19.5%	1,037	20.0%	198	20.9%	286	6.1%	949	66.7%	108	27.4%
No	4,913	80.5%	4,142	80.0%	749	79.1%	4,417	93.9%	474	33.3%	286	72.6%
Total	6,100	100.0%	5,179	100.0%	947	100.0%	4,703	100.0%	1,423	100.0%	394	100.0%
Not Answered	174		155		20		155		20		14	

Q43. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,057	90.3%	927	90.4%	177	91.7%	239	87.3%	864	91.6%	103	96.3%
No	113	9.7%	98	9.6%	16	8.3%	35	12.7%	79	8.4%	4	3.7%
Total	1,170	100.0%	1,024	100.0%	193	100.0%	274	100.0%	943	100.0%	107	100.0%
Not Answered	17		13		5		12		6		1	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score (Case mix adjusted)	89.57%		90.70%		90.35%		88.09%		91.39%		95.31%	
2014 vs. 2012: +/- Change (Stat. sig.)	-0.9		na		na		na		na		+1.3	

Q44. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,006	86.9%	882	87.1%	169	87.8%	228	84.4%	823	88.0%	99	91.7%
No	152	13.1%	131	12.9%	23	12.2%	42	15.6%	112	12.0%	9	8.3%
Total	1,158	100.0%	1,012	100.0%	193	100.0%	270	100.0%	935	100.0%	108	100.0%
Not Answered	29		24		5		16		14		0	
Reporting Category	Family-Centered Care: Personal Doctor Who Knows Child											
Achievement Score (Case mix adjusted)	85.89%		87.36%		86.38%		84.95%		87.86%		90.69%	
2014 vs. 2012: +/- Change (Stat. sig.)	+1.1		na		na		na		na		+3.0	

Response scored as: Achievement Room for improvement

Getting Health Care From A Specialist

Q45. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,462	21.3%	1,210	20.7%	240	23.9%	825	15.5%	626	40.5%	82	19.6%
No	5,401	78.7%	4,650	79.3%	766	76.1%	4,495	84.5%	921	59.5%	336	80.4%
Total	6,863	100.0%	5,860	100.0%	1,006	100.0%	5,320	100.0%	1,546	100.0%	418	100.0%
Not Answered	702		621		78		684		15		37	

Q46. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	71	4.9%	62	5.2%	8	3.3%	40	4.9%	30	4.9%	2	2.5%
Sometimes	259	18.0%	217	18.3%	36	14.9%	154	19.0%	99	16.0%	13	16.0%
Usually	404	28.1%	332	27.9%	69	29.0%	211	26.0%	190	30.7%	25	30.9%
Always	705	49.0%	579	48.7%	126	52.8%	406	50.1%	299	48.4%	41	50.6%
Total	1,439	100.0%	1,190	100.0%	238	100.0%	811	100.0%	617	100.0%	81	100.0%
Not Answered	23		20		2		14		8		1	
Reporting Category	Getting Needed Care											
Achievement Score (Case mix adjusted)	77.42%		76.58%		81.45%		75.33%		80.10%		80.62%	
2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.)	+2.8		na		na		na		na		+1.9	
Correlation with Health Plan Satisfaction	0.261		0.252		0.311		0.277		0.240		0.373	

Q47. How many specialists has your child seen in the last 6 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	135	9.4%	113	9.4%	20	8.3%	91	11.2%	41	6.6%	4	4.9%
1 specialist	899	62.4%	730	61.2%	166	69.9%	561	69.1%	335	54.1%	61	74.4%
2	308	21.4%	263	22.0%	41	17.2%	133	16.4%	171	27.6%	13	15.9%
3	65	4.5%	56	4.7%	8	3.4%	22	2.7%	42	6.8%	4	4.9%
4	19	1.3%	18	1.5%	2	0.7%	4	0.5%	16	2.6%	0	0.0%
5 or more specialists	15	1.0%	14	1.2%	1	0.5%	1	0.1%	14	2.3%	0	0.0%
Total	1,441	100.0%	1,194	100.0%	237	100.0%	812	100.0%	619	100.0%	82	100.0%
Not Answered	21		17		3		13		7		0	

Response scored as: Achievement Room for improvement

Getting Health Care From A Specialist (continued)

Q48. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst specialist possible	6	0.5%	5	0.5%	1	0.5%	4	0.5%	2	0.4%	0	0.0%
1	4	0.3%	3	0.3%	1	0.5%	1	0.2%	3	0.5%	0	0.0%
2	2	0.2%	2	0.2%	0	0.0%	1	0.2%	1	0.1%	0	0.0%
3	6	0.5%	5	0.5%	1	0.4%	1	0.1%	5	0.9%	0	0.0%
4	17	1.3%	16	1.5%	1	0.4%	13	1.9%	4	0.7%	1	1.3%
5	39	3.0%	33	3.1%	5	2.4%	22	3.1%	16	2.8%	2	2.6%
6	63	4.9%	60	5.6%	4	1.7%	34	4.7%	29	5.2%	2	2.6%
7	107	8.3%	94	8.8%	14	6.2%	54	7.6%	53	9.3%	6	7.8%
8	224	17.3%	183	17.1%	38	17.6%	129	18.0%	92	16.2%	13	16.9%
9	273	21.1%	214	20.0%	58	26.5%	150	21.0%	122	21.3%	19	24.7%
Best specialist possible	552	42.7%	453	42.5%	95	43.7%	306	42.8%	243	42.6%	34	44.2%
Total	1,293	100.0%	1,068	100.0%	217	100.0%	715	100.0%	570	100.0%	77	100.0%
Not Answered	13		14		0		6		7		1	

Reporting Category	Ratings					
Achievement Score (Case mix adjusted)	80.72%	79.51%	88.57%	81.44%	80.55%	86.01%
2014 vs. 2012: +/- Change (↑↓ Stat. sig.)	+2.7	na	na	na	na	+3.4
Correlation with Health Plan Satisfaction	0.349	0.357	0.273	0.356	0.331	0.319

Your Child's Health Plan

Q49. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,500	21.9%	1,166	20.0%	299	29.8%	1,060	20.0%	405	26.3%	73	17.5%
No	5,338	78.1%	4,671	80.0%	703	70.2%	4,238	80.0%	1,136	73.7%	343	82.5%
Total	6,838	100.0%	5,837	100.0%	1,002	100.0%	5,297	100.0%	1,541	100.0%	416	100.0%
Not Answered	727		645		82		706		20		39	

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

Your Child's Health Plan (continued)

Q50. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	57	3.8%	43	3.8%	13	4.3%	36	3.5%	20	4.9%	0	0.0%
Sometimes	306	20.7%	255	22.2%	47	15.7%	208	19.9%	94	23.3%	9	12.3%
Usually	346	23.4%	271	23.6%	68	22.7%	240	23.0%	98	24.4%	22	30.1%
Always	772	52.1%	580	50.5%	171	57.4%	560	53.7%	191	47.4%	42	57.5%
Total	1,481	100.0%	1,149	100.0%	298	100.0%	1,044	100.0%	403	100.0%	73	100.0%
Not Answered	19		17		1		16		2		0	
Reporting Category	Customer Service											
Achievement Score (Case mix adjusted)	75.15%		74.39%		78.69%		75.33%		75.12%		84.93%	
2014 vs. 2012: +/- Change (Stat. sig.)	-4.5		na		na		na		na		+3.2	
Correlation with Health Plan Satisfaction	0.510		0.498		0.591		0.509		0.524		0.558	

Q51. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	27	1.8%	20	1.7%	5	1.6%	20	1.9%	5	1.3%	1	1.4%
Sometimes	127	8.6%	111	9.6%	16	5.5%	81	7.7%	46	11.5%	6	8.2%
Usually	299	20.2%	238	20.7%	56	19.0%	211	20.2%	84	20.7%	13	17.8%
Always	1,029	69.4%	781	68.0%	220	73.9%	733	70.2%	268	66.5%	53	72.6%
Total	1,482	100.0%	1,150	100.0%	297	100.0%	1,044	100.0%	403	100.0%	73	100.0%
Not Answered	18		16		2		16		2		0	
Reporting Category	Customer Service											
Achievement Score (Case mix adjusted)	89.53%		88.90%		91.90%		89.68%		89.09%		88.73%	
2014 vs. 2012: +/- Change (Stat. sig.)	-0.8		na		na		na		na		-7.5	
Correlation with Health Plan Satisfaction	0.498		0.492		0.566		0.492		0.525		0.473	

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,857	27.6%	1,475	25.6%	368	37.4%	1,394	26.8%	450	29.3%	111	26.6%
No	4,878	72.4%	4,276	74.4%	617	62.6%	3,810	73.2%	1,083	70.7%	307	73.4%
Total	6,735	100.0%	5,751	100.0%	985	100.0%	5,204	100.0%	1,532	100.0%	418	100.0%
Not Answered	830		730		98		800		29		37	

Response scored as: Achievement Room for improvement

Your Child's Health Plan (continued)

PQ53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	51	0.8%	41	0.7%	10	1.1%	42	0.8%	9	0.6%	1	0.2%
Sometimes	327	4.9%	272	4.8%	52	5.4%	243	4.7%	81	5.3%	11	2.6%
Usually	563	8.4%	426	7.5%	136	13.9%	413	8.0%	149	9.8%	42	10.1%
Always	5,744	85.9%	4,970	87.1%	778	79.7%	4,463	86.5%	1,285	84.3%	362	87.0%
Total	6,685	100.0%	5,710	100.0%	977	100.0%	5,162	100.0%	1,525	100.0%	416	100.0%
Not Answered	50		42		8		42		7		2	
Reporting Category	Single Items											
Achievement Score (Case mix adjusted)	94.38%		94.65%		92.85%		94.36%		94.48%		96.08%	

Q54. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	25	0.4%	22	0.4%	3	0.3%	18	0.4%	7	0.4%	1	0.2%
1	14	0.2%	12	0.2%	2	0.2%	13	0.2%	1	0.1%	0	0.0%
2	19	0.3%	16	0.3%	3	0.3%	13	0.2%	7	0.4%	2	0.5%
3	33	0.5%	30	0.5%	3	0.3%	21	0.4%	12	0.8%	0	0.0%
4	50	0.7%	48	0.8%	3	0.3%	40	0.8%	11	0.7%	0	0.0%
5	236	3.5%	220	3.8%	25	2.5%	185	3.5%	59	3.8%	10	2.4%
6	233	3.4%	206	3.5%	28	2.8%	169	3.2%	65	4.2%	13	3.1%
7	517	7.6%	452	7.8%	75	7.5%	388	7.4%	140	9.1%	29	6.9%
8	1,163	17.1%	984	17.0%	187	18.8%	892	17.0%	279	18.2%	54	12.9%
9	1,276	18.8%	1,061	18.3%	219	22.0%	991	18.8%	289	18.8%	94	22.4%
Best health plan possible	3,235	47.6%	2,750	47.4%	449	45.0%	2,528	48.1%	671	43.6%	216	51.6%
Total	6,801	100.0%	5,801	100.0%	998	100.0%	5,259	100.0%	1,540	100.0%	419	100.0%
Not Answered	764		680		86		745		22		36	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	83.08%		82.56%		86.33%		83.12%		83.11%		86.19%	
2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.)	+0.8		na		na		na		na		+2.0	

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

Prescription Medicines

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,308	48.7%	2,836	49.0%	485	48.6%	2,103	40.1%	1,218	79.1%	215	51.7%
No	3,481	51.3%	2,956	51.0%	513	51.4%	3,146	59.9%	322	20.9%	201	48.3%
Total	6,789	100.0%	5,792	100.0%	998	100.0%	5,250	100.0%	1,540	100.0%	416	100.0%
Not Answered	776		689		86		754		21		39	

Q56. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	33	1.0%	27	1.0%	5	1.1%	22	1.0%	11	0.9%	1	0.5%
Sometimes	238	7.3%	214	7.6%	22	4.5%	141	6.8%	95	7.8%	10	4.7%
Usually	610	18.6%	527	18.7%	85	17.6%	362	17.4%	250	20.6%	33	15.4%
Always	2,400	73.1%	2,044	72.7%	372	76.7%	1,559	74.8%	856	70.6%	170	79.4%
Total	3,281	100.0%	2,812	100.0%	484	100.0%	2,083	100.0%	1,213	100.0%	214	100.0%
Not Answered	27		24		1		20		5		1	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	91.75%		91.57%		93.48%		91.72%		92.09%		94.00%	
2014 vs. 2012: +/- Change (Stat. sig.)	+2.1		na		na		na		na		-1.4	

Q57. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,937	59.8%	1,680	60.6%	259	53.7%	1,182	57.5%	757	63.0%	116	54.2%
No	1,304	40.2%	1,094	39.4%	223	46.3%	873	42.5%	445	37.0%	98	45.8%
Total	3,241	100.0%	2,775	100.0%	482	100.0%	2,055	100.0%	1,203	100.0%	214	100.0%
Not Answered	67		61		3		49		15		1	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	59.59%		60.46%		54.27%		57.06%		63.78%		54.96%	
2014 vs. 2012: +/- Change (Stat. sig.)	+4.8		na		na		na		na		+2.8	

Response scored as: Achievement Room for improvement

About Your Child and You

Q58. In general, how would you rate your child's overall health?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	3,004	43.7%	2,516	42.7%	488	49.3%	2,632	48.8%	372	25.0%	226	53.9%
Very Good	2,268	33.0%	1,917	32.6%	351	35.5%	1,714	31.8%	554	37.2%	129	30.8%
Good	1,314	19.1%	1,186	20.1%	128	12.9%	908	16.8%	406	27.2%	56	13.4%
Fair	275	4.0%	252	4.3%	23	2.3%	129	2.4%	146	9.8%	8	1.9%
Poor	18	0.3%	18	0.3%	0	0.0%	6	0.1%	12	0.8%	0	0.0%
Total	6,879	100.0%	5,889	100.0%	990	100.0%	5,389	100.0%	1,490	100.0%	419	100.0%
Not Answered	686		612		74		672		14		36	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	3,436	50.9%	2,852	49.6%	549	55.5%	3,017	57.8%	384	25.3%	210	50.7%
Very Good	1,727	25.6%	1,475	25.7%	268	27.1%	1,378	26.4%	365	24.0%	111	26.8%
Good	1,131	16.8%	1,003	17.4%	128	12.9%	701	13.4%	429	28.2%	57	13.8%
Fair	388	5.8%	356	6.2%	41	4.1%	113	2.2%	283	18.6%	30	7.2%
Poor	62	0.9%	62	1.1%	4	0.4%	7	0.1%	58	3.8%	6	1.4%
Total	6,744	100.0%	5,747	100.0%	990	100.0%	5,216	100.0%	1,520	100.0%	414	100.0%
Not Answered	821		734		94		787		41		41	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,669	24.4%	1,442	24.7%	227	23.0%	577	10.8%	1,092	72.9%	129	30.9%
No	5,159	75.6%	4,399	75.3%	760	77.0%	4,754	89.2%	405	27.1%	289	69.1%
Total	6,828	100.0%	5,841	100.0%	987	100.0%	5,331	100.0%	1,497	100.0%	418	100.0%
Not Answered	737		660		77		730		7		37	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,234	75.7%	1,053	74.9%	181	80.1%	186	34.3%	1,048	96.2%	107	82.9%
No	397	24.3%	352	25.1%	45	19.9%	356	65.7%	41	3.8%	22	17.1%
Total	1,631	100.0%	1,405	100.0%	226	100.0%	542	100.0%	1,089	100.0%	129	100.0%
Not Answered	38		37		1		35		3		0	

About Your Child and You (continued)

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,017	84.5%	865	84.4%	152	85.4%	0	0.0%	1,017	97.7%	90	84.9%
No	186	15.5%	160	15.6%	26	14.6%	162	100.0%	24	2.3%	16	15.1%
Total	1,203	100.0%	1,025	100.0%	178	100.0%	162	100.0%	1,041	100.0%	106	100.0%
Not Answered	31		28		3		24		7		1	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	969	14.3%	845	14.6%	124	12.7%	195	3.7%	774	52.3%	72	17.4%
No	5,811	85.7%	4,957	85.4%	854	87.3%	5,106	96.3%	705	47.7%	341	82.6%
Total	6,780	100.0%	5,802	100.0%	978	100.0%	5,301	100.0%	1,479	100.0%	413	100.0%
Not Answered	785		699		86		760		25		42	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	736	78.5%	635	77.7%	101	83.5%	38	21.3%	698	91.8%	65	90.3%
No	202	21.5%	182	22.3%	20	16.5%	140	78.7%	62	8.2%	7	9.7%
Total	938	100.0%	817	100.0%	121	100.0%	178	100.0%	760	100.0%	72	100.0%
Not Answered	31		28		3		17		14		0	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	671	93.3%	577	93.1%	94	94.9%	0	0.0%	671	97.5%	60	96.8%
No	48	6.7%	43	6.9%	5	5.1%	31	100.0%	17	2.5%	2	3.2%
Total	719	100.0%	620	100.0%	99	100.0%	31	100.0%	688	100.0%	62	100.0%
Not Answered	17		15		2		7		10		3	

About Your Child and You (continued)

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	809	12.0%	735	12.7%	74	7.5%	341	6.5%	468	31.6%	39	9.4%
No	5,957	88.0%	5,044	87.3%	913	92.5%	4,945	93.5%	1,012	68.4%	375	90.6%
Total	6,766	100.0%	5,779	100.0%	987	100.0%	5,286	100.0%	1,480	100.0%	414	100.0%
Not Answered	799		722		77		775		24		41	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	451	57.2%	401	56.2%	50	67.6%	25	7.7%	426	91.8%	29	74.4%
No	337	42.8%	313	43.8%	24	32.4%	299	92.3%	38	8.2%	10	25.6%
Total	788	100.0%	714	100.0%	74	100.0%	324	100.0%	464	100.0%	39	100.0%
Not Answered	21		21		0		17		4		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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	414	93.9%	366	93.4%	48	98.0%	0	0.0%	414	98.3%	28	96.6%
No	27	6.1%	26	6.6%	1	2.0%	20	100.0%	7	1.7%	1	3.4%
Total	441	100.0%	392	100.0%	49	100.0%	20	100.0%	421	100.0%	29	100.0%
Not Answered	10		9		1		5		5		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	852	12.5%	760	13.0%	92	9.3%	333	6.3%	519	34.8%	44	10.5%
No	5,968	87.5%	5,072	87.0%	896	90.7%	4,994	93.7%	974	65.2%	374	89.5%
Total	6,820	100.0%	5,832	100.0%	988	100.0%	5,327	100.0%	1,493	100.0%	418	100.0%
Not Answered	745		669		76		734		11		37	

About Your Child and You (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	476	57.8%	423	57.8%	53	58.2%	30	9.7%	446	86.8%	31	72.1%
No	347	42.2%	309	42.2%	38	41.8%	279	90.3%	68	13.2%	12	27.9%
Total	823	100.0%	732	100.0%	91	100.0%	309	100.0%	514	100.0%	43	100.0%
Not Answered	29		28		1		24		5		1	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	433	92.7%	381	92.0%	52	98.1%	0	0.0%	433	97.5%	30	96.8%
No	34	7.3%	33	8.0%	1	1.9%	23	100.0%	11	2.5%	1	3.2%
Total	467	100.0%	414	100.0%	53	100.0%	23	100.0%	444	100.0%	31	100.0%
Not Answered	9		9		0		7		2		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	827	12.1%	723	12.4%	104	10.6%	90	1.7%	737	49.6%	70	16.7%
No	5,988	87.9%	5,109	87.6%	879	89.4%	5,240	98.3%	748	50.4%	348	83.3%
Total	6,815	100.0%	5,832	100.0%	983	100.0%	5,330	100.0%	1,485	100.0%	418	100.0%
Not Answered	750		669		81		731		19		37	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	708	89.2%	620	89.2%	88	88.9%	0	0.0%	708	97.5%	64	92.8%
No	86	10.8%	75	10.8%	11	11.1%	68	100.0%	18	2.5%	5	7.2%
Total	794	100.0%	695	100.0%	99	100.0%	68	100.0%	726	100.0%	69	100.0%
Not Answered	33		28		5		22		11		1	

About Your Child and You (continued)

NQ74. What is your child's age now?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	64	0.9%	64	1.1%	0	0.0%	57	1.1%	7	0.5%	2	0.5%
1 to 2 years old	849	12.4%	791	13.5%	58	5.9%	764	14.3%	85	5.7%	59	14.1%
3 to 4 years old	822	12.0%	737	12.6%	85	8.6%	686	12.8%	136	9.1%	41	9.8%
5 to 7 years old	1,324	19.4%	1,174	20.1%	150	15.2%	1,028	19.3%	296	19.8%	77	18.4%
8 to 10 years old	1,228	18.0%	1,057	18.1%	171	17.3%	918	17.2%	310	20.7%	75	17.9%
11 to 13 years old	1,215	17.8%	998	17.1%	217	22.0%	893	16.7%	322	21.5%	74	17.7%
14 to 18 years old	1,334	19.5%	1,027	17.6%	307	31.1%	994	18.6%	340	22.7%	90	21.5%
Total	6,836	100.0%	5,848	100.0%	988	100.0%	5,340	100.0%	1,496	100.0%	418	100.0%
Not Answered	729		653		76		721		8		37	

Q75. Is your child male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	3,523	51.4%	3,016	51.4%	507	51.1%	2,648	49.4%	875	58.4%	222	52.9%
Female	3,333	48.6%	2,848	48.6%	485	48.9%	2,710	50.6%	623	41.6%	198	47.1%
Total	6,856	100.0%	5,864	100.0%	992	100.0%	5,358	100.0%	1,498	100.0%	420	100.0%
Not Answered	709		637		72		703		6		35	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	2,435	36.0%	2,212	38.3%	223	22.7%	1,988	37.6%	447	30.3%	67	16.1%
No, Not Hispanic or Latino	4,328	64.0%	3,569	61.7%	759	77.3%	3,298	62.4%	1,030	69.7%	348	83.9%
Total	6,763	100.0%	5,781	100.0%	982	100.0%	5,286	100.0%	1,477	100.0%	415	100.0%
Not Answered	802		720		82		775		27		40	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
White	3,472	55.1%	2,766	51.6%	706	75.5%	2,597	53.1%	875	62.1%	319	77.6%
Black or African-American	1,456	23.1%	1,345	25.1%	111	11.9%	1,080	22.1%	376	26.7%	79	19.2%
Asian	672	10.7%	607	11.3%	65	7.0%	600	12.3%	72	5.1%	20	4.9%
Native Hawaiian or other Pacific Islander	53	0.8%	48	0.9%	5	0.5%	39	0.8%	14	1.0%	4	1.0%
American Indian or Alaska Native	215	3.4%	200	3.7%	15	1.6%	162	3.3%	53	3.8%	11	2.7%
Other	1,304	20.7%	1,184	22.1%	120	12.8%	1,063	21.7%	241	17.1%	39	9.5%
Total	6,300	100.0%	5,365	100.0%	935	100.0%	4,890	100.0%	1,410	100.0%	411	100.0%
Not Answered	1,265		1,136		129		1,171		94		44	

About Your Child and You (continued)

Q78. What is your age?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	510	7.5%	433	7.4%	77	7.9%	381	7.2%	129	8.7%	35	8.5%
18 to 24	327	4.8%	313	5.4%	14	1.4%	290	5.5%	37	2.5%	18	4.4%
25 to 34	2,208	32.5%	1,996	34.3%	212	21.9%	1,732	32.6%	476	32.2%	147	35.7%
35 to 44	2,376	35.0%	1,990	34.2%	386	39.8%	1,890	35.6%	486	32.9%	139	33.7%
45 to 54	1,067	15.7%	828	14.2%	239	24.7%	812	15.3%	255	17.2%	62	15.0%
55 to 64	230	3.4%	198	3.4%	32	3.3%	157	3.0%	73	4.9%	7	1.7%
65 to 74	62	0.9%	54	0.9%	8	0.8%	40	0.8%	22	1.5%	3	0.7%
75 or older	4	0.1%	3	0.1%	1	0.1%	3	0.1%	1	0.1%	1	0.2%
Total	6,784	100.0%	5,815	100.0%	969	100.0%	5,305	100.0%	1,479	100.0%	412	100.0%
Not Answered	781		686		95		756		25		43	

Q79. Are you male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	964	14.1%	812	13.9%	152	15.5%	801	15.0%	163	10.9%	46	11.0%
Female	5,866	85.9%	5,037	86.1%	829	84.5%	4,538	85.0%	1,328	89.1%	373	89.0%
Total	6,830	100.0%	5,849	100.0%	981	100.0%	5,339	100.0%	1,491	100.0%	419	100.0%
Not Answered	735		652		83		722		13		36	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	733	11.0%	687	12.0%	46	4.8%	631	12.1%	102	6.9%	12	2.9%
Some high school but did not graduate	917	13.7%	857	15.0%	60	6.2%	720	13.8%	197	13.4%	38	9.2%
High school graduate or GED	2,072	31.0%	1,830	32.0%	242	25.1%	1,644	31.5%	428	29.1%	118	28.6%
Some college or 2-year degree	1,933	28.9%	1,611	28.2%	322	33.4%	1,405	27.0%	528	35.8%	174	42.1%
4-year college graduate	621	9.3%	460	8.0%	161	16.7%	495	9.5%	126	8.6%	44	10.7%
More than 4-year college degree	409	6.1%	277	4.8%	132	13.7%	317	6.1%	92	6.2%	27	6.5%
Total	6,685	100.0%	5,722	100.0%	963	100.0%	5,212	100.0%	1,473	100.0%	413	100.0%
Not Answered	880		779		101		849		31		42	

About Your Child and You (continued)

Q81. How are you related to the child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	6,440	95.0%	5,472	94.4%	968	98.5%	5,097	95.9%	1,343	91.5%	400	96.6%
Grandparent	193	2.8%	186	3.2%	7	0.7%	119	2.2%	74	5.0%	8	1.9%
Aunt or uncle	49	0.7%	47	0.8%	2	0.2%	35	0.7%	14	1.0%	0	0.0%
Older sibling	23	0.3%	22	0.4%	1	0.1%	20	0.4%	3	0.2%	0	0.0%
Other relative	8	0.1%	7	0.1%	1	0.1%	5	0.1%	3	0.2%	1	0.2%
Legal guardian	65	1.0%	61	1.1%	4	0.4%	35	0.7%	30	2.0%	5	1.2%
Someone else	4	0.1%	4	0.1%	0	0.0%	4	0.1%	0	0.0%	0	0.0%
Total	6,782	100.0%	5,799	100.0%	983	100.0%	5,315	100.0%	1,467	100.0%	414	100.0%
Not Answered	783		702		81		746		37		41	

Q82. How well do you speak English?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Very well	4,085	60.2%	3,356	57.8%	729	74.1%	2,973	56.1%	1,112	74.6%	354	84.9%
Well	1,102	16.2%	979	16.9%	123	12.5%	937	17.7%	165	11.1%	40	9.6%
Not well	1,007	14.8%	925	15.9%	82	8.3%	869	16.4%	138	9.3%	19	4.6%
Not at all	593	8.7%	543	9.4%	50	5.1%	518	9.8%	75	5.0%	4	1.0%
Total	6,787	100.0%	5,803	100.0%	984	100.0%	5,297	100.0%	1,490	100.0%	417	100.0%
Not Answered	778		698		80		764		14		38	

Q83. Do you speak a language other than English at home?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,294	48.9%	2,965	51.4%	329	33.8%	2,770	52.7%	524	35.3%	82	19.9%
No	3,443	51.1%	2,800	48.6%	643	66.2%	2,483	47.3%	960	64.7%	331	80.1%
Total	6,737	100.0%	5,765	100.0%	972	100.0%	5,253	100.0%	1,484	100.0%	413	100.0%
Not Answered	828		736		92		808		20		42	

Q84. What is this language spoken at home?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Spanish	1,846	56.8%	1,673	57.2%	173	53.1%	1,513	55.3%	333	64.9%	36	44.4%
Other	1,405	43.2%	1,252	42.8%	153	46.9%	1,225	44.7%	180	35.1%	45	55.6%
Total	3,251	100.0%	2,925	100.0%	326	100.0%	2,738	100.0%	513	100.0%	81	100.0%
Not Answered	43		40		3		32		11		1	

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

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

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

If you want to know more about this study, please call 1-800-838-2994.

SURVEY INSTRUCTIONS

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

Correct Mark ● **Incorrect Marks**

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

● **Yes** ➔ ***Go to Question 1***
○ **No**

START HERE

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

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

   ○ Yes ➔ ***Go to Question 3***
   ○ No ➔ ***Go to Question 2***

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

   _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes ➔ ***Go to Question 4***
- ○ No ➔ ***Go to Question 5***

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

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

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

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

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as 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 15***
- ○ 1 ➔ ***Go to Question 8***
- ○ 2 ➔ ***Go to Question 8***
- ○ 3 ➔ ***Go to Question 8***
- ○ 4 ➔ ***Go to Question 8***
- ○ 5 to 9 ➔ ***Go to Question 8***
- ○ 10 or more ➔ ***Go to Question 8***

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

- ○ Yes
- ○ No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?

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

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

- ○ Yes ➔ ***Go to Question 11***
- ○ No ➔ ***Go to Question 14***

11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- ○ Not at all
- ○ A little
- ○ Some
- ○ A lot

12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you <u>might not</u> want your child to take a medicine?

- ○ Not at all
- ○ A little
- ○ Some
- ○ A lot

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

- ○ Yes
- ○ No

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

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

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

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

16. 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 17***
- ○ No ➔ ***Go to Question 18***

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

- ○ Yes
- ○ No

SPECIALIZED SERVICES

18. 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 19***
- ○ No ➔ ***Go to Question 21***

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

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

20. 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

21. 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 22***
- ○ No ➔ ***Go to Question 24***

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

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

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

- ○ Yes
- ○ No

24. 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 25***
- ○ No ➔ ***Go to Question 28***

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

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

26. 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

27. 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 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

28. 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 29***
- ○ No ➔ ***Go to Question 30***

29. 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

30. 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 31***
- ○ No ➔ ***Go to Question 45***

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

- ○ None ➔ ***Go to Question 41***
- ○ 1 ➔ ***Go to Question 32***
- ○ 2 ➔ ***Go to Question 32***
- ○ 3 ➔ ***Go to Question 32***
- ○ 4 ➔ ***Go to Question 32***
- ○ 5 to 9 ➔ ***Go to Question 32***
- ○ 10 or more ➔ ***Go to Question 32***

32. 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

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

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

34. 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

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

- ○ Yes ➔ ***Go to Question 36***
- ○ No ➔ ***Go to Question 37***

36. 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

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

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

38. 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

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

- ○ Yes ➔ ***Go to Question 40***
- ○ No ➔ ***Go to Question 41***

40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

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

41. 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

42. 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 43***
- ○ No ➔ ***Go to Question 45***

43. 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

44. 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.

45. 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 46***
- ○ No ➔ ***Go to Question 49***

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

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

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

- ○ None ➔ ***Go to Question 49***
- ○ 1 specialist ➔ ***Go to Question 48***
- ○ 2 ➔ ***Go to Question 48***
- ○ 3 ➔ ***Go to Question 48***
- ○ 4 ➔ ***Go to Question 48***
- ○ 5 or more specialists ➔ ***Go to Question 48***

48. 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.

49. 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 50***
- ○ No ➔ ***Go to Question 52***

50. 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

51. 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

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

- ○ Yes ➔ ***Go to Question 53***
- ○ No ➔ ***Go to Question 54***

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

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

54. 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

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

- ○ Yes ➔ ***Go to Question 56***
- ○ No ➔ ***Go to Question 58***

56. 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

57. 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

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

- ○ Excellent
- ○ Very Good
- ○ Good
- ○ Fair
- ○ Poor

59. In general, how would you rate your child's overall mental or emotional 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 your age?

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

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

82. How well do you speak English?

- ○ Very well
- ○ Well
- ○ Not well
- ○ Not at all

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

- ○ Yes ➔ ***Go to Question 84***
- ○ No

84. What is this language spoken at home?

- ○ Spanish
- ○ Other

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

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

DataStat, 3975 Research Park Drive
Ann Arbor, MI 48108