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

## WellCare

## Continuous Quality Improvement Report

February 2015

DataStat
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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 464 responses were received from WellCare members, resulting in a 33.1% 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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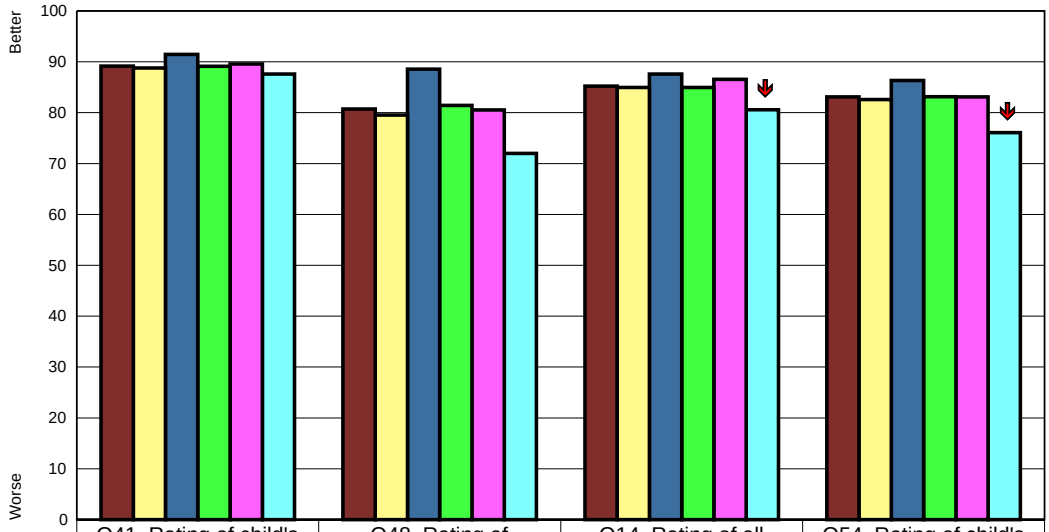
## Summary of Overall Rating Questions

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% |
| WellCare Overall | 87.58% | 71.99% | 80.57% | 76.07% |

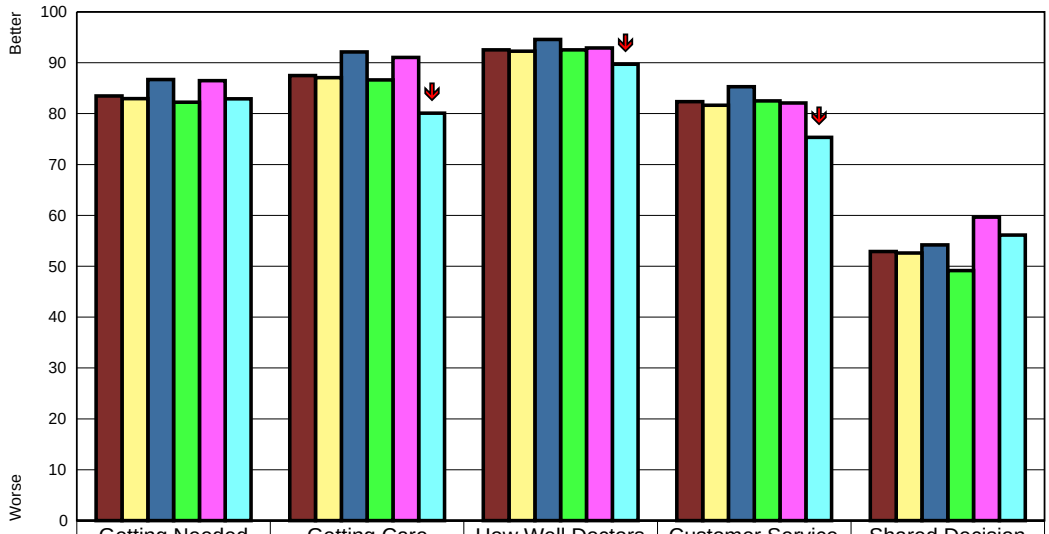
**⇧⇩Statistically significantly better/worse than Statewide.**

## 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% |
| WellCare Overall | 82.92% | 80.08% | 89.70% | 75.35% | 56.11% |

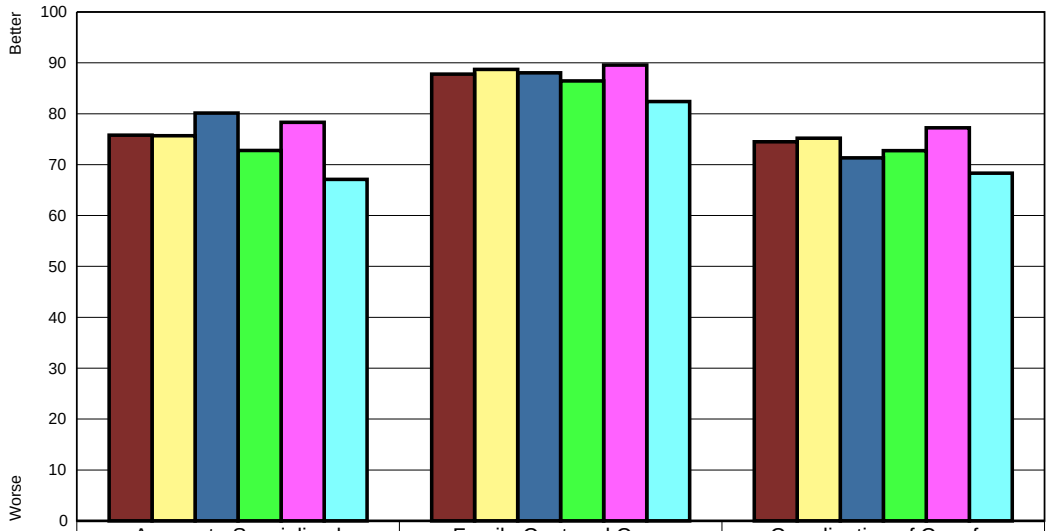
**↑↓Statistically significantly better/worse than Statewide.**

## 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% |
| WellCare Overall | 67.10% | 82.39% | 68.32% |

**⇧⇩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 | WellCare |
|---|---|---|---|---|
| Less than one year | 0.9% | 1.1% | 0.0% | 0.7% |
| 1 to 2 years | 12.4% | 13.5% | 5.9% | 6.0% |
| 3 to 4 years | 12.0% | 12.6% | 8.6% | 7.7% |
| 5 to 7 years | 19.4% | 20.1% | 15.2% | 17.4% |
| 8 to 10 years | 18.0% | 18.1% | 17.3% | 19.1% |
| 11 to 13 years | 17.8% | 17.1% | 22.0% | 23.8% |
| 14 and older | 19.5% | 17.6% | 31.1% | 25.3% |

| ***Child Gender*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| Male | 51.4% | 51.4% | 51.1% | 53.1% |
| Female | 48.6% | 48.6% | 48.9% | 46.9% |

| ***Child Hispanic or Latino*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| Yes, Hispanic or Latino | 36.0% | 38.3% | 22.7% | 47.2% |
| No, Not Hispanic or Latino | 64.0% | 61.7% | 77.3% | 52.8% |

| ***Child Race*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| White | 55.1% | 51.6% | 75.5% | 36.3% |
| Black or African-American | 23.1% | 25.1% | 11.9% | 18.6% |
| Asian | 10.7% | 11.3% | 7.0% | 23.0% |
| Native Hawaiian or Other Pacific Islander | 0.8% | 0.9% | 0.5% | 1.4% |
| American Indian or Alaska Native | 3.4% | 3.7% | 1.6% | 5.8% |
| Other | 20.7% | 22.1% | 12.8% | 30.2% |

| ***Rating of Child's Overall Health*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| Excellent | 43.7% | 42.7% | 49.3% | 42.3% |
| Very good | 33.0% | 32.6% | 35.5% | 28.5% |
| Good | 19.1% | 20.1% | 12.9% | 24.6% |
| Fair | 4.0% | 4.3% | 2.3% | 4.6% |
| Poor | 0.3% | 0.3% | 0.0% | 0.0% |

| ***Payor*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| Medicaid | 85.9% | 100.0% | 0.0% | 91.8% |
| CHP | 14.1% | 0.0% | 100.0% | 8.2% |

| ***Chronic Condition Status*** | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| Positive | 19.9% | 20.0% | 19.4% | 11.6% |
| Negative | 80.1% | 80.0% | 80.6% | 88.4% |

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# Sample Disposition

| | Statewide | Medicaid | CHP | WellCare |
|---|---|---|---|---|
| **First mailing - sent** | 24,000 | 21,217 | 2,783 | 1,500 |
| **First mailing - usable survey returned*** | 2,921 | 2,420 | 501 | 161 |
| **Second mailing - sent** | 20,817 | 18,472 | 2,345 | 1,285 |
| **Second mailing - usable survey returned*** | 1,560 | 1,326 | 234 | 84 |
| **Phone - usable surveys*** | 3,084 | 2,755 | 329 | 219 |
| **Total - usable surveys** | 7,565 | 6,501 | 1,064 | 464 |
| **Ineligible: According to population criteria‡†** | 385 | 318 | 67 | 33 |
| **Ineligible: Language barrier†** | 493 | 456 | 37 | 66 |
| **Ineligible: Deceased†** | 5 | 5 | 0 | 1 |
| **Bad address and bad phone number -OR- bad address AND no evidence of bad phone number** | 1,352 | 1,258 | 94 | 107 |
| **Refusal/Returned survey blank** | 1,624 | 1,401 | 223 | 82 |
| **Nonresponse - Unavailable by mail or phone** | 12,576 | 11,278 | 1,298 | 747 |
| **Response Rate** | **32.7%** | **31.8%** | **39.7%** | **33.1%** |

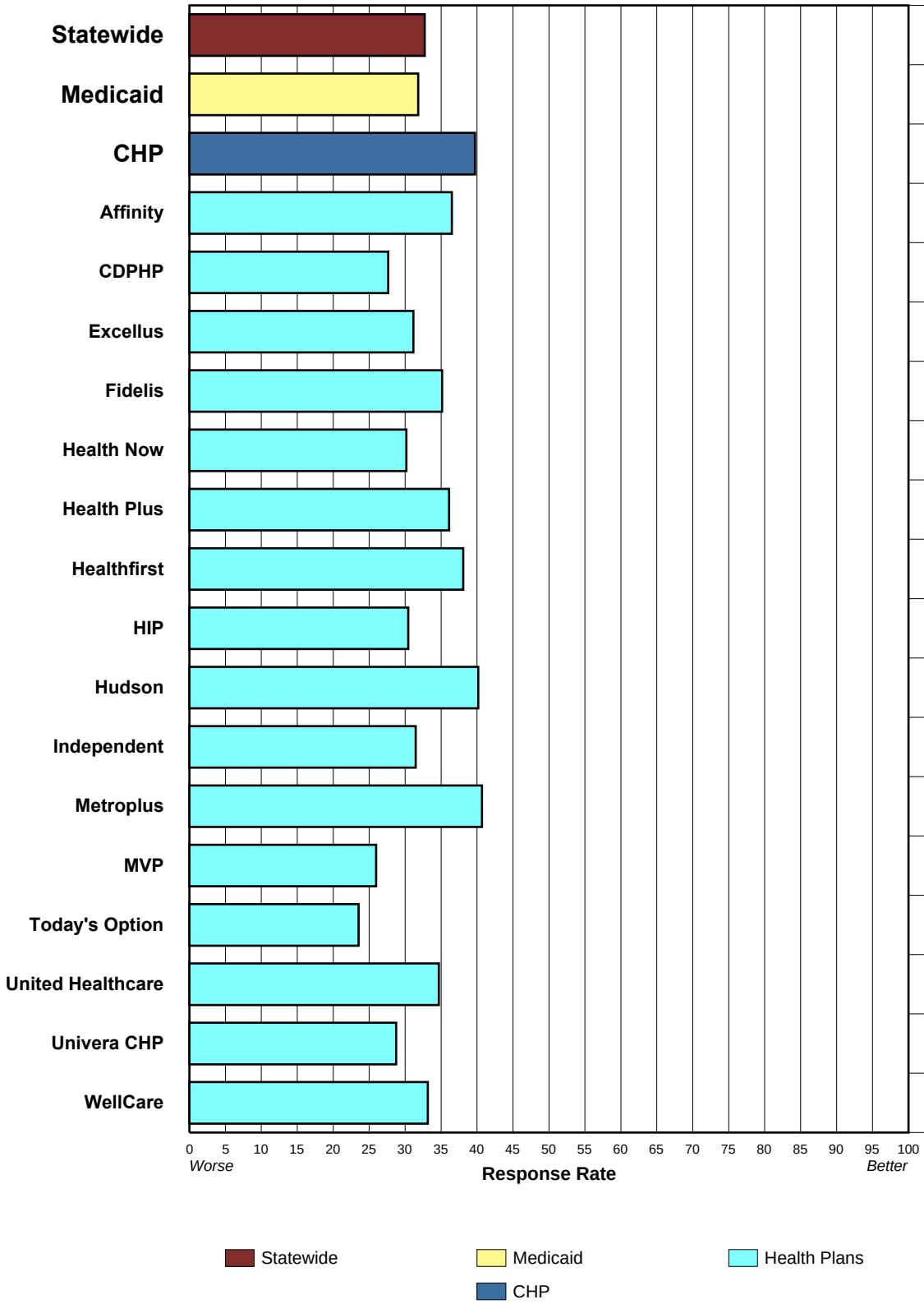
*Included in response rate numerator

†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 | WellCare 2014 Score | WellCare 2012 Score | Point Change | Composite/ Question Group |
|---|---|---|---|---|
| Q27. Rating of child's treatment or counseling (8, 9 or 10) | 71.4% | 52.6% | + 18.8 | Supplemental Questions |
| Q19. Usually or always easy to get special medical equipment or devices for your child | 73.7% | 56.7% | + 17.0 | Access to Specialized Services |
| Q25. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child | 63.0% | 46.6% | + 16.4 | Access to Specialized Services |
| Q15. Usually or always easy to get the care, tests or treatment you thought your child needed | 85.9% | 72.9% | + 13.0 ▲ | Getting Needed Care |
| Q46. Usually or always easy to get appointments for your child with specialists | 80.0% | 69.2% | + 10.8 | Getting Needed Care |
| Q9. Usually or always had your questions answered by your child's doctors or other health providers | 83.5% | 74.9% | + 8.5 | CCC Single Items |
| Q6. Child usually or always got appt. for routine care as soon as you thought child needed | 82.7% | 76.0% | + 6.7 ▲ | Getting Care Quickly |
| Q54. Rating of child's health plan | 76.1% | 71.8% | + 4.2 | Ratings |
| Q22. Usually or always easy to get special therapy (physical, occupational or speech) for your child | 64.6% | 60.7% | + 3.9 | Access to Specialized Services |
| Q17. Child's doctors or other health providers gave help needed in contacting your child's school or daycare | 88.2% | 85.3% | + 2.9 | 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 | 77.5% | 79.1% | - 1.7 | Getting Care Quickly |
| Q33. Child's personal doctor usually or always listened carefully to you | 92.6% | 95.1% | - 2.6 | Communication |
| Q37. Child's personal doctor usually or always spent enough time with child | 81.5% | 84.6% | - 3.0 | Communication |
| Q44. Child's personal doctor understands how child's conditions affect your family's day-to-day life | 77.6% | 84.3% | - 6.7 | Family-Centered Care: Personal Doctor Who Knows Child |
| Q51. Customer service staff from child's health plan usually or always treated you with courtesy/respect | 86.1% | 93.1% | - 7.0 | Customer Service |
| Q43. Child's personal doctor understands how child's conditions affect your child's day-to-day life | 82.4% | 90.1% | - 7.8 | 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 | 55.2% | 64.8% | - 9.6 | CCC Single Items |
| Q50. Customer service from child's health plan usually or always gave needed info or help | 64.6% | 76.4% | - 11.8 | Customer Service |
| Q29. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services | 48.4% | 63.2% | - 14.8 | Coordination of Care for Children with Chronic Conditions |
| 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 | 40.2% | 65.3% | - 25.2 | 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.

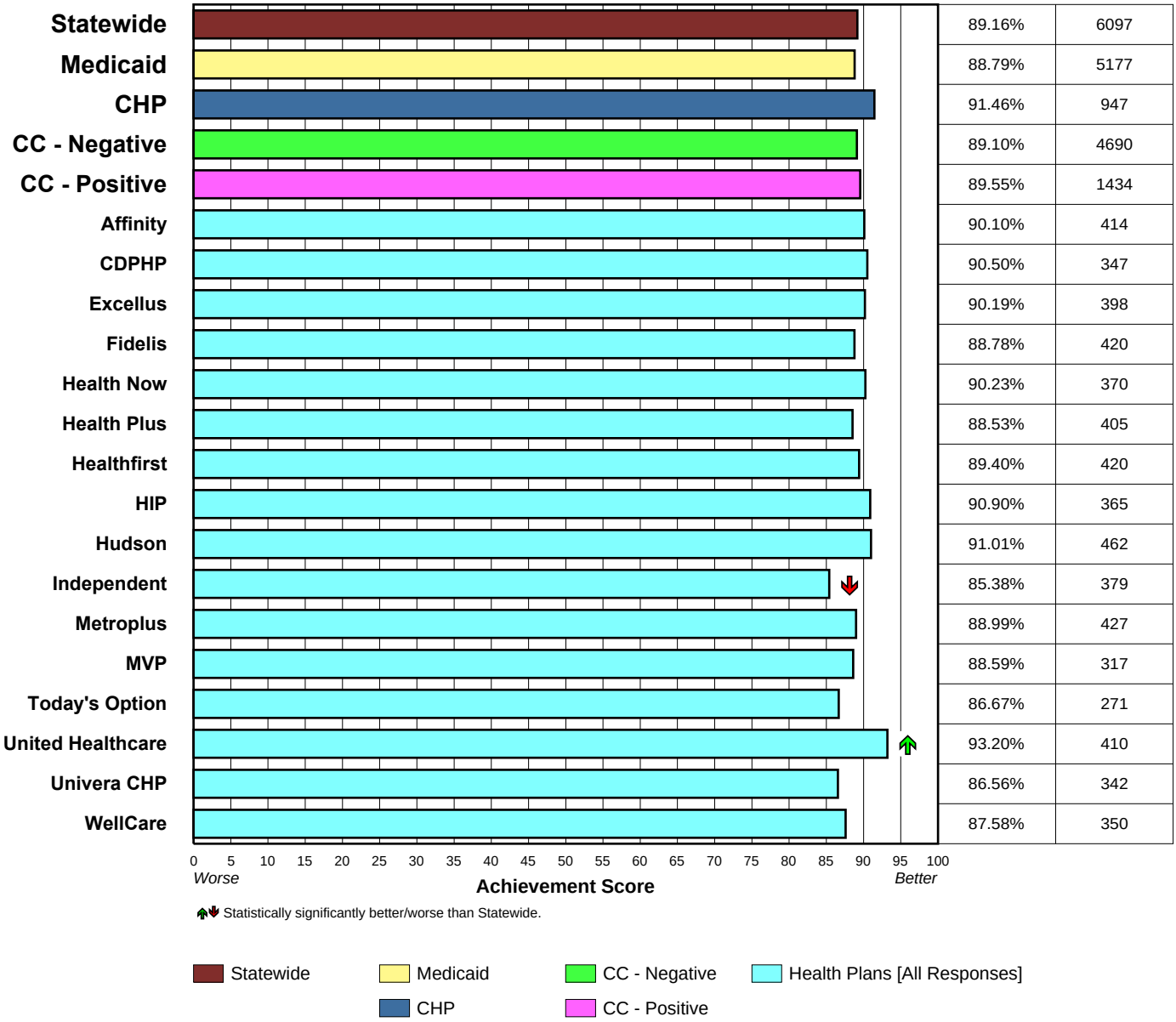
# Graphs / Results

## 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.

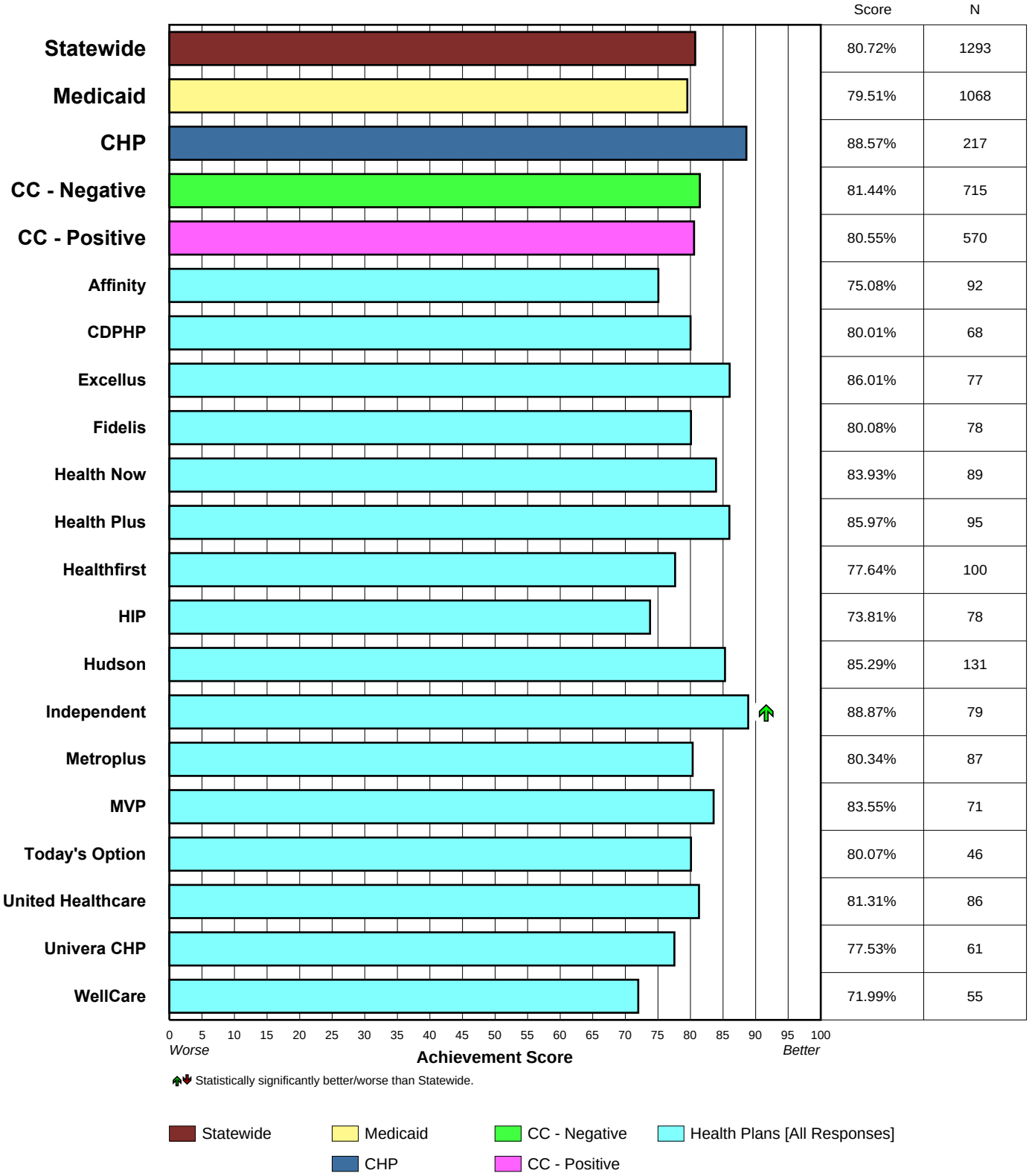
For each rating table, plan-level, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) scores are presented alongside the Statewide score. Tests for statistical significance compare the plan-level scores to the Statewide scores. Payor status and Chronic Condition 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)



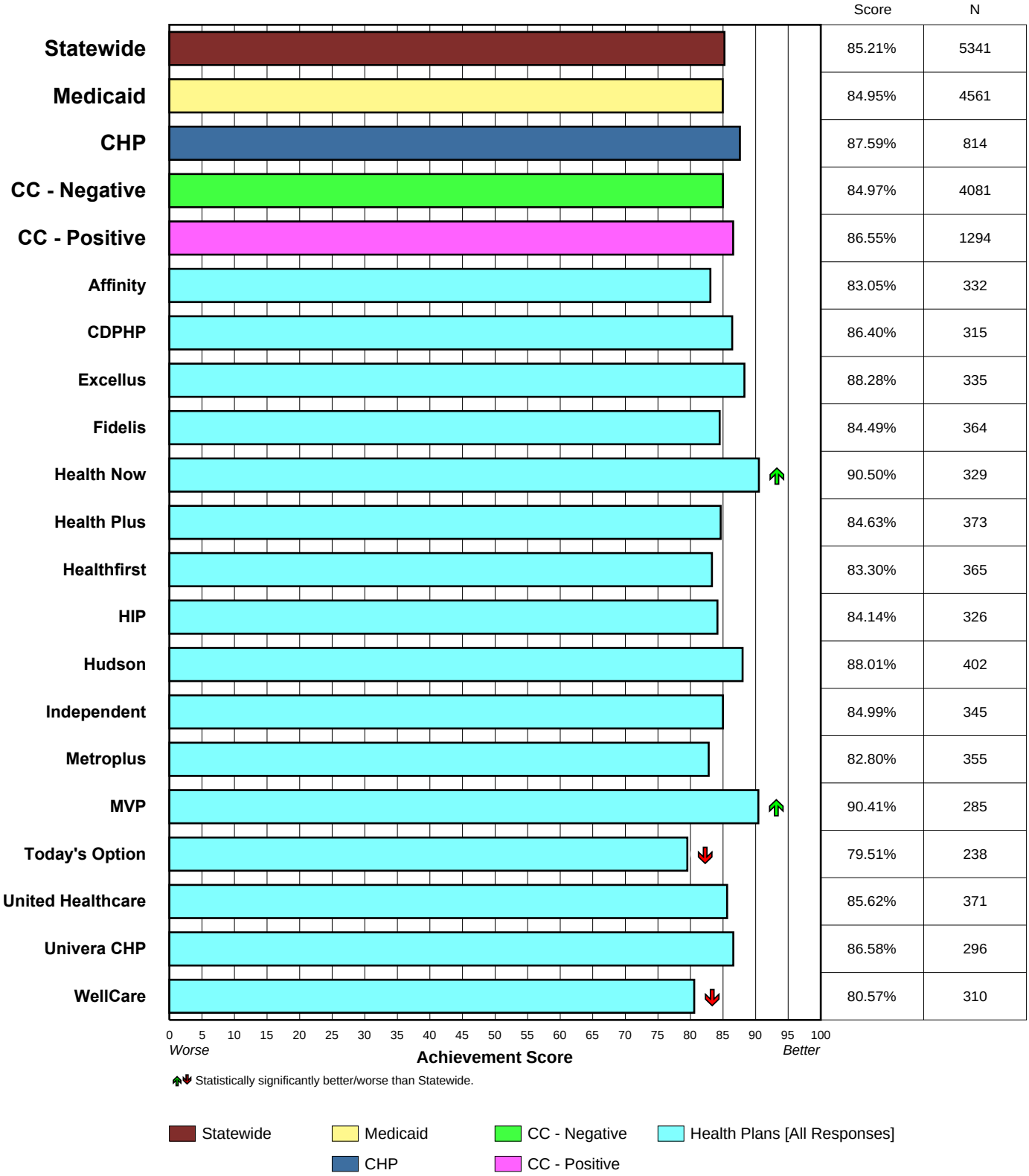
# Overall Ratings

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



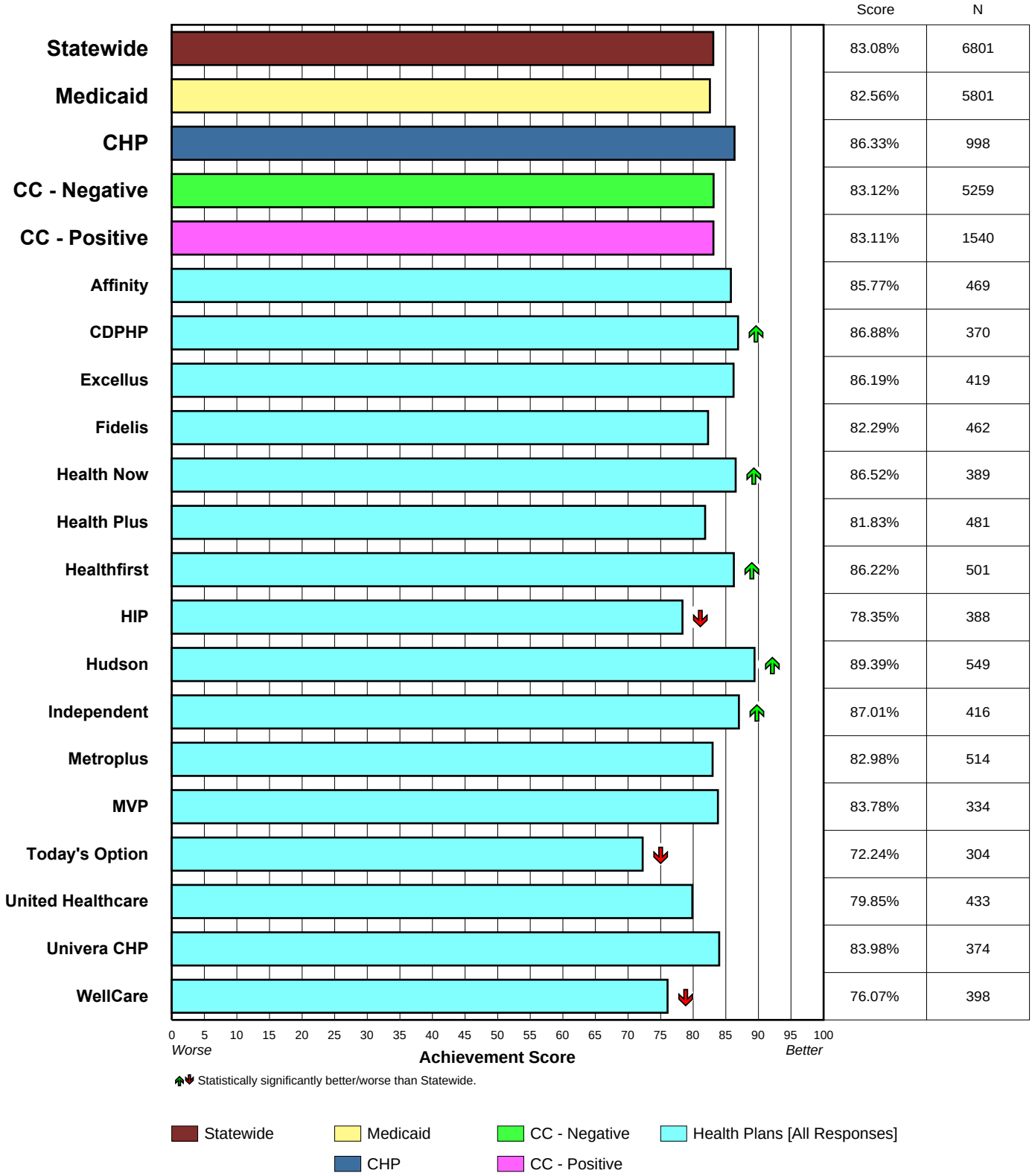
# Overall Ratings

## 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)



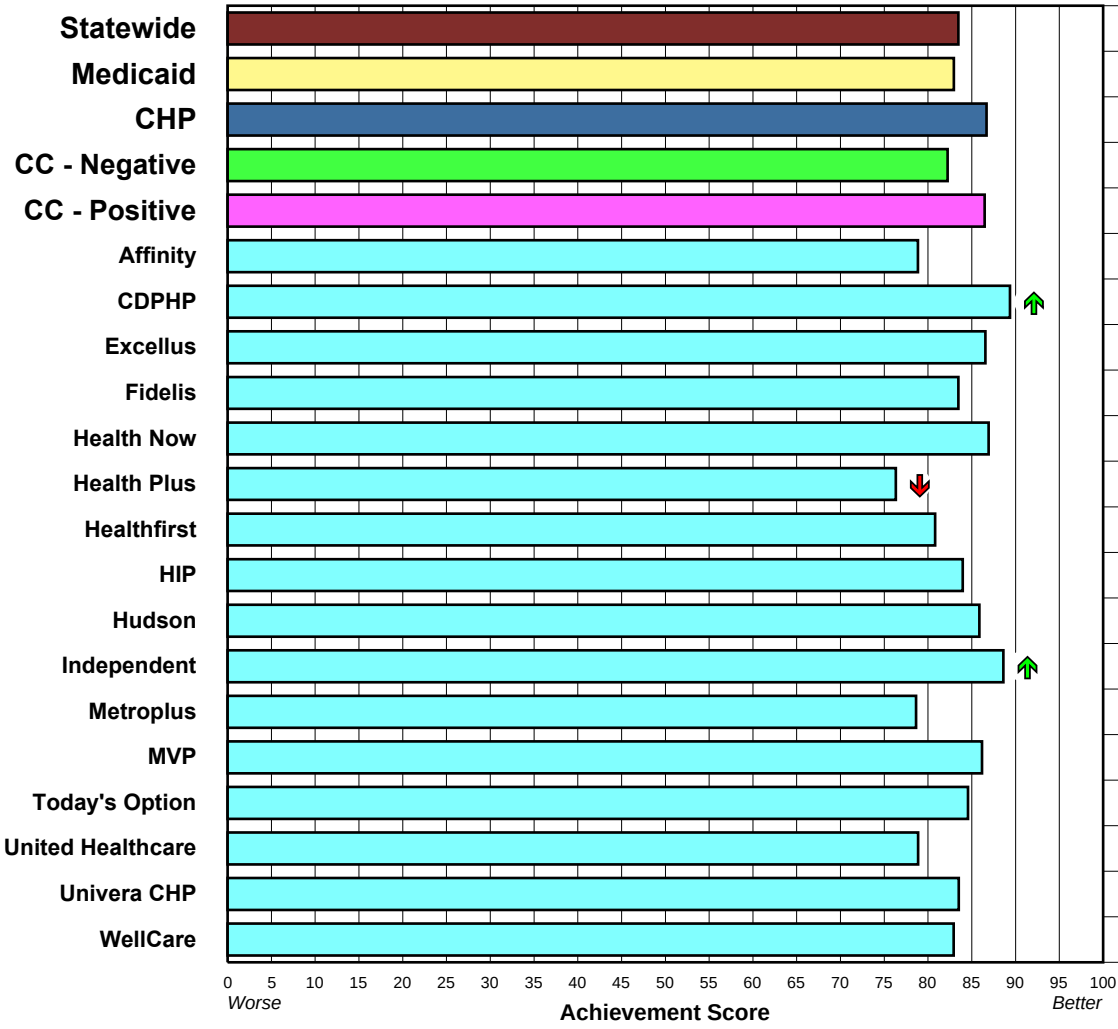
# Standard Composites

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)



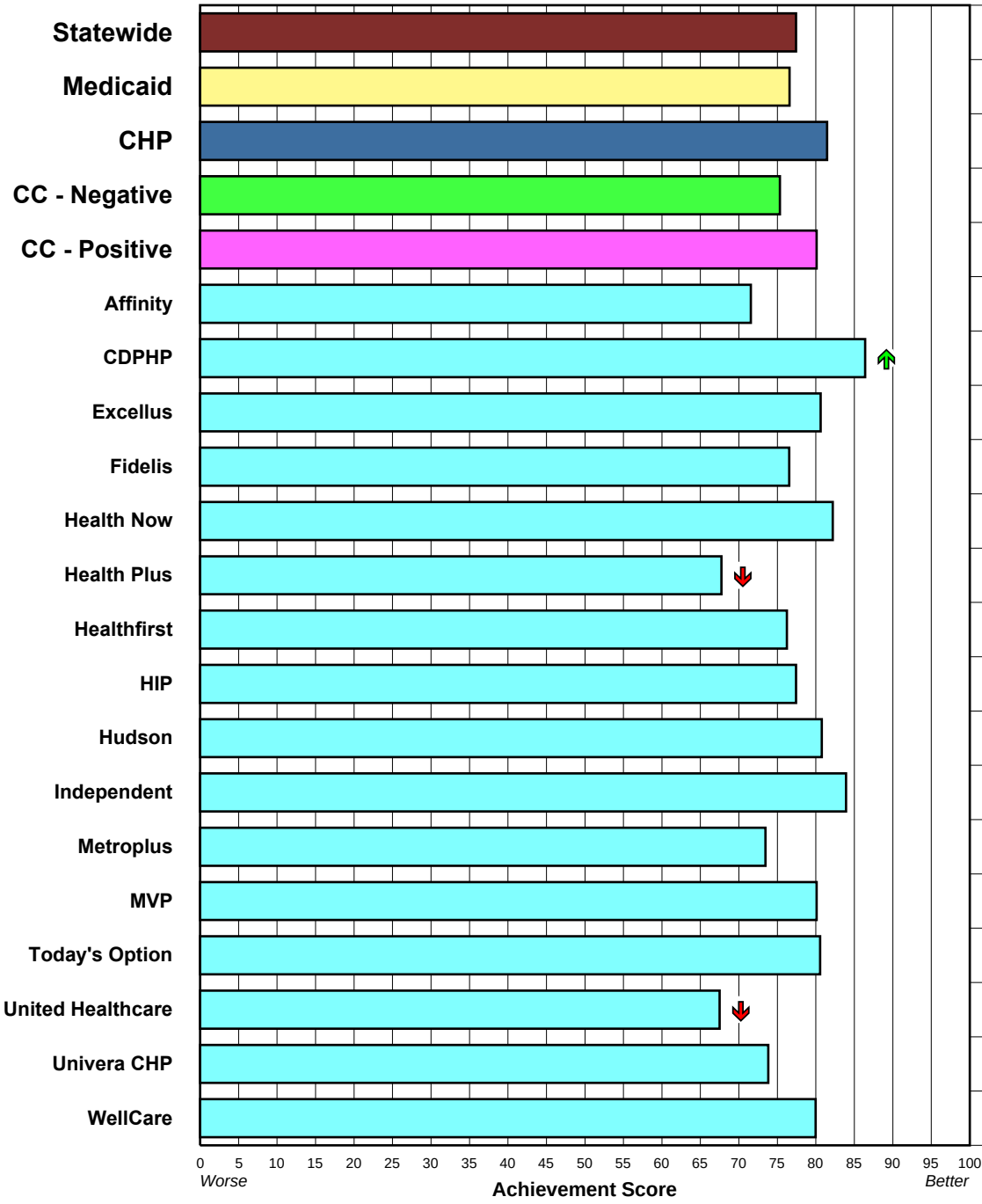

| | Score | N |
|---|---|---|
| Statewide | 83.46% | 5549 |
| Medicaid | 82.94% | 4737 |
| CHP | 86.69% | 812 |
| CC - Negative | 82.23% | 4231 |
| CC - Positive | 86.47% | 1318 |
| Affinity | 78.85% | 357 |
| CDPHP | 89.36% | 321 |
| Excellus | 86.55% | 346 |
| Fidelis | 83.47% | 380 |
| Health Now | 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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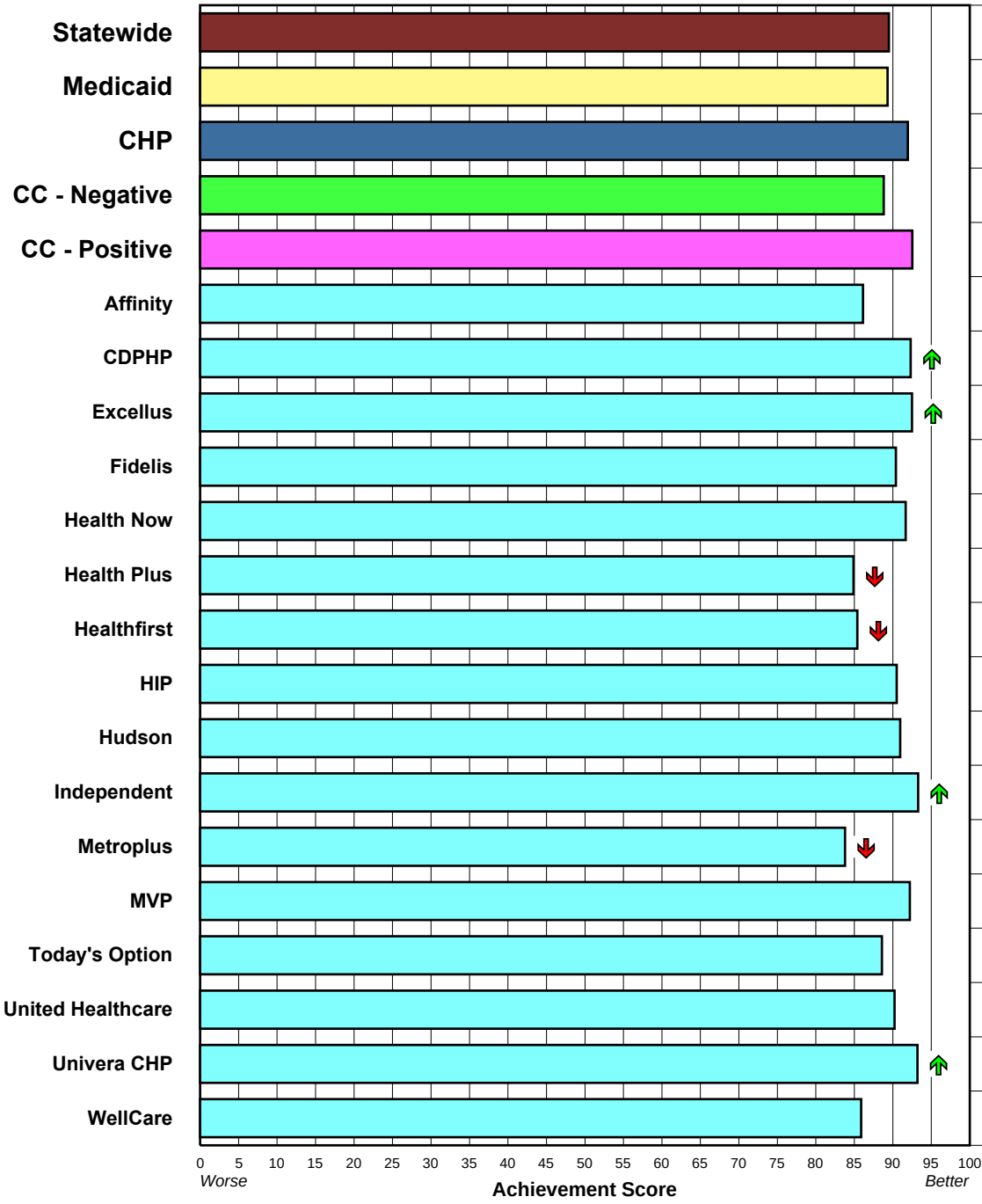
# Getting Needed Care (Usually or Always)

## 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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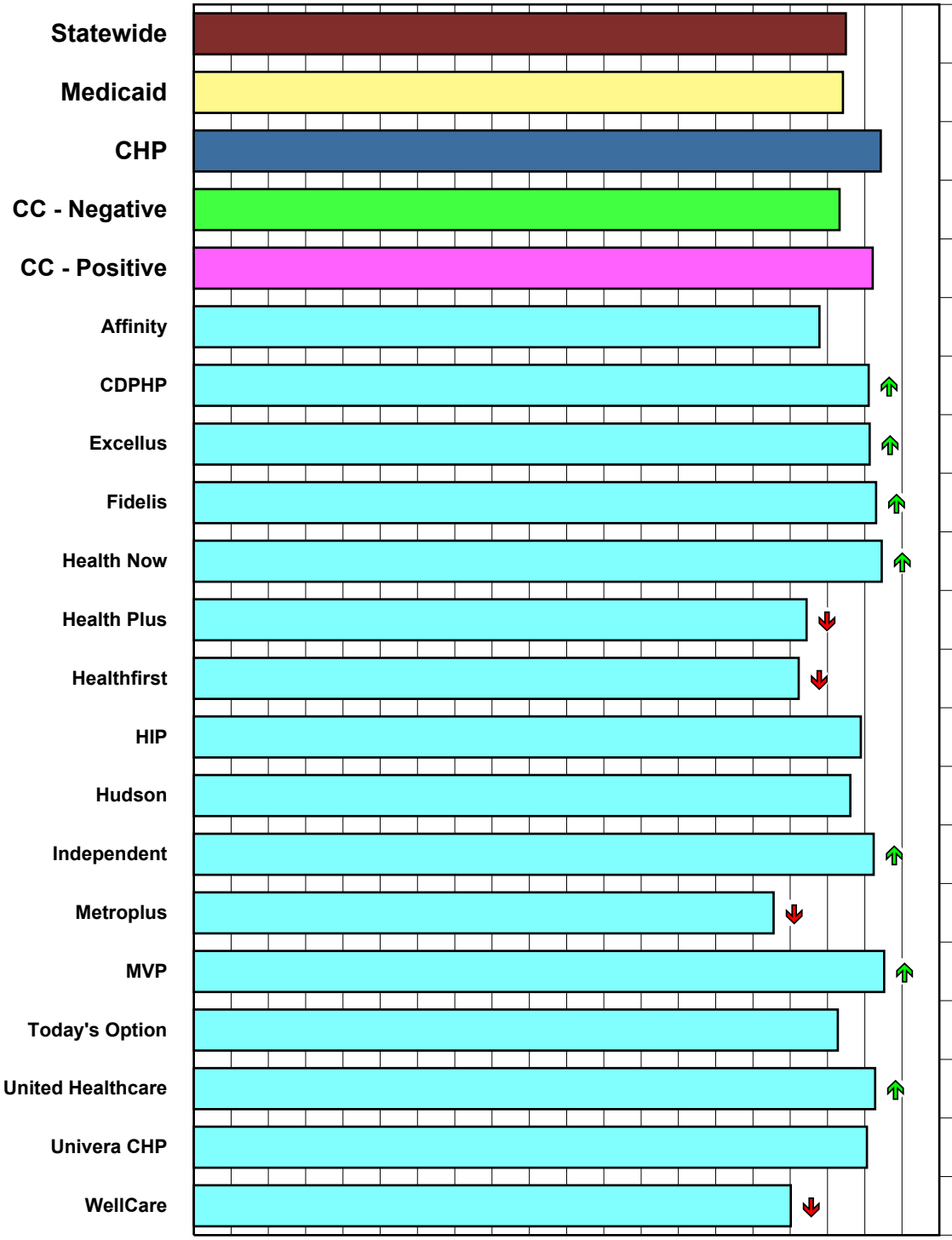
# Getting Care Quickly (Usually or Always)




| | 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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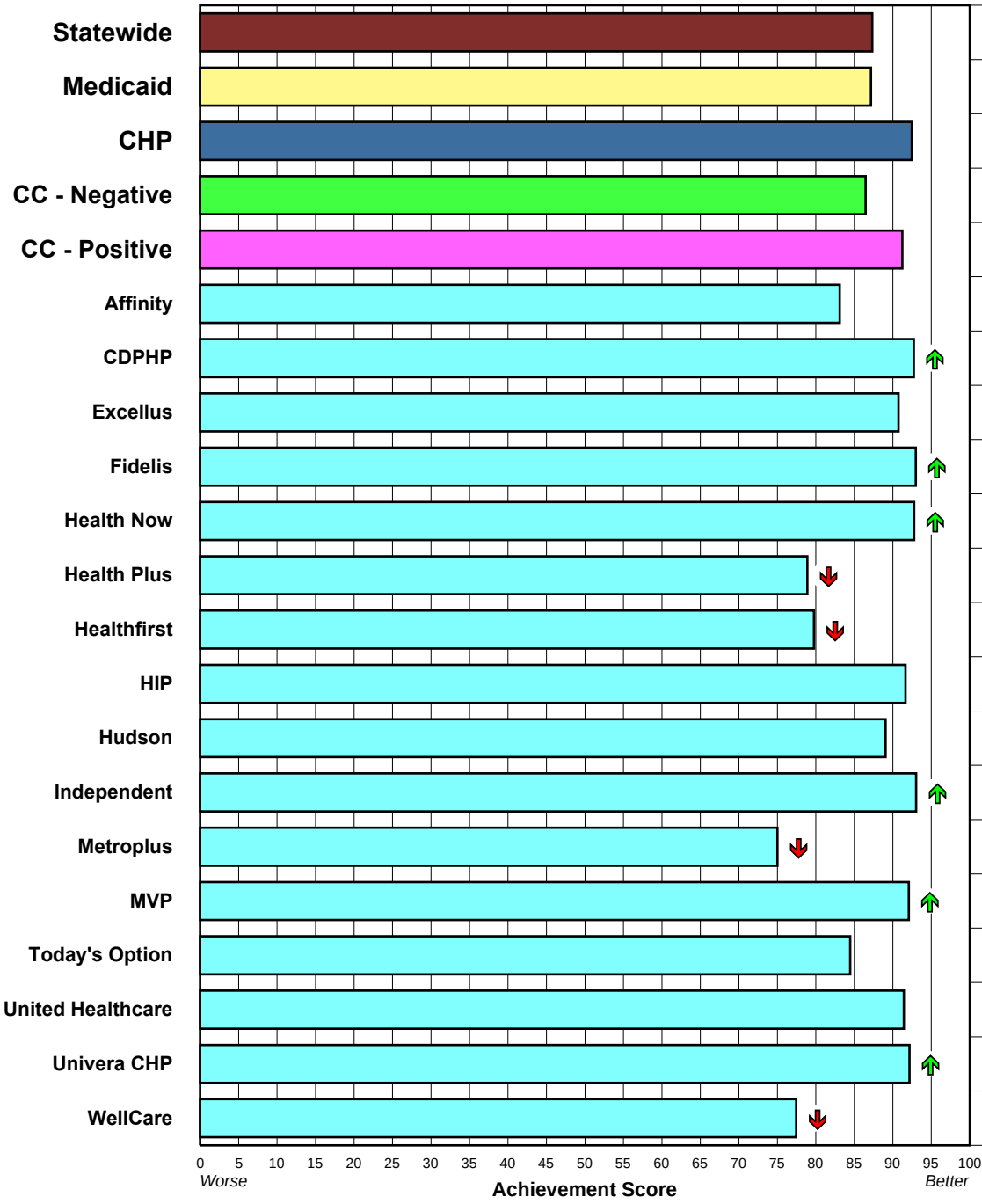
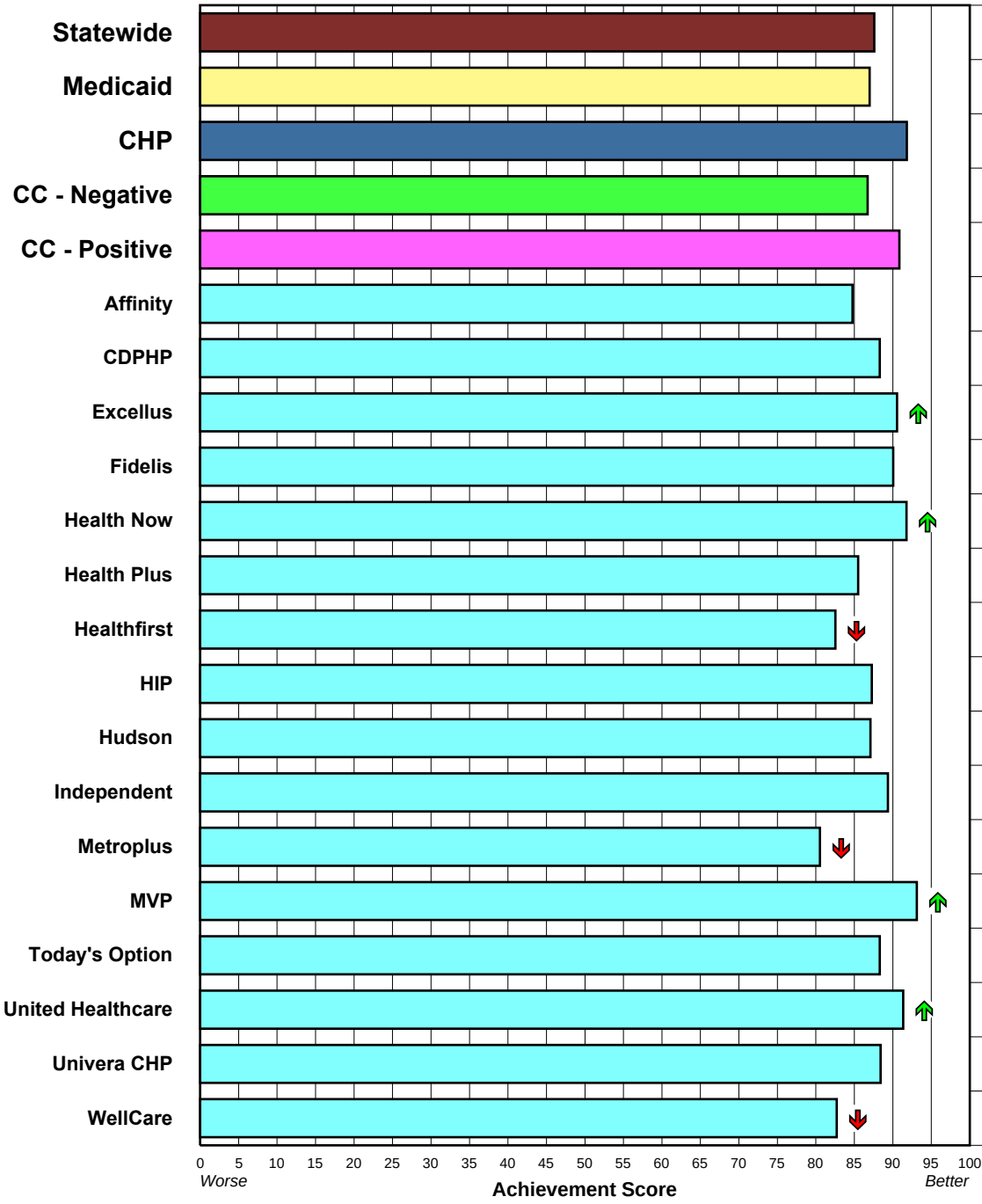
# Getting Care Quickly (Usually or Always)

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

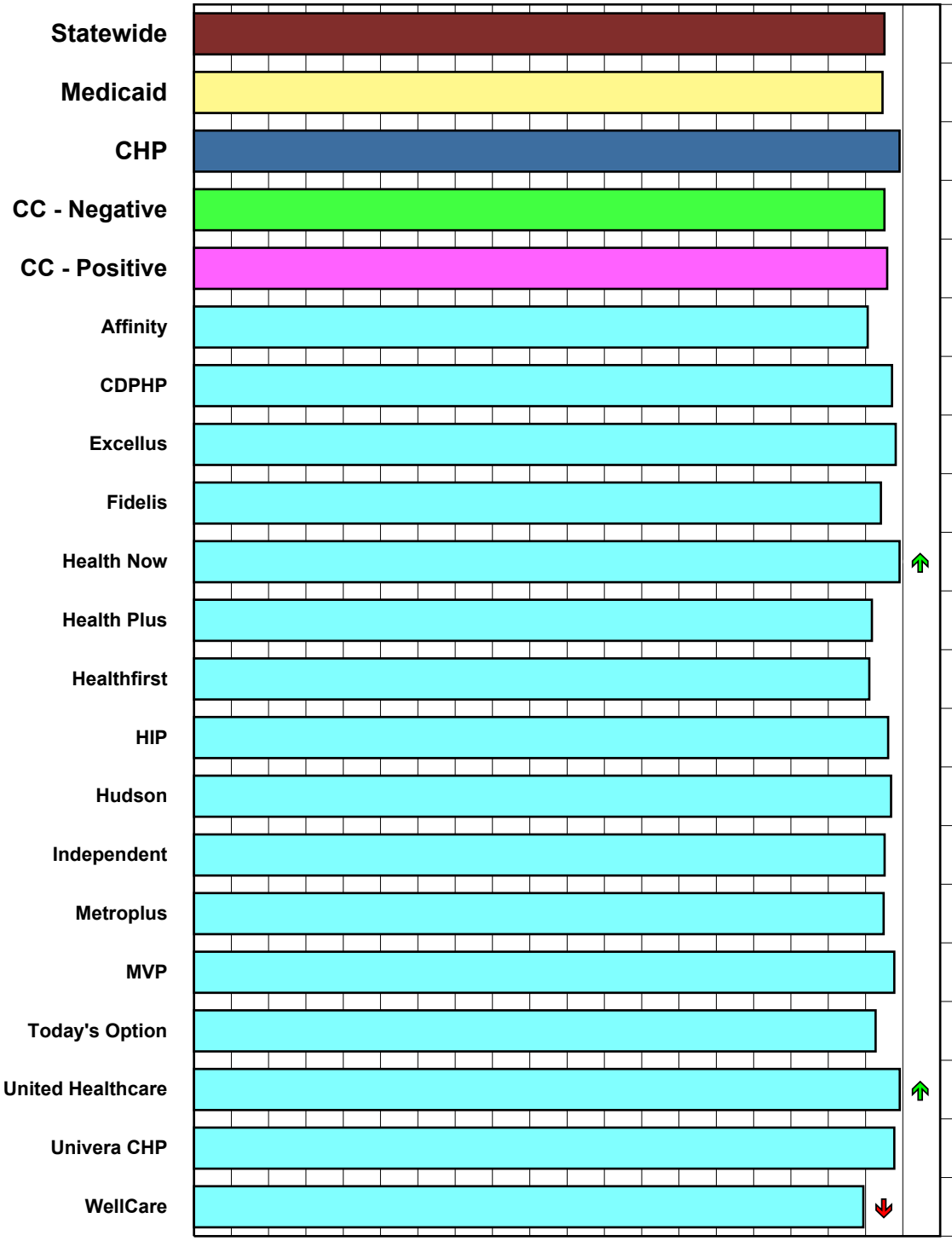


# Getting Care Quickly (Usually or Always)

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



# How Well Doctors Communicate (Usually or Always)



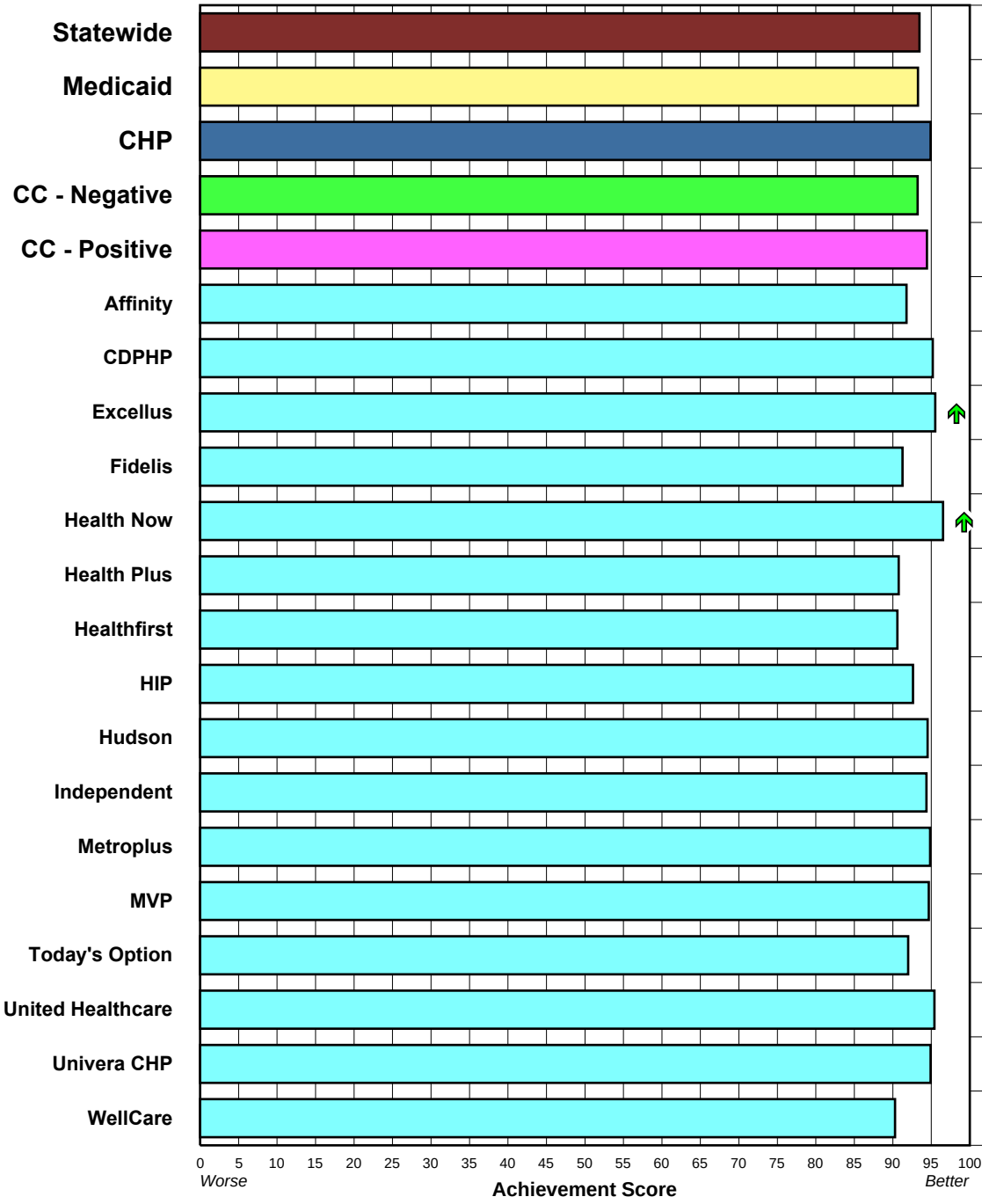

| | Score | N |
|---|---|---|
| Statewide | 92.54% | 5251 |
| Medicaid | 92.27% | 4470 |
| CHP | 94.57% | 781 |
| CC - Negative | 92.53% | 4031 |
| CC - Positive | 92.90% | 1220 |
| Affinity | 90.28% | 360 |
| CDPHP | 93.55% | 305 |
| Excellus | 94.05% | 334 |
| Fidelis | 92.07% | 349 |
| Health Now | 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 |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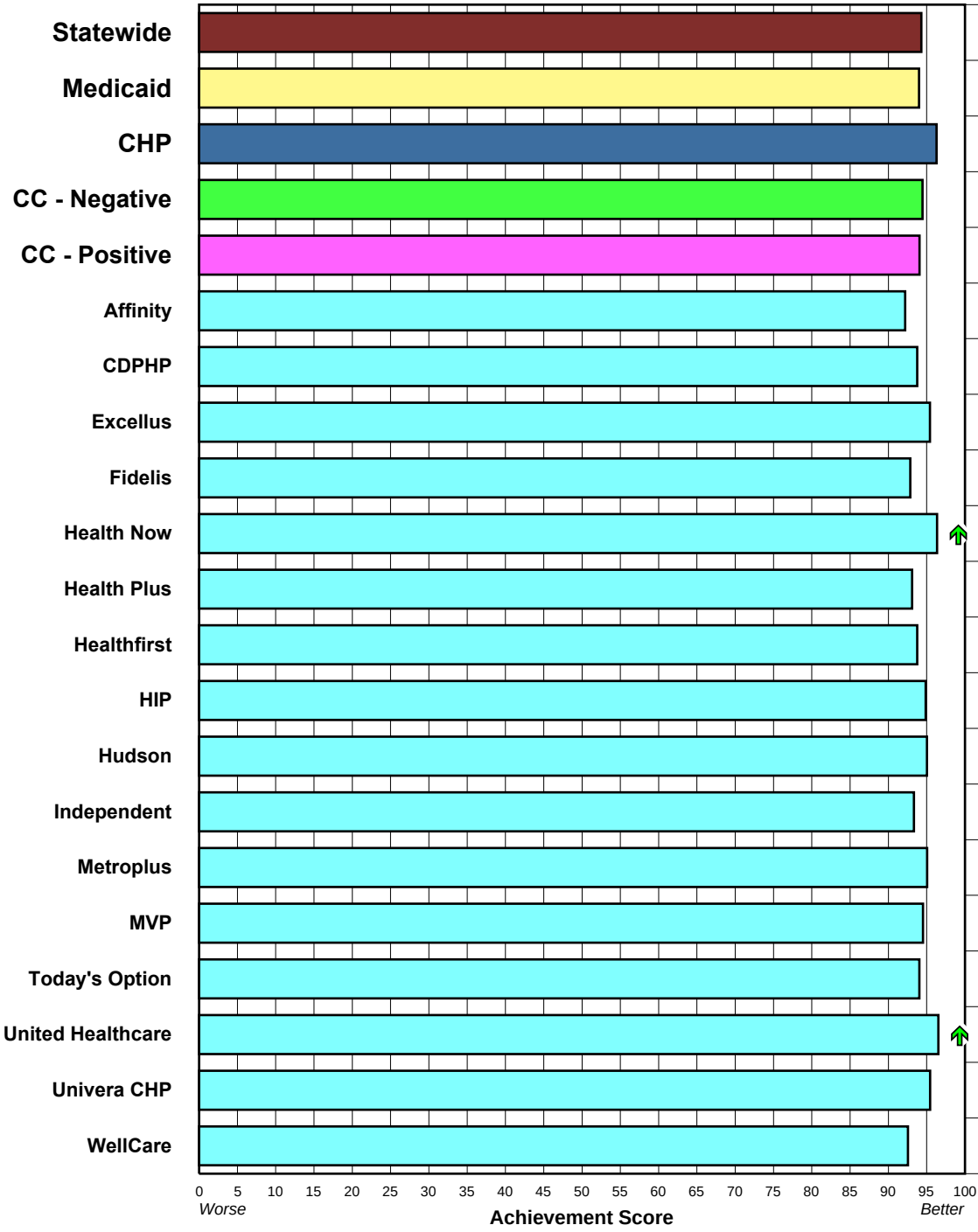
# How Well Doctors Communicate (Usually or Always)

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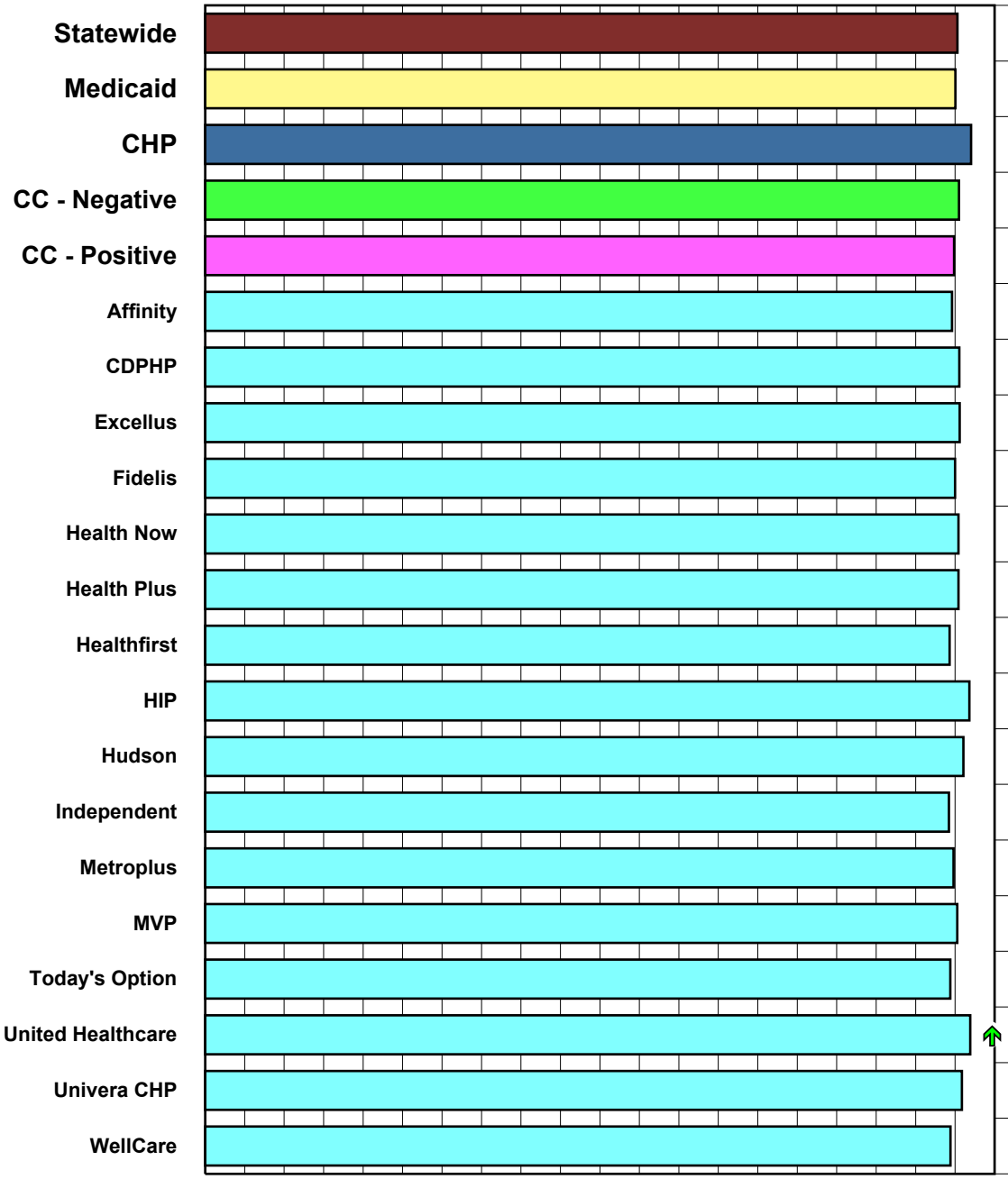
# How Well Doctors Communicate (Usually or Always)

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



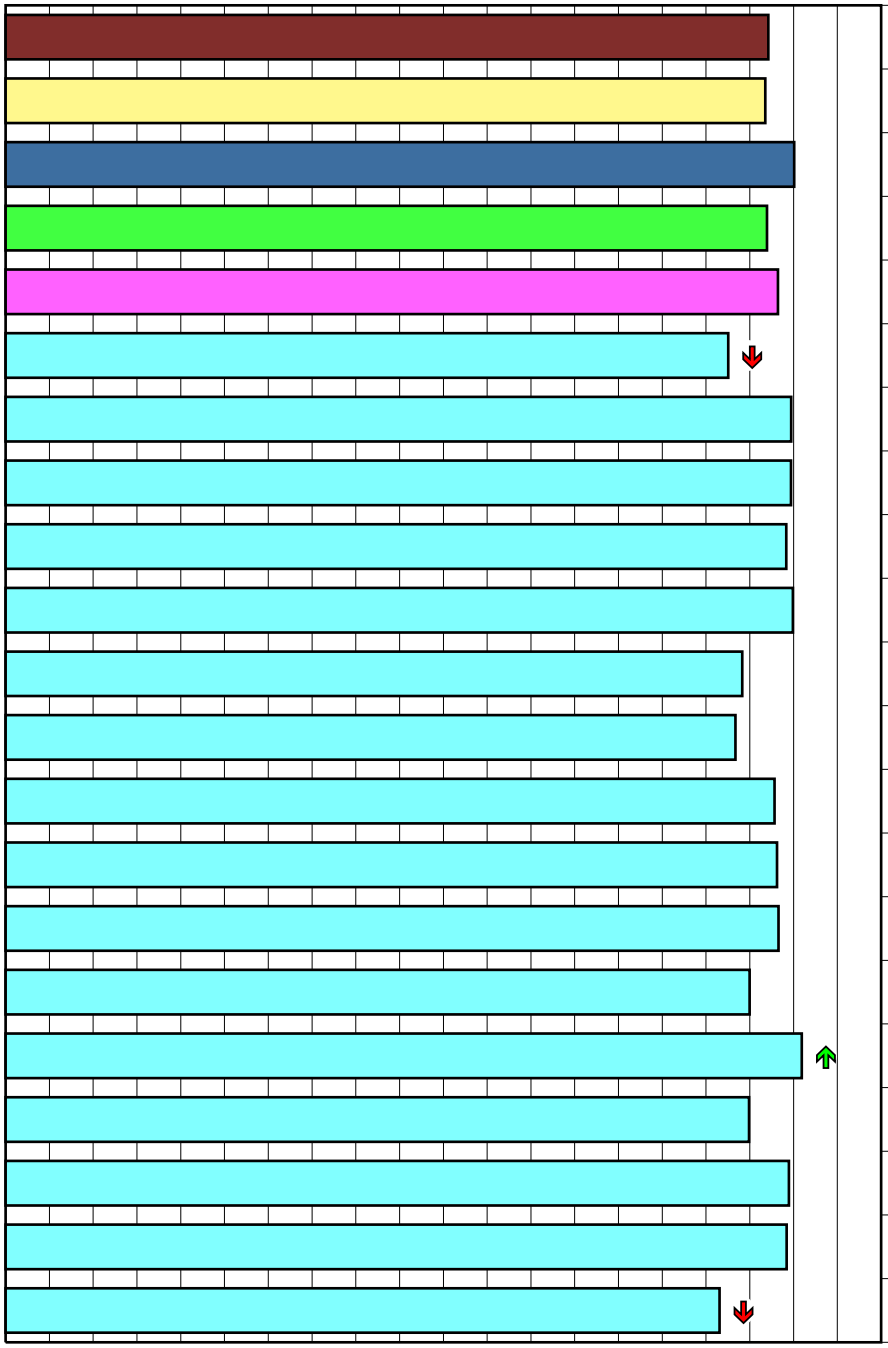

| | Score | N |
|---|---|---|
| Statewide | 95.29% | 5215 |
| Medicaid | 95.04% | 4450 |
| CHP | 97.01% | 794 |
| CC - Negative | 95.49% | 3972 |
| CC - Positive | 94.87% | 1272 |
| Affinity | 94.61% | 359 |
| CDPHP | 95.53% | 301 |
| Excellus | 95.57% | 330 |
| Fidelis | 95.00% | 349 |
| Health Now | 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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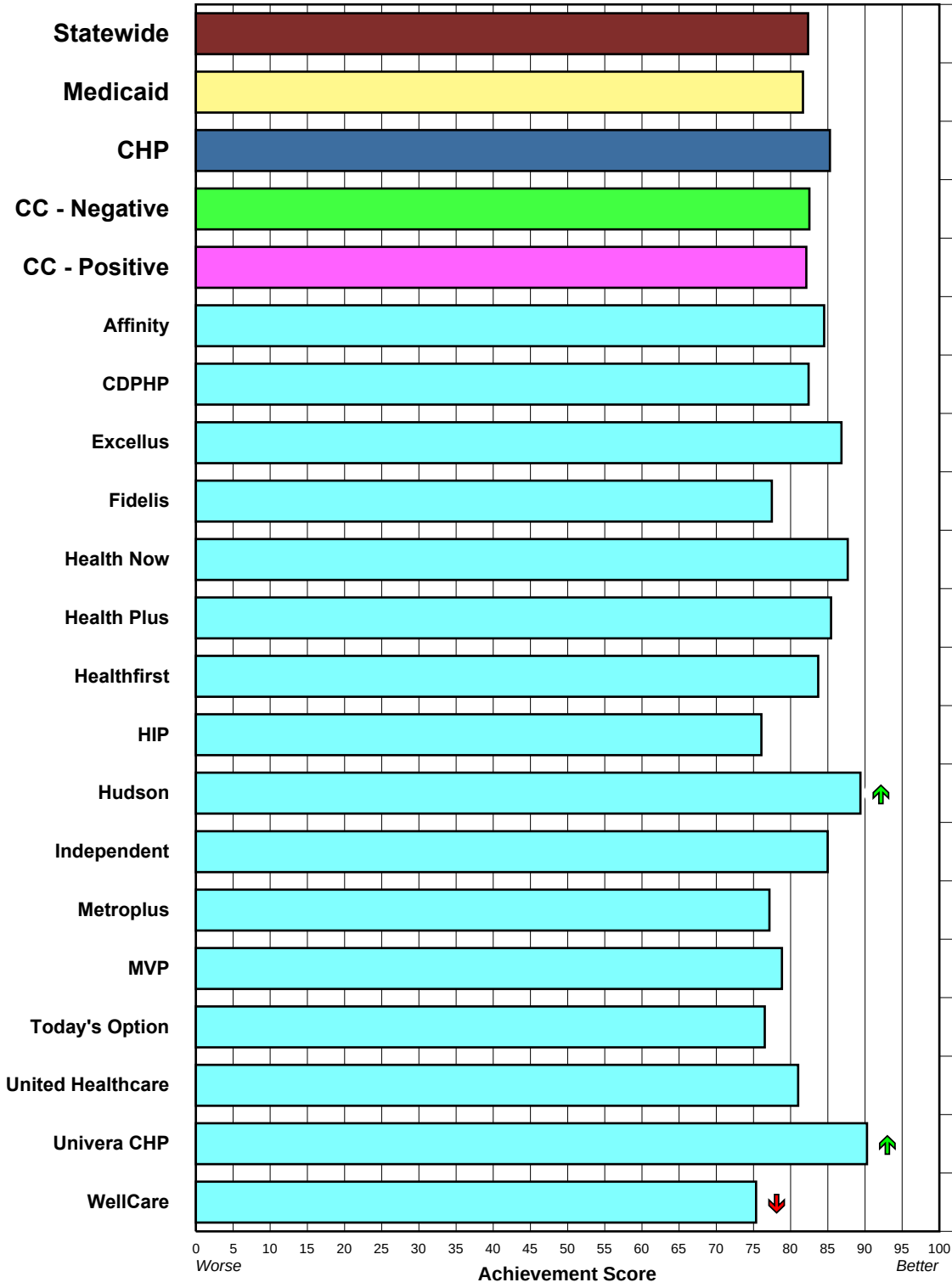
# Customer Service (Usually or Always)




| | 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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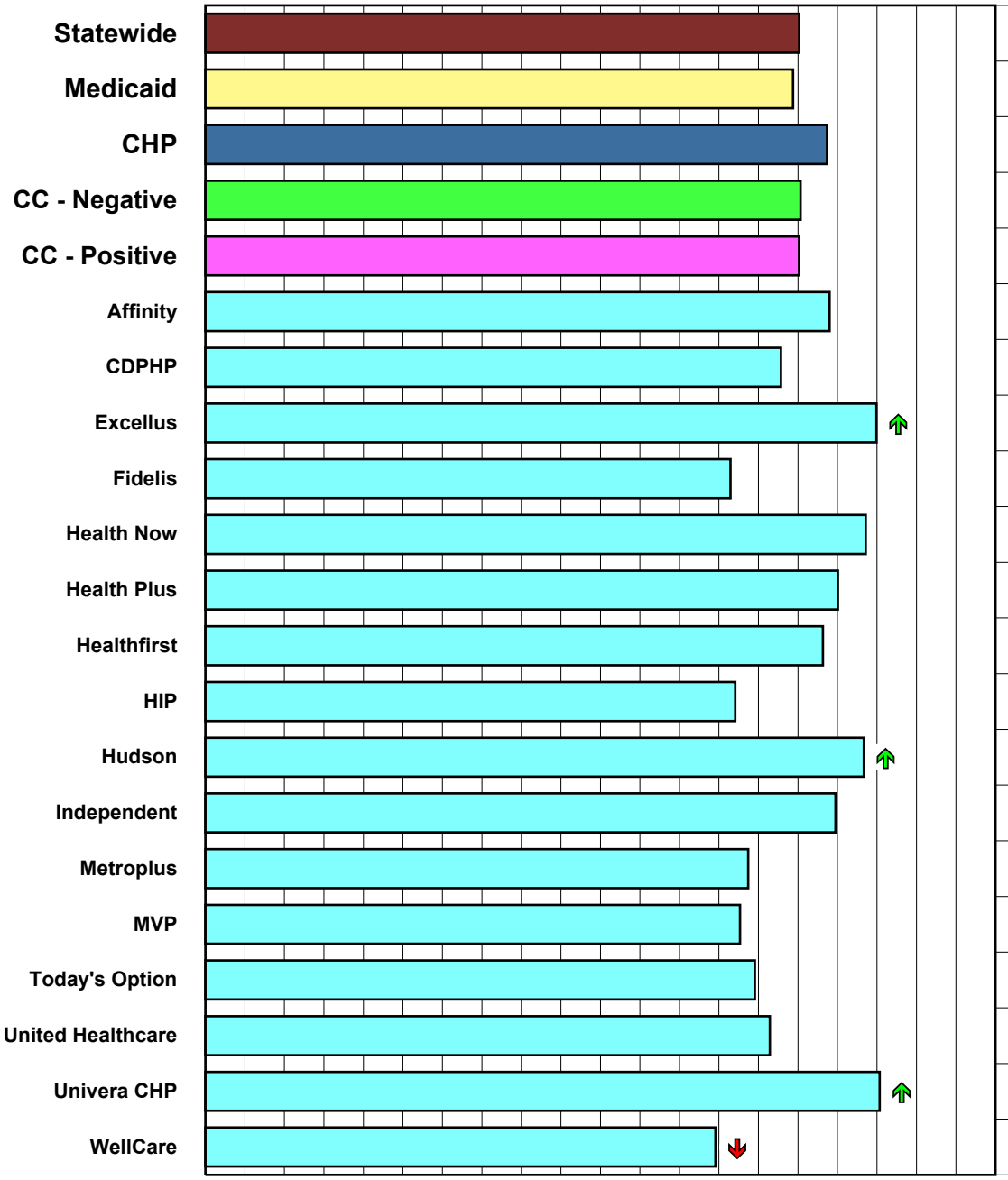
# Customer Service (Usually or Always)

## 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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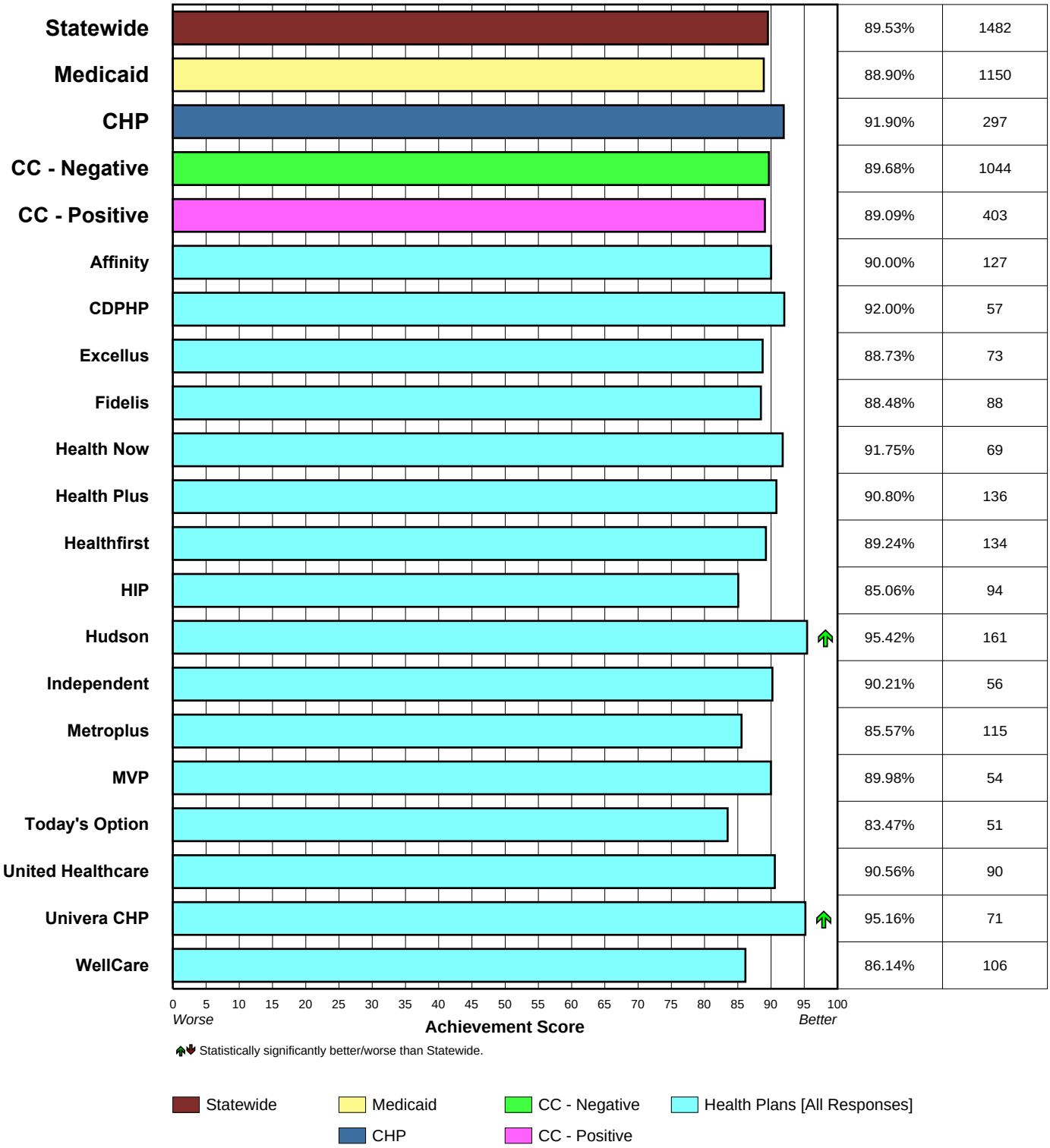
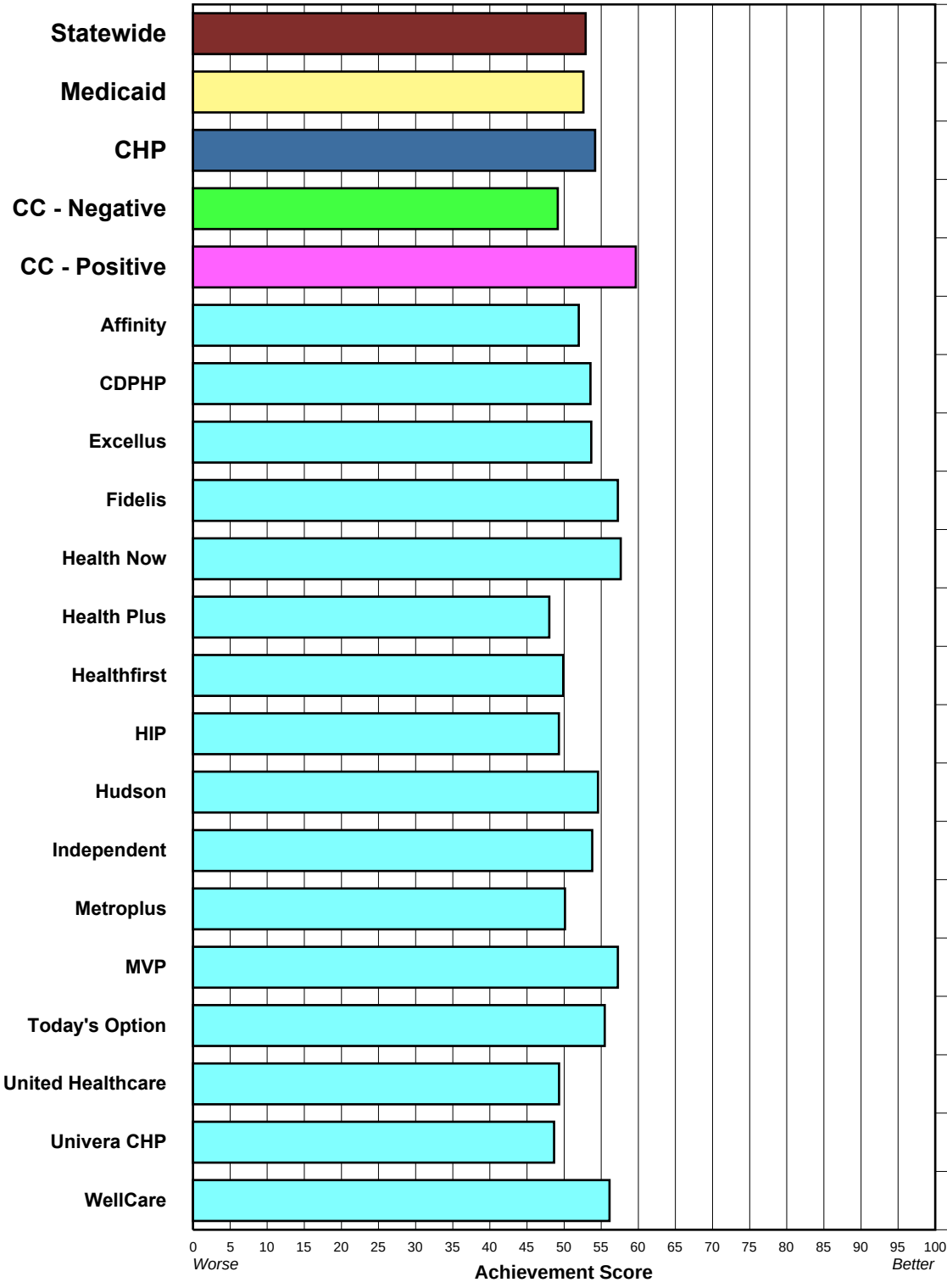
# Customer Service (Usually or Always)

## 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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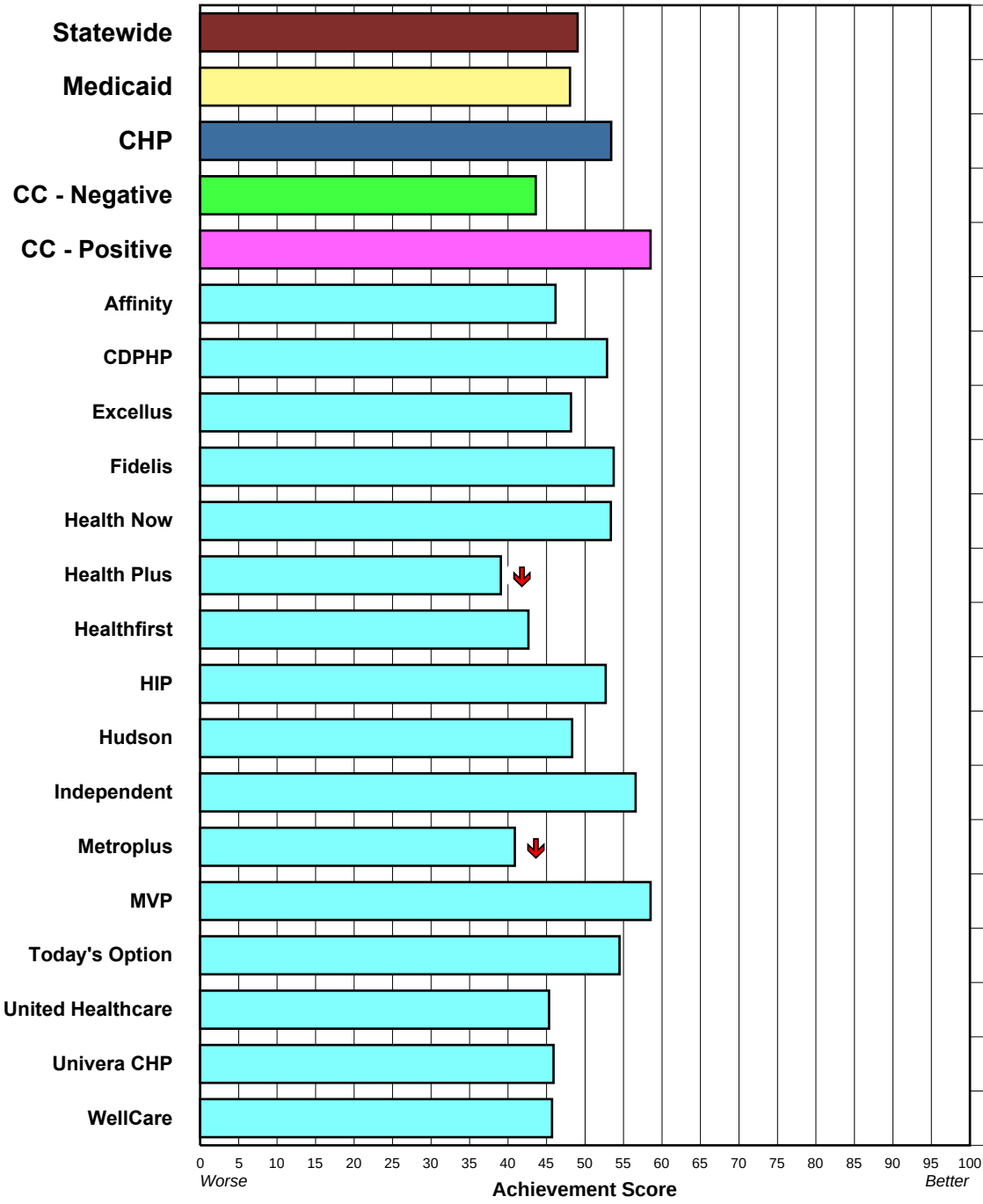
# Shared Decision Making (A lot)

## 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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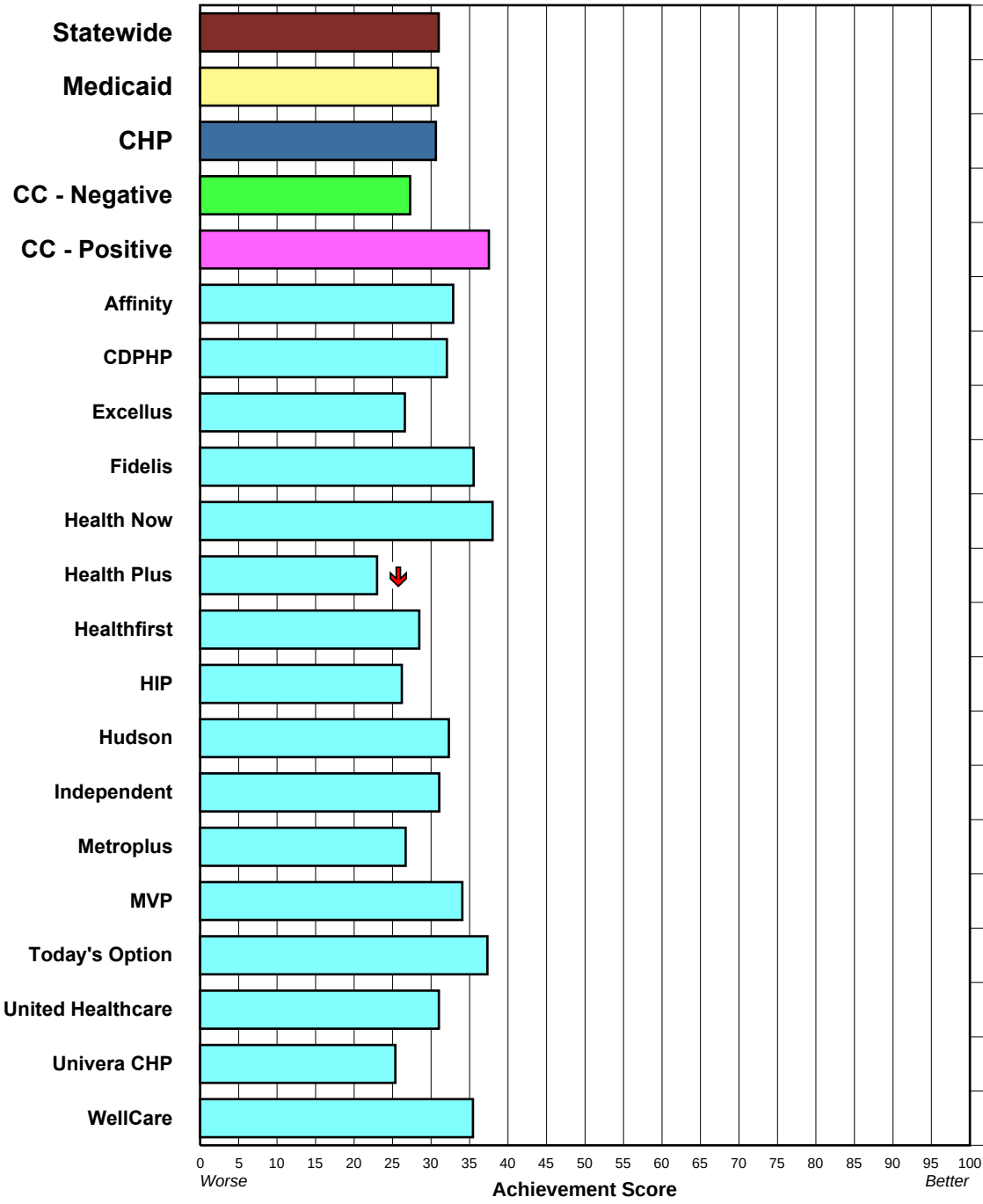
# Shared Decision Making (A lot)

## 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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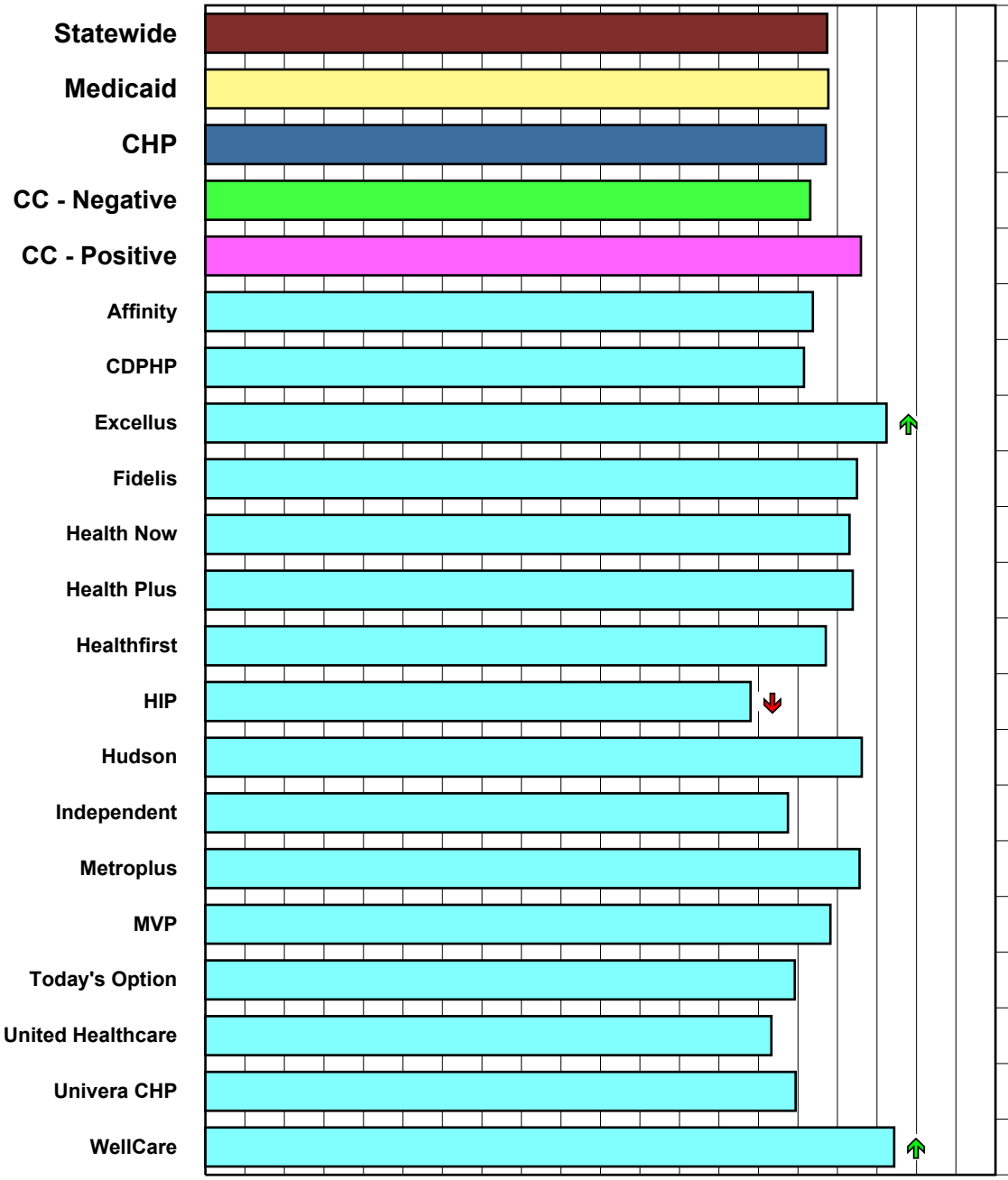
# Shared Decision Making (Yes)

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




| | Score | N |
|---|---|---|
| Statewide | 78.70% | 1731 |
| Medicaid | 78.85% | 1485 |
| CHP | 78.52% | 233 |
| CC - Negative | 76.56% | 1115 |
| CC - Positive | 82.98% | 602 |
| Affinity | 76.88% | 134 |
| CDPHP | 75.76% | 95 |
| Excellus | 86.21% | 105 |
| Fidelis | 82.48% | 111 |
| Health Now | 81.52% | 90 |
| Health Plus | 81.93% | 119 |
| Healthfirst | 78.52% | 130 |
| HIP | 69.01% | 88 |
| Hudson | 83.08% | 148 |
| Independent | 73.74% | 97 |
| Metroplus | 82.80% | 147 |
| MVP | 79.11% | 91 |
| Today's Option | 74.60% | 66 |
| United Healthcare | 71.63% | 120 |
| Univera CHP | 74.69% | 89 |
| WellCare | 87.18% | 101 |

Statistically significantly better/worse than Statewide.

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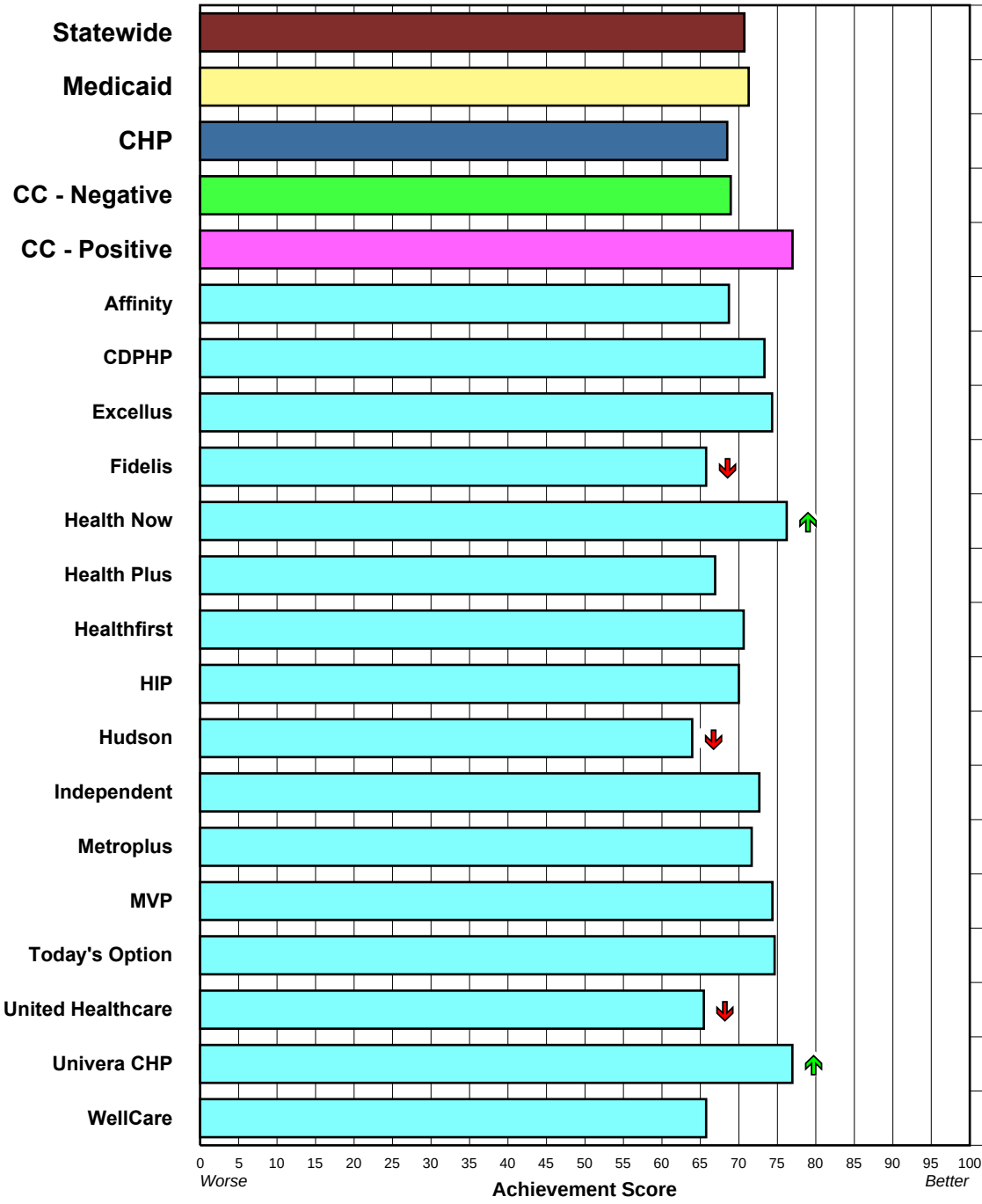
# Single Items

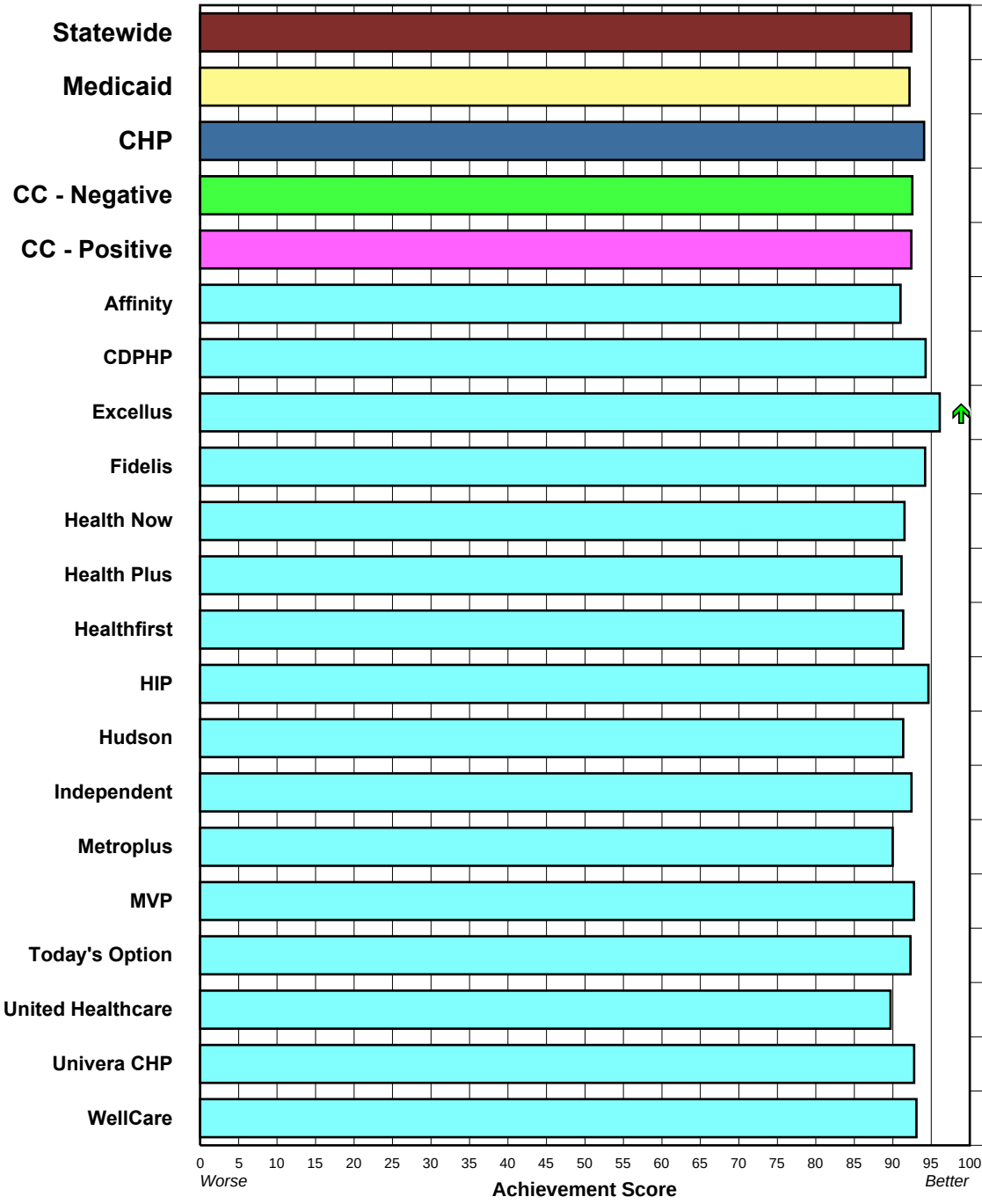
## Q8. Doctor/provider talked about specific things you could do to prevent illness in your child




| | 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



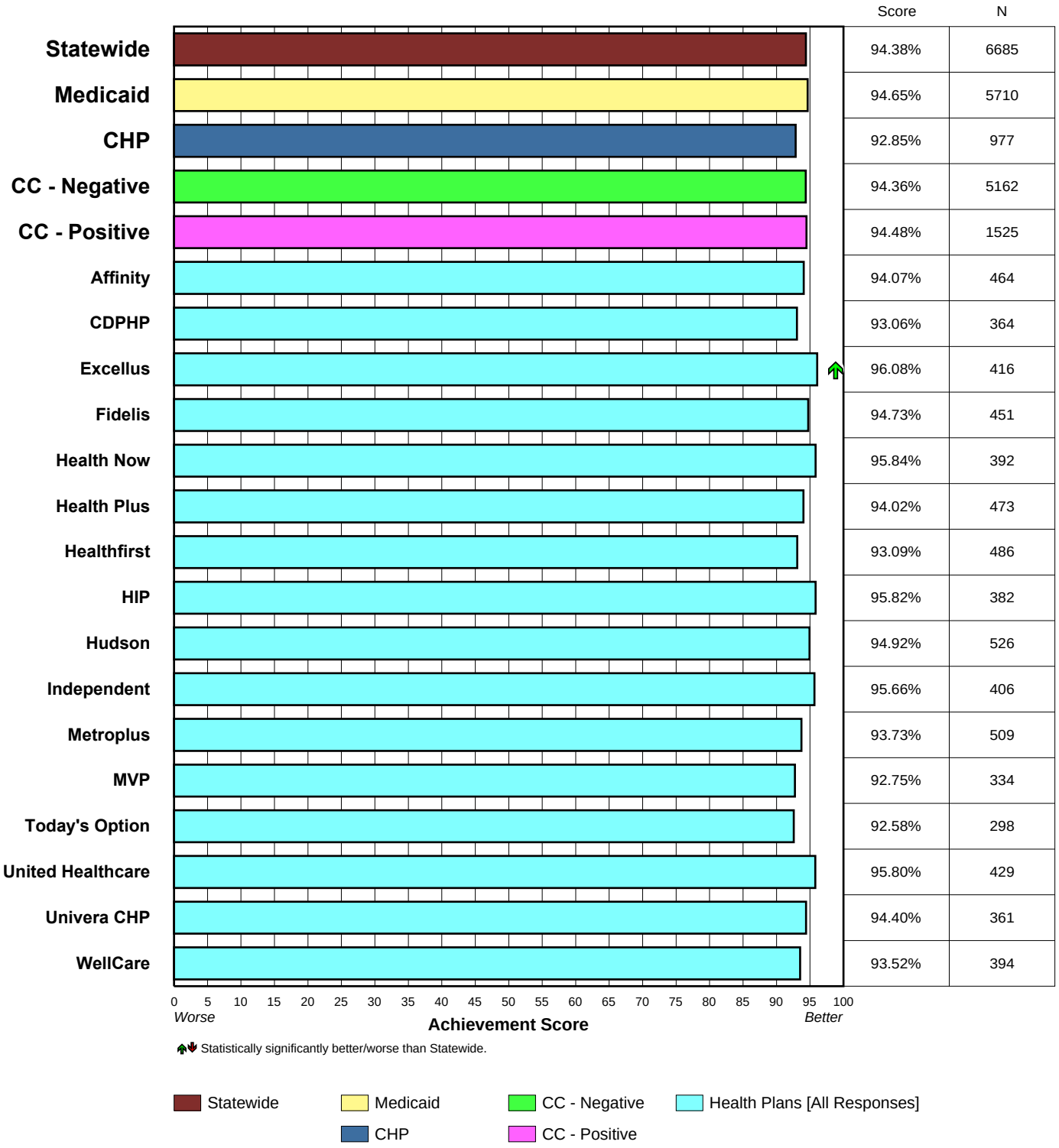

| | Score | N |
|---|---|---|
| Statewide | 92.41% | 3495 |
| Medicaid | 92.17% | 2904 |
| CHP | 94.06% | 618 |
| CC - Negative | 92.54% | 2608 |
| CC - Positive | 92.40% | 913 |
| Affinity | 91.00% | 234 |
| CDPHP | 94.26% | 192 |
| Excellus | 96.10% | 237 |
| Fidelis | 94.20% | 222 |
| Health Now | 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

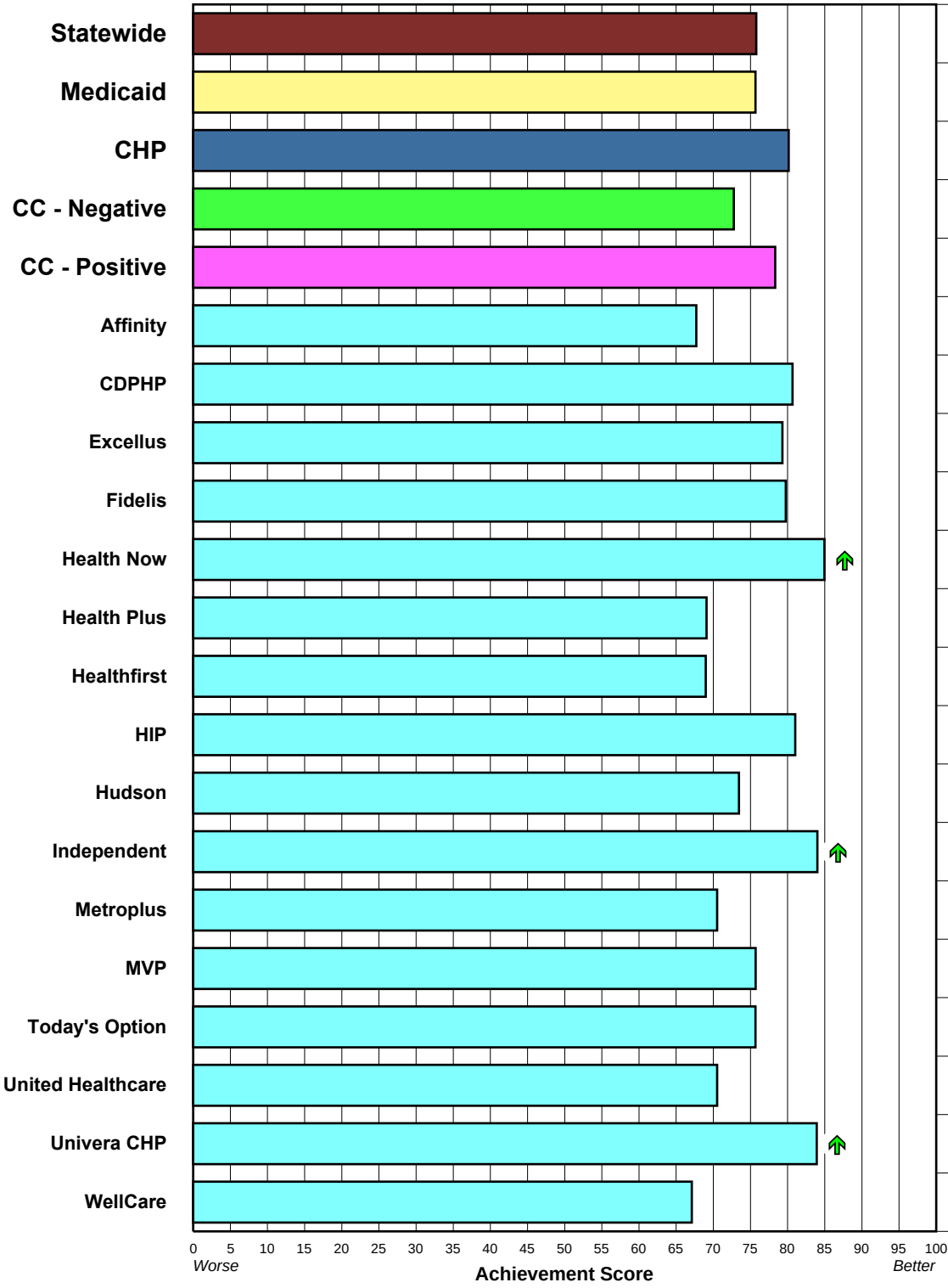
# Single Items

## 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.]




| | Score | N |
|---|---|---|
| Statewide | 94.38% | 6685 |
| Medicaid | 94.65% | 5710 |
| CHP | 92.85% | 977 |
| CC - Negative | 94.36% | 5162 |
| CC - Positive | 94.48% | 1525 |
| Affinity | 94.07% | 464 |
| CDPHP | 93.06% | 364 |
| Excellus | 96.08% | 416 |
| Fidelis | 94.73% | 451 |
| Health Now | 95.84% | 392 |
| Health Plus | 94.02% | 473 |
| Healthfirst | 93.09% | 486 |
| HIP | 95.82% | 382 |
| Hudson | 94.92% | 526 |
| Independent | 95.66% | 406 |
| Metroplus | 93.73% | 509 |
| MVP | 92.75% | 334 |
| Today's Option | 92.58% | 298 |
| United Healthcare | 95.80% | 429 |
| Univera CHP | 94.40% | 361 |
| WellCare | 93.52% | 394 |

# 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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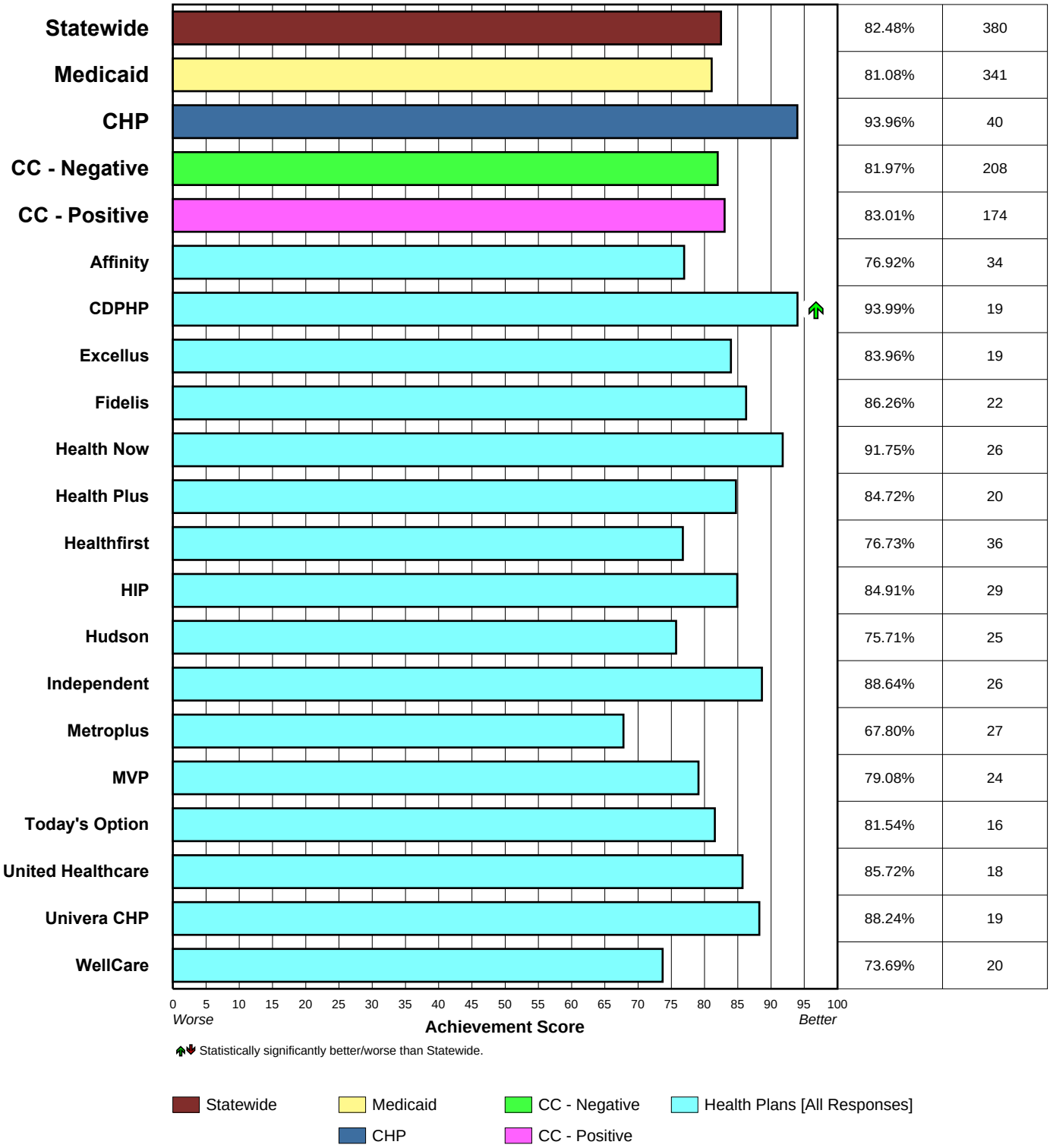
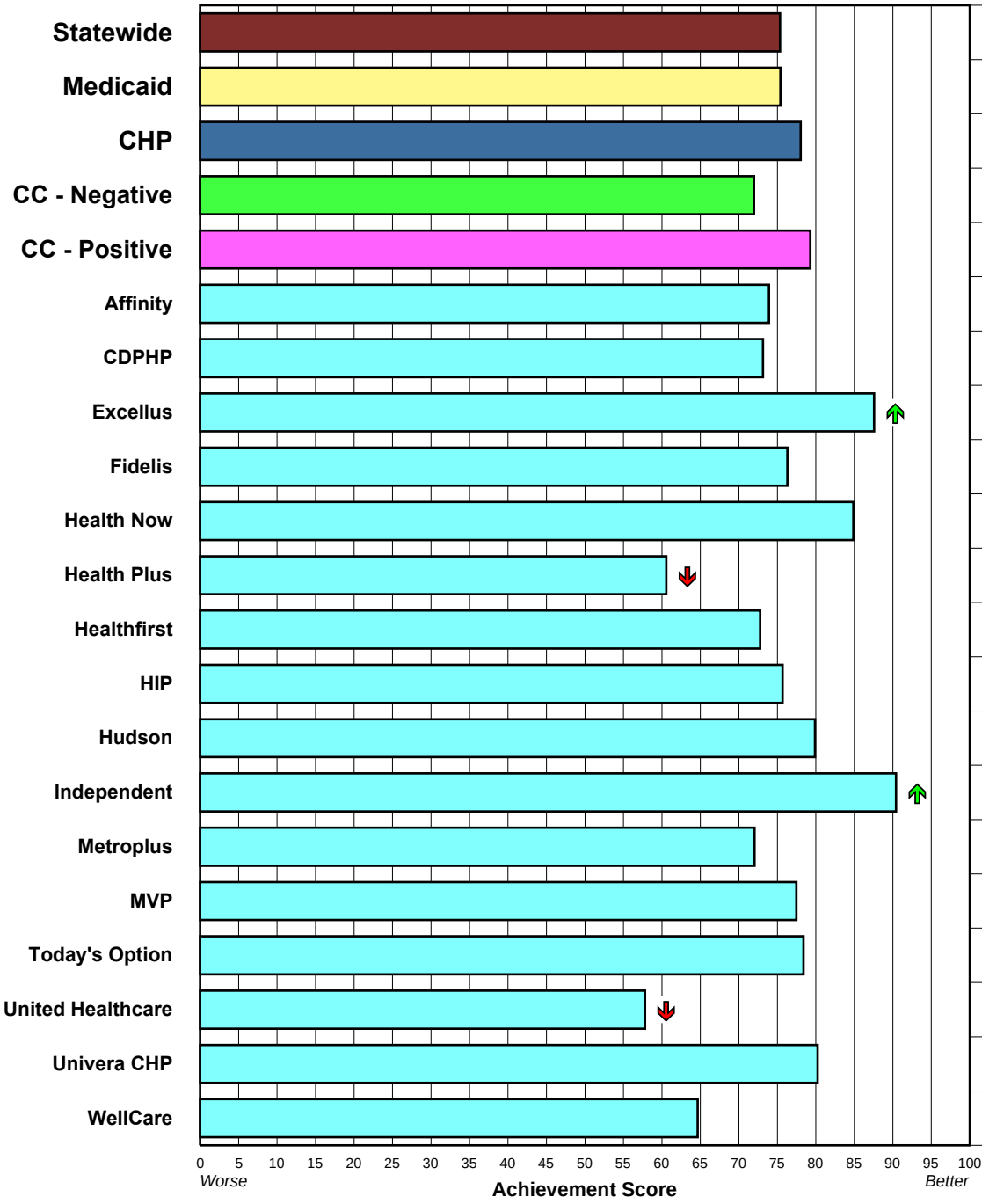
# Access to Specialized Services (Usually or Always)

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



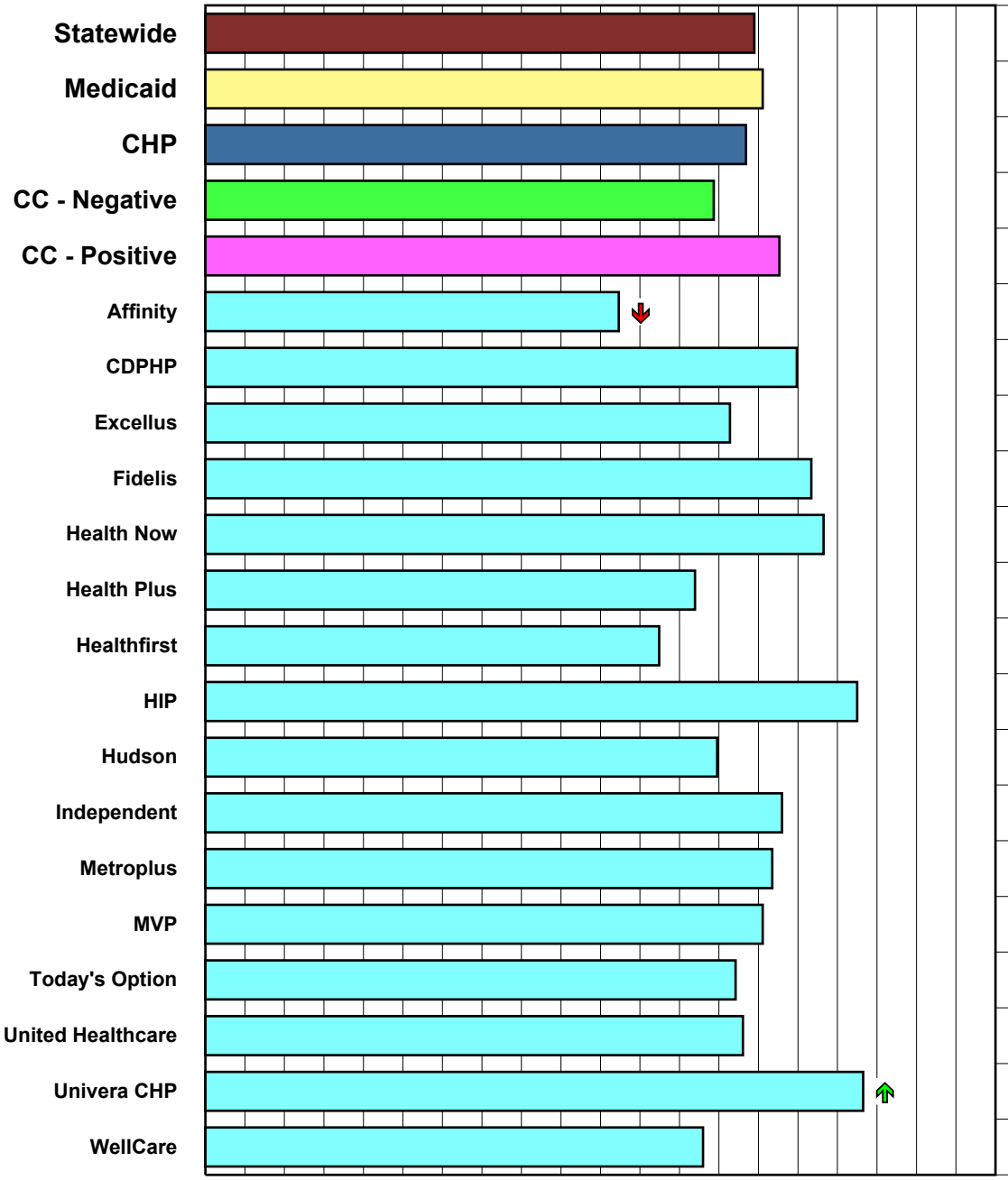
# Access to Specialized Services (Usually or Always)

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



# Access to Specialized Services (Usually or Always)

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

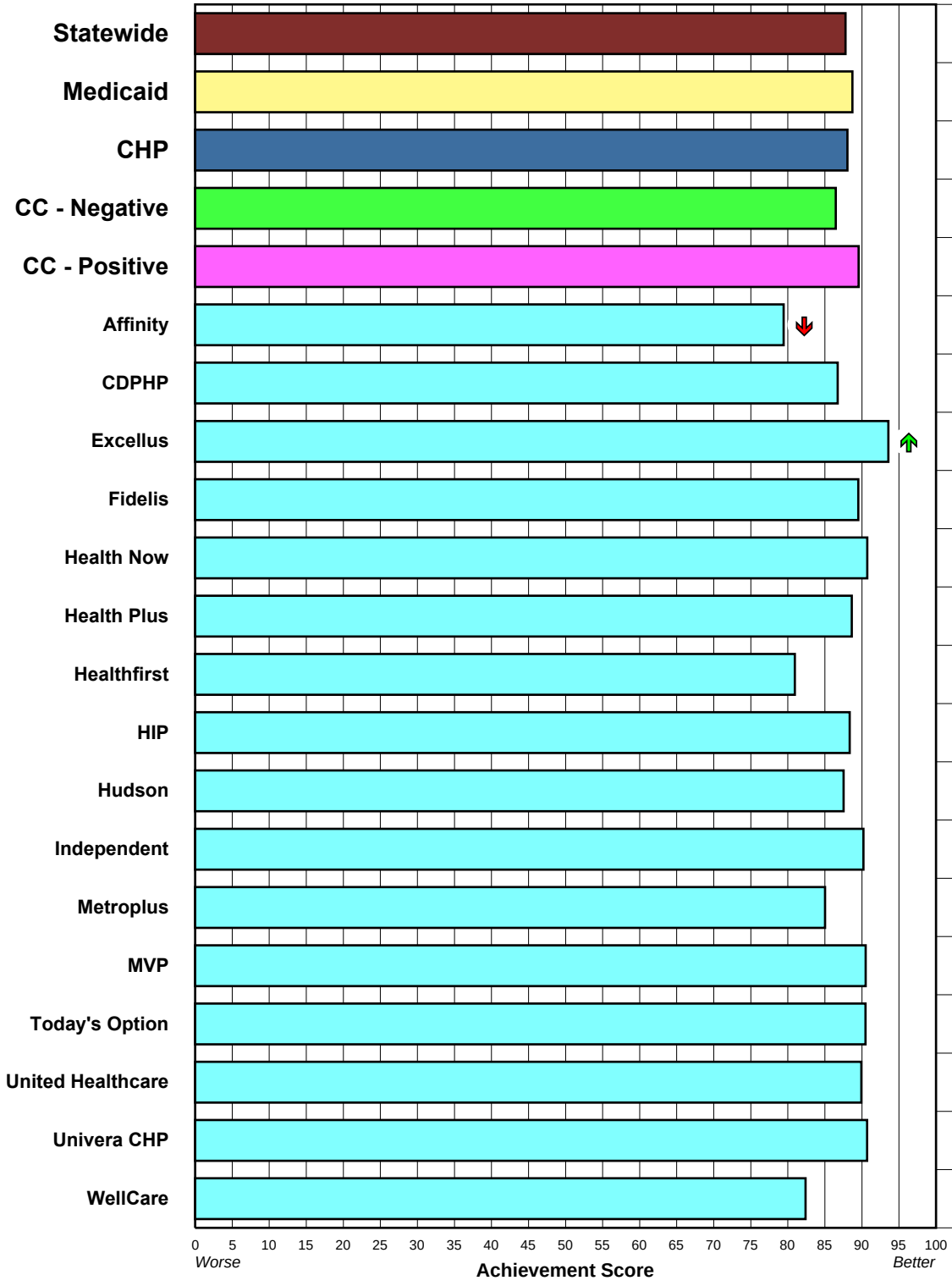



| | Score | N |
|---|---|---|
| Statewide | 69.49% | 781 |
| Medicaid | 70.53% | 696 |
| CHP | 68.43% | 105 |
| CC - Negative | 64.35% | 231 |
| CC - Positive | 72.65% | 570 |
| Affinity | 52.33% | 50 |
| CDPHP | 74.86% | 58 |
| Excellus | 66.39% | 70 |
| Fidelis | 76.69% | 44 |
| Health Now | 78.24% | 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

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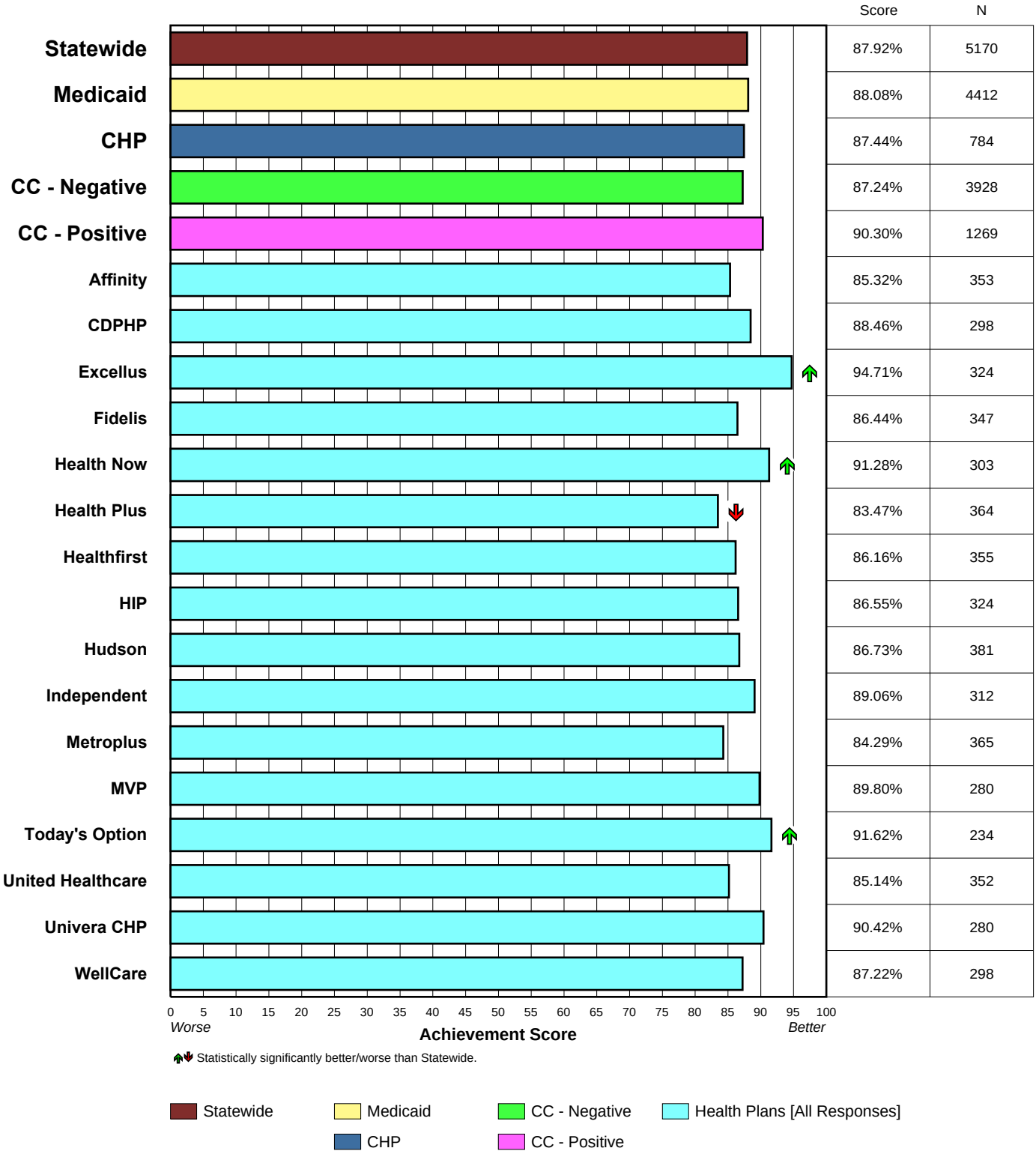
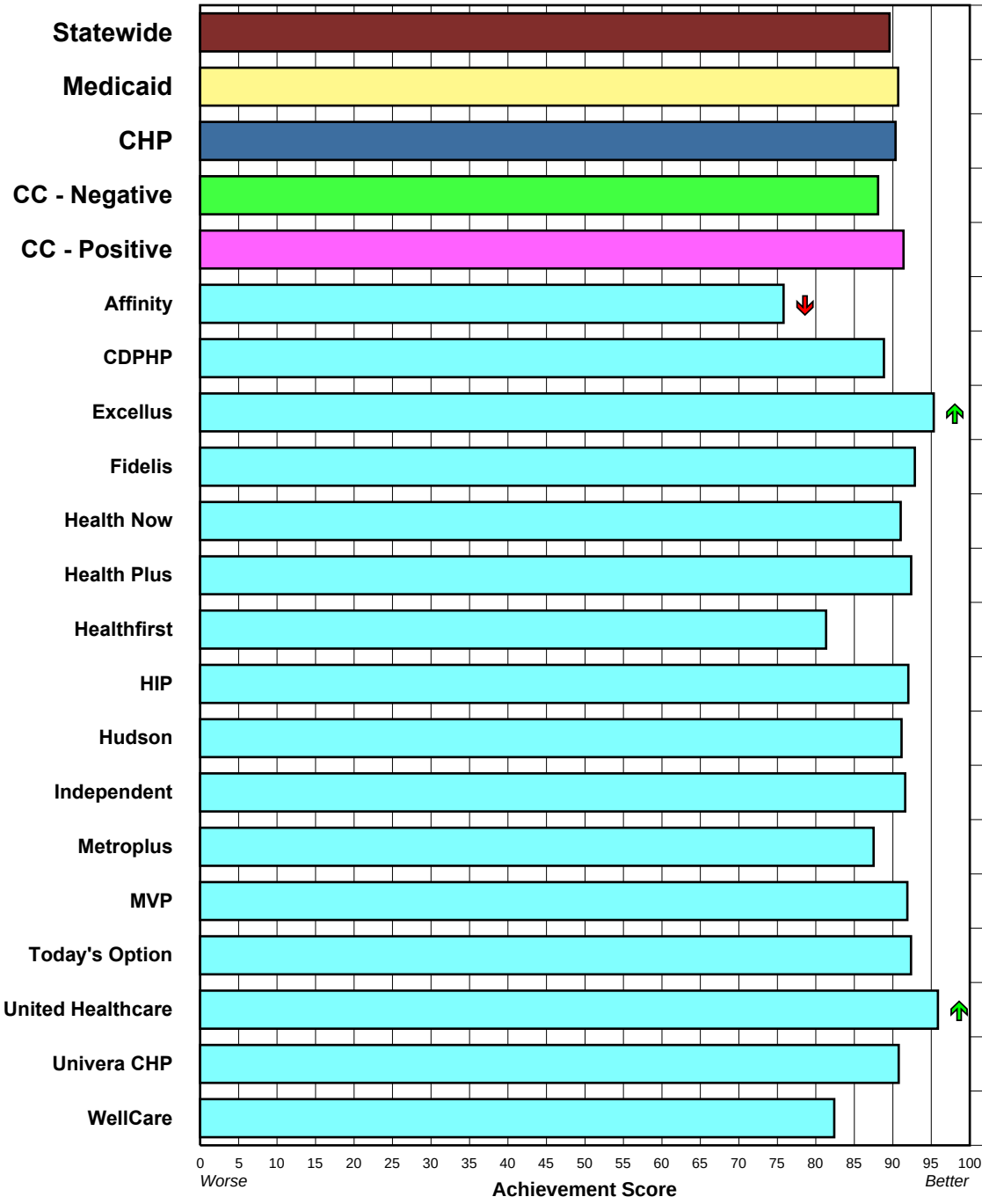
# Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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



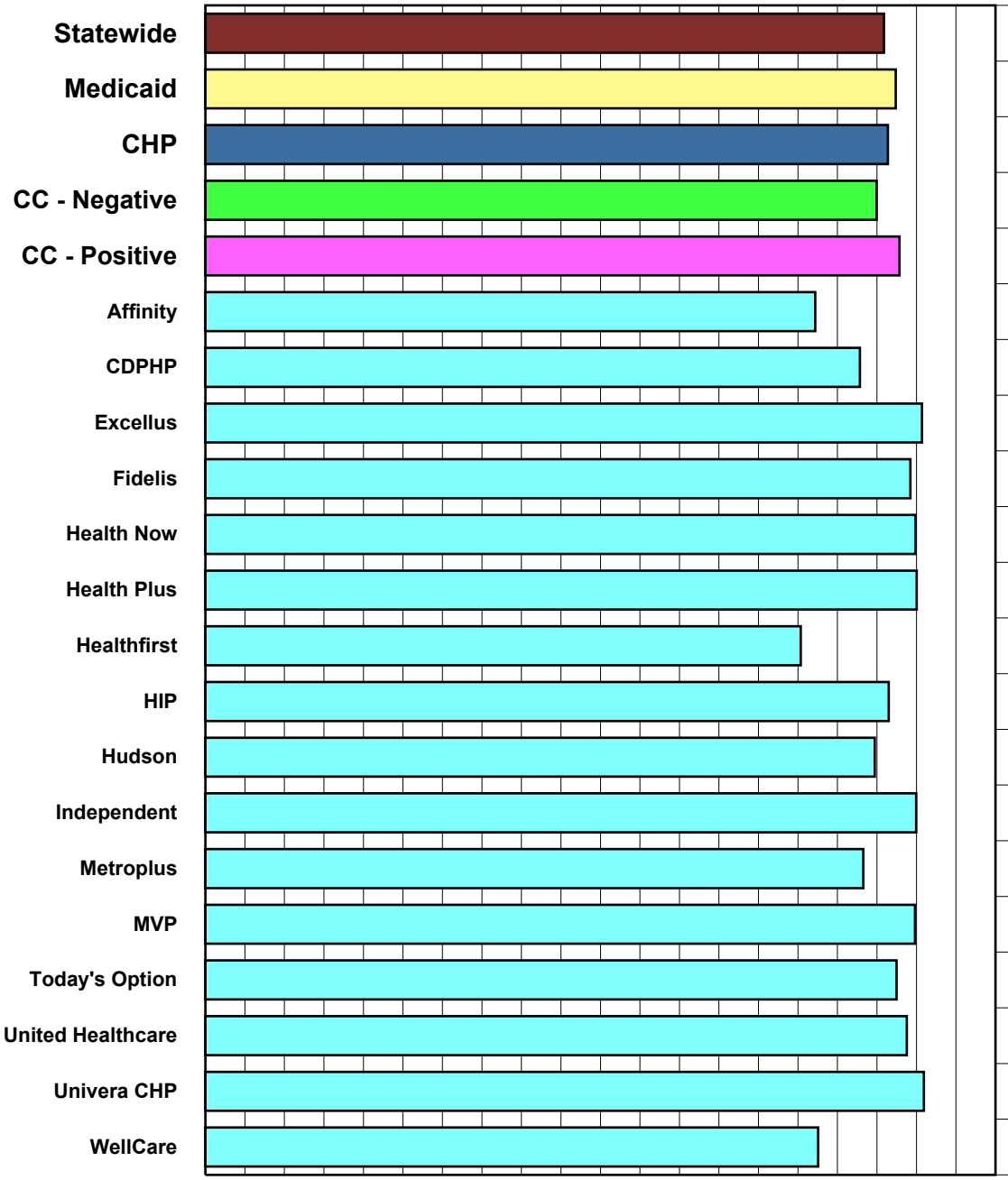
# Family-Centered Care: Personal Doctor Who Knows Child (Yes)

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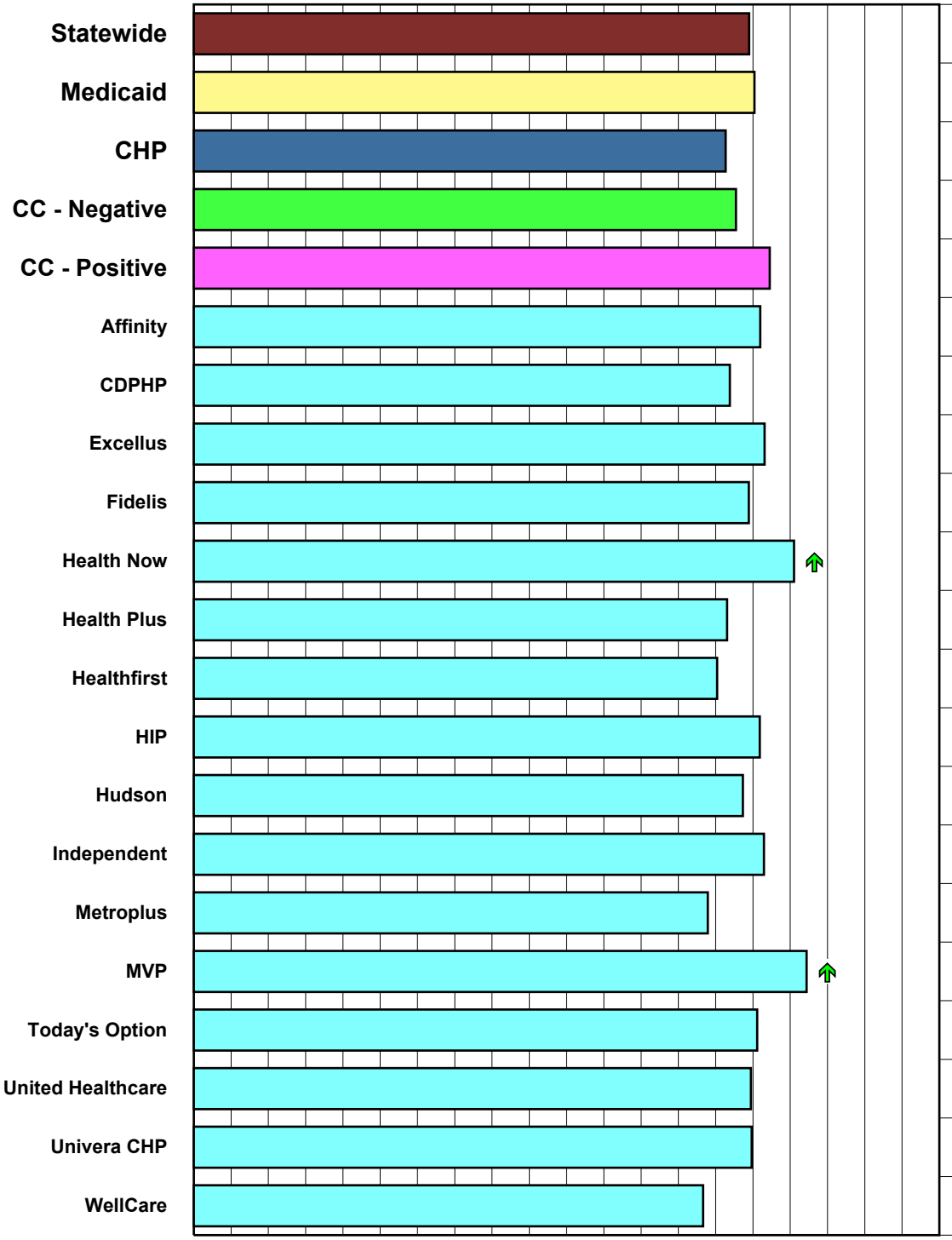
# Coordination of Care for Children with Chronic Conditions (Yes)




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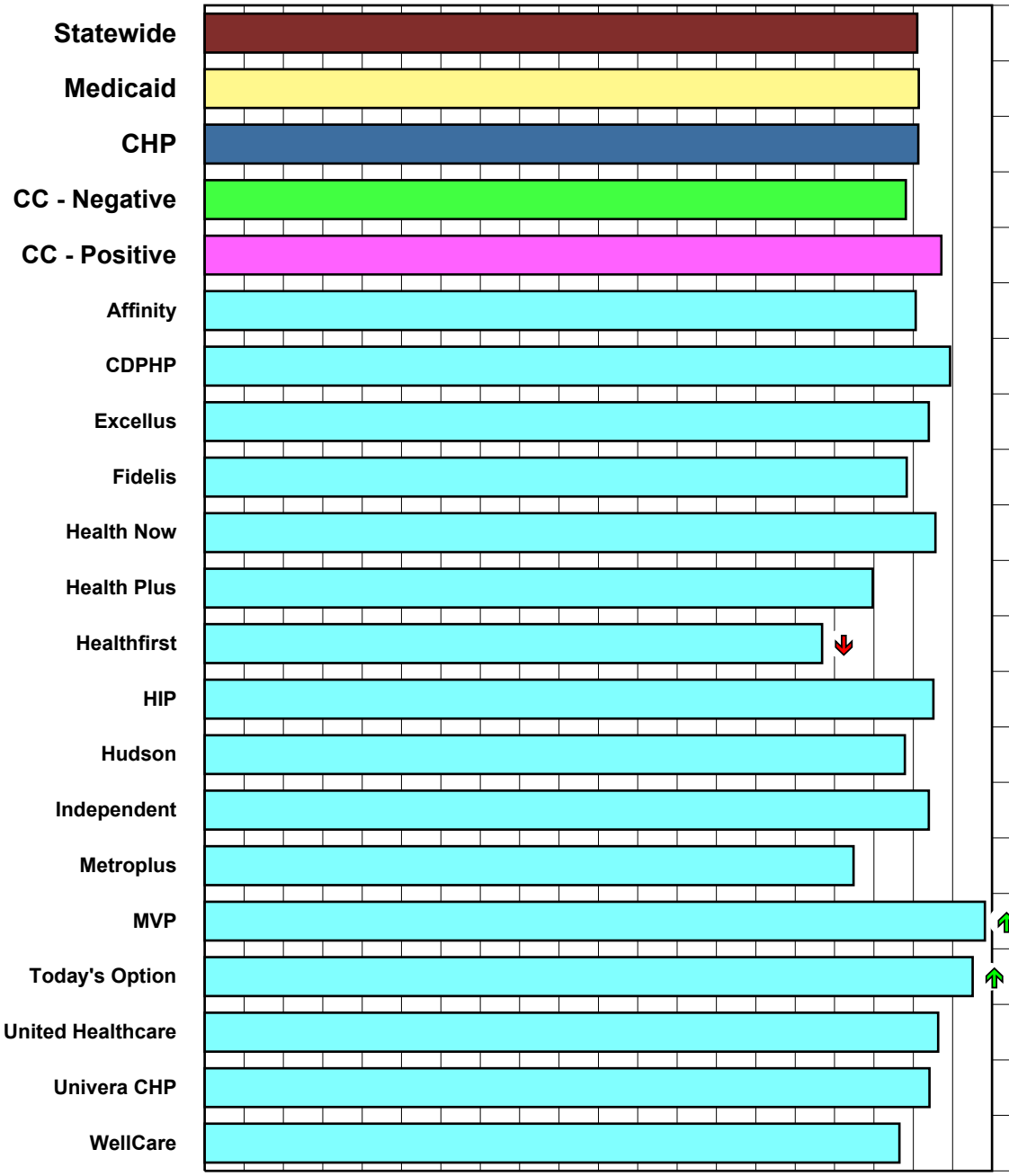
# Coordination of Care for Children with Chronic Conditions (Yes)

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




| | Score | N |
|---|---|---|
| Statewide | 90.51% | 1021 |
| Medicaid | 90.69% | 886 |
| CHP | 90.64% | 138 |
| CC - Negative | 89.05% | 652 |
| CC - Positive | 93.57% | 371 |
| Affinity | 90.30% | 77 |
| CDPHP | 94.67% | 51 |
| Excellus | 91.97% | 57 |
| Fidelis | 89.17% | 68 |
| Health Now | 92.82% | 60 |
| Health Plus | 84.84% | 74 |
| Healthfirst | 78.41% | 69 |
| HIP | 92.55% | 43 |
| Hudson | 88.93% | 100 |
| Independent | 91.96% | 62 |
| Metroplus | 82.41% | 79 |
| MVP | 99.09% | 68 |
| Today's Option | 97.54% | 54 |
| United Healthcare | 93.15% | 45 |
| Univera CHP | 92.05% | 60 |
| WellCare | 88.25% | 54 |

Statistically significantly better/worse than Statewide.

Statewide | Medicaid | CC - Negative | Health Plans [All Responses] | CHP | CC - Positive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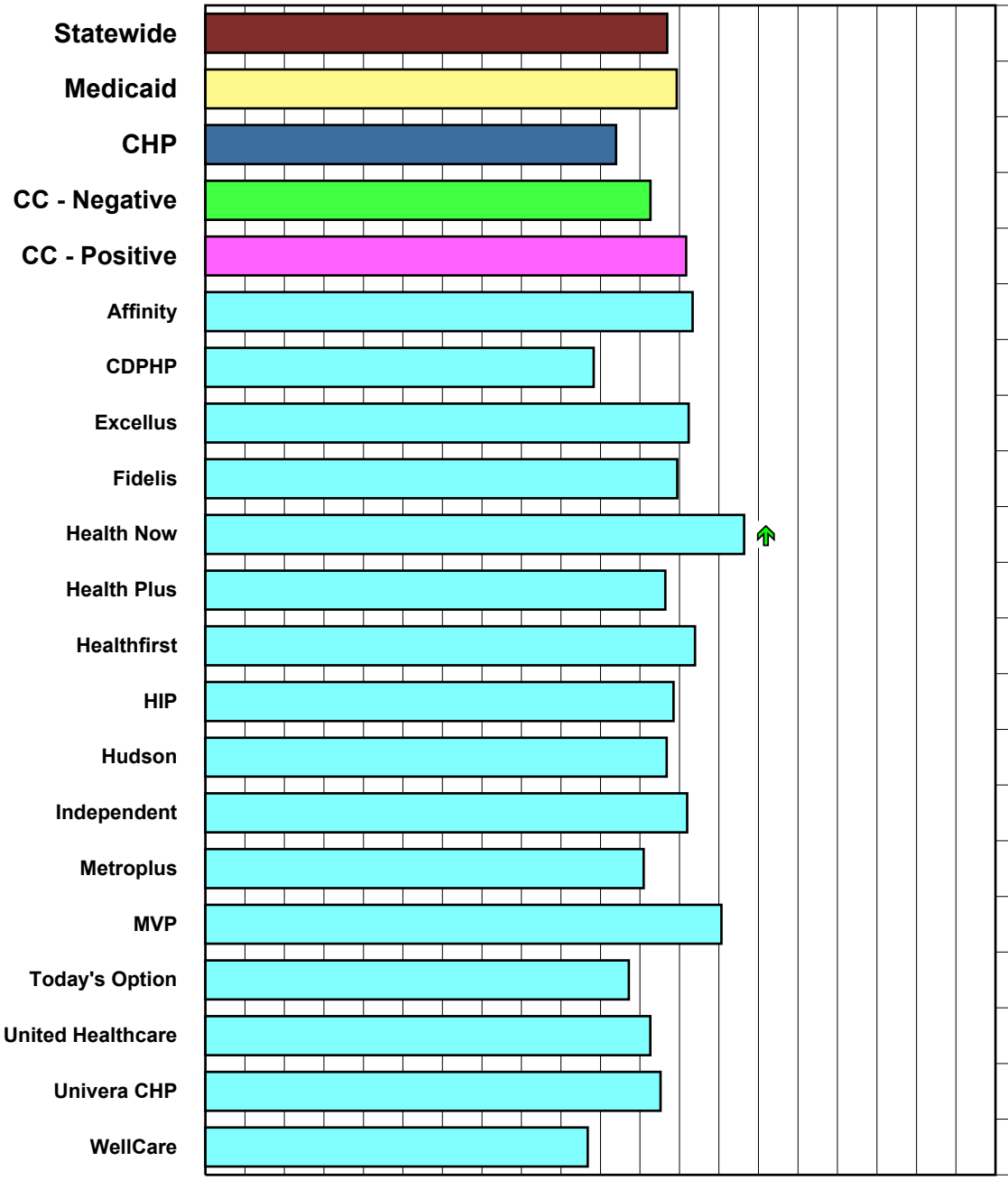
# Coordination of Care for Children with Chronic Conditions (Yes)

## 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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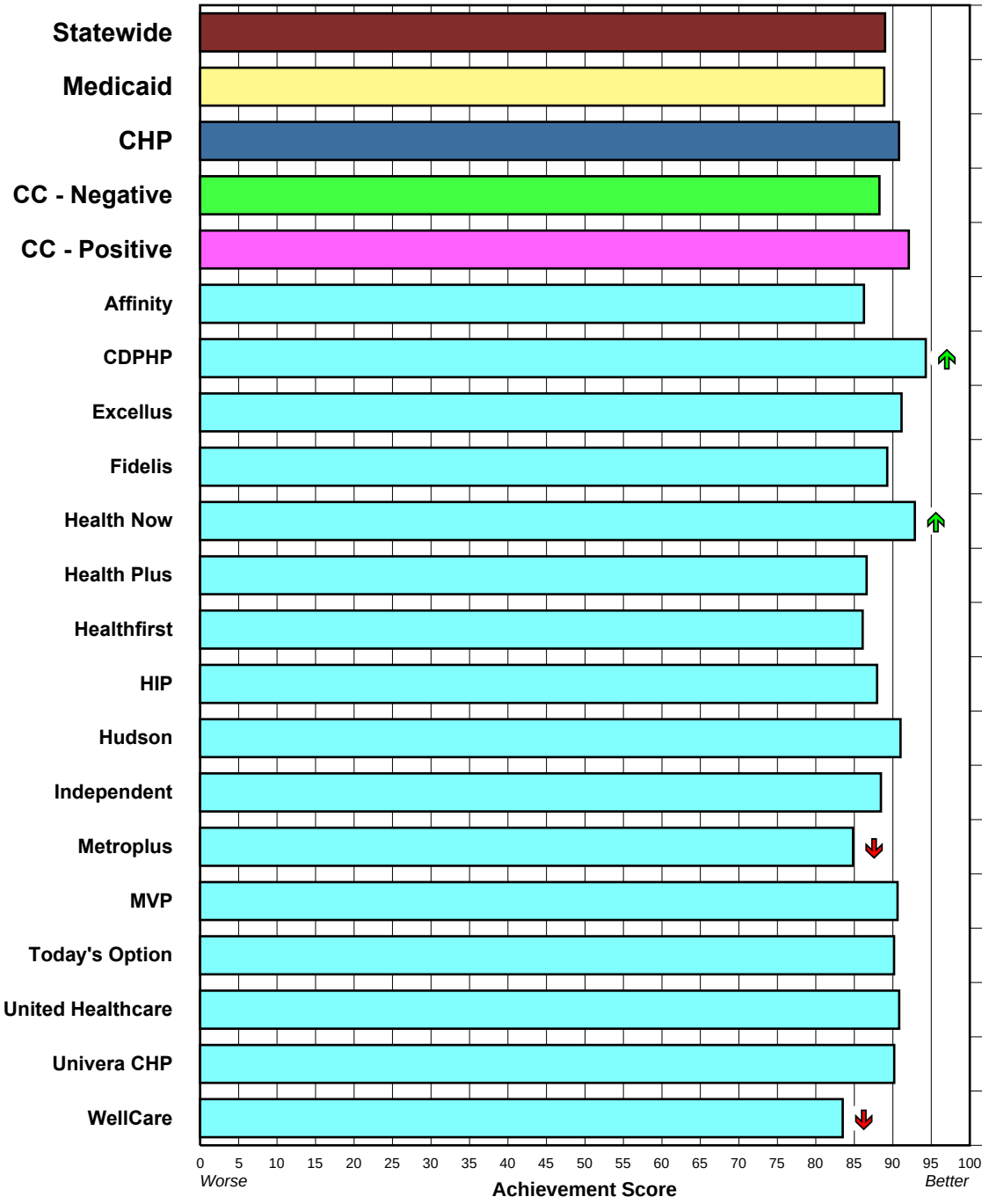
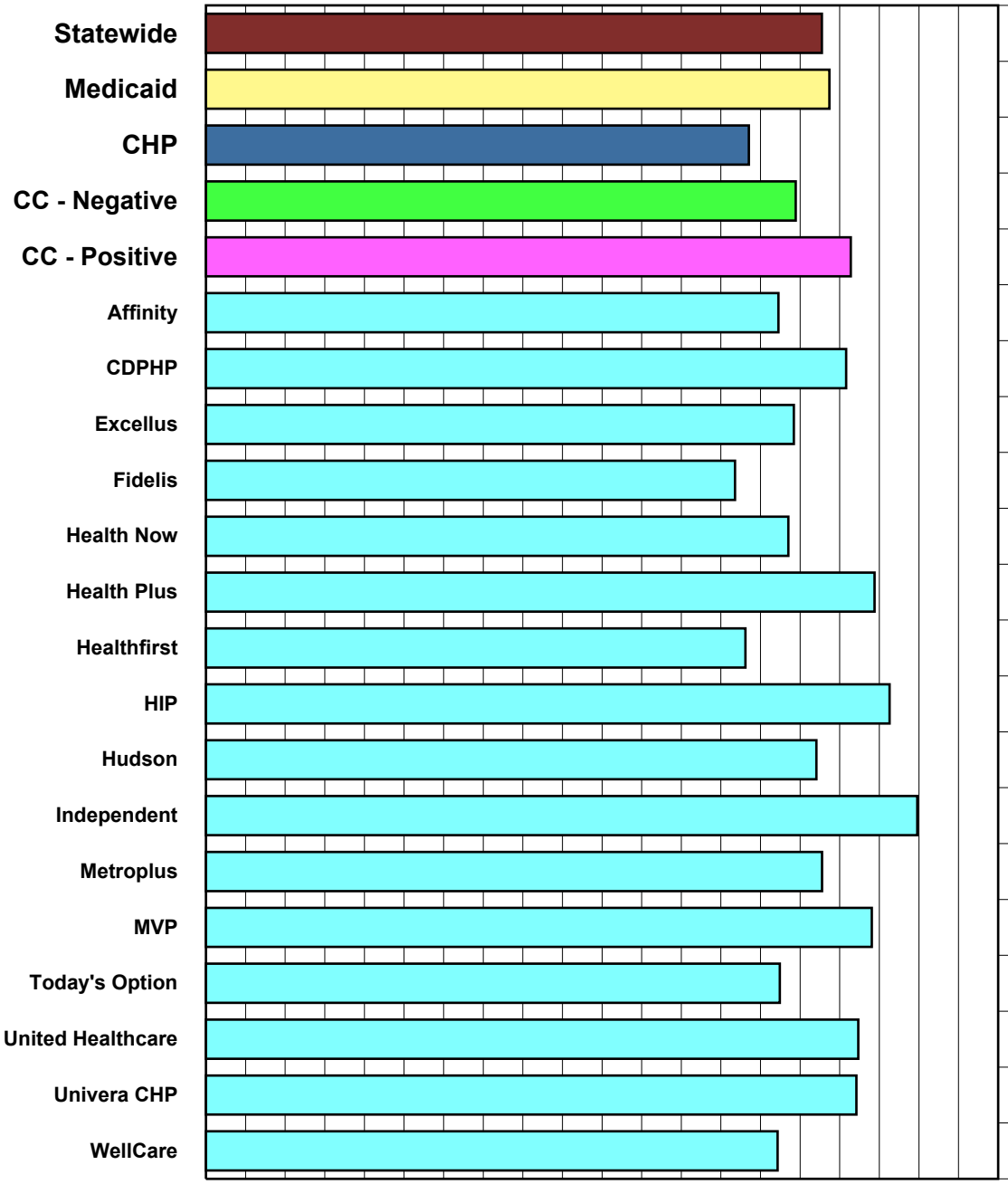
# CCC Single Items

## 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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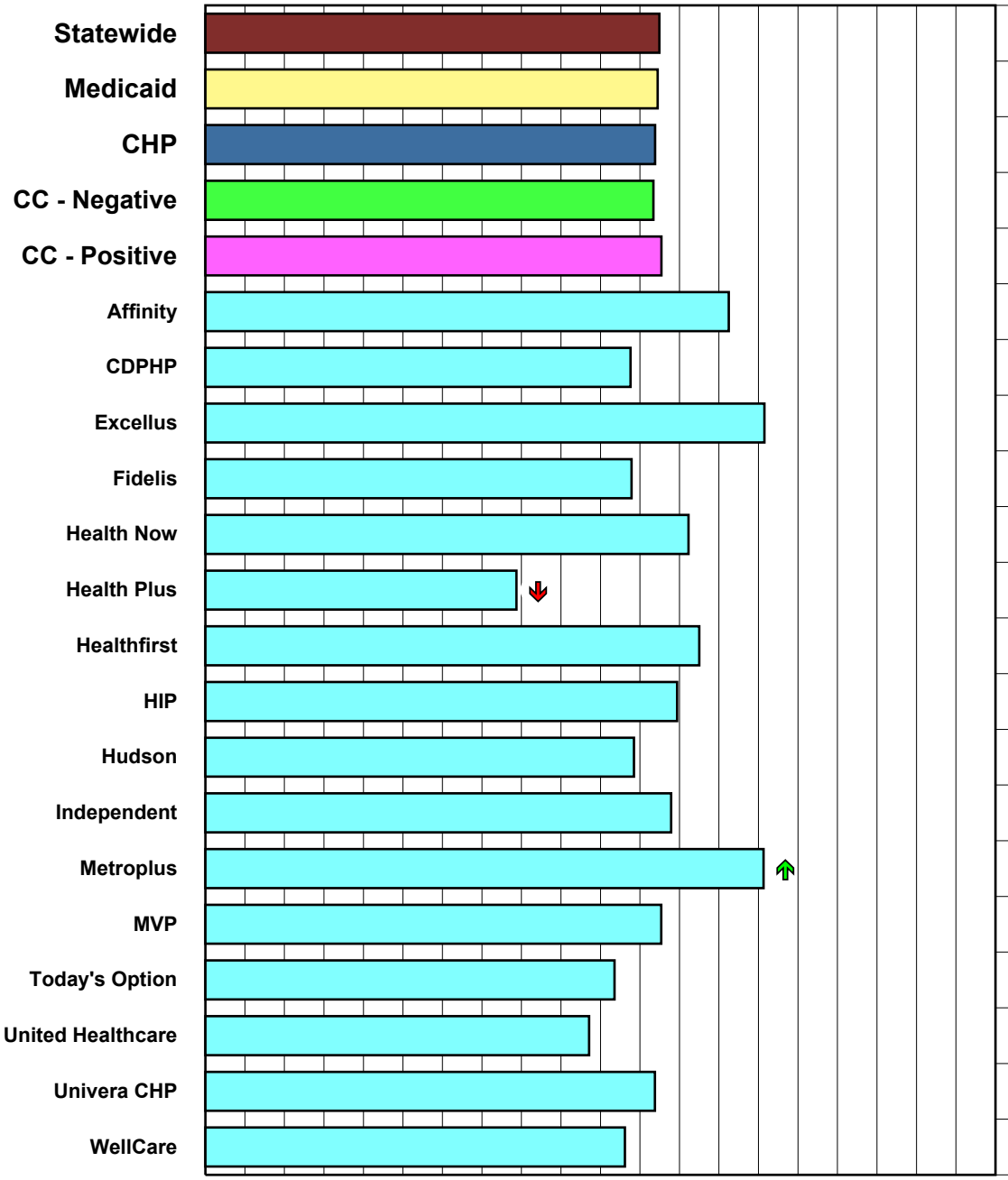
# CCC Single Items

## 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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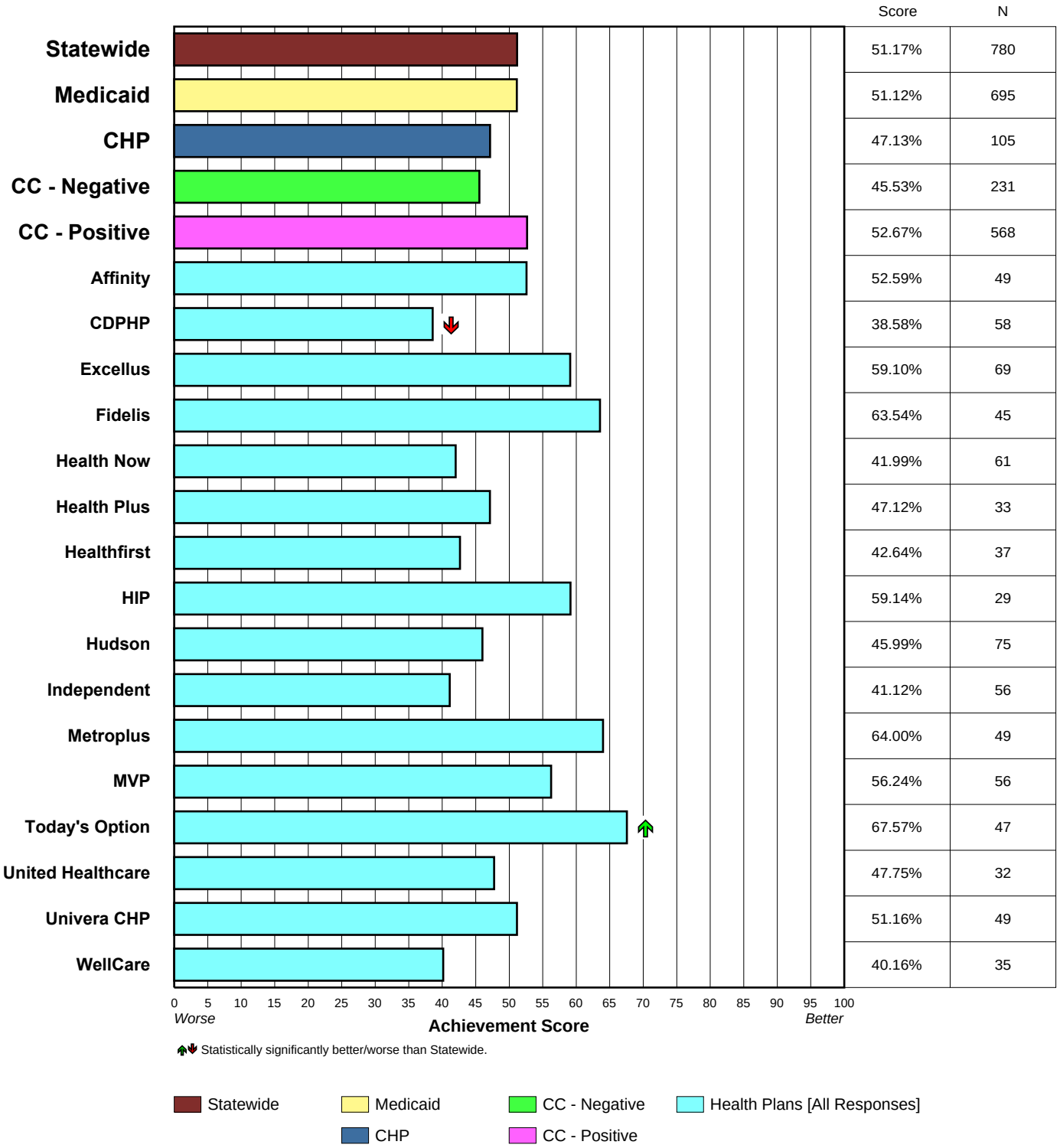
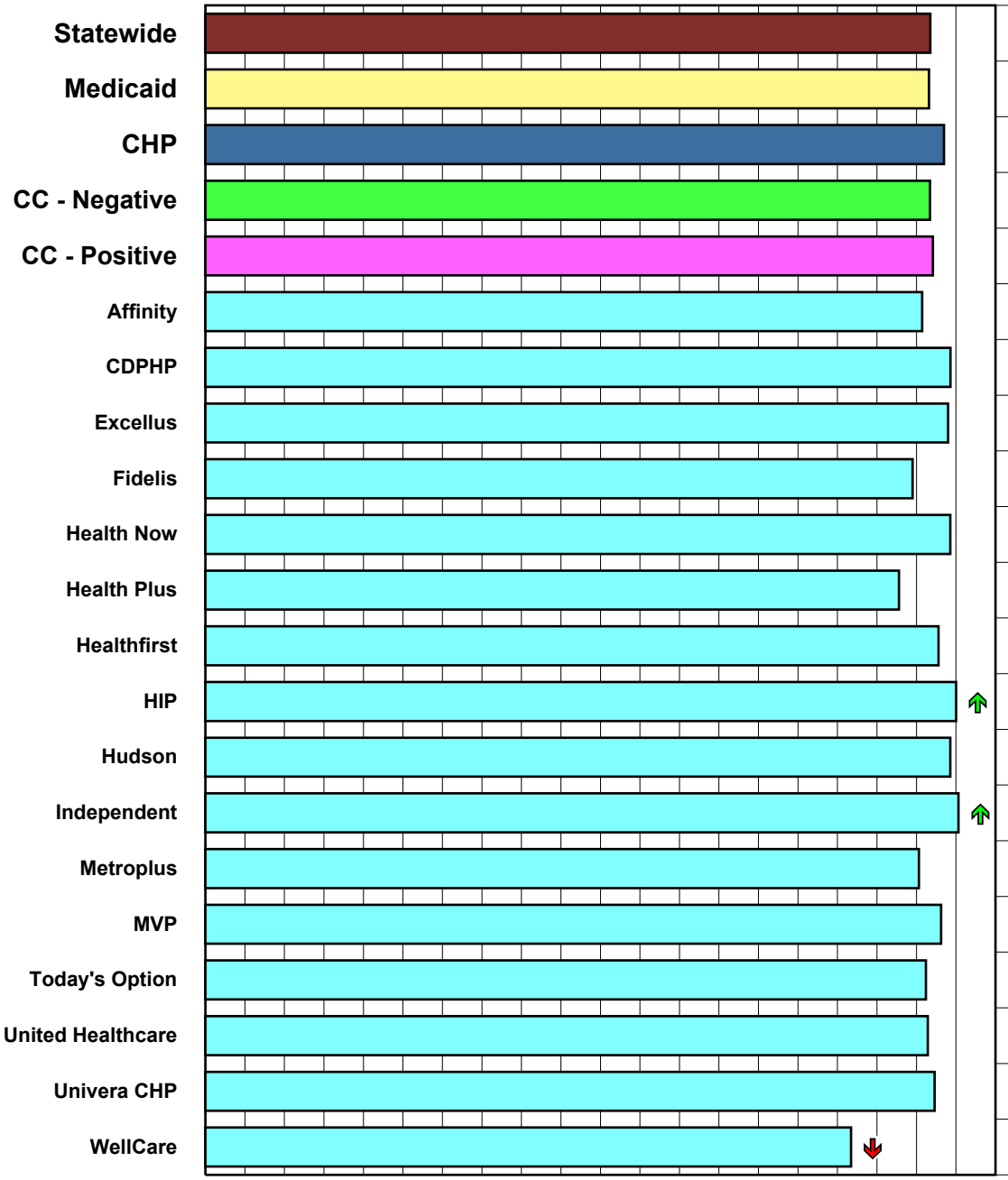
# CCC Single Items

## 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



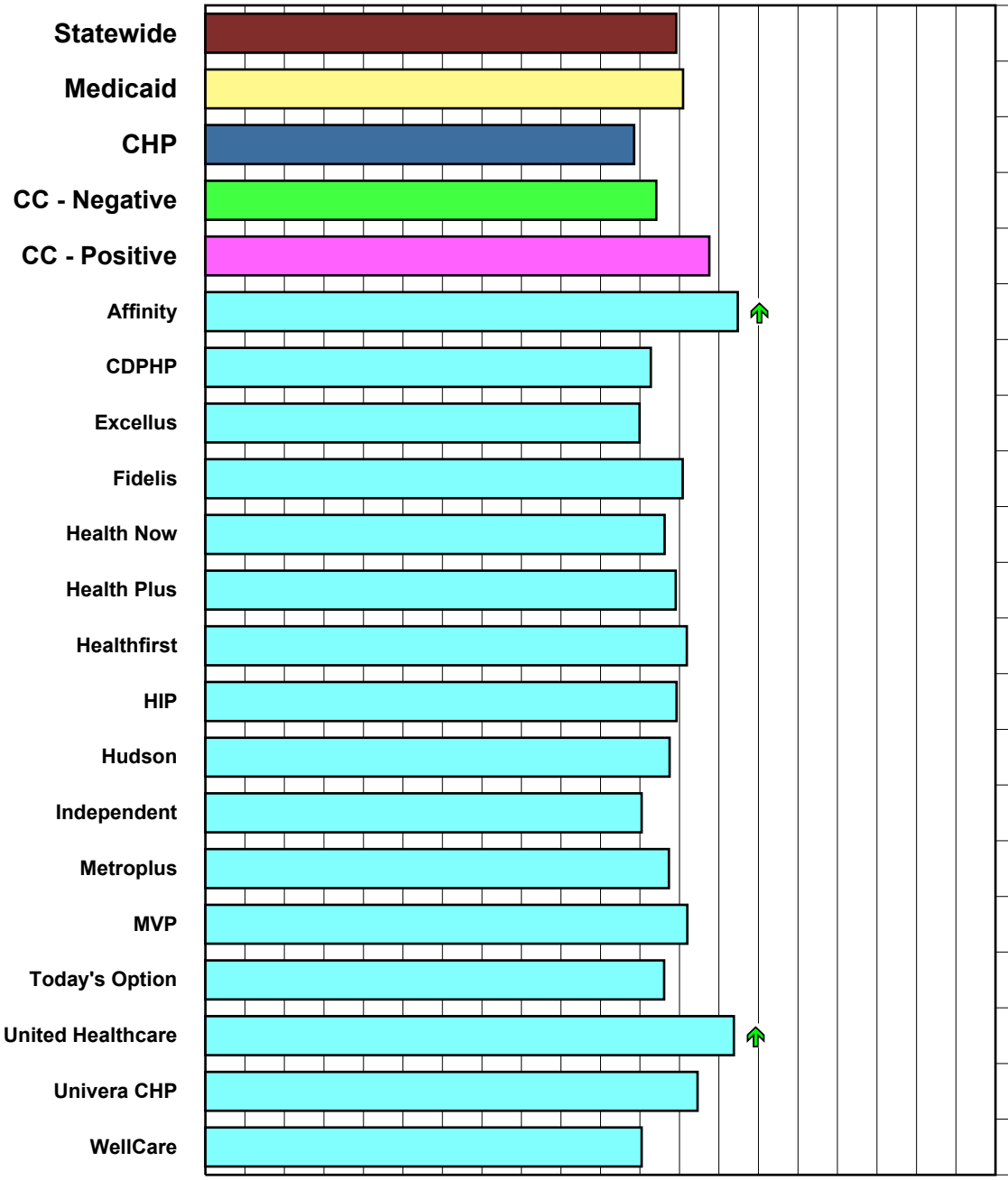

| | Score | N |
|---|---|---|
| Statewide | 91.75% | 3281 |
| Medicaid | 91.57% | 2812 |
| CHP | 93.48% | 484 |
| CC - Negative | 91.72% | 2083 |
| CC - Positive | 92.09% | 1213 |
| Affinity | 90.73% | 222 |
| CDPHP | 94.29% | 197 |
| Excellus | 94.00% | 214 |
| Fidelis | 89.51% | 203 |
| Health Now | 94.29% | 188 |
| Health Plus | 87.78% | 240 |
| Healthfirst | 92.80% | 265 |
| HIP | 95.02% | 193 |
| Hudson | 94.28% | 238 |
| Independent | 95.33% | 187 |
| Metroplus | 90.31% | 239 |
| MVP | 93.11% | 180 |
| Today's Option | 91.19% | 162 |
| United Healthcare | 91.44% | 214 |
| Univera CHP | 92.30% | 162 |
| WellCare | 81.72% | 177 |

Statistically significantly better/worse than Statewide.

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

# CCC Single Items

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



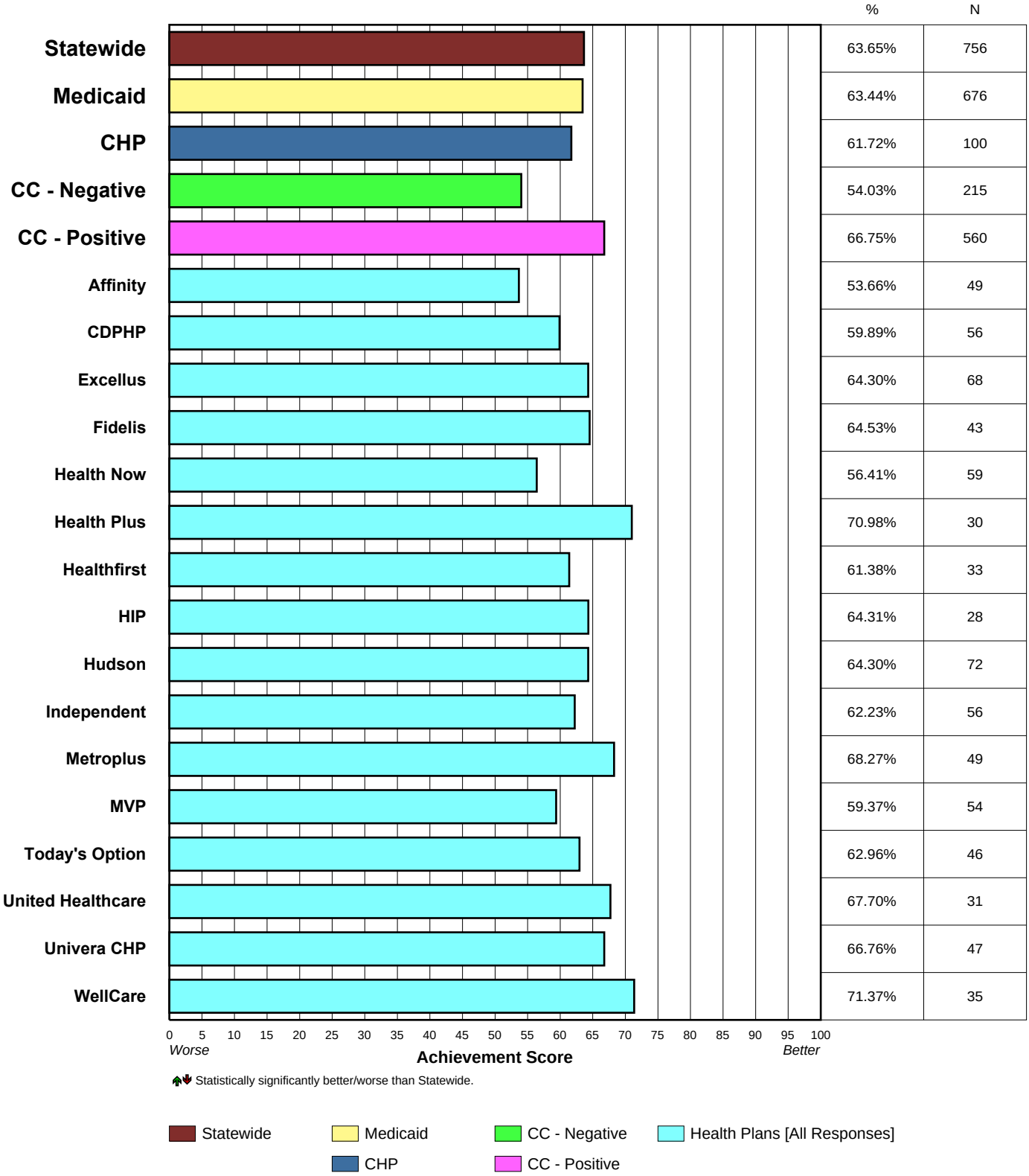

| | Score | N |
|---|---|---|
| Statewide | 59.59% | 3241 |
| Medicaid | 60.46% | 2775 |
| CHP | 54.27% | 482 |
| CC - Negative | 57.06% | 2055 |
| CC - Positive | 63.78% | 1203 |
| Affinity | 67.39% | 220 |
| CDPHP | 56.39% | 195 |
| Excellus | 54.96% | 214 |
| Fidelis | 60.42% | 197 |
| Health Now | 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

# 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

## WellCare

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.

# WellCare

| 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 | Q32 How Well Doctors Communicate | 90% | 0.48 | Q50 Customer Service | 65% ▼ | 0.44 | Q15 Getting Needed Care | 86% | 0.46 | Q51 Customer Service | 86% | 0.46 |
| 2 | Q34 How Well Doctors Communicate | 94% | 0.48 | Q11 Shared Decision Making | 46% | 0.37 | Q37 How Well Doctors Communicate | 82% ▼ | 0.40 | Q50 Customer Service | 65% ▼ | 0.41 |
| 3 | Q33 How Well Doctors Communicate | 93% | 0.45 | Q46 Getting Needed Care | 80% | 0.34 | Q32 How Well Doctors Communicate | 90% | 0.39 | Q15 Getting Needed Care | 86% | 0.41 |
| 4 | Q37 How Well Doctors Communicate | 82% ▼ | 0.42 | Q33 How Well Doctors Communicate | 93% | 0.34 | Q34 How Well Doctors Communicate | 94% | 0.37 | Q46 Getting Needed Care | 80% | 0.32 |
| 5 | Q15 Getting Needed Care | 86% | 0.42 | Q15 Getting Needed Care | 86% | 0.27 | Q33 How Well Doctors Communicate | 93% | 0.32 | Q32 How Well Doctors Communicate | 90% | 0.27 |
| 6 | Q12 Shared Decision Making | 35% | 0.22 | Q34 How Well Doctors Communicate | 94% | 0.23 | Q6 Getting Care Quickly | 83% ▼ | 0.30 | Q33 How Well Doctors Communicate | 93% | 0.26 |
| 7 | Q11 Shared Decision Making | 46% | 0.22 | Q6 Getting Care Quickly | 83% ▼ | 0.11 | Q46 Getting Needed Care | 80% | 0.25 | Q6 Getting Care Quickly | 83% ▼ | 0.25 |
| 8 | Q6 Getting Care Quickly | 83% ▼ | 0.20 | Q32 How Well Doctors Communicate | 90% | 0.11 | Q12 Shared Decision Making | 35% | 0.19 | Q34 How Well Doctors Communicate | 94% | 0.25 |
| 9 | Q51 Customer Service | 86% | 0.14 | Q4 Getting Care Quickly | 77% ▼ | 0.07 | Q11 Shared Decision Making | 46% | 0.16 | Q37 How Well Doctors Communicate | 82% ▼ | 0.25 |
| 10 | Q46 Getting Needed Care | 80% | 0.13 | Q51 Customer Service | 86% | 0.04 | Q51 Customer Service | 86% | 0.06 | Q11 Shared Decision Making | 46% | 0.23 |

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

# Rating of child's personal doctor

## WellCare

| Corr. Rank | Question | Correlation w/ Rating of child's personal doctor | Achievement Score | A Lot / Always | Some / Usually | A Little / Sometimes | Not at all / Never |
|---|---|---|---|---|---|---|---|
| 1 | Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.48 | 90% | 75% | 14% | 10% | 1% |
| 2 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.48 | 94% | 81% | 13% | 5% | 1% |
| 3 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.45 | 93% | 79% | 13% | 7% | 1% |
| 4 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.42 | 82% ▼ | 58% | 22% | 16% | 3% |
| 5 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed? | 0.42 | 86% | 58% | 27% | 14% | 1% |
| 6 | 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? | 0.22 | 35% | 36% | 26% | 10% | 28% |
| 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? | 0.22 | 46% | 45% | 30% | 14% | 11% |
| 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? | 0.20 | 83% ▼ | 61% | 20% | 17% | 1% |
| 9 | Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.14 | 86% | 66% | 20% | 12% | 2% |
| 10 | Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.13 | 80% | 55% | 27% | 17% | 2% |

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

# Rating of specialist child saw most often

## WellCare

| Corr. Rank | Question | Correlation w/ Rating of specialist child saw most often | 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? | 0.44 | 65% ▼ | 48% | 16% | 30% | 6% |
| 2 | 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? | 0.37 | 46% | 45% | 30% | 14% | 11% |
| 3 | Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.34 | 80% | 55% | 27% | 17% | 2% |
| 4 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.34 | 93% | 79% | 13% | 7% | 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? | 0.27 | 86% | 58% | 27% | 14% | 1% |
| 6 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.23 | 94% | 81% | 13% | 5% | 1% |
| 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? | 0.11 | 83% ▼ | 61% | 20% | 17% | 1% |
| 8 | Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.11 | 90% | 75% | 14% | 10% | 1% |
| 9 | Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed? | 0.07 | 77% ▼ | 62% | 15% | 20% | 3% |
| 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? | 0.04 | 86% | 66% | 20% | 12% | 2% |

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

# Rating of all child's health care

## WellCare

| Corr. Rank | Question | Correlation w/ Rating of all child's health care | Achievement Score | A Lot / Always | Some / Usually | A Little / Sometimes | Not at all / Never |
|---|---|---|---|---|---|---|---|
| 1 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed? | 0.46 | 86% | 58% | 27% | 14% | 1% |
| 2 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.40 | 82% ▼ | 58% | 22% | 16% | 3% |
| 3 | Q32. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.39 | 90% | 75% | 14% | 10% | 1% |
| 4 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.37 | 94% | 81% | 13% | 5% | 1% |
| 5 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.32 | 93% | 79% | 13% | 7% | 1% |
| 6 | 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? | 0.30 | 83% ▼ | 61% | 20% | 17% | 1% |
| 7 | Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.25 | 80% | 55% | 27% | 17% | 2% |
| 8 | 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? | 0.19 | 35% | 36% | 26% | 10% | 28% |
| 9 | 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 | 46% | 45% | 30% | 14% | 11% |
| 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? | 0.06 | 86% | 66% | 20% | 12% | 2% |

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

# Rating of child's health plan

## WellCare

| 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 | Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.46 | 86% | 66% | 20% | 12% | 2% |
| 2 | 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? | 0.41 | 65% ▼ | 48% | 16% | 30% | 6% |
| 3 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed? | 0.41 | 86% | 58% | 27% | 14% | 1% |
| 4 | Q46. In the last 6 months, how often was it easy to get appointments for your child with specialists? | 0.32 | 80% | 55% | 27% | 17% | 2% |
| 5 | 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 | 90% | 75% | 14% | 10% | 1% |
| 6 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.26 | 93% | 79% | 13% | 7% | 1% |
| 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? | 0.25 | 83% ▼ | 61% | 20% | 17% | 1% |
| 8 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.25 | 94% | 81% | 13% | 5% | 1% |
| 9 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.25 | 82% ▼ | 58% | 22% | 16% | 3% |
| 10 | 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? | 0.23 | 46% | 45% | 30% | 14% | 11% |

▲▼ **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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 454 | 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% | 454 | 100.0% |
| Not Answered | 151 | | 134 | | 26 | | 116 | | 43 | | 10 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 105 | 23.3% |
| No | 5,196 | 71.0% | 4,445 | 70.9% | 740 | 70.4% | 4,285 | 74.2% | 901 | 58.2% | 345 | 76.7% |
| **Total** | 7,322 | 100.0% | 6,270 | 100.0% | 1,052 | 100.0% | 5,775 | 100.0% | 1,547 | 100.0% | 450 | 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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 23 | 1.1% | 20 | 1.1% | 2 | 0.6% | 19 | 1.3% | 3 | 0.5% | 3 | 3.0% |
| Sometimes | 237 | 11.5% | 214 | 12.0% | 15 | 4.9% | 172 | 12.0% | 56 | 8.8% | 20 | 20.0% |
| Usually | 302 | 14.6% | 261 | 14.7% | 33 | 11.0% | 198 | 13.8% | 96 | 15.0% | 15 | 15.0% |
| Always | 1,505 | 72.8% | 1,280 | 72.1% | 254 | 83.5% | 1,049 | 72.9% | 485 | 75.7% | 62 | 62.0% |
| **Total** | 2,067 | 100.0% | 1,775 | 100.0% | 304 | 100.0% | 1,439 | 100.0% | 640 | 100.0% | 100 | 100.0% |
| Not Answered | 59 | | 50 | | 8 | | 51 | | 6 | | 5 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.33% | | 87.16% | | 92.47% | | 86.47% | | 91.23% | | 77.45% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -1.3 | | na | | na | | na | | na | | -1.7 | |
| Correlation with Health Plan Satisfaction | 0.147 | | 0.152 | | 0.168 | | 0.169 | | 0.136 | | 0.053 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 364 | 81.3% |
| No | 1,259 | 17.3% | 1,064 | 17.1% | 186 | 18.0% | 1,080 | 18.9% | 170 | 11.0% | 84 | 18.8% |
| **Total** | 7,262 | 100.0% | 6,225 | 100.0% | 1,036 | 100.0% | 5,722 | 100.0% | 1,539 | 100.0% | 448 | 100.0% |
| Not Answered | 303 | | 257 | | 47 | | 281 | | 23 | | 16 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 73 | 1.2% | 63 | 1.2% | 8 | 0.9% | 59 | 1.3% | 12 | 0.9% | 3 | 0.9% |
| Sometimes | 670 | 11.5% | 603 | 12.0% | 49 | 5.8% | 522 | 11.6% | 130 | 9.5% | 60 | 17.2% |
| Usually | 1,220 | 20.9% | 1,058 | 21.1% | 164 | 19.6% | 917 | 20.4% | 305 | 22.5% | 71 | 20.4% |
| Always | 3,884 | 66.4% | 3,300 | 65.7% | 616 | 73.6% | 3,003 | 66.7% | 913 | 67.2% | 214 | 61.5% |
| **Total** | 5,847 | 100.0% | 5,023 | 100.0% | 837 | 100.0% | 4,501 | 100.0% | 1,359 | 100.0% | 348 | 100.0% |
| Not Answered | 156 | | 138 | | 13 | | 141 | | 10 | | 16 | |
| **Reporting Category** | Getting Care Quickly | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.60% | | 86.98% | | 91.82% | | 86.72% | | 90.84% | | 82.70% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +4.5 | | na | | na | | na | | na | | +6.7 | |
| Correlation with Health Plan Satisfaction | 0.188 | | 0.188 | | 0.187 | | 0.190 | | 0.192 | | 0.254 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 99 | 23.7% |
| 1 time | 2,035 | 29.3% | 1,715 | 28.9% | 343 | 33.8% | 1,690 | 31.0% | 369 | 24.7% | 131 | 31.3% |
| 2 times | 1,714 | 24.7% | 1,460 | 24.6% | 257 | 25.3% | 1,299 | 23.8% | 417 | 27.9% | 100 | 23.9% |
| 3 times | 847 | 12.2% | 740 | 12.5% | 106 | 10.5% | 638 | 11.7% | 208 | 13.9% | 39 | 9.3% |
| 4 times | 417 | 6.0% | 356 | 6.0% | 66 | 6.5% | 291 | 5.3% | 131 | 8.8% | 20 | 4.8% |
| 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% | 4 | 1.0% |
| **Total** | 6,936 | 100.0% | 5,932 | 100.0% | 1,017 | 100.0% | 5,454 | 100.0% | 1,495 | 100.0% | 418 | 100.0% |
| Not Answered | 629 | | 549 | | 67 | | 549 | | 66 | | 46 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 202 | 64.7% |
| No | 1,593 | 29.7% | 1,336 | 29.1% | 238 | 29.5% | 1,274 | 31.0% | 299 | 23.2% | 110 | 35.3% |
| **Total** | 5,367 | 100.0% | 4,592 | 100.0% | 806 | 100.0% | 4,110 | 100.0% | 1,287 | 100.0% | 312 | 100.0% |
| Not Answered | 93 | | 79 | | 15 | | 81 | | 13 | | 7 | |
| **Reporting Category** | Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 70.70% | | 71.26% | | 68.50% | | 68.94% | | 76.96% | | 65.74% | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 127 | 2.4% | 102 | 2.2% | 23 | 2.8% | 107 | 2.6% | 17 | 1.3% | 13 | 4.1% |
| Sometimes | 471 | 8.7% | 420 | 9.1% | 42 | 5.2% | 355 | 8.6% | 107 | 8.3% | 43 | 13.7% |
| Usually | 968 | 18.0% | 831 | 18.0% | 136 | 16.7% | 720 | 17.5% | 246 | 19.0% | 47 | 15.0% |
| Always | 3,818 | 70.9% | 3,250 | 70.6% | 613 | 75.3% | 2,936 | 71.3% | 927 | 71.5% | 211 | 67.2% |
| **Total** | 5,384 | 100.0% | 4,602 | 100.0% | 813 | 100.0% | 4,118 | 100.0% | 1,297 | 100.0% | 314 | 100.0% |
| Not Answered | 76 | | 68 | | 8 | | 72 | | 4 | | 5 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 88.99% | | 88.88% | | 90.81% | | 88.25% | | 92.07% | | 83.48% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | +6.5↑ | | na | | na | | na | | na | | +8.5 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 108 | 35.1% |
| No | 3,557 | 66.6% | 3,034 | 66.5% | 570 | 70.5% | 2,925 | 71.7% | 680 | 52.6% | 200 | 64.9% |
| **Total** | 5,340 | 100.0% | 4,564 | 100.0% | 810 | 100.0% | 4,082 | 100.0% | 1,291 | 100.0% | 308 | 100.0% |
| Not Answered | 120 | | 107 | | 11 | | 109 | | 9 | | 11 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Not at all | 131 | 7.5% | 113 | 7.6% | 9 | 3.9% | 102 | 9.0% | 21 | 3.4% | 11 | 10.6% |
| A little | 244 | 14.0% | 216 | 14.5% | 19 | 7.9% | 185 | 16.4% | 49 | 8.3% | 15 | 14.4% |
| Some | 529 | 30.4% | 452 | 30.3% | 76 | 32.3% | 346 | 30.7% | 181 | 30.3% | 31 | 29.8% |
| A lot | 835 | 48.0% | 710 | 47.6% | 132 | 55.9% | 495 | 43.9% | 347 | 58.0% | 47 | 45.2% |
| **Total** | 1,739 | 100.0% | 1,491 | 100.0% | 236 | 100.0% | 1,128 | 100.0% | 598 | 100.0% | 104 | 100.0% |
| Not Answered | 44 | | 38 | | 4 | | 29 | | 13 | | 4 | |
| **Reporting Category** | Shared Decision Making | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 49.03% | | 48.04% | | 53.40% | | 43.61% | | 58.51% | | 45.72% | |
| Correlation with Health Plan Satisfaction | 0.058 | | 0.065 | | 0.029 | | 0.050 | | 0.135 | | 0.231 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | 28.0% |
| A little | 291 | 16.9% | 250 | 16.9% | 36 | 15.5% | 188 | 16.9% | 98 | 16.3% | 10 | 10.0% |
| Some | 470 | 27.3% | 403 | 27.3% | 67 | 29.1% | 291 | 26.3% | 180 | 29.9% | 26 | 26.0% |
| A lot | 527 | 30.6% | 455 | 30.8% | 73 | 31.5% | 311 | 28.0% | 217 | 36.1% | 36 | 36.0% |
| **Total** | 1,721 | 100.0% | 1,478 | 100.0% | 232 | 100.0% | 1,108 | 100.0% | 602 | 100.0% | 100 | 100.0% |
| Not Answered | 62 | | 51 | | 7 | | 49 | | 10 | | 8 | |
| **Reporting Category** | Shared Decision Making | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 31.00% | | 30.92% | | 30.63% | | 27.28% | | 37.51% | | 35.43% | |
| Correlation with Health Plan Satisfaction | 0.058 | | 0.067 | | 0.013 | | 0.055 | | 0.101 | | 0.028 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | 89.1% |
| No | 362 | 20.9% | 312 | 21.0% | 52 | 22.2% | 260 | 23.3% | 104 | 17.2% | 11 | 10.9% |
| **Total** | 1,731 | 100.0% | 1,485 | 100.0% | 233 | 100.0% | 1,115 | 100.0% | 602 | 100.0% | 101 | 100.0% |
| Not Answered | 52 | | 44 | | 7 | | 42 | | 9 | | 7 | |
| **Reporting Category** | Shared Decision Making | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 78.70% | | 78.85% | | 78.52% | | 76.56% | | 82.98% | | 87.18% | |
| Correlation with Health Plan Satisfaction | 0.123 | | 0.125 | | 0.076 | | 0.097 | | 0.174 | | -0.053 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 1 | 0.3% |
| 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% | 4 | 1.3% |
| 4 | 51 | 1.0% | 49 | 1.1% | 4 | 0.5% | 36 | 0.9% | 17 | 1.3% | 5 | 1.6% |
| 5 | 135 | 2.5% | 125 | 2.7% | 10 | 1.3% | 96 | 2.3% | 40 | 3.1% | 12 | 3.9% |
| 6 | 152 | 2.8% | 138 | 3.0% | 17 | 2.1% | 114 | 2.8% | 41 | 3.1% | 11 | 3.5% |
| 7 | 402 | 7.5% | 343 | 7.5% | 55 | 6.8% | 297 | 7.3% | 101 | 7.8% | 30 | 9.7% |
| 8 | 1,097 | 20.5% | 934 | 20.5% | 166 | 20.4% | 825 | 20.2% | 274 | 21.2% | 56 | 18.1% |
| 9 | 1,057 | 19.8% | 875 | 19.2% | 194 | 23.9% | 793 | 19.4% | 276 | 21.3% | 60 | 19.4% |
| Best health care possible | 2,399 | 44.9% | 2,053 | 45.0% | 365 | 44.9% | 1,884 | 46.2% | 535 | 41.3% | 131 | 42.3% |
| **Total** | 5,341 | 100.0% | 4,561 | 100.0% | 814 | 100.0% | 4,081 | 100.0% | 1,294 | 100.0% | 310 | 100.0% |
| Not Answered | 119 | | 109 | | 7 | | 110 | | 6 | | 9 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 85.21% | | 84.95% | | 87.59% | | 84.97% | | 86.55% | | 80.57% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | +1.8↑ | | na | | na | | na | | na | | +0.8 | |
| Correlation with Health Plan Satisfaction | 0.514 | | 0.523 | | 0.436 | | 0.517 | | 0.498 | | 0.557 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 76 | 1.4% | 67 | 1.5% | 7 | 0.8% | 66 | 1.6% | 7 | 0.5% | 3 | 1.0% |
| Sometimes | 491 | 9.2% | 434 | 9.5% | 45 | 5.6% | 371 | 9.1% | 109 | 8.4% | 44 | 14.3% |
| Usually | 1,421 | 26.6% | 1,217 | 26.7% | 203 | 25.0% | 1,040 | 25.5% | 380 | 29.4% | 82 | 26.6% |
| Always | 3,345 | 62.7% | 2,839 | 62.3% | 556 | 68.6% | 2,597 | 63.8% | 798 | 61.7% | 179 | 58.1% |
| **Total** | 5,333 | 100.0% | 4,556 | 100.0% | 811 | 100.0% | 4,074 | 100.0% | 1,294 | 100.0% | 308 | 100.0% |
| Not Answered | 127 | | 114 | | 10 | | 117 | | 7 | | 11 | |
| **Reporting Category** | Getting Needed Care | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.49% | | 89.31% | | 91.95% | | 88.81% | | 92.52% | | 85.88% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +8.1 | | na | | na | | na | | na | | +13.0 | |
| Correlation with Health Plan Satisfaction | 0.317 | | 0.328 | | 0.270 | | 0.299 | | 0.393 | | 0.408 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,035 | 14.6% | 899 | 14.8% | 139 | 13.4% | 660 | 11.9% | 378 | 24.5% | 57 | 13.4% |
| No | 6,054 | 85.4% | 5,159 | 85.2% | 898 | 86.6% | 4,894 | 88.1% | 1,164 | 75.5% | 369 | 86.6% |
| **Total** | 7,089 | 100.0% | 6,058 | 100.0% | 1,038 | 100.0% | 5,554 | 100.0% | 1,542 | 100.0% | 426 | 100.0% |
| Not Answered | 476 | | 423 | | 46 | | 450 | | 19 | | 38 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 918 | 89.9% | 802 | 90.5% | 126 | 91.6% | 580 | 89.0% | 348 | 93.7% | 47 | 87.0% |
| No | 103 | 10.1% | 84 | 9.5% | 12 | 8.4% | 72 | 11.0% | 24 | 6.3% | 7 | 13.0% |
| **Total** | 1,021 | 100.0% | 886 | 100.0% | 138 | 100.0% | 652 | 100.0% | 371 | 100.0% | 54 | 100.0% |
| Not Answered | 14 | | 13 | | 1 | | 8 | | 7 | | 3 | |
| **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% | | 88.25% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +1.5 | | na | | na | | na | | na | | +2.9 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 393 | 5.6% | 353 | 5.8% | 42 | 4.1% | 215 | 3.9% | 179 | 11.6% | 21 | 5.0% |
| No | 6,666 | 94.4% | 5,690 | 94.2% | 985 | 95.9% | 5,313 | 96.1% | 1,361 | 88.4% | 399 | 95.0% |
| **Total** | 7,059 | 100.0% | 6,042 | 100.0% | 1,026 | 100.0% | 5,528 | 100.0% | 1,541 | 100.0% | 420 | 100.0% |
| Not Answered | 506 | | 439 | | 57 | | 476 | | 21 | | 44 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 31 | 8.2% | 30 | 8.8% | 1 | 2.6% | 14 | 6.7% | 17 | 9.8% | 3 | 15.0% |
| Sometimes | 38 | 10.0% | 35 | 10.3% | 1 | 2.0% | 22 | 10.6% | 14 | 8.0% | 2 | 10.0% |
| Usually | 80 | 21.1% | 77 | 22.5% | 5 | 13.2% | 39 | 19.0% | 43 | 24.6% | 3 | 15.0% |
| Always | 231 | 60.8% | 199 | 58.4% | 33 | 82.3% | 132 | 63.7% | 100 | 57.6% | 12 | 60.0% |
| **Total** | 380 | 100.0% | 341 | 100.0% | 40 | 100.0% | 208 | 100.0% | 174 | 100.0% | 20 | 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% | | 73.69% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +10.0 | | na | | na | | na | | na | | +17.0 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | | 2 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 77.76% | | 78.69% | | 68.53% | | 74.45% | | 81.40% | | 72.16% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +1.9 | | na | | na | | na | | na | | +0.8 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 737 | 10.4% | 669 | 11.1% | 74 | 7.2% | 372 | 6.7% | 371 | 24.1% | 26 | 6.1% |
| No | 6,327 | 89.6% | 5,377 | 88.9% | 954 | 92.8% | 5,160 | 93.3% | 1,170 | 75.9% | 397 | 93.9% |
| **Total** | 7,064 | 100.0% | 6,046 | 100.0% | 1,028 | 100.0% | 5,532 | 100.0% | 1,542 | 100.0% | 423 | 100.0% |
| Not Answered | 501 | | 436 | | 56 | | 472 | | 20 | | 41 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 75 | 10.4% | 69 | 10.6% | 7 | 9.0% | 47 | 13.2% | 29 | 7.8% | 6 | 23.1% |
| Sometimes | 102 | 14.2% | 91 | 14.0% | 10 | 13.2% | 52 | 14.5% | 49 | 13.3% | 3 | 11.5% |
| Usually | 145 | 20.2% | 128 | 19.7% | 17 | 22.6% | 79 | 22.2% | 66 | 17.9% | 6 | 23.1% |
| Always | 396 | 55.2% | 362 | 55.7% | 41 | 55.2% | 179 | 50.1% | 224 | 61.1% | 11 | 42.3% |
| **Total** | 718 | 100.0% | 650 | 100.0% | 74 | 100.0% | 357 | 100.0% | 367 | 100.0% | 26 | 100.0% |
| Not Answered | 19 | | 19 | | 0 | | 14 | | 4 | | 0 | |
| **Reporting Category** | Access to Specialized Services | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 75.35% | | 75.40% | | 78.02% | | 71.96% | | 79.28% | | 64.65% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | +4.1 | | na | | na | | na | | na | | +3.9 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 413 | 57.5% | 374 | 57.3% | 41 | 56.1% | 205 | 57.1% | 209 | 57.3% | 14 | 53.8% |
| No | 305 | 42.5% | 278 | 42.7% | 32 | 43.9% | 154 | 42.9% | 156 | 42.7% | 12 | 46.2% |
| **Total** | 718 | 100.0% | 652 | 100.0% | 73 | 100.0% | 360 | 100.0% | 365 | 100.0% | 26 | 100.0% |
| Not Answered | 19 | | 17 | | 1 | | 12 | | 6 | | 0 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 57.46% | | 57.25% | | 56.92% | | 56.70% | | 57.73% | | 53.09% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | -0.3 | | na | | na | | na | | na | | +0.5 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 795 | 11.3% | 708 | 11.7% | 107 | 10.4% | 237 | 4.3% | 578 | 37.5% | 36 | 8.5% |
| No | 6,252 | 88.7% | 5,320 | 88.3% | 919 | 89.6% | 5,275 | 95.7% | 964 | 62.5% | 386 | 91.5% |
| **Total** | 7,047 | 100.0% | 6,029 | 100.0% | 1,025 | 100.0% | 5,512 | 100.0% | 1,542 | 100.0% | 422 | 100.0% |
| Not Answered | 518 | | 453 | | 58 | | 492 | | 19 | | 42 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 92 | 11.8% | 82 | 11.8% | 13 | 12.1% | 33 | 14.3% | 62 | 10.9% | 3 | 8.6% |
| Sometimes | 144 | 18.4% | 125 | 18.0% | 18 | 17.3% | 47 | 20.5% | 96 | 16.8% | 10 | 28.6% |
| Usually | 162 | 20.7% | 149 | 21.4% | 19 | 17.9% | 48 | 20.9% | 120 | 21.0% | 7 | 20.0% |
| Always | 383 | 49.0% | 340 | 48.8% | 55 | 52.7% | 102 | 44.3% | 293 | 51.3% | 15 | 42.9% |
| **Total** | 781 | 100.0% | 696 | 100.0% | 105 | 100.0% | 231 | 100.0% | 570 | 100.0% | 35 | 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% | | 62.98% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | +0.7 | | na | | na | | na | | na | | +16.4 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 395 | 50.6% | 359 | 51.7% | 45 | 43.0% | 106 | 45.9% | 298 | 52.5% | 15 | 42.9% |
| No | 385 | 49.4% | 335 | 48.3% | 60 | 57.0% | 125 | 54.1% | 270 | 47.5% | 20 | 57.1% |
| **Total** | 780 | 100.0% | 695 | 100.0% | 105 | 100.0% | 231 | 100.0% | 568 | 100.0% | 35 | 100.0% |
| Not Answered | 15 | | 13 | | 2 | | 6 | | 10 | | 1 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 51.17% | | 51.12% | | 47.13% | | 45.53% | | 52.67% | | 40.16% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | -1.2 | | na | | na | | na | | na | | -25.2 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Worst treatment possible | 37 | 4.9% | 31 | 4.6% | 6 | 5.7% | 13 | 5.8% | 24 | 4.3% | 1 | 2.9% |
| 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% | 2 | 5.7% |
| 3 | 12 | 1.6% | 10 | 1.4% | 2 | 2.1% | 2 | 0.7% | 10 | 1.8% | 0 | 0.0% |
| 4 | 19 | 2.5% | 16 | 2.3% | 3 | 3.2% | 6 | 2.6% | 13 | 2.4% | 0 | 0.0% |
| 5 | 60 | 7.9% | 57 | 8.5% | 6 | 6.3% | 24 | 11.2% | 40 | 7.1% | 4 | 11.4% |
| 6 | 61 | 8.1% | 55 | 8.1% | 7 | 7.0% | 20 | 9.2% | 42 | 7.5% | 0 | 0.0% |
| 7 | 60 | 7.9% | 54 | 8.0% | 8 | 8.5% | 20 | 9.2% | 43 | 7.6% | 3 | 8.6% |
| 8 | 123 | 16.3% | 106 | 15.7% | 19 | 18.9% | 30 | 13.7% | 95 | 17.1% | 6 | 17.1% |
| 9 | 100 | 13.2% | 92 | 13.6% | 9 | 9.5% | 28 | 12.9% | 74 | 13.2% | 8 | 22.9% |
| Best treatment possible | 256 | 33.9% | 230 | 34.0% | 34 | 34.1% | 64 | 29.8% | 199 | 35.6% | 11 | 31.4% |
| **Total** | 756 | 100.0% | 676 | 100.0% | 100 | 100.0% | 215 | 100.0% | 560 | 100.0% | 35 | 100.0% |
| Not Answered | 39 | | 33 | | 7 | | 22 | | 18 | | 1 | |
| **Reporting Category** | Supplemental Questions | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 63.65% | | 63.44% | | 61.72% | | 54.03% | | 66.75% | | 71.37% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | +0.9 | | na | | na | | na | | na | | +18.8 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,318 | 18.9% | 1,112 | 18.6% | 228 | 22.3% | 749 | 13.7% | 591 | 38.5% | 61 | 14.5% |
| No | 5,661 | 81.1% | 4,855 | 81.4% | 793 | 77.7% | 4,703 | 86.3% | 944 | 61.5% | 359 | 85.5% |
| **Total** | 6,979 | 100.0% | 5,967 | 100.0% | 1,020 | 100.0% | 5,452 | 100.0% | 1,535 | 100.0% | 420 | 100.0% |
| Not Answered | 586 | | 515 | | 63 | | 552 | | 26 | | 44 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 755 | 58.6% | 653 | 60.1% | 112 | 49.9% | 413 | 56.9% | 351 | 60.2% | 30 | 50.8% |
| No | 534 | 41.4% | 434 | 39.9% | 112 | 50.1% | 313 | 43.1% | 233 | 39.8% | 29 | 49.2% |
| **Total** | 1,289 | 100.0% | 1,087 | 100.0% | 224 | 100.0% | 727 | 100.0% | 584 | 100.0% | 59 | 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% | | 48.39% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | -0.6 | | na | | na | | na | | na | | -14.8 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 371 | 89.8% |
| No | 651 | 9.4% | 595 | 10.0% | 42 | 4.2% | 552 | 10.2% | 85 | 5.6% | 42 | 10.2% |
| **Total** | 6,925 | 100.0% | 5,929 | 100.0% | 1,009 | 100.0% | 5,410 | 100.0% | 1,528 | 100.0% | 413 | 100.0% |
| Not Answered | 640 | | 552 | | 75 | | 594 | | 33 | | 51 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 810 | 13.3% | 663 | 12.8% | 153 | 16.1% | 682 | 14.5% | 134 | 9.5% | 52 | 14.5% |
| 1 time | 2,219 | 36.5% | 1,869 | 36.2% | 382 | 40.1% | 1,806 | 38.4% | 446 | 31.6% | 128 | 35.7% |
| 2 times | 1,552 | 25.5% | 1,293 | 25.0% | 267 | 28.1% | 1,166 | 24.8% | 395 | 28.0% | 81 | 22.6% |
| 3 times | 751 | 12.4% | 673 | 13.0% | 74 | 7.8% | 553 | 11.8% | 194 | 13.8% | 45 | 12.5% |
| 4 times | 359 | 5.9% | 314 | 6.1% | 41 | 4.3% | 252 | 5.4% | 103 | 7.3% | 27 | 7.5% |
| 5 to 9 times | 326 | 5.4% | 293 | 5.7% | 31 | 3.2% | 207 | 4.4% | 117 | 8.3% | 25 | 7.0% |
| 10 or more times | 63 | 1.0% | 57 | 1.1% | 4 | 0.4% | 41 | 0.9% | 20 | 1.4% | 1 | 0.3% |
| **Total** | 6,080 | 100.0% | 5,162 | 100.0% | 952 | 100.0% | 4,706 | 100.0% | 1,409 | 100.0% | 359 | 100.0% |
| Not Answered | 194 | | 172 | | 15 | | 153 | | 34 | | 12 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 62 | 1.2% | 57 | 1.3% | 5 | 0.6% | 48 | 1.2% | 14 | 1.1% | 4 | 1.3% |
| Sometimes | 284 | 5.4% | 254 | 5.7% | 24 | 3.0% | 206 | 5.2% | 72 | 5.7% | 29 | 9.5% |
| Usually | 781 | 15.0% | 663 | 14.9% | 109 | 13.6% | 578 | 14.5% | 193 | 15.3% | 44 | 14.5% |
| Always | 4,091 | 78.4% | 3,472 | 78.1% | 662 | 82.8% | 3,146 | 79.1% | 988 | 78.0% | 227 | 74.7% |
| **Total** | 5,218 | 100.0% | 4,446 | 100.0% | 799 | 100.0% | 3,978 | 100.0% | 1,268 | 100.0% | 304 | 100.0% |
| Not Answered | 52 | | 53 | | 0 | | 46 | | 7 | | 3 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 93.45% | | 93.27% | | 94.91% | | 93.23% | | 94.43% | | 90.29% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -0.1 | | na | | na | | na | | na | | +0.9 | |
| Correlation with Health Plan Satisfaction | 0.191 | | 0.195 | | 0.183 | | 0.184 | | 0.215 | | 0.268 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 47 | 0.9% | 44 | 1.0% | 3 | 0.4% | 32 | 0.8% | 14 | 1.1% | 4 | 1.3% |
| Sometimes | 253 | 4.8% | 232 | 5.2% | 18 | 2.3% | 178 | 4.5% | 72 | 5.7% | 21 | 6.9% |
| Usually | 783 | 15.0% | 648 | 14.5% | 132 | 16.6% | 586 | 14.7% | 194 | 15.3% | 40 | 13.2% |
| Always | 4,138 | 79.3% | 3,533 | 79.3% | 640 | 80.7% | 3,184 | 80.0% | 990 | 77.9% | 238 | 78.5% |
| **Total** | 5,221 | 100.0% | 4,457 | 100.0% | 793 | 100.0% | 3,980 | 100.0% | 1,270 | 100.0% | 303 | 100.0% |
| Not Answered | 49 | | 42 | | 6 | | 44 | | 5 | | 4 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 94.30% | | 94.01% | | 96.28% | | 94.44% | | 94.06% | | 92.56% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -0.8 | | na | | na | | na | | na | | -2.6 | |
| Correlation with Health Plan Satisfaction | 0.205 | | 0.206 | | 0.236 | | 0.193 | | 0.248 | | 0.259 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 47 | 0.9% | 43 | 1.0% | 3 | 0.4% | 34 | 0.8% | 12 | 1.0% | 4 | 1.3% |
| Sometimes | 200 | 3.8% | 186 | 4.2% | 13 | 1.6% | 140 | 3.5% | 59 | 4.6% | 15 | 5.0% |
| Usually | 655 | 12.6% | 553 | 12.4% | 101 | 12.7% | 506 | 12.7% | 148 | 11.6% | 39 | 12.9% |
| Always | 4,313 | 82.7% | 3,668 | 82.4% | 678 | 85.4% | 3,293 | 82.9% | 1,052 | 82.8% | 245 | 80.9% |
| **Total** | 5,215 | 100.0% | 4,450 | 100.0% | 794 | 100.0% | 3,972 | 100.0% | 1,272 | 100.0% | 303 | 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% | | 94.41% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | -0.6 | | na | | na | | na | | na | | -1.0 | |
| Correlation with Health Plan Satisfaction | 0.197 | | 0.207 | | 0.202 | | 0.206 | | 0.202 | | 0.251 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 227 | 75.7% |
| No | 1,650 | 31.9% | 1,488 | 33.7% | 165 | 21.0% | 1,311 | 33.2% | 342 | 27.1% | 73 | 24.3% |
| **Total** | 5,180 | 100.0% | 4,422 | 100.0% | 786 | 100.0% | 3,945 | 100.0% | 1,263 | 100.0% | 300 | 100.0% |
| Not Answered | 90 | | 78 | | 13 | | 79 | | 12 | | 7 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 46 | 1.3% | 44 | 1.5% | 1 | 0.1% | 34 | 1.3% | 11 | 1.2% | 2 | 0.9% |
| Sometimes | 223 | 6.4% | 194 | 6.7% | 26 | 4.1% | 158 | 6.1% | 61 | 6.6% | 14 | 6.3% |
| Usually | 666 | 19.1% | 550 | 19.0% | 114 | 18.5% | 505 | 19.4% | 159 | 17.5% | 49 | 22.0% |
| Always | 2,560 | 73.2% | 2,116 | 72.9% | 477 | 77.2% | 1,911 | 73.3% | 682 | 74.7% | 158 | 70.9% |
| **Total** | 3,495 | 100.0% | 2,904 | 100.0% | 618 | 100.0% | 2,608 | 100.0% | 913 | 100.0% | 223 | 100.0% |
| Not Answered | 35 | | 30 | | 4 | | 26 | | 8 | | 4 | |
| **Reporting Category** | Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 92.41% | | 92.17% | | 94.06% | | 92.54% | | 92.40% | | 93.06% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | -1.2↓ | | na | | na | | na | | na | | +0.1 | |

○ ***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 % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Never | 159 | 3.1% | 144 | 3.3% | 9 | 1.1% | 116 | 3.0% | 37 | 2.9% | 10 | 3.3% |
| Sometimes | 513 | 10.0% | 461 | 10.5% | 45 | 5.7% | 380 | 9.7% | 126 | 10.0% | 49 | 16.4% |
| Usually | 1,199 | 23.3% | 1,016 | 23.1% | 170 | 21.6% | 910 | 23.3% | 275 | 21.7% | 66 | 22.1% |
| Always | 3,278 | 63.7% | 2,770 | 63.1% | 563 | 71.6% | 2,506 | 64.1% | 827 | 65.3% | 174 | 58.2% |
| **Total** | 5,149 | 100.0% | 4,391 | 100.0% | 786 | 100.0% | 3,912 | 100.0% | 1,266 | 100.0% | 299 | 100.0% |
| Not Answered | 121 | | 108 | | 13 | | 112 | | 9 | | 8 | |
| **Reporting Category** | Communication | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.11% | | 86.77% | | 90.07% | | 86.97% | | 88.22% | | 81.55% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -0.4 | | na | | na | | na | | na | | -3.0 | |
| Correlation with Health Plan Satisfaction | 0.183 | | 0.199 | | 0.125 | | 0.175 | | 0.231 | | 0.248 | |

**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 % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 4,532 | 87.7% | 3,887 | 88.1% | 685 | 87.4% | 3,449 | 87.8% | 1,123 | 88.5% | 256 | 85.9% |
| No | 638 | 12.3% | 525 | 11.9% | 99 | 12.6% | 478 | 12.2% | 146 | 11.5% | 42 | 14.1% |
| **Total** | 5,170 | 100.0% | 4,412 | 100.0% | 784 | 100.0% | 3,928 | 100.0% | 1,269 | 100.0% | 298 | 100.0% |
| Not Answered | 100 | | 87 | | 15 | | 96 | | 6 | | 9 | |
| **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% | | 87.22% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +0.5 | | na | | na | | na | | na | | +0.1 | |

**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 % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 1,871 | 36.4% | 1,586 | 36.2% | 302 | 38.5% | 1,203 | 30.8% | 684 | 54.3% | 85 | 28.7% |
| No | 3,265 | 63.6% | 2,796 | 63.8% | 481 | 61.5% | 2,702 | 69.2% | 576 | 45.7% | 211 | 71.3% |
| **Total** | 5,136 | 100.0% | 4,382 | 100.0% | 783 | 100.0% | 3,905 | 100.0% | 1,260 | 100.0% | 296 | 100.0% |
| Not Answered | 134 | | 118 | | 16 | | 119 | | 15 | | 11 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 112 | 6.1% | 88 | 5.6% | 21 | 7.0% | 74 | 6.3% | 35 | 5.2% | 4 | 4.7% |
| Sometimes | 244 | 13.3% | 213 | 13.7% | 30 | 10.1% | 158 | 13.4% | 85 | 12.7% | 12 | 14.1% |
| Usually | 478 | 26.0% | 400 | 25.8% | 83 | 27.6% | 300 | 25.4% | 183 | 27.2% | 21 | 24.7% |
| Always | 1,002 | 54.6% | 850 | 54.8% | 166 | 55.3% | 648 | 54.9% | 369 | 54.9% | 48 | 56.5% |
| **Total** | 1,836 | 100.0% | 1,551 | 100.0% | 301 | 100.0% | 1,181 | 100.0% | 671 | 100.0% | 85 | 100.0% |
| Not Answered | 35 | | 35 | | 1 | | 23 | | 13 | | 0 | |
| **Reporting Category** | Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 80.78% | | 80.66% | | 82.71% | | 79.56% | | 83.51% | | 81.77% | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 1 | 0.3% |
| 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% | 2 | 0.6% |
| 3 | 17 | 0.3% | 16 | 0.3% | 1 | 0.1% | 11 | 0.2% | 6 | 0.4% | 1 | 0.3% |
| 4 | 34 | 0.6% | 35 | 0.7% | 1 | 0.1% | 26 | 0.5% | 11 | 0.7% | 7 | 2.0% |
| 5 | 125 | 2.1% | 113 | 2.2% | 15 | 1.6% | 82 | 1.8% | 46 | 3.2% | 4 | 1.1% |
| 6 | 140 | 2.3% | 129 | 2.5% | 11 | 1.2% | 111 | 2.4% | 29 | 2.0% | 8 | 2.3% |
| 7 | 300 | 4.9% | 258 | 5.0% | 41 | 4.4% | 223 | 4.8% | 76 | 5.3% | 22 | 6.3% |
| 8 | 942 | 15.5% | 801 | 15.5% | 141 | 14.9% | 730 | 15.6% | 211 | 14.7% | 67 | 19.1% |
| 9 | 1,136 | 18.6% | 927 | 17.9% | 218 | 23.0% | 886 | 18.9% | 260 | 18.1% | 67 | 19.1% |
| Best personal doctor possible | 3,364 | 55.2% | 2,861 | 55.3% | 516 | 54.4% | 2,594 | 55.3% | 782 | 54.5% | 171 | 48.9% |
| **Total** | 6,097 | 100.0% | 5,177 | 100.0% | 947 | 100.0% | 4,690 | 100.0% | 1,434 | 100.0% | 350 | 100.0% |
| Not Answered | 177 | | 157 | | 20 | | 168 | | 9 | | 21 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.16% | | 88.79% | | 91.46% | | 89.10% | | 89.55% | | 87.58% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | +0.4 | | na | | na | | na | | na | | -1.0 | |
| Correlation with Health Plan Satisfaction | 0.373 | | 0.381 | | 0.325 | | 0.399 | | 0.308 | | 0.454 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,187 | 19.5% | 1,037 | 20.0% | 198 | 20.9% | 286 | 6.1% | 949 | 66.7% | 41 | 11.6% |
| No | 4,913 | 80.5% | 4,142 | 80.0% | 749 | 79.1% | 4,417 | 93.9% | 474 | 33.3% | 313 | 88.4% |
| **Total** | 6,100 | 100.0% | 5,179 | 100.0% | 947 | 100.0% | 4,703 | 100.0% | 1,423 | 100.0% | 354 | 100.0% |
| Not Answered | 174 | | 155 | | 20 | | 155 | | 20 | | 17 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,057 | 90.3% | 927 | 90.4% | 177 | 91.7% | 239 | 87.3% | 864 | 91.6% | 33 | 82.5% |
| No | 113 | 9.7% | 98 | 9.6% | 16 | 8.3% | 35 | 12.7% | 79 | 8.4% | 7 | 17.5% |
| **Total** | 1,170 | 100.0% | 1,024 | 100.0% | 193 | 100.0% | 274 | 100.0% | 943 | 100.0% | 40 | 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% | | 82.39% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -0.9 | | na | | na | | na | | na | | -7.8 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,006 | 86.9% | 882 | 87.1% | 169 | 87.8% | 228 | 84.4% | 823 | 88.0% | 28 | 77.8% |
| No | 152 | 13.1% | 131 | 12.9% | 23 | 12.2% | 42 | 15.6% | 112 | 12.0% | 8 | 22.2% |
| **Total** | 1,158 | 100.0% | 1,012 | 100.0% | 193 | 100.0% | 270 | 100.0% | 935 | 100.0% | 36 | 100.0% |
| Not Answered | 29 | | 24 | | 5 | | 16 | | 14 | | 5 | |
| **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% | | 77.56% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +1.1 | | na | | na | | na | | na | | -6.7 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,462 | 21.3% | 1,210 | 20.7% | 240 | 23.9% | 825 | 15.5% | 626 | 40.5% | 65 | 16.1% |
| No | 5,401 | 78.7% | 4,650 | 79.3% | 766 | 76.1% | 4,495 | 84.5% | 921 | 59.5% | 339 | 83.9% |
| **Total** | 6,863 | 100.0% | 5,860 | 100.0% | 1,006 | 100.0% | 5,320 | 100.0% | 1,546 | 100.0% | 404 | 100.0% |
| Not Answered | 702 | | 621 | | 78 | | 684 | | 15 | | 60 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 71 | 4.9% | 62 | 5.2% | 8 | 3.3% | 40 | 4.9% | 30 | 4.9% | 1 | 1.6% |
| Sometimes | 259 | 18.0% | 217 | 18.3% | 36 | 14.9% | 154 | 19.0% | 99 | 16.0% | 11 | 17.2% |
| Usually | 404 | 28.1% | 332 | 27.9% | 69 | 29.0% | 211 | 26.0% | 190 | 30.7% | 17 | 26.6% |
| Always | 705 | 49.0% | 579 | 48.7% | 126 | 52.8% | 406 | 50.1% | 299 | 48.4% | 35 | 54.7% |
| **Total** | 1,439 | 100.0% | 1,190 | 100.0% | 238 | 100.0% | 811 | 100.0% | 617 | 100.0% | 64 | 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% | | 79.96% | |
| 2014 vs. 2012: +/- Change (⇧⇩ Stat. sig.) | +2.8 | | na | | na | | na | | na | | +10.8 | |
| Correlation with Health Plan Satisfaction | 0.261 | | 0.252 | | 0.311 | | 0.277 | | 0.240 | | 0.318 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 135 | 9.4% | 113 | 9.4% | 20 | 8.3% | 91 | 11.2% | 41 | 6.6% | 9 | 14.1% |
| 1 specialist | 899 | 62.4% | 730 | 61.2% | 166 | 69.9% | 561 | 69.1% | 335 | 54.1% | 40 | 62.5% |
| 2 | 308 | 21.4% | 263 | 22.0% | 41 | 17.2% | 133 | 16.4% | 171 | 27.6% | 13 | 20.3% |
| 3 | 65 | 4.5% | 56 | 4.7% | 8 | 3.4% | 22 | 2.7% | 42 | 6.8% | 1 | 1.6% |
| 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% | 1 | 1.6% |
| **Total** | 1,441 | 100.0% | 1,194 | 100.0% | 237 | 100.0% | 812 | 100.0% | 619 | 100.0% | 64 | 100.0% |
| Not Answered | 21 | | 17 | | 3 | | 13 | | 7 | | 1 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | 1.8% |
| 5 | 39 | 3.0% | 33 | 3.1% | 5 | 2.4% | 22 | 3.1% | 16 | 2.8% | 2 | 3.6% |
| 6 | 63 | 4.9% | 60 | 5.6% | 4 | 1.7% | 34 | 4.7% | 29 | 5.2% | 7 | 12.7% |
| 7 | 107 | 8.3% | 94 | 8.8% | 14 | 6.2% | 54 | 7.6% | 53 | 9.3% | 5 | 9.1% |
| 8 | 224 | 17.3% | 183 | 17.1% | 38 | 17.6% | 129 | 18.0% | 92 | 16.2% | 8 | 14.5% |
| 9 | 273 | 21.1% | 214 | 20.0% | 58 | 26.5% | 150 | 21.0% | 122 | 21.3% | 9 | 16.4% |
| Best specialist possible | 552 | 42.7% | 453 | 42.5% | 95 | 43.7% | 306 | 42.8% | 243 | 42.6% | 23 | 41.8% |
| **Total** | 1,293 | 100.0% | 1,068 | 100.0% | 217 | 100.0% | 715 | 100.0% | 570 | 100.0% | 55 | 100.0% |
| Not Answered | 13 | | 14 | | 0 | | 6 | | 7 | | 0 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 80.72% | | 79.51% | | 88.57% | | 81.44% | | 80.55% | | 71.99% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | +2.7 | | na | | na | | na | | na | | +0.4 | |
| Correlation with Health Plan Satisfaction | 0.349 | | 0.357 | | 0.273 | | 0.356 | | 0.331 | | 0.350 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 107 | 26.2% |
| No | 5,338 | 78.1% | 4,671 | 80.0% | 703 | 70.2% | 4,238 | 80.0% | 1,136 | 73.7% | 302 | 73.8% |
| **Total** | 6,838 | 100.0% | 5,837 | 100.0% | 1,002 | 100.0% | 5,297 | 100.0% | 1,541 | 100.0% | 409 | 100.0% |
| Not Answered | 727 | | 645 | | 82 | | 706 | | 20 | | 55 | |

○ ***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 N | Statewide % | Medicaid N | Medicaid % | CHP N | CHP % | CC - Negative N | CC - Negative % | CC - Positive N | CC - Positive % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Never | 57 | 3.8% | 43 | 3.8% | 13 | 4.3% | 36 | 3.5% | 20 | 4.9% | 6 | 5.7% |
| Sometimes | 306 | 20.7% | 255 | 22.2% | 47 | 15.7% | 208 | 19.9% | 94 | 23.3% | 32 | 30.2% |
| Usually | 346 | 23.4% | 271 | 23.6% | 68 | 22.7% | 240 | 23.0% | 98 | 24.4% | 17 | 16.0% |
| Always | 772 | 52.1% | 580 | 50.5% | 171 | 57.4% | 560 | 53.7% | 191 | 47.4% | 51 | 48.1% |
| **Total** | 1,481 | 100.0% | 1,149 | 100.0% | 298 | 100.0% | 1,044 | 100.0% | 403 | 100.0% | 106 | 100.0% |
| Not Answered | 19 | | 17 | | 1 | | 16 | | 2 | | 1 | |
| **Reporting Category** | Customer Service | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 75.15% | | 74.39% | | 78.69% | | 75.33% | | 75.12% | | 64.56% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -4.5 | | na | | na | | na | | na | | -11.8 | |
| Correlation with Health Plan Satisfaction | 0.510 | | 0.498 | | 0.591 | | 0.509 | | 0.524 | | 0.410 | |

**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 N | Statewide % | Medicaid N | Medicaid % | CHP N | CHP % | CC - Negative N | CC - Negative % | CC - Positive N | CC - Positive % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Never | 27 | 1.8% | 20 | 1.7% | 5 | 1.6% | 20 | 1.9% | 5 | 1.3% | 2 | 1.9% |
| Sometimes | 127 | 8.6% | 111 | 9.6% | 16 | 5.5% | 81 | 7.7% | 46 | 11.5% | 13 | 12.3% |
| Usually | 299 | 20.2% | 238 | 20.7% | 56 | 19.0% | 211 | 20.2% | 84 | 20.7% | 21 | 19.8% |
| Always | 1,029 | 69.4% | 781 | 68.0% | 220 | 73.9% | 733 | 70.2% | 268 | 66.5% | 70 | 66.0% |
| **Total** | 1,482 | 100.0% | 1,150 | 100.0% | 297 | 100.0% | 1,044 | 100.0% | 403 | 100.0% | 106 | 100.0% |
| Not Answered | 18 | | 16 | | 2 | | 16 | | 2 | | 1 | |
| **Reporting Category** | Customer Service | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.53% | | 88.90% | | 91.90% | | 89.68% | | 89.09% | | 86.14% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | -0.8 | | na | | na | | na | | na | | -7.0 | |
| Correlation with Health Plan Satisfaction | 0.498 | | 0.492 | | 0.566 | | 0.492 | | 0.525 | | 0.457 | |

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

| | Statewide N | Statewide % | Medicaid N | Medicaid % | CHP N | CHP % | CC - Negative N | CC - Negative % | CC - Positive N | CC - Positive % | WellCare N | WellCare % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 1,857 | 27.6% | 1,475 | 25.6% | 368 | 37.4% | 1,394 | 26.8% | 450 | 29.3% | 114 | 28.4% |
| No | 4,878 | 72.4% | 4,276 | 74.4% | 617 | 62.6% | 3,810 | 73.2% | 1,083 | 70.7% | 287 | 71.6% |
| **Total** | 6,735 | 100.0% | 5,751 | 100.0% | 985 | 100.0% | 5,204 | 100.0% | 1,532 | 100.0% | 401 | 100.0% |
| Not Answered | 830 | | 730 | | 98 | | 800 | | 29 | | 63 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 51 | 0.8% | 41 | 0.7% | 10 | 1.1% | 42 | 0.8% | 9 | 0.6% | 8 | 2.0% |
| Sometimes | 327 | 4.9% | 272 | 4.8% | 52 | 5.4% | 243 | 4.7% | 81 | 5.3% | 19 | 4.8% |
| Usually | 563 | 8.4% | 426 | 7.5% | 136 | 13.9% | 413 | 8.0% | 149 | 9.8% | 31 | 7.9% |
| Always | 5,744 | 85.9% | 4,970 | 87.1% | 778 | 79.7% | 4,463 | 86.5% | 1,285 | 84.3% | 336 | 85.3% |
| **Total** | 6,685 | 100.0% | 5,710 | 100.0% | 977 | 100.0% | 5,162 | 100.0% | 1,525 | 100.0% | 394 | 100.0% |
| Not Answered | 50 | | 42 | | 8 | | 42 | | 7 | | 7 | |
| **Reporting Category** | Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 94.38% | | 94.65% | | 92.85% | | 94.36% | | 94.48% | | 93.52% | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 4 | 1.0% |
| 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% | 3 | 0.8% |
| 3 | 33 | 0.5% | 30 | 0.5% | 3 | 0.3% | 21 | 0.4% | 12 | 0.8% | 2 | 0.5% |
| 4 | 50 | 0.7% | 48 | 0.8% | 3 | 0.3% | 40 | 0.8% | 11 | 0.7% | 4 | 1.0% |
| 5 | 236 | 3.5% | 220 | 3.8% | 25 | 2.5% | 185 | 3.5% | 59 | 3.8% | 21 | 5.3% |
| 6 | 233 | 3.4% | 206 | 3.5% | 28 | 2.8% | 169 | 3.2% | 65 | 4.2% | 19 | 4.8% |
| 7 | 517 | 7.6% | 452 | 7.8% | 75 | 7.5% | 388 | 7.4% | 140 | 9.1% | 42 | 10.6% |
| 8 | 1,163 | 17.1% | 984 | 17.0% | 187 | 18.8% | 892 | 17.0% | 279 | 18.2% | 74 | 18.6% |
| 9 | 1,276 | 18.8% | 1,061 | 18.3% | 219 | 22.0% | 991 | 18.8% | 289 | 18.8% | 71 | 17.8% |
| Best health plan possible | 3,235 | 47.6% | 2,750 | 47.4% | 449 | 45.0% | 2,528 | 48.1% | 671 | 43.6% | 158 | 39.7% |
| **Total** | 6,801 | 100.0% | 5,801 | 100.0% | 998 | 100.0% | 5,259 | 100.0% | 1,540 | 100.0% | 398 | 100.0% |
| Not Answered | 764 | | 680 | | 86 | | 745 | | 22 | | 66 | |
| **Reporting Category** | Ratings | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 83.08% | | 82.56% | | 86.33% | | 83.12% | | 83.11% | | 76.07% | |
| 2014 vs. 2012: +/- Change (↑↓ Stat. sig.) | +0.8 | | na | | na | | na | | na | | +4.2 | |

○ ***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 180 | 44.8% |
| No | 3,481 | 51.3% | 2,956 | 51.0% | 513 | 51.4% | 3,146 | 59.9% | 322 | 20.9% | 222 | 55.2% |
| **Total** | 6,789 | 100.0% | 5,792 | 100.0% | 998 | 100.0% | 5,250 | 100.0% | 1,540 | 100.0% | 402 | 100.0% |
| Not Answered | 776 | | 689 | | 86 | | 754 | | 21 | | 62 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 33 | 1.0% | 27 | 1.0% | 5 | 1.1% | 22 | 1.0% | 11 | 0.9% | 4 | 2.3% |
| Sometimes | 238 | 7.3% | 214 | 7.6% | 22 | 4.5% | 141 | 6.8% | 95 | 7.8% | 29 | 16.4% |
| Usually | 610 | 18.6% | 527 | 18.7% | 85 | 17.6% | 362 | 17.4% | 250 | 20.6% | 35 | 19.8% |
| Always | 2,400 | 73.1% | 2,044 | 72.7% | 372 | 76.7% | 1,559 | 74.8% | 856 | 70.6% | 109 | 61.6% |
| **Total** | 3,281 | 100.0% | 2,812 | 100.0% | 484 | 100.0% | 2,083 | 100.0% | 1,213 | 100.0% | 177 | 100.0% |
| Not Answered | 27 | | 24 | | 1 | | 20 | | 5 | | 3 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 91.75% | | 91.57% | | 93.48% | | 91.72% | | 92.09% | | 81.72% | |
| 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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 99 | 55.6% |
| No | 1,304 | 40.2% | 1,094 | 39.4% | 223 | 46.3% | 873 | 42.5% | 445 | 37.0% | 79 | 44.4% |
| **Total** | 3,241 | 100.0% | 2,775 | 100.0% | 482 | 100.0% | 2,055 | 100.0% | 1,203 | 100.0% | 178 | 100.0% |
| Not Answered | 67 | | 61 | | 3 | | 49 | | 15 | | 2 | |
| **Reporting Category** | CCC Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 59.59% | | 60.46% | | 54.27% | | 57.06% | | 63.78% | | 55.22% | |
| 2014 vs. 2012: +/- Change (Stat. sig.) | +4.8 | | na | | na | | na | | na | | -9.6 | |

***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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 174 | 42.3% |
| Very Good | 2,268 | 33.0% | 1,917 | 32.6% | 351 | 35.5% | 1,714 | 31.8% | 554 | 37.2% | 117 | 28.5% |
| Good | 1,314 | 19.1% | 1,186 | 20.1% | 128 | 12.9% | 908 | 16.8% | 406 | 27.2% | 101 | 24.6% |
| Fair | 275 | 4.0% | 252 | 4.3% | 23 | 2.3% | 129 | 2.4% | 146 | 9.8% | 19 | 4.6% |
| 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% | 411 | 100.0% |
| Not Answered | 686 | | 612 | | 74 | | 672 | | 14 | | 53 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 204 | 51.0% |
| Very Good | 1,727 | 25.6% | 1,475 | 25.7% | 268 | 27.1% | 1,378 | 26.4% | 365 | 24.0% | 108 | 27.0% |
| Good | 1,131 | 16.8% | 1,003 | 17.4% | 128 | 12.9% | 701 | 13.4% | 429 | 28.2% | 72 | 18.0% |
| Fair | 388 | 5.8% | 356 | 6.2% | 41 | 4.1% | 113 | 2.2% | 283 | 18.6% | 12 | 3.0% |
| Poor | 62 | 0.9% | 62 | 1.1% | 4 | 0.4% | 7 | 0.1% | 58 | 3.8% | 4 | 1.0% |
| **Total** | 6,744 | 100.0% | 5,747 | 100.0% | 990 | 100.0% | 5,216 | 100.0% | 1,520 | 100.0% | 400 | 100.0% |
| Not Answered | 821 | | 734 | | 94 | | 787 | | 41 | | 64 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 70 | 17.2% |
| No | 5,159 | 75.6% | 4,399 | 75.3% | 760 | 77.0% | 4,754 | 89.2% | 405 | 27.1% | 336 | 82.8% |
| **Total** | 6,828 | 100.0% | 5,841 | 100.0% | 987 | 100.0% | 5,331 | 100.0% | 1,497 | 100.0% | 406 | 100.0% |
| Not Answered | 737 | | 660 | | 77 | | 730 | | 7 | | 58 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 39 | 59.1% |
| No | 397 | 24.3% | 352 | 25.1% | 45 | 19.9% | 356 | 65.7% | 41 | 3.8% | 27 | 40.9% |
| **Total** | 1,631 | 100.0% | 1,405 | 100.0% | 226 | 100.0% | 542 | 100.0% | 1,089 | 100.0% | 66 | 100.0% |
| Not Answered | 38 | | 37 | | 1 | | 35 | | 3 | | 4 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,017 | 84.5% | 865 | 84.4% | 152 | 85.4% | 0 | 0.0% | 1,017 | 97.7% | 29 | 76.3% |
| No | 186 | 15.5% | 160 | 15.6% | 26 | 14.6% | 162 | 100.0% | 24 | 2.3% | 9 | 23.7% |
| **Total** | 1,203 | 100.0% | 1,025 | 100.0% | 178 | 100.0% | 162 | 100.0% | 1,041 | 100.0% | 38 | 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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 969 | 14.3% | 845 | 14.6% | 124 | 12.7% | 195 | 3.7% | 774 | 52.3% | 41 | 10.1% |
| No | 5,811 | 85.7% | 4,957 | 85.4% | 854 | 87.3% | 5,106 | 96.3% | 705 | 47.7% | 365 | 89.9% |
| **Total** | 6,780 | 100.0% | 5,802 | 100.0% | 978 | 100.0% | 5,301 | 100.0% | 1,479 | 100.0% | 406 | 100.0% |
| Not Answered | 785 | | 699 | | 86 | | 760 | | 25 | | 58 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 736 | 78.5% | 635 | 77.7% | 101 | 83.5% | 38 | 21.3% | 698 | 91.8% | 23 | 59.0% |
| No | 202 | 21.5% | 182 | 22.3% | 20 | 16.5% | 140 | 78.7% | 62 | 8.2% | 16 | 41.0% |
| **Total** | 938 | 100.0% | 817 | 100.0% | 121 | 100.0% | 178 | 100.0% | 760 | 100.0% | 39 | 100.0% |
| Not Answered | 31 | | 28 | | 3 | | 17 | | 14 | | 2 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 671 | 93.3% | 577 | 93.1% | 94 | 94.9% | 0 | 0.0% | 671 | 97.5% | 17 | 73.9% |
| No | 48 | 6.7% | 43 | 6.9% | 5 | 5.1% | 31 | 100.0% | 17 | 2.5% | 6 | 26.1% |
| **Total** | 719 | 100.0% | 620 | 100.0% | 99 | 100.0% | 31 | 100.0% | 688 | 100.0% | 23 | 100.0% |
| Not Answered | 17 | | 15 | | 2 | | 7 | | 10 | | 0 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 809 | 12.0% | 735 | 12.7% | 74 | 7.5% | 341 | 6.5% | 468 | 31.6% | 55 | 13.6% |
| No | 5,957 | 88.0% | 5,044 | 87.3% | 913 | 92.5% | 4,945 | 93.5% | 1,012 | 68.4% | 349 | 86.4% |
| **Total** | 6,766 | 100.0% | 5,779 | 100.0% | 987 | 100.0% | 5,286 | 100.0% | 1,480 | 100.0% | 404 | 100.0% |
| Not Answered | 799 | | 722 | | 77 | | 775 | | 24 | | 60 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 451 | 57.2% | 401 | 56.2% | 50 | 67.6% | 25 | 7.7% | 426 | 91.8% | 21 | 40.4% |
| No | 337 | 42.8% | 313 | 43.8% | 24 | 32.4% | 299 | 92.3% | 38 | 8.2% | 31 | 59.6% |
| **Total** | 788 | 100.0% | 714 | 100.0% | 74 | 100.0% | 324 | 100.0% | 464 | 100.0% | 52 | 100.0% |
| Not Answered | 21 | | 21 | | 0 | | 17 | | 4 | | 3 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 414 | 93.9% | 366 | 93.4% | 48 | 98.0% | 0 | 0.0% | 414 | 98.3% | 18 | 90.0% |
| No | 27 | 6.1% | 26 | 6.6% | 1 | 2.0% | 20 | 100.0% | 7 | 1.7% | 2 | 10.0% |
| **Total** | 441 | 100.0% | 392 | 100.0% | 49 | 100.0% | 20 | 100.0% | 421 | 100.0% | 20 | 100.0% |
| Not Answered | 10 | | 9 | | 1 | | 5 | | 5 | | 1 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 852 | 12.5% | 760 | 13.0% | 92 | 9.3% | 333 | 6.3% | 519 | 34.8% | 30 | 7.4% |
| No | 5,968 | 87.5% | 5,072 | 87.0% | 896 | 90.7% | 4,994 | 93.7% | 974 | 65.2% | 376 | 92.6% |
| **Total** | 6,820 | 100.0% | 5,832 | 100.0% | 988 | 100.0% | 5,327 | 100.0% | 1,493 | 100.0% | 406 | 100.0% |
| Not Answered | 745 | | 669 | | 76 | | 734 | | 11 | | 58 | |

## *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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 476 | 57.8% | 423 | 57.8% | 53 | 58.2% | 30 | 9.7% | 446 | 86.8% | 18 | 60.0% |
| No | 347 | 42.2% | 309 | 42.2% | 38 | 41.8% | 279 | 90.3% | 68 | 13.2% | 12 | 40.0% |
| **Total** | 823 | 100.0% | 732 | 100.0% | 91 | 100.0% | 309 | 100.0% | 514 | 100.0% | 30 | 100.0% |
| Not Answered | 29 | | 28 | | 1 | | 24 | | 5 | | 0 | |

**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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 433 | 92.7% | 381 | 92.0% | 52 | 98.1% | 0 | 0.0% | 433 | 97.5% | 14 | 77.8% |
| No | 34 | 7.3% | 33 | 8.0% | 1 | 1.9% | 23 | 100.0% | 11 | 2.5% | 4 | 22.2% |
| **Total** | 467 | 100.0% | 414 | 100.0% | 53 | 100.0% | 23 | 100.0% | 444 | 100.0% | 18 | 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 | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 827 | 12.1% | 723 | 12.4% | 104 | 10.6% | 90 | 1.7% | 737 | 49.6% | 30 | 7.4% |
| No | 5,988 | 87.9% | 5,109 | 87.6% | 879 | 89.4% | 5,240 | 98.3% | 748 | 50.4% | 376 | 92.6% |
| **Total** | 6,815 | 100.0% | 5,832 | 100.0% | 983 | 100.0% | 5,330 | 100.0% | 1,485 | 100.0% | 406 | 100.0% |
| Not Answered | 750 | | 669 | | 81 | | 731 | | 19 | | 58 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 708 | 89.2% | 620 | 89.2% | 88 | 88.9% | 0 | 0.0% | 708 | 97.5% | 25 | 83.3% |
| No | 86 | 10.8% | 75 | 10.8% | 11 | 11.1% | 68 | 100.0% | 18 | 2.5% | 5 | 16.7% |
| **Total** | 794 | 100.0% | 695 | 100.0% | 99 | 100.0% | 68 | 100.0% | 726 | 100.0% | 30 | 100.0% |
| Not Answered | 33 | | 28 | | 5 | | 22 | | 11 | | 0 | |

# *About Your Child and You (continued)*

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 3 | 0.7% |
| 1 to 2 years old | 849 | 12.4% | 791 | 13.5% | 58 | 5.9% | 764 | 14.3% | 85 | 5.7% | 24 | 6.0% |
| 3 to 4 years old | 822 | 12.0% | 737 | 12.6% | 85 | 8.6% | 686 | 12.8% | 136 | 9.1% | 31 | 7.7% |
| 5 to 7 years old | 1,324 | 19.4% | 1,174 | 20.1% | 150 | 15.2% | 1,028 | 19.3% | 296 | 19.8% | 70 | 17.4% |
| 8 to 10 years old | 1,228 | 18.0% | 1,057 | 18.1% | 171 | 17.3% | 918 | 17.2% | 310 | 20.7% | 77 | 19.1% |
| 11 to 13 years old | 1,215 | 17.8% | 998 | 17.1% | 217 | 22.0% | 893 | 16.7% | 322 | 21.5% | 96 | 23.8% |
| 14 to 18 years old | 1,334 | 19.5% | 1,027 | 17.6% | 307 | 31.1% | 994 | 18.6% | 340 | 22.7% | 102 | 25.3% |
| **Total** | 6,836 | 100.0% | 5,848 | 100.0% | 988 | 100.0% | 5,340 | 100.0% | 1,496 | 100.0% | 403 | 100.0% |
| Not Answered | 729 | | 653 | | 76 | | 721 | | 8 | | 61 | |

## Q75. Is your child male or female?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 216 | 53.1% |
| Female | 3,333 | 48.6% | 2,848 | 48.6% | 485 | 48.9% | 2,710 | 50.6% | 623 | 41.6% | 191 | 46.9% |
| **Total** | 6,856 | 100.0% | 5,864 | 100.0% | 992 | 100.0% | 5,358 | 100.0% | 1,498 | 100.0% | 407 | 100.0% |
| Not Answered | 709 | | 637 | | 72 | | 703 | | 6 | | 57 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 186 | 47.2% |
| No, Not Hispanic or Latino | 4,328 | 64.0% | 3,569 | 61.7% | 759 | 77.3% | 3,298 | 62.4% | 1,030 | 69.7% | 208 | 52.8% |
| **Total** | 6,763 | 100.0% | 5,781 | 100.0% | 982 | 100.0% | 5,286 | 100.0% | 1,477 | 100.0% | 394 | 100.0% |
| Not Answered | 802 | | 720 | | 82 | | 775 | | 27 | | 70 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 131 | 36.3% |
| Black or African-American | 1,456 | 23.1% | 1,345 | 25.1% | 111 | 11.9% | 1,080 | 22.1% | 376 | 26.7% | 67 | 18.6% |
| Asian | 672 | 10.7% | 607 | 11.3% | 65 | 7.0% | 600 | 12.3% | 72 | 5.1% | 83 | 23.0% |
| Native Hawaiian or other Pacific Islander | 53 | 0.8% | 48 | 0.9% | 5 | 0.5% | 39 | 0.8% | 14 | 1.0% | 5 | 1.4% |
| American Indian or Alaska Native | 215 | 3.4% | 200 | 3.7% | 15 | 1.6% | 162 | 3.3% | 53 | 3.8% | 21 | 5.8% |
| Other | 1,304 | 20.7% | 1,184 | 22.1% | 120 | 12.8% | 1,063 | 21.7% | 241 | 17.1% | 109 | 30.2% |
| **Total** | 6,300 | 100.0% | 5,365 | 100.0% | 935 | 100.0% | 4,890 | 100.0% | 1,410 | 100.0% | 361 | 100.0% |
| Not Answered | 1,265 | | 1,136 | | 129 | | 1,171 | | 94 | | 103 | |

# *About Your Child and You (continued)*

## Q78. What is your age?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Under 18 | 510 | 7.5% | 433 | 7.4% | 77 | 7.9% | 381 | 7.2% | 129 | 8.7% | 30 | 7.5% |
| 18 to 24 | 327 | 4.8% | 313 | 5.4% | 14 | 1.4% | 290 | 5.5% | 37 | 2.5% | 16 | 4.0% |
| 25 to 34 | 2,208 | 32.5% | 1,996 | 34.3% | 212 | 21.9% | 1,732 | 32.6% | 476 | 32.2% | 98 | 24.6% |
| 35 to 44 | 2,376 | 35.0% | 1,990 | 34.2% | 386 | 39.8% | 1,890 | 35.6% | 486 | 32.9% | 145 | 36.3% |
| 45 to 54 | 1,067 | 15.7% | 828 | 14.2% | 239 | 24.7% | 812 | 15.3% | 255 | 17.2% | 97 | 24.3% |
| 55 to 64 | 230 | 3.4% | 198 | 3.4% | 32 | 3.3% | 157 | 3.0% | 73 | 4.9% | 9 | 2.3% |
| 65 to 74 | 62 | 0.9% | 54 | 0.9% | 8 | 0.8% | 40 | 0.8% | 22 | 1.5% | 4 | 1.0% |
| 75 or older | 4 | 0.1% | 3 | 0.1% | 1 | 0.1% | 3 | 0.1% | 1 | 0.1% | 0 | 0.0% |
| **Total** | 6,784 | 100.0% | 5,815 | 100.0% | 969 | 100.0% | 5,305 | 100.0% | 1,479 | 100.0% | 399 | 100.0% |
| Not Answered | 781 | | 686 | | 95 | | 756 | | 25 | | 65 | |

## Q79. Are you male or female?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Male | 964 | 14.1% | 812 | 13.9% | 152 | 15.5% | 801 | 15.0% | 163 | 10.9% | 97 | 23.7% |
| Female | 5,866 | 85.9% | 5,037 | 86.1% | 829 | 84.5% | 4,538 | 85.0% | 1,328 | 89.1% | 312 | 76.3% |
| **Total** | 6,830 | 100.0% | 5,849 | 100.0% | 981 | 100.0% | 5,339 | 100.0% | 1,491 | 100.0% | 409 | 100.0% |
| Not Answered | 735 | | 652 | | 83 | | 722 | | 13 | | 55 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 51 | 12.8% |
| Some high school but did not graduate | 917 | 13.7% | 857 | 15.0% | 60 | 6.2% | 720 | 13.8% | 197 | 13.4% | 72 | 18.0% |
| High school graduate or GED | 2,072 | 31.0% | 1,830 | 32.0% | 242 | 25.1% | 1,644 | 31.5% | 428 | 29.1% | 134 | 33.6% |
| Some college or 2-year degree | 1,933 | 28.9% | 1,611 | 28.2% | 322 | 33.4% | 1,405 | 27.0% | 528 | 35.8% | 90 | 22.6% |
| 4-year college graduate | 621 | 9.3% | 460 | 8.0% | 161 | 16.7% | 495 | 9.5% | 126 | 8.6% | 36 | 9.0% |
| More than 4-year college degree | 409 | 6.1% | 277 | 4.8% | 132 | 13.7% | 317 | 6.1% | 92 | 6.2% | 16 | 4.0% |
| **Total** | 6,685 | 100.0% | 5,722 | 100.0% | 963 | 100.0% | 5,212 | 100.0% | 1,473 | 100.0% | 399 | 100.0% |
| Not Answered | 880 | | 779 | | 101 | | 849 | | 31 | | 65 | |

# *About Your Child and You (continued)*

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 382 | 94.6% |
| Grandparent | 193 | 2.8% | 186 | 3.2% | 7 | 0.7% | 119 | 2.2% | 74 | 5.0% | 10 | 2.5% |
| Aunt or uncle | 49 | 0.7% | 47 | 0.8% | 2 | 0.2% | 35 | 0.7% | 14 | 1.0% | 5 | 1.2% |
| Older sibling | 23 | 0.3% | 22 | 0.4% | 1 | 0.1% | 20 | 0.4% | 3 | 0.2% | 5 | 1.2% |
| Other relative | 8 | 0.1% | 7 | 0.1% | 1 | 0.1% | 5 | 0.1% | 3 | 0.2% | 0 | 0.0% |
| Legal guardian | 65 | 1.0% | 61 | 1.1% | 4 | 0.4% | 35 | 0.7% | 30 | 2.0% | 1 | 0.2% |
| Someone else | 4 | 0.1% | 4 | 0.1% | 0 | 0.0% | 4 | 0.1% | 0 | 0.0% | 1 | 0.2% |
| **Total** | 6,782 | 100.0% | 5,799 | 100.0% | 983 | 100.0% | 5,315 | 100.0% | 1,467 | 100.0% | 404 | 100.0% |
| Not Answered | 783 | | 702 | | 81 | | 746 | | 37 | | 60 | |

## Q82. How well do you speak English?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 162 | 40.0% |
| Well | 1,102 | 16.2% | 979 | 16.9% | 123 | 12.5% | 937 | 17.7% | 165 | 11.1% | 100 | 24.7% |
| Not well | 1,007 | 14.8% | 925 | 15.9% | 82 | 8.3% | 869 | 16.4% | 138 | 9.3% | 85 | 21.0% |
| Not at all | 593 | 8.7% | 543 | 9.4% | 50 | 5.1% | 518 | 9.8% | 75 | 5.0% | 58 | 14.3% |
| **Total** | 6,787 | 100.0% | 5,803 | 100.0% | 984 | 100.0% | 5,297 | 100.0% | 1,490 | 100.0% | 405 | 100.0% |
| Not Answered | 778 | | 698 | | 80 | | 764 | | 14 | | 59 | |

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

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 275 | 68.6% |
| No | 3,443 | 51.1% | 2,800 | 48.6% | 643 | 66.2% | 2,483 | 47.3% | 960 | 64.7% | 126 | 31.4% |
| **Total** | 6,737 | 100.0% | 5,765 | 100.0% | 972 | 100.0% | 5,253 | 100.0% | 1,484 | 100.0% | 401 | 100.0% |
| Not Answered | 828 | | 736 | | 92 | | 808 | | 20 | | 63 | |

## Q84. What is this language spoken at home?

| | Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | WellCare | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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% | 143 | 52.8% |
| Other | 1,405 | 43.2% | 1,252 | 42.8% | 153 | 46.9% | 1,225 | 44.7% | 180 | 35.1% | 128 | 47.2% |
| **Total** | 3,251 | 100.0% | 2,925 | 100.0% | 326 | 100.0% | 2,738 | 100.0% | 513 | 100.0% | 271 | 100.0% |
| Not Answered | 43 | | 40 | | 3 | | 32 | | 11 | | 4 | |

**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**