



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

Excellus BlueCross Blue Shield

Continuous Quality Improvement Report

February 2017



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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Children with Chronic Conditions (CCC) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the survey instrument that asks parents/caretakers of child health plan members about experiences with access to care, health care providers and health plans. The CCC component of the questionnaire is a supplement to the CAHPS Child Medicaid survey which allows health plans to identify children with chronic conditions and evaluate their experience of care. New York State Department of Health (NYSDOH) sponsored the CAHPS® CCC survey in response to CMS CHIPRA requirements. Results will be used to determine variation in parent/caretaker satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2016. The instrument used for the administration of the survey was the CAHPS® CCC 5.0H Child Medicaid CCC survey, developed and tested nationally for assessing the performance of health plans.

The survey was administered over an thirteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to the parent/caretaker of all selected child members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

The majority of question items addressed domains of member experience, such as getting care quickly, communication with doctors, overall satisfaction with health care and screening questions to identify children with chronic conditions. The survey was expanded to include 1 supplemental question of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 85 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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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 2016 administration, the NYSDOH focused on child members of Medicaid and CHP managed care plans. The survey included 15 managed care plans in New York with a sample of 1,500 children per plan. Surveys were sent to 22,500 parents/caretakers of child members following a combined mail and phone methodology during the period September 12, 2016, through December 13, 2016, using a standardized survey procedure and questionnaire. A total of 358 responses were received from Excellus BlueCross Blue Shield members, resulting in a 24.4% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses may be available due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Third, in many of the charts and tables presented in this report, differences between the Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly. Finally, trend information should be considered with the understanding that in 2016 new criteria were used to define a complete survey. In previous years, a survey was considered complete when the respondent did not say 'No' to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]). In 2016, the respondent was also required to provide valid responses to at least three of the five following questions: Q3, Q31, Q46, Q50, Q55 for their survey to be considered complete.

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

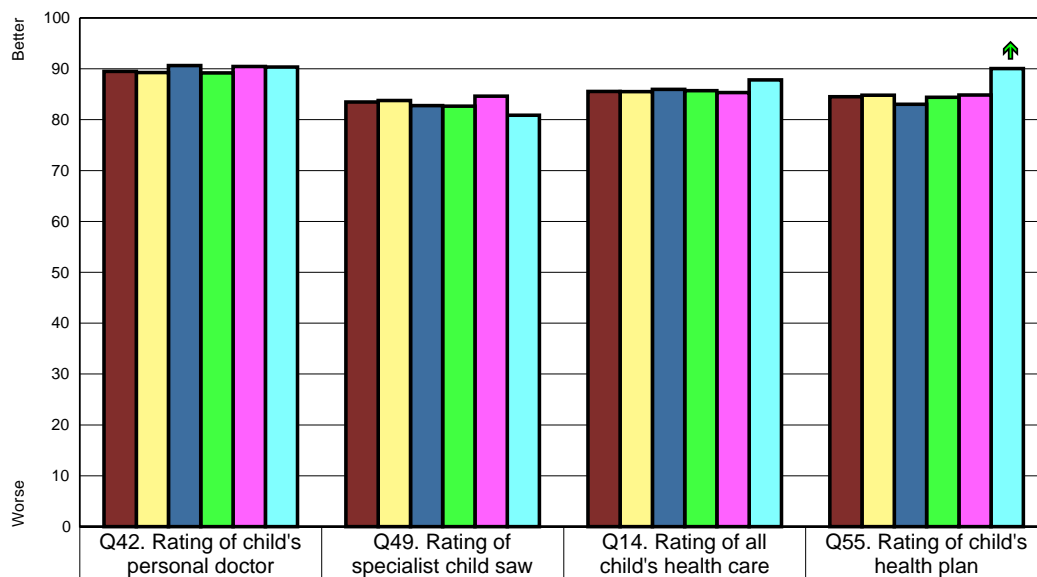
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains two types of composites: Standard Child Medicaid CAHPS® composites and CAHPS® CCC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

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of 8, 9, or 10. Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive) 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)



	Q42. Rating of child's personal doctor	Q49. Rating of specialist child saw most often	Q14. Rating of all child's health care	Q55. Rating of child's health plan
Statewide	89.49%	83.48%	85.54%	84.50%
Medicaid	89.28%	83.75%	85.51%	84.81%
CHP	90.64%	82.77%	85.95%	83.02%
CC - Negative	89.20%	82.66%	85.68%	84.40%
CC - Positive	90.46%	84.61%	85.32%	84.86%
Excellus Overall	90.33%	80.87%	87.81%	90.05%

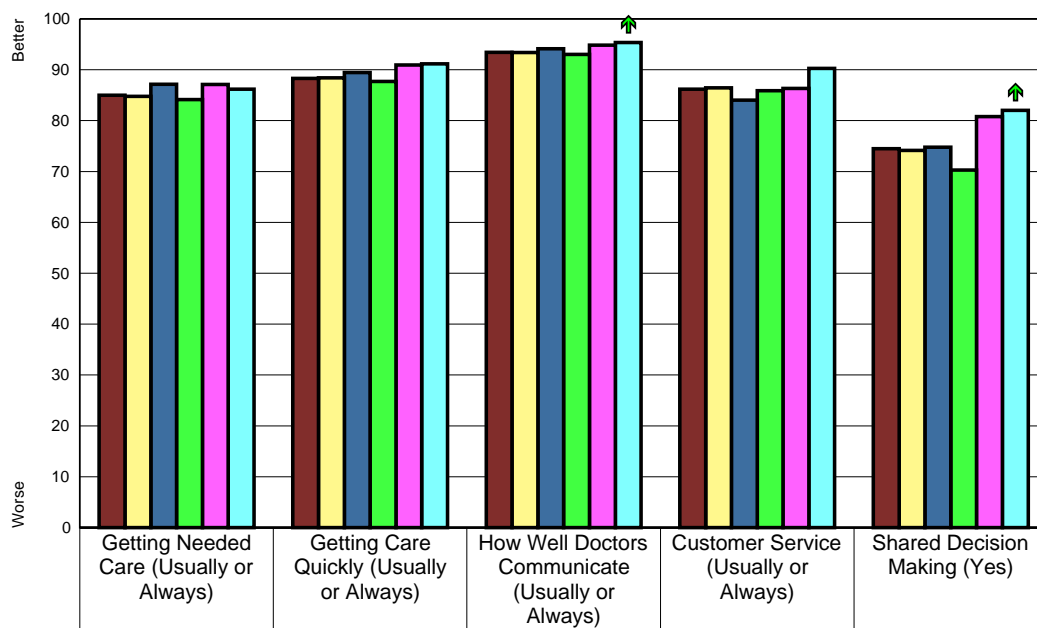
↑/↓ Statistically significantly better/worse than Statewide.

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 "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 (Yes)
Statewide	85.00%	88.31%	93.44%	86.19%	74.50%
Medicaid	84.75%	88.40%	93.38%	86.43%	74.15%
CHP	87.15%	89.46%	94.11%	84.04%	74.77%
CC - Negative	84.14%	87.70%	93.03%	85.89%	70.27%
CC - Positive	87.12%	90.93%	94.84%	86.34%	80.81%
Excellus Overall	86.20%	91.16%	95.36%	90.27%	82.00%

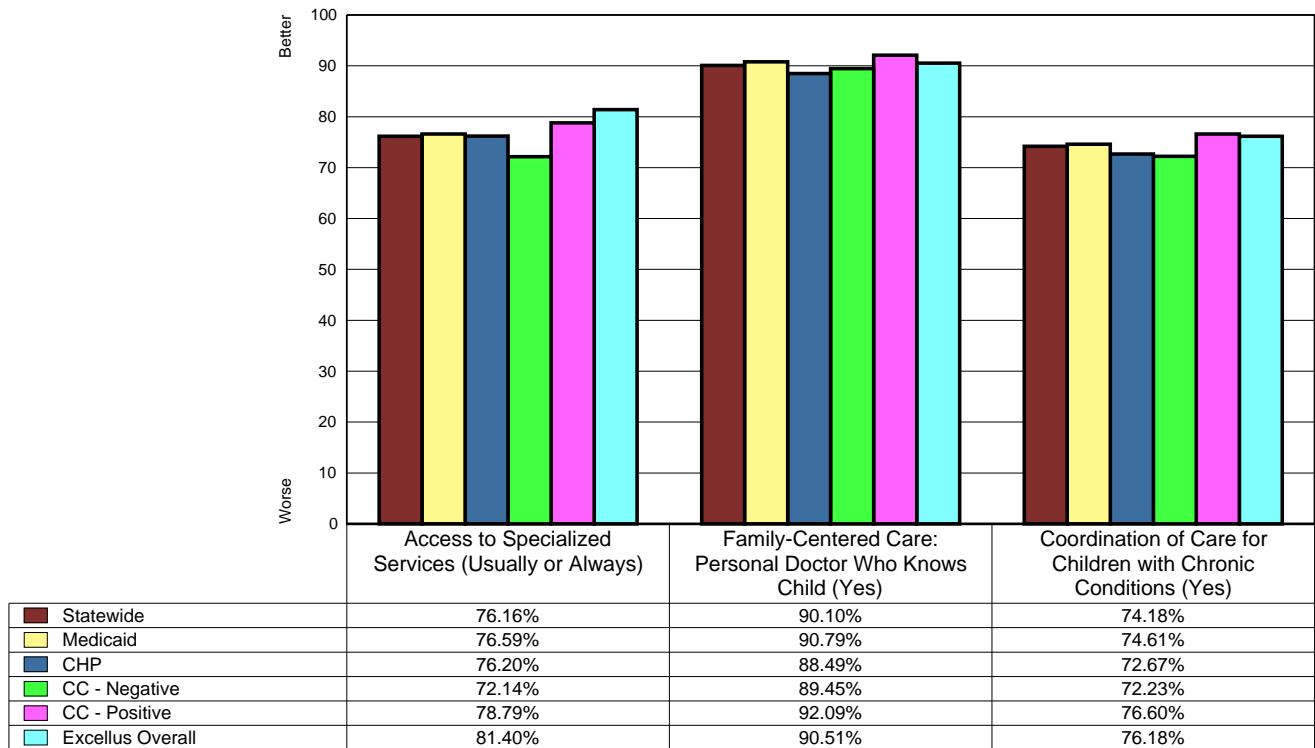
▲▼ Statistically significantly better/worse than Statewide.

Summary of CCC CAHPS® 5.0H Composites

The table below presents the results for the CCC composites. The Access to Specialized Services composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites use 'Yes' as the achievement. The composite score is calculated using the same calculation that is used for the standard CAHPS composites. Results are presented for Statewide, Payor status (Medicaid and CHP), and Chronic Condition status (CC-Negative and CC-Positive) 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



↑/↓ 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 (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	85	88	93	86	74	89	83	86	85
Medicaid	85	88	93	86	74	89	84	86	85
CHP	87	89	94	84	75	91	83	86	83
CC-Negative	84	88	93	86	70	89	83	86	84
CC-Positive	87	91	95	86	81	90	85	85	85
Affinity Health Plan	81	87	94	83	67 ▼	90	80	85	84
CDPHP	91 ▲	92 ▲	94	84	81 ▲	94 ▲	86	87	87
Empire BlueCross BlueShield/HealthPlus	84	88	93	85	67 ▼	88	84	84	86
Excellus BlueCross Blue Shield	86	91	95 ▲	90	82 ▲	90	81	88	90 ▲
Fidelis Care New York	90 ▲	89	95 ▲	87	73	88	81	88	82
Healthfirst PHSP, Inc.	79 ▼	87	92	88	73	89	83	86	87
HealthNow New York Inc.	90 ▲	92 ▲	94	89	76	88	86	81	86
HIP (EmblemHealth)	86	88	95 ▲	83	81 ▲	92	79	86	81
Independent Health's MediSource	86	91	93	92 ▲	75	87	84	88	91 ▲
Metroplus Health Plan	78 ▼	80 ▼	90 ▼	83	71	90	80	84	84
MVP Health Care	88	90	93	89	70	88	89	88	88 ▲
Total Care, a Today's Options of New York Health Plan	77 ▼	86	91	83	81 ▲	89	80	83	79 ▼
UnitedHealthcare Community Plan	85	94 ▲	95	89	73	91	80	87	81
WellCare of New York	85	80 ▼	93	83	69	90	90	82	78 ▼
YourCare Health Plan	87	90	92	83	79	88	89	85	84

▲▼ 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	90	74	78	91	76
Medicaid	77	91	75	78	92	76
CHP	76	88	73	79	89	75
Affinity Health Plan	70	90	69	73	91	79
CDPHP	86 ▲	94 ▲	69	88 ▲	96 ▲	70
Empire BlueCross BlueShield/HealthPlus	75	87	74	75	91	77
Excellus BlueCross Blue Shield	81	91	76	83	91	79
Fidelis Care New York	80	92	80 ▲	79	92	86 ▲
Healthfirst PHSP, Inc.	77	89	76	80	92	67
HealthNow New York Inc.	81	91	80 ▲	80	92	83 ▲
HIP (EmblemHealth)	75	86	79	71	86	80
Independent Health's MediSource	74	88	71	68	87	77
Metroplus Health Plan	75	90	72	86	87	71
MVP Health Care	81	89	79	83	89	75
Total Care, a Today's Options of New York Health Plan	76	91	77	84	91	74
UnitedHealthcare Community Plan	77	90	71	76	92	69
WellCare of New York	56 ▼	93	70	57 ▼	92	80
YourCare Health Plan	77	92	68 ▼	81	91	68

▲▼ Statistically significantly better/worse than Statewide.

Child Member Sample Profile

Child Age (years)	Statewide	Medicaid	CHP	Excellus
Less than one year	0.7%	0.8%	0.2%	0.3%
1 to 2 years	9.5%	10.1%	6.6%	8.0%
3 to 4 years	11.4%	11.5%	10.7%	12.8%
5 to 7 years	18.1%	18.1%	17.7%	16.5%
8 to 10 years	18.8%	19.0%	17.9%	19.6%
11 to 13 years	17.5%	17.2%	19.0%	18.5%
14 and older	24.0%	23.3%	28.0%	24.4%

Child Gender	Statewide	Medicaid	CHP	Excellus
Male	51.4%	50.5%	55.8%	53.3%
Female	48.6%	49.5%	44.2%	46.7%

Child Hispanic or Latino	Statewide	Medicaid	CHP	Excellus
Yes, Hispanic or Latino	37.0%	39.7%	23.4%	12.0%
No, Not Hispanic or Latino	63.0%	60.3%	76.6%	88.0%

Child Race	Statewide	Medicaid	CHP	Excellus
White	53.9%	50.6%	69.7%	78.5%
Black or African-American	24.1%	26.5%	12.3%	23.5%
Asian	11.4%	11.3%	11.5%	3.5%
Native Hawaiian or Other Pacific Islander	1.4%	1.6%	0.5%	0.9%
American Indian or Alaska Native	3.4%	3.9%	1.4%	2.6%
Other	20.4%	21.7%	13.9%	8.4%

Rating of Child's Overall Health	Statewide	Medicaid	CHP	Excellus
Excellent	41.4%	40.2%	47.0%	41.0%
Very good	33.8%	33.3%	36.4%	39.6%
Good	20.5%	21.6%	14.7%	16.9%
Fair	4.1%	4.5%	1.7%	2.5%
Poor	0.3%	0.3%	0.2%	0.0%

Payor	Statewide	Medicaid	CHP	Excellus
Medicaid	83.7%	100.0%	0.0%	65.4%
CHP	16.3%	0.0%	100.0%	34.6%

Chronic Condition Status	Statewide	Medicaid	CHP	Excellus
Positive	22.4%	22.8%	20.9%	31.3%
Negative	77.6%	77.2%	79.1%	68.7%

Sample Disposition

	Statewide	Medicaid	CHP	Excellus
First mailing - sent	22,500	19,243	3,257	1,500
First mailing - usable survey returned*	2,262	1,805	457	157
Second mailing - sent	19,664	16,877	2,787	1,296
Second mailing - usable survey returned*	1,176	956	220	73
Phone - usable surveys*	2,714	2,389	325	128
Total - usable surveys	6,152	5,150	1,002	358
Ineligible: According to population criteria‡†	335	245	90	17
Ineligible: Language barrier†	652	581	71	17
Ineligible: Deceased†	4	3	1	0
Refusal/Returned survey blank	873	685	188	66
Incomplete survey - mail or phone	812	722	90	34
Nonresponse - Unavailable by mail or phone	13,577	11,780	1,797	999
Added to Do Not Call list	95	77	18	9
Response Rate	28.6%	28.0%	32.4%	24.4%

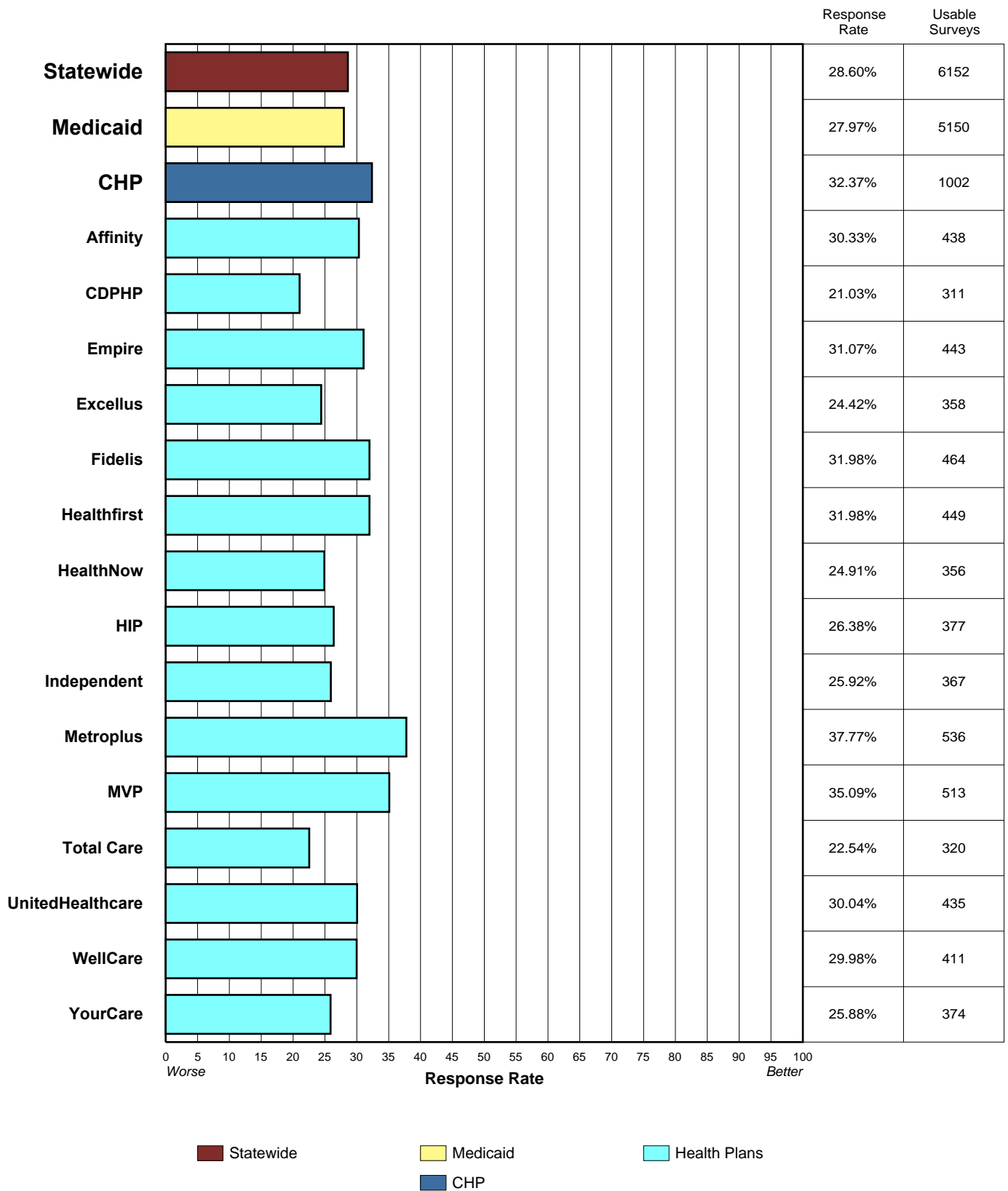
*Included in response rate numerator

†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



Trend Analysis - 2016 vs. 2014

The following analysis provides an in-depth comparison of 2016 results with 2014 results. Response options to two of the questions that comprise the Shared Decision Making composite (Q11 and Q12) changed in 2016, those questions were not eligible for the trend analysis.

Question	Excellus 2016 Score	Excellus 2014 Score	Point Change	Composite/ Question Group
Q26. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child	77.7%	66.4%	+ 11.3	Access to Specialized Services
Q28. Rating of child's treatment or counseling (8, 9 or 10)	74.1%	64.3%	+ 9.8	Supplemental Questions
Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect	96.3%	88.7%	+ 7.6	Customer Service
Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child	81.3%	74.2%	+ 7.1	CCC Single Items
Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare	98.4%	92.0%	+ 6.4	Coordination of Care for Children with Chronic Conditions
Q58. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines	61.2%	55.0%	+ 6.2	CCC Single Items
Q55. Rating of child's health plan	90.0%	86.2%	+ 3.9	Ratings
Q20. Usually or always easy to get special medical equipment or devices for your child	86.8%	84.0%	+ 2.9	Access to Specialized Services
Q38. Child's personal doctor usually or always spent enough time with child	92.5%	89.7%	+ 2.8	Communication
Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine	89.0%	86.2%	+ 2.7	Shared Decision Making
Q47. Usually or always got an appointment for child with a specialist as soon as needed	78.7%	80.6%	- 1.9	Getting Needed Care
Q27. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child	55.8%	59.1%	- 3.3	CCC Single Items
PQ54. Forms from your child's health plan usually or always easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]	92.5%	96.1%	- 3.6 ▼	Single Items
Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving	91.1%	94.7%	- 3.6	Family-Centered Care: Personal Doctor Who Knows Child
Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life	86.3%	90.7%	- 4.4	Family-Centered Care: Personal Doctor Who Knows Child
Q49. Rating of specialist child saw most often	80.9%	86.0%	- 5.1	Ratings
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child	67.5%	74.3%	- 6.8	Single Items
Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	53.9%	61.2%	- 7.2	Coordination of Care for Children with Chronic Conditions
Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child	79.6%	87.6%	- 7.9	Access to Specialized Services
Q24. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child	62.3%	70.7%	- 8.4	CCC Single Items

Better



Worse



▲ ▼ Statistically significantly higher/lower than 2014 score.

Methodology

Children, ages 0 to 17, who were current members of NYS Medicaid or CHP managed care plans as of July 2016 and who had been enrolled for five out of the last six months were eligible to be sampled for this survey. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-week period using a mixed-mode (mail and telephone) four-wave protocol. The four-wave protocol consisted of a first questionnaire packet and reminder postcard to a parent/caretaker of all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings.

Survey Milestones

1. 1st questionnaire packets mailed: September 12, 2016
2. Reminder postcards mailed: September 19, 2016
3. 2nd questionnaire packets mailed: October 11, 2016
4. Phone field opened: November 7, 2016
5. Mail and phone field closed: December 13, 2016

Sampling Frame

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

Questionnaire

The instrument selected for the survey, the CAHPS® 5.0H Child Medicaid CCC survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The CCC component of the questionnaire is a supplement to the CAHPS Child Medicaid core survey which allows health plans to identify children with chronic conditions and evaluate their experience of care. The CCC supplemental items focus on components of care essential for the successful treatment, management, and support of children with chronic conditions. The survey was further expanded to include 1 supplemental question of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 85 questions. In 2016 there were minimal revisions to the questionnaire. Two of the questions from the Shared Decision Making composite were revised. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five following questions: Q3, Q31, Q46, Q50, Q55. Complete interviews were obtained from 358 parents/caretakers of Excellus BlueCross Blue Shield members, and the overall project response rate was 24.4%.

Definition of Achievement Scores

Parent/caretaker responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for survey questions represent the proportion of parent/caretaker respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a

doctor's office or clinic as soon as your child needed?" is considered an achievement, as are responses of "8", "9", or "10" to ratings questions.

Composites

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

Getting Needed Care

- Q47. Usually or always got an appointment for child with a specialist as soon as needed
- Q15. Usually or always easy to get the care, tests or treatment your child needed

Getting Care Quickly

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

How Well Doctors Communicate

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

Customer Service

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

Shared Decision Making

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

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

Access to Specialized Services

- Q20. Usually or always easy to get special medical equipment or devices for your child
- Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child
- Q26. Usually or always easy to get emotional, developmental or behavioral treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child

- Q39. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q44. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q45. Child's personal doctor understands how child's conditions affect your family's day-to-day life

Coordination of Care for Children with Chronic Conditions

- Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q30. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

Correlation to Satisfaction

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

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, Payor status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) for the Rating Items and Composite Items are presented for additional information, but are not compared to the Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the Statewide achievement score with statistical testing. Again, Payor status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change for Statewide results. Trend data are not available for the Shared Decision Making composite as two of the questions were revised in 2016. The *Trend Analysis* section displays plan-level results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2014 and 2016 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

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

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2016 are case-mix adjusted for child age (Q75), child member health status (Q59) and parent/caretaker education (Q81). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

Using this Report

Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve members' experiences. Parent/caretaker responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of parent/caretakers who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child and Coordination of Care for Children with Chronic Conditions.

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

Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

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

Rating Questions, Composites, Single Items and Supplemental Questions

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

Correlation Analysis

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

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

Responses by Question

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

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

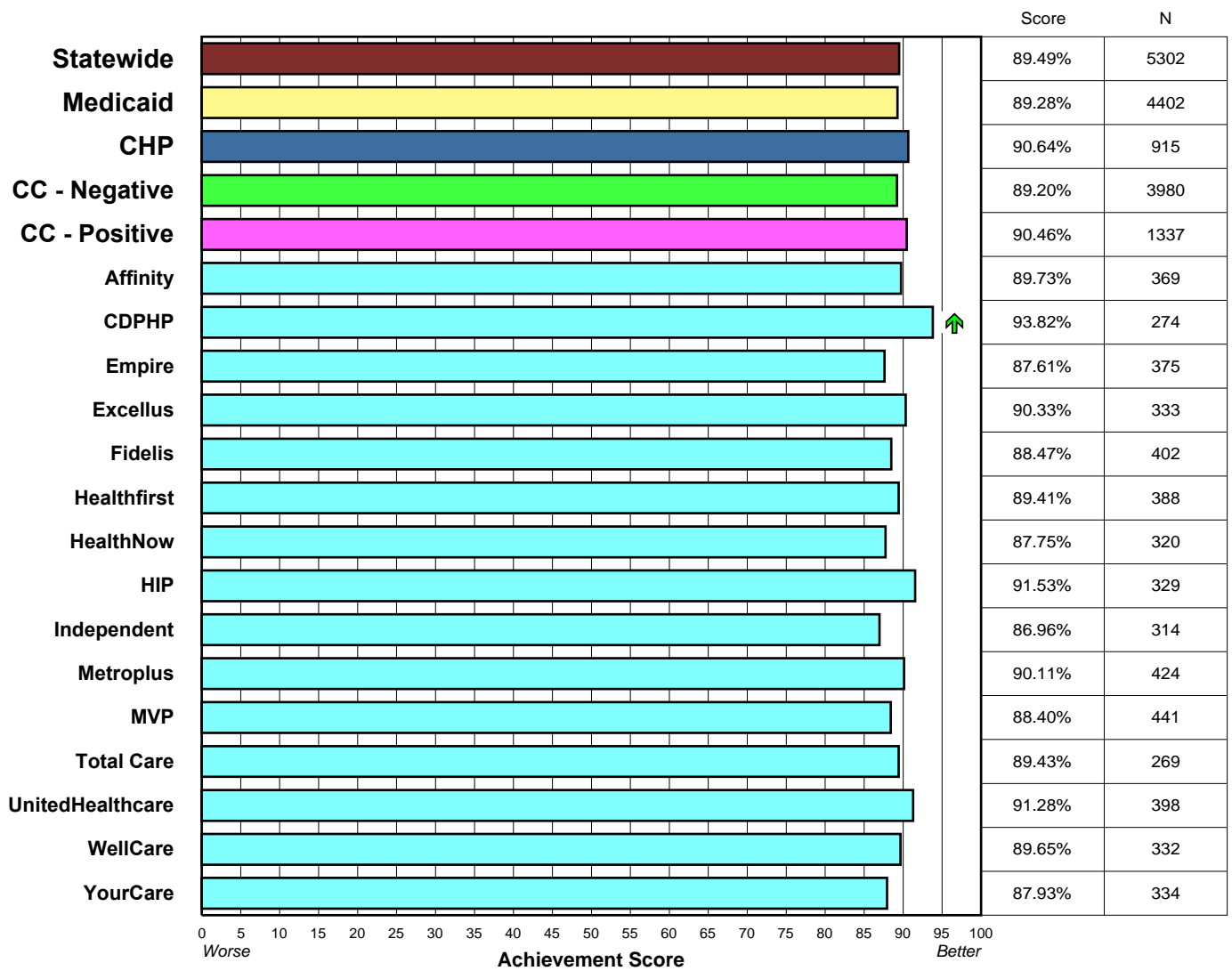
Graphs / Results

Overall Ratings

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

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

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

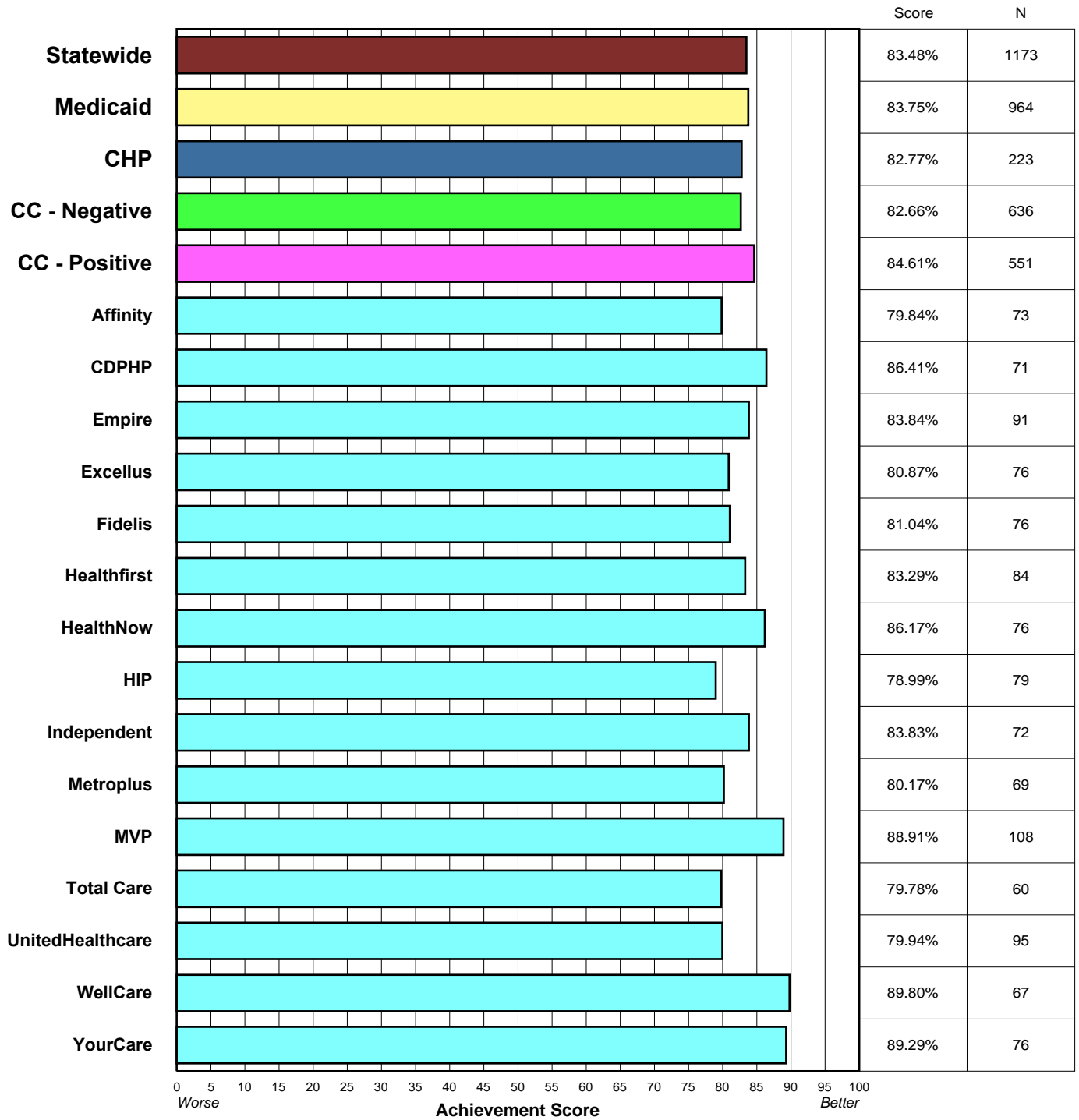


Statistically significantly better/worse than Statewide.



Overall Ratings

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

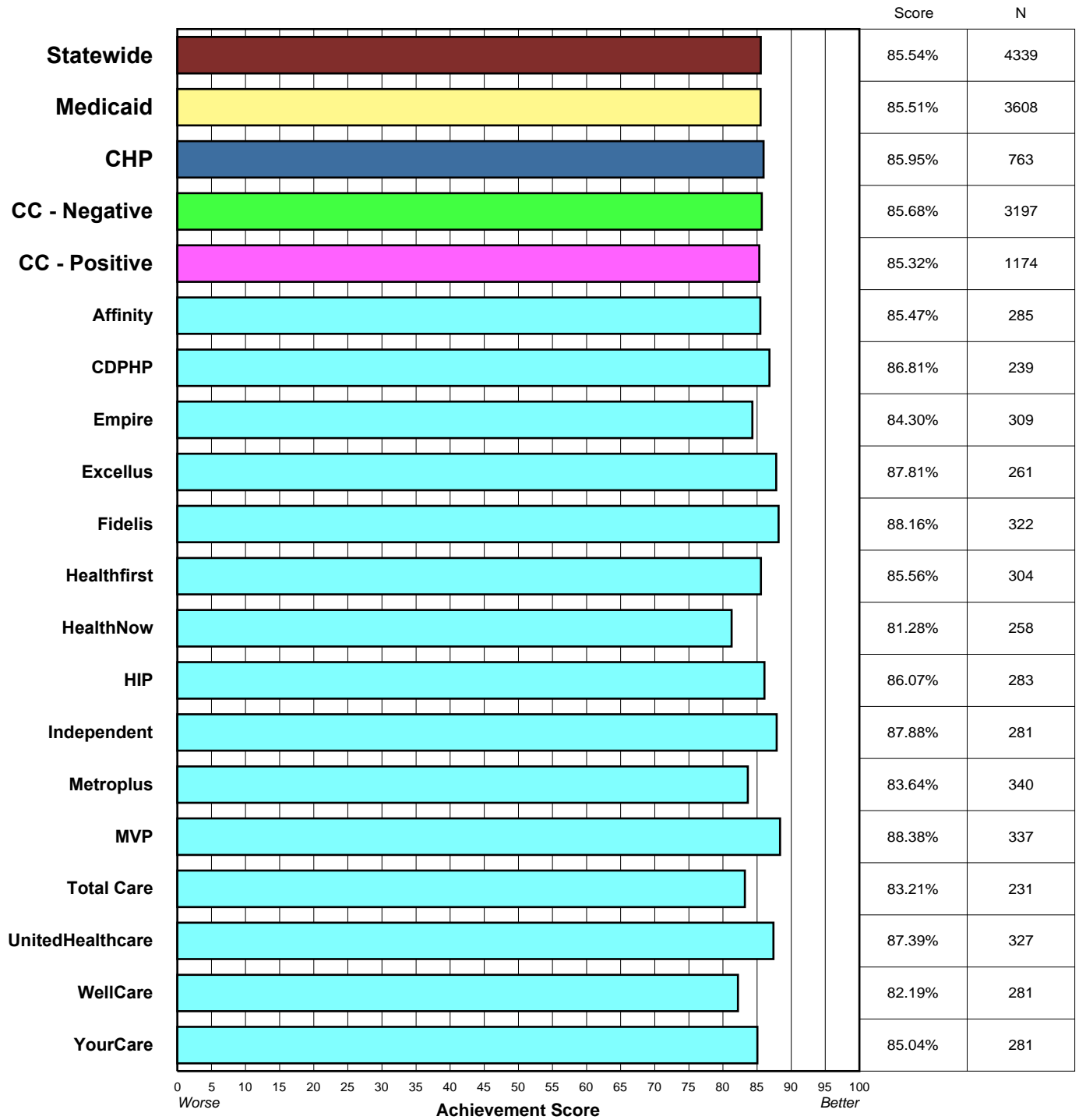


📌 Statistically significantly better/worse than Statewide.



Overall Ratings

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

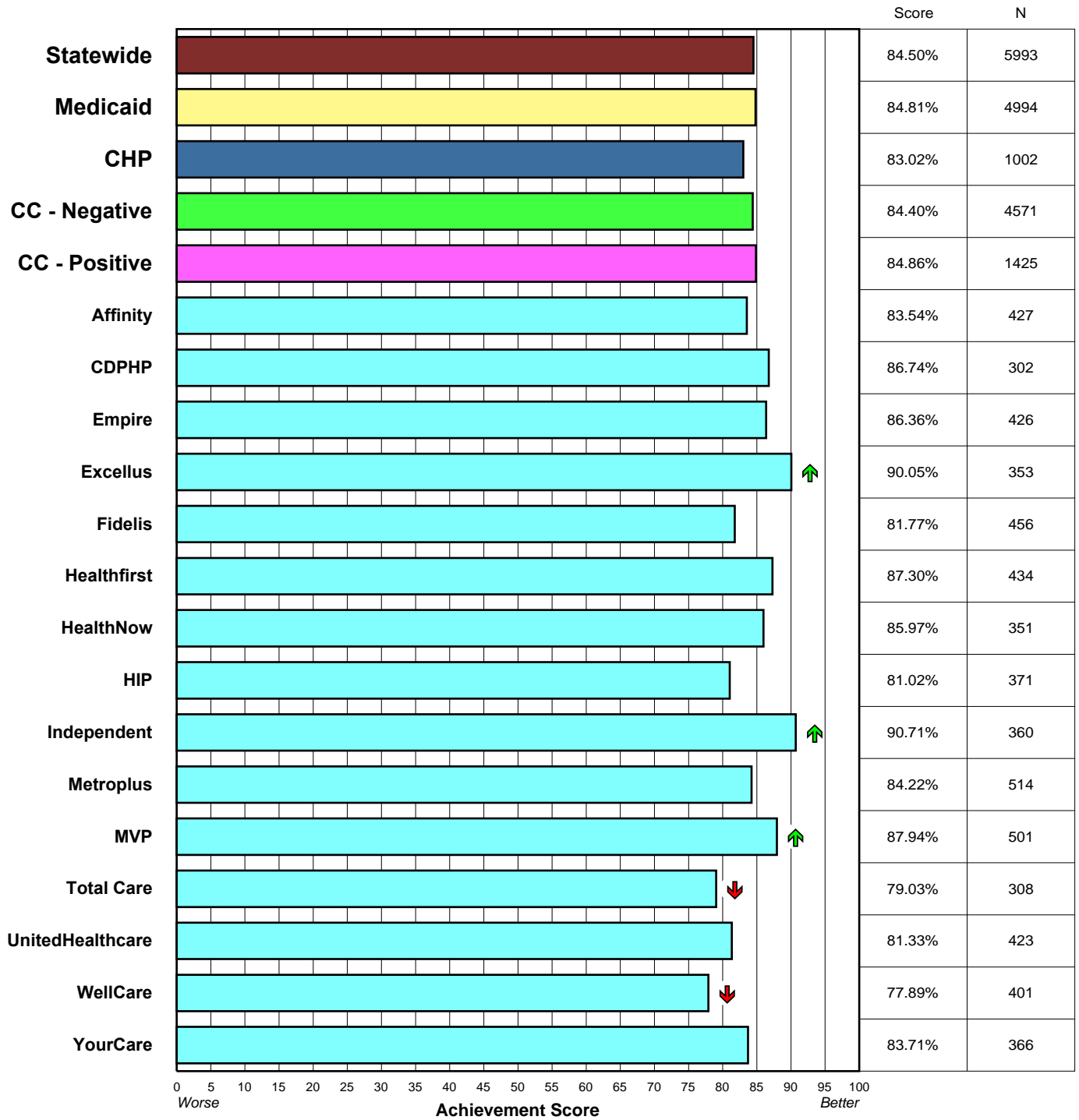


📌 Statistically significantly better/worse than Statewide.



Overall Ratings

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



Statistically significantly better/worse than Statewide.



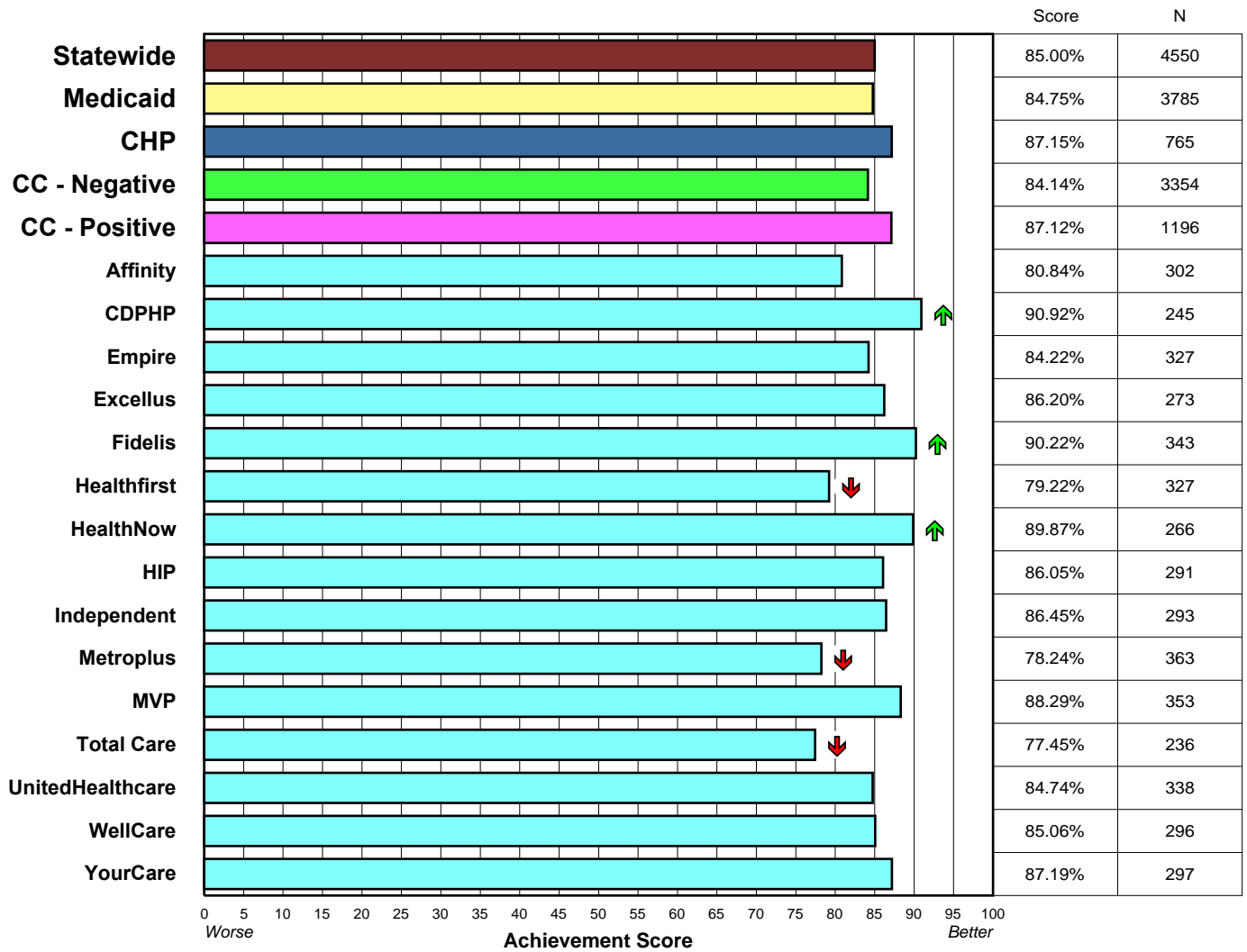
Standard Composites

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

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

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

Getting Needed Care (Usually or Always)

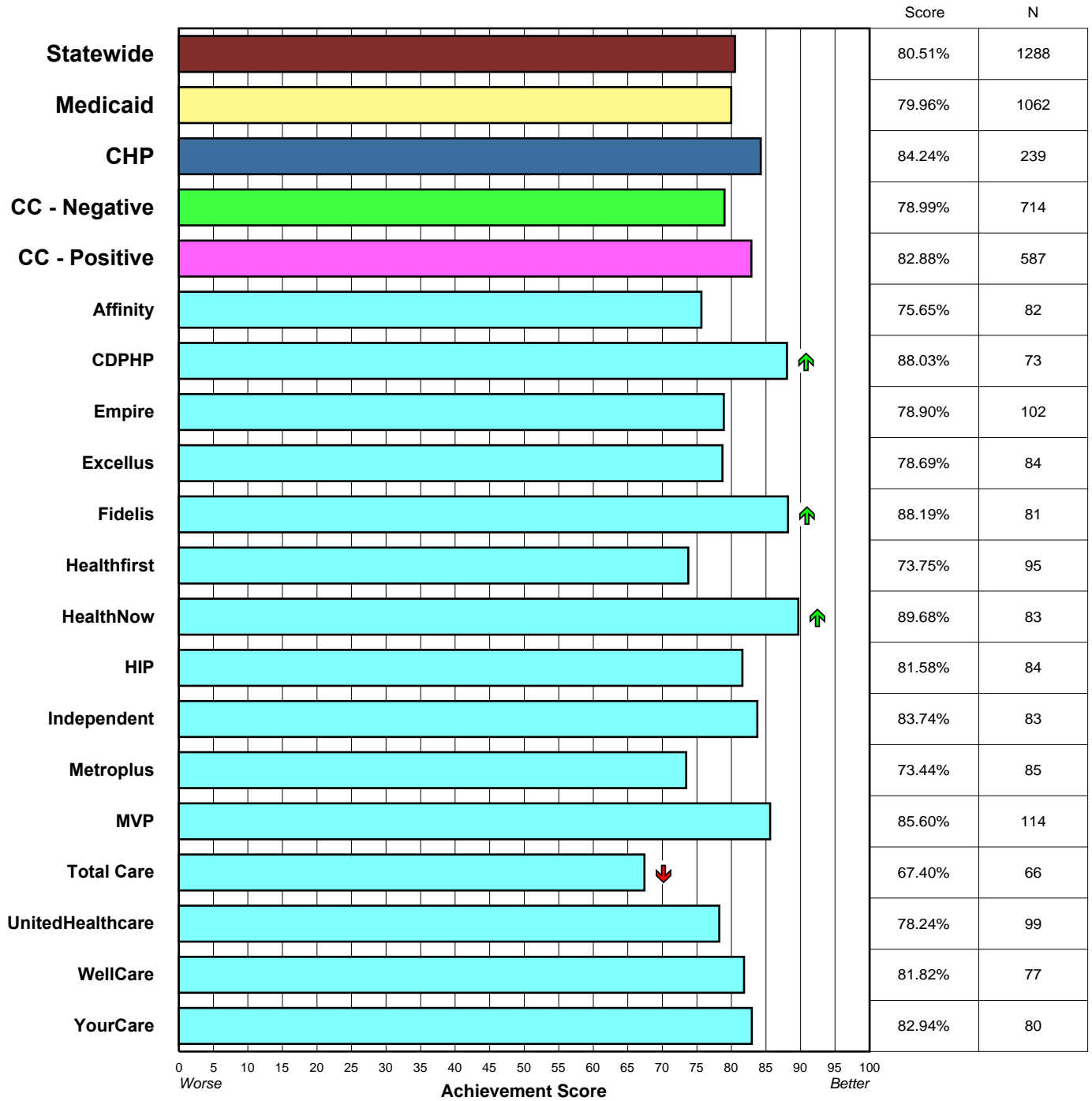


Statistically significantly better/worse than Statewide.

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

Getting Needed Care (Usually or Always)

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

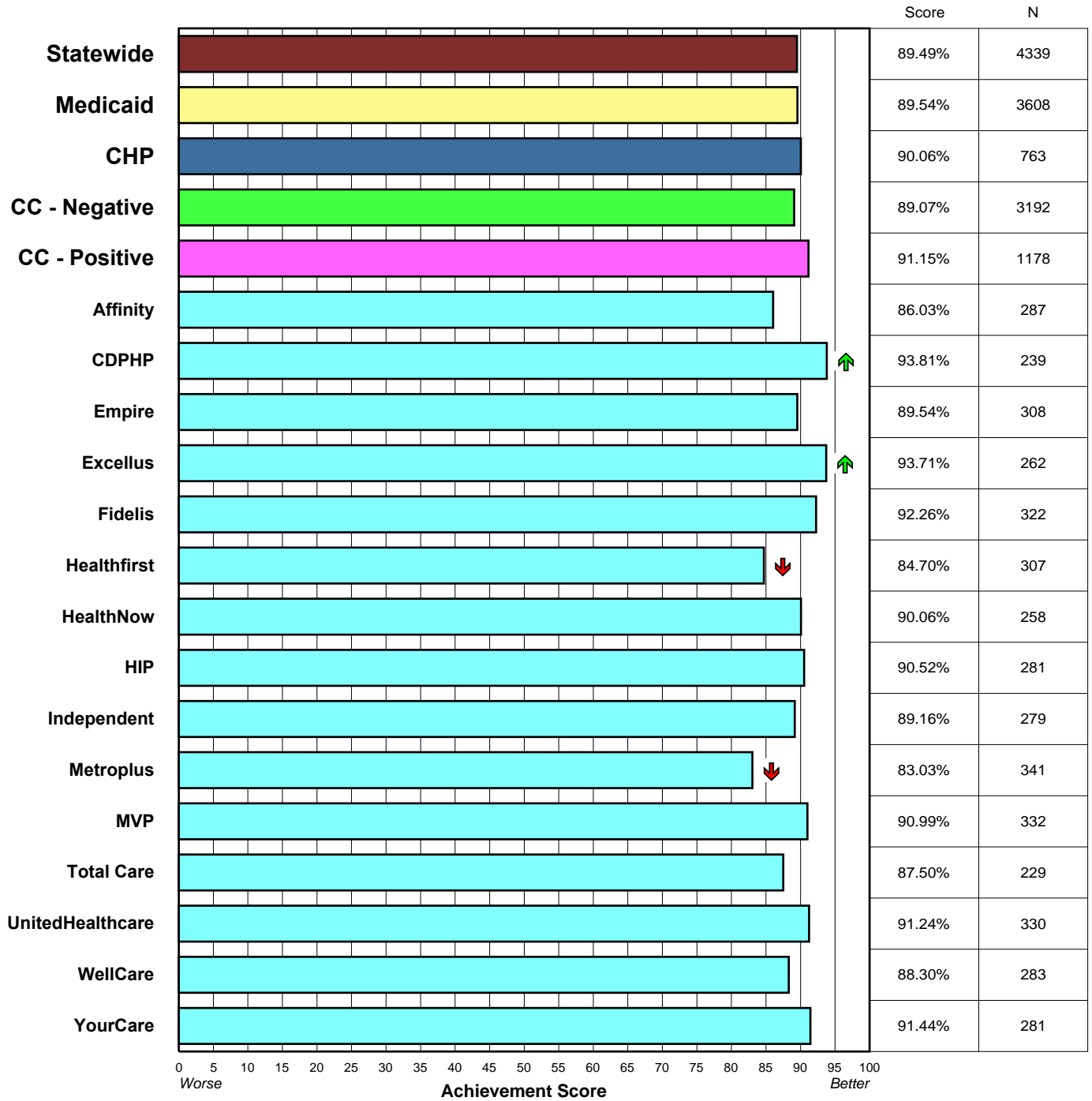


Statistically significantly better/worse than Statewide.

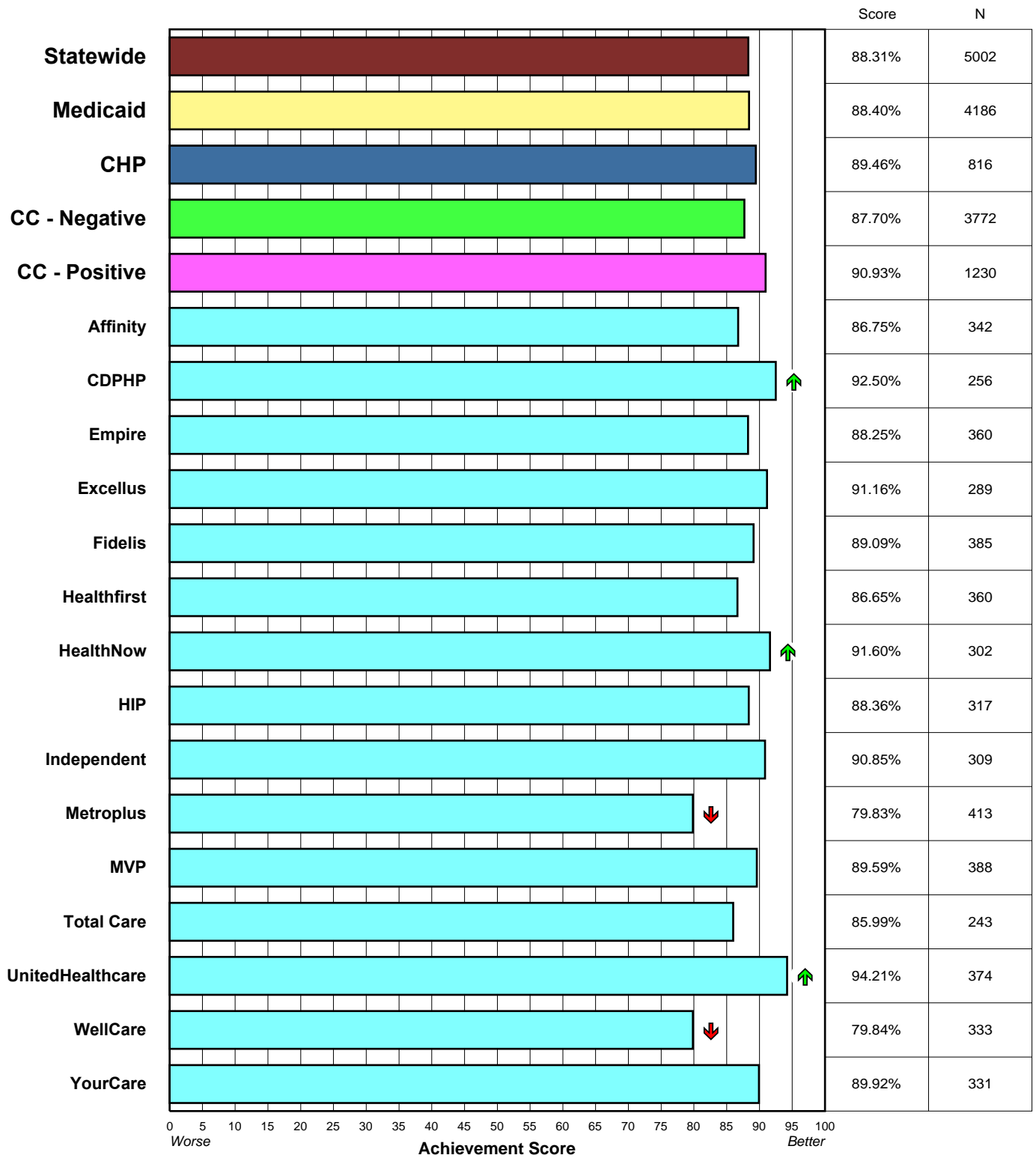


Getting Needed Care (Usually or Always)

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



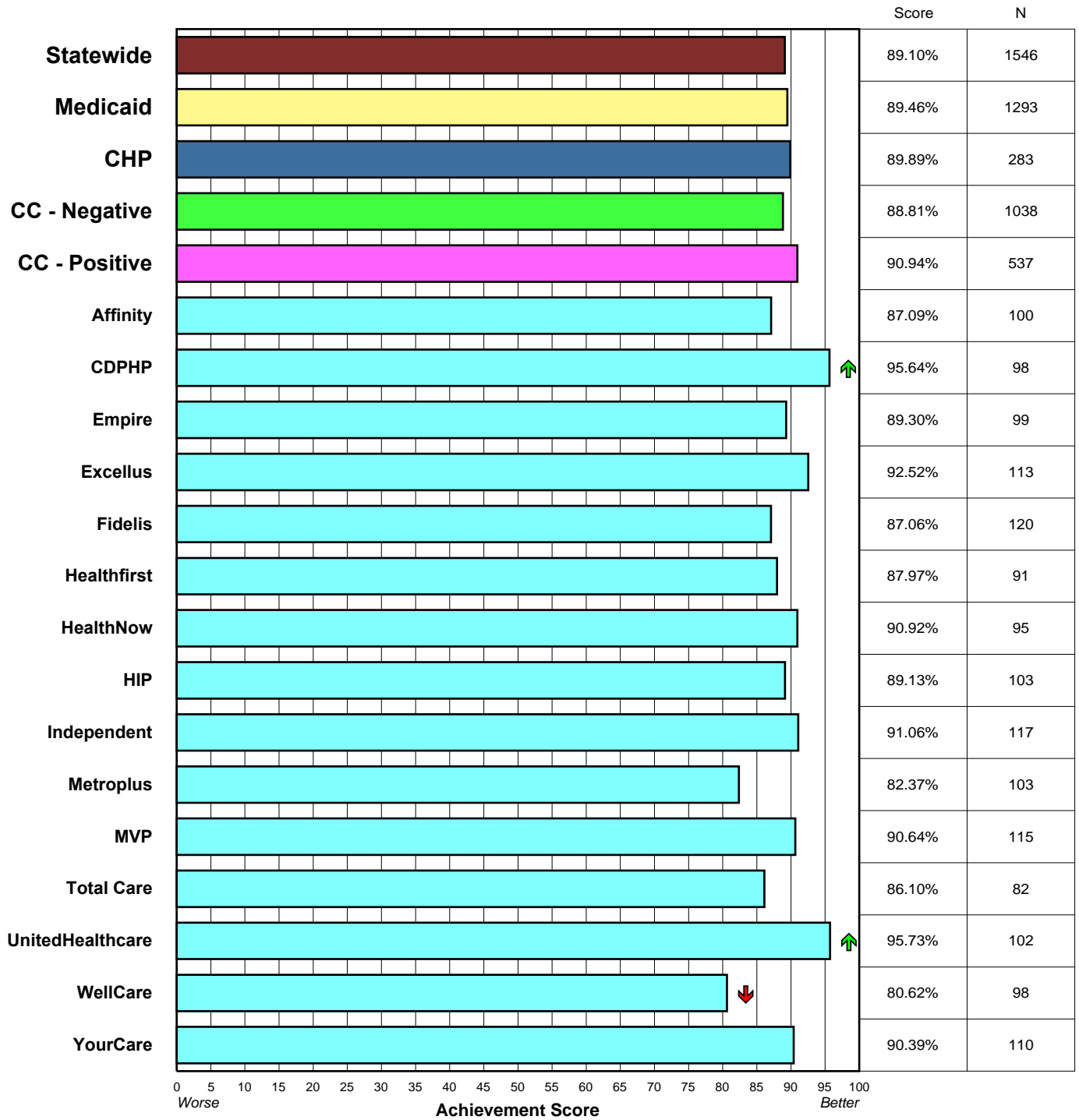
Getting Care Quickly (Usually or Always)



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

Getting Care Quickly (Usually or Always)

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

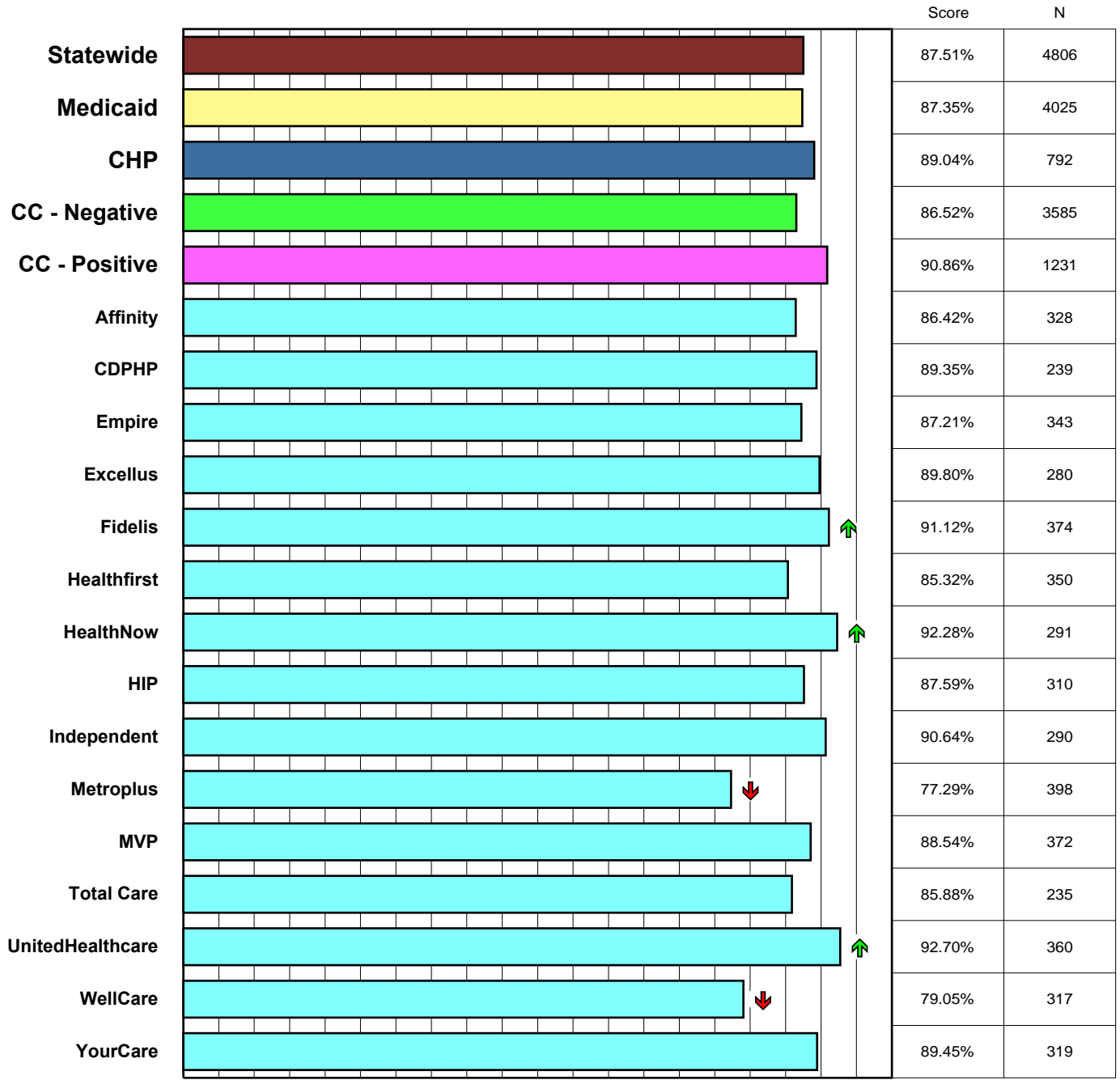


Statistically significantly better/worse than Statewide.



Getting Care Quickly (Usually or Always)

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

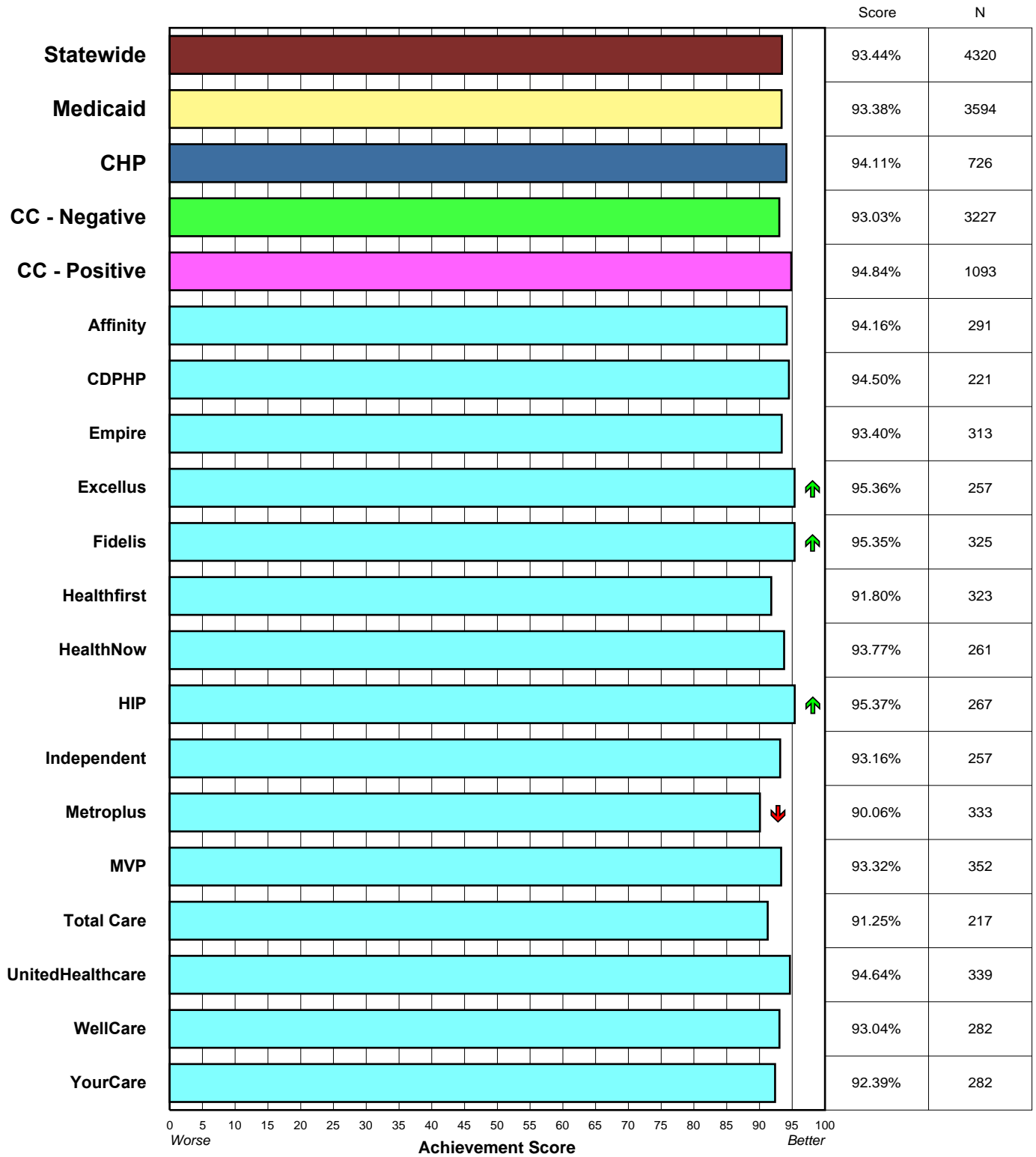


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↑↓ Statistically significantly better/worse than Statewide.

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

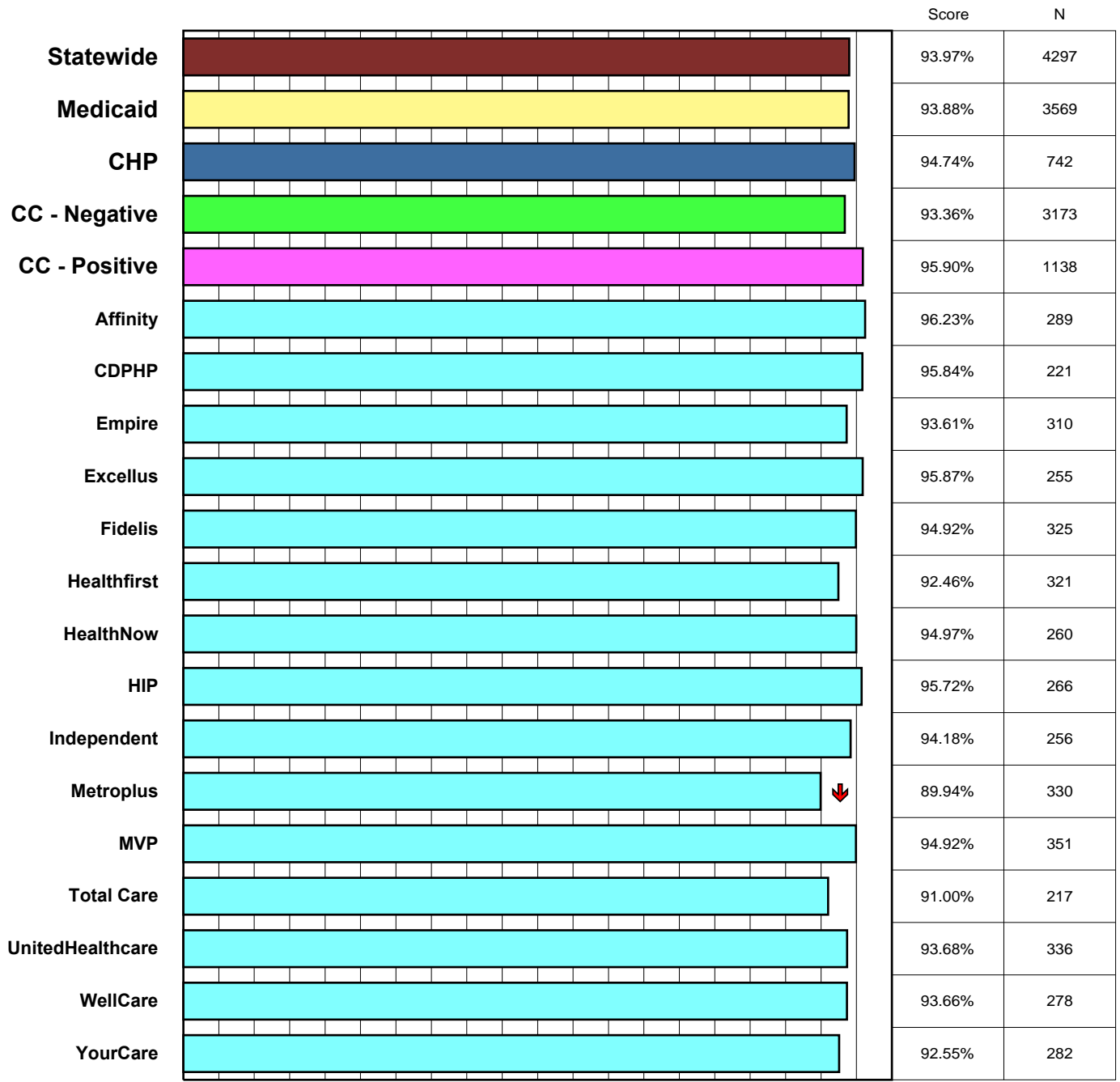
How Well Doctors Communicate (Usually or Always)



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

How Well Doctors Communicate (Usually or Always)

Q33. Child's personal doctor usually or always explained things in a way that was easy to understand



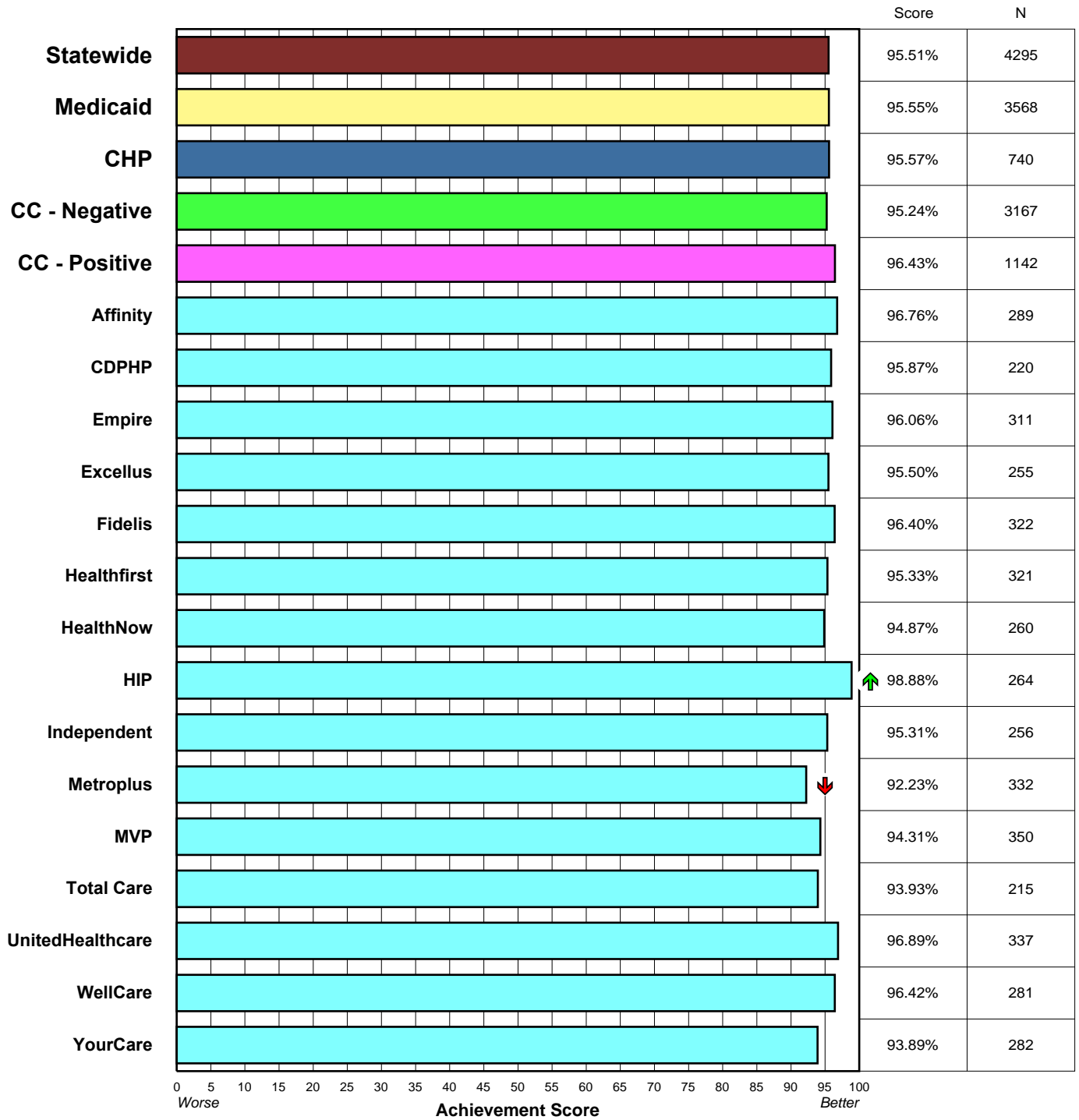
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↕ Statistically significantly better/worse than Statewide.

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

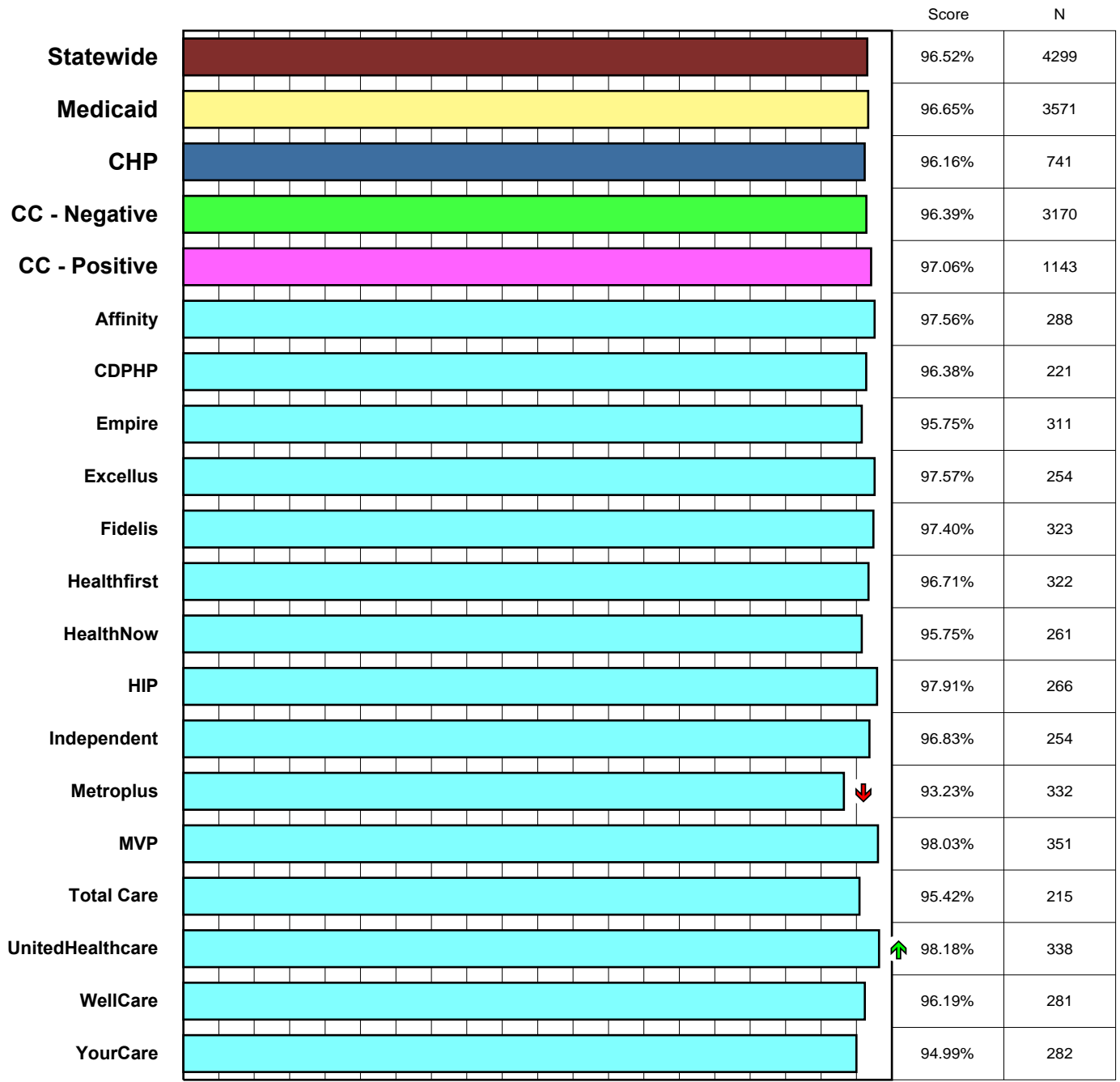
How Well Doctors Communicate (Usually or Always)

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



How Well Doctors Communicate (Usually or Always)

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



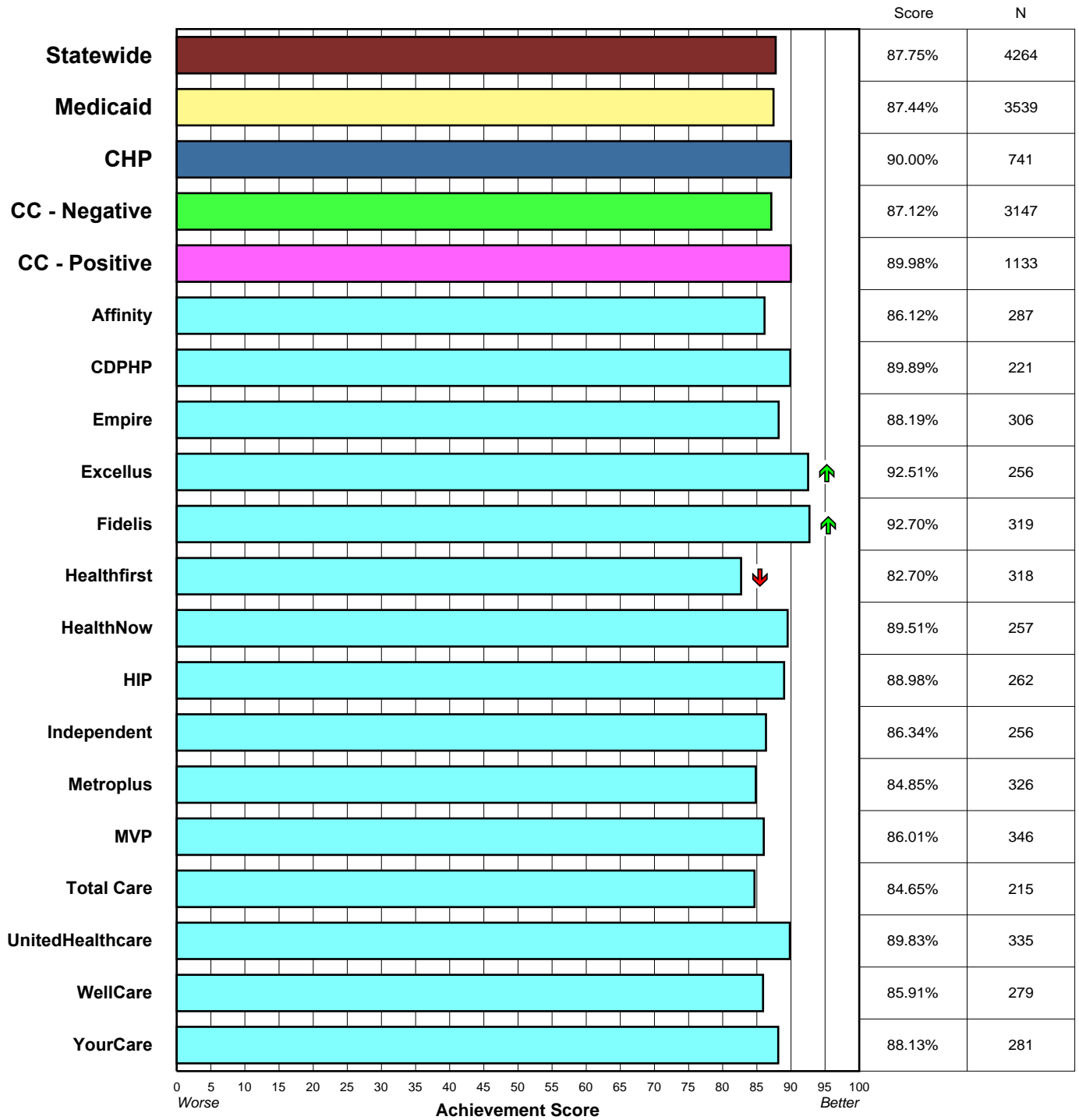
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↑↓ Statistically significantly better/worse than Statewide.

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

How Well Doctors Communicate (Usually or Always)

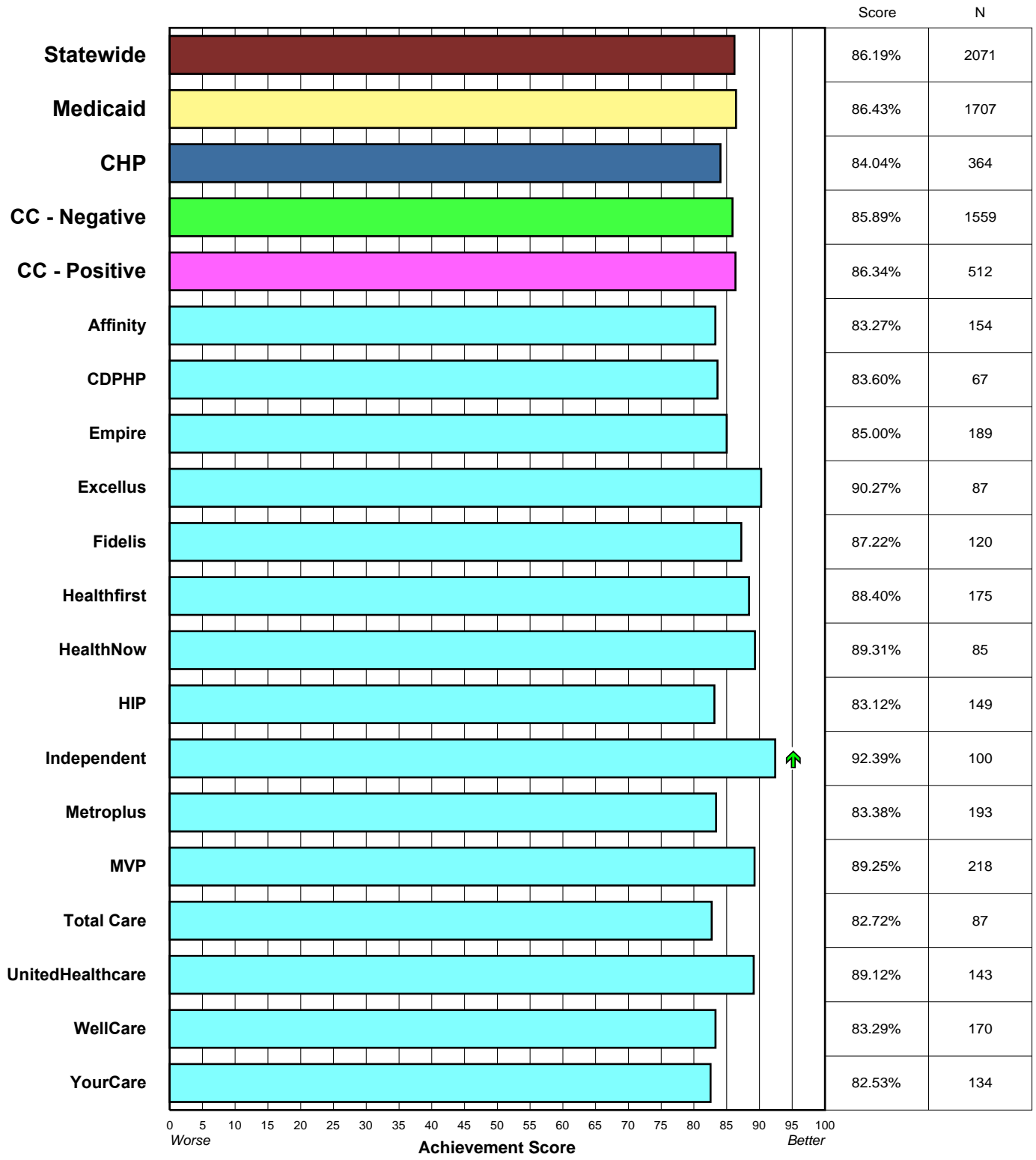
Q38. Child's personal doctor usually or always spent enough time with child



Statistically significantly better/worse than Statewide.



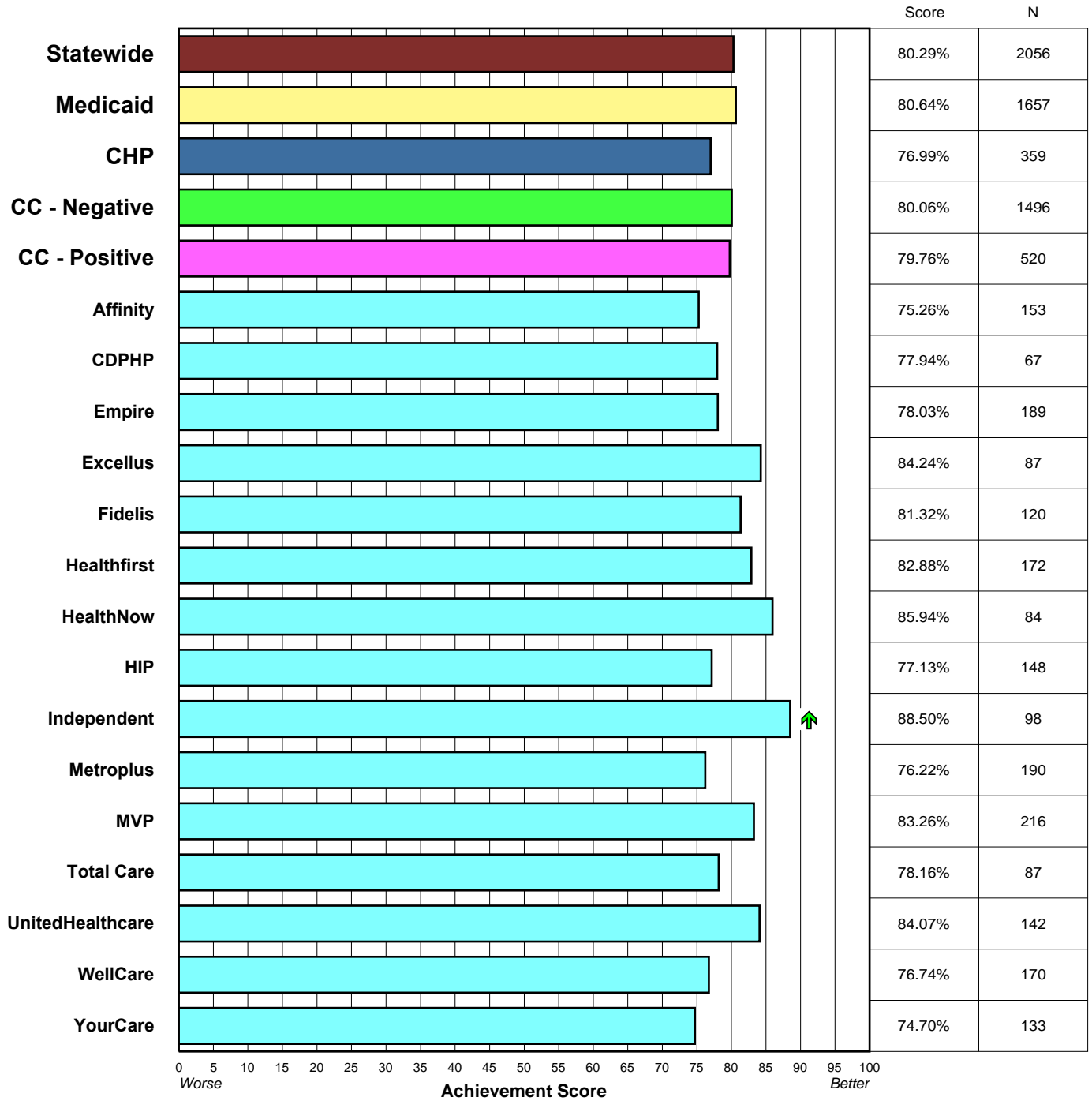
Customer Service (Usually or Always)



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

Customer Service (Usually or Always)

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

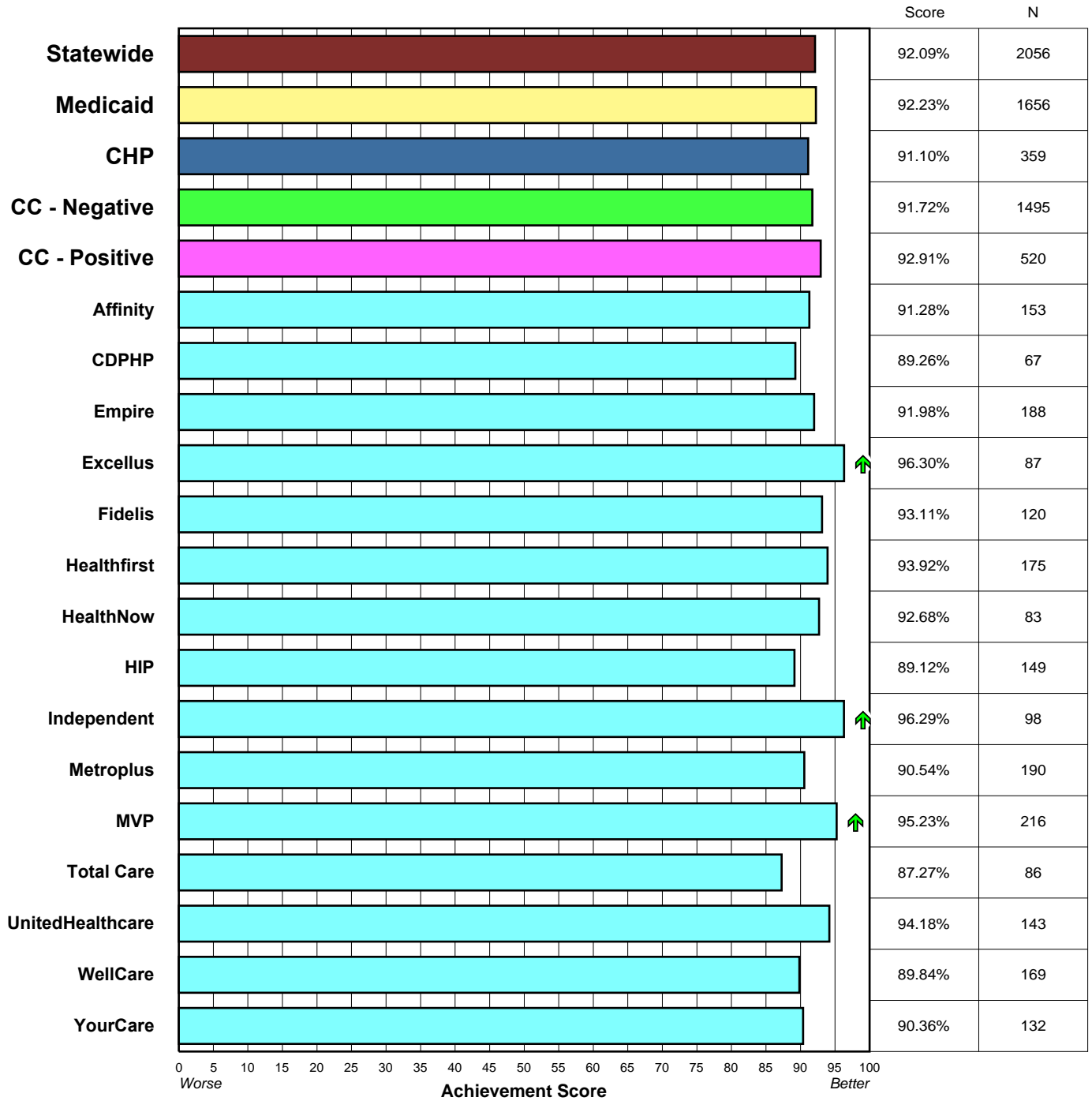


Statistically significantly better/worse than Statewide.

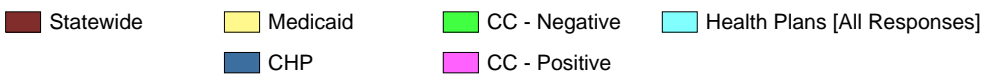


Customer Service (Usually or Always)

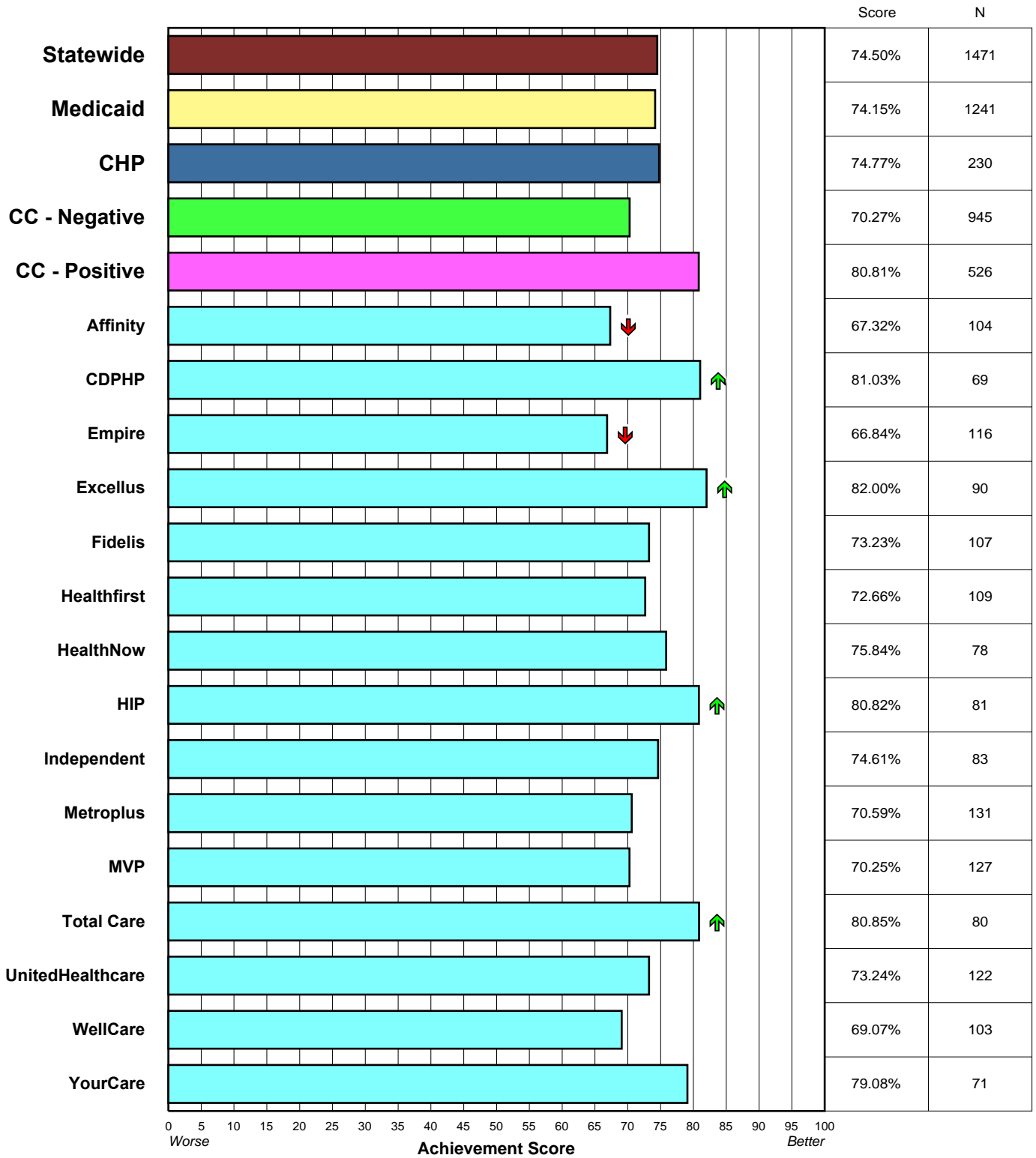
Q52. Customer service staff from child's health plan usually or always treated you with courtesy/respect



Statistically significantly better/worse than Statewide.



Shared Decision Making (Yes)

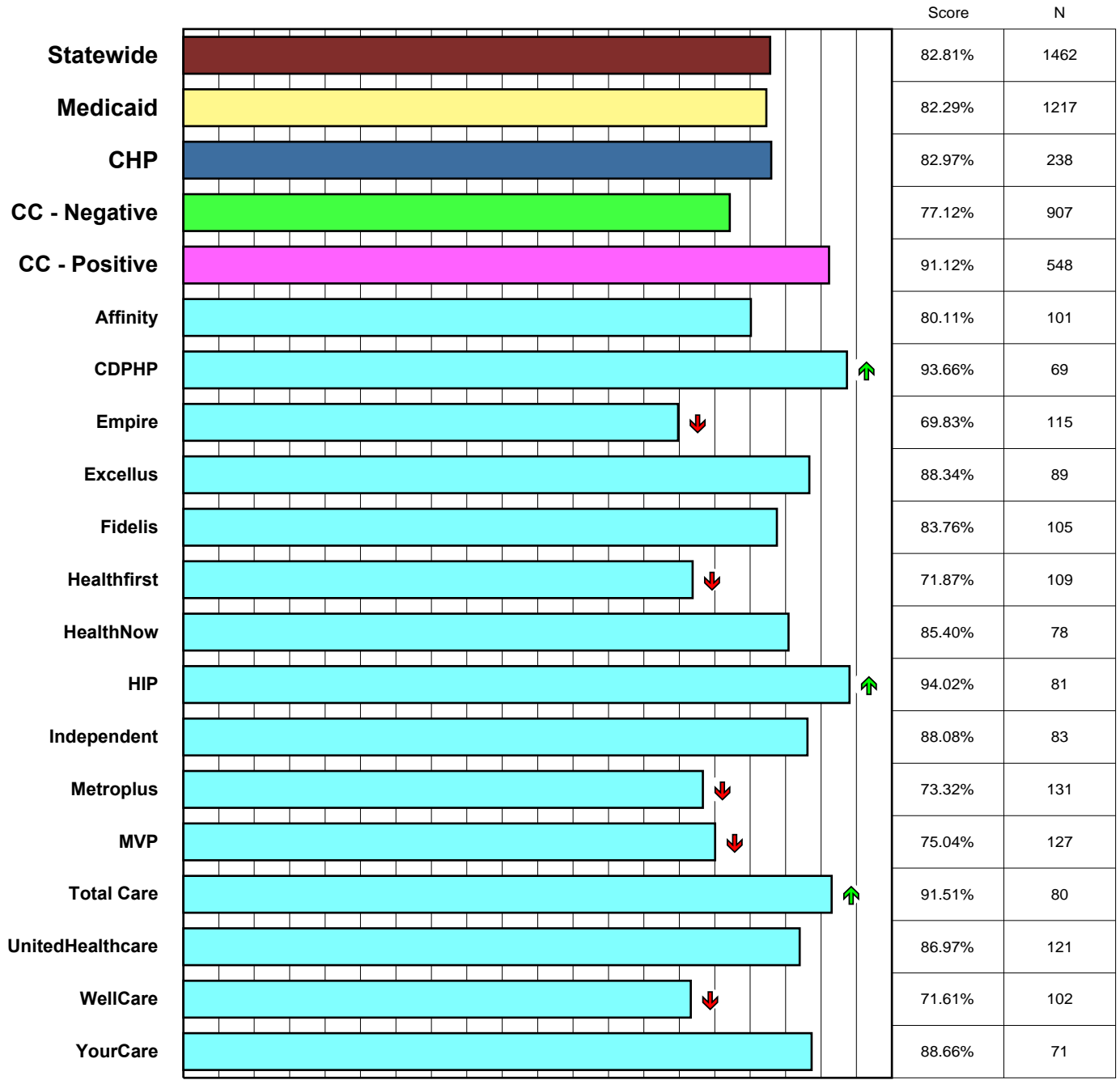


Statistically significantly better/worse than Statewide.



Shared Decision Making (Yes)

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

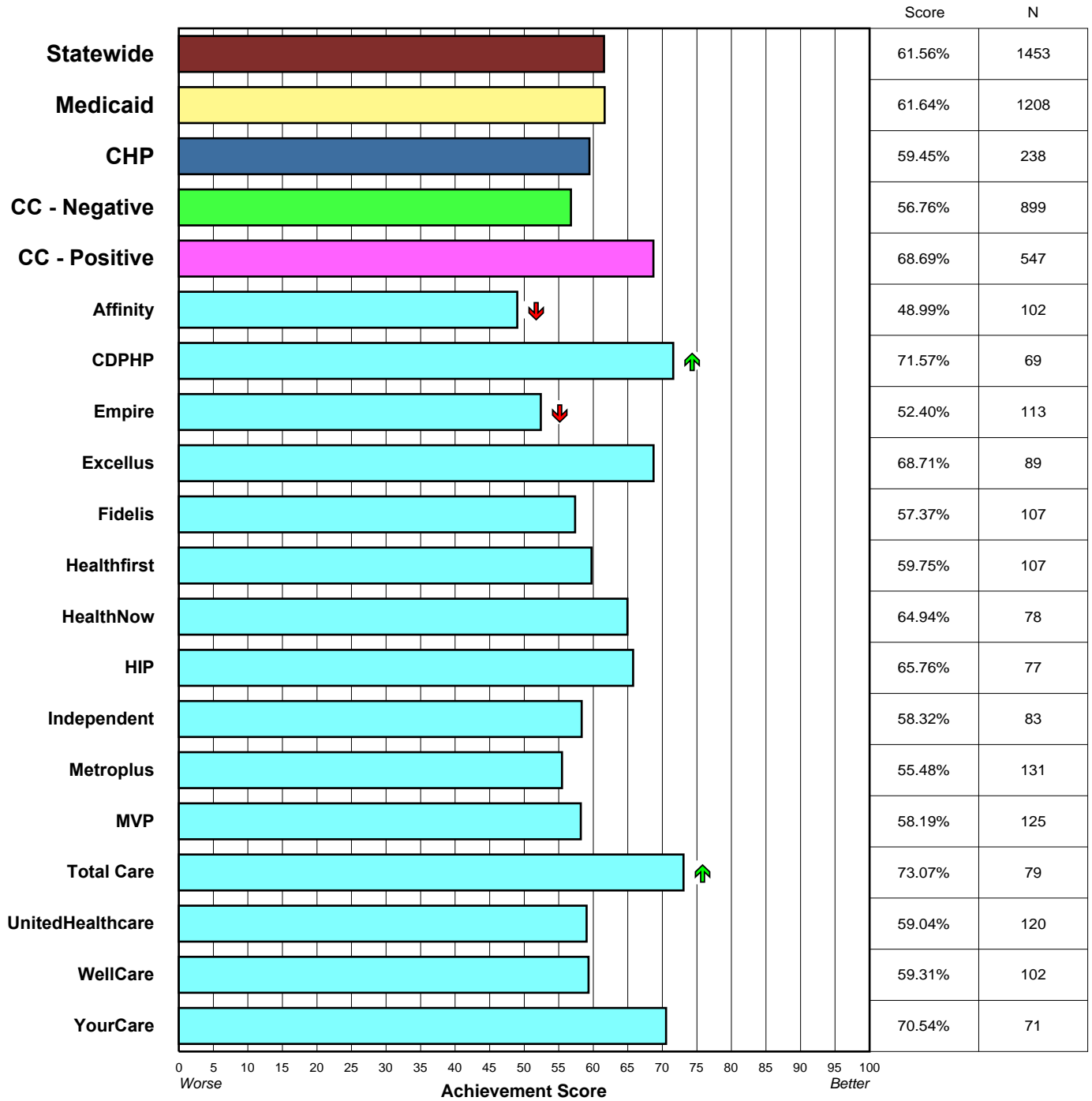


Statistically significantly better/worse than Statewide.



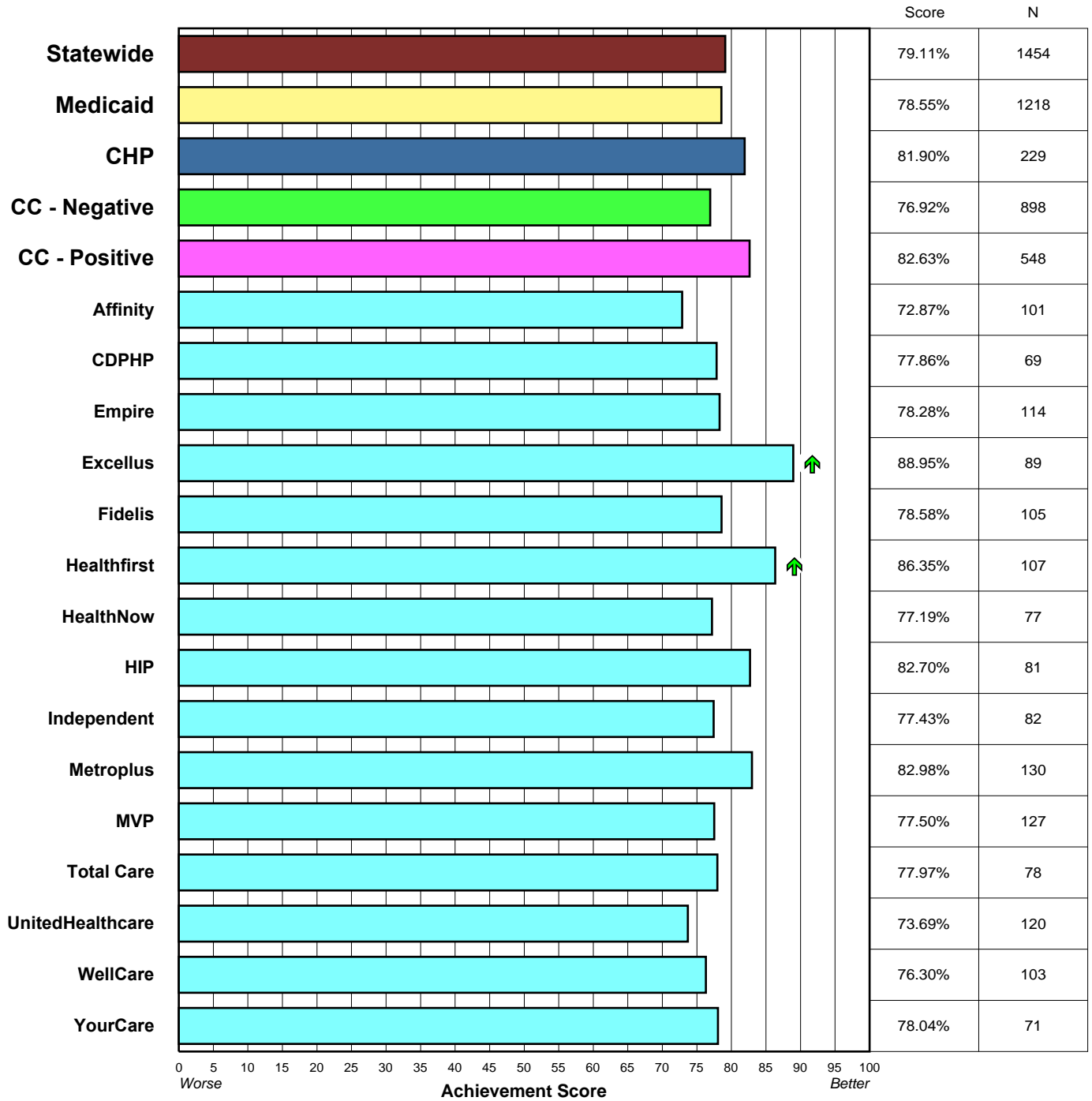
Shared Decision Making (Yes)

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



Shared Decision Making (Yes)

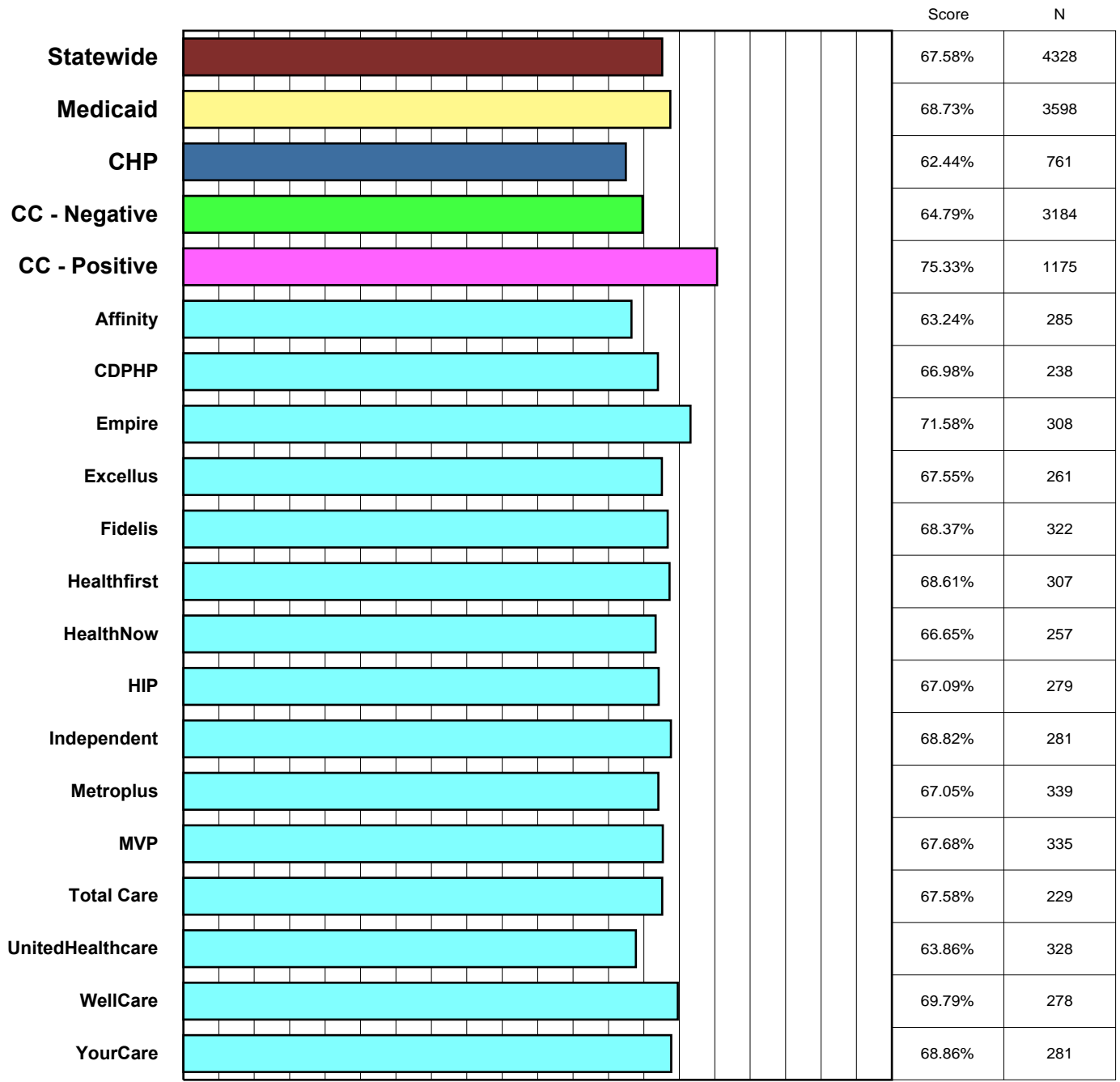
Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine



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

Single Items

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



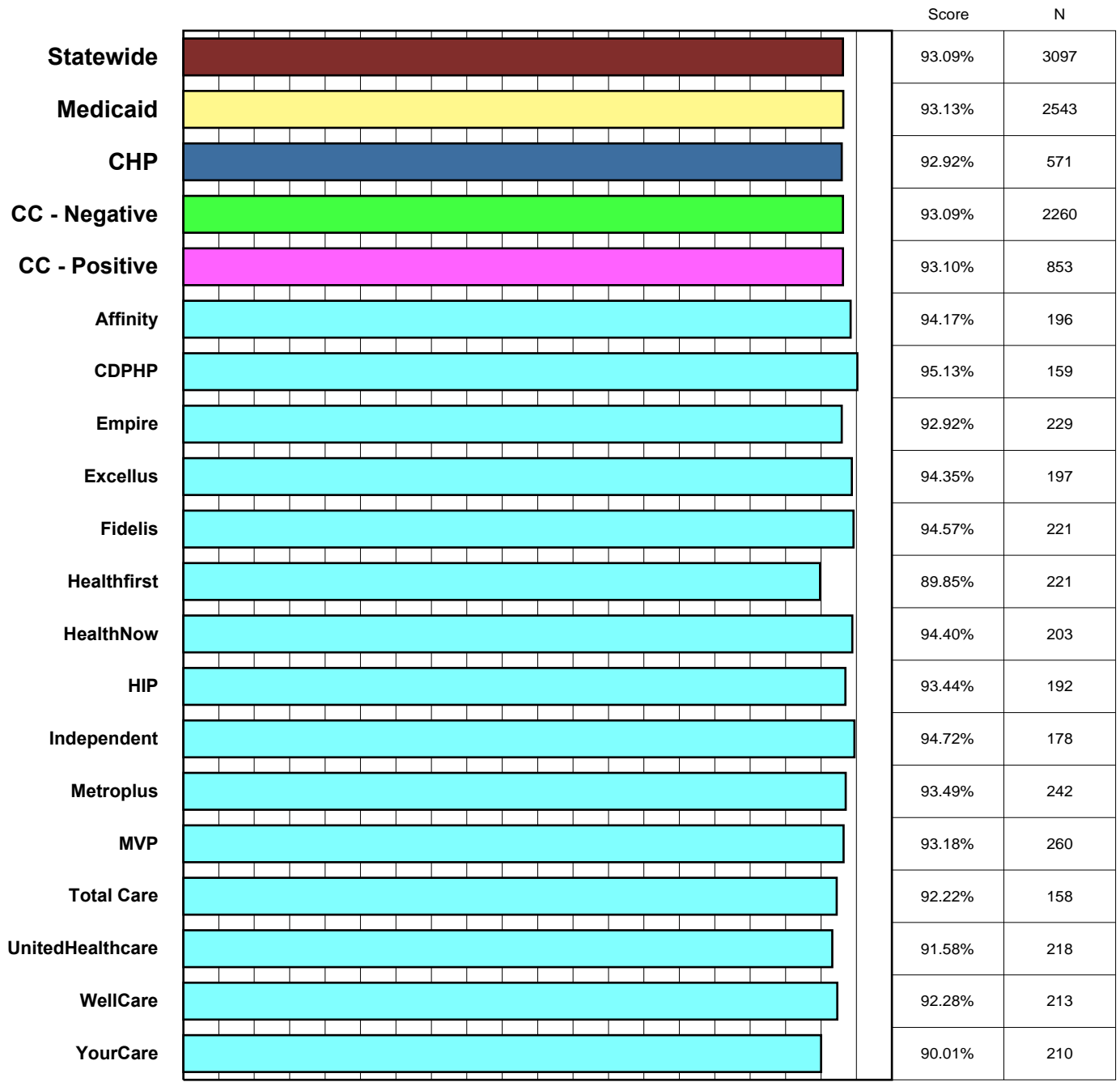
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

📌 Statistically significantly better/worse than Statewide.

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

Single Items

Q37. Child's personal doctor usually or always explained things in a way that was easy for your child to understand



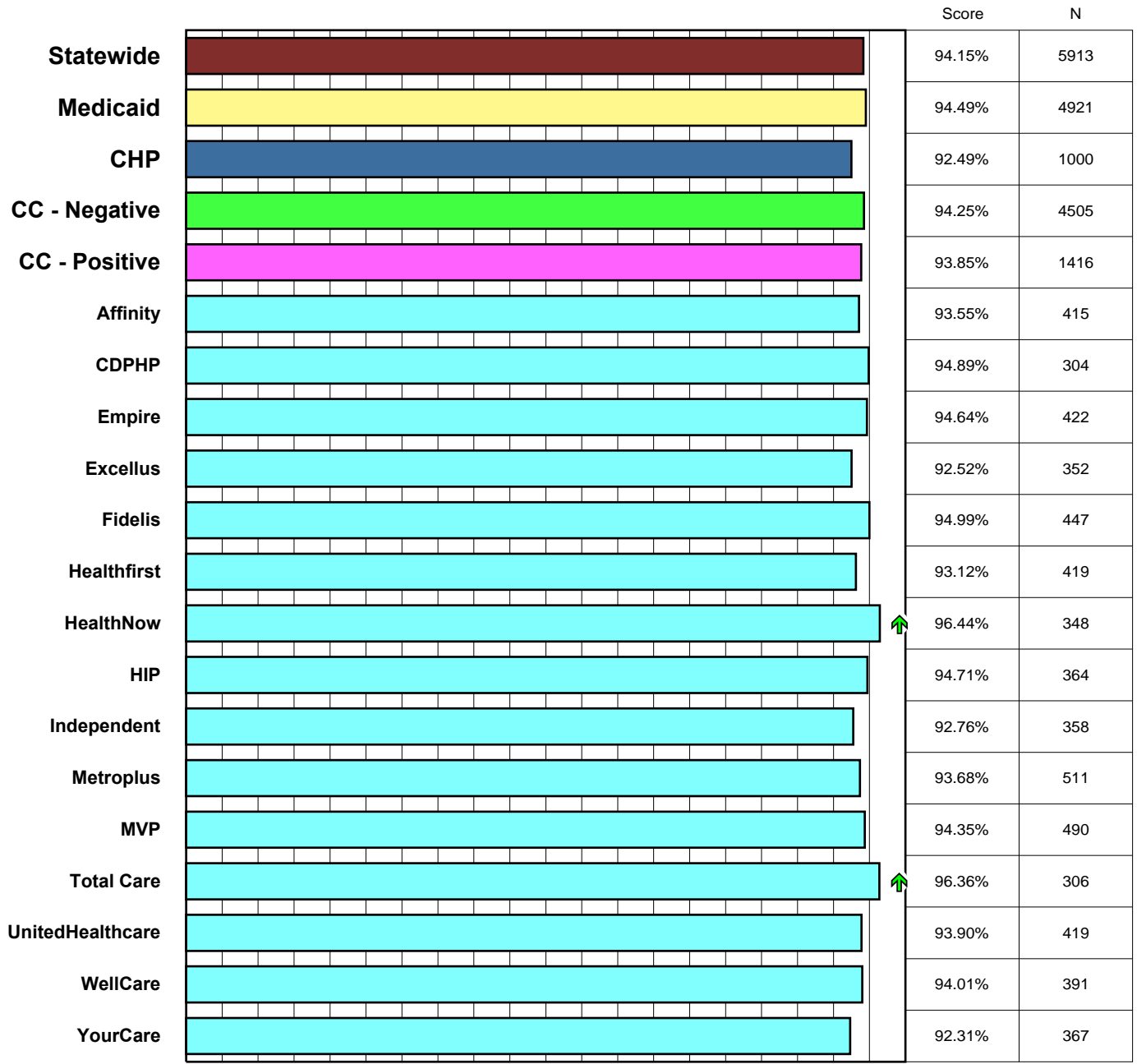
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

📌 Statistically significantly better/worse than Statewide.

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

Single Items

PQ54. Forms from your child's health plan usually or always easy to fill out
[NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]



0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

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

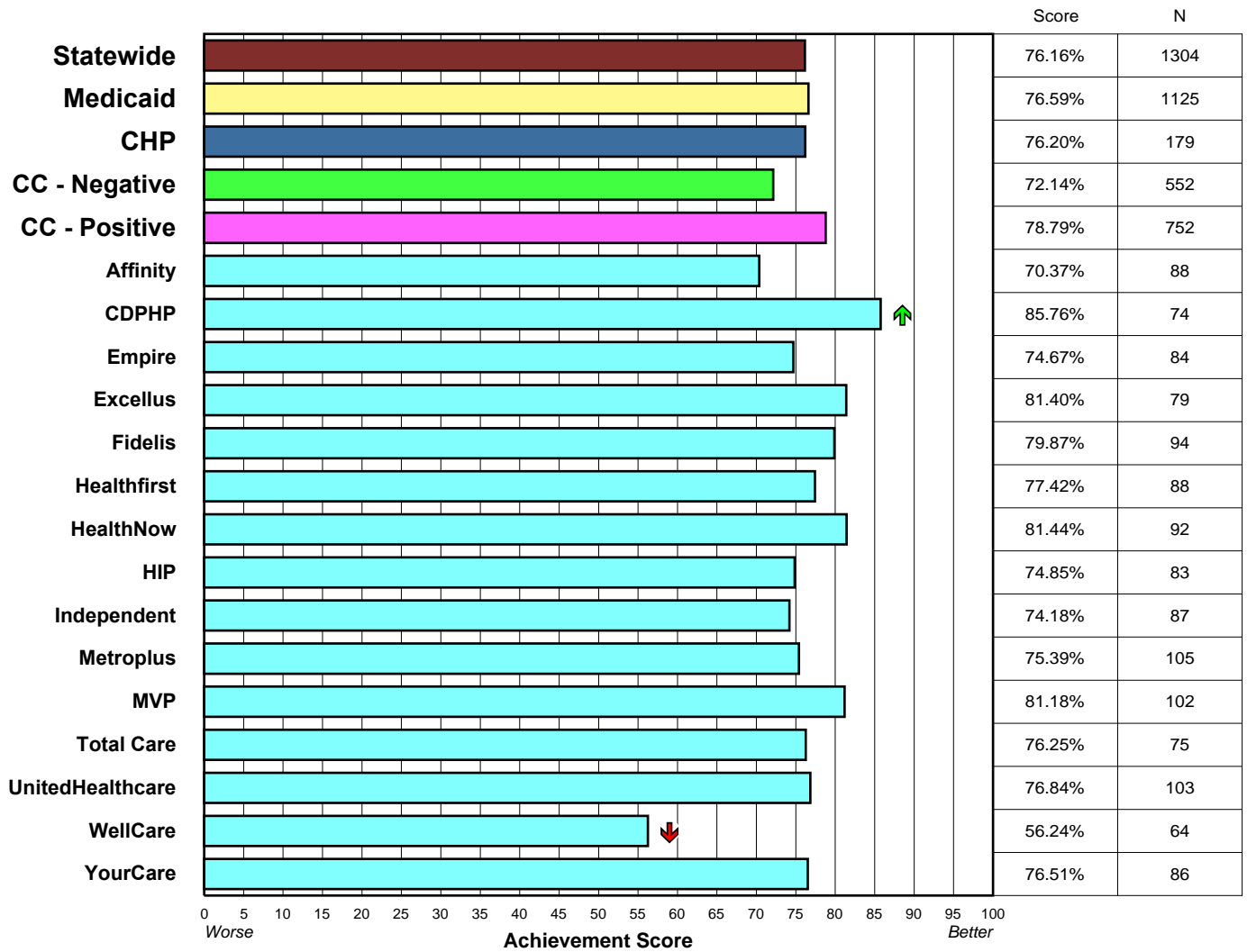
CCC Composites

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

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

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

Access to Specialized Services (Usually or Always)

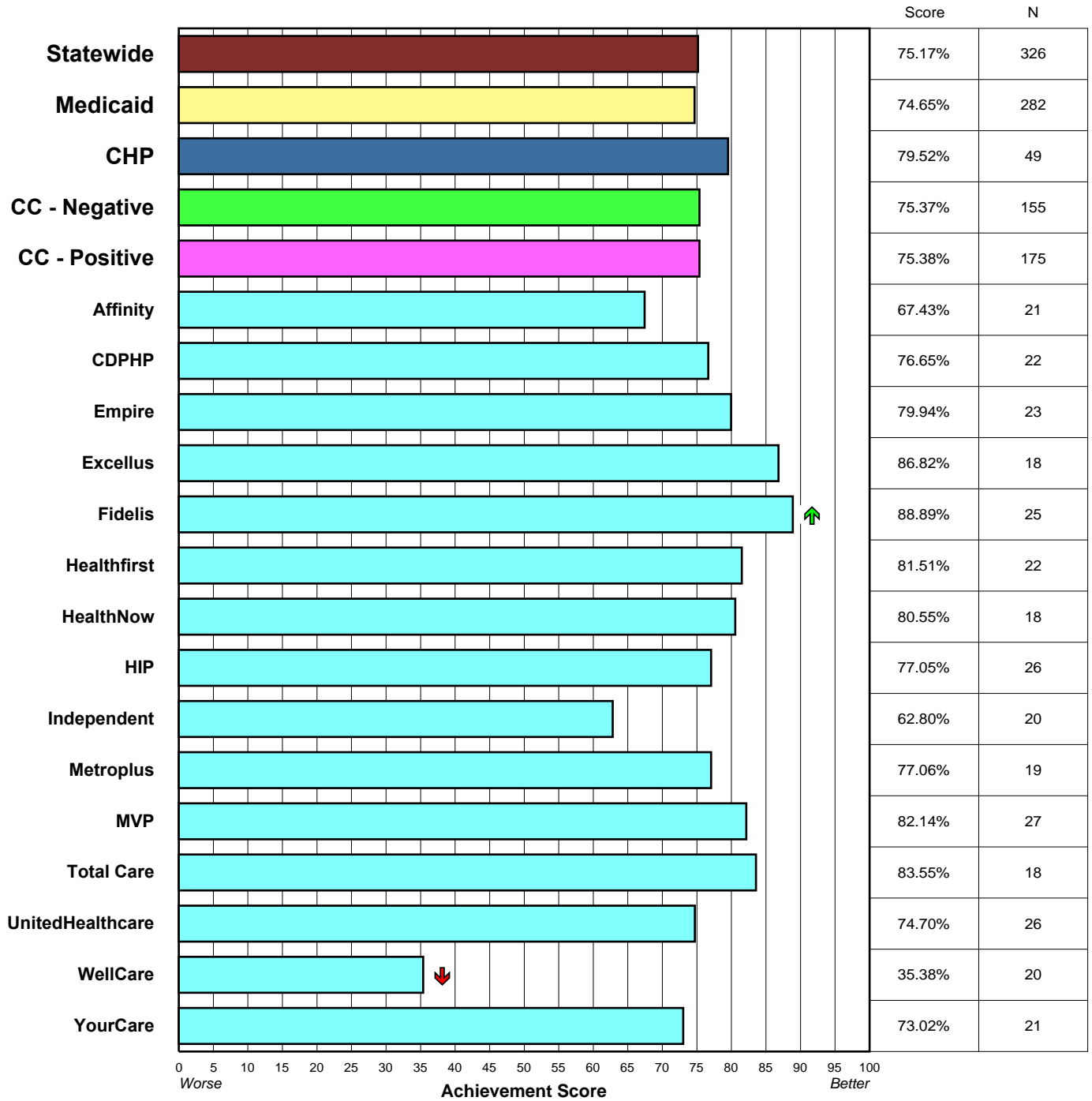


↑↓ Statistically significantly better/worse than Statewide.



Access to Specialized Services (Usually or Always)

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

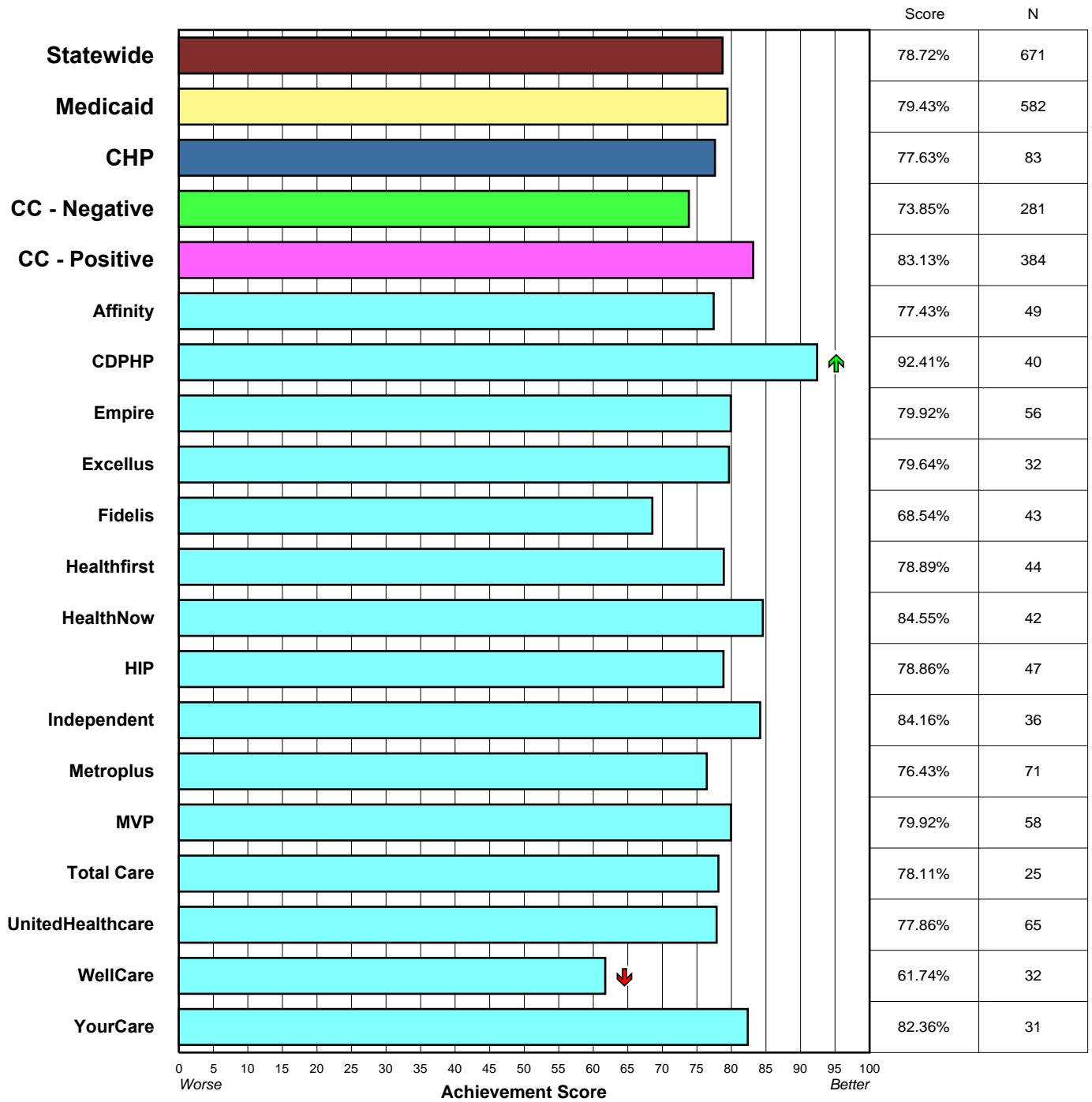


↑↓ Statistically significantly better/worse than Statewide.



Access to Specialized Services (Usually or Always)

Q23. Usually or always easy to get special therapy (physical, occupational or speech) for your child

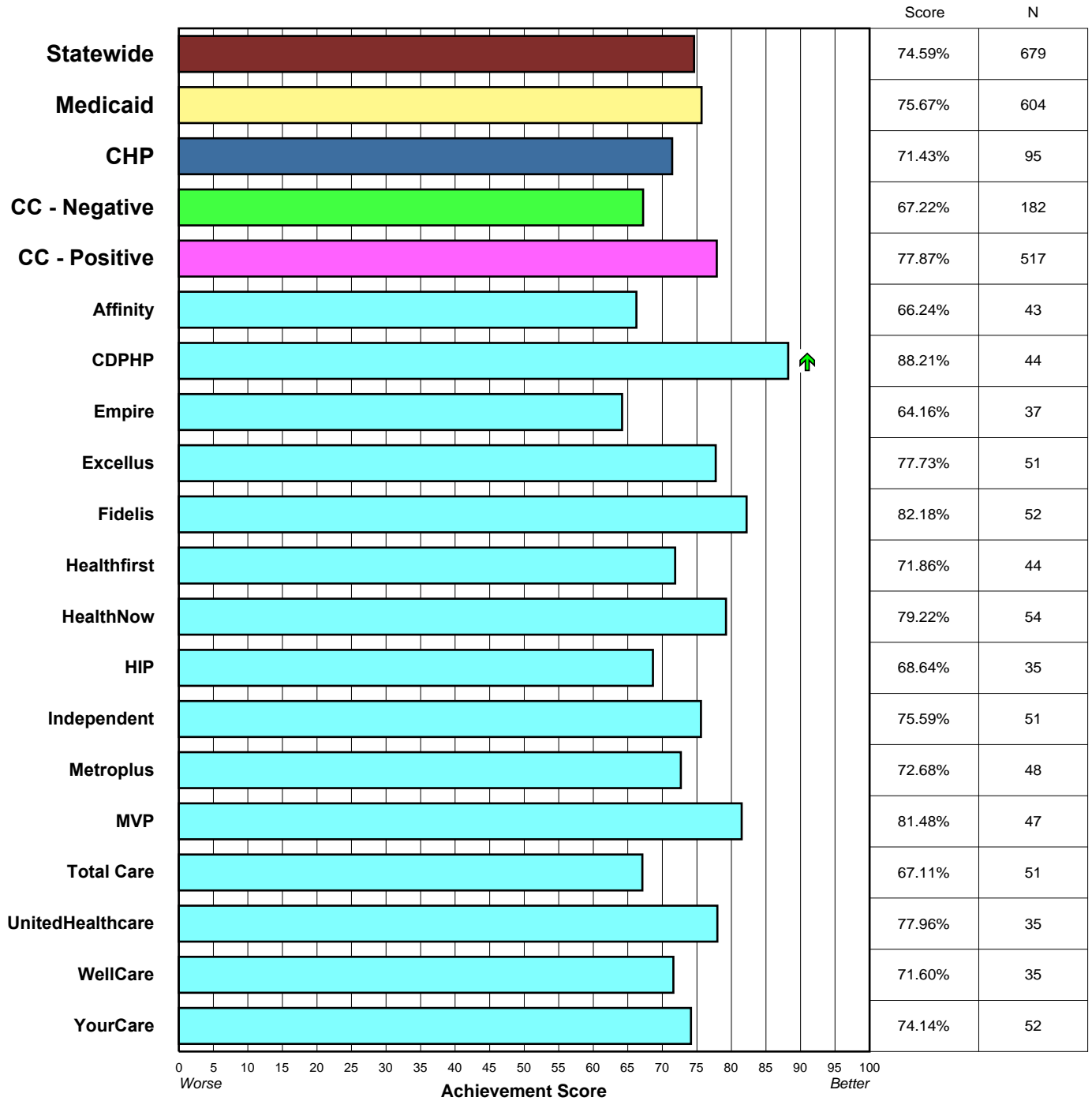


↑↓ Statistically significantly better/worse than Statewide.

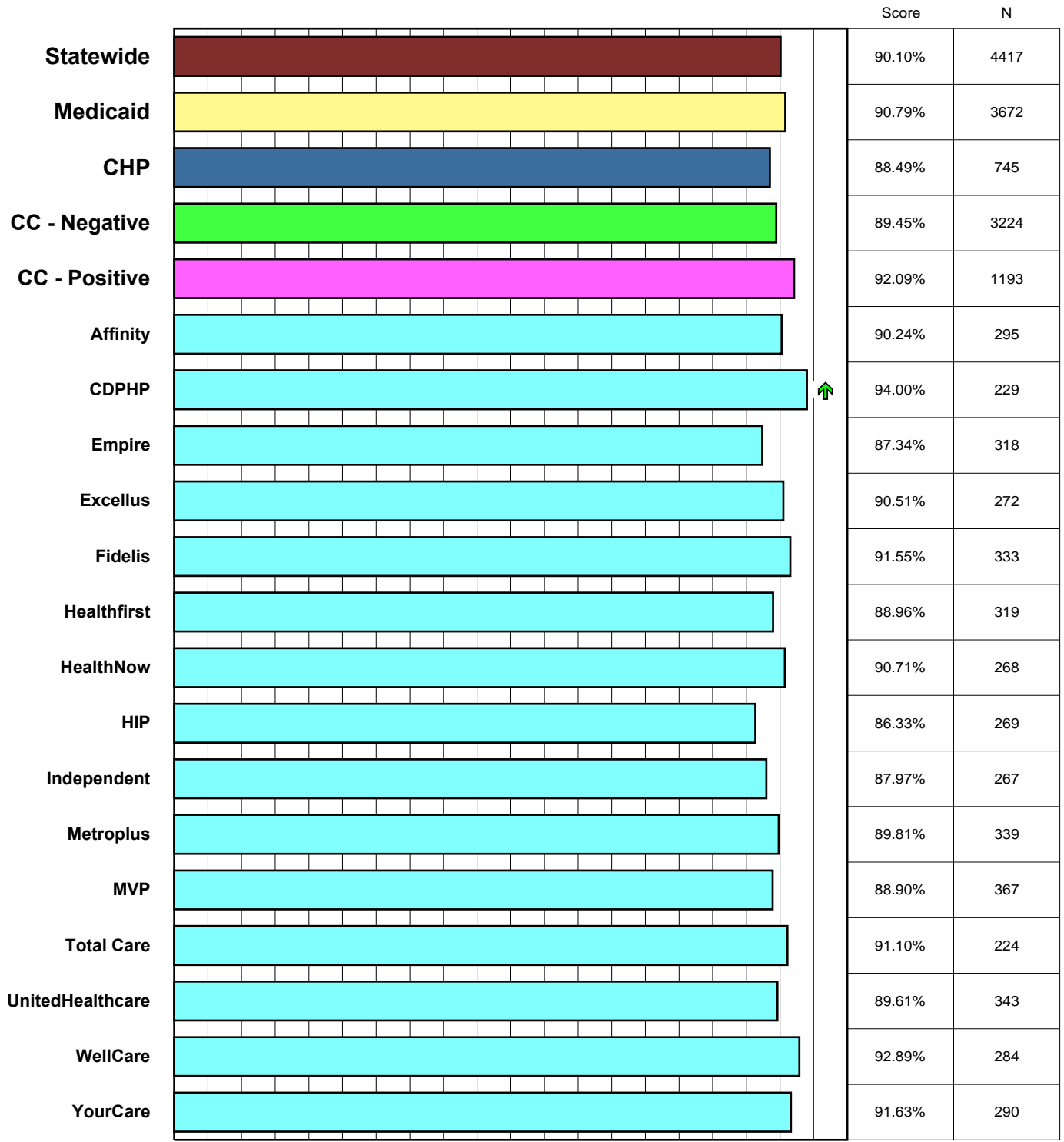


Access to Specialized Services (Usually or Always)

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



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



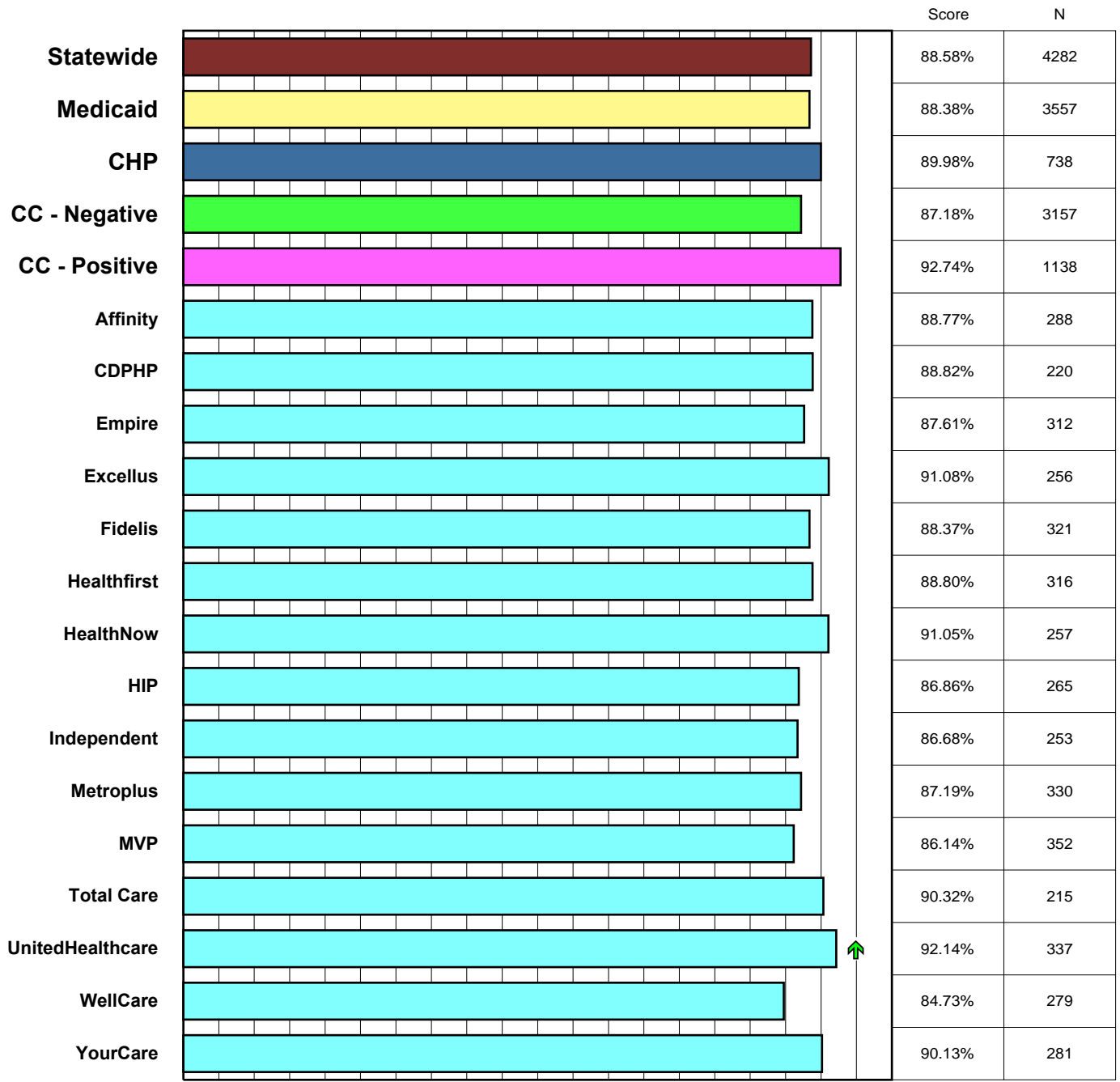
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↑↓ 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)

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

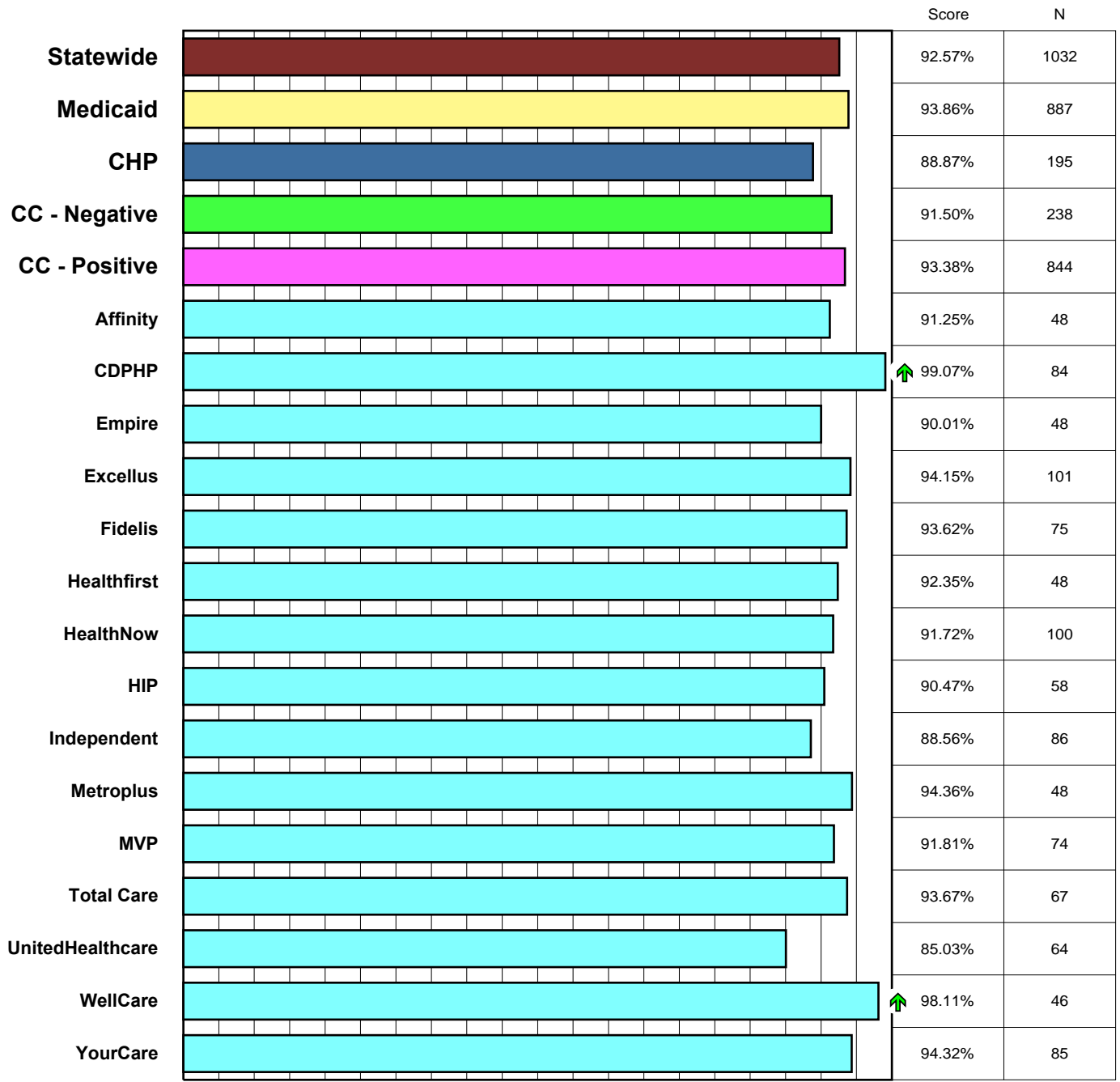


Statistically significantly better/worse than Statewide.



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

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



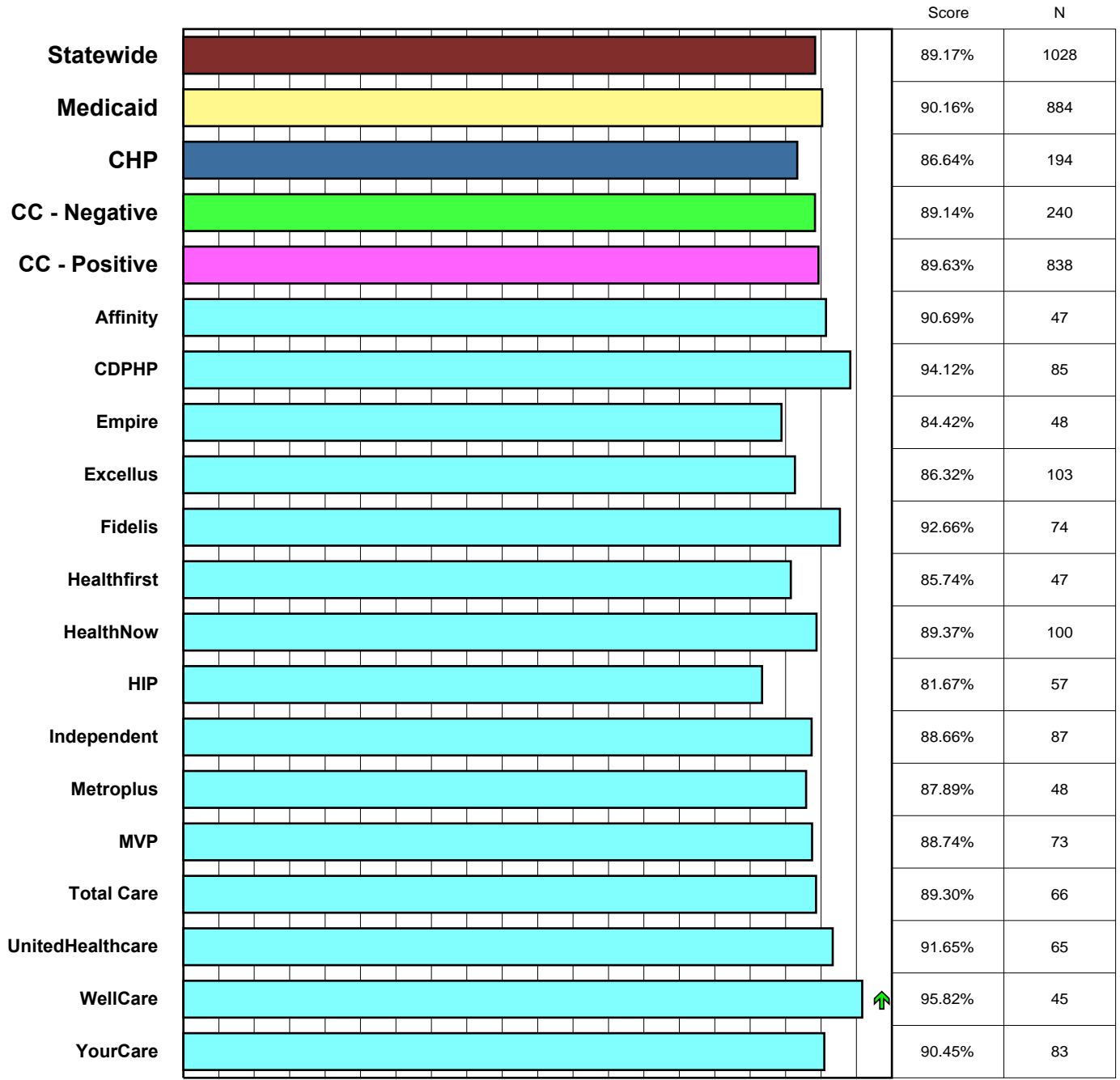
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

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)

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

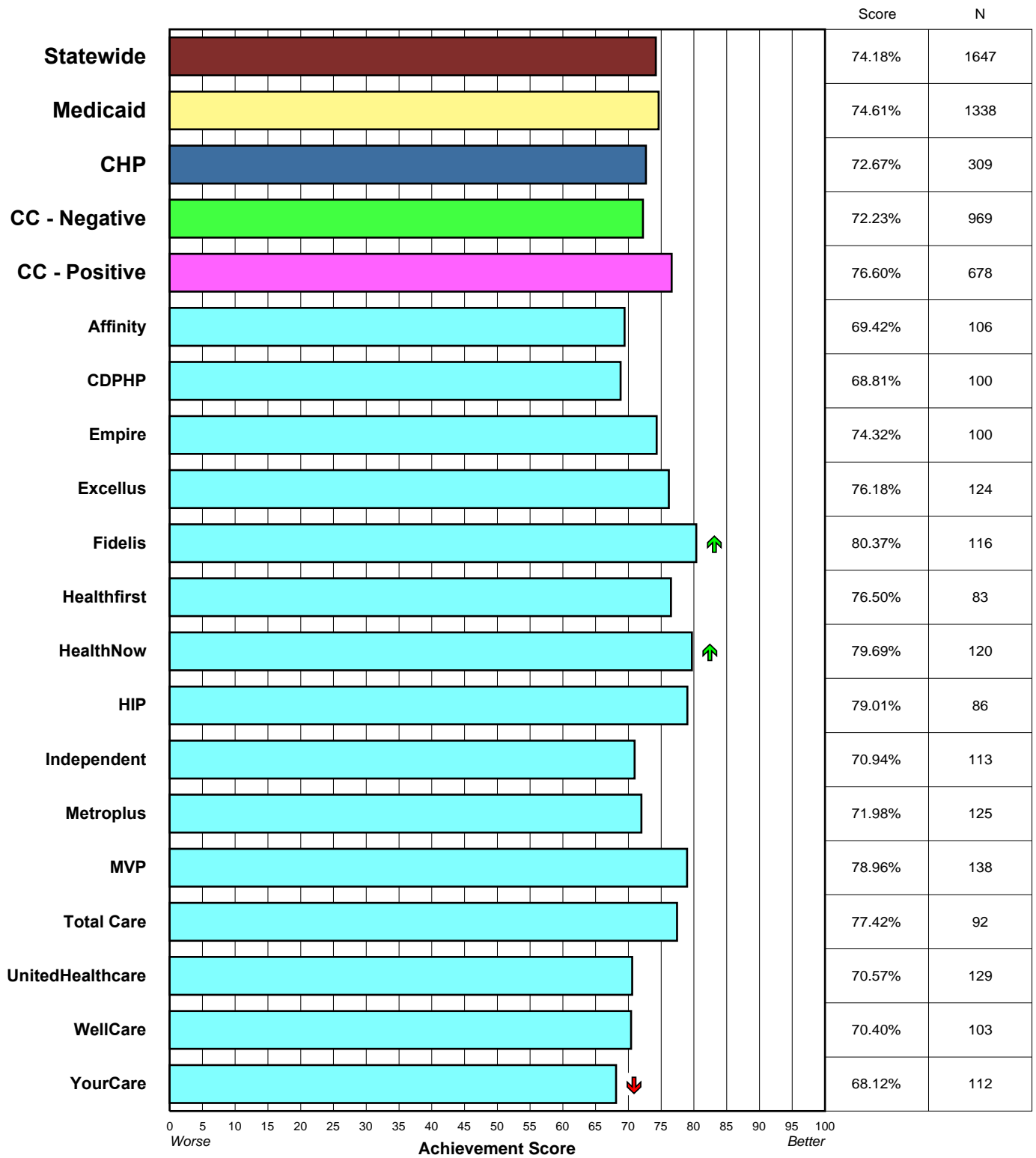


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

Statistically significantly better/worse than Statewide.

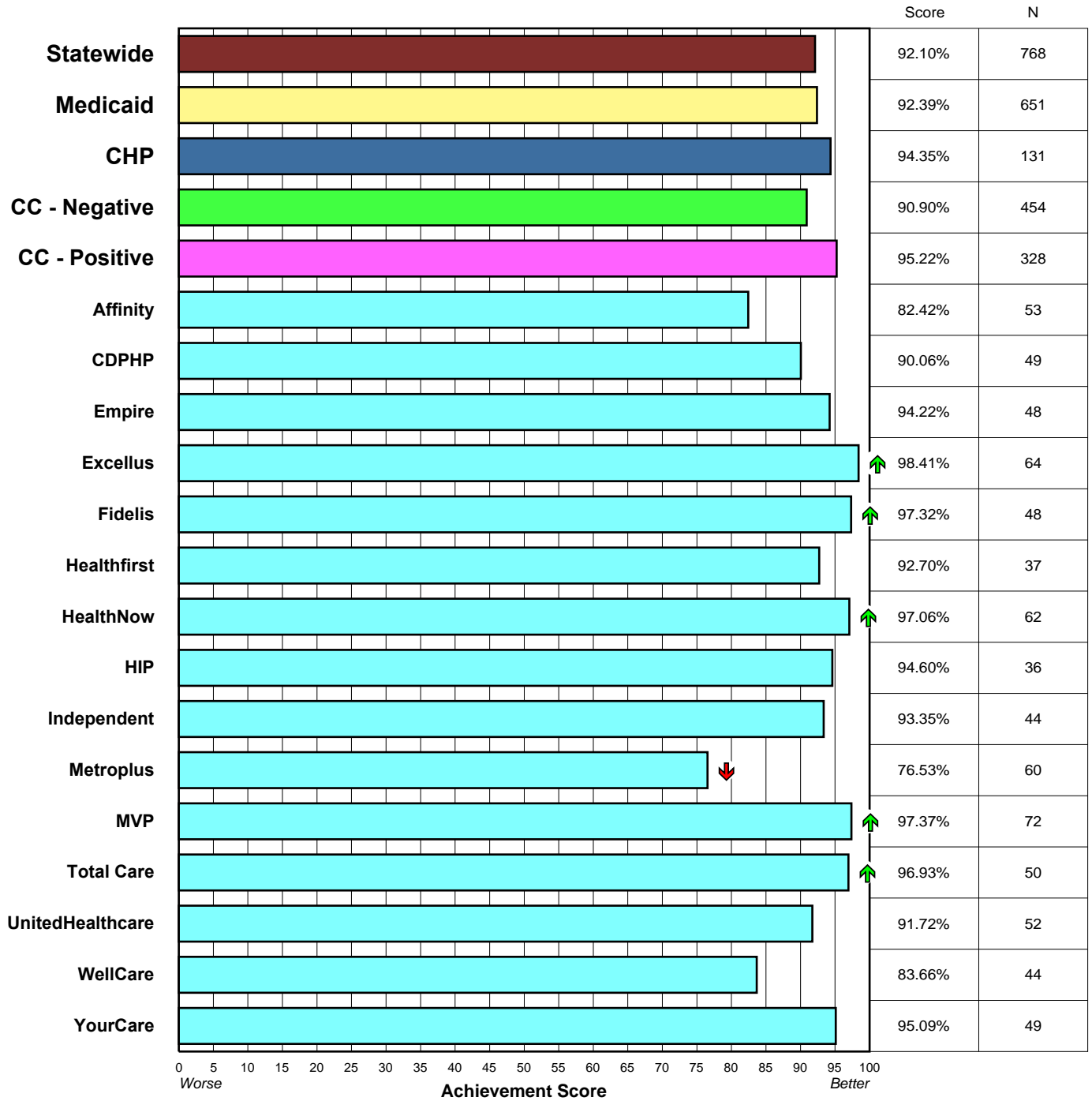
■ Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

Coordination of Care for Children with Chronic Conditions (Yes)



Coordination of Care for Children with Chronic Conditions (Yes)

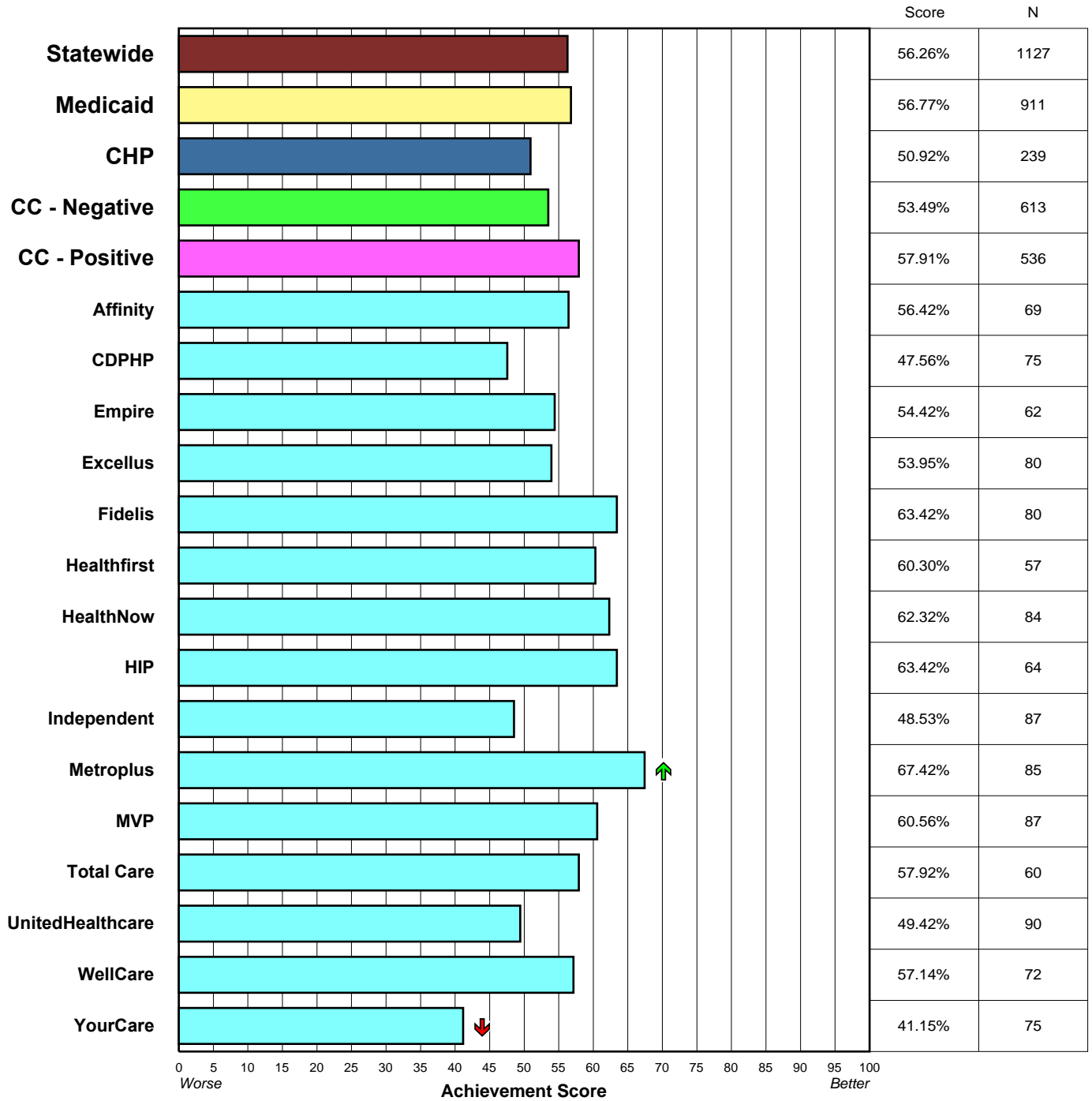
Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare



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

Coordination of Care for Children with Chronic Conditions (Yes)

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

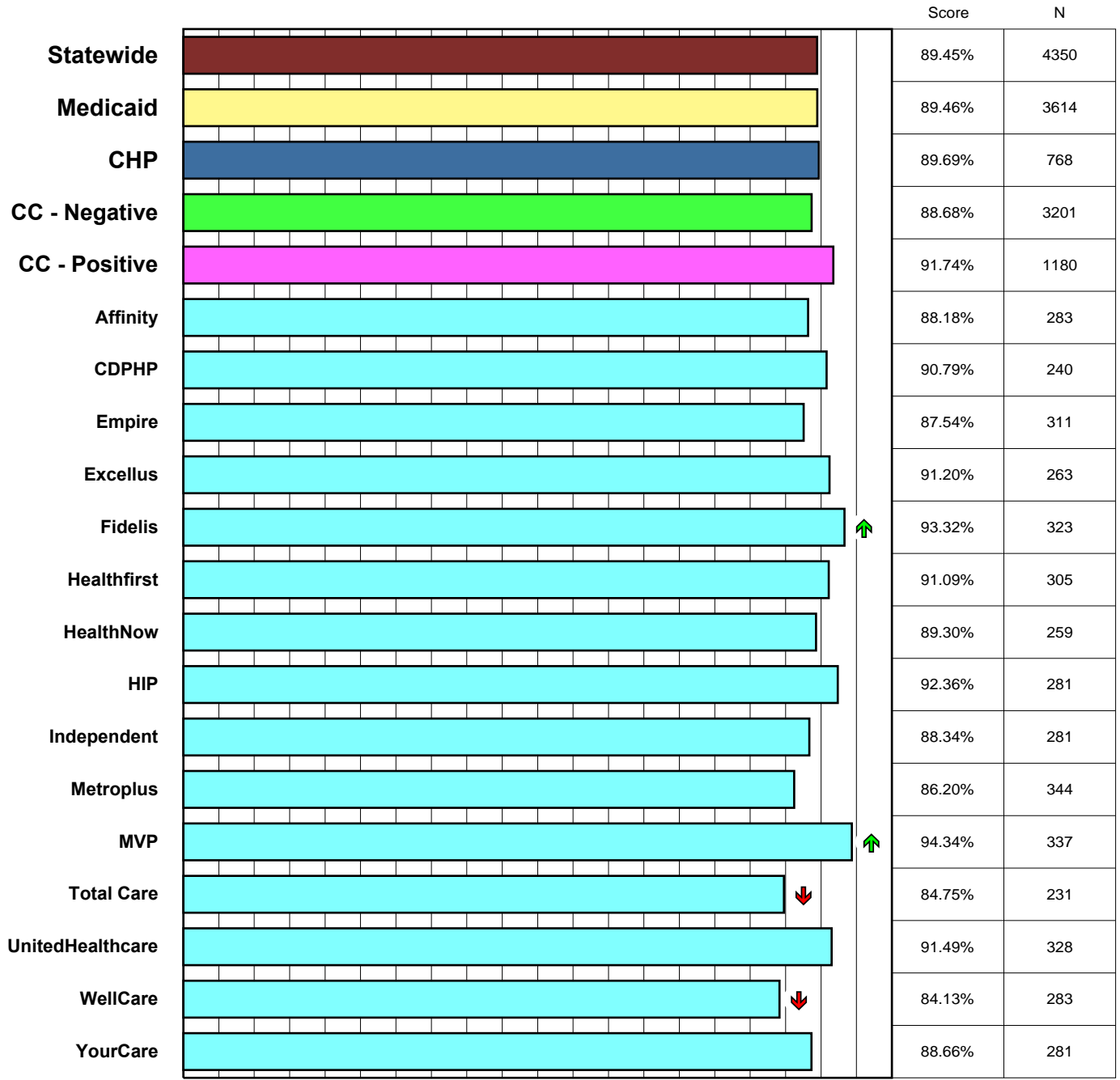


Statistically significantly better/worse than Statewide.



CCC Single Items

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

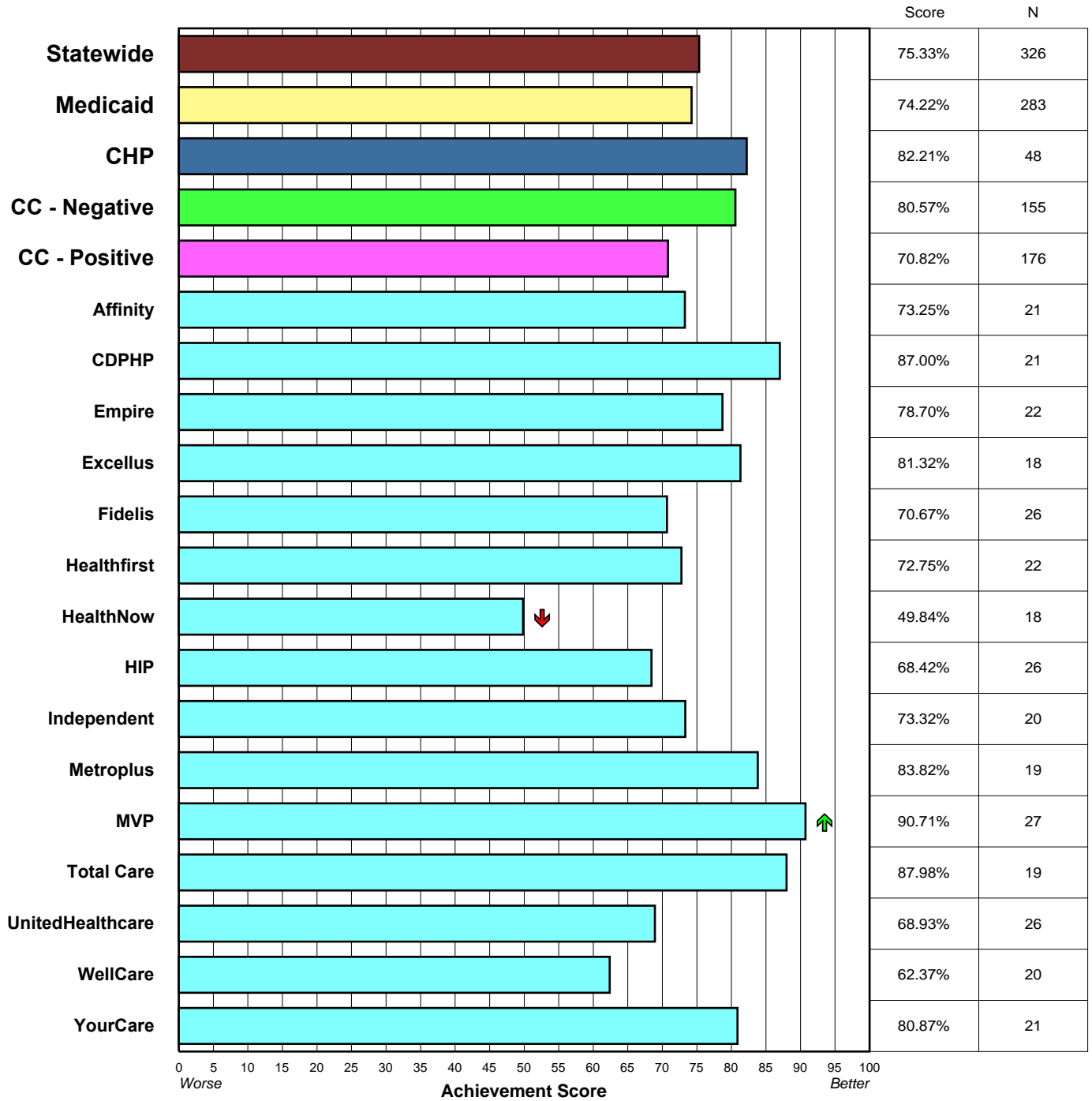


Statistically significantly better/worse than Statewide.



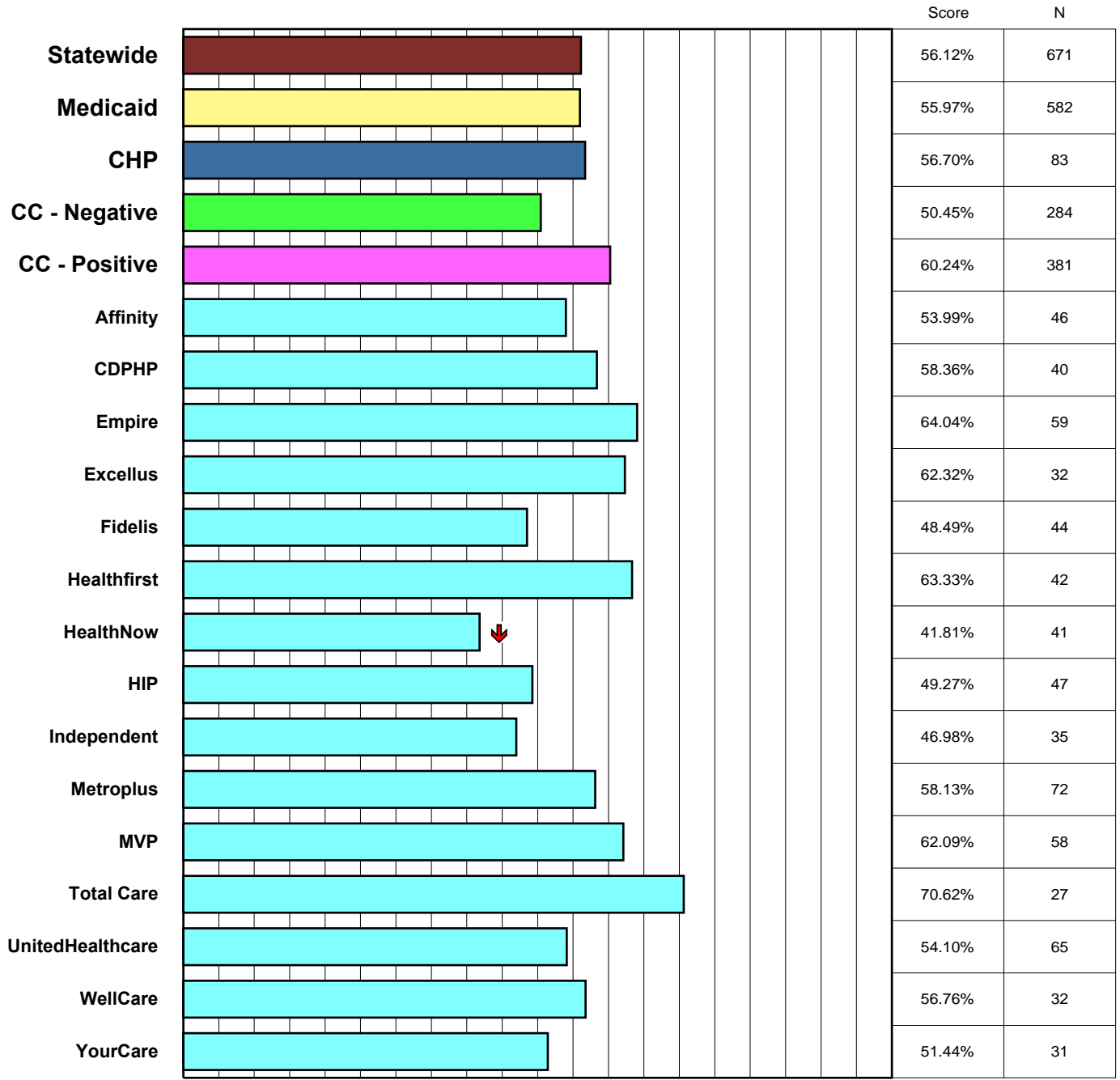
CCC Single Items

Q21. Someone from your child's health plan, doctor's office or clinic helped you get special medical equipment for your child



CCC Single Items

Q24. Someone from your chld's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child



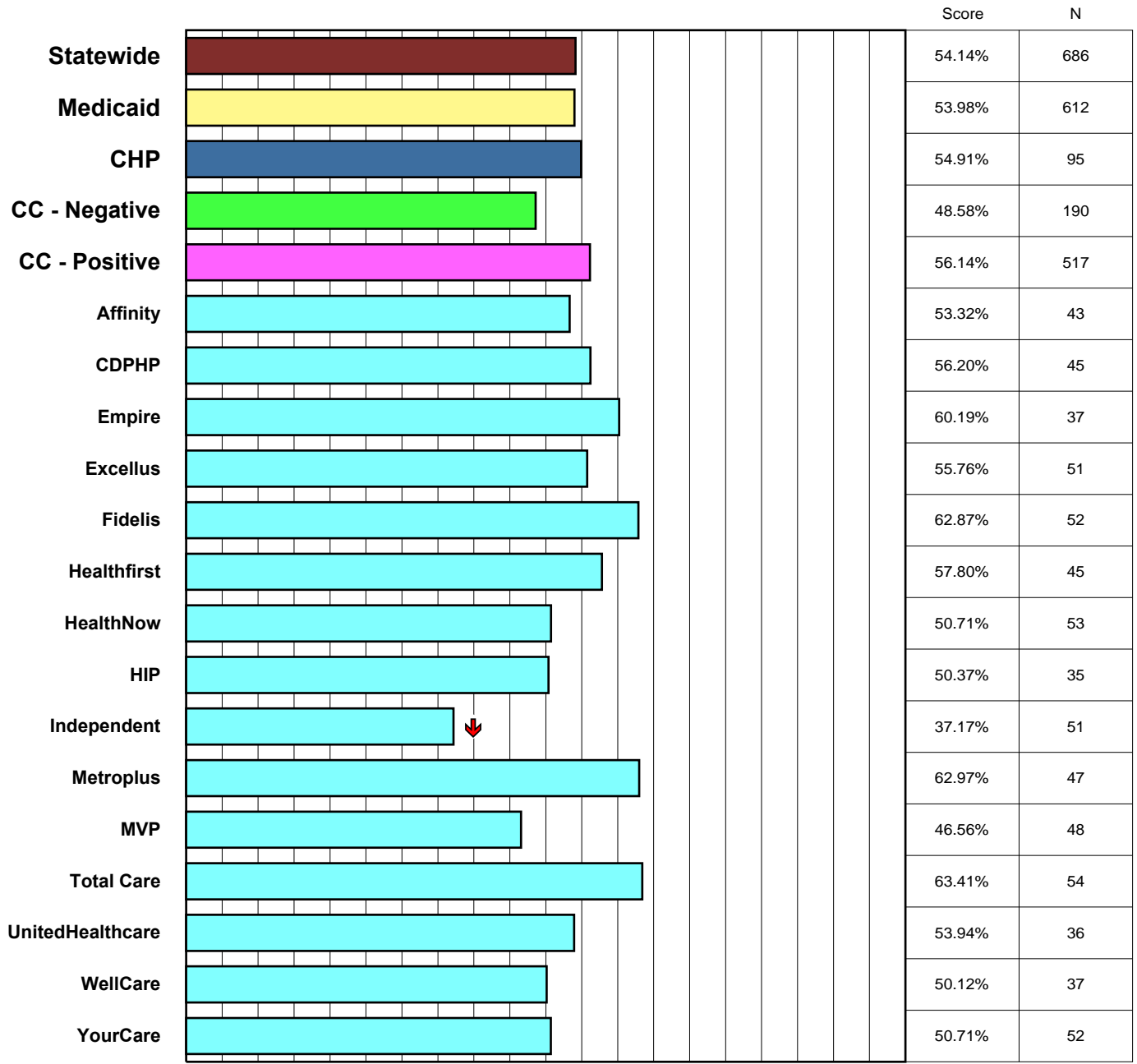
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↕ Statistically significantly better/worse than Statewide.

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

CCC Single Items

Q27. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child



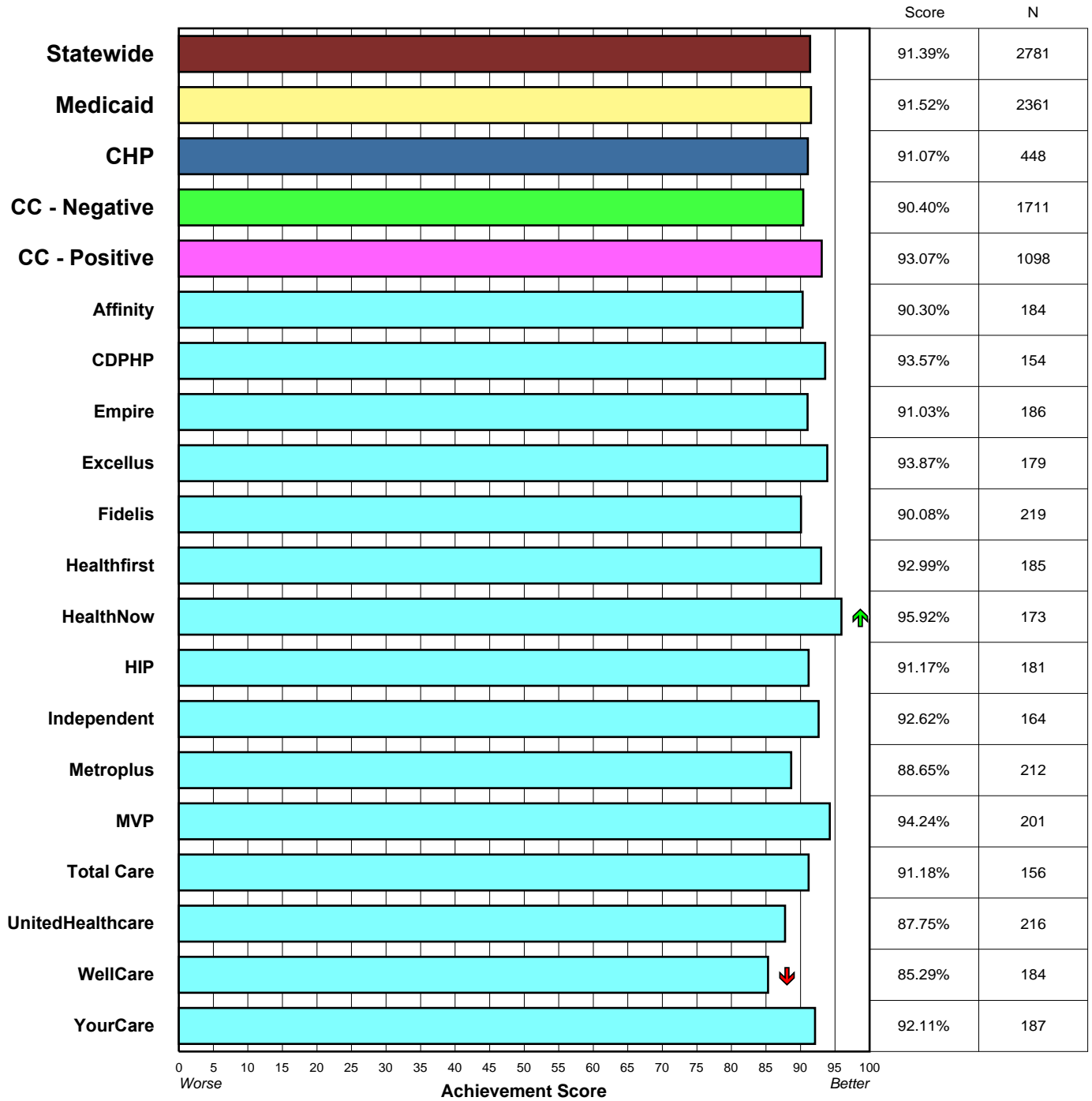
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse Achievement Score Better

↕ Statistically significantly better/worse than Statewide.

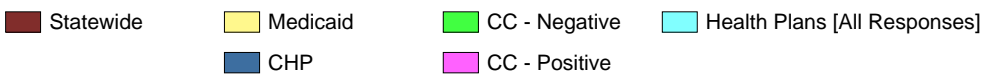
■ Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Health Plans [All Responses]
■ CHP
 ■ CC - Positive

CCC Single Items

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

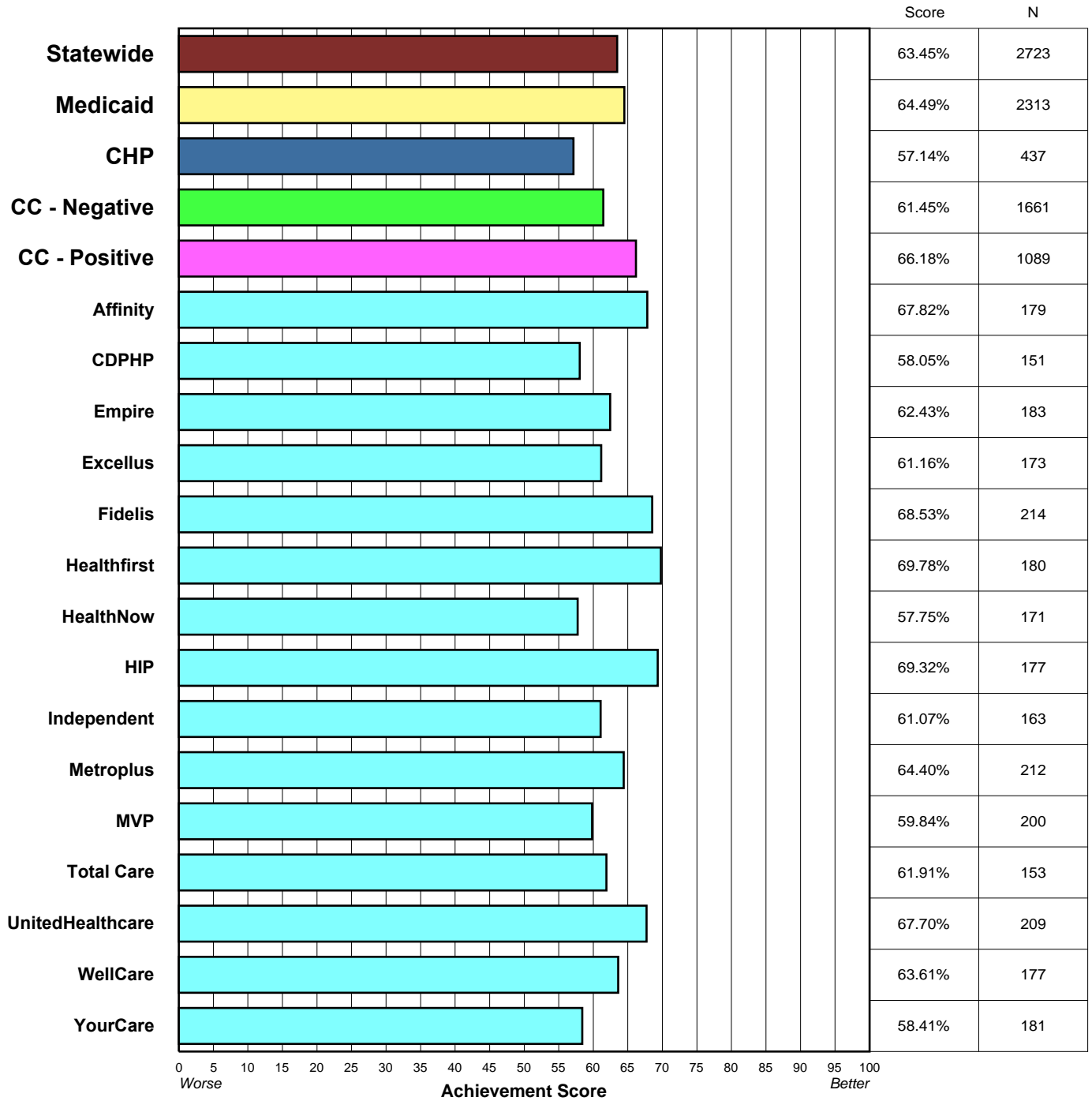


Statistically significantly better/worse than Statewide.



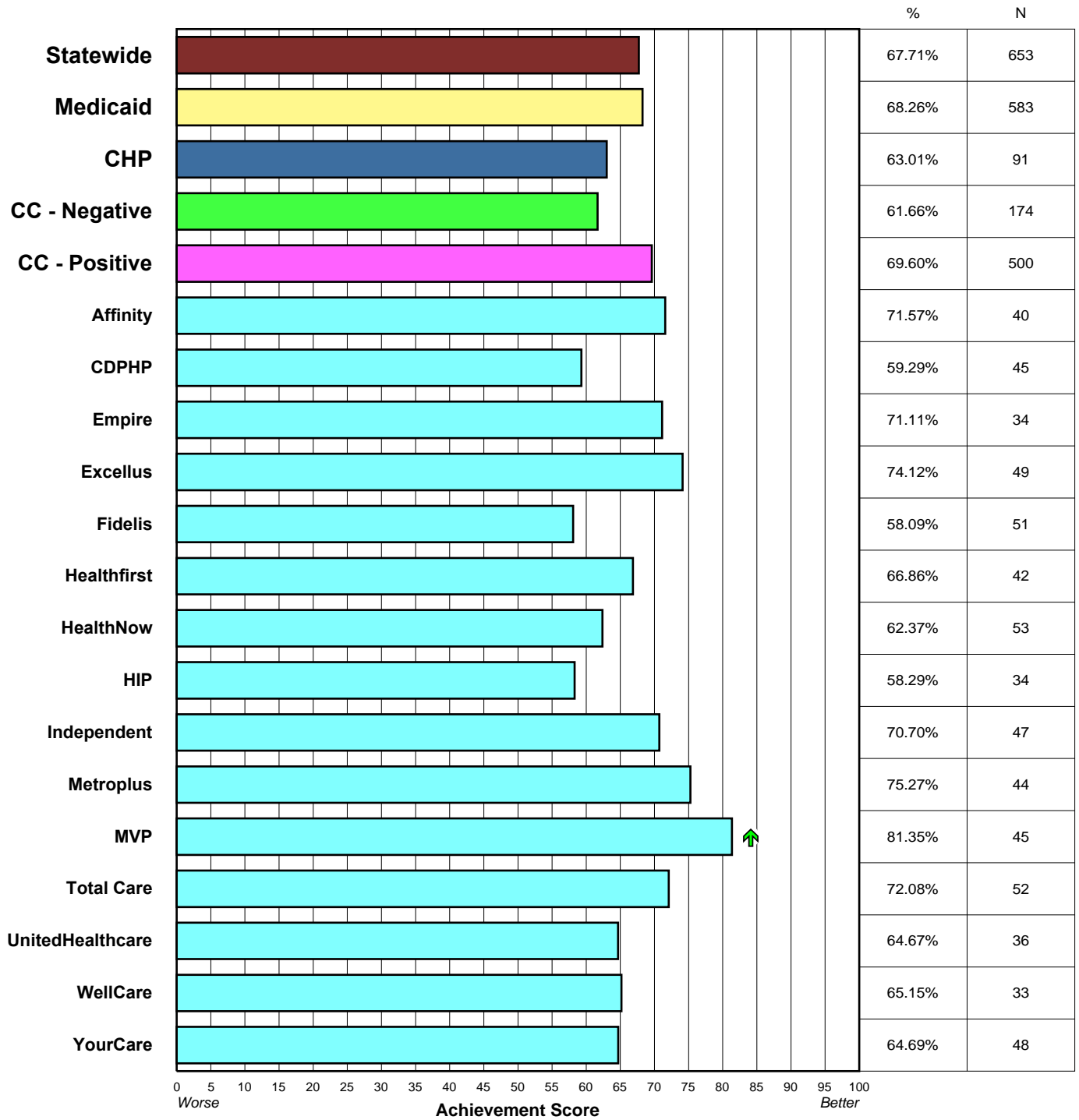
CCC Single Items

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



Supplemental Questions

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



Correlation Analysis

Excellus BlueCross Blue Shield

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

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

Example:

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

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

Excellus BlueCross Blue Shield

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	Q35 How Well Doctors Communicate	98%	0.47	Q15 Getting Needed Care	94% ▲	0.42	Q15 Getting Needed Care	94% ▲	0.47	Q4 Getting Care Quickly	93%	0.49
2	Q38 How Well Doctors Communicate	93% ▲	0.43	Q6 Getting Care Quickly	90%	0.34	Q6 Getting Care Quickly	90%	0.44	Q15 Getting Needed Care	94% ▲	0.37
3	Q33 How Well Doctors Communicate	96%	0.40	Q38 How Well Doctors Communicate	93% ▲	0.33	Q4 Getting Care Quickly	93%	0.42	Q52 Customer Service	96% ▲	0.35
4	Q34 How Well Doctors Communicate	95%	0.35	Q13 Shared Decision Making	89% ▲	0.32	Q52 Customer Service	96% ▲	0.39	Q51 Customer Service	84%	0.33
5	Q6 Getting Care Quickly	90%	0.33	Q4 Getting Care Quickly	93%	0.29	Q47 Getting Needed Care	79%	0.32	Q6 Getting Care Quickly	90%	0.18
6	Q15 Getting Needed Care	94% ▲	0.28	Q51 Customer Service	84%	0.19	Q33 How Well Doctors Communicate	96%	0.32	Q38 How Well Doctors Communicate	93% ▲	0.16
7	Q51 Customer Service	84%	0.28	Q47 Getting Needed Care	79%	0.18	Q51 Customer Service	84%	0.31	Q34 How Well Doctors Communicate	95%	0.14
8	Q4 Getting Care Quickly	93%	0.26	Q52 Customer Service	96% ▲	0.16	Q38 How Well Doctors Communicate	93% ▲	0.30	Q33 How Well Doctors Communicate	96%	0.13
9	Q52 Customer Service	96% ▲	0.23	Q33 How Well Doctors Communicate	96%	0.09	Q35 How Well Doctors Communicate	98%	0.24	Q47 Getting Needed Care	79%	0.13
10	Q47 Getting Needed Care	79%	0.16	Q35 How Well Doctors Communicate	98%	0.08	Q34 How Well Doctors Communicate	95%	0.21	Q35 How Well Doctors Communicate	98%	0.11

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of child's personal doctor

Excellus BlueCross Blue Shield

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.47	98%	89%	9%	1%	1%
2	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.43	93% ▲	76%	18%	5%	0%
3	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.40	96%	86%	11%	2%	2%
4	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.35	95%	86%	10%	3%	1%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.33	90%	71%	19%	9%	0%
6	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.28	94% ▲	70%	24%	5%	1%
7	Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.28	84%	63%	21%	13%	3%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.26	93%	85%	8%	7%	0%
9	Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.23	96% ▲	78%	18%	1%	2%
10	Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?	0.16	79%	54%	25%	18%	4%

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of specialist child saw most often

Excellus BlueCross Blue Shield

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	Always / Yes	Usually	Sometimes	Never / No
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.42	94% ▲	70%	24%	5%	1%
2	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.34	90%	71%	19%	9%	0%
3	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.33	93% ▲	76%	18%	5%	0%
4	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.32	89% ▲	89%	(na)	(na)	11%
5	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.29	93%	85%	8%	7%	0%
6	Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.19	84%	63%	21%	13%	3%
7	Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?	0.18	79%	54%	25%	18%	4%
8	Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.16	96% ▲	78%	18%	1%	2%
9	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.09	96%	86%	11%	2%	2%
10	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.08	98%	89%	9%	1%	1%

▲▼ Statistically significantly better/worse than Statewide.

Rating of all child's health care

Excellus BlueCross Blue Shield

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.47	94% ▲	70%	24%	5%	1%
2	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.44	90%	71%	19%	9%	0%
3	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.42	93%	85%	8%	7%	0%
4	Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.39	96% ▲	78%	18%	1%	2%
5	Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?	0.32	79%	54%	25%	18%	4%
6	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.32	96%	86%	11%	2%	2%
7	Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.31	84%	63%	21%	13%	3%
8	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.30	93% ▲	76%	18%	5%	0%
9	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.24	98%	89%	9%	1%	1%
10	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.21	95%	86%	10%	3%	1%

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of child's health plan

Excellus BlueCross Blue Shield

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.49	93%	85%	8%	7%	0%
2	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.37	94% ▲	70%	24%	5%	1%
3	Q52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.35	96% ▲	78%	18%	1%	2%
4	Q51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.33	84%	63%	21%	13%	3%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.18	90%	71%	19%	9%	0%
6	Q38. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.16	93% ▲	76%	18%	5%	0%
7	Q34. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.14	95%	86%	10%	3%	1%
8	Q33. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.13	96%	86%	11%	2%	2%
9	Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?	0.13	79%	54%	25%	18%	4%
10	Q35. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.11	98%	89%	9%	1%	1%

▲ ▼ Statistically significantly better/worse than Statewide.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2016 scores are compared to 2014 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5,864	100.0%	4,888	100.0%	970	100.0%	4,493	100.0%	1,366	100.0%	326	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	5,864	100.0%	4,888	100.0%	970	100.0%	4,493	100.0%	1,366	100.0%	326	100.0%
Not Answered	288		240		54		219		75		32	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,581	26.0%	1,321	26.0%	289	28.6%	1,066	22.9%	545	38.2%	114	32.2%
No	4,499	74.0%	3,751	74.0%	720	71.4%	3,589	77.1%	882	61.8%	240	67.8%
Total	6,080	100.0%	5,072	100.0%	1,009	100.0%	4,654	100.0%	1,427	100.0%	354	100.0%
Not Answered	72		56		15		57		14		4	

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	1.0%	12	0.9%	3	1.2%	13	1.2%	2	0.4%	0	0.0%
● Sometimes	152	9.8%	129	9.9%	21	7.6%	101	9.7%	49	9.1%	8	7.1%
● Usually	204	13.2%	180	13.9%	22	7.6%	137	13.2%	65	12.1%	9	8.0%
● Always	1,175	76.0%	973	75.2%	237	83.6%	788	75.9%	421	78.4%	96	85.0%
Total	1,546	100.0%	1,293	100.0%	283	100.0%	1,038	100.0%	537	100.0%	113	100.0%
Not Answered	35		28		6		27		7		1	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	89.10%		89.46%		89.89%		88.81%		90.94%		92.52%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+1.8		na		na		na		na		+1.8	
Correlation with Health Plan Satisfaction	0.196		0.182		0.274		0.160		0.270		0.487	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4,925	81.1%	4,114	81.4%	815	80.0%	3,681	79.3%	1,247	87.3%	282	80.1%
No	1,147	18.9%	940	18.6%	204	20.0%	962	20.7%	182	12.7%	70	19.9%
Total	6,072	100.0%	5,054	100.0%	1,019	100.0%	4,643	100.0%	1,429	100.0%	352	100.0%
Not Answered	80		74		5		68		11		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 your child needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	52	1.1%	43	1.1%	8	1.0%	45	1.3%	6	0.5%	1	0.4%
● Sometimes	558	11.6%	473	11.8%	72	9.0%	421	11.7%	124	10.1%	26	9.3%
● Usually	989	20.6%	815	20.2%	179	22.6%	719	20.1%	274	22.2%	54	19.3%
● Always	3,207	66.7%	2,694	66.9%	533	67.4%	2,400	66.9%	827	67.2%	199	71.1%
Total	4,806	100.0%	4,025	100.0%	792	100.0%	3,585	100.0%	1,231	100.0%	280	100.0%
Not Answered	119		89		23		96		16		2	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	87.51%		87.35%		89.04%		86.52%		90.86%		89.80%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-0.1		na		na		na		na		-0.7	
Correlation with Health Plan Satisfaction	0.194		0.183		0.271		0.179		0.255		0.181	

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

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	1,403	24.2%	1,173	24.4%	217	22.0%	1,190	26.9%	200	14.5%	78	22.8%
1 time	1,763	30.5%	1,451	30.1%	334	33.8%	1,424	32.2%	362	26.1%	102	29.8%
2 times	1,325	22.9%	1,091	22.7%	238	24.1%	970	22.0%	359	25.9%	87	25.4%
3 times	658	11.4%	545	11.3%	114	11.5%	464	10.5%	194	14.0%	40	11.7%
4 times	269	4.6%	231	4.8%	39	3.9%	166	3.8%	104	7.5%	18	5.3%
5 to 9 times	285	4.9%	251	5.2%	32	3.2%	172	3.9%	110	8.0%	15	4.4%
10 or more times	84	1.5%	73	1.5%	15	1.5%	33	0.7%	55	4.0%	2	0.6%
Total	5,787	100.0%	4,816	100.0%	989	100.0%	4,419	100.0%	1,385	100.0%	342	100.0%
Not Answered	365		312		35		292		56		16	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	2,921	67.5%	2,463	68.5%	485	63.7%	2,069	65.0%	879	74.8%	179	68.6%
● No	1,407	32.5%	1,134	31.5%	277	36.3%	1,115	35.0%	296	25.2%	82	31.4%
Total	4,328	100.0%	3,598	100.0%	761	100.0%	3,184	100.0%	1,175	100.0%	261	100.0%
Not Answered	56		45		10		45		10		3	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	67.58%		68.73%		62.44%		64.79%		75.33%		67.55%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-3.1▼		na		na		na		na		-6.8	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	100	2.3%	82	2.3%	20	2.6%	86	2.7%	17	1.4%	8	3.0%
● Sometimes	357	8.2%	306	8.5%	52	6.8%	265	8.3%	93	7.9%	13	4.9%
● Usually	787	18.1%	638	17.7%	141	18.3%	555	17.4%	224	18.9%	43	16.3%
● Always	3,106	71.4%	2,588	71.6%	555	72.2%	2,295	71.7%	847	71.8%	199	75.7%
Total	4,350	100.0%	3,614	100.0%	768	100.0%	3,201	100.0%	1,180	100.0%	263	100.0%
Not Answered	34		29		4		29		5		1	
Reporting Category												
						CCC Single Items						
Achievement Score (Case mix adjusted)	89.45%		89.46%		89.69%		88.68%		91.74%		91.20%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.5		na		na		na		na		+0.1	

Response scored as: ● Achievement ● Room for improvement

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,474	34.1%	1,227	34.2%	240	31.4%	915	28.7%	551	47.3%	90	34.7%
No	2,847	65.9%	2,363	65.8%	523	68.6%	2,271	71.3%	615	52.7%	169	65.3%
Total	4,321	100.0%	3,590	100.0%	763	100.0%	3,186	100.0%	1,166	100.0%	259	100.0%
Not Answered	63		53		9		43		18		5	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	1,184	81.0%	991	81.4%	208	87.5%	693	76.4%	506	92.3%	81	91.0%
● No	278	19.0%	226	18.6%	30	12.5%	214	23.6%	42	7.7%	8	9.0%
Total	1,462	100.0%	1,217	100.0%	238	100.0%	907	100.0%	548	100.0%	89	100.0%
Not Answered	12		10		2		8		3		1	
Reporting Category	Shared Decision Making											
Achievement Score (Case mix adjusted)	82.81%	82.29%	82.97%	77.12%	91.12%	88.34%						
Correlation with Health Plan Satisfaction	-0.083	-0.093	0.005	-0.052	-0.081	-0.037						

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	875	60.2%	737	61.0%	149	62.6%	508	56.6%	378	69.0%	62	69.7%
● No	578	39.8%	471	39.0%	89	37.4%	390	43.4%	170	31.0%	27	30.3%
Total	1,453	100.0%	1,208	100.0%	238	100.0%	899	100.0%	547	100.0%	89	100.0%
Not Answered	21		19		2		17		4		1	
Reporting Category	Shared Decision Making											
Achievement Score (Case mix adjusted)	61.56%	61.64%	59.45%	56.76%	68.69%	68.71%						
Correlation with Health Plan Satisfaction	-0.037	-0.057	0.044	-0.014	-0.038	0.039						

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

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

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	1,149	79.0%	957	78.6%	187	81.6%	691	76.9%	453	82.7%	79	88.8%
● No	305	21.0%	260	21.4%	42	18.4%	208	23.1%	95	17.3%	10	11.2%
Total	1,454	100.0%	1,218	100.0%	229	100.0%	898	100.0%	548	100.0%	89	100.0%
Not Answered	20		9		10		17		3		1	
Reporting Category												
Shared Decision Making												
Achievement Score (Case mix adjusted)	79.11%		78.55%		81.90%		76.92%		82.63%		88.95%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.4		na		na		na		na		+2.7	
Correlation with Health Plan Satisfaction	0.067		0.068		0.117		0.065		0.109		-0.002	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	5	0.1%	3	0.1%	2	0.3%	6	0.2%	0	0.0%	0	0.0%
● 1	10	0.2%	8	0.2%	2	0.2%	10	0.3%	0	0.0%	0	0.0%
● 2	9	0.2%	9	0.2%	0	0.0%	9	0.3%	0	0.0%	0	0.0%
● 3	10	0.2%	9	0.2%	1	0.1%	5	0.2%	4	0.4%	0	0.0%
● 4	38	0.9%	35	1.0%	4	0.5%	22	0.7%	18	1.5%	3	1.1%
● 5	118	2.7%	99	2.7%	18	2.4%	84	2.6%	33	2.9%	5	1.9%
● 6	115	2.7%	93	2.6%	21	2.8%	74	2.3%	40	3.4%	9	3.4%
● 7	319	7.4%	270	7.5%	55	7.2%	215	6.7%	110	9.3%	15	5.7%
● 8	836	19.3%	677	18.8%	166	21.8%	604	18.9%	239	20.3%	46	17.6%
● 9	839	19.3%	683	18.9%	154	20.2%	618	19.3%	219	18.6%	47	18.0%
● Best health care possible	2,040	47.0%	1,723	47.7%	339	44.4%	1,549	48.5%	512	43.6%	136	52.1%
Total	4,339	100.0%	3,608	100.0%	763	100.0%	3,197	100.0%	1,174	100.0%	261	100.0%
Not Answered	45		35		9		33		11		3	
Reporting Category												
Ratings												
Achievement Score (Case mix adjusted)	85.54%		85.51%		85.95%		85.68%		85.32%		87.81%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.3		na		na		na		na		-0.5	
Correlation with Health Plan Satisfaction	0.529		0.534		0.537		0.548		0.494		0.525	

○ **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 your child needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	72	1.7%	57	1.6%	12	1.6%	57	1.8%	13	1.1%	3	1.1%
● Sometimes	390	9.0%	330	9.2%	54	7.0%	274	8.6%	110	9.4%	12	4.6%
● Usually	1,092	25.2%	906	25.1%	184	24.2%	769	24.1%	322	27.3%	63	24.0%
● Always	2,785	64.2%	2,314	64.1%	513	67.2%	2,093	65.6%	734	62.2%	184	70.2%
Total	4,339	100.0%	3,608	100.0%	763	100.0%	3,192	100.0%	1,178	100.0%	262	100.0%
Not Answered	45		35		9		37		6		2	
Reporting Category	Getting Needed Care											
Achievement Score (Case mix adjusted)	89.49%		89.54%		90.06%		89.07%		91.15%		93.71%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	0.0		na		na		na		na		+1.2	
Correlation with Health Plan Satisfaction	0.292		0.278		0.380		0.261		0.379		0.368	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4,843	79.3%	4,018	78.9%	846	82.9%	3,595	76.8%	1,269	88.6%	288	81.1%
No	1,268	20.7%	1,073	21.1%	174	17.1%	1,085	23.2%	163	11.4%	67	18.9%
Total	6,111	100.0%	5,091	100.0%	1,021	100.0%	4,680	100.0%	1,432	100.0%	355	100.0%
Not Answered	41		37		3		31		9		3	

Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	775	16.1%	657	16.5%	132	15.7%	459	12.9%	331	26.1%	64	22.4%
No	4,036	83.9%	3,334	83.5%	710	84.3%	3,109	87.1%	934	73.9%	222	77.6%
Total	4,811	100.0%	3,991	100.0%	842	100.0%	3,568	100.0%	1,265	100.0%	286	100.0%
Not Answered	32		27		4		27		4		2	

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

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

Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	708	92.2%	600	92.2%	125	95.4%	413	90.9%	313	95.2%	63	98.4%
● No	60	7.8%	51	7.8%	6	4.6%	41	9.1%	16	4.8%	1	1.6%
Total	768	100.0%	651	100.0%	131	100.0%	454	100.0%	328	100.0%	64	100.0%
Not Answered	7		6		1		5		2		0	
Reporting Category Coordination of Care for Children with Chronic Conditions												
Achievement Score (Case mix adjusted)	92.10%		92.39%		94.35%		90.90%		95.22%		98.41%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+1.6		na		na		na		na		+6.4	

Specialized Services

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	328	5.4%	284	5.6%	49	4.9%	156	3.4%	177	12.4%	18	5.1%
No	5,743	94.6%	4,776	94.4%	964	95.1%	4,491	96.6%	1,249	87.6%	338	94.9%
Total	6,071	100.0%	5,059	100.0%	1,013	100.0%	4,647	100.0%	1,426	100.0%	356	100.0%
Not Answered	81		69		10		64		15		2	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	35	10.7%	33	11.6%	3	5.7%	10	6.2%	26	14.7%	2	11.1%
● Sometimes	45	13.8%	39	13.7%	7	15.1%	26	17.0%	19	11.1%	0	0.0%
● Usually	70	21.5%	54	19.3%	17	33.9%	35	22.6%	36	20.4%	5	27.8%
● Always	176	54.0%	156	55.4%	22	45.3%	84	54.1%	94	53.8%	11	61.1%
Total	326	100.0%	282	100.0%	49	100.0%	155	100.0%	175	100.0%	18	100.0%
Not Answered	2		2		0		1		1		0	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	75.17%		74.65%		79.52%		75.37%		75.38%		86.82%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-7.3▼		na		na		na		na		+2.9	

○ Response scored as: ● Achievement ● Room for improvement

Specialized Services (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	246	75.5%	209	74.1%	40	82.7%	126	81.1%	124	70.4%	15	83.3%
● No	80	24.5%	73	25.9%	8	17.3%	29	18.9%	52	29.6%	3	16.7%
Total	326	100.0%	283	100.0%	48	100.0%	155	100.0%	176	100.0%	18	100.0%
Not Answered	2		1		1		1		1		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	75.33%		74.22%		82.21%		80.57%		70.82%		81.32%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-2.4		na		na		na		na		+7.1	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	688	11.4%	597	11.8%	84	8.3%	293	6.3%	388	27.3%	32	9.0%
No	5,373	88.6%	4,456	88.2%	928	91.7%	4,352	93.7%	1,032	72.7%	325	91.0%
Total	6,061	100.0%	5,053	100.0%	1,012	100.0%	4,646	100.0%	1,419	100.0%	357	100.0%
Not Answered	91		75		12		66		22		1	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	59	8.8%	50	8.6%	7	8.2%	27	9.5%	30	7.8%	3	9.4%
● Sometimes	84	12.5%	71	12.2%	11	13.1%	45	15.9%	37	9.6%	3	9.4%
● Usually	131	19.5%	109	18.7%	21	24.8%	48	16.9%	82	21.4%	7	21.9%
● Always	397	59.2%	352	60.6%	45	53.9%	162	57.7%	235	61.2%	19	59.4%
Total	671	100.0%	582	100.0%	83	100.0%	281	100.0%	384	100.0%	32	100.0%
Not Answered	17		15		1		12		4		0	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	78.72%		79.43%		77.63%		73.85%		83.13%		79.64%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+3.4		na		na		na		na		-7.9	

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

Specialized Services (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	378	56.3%	327	56.3%	46	54.7%	149	52.4%	224	58.8%	19	59.4%
<input checked="" type="radio"/> No	293	43.7%	254	43.7%	38	45.3%	135	47.6%	157	41.2%	13	40.6%
Total	671	100.0%	582	100.0%	83	100.0%	284	100.0%	381	100.0%	32	100.0%
Not Answered	17		15		1		9		7		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	56.12%		55.97%		56.70%		50.45%		60.24%		62.32%	
2016 vs. 2014: +/- Change (↑↓ Stat. sig.)	-1.3		na		na		na		na		-8.4	

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental or behavioral problem?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	691	11.4%	616	12.2%	95	9.4%	190	4.1%	522	36.6%	52	14.6%
No	5,369	88.6%	4,436	87.8%	917	90.6%	4,451	95.9%	903	63.4%	303	85.4%
Total	6,060	100.0%	5,053	100.0%	1,013	100.0%	4,640	100.0%	1,425	100.0%	355	100.0%
Not Answered	92		76		11		71		16		3	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	64	9.4%	52	8.6%	15	15.4%	20	11.1%	46	9.0%	4	7.8%
<input checked="" type="radio"/> Sometimes	106	15.6%	95	15.7%	13	13.6%	38	20.9%	70	13.5%	7	13.7%
<input checked="" type="radio"/> Usually	159	23.4%	138	22.9%	25	26.6%	37	20.1%	127	24.5%	15	29.4%
<input checked="" type="radio"/> Always	350	51.5%	320	52.9%	42	44.4%	87	47.9%	274	53.1%	25	49.0%
Total	679	100.0%	604	100.0%	95	100.0%	182	100.0%	517	100.0%	51	100.0%
Not Answered	12		12		1		8		5		1	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	74.59%		75.67%		71.43%		67.22%		77.87%		77.73%	
2016 vs. 2014: +/- Change (↑↓ Stat. sig.)	+5.1↑		na		na		na		na		+11.3	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	372	54.2%	335	54.7%	48	50.3%	94	49.2%	289	55.9%	29	56.9%
<input type="radio"/> No	314	45.8%	277	45.3%	47	49.7%	96	50.8%	228	44.1%	22	43.1%
Total	686	100.0%	612	100.0%	95	100.0%	190	100.0%	517	100.0%	51	100.0%
Not Answered	5		4		1		0		5		1	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	54.14%		53.98%		54.91%		48.58%		56.14%		55.76%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+3.0		na		na		na		na		-3.3	

Q28. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
<input type="radio"/> Worst treatment possible	30	4.6%	25	4.3%	6	6.5%	10	5.8%	21	4.2%	1	2.0%
<input type="radio"/> 1	5	0.8%	4	0.7%	1	0.9%	2	0.9%	3	0.7%	0	0.0%
<input type="radio"/> 2	11	1.7%	8	1.4%	3	3.7%	1	0.4%	11	2.1%	1	2.0%
<input type="radio"/> 3	7	1.1%	6	1.0%	2	2.1%	3	1.9%	4	0.9%	0	0.0%
<input type="radio"/> 4	12	1.8%	13	2.2%	0	0.0%	5	3.0%	8	1.6%	0	0.0%
<input type="radio"/> 5	42	6.4%	37	6.3%	9	9.9%	9	5.0%	37	7.5%	3	6.1%
<input type="radio"/> 6	47	7.2%	40	6.9%	7	7.9%	18	10.4%	29	5.8%	5	10.2%
<input type="radio"/> 7	56	8.6%	52	8.9%	6	6.2%	18	10.2%	40	7.9%	3	6.1%
<input checked="" type="radio"/> 8	124	19.0%	113	19.4%	16	18.0%	30	17.2%	100	20.0%	11	22.4%
<input checked="" type="radio"/> 9	113	17.3%	100	17.1%	15	16.1%	26	14.9%	88	17.7%	14	28.6%
<input checked="" type="radio"/> Best treatment possible	206	31.5%	185	31.8%	26	28.7%	53	30.3%	159	31.7%	11	22.4%
Total	653	100.0%	583	100.0%	91	100.0%	174	100.0%	500	100.0%	49	100.0%
Not Answered	38		33		4		16		22		3	
Reporting Category Supplemental Questions												
Achievement Score (Case mix adjusted)	67.71%		68.26%		63.01%		61.66%		69.60%		74.12%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+4.1		na		na		na		na		+9.8	

Q29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,154	19.2%	932	18.7%	243	24.1%	630	13.7%	546	38.7%	82	23.4%
No	4,849	80.8%	4,065	81.3%	767	75.9%	3,966	86.3%	867	61.3%	269	76.6%
Total	6,003	100.0%	4,998	100.0%	1,011	100.0%	4,596	100.0%	1,413	100.0%	351	100.0%
Not Answered	149		130		13		115		28		7	

Response scored as: Achievement Room for improvement

Specialized Services (continued)

Q30. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	633	56.2%	522	57.3%	117	49.0%	333	54.3%	306	57.0%	43	53.8%
● No	494	43.8%	389	42.7%	122	51.0%	280	45.7%	230	43.0%	37	46.3%
Total	1,127	100.0%	911	100.0%	239	100.0%	613	100.0%	536	100.0%	80	100.0%
Not Answered	27		22		5		17		10		2	
Reporting Category Coordination of Care for Children with Chronic Conditions												
Achievement Score (Case mix adjusted)	56.26%		56.77%		50.92%		53.49%		57.91%		53.95%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-2.2		na		na		na		na		-7.2	

Your Child's Personal Doctor

Q31. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	5,378	88.6%	4,467	88.3%	926	91.2%	4,041	87.0%	1,351	94.7%	334	94.6%
No	693	11.4%	594	11.7%	89	8.8%	606	13.0%	76	5.3%	19	5.4%
Total	6,071	100.0%	5,060	100.0%	1,015	100.0%	4,648	100.0%	1,427	100.0%	353	100.0%
Not Answered	81		68		9		63		14		5	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	874	16.8%	712	16.5%	169	18.5%	700	18.0%	181	13.7%	73	22.1%
1 time	1,958	37.7%	1,616	37.6%	358	39.2%	1,541	39.6%	433	32.7%	122	37.0%
2 times	1,310	25.2%	1,075	25.0%	235	25.7%	956	24.6%	354	26.8%	74	22.4%
3 times	576	11.1%	484	11.3%	91	10.0%	398	10.2%	177	13.4%	35	10.6%
4 times	213	4.1%	179	4.1%	33	3.6%	142	3.6%	70	5.3%	16	4.8%
5 to 9 times	222	4.3%	197	4.6%	23	2.5%	132	3.4%	88	6.6%	7	2.1%
10 or more times	44	0.8%	40	0.9%	5	0.5%	23	0.6%	21	1.6%	3	0.9%
Total	5,197	100.0%	4,304	100.0%	914	100.0%	3,893	100.0%	1,324	100.0%	330	100.0%
Not Answered	181		163		12		148		27		4	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	58	1.3%	47	1.3%	8	1.1%	50	1.6%	5	0.5%	4	1.6%
● Sometimes	206	4.8%	182	5.1%	20	2.7%	153	4.8%	49	4.3%	4	1.6%
● Usually	634	14.8%	528	14.8%	98	13.2%	457	14.4%	169	14.8%	27	10.6%
● Always	3,399	79.1%	2,813	78.8%	615	83.0%	2,513	79.2%	915	80.4%	220	86.3%
Total	4,297	100.0%	3,569	100.0%	742	100.0%	3,173	100.0%	1,138	100.0%	255	100.0%
Not Answered	26		22		3		20		5		2	
Reporting Category												
Communication												
Achievement Score (Case mix adjusted)	93.97%		93.88%		94.74%		93.36%		95.90%		95.87%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.5		na		na		na		na		+0.4	
Correlation with Health Plan Satisfaction	0.155		0.179		0.105		0.170		0.152		0.134	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	30	0.7%	25	0.7%	3	0.4%	24	0.7%	4	0.4%	2	0.8%
● Sometimes	165	3.8%	142	4.0%	21	2.9%	119	3.7%	45	3.9%	8	3.1%
● Usually	608	14.2%	512	14.4%	93	12.6%	440	13.9%	165	14.5%	25	9.8%
● Always	3,492	81.3%	2,889	81.0%	622	84.1%	2,584	81.6%	927	81.2%	220	86.3%
Total	4,295	100.0%	3,568	100.0%	740	100.0%	3,167	100.0%	1,142	100.0%	255	100.0%
Not Answered	28		23		5		26		2		2	
Reporting Category												
Communication												
Achievement Score (Case mix adjusted)	95.51%		95.55%		95.57%		95.24%		96.43%		95.50%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+1.2▲		na		na		na		na		+0.1	
Correlation with Health Plan Satisfaction	0.175		0.187		0.161		0.170		0.207		0.137	

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

Your Child's Personal Doctor (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	32	0.7%	25	0.7%	5	0.7%	27	0.8%	3	0.3%	2	0.8%
● Sometimes	118	2.7%	99	2.8%	19	2.6%	83	2.6%	35	3.1%	3	1.2%
● Usually	480	11.2%	398	11.2%	76	10.2%	342	10.8%	132	11.6%	22	8.7%
● Always	3,669	85.3%	3,049	85.4%	641	86.5%	2,718	85.8%	972	85.1%	227	89.4%
Total	4,299	100.0%	3,571	100.0%	741	100.0%	3,170	100.0%	1,143	100.0%	254	100.0%
Not Answered	24		20		4		23		1		3	
Reporting Category Communication												
Achievement Score (Case mix adjusted)	96.52%		96.65%		96.16%		96.39%		97.06%		97.57%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+1.2▲		na		na		na		na		+2.0	
Correlation with Health Plan Satisfaction	0.181		0.184		0.181		0.189		0.166		0.110	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,116	72.8%	2,560	71.9%	574	77.8%	2,274	72.0%	860	75.7%	197	76.7%
No	1,163	27.2%	998	28.1%	164	22.2%	885	28.0%	277	24.3%	60	23.3%
Total	4,279	100.0%	3,558	100.0%	738	100.0%	3,159	100.0%	1,137	100.0%	257	100.0%
Not Answered	44		34		7		34		7		0	

Q37. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	39	1.3%	35	1.4%	4	0.7%	27	1.2%	12	1.4%	0	0.0%
● Sometimes	178	5.7%	148	5.8%	28	4.9%	121	5.4%	55	6.4%	10	5.1%
● Usually	550	17.8%	454	17.8%	98	17.1%	382	16.9%	169	19.8%	34	17.3%
● Always	2,330	75.2%	1,906	75.0%	442	77.3%	1,730	76.5%	617	72.4%	153	77.7%
Total	3,097	100.0%	2,543	100.0%	571	100.0%	2,260	100.0%	853	100.0%	197	100.0%
Not Answered	19		17		3		13		7		0	
Reporting Category Single Items												
Achievement Score (Case mix adjusted)	93.09%		93.13%		92.92%		93.09%		93.10%		94.35%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.7		na		na		na		na		-1.8	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	115	2.7%	104	3.0%	8	1.1%	91	2.9%	22	2.0%	1	0.4%
● Sometimes	414	9.7%	360	10.2%	46	6.2%	304	9.7%	102	9.0%	14	5.5%
● Usually	912	21.4%	771	21.8%	131	17.7%	662	21.0%	241	21.3%	47	18.4%
● Always	2,823	66.2%	2,303	65.1%	556	75.0%	2,091	66.4%	768	67.8%	194	75.8%
Total	4,264	100.0%	3,539	100.0%	741	100.0%	3,147	100.0%	1,133	100.0%	256	100.0%
Not Answered	59		52		4		46		10		1	
Reporting Category												
Communication												
Achievement Score (Case mix adjusted)	87.75%		87.44%		90.00%		87.12%		89.98%		92.51%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.6		na		na		na		na		+2.8	
Correlation with Health Plan Satisfaction	0.185		0.204		0.173		0.183		0.222		0.156	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	3,790	88.5%	3,142	88.3%	666	90.2%	2,770	87.7%	1,038	91.2%	234	91.4%
● No	492	11.5%	415	11.7%	72	9.8%	388	12.3%	100	8.8%	22	8.6%
Total	4,282	100.0%	3,557	100.0%	738	100.0%	3,157	100.0%	1,138	100.0%	256	100.0%
Not Answered	41		34		7		36		6		1	
Reporting Category												
Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	88.58%		88.38%		89.98%		87.18%		92.74%		91.08%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.7		na		na		na		na		-3.6	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,556	36.5%	1,286	36.3%	288	39.1%	948	30.2%	626	55.3%	103	40.6%
No	2,709	63.5%	2,253	63.7%	449	60.9%	2,197	69.8%	506	44.7%	151	59.4%
Total	4,265	100.0%	3,539	100.0%	737	100.0%	3,145	100.0%	1,131	100.0%	254	100.0%
Not Answered	58		53		8		48		12		3	

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

Your Child's Personal Doctor (continued)

Q41. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	78	5.1%	58	4.6%	20	7.2%	56	6.0%	22	3.6%	3	3.0%
● Sometimes	188	12.2%	157	12.4%	28	10.0%	116	12.5%	69	11.2%	12	11.9%
● Usually	393	25.6%	318	25.0%	79	28.0%	223	23.8%	174	28.2%	29	28.7%
● Always	876	57.1%	736	58.0%	156	54.8%	540	57.8%	352	56.9%	57	56.4%
Total	1,535	100.0%	1,269	100.0%	284	100.0%	935	100.0%	618	100.0%	101	100.0%
Not Answered	21		17		4		14		7		2	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	82.95%		82.95%		83.31%		81.00%		86.06%		84.88%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+2.2		na		na		na		na		-0.4	

Q42. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	9	0.2%	10	0.2%	0	0.0%	8	0.2%	2	0.1%	0	0.0%
● 1	10	0.2%	9	0.2%	1	0.1%	7	0.2%	2	0.2%	0	0.0%
● 2	12	0.2%	11	0.3%	1	0.1%	7	0.2%	5	0.4%	1	0.3%
● 3	17	0.3%	14	0.3%	3	0.3%	15	0.4%	1	0.1%	1	0.3%
● 4	27	0.5%	23	0.5%	5	0.5%	21	0.5%	7	0.5%	2	0.6%
● 5	111	2.1%	100	2.3%	12	1.3%	77	1.9%	35	2.6%	6	1.8%
● 6	112	2.1%	90	2.0%	22	2.4%	81	2.0%	31	2.3%	3	0.9%
● 7	262	4.9%	220	5.0%	38	4.1%	187	4.7%	71	5.3%	18	5.4%
● 8	756	14.3%	622	14.1%	134	14.6%	598	15.0%	158	11.8%	41	12.3%
● 9	1,032	19.5%	812	18.5%	220	24.0%	758	19.1%	274	20.5%	71	21.3%
● Best personal doctor possible	2,954	55.7%	2,492	56.6%	480	52.4%	2,221	55.8%	751	56.2%	190	57.1%
Total	5,302	100.0%	4,402	100.0%	915	100.0%	3,980	100.0%	1,337	100.0%	333	100.0%
Not Answered	76		64		11		61		14		1	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)	89.49%		89.28%		90.64%		89.20%		90.46%		90.33%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+0.3		na		na		na		na		+0.1	
Correlation with Health Plan Satisfaction	0.390		0.415		0.305		0.418		0.333		0.349	

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

Your Child's Personal Doctor (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,045	19.6%	901	20.4%	195	21.2%	242	6.0%	853	64.0%	106	32.1%
No	4,278	80.4%	3,518	79.6%	724	78.8%	3,762	94.0%	479	36.0%	224	67.9%
Total	5,323	100.0%	4,418	100.0%	918	100.0%	4,004	100.0%	1,332	100.0%	330	100.0%
Not Answered	55		49		7		37		19		4	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	957	92.7%	830	93.6%	176	90.2%	219	92.0%	787	93.2%	96	95.0%
● No	75	7.3%	57	6.4%	19	9.8%	19	8.0%	57	6.8%	5	5.0%
Total	1,032	100.0%	887	100.0%	195	100.0%	238	100.0%	844	100.0%	101	100.0%
Not Answered	13		14		0		4		9		5	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted) 2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	92.57%	93.86%	88.87%	91.50%	93.38%	94.15%	+3.0▲	na	na	na	na	-1.2

Q45. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	919	89.4%	795	89.9%	170	87.8%	215	89.5%	750	89.5%	90	87.4%
● No	109	10.6%	89	10.1%	24	12.2%	25	10.5%	88	10.5%	13	12.6%
Total	1,028	100.0%	884	100.0%	194	100.0%	240	100.0%	838	100.0%	103	100.0%
Not Answered	17		16		1		2		15		3	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted) 2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	89.17%	90.16%	86.64%	89.14%	89.63%	86.32%	+3.3▲	na	na	na	na	-4.4

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From A Specialist

Q46. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,306	21.5%	1,075	21.2%	243	23.9%	730	15.7%	588	41.4%	85	23.9%
No	4,769	78.5%	3,987	78.8%	772	76.1%	3,925	84.3%	833	58.6%	270	76.1%
Total	6,075	100.0%	5,062	100.0%	1,014	100.0%	4,655	100.0%	1,421	100.0%	355	100.0%
Not Answered	77		66		9		56		20		3	

Q47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	29	2.3%	26	2.5%	4	1.6%	18	2.5%	12	2.1%	3	3.6%
● Sometimes	221	17.2%	186	17.5%	34	14.4%	128	17.9%	92	15.7%	15	17.9%
● Usually	349	27.1%	277	26.1%	73	30.5%	181	25.4%	169	28.8%	21	25.0%
● Always	689	53.5%	572	53.9%	128	53.5%	387	54.2%	313	53.4%	45	53.6%
Total	1,288	100.0%	1,062	100.0%	239	100.0%	714	100.0%	587	100.0%	84	100.0%
Not Answered	18		13		4		16		1		1	
Reporting Category												
						Getting Needed Care						
Achievement Score (Case mix adjusted)	80.51%		79.96%		84.24%		78.99%		82.88%		78.69%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+3.1▲		na		na		na		na		-1.9	
Correlation with Health Plan Satisfaction	0.232		0.235		0.204		0.184		0.282		0.133	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	94	7.3%	84	8.0%	9	3.7%	67	9.5%	25	4.4%	6	7.1%
1 specialist	815	63.7%	667	63.2%	160	67.1%	507	71.2%	320	55.0%	58	68.2%
2	260	20.3%	209	19.8%	51	21.5%	110	15.4%	151	25.9%	14	16.5%
3	67	5.2%	56	5.3%	12	5.0%	19	2.7%	49	8.4%	4	4.7%
4	24	1.9%	22	2.0%	4	1.5%	5	0.8%	20	3.4%	0	0.0%
5 or more specialists	20	1.6%	17	1.7%	3	1.3%	4	0.5%	17	2.9%	3	3.5%
Total	1,280	100.0%	1,055	100.0%	239	100.0%	712	100.0%	581	100.0%	85	100.0%
Not Answered	26		20		4		18		7		0	

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

Getting Health Care From A Specialist (continued)

Q49. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	3	0.3%	2	0.2%	1	0.5%	3	0.5%	0	0.0%	0	0.0%
● 1	2	0.2%	2	0.2%	0	0.0%	2	0.3%	0	0.0%	0	0.0%
● 2	2	0.2%	1	0.1%	1	0.5%	0	0.0%	2	0.4%	1	1.3%
● 3	11	0.9%	10	1.1%	1	0.5%	5	0.8%	7	1.2%	1	1.3%
● 4	17	1.4%	13	1.3%	5	2.0%	8	1.2%	9	1.7%	3	3.9%
● 5	43	3.7%	39	4.0%	6	2.7%	18	2.8%	27	4.9%	1	1.3%
● 6	38	3.2%	30	3.1%	10	4.4%	25	3.9%	16	2.8%	0	0.0%
● 7	76	6.5%	59	6.2%	15	6.8%	42	6.6%	33	5.9%	9	11.8%
● 8	195	16.6%	154	16.0%	44	19.5%	103	16.2%	95	17.2%	14	18.4%
● 9	224	19.1%	179	18.6%	50	22.4%	106	16.7%	123	22.3%	16	21.1%
● Best specialist possible	562	47.9%	474	49.2%	91	40.6%	324	51.0%	240	43.6%	31	40.8%
Total	1,173	100.0%	964	100.0%	223	100.0%	636	100.0%	551	100.0%	76	100.0%
Not Answered	13		7		7		9		5		3	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	83.48%		83.75%		82.77%		82.66%		84.61%		80.87%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+2.8		na		na		na		na		-5.1	
Correlation with Health Plan Satisfaction	0.321		0.356		0.215		0.332		0.323		0.390	

Your Child's Health Plan

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,086	34.6%	1,682	33.5%	364	36.0%	1,522	33.1%	523	36.6%	87	24.4%
No	3,937	65.4%	3,336	66.5%	647	64.0%	3,077	66.9%	906	63.4%	270	75.6%
Total	6,023	100.0%	5,018	100.0%	1,010	100.0%	4,599	100.0%	1,429	100.0%	357	100.0%
Not Answered	129		110		13		112		11		1	

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

Your Child's Health Plan (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	46	2.2%	36	2.2%	8	2.3%	32	2.1%	13	2.4%	3	3.4%
● Sometimes	365	17.8%	281	17.0%	78	21.6%	258	17.3%	101	19.4%	11	12.6%
● Usually	525	25.5%	420	25.4%	92	25.7%	387	25.8%	126	24.2%	18	20.7%
● Always	1,120	54.5%	919	55.5%	181	50.4%	819	54.8%	281	54.0%	55	63.2%
Total	2,056	100.0%	1,657	100.0%	359	100.0%	1,496	100.0%	520	100.0%	87	100.0%
Not Answered	30		25		5		26		3		0	
Reporting Category Customer Service												
Achievement Score (Case mix adjusted)	80.29%		80.64%		76.99%		80.06%		79.76%		84.24%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+5.1▲		na		na		na		na		-0.7	
Correlation with Health Plan Satisfaction	0.359		0.318		0.478		0.352		0.362		0.327	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	37	1.8%	31	1.9%	5	1.4%	28	1.9%	8	1.6%	2	2.3%
● Sometimes	125	6.1%	99	6.0%	25	7.0%	92	6.2%	32	6.2%	1	1.1%
● Usually	386	18.8%	298	18.0%	80	22.4%	278	18.6%	101	19.4%	16	18.4%
● Always	1,508	73.3%	1,227	74.1%	249	69.3%	1,097	73.4%	378	72.8%	68	78.2%
Total	2,056	100.0%	1,656	100.0%	359	100.0%	1,495	100.0%	520	100.0%	87	100.0%
Not Answered	30		26		4		27		4		0	
Reporting Category Customer Service												
Achievement Score (Case mix adjusted)	92.09%		92.23%		91.10%		91.72%		92.91%		96.30%	
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+2.6▲		na		na		na		na		+7.6	
Correlation with Health Plan Satisfaction	0.330		0.290		0.477		0.333		0.329		0.351	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,637	27.5%	1,343	27.1%	276	27.5%	1,220	26.9%	399	28.1%	97	27.5%
No	4,318	72.5%	3,612	72.9%	730	72.5%	3,321	73.1%	1,021	71.9%	256	72.5%
Total	5,955	100.0%	4,955	100.0%	1,006	100.0%	4,541	100.0%	1,420	100.0%	353	100.0%
Not Answered	197		173		18		170		21		5	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Plan (continued)

PQ54. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	45	0.8%	36	0.7%	11	1.1%	33	0.7%	14	1.0%	3	0.9%
● Sometimes	306	5.2%	240	4.9%	59	5.9%	222	4.9%	77	5.4%	22	6.3%
● Usually	485	8.2%	385	7.8%	95	9.5%	350	7.8%	130	9.2%	33	9.4%
● Always	5,077	85.9%	4,260	86.6%	835	83.5%	3,899	86.6%	1,195	84.4%	294	83.5%
Total	5,913	100.0%	4,921	100.0%	1,000	100.0%	4,505	100.0%	1,416	100.0%	352	100.0%
Not Answered	42		34		6		35		4		1	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)		94.15%	94.49%	92.49%	94.25%	93.85%	92.52%					
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)		-0.2	na	na	na	na	-3.6▼					

Q55. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	21	0.4%	13	0.3%	8	0.8%	15	0.3%	6	0.4%	0	0.0%
● 1	14	0.2%	8	0.2%	6	0.6%	10	0.2%	4	0.3%	1	0.3%
● 2	15	0.3%	13	0.3%	2	0.2%	12	0.3%	2	0.1%	0	0.0%
● 3	28	0.5%	20	0.4%	7	0.7%	18	0.4%	9	0.6%	0	0.0%
● 4	35	0.6%	29	0.6%	8	0.8%	22	0.5%	15	1.1%	1	0.3%
● 5	211	3.5%	176	3.5%	34	3.4%	148	3.2%	63	4.4%	8	2.3%
● 6	169	2.8%	143	2.9%	28	2.8%	127	2.8%	44	3.1%	6	1.7%
● 7	431	7.2%	348	7.0%	87	8.7%	327	7.1%	109	7.6%	21	5.9%
● 8	1,069	17.8%	882	17.7%	192	19.2%	799	17.5%	275	19.3%	65	18.4%
● 9	1,137	19.0%	930	18.6%	212	21.2%	872	19.1%	270	19.0%	75	21.2%
● Best health plan possible	2,863	47.8%	2,432	48.7%	418	41.7%	2,221	48.6%	629	44.1%	176	49.9%
Total	5,993	100.0%	4,994	100.0%	1,002	100.0%	4,571	100.0%	1,425	100.0%	353	100.0%
Not Answered	159		135		22		140		16		5	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)		84.50%	84.81%	83.02%	84.40%	84.86%	90.05%					
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)		+1.4▲	na	na	na	na	+3.9					

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

Prescription Medicines

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,798	46.7%	2,378	47.6%	449	44.4%	1,723	37.7%	1,104	77.1%	179	50.7%
No	3,195	53.3%	2,613	52.4%	562	55.6%	2,846	62.3%	328	22.9%	174	49.3%
Total	5,993	100.0%	4,990	100.0%	1,011	100.0%	4,569	100.0%	1,433	100.0%	353	100.0%
Not Answered	159		138		13		142		8		5	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	26	0.9%	21	0.9%	3	0.6%	18	1.1%	6	0.6%	0	0.0%
● Sometimes	217	7.8%	184	7.8%	32	7.1%	139	8.1%	78	7.1%	10	5.6%
● Usually	520	18.7%	446	18.9%	75	16.6%	312	18.2%	209	19.0%	22	12.3%
● Always	2,018	72.6%	1,709	72.4%	339	75.6%	1,243	72.6%	806	73.3%	147	82.1%
Total	2,781	100.0%	2,361	100.0%	448	100.0%	1,711	100.0%	1,098	100.0%	179	100.0%
Not Answered	17		16		1		12		6		0	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	91.39%	91.52%	91.07%	90.40%	93.07%	93.87%						
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	-0.4	na	na	na	na	-0.1						

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	1,734	63.7%	1,498	64.7%	244	55.8%	1,028	61.9%	714	65.5%	105	60.7%
● No	989	36.3%	815	35.3%	193	44.2%	633	38.1%	375	34.5%	68	39.3%
Total	2,723	100.0%	2,313	100.0%	437	100.0%	1,661	100.0%	1,089	100.0%	173	100.0%
Not Answered	75		65		12		62		15		6	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	63.45%	64.49%	57.14%	61.45%	66.18%	61.16%						
2016 vs. 2014: +/- Change (▲▼ Stat. sig.)	+3.9▲	na	na	na	na	+6.2						

○ Response scored as: ● Achievement ● Room for improvement

About Your Child and You

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	2,493	41.4%	2,029	40.2%	464	47.0%	2,187	47.0%	306	22.3%	146	41.0%
Very Good	2,037	33.8%	1,678	33.3%	359	36.4%	1,521	32.7%	516	37.6%	141	39.6%
Good	1,235	20.5%	1,090	21.6%	145	14.7%	827	17.8%	408	29.7%	60	16.9%
Fair	245	4.1%	228	4.5%	17	1.7%	119	2.6%	126	9.2%	9	2.5%
Poor	18	0.3%	16	0.3%	2	0.2%	2	0.0%	16	1.2%	0	0.0%
Total	6,028	100.0%	5,041	100.0%	987	100.0%	4,656	100.0%	1,372	100.0%	356	100.0%
Not Answered	124		109		15		115		9		2	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	2,932	48.7%	2,364	47.1%	542	53.7%	2,539	55.3%	368	25.7%	163	45.8%
Very Good	1,592	26.4%	1,305	26.0%	302	29.9%	1,268	27.6%	338	23.6%	96	27.0%
Good	1,104	18.3%	971	19.4%	128	12.7%	686	14.9%	413	28.9%	68	19.1%
Fair	340	5.6%	321	6.4%	34	3.3%	93	2.0%	262	18.3%	26	7.3%
Poor	57	0.9%	54	1.1%	4	0.4%	7	0.2%	51	3.6%	3	0.8%
Total	6,025	100.0%	5,015	100.0%	1,011	100.0%	4,593	100.0%	1,432	100.0%	356	100.0%
Not Answered	127		113		13		118		9		2	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,529	25.4%	1,293	25.7%	236	23.9%	548	11.8%	981	71.2%	128	36.1%
No	4,497	74.6%	3,747	74.3%	750	76.1%	4,101	88.2%	396	28.8%	227	63.9%
Total	6,026	100.0%	5,040	100.0%	986	100.0%	4,649	100.0%	1,377	100.0%	355	100.0%
Not Answered	126		110		16		122		4		3	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,100	73.2%	913	72.0%	187	79.6%	152	29.0%	948	96.9%	101	79.5%
No	403	26.8%	355	28.0%	48	20.4%	373	71.0%	30	3.1%	26	20.5%
Total	1,503	100.0%	1,268	100.0%	235	100.0%	525	100.0%	978	100.0%	127	100.0%
Not Answered	26		25		1		23		3		1	

About Your Child and You (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	929	86.8%	776	87.5%	153	83.6%	0	0.0%	929	98.2%	89	89.9%
No	141	13.2%	111	12.5%	30	16.4%	124	100.0%	17	1.8%	10	10.1%
Total	1,070	100.0%	887	100.0%	183	100.0%	124	100.0%	946	100.0%	99	100.0%
Not Answered	30		26		4		28		2		2	

Q64. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	844	14.2%	739	14.8%	105	10.7%	170	3.7%	674	49.6%	65	18.5%
No	5,114	85.8%	4,242	85.2%	872	89.3%	4,429	96.3%	685	50.4%	287	81.5%
Total	5,958	100.0%	4,981	100.0%	977	100.0%	4,599	100.0%	1,359	100.0%	352	100.0%
Not Answered	194		169		25		172		22		6	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	650	78.1%	567	77.9%	83	79.8%	26	16.0%	624	93.3%	61	93.8%
No	182	21.9%	161	22.1%	21	20.2%	137	84.0%	45	6.7%	4	6.2%
Total	832	100.0%	728	100.0%	104	100.0%	163	100.0%	669	100.0%	65	100.0%
Not Answered	12		11		1		7		5		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	611	95.0%	533	95.2%	78	94.0%	0	0.0%	611	98.4%	56	91.8%
No	32	5.0%	27	4.8%	5	6.0%	22	100.0%	10	1.6%	5	8.2%
Total	643	100.0%	560	100.0%	83	100.0%	22	100.0%	621	100.0%	61	100.0%
Not Answered	7		7		0		4		3		0	

About Your Child and You (continued)

Q67. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	807	13.6%	723	14.6%	84	8.6%	347	7.6%	460	33.7%	40	11.5%
No	5,120	86.4%	4,232	85.4%	888	91.4%	4,213	92.4%	907	66.3%	309	88.5%
Total	5,927	100.0%	4,955	100.0%	972	100.0%	4,560	100.0%	1,367	100.0%	349	100.0%
Not Answered	225		195		30		211		14		9	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	446	56.8%	394	56.0%	52	63.4%	27	8.2%	419	92.1%	33	82.5%
No	339	43.2%	309	44.0%	30	36.6%	303	91.8%	36	7.9%	7	17.5%
Total	785	100.0%	703	100.0%	82	100.0%	330	100.0%	455	100.0%	40	100.0%
Not Answered	22		20		2		17		5		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	412	93.2%	364	93.3%	48	92.3%	0	0.0%	412	99.0%	29	87.9%
No	30	6.8%	26	6.7%	4	7.7%	26	100.0%	4	1.0%	4	12.1%
Total	442	100.0%	390	100.0%	52	100.0%	26	100.0%	416	100.0%	33	100.0%
Not Answered	4		4		0		1		3		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	780	13.0%	695	13.9%	85	8.7%	275	6.0%	505	36.8%	46	13.1%
No	5,206	87.0%	4,310	86.1%	896	91.3%	4,339	94.0%	867	63.2%	306	86.9%
Total	5,986	100.0%	5,005	100.0%	981	100.0%	4,614	100.0%	1,372	100.0%	352	100.0%
Not Answered	166		145		21		157		9		6	

About Your Child and You (continued)

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	455	59.9%	412	61.0%	43	50.6%	26	10.0%	429	86.0%	33	73.3%
No	305	40.1%	263	39.0%	42	49.4%	235	90.0%	70	14.0%	12	26.7%
Total	760	100.0%	675	100.0%	85	100.0%	261	100.0%	499	100.0%	45	100.0%
Not Answered	20		20		0		14		6		1	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	414	93.5%	376	94.0%	38	88.4%	0	0.0%	414	97.4%	29	87.9%
No	29	6.5%	24	6.0%	5	11.6%	18	100.0%	11	2.6%	4	12.1%
Total	443	100.0%	400	100.0%	43	100.0%	18	100.0%	425	100.0%	33	100.0%
Not Answered	12		12		0		8		4		0	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	736	12.3%	645	12.9%	91	9.3%	77	1.7%	659	48.2%	52	14.8%
No	5,233	87.7%	4,343	87.1%	890	90.7%	4,525	98.3%	708	51.8%	299	85.2%
Total	5,969	100.0%	4,988	100.0%	981	100.0%	4,602	100.0%	1,367	100.0%	351	100.0%
Not Answered	183		162		21		169		14		7	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	627	88.2%	553	88.8%	74	84.1%	0	0.0%	627	96.3%	47	92.2%
No	84	11.8%	70	11.2%	14	15.9%	60	100.0%	24	3.7%	4	7.8%
Total	711	100.0%	623	100.0%	88	100.0%	60	100.0%	651	100.0%	51	100.0%
Not Answered	25		22		3		17		8		1	

About Your Child and You (continued)

NQ75. What is your child's age now?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	43	0.7%	41	0.8%	2	0.2%	37	0.8%	6	0.4%	1	0.3%
1 to 2 years old	566	9.5%	502	10.1%	64	6.6%	508	11.0%	58	4.2%	28	8.0%
3 to 4 years old	680	11.4%	576	11.5%	104	10.7%	572	12.4%	108	7.9%	45	12.8%
5 to 7 years old	1,079	18.1%	906	18.1%	173	17.7%	818	17.8%	261	19.1%	58	16.5%
8 to 10 years old	1,123	18.8%	948	19.0%	175	17.9%	850	18.5%	273	20.0%	69	19.6%
11 to 13 years old	1,044	17.5%	859	17.2%	185	19.0%	753	16.3%	291	21.3%	65	18.5%
14 to 18 years old	1,436	24.0%	1,163	23.3%	273	28.0%	1,068	23.2%	368	27.0%	86	24.4%
Total	5,971	100.0%	4,995	100.0%	976	100.0%	4,606	100.0%	1,365	100.0%	352	100.0%
Not Answered	181		155		26		165		16		6	

Q76. Is your child male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	3,076	51.4%	2,533	50.5%	543	55.8%	2,286	49.5%	790	57.8%	188	53.3%
Female	2,908	48.6%	2,478	49.5%	430	44.2%	2,331	50.5%	577	42.2%	165	46.7%
Total	5,984	100.0%	5,011	100.0%	973	100.0%	4,617	100.0%	1,367	100.0%	353	100.0%
Not Answered	168		139		29		154		14		5	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	2,180	37.0%	1,952	39.7%	228	23.4%	1,789	39.5%	391	28.8%	42	12.0%
No, Not Hispanic or Latino	3,710	63.0%	2,963	60.3%	747	76.6%	2,744	60.5%	966	71.2%	308	88.0%
Total	5,890	100.0%	4,915	100.0%	975	100.0%	4,533	100.0%	1,357	100.0%	350	100.0%
Not Answered	262		235		27		238		24		8	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
White	2,885	53.9%	2,245	50.6%	640	69.7%	2,128	52.4%	757	58.7%	270	78.5%
Black or African-American	1,289	24.1%	1,176	26.5%	113	12.3%	917	22.6%	372	28.8%	81	23.5%
Asian	609	11.4%	503	11.3%	106	11.5%	536	13.2%	73	5.7%	12	3.5%
Native Hawaiian or other Pacific Islander	76	1.4%	71	1.6%	5	0.5%	59	1.5%	17	1.3%	3	0.9%
American Indian or Alaska Native	184	3.4%	171	3.9%	13	1.4%	132	3.3%	52	4.0%	9	2.6%
Other	1,091	20.4%	963	21.7%	128	13.9%	858	21.1%	233	18.1%	29	8.4%
Total	5,351	100.0%	4,433	100.0%	918	100.0%	4,061	100.0%	1,290	100.0%	344	100.0%
Not Answered	801		717		84		710		91		14	

About Your Child and You (continued)

Q79. What is your age?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	190	3.2%	169	3.4%	21	2.2%	145	3.2%	45	3.3%	11	3.1%
18 to 24	187	3.2%	176	3.6%	11	1.1%	151	3.3%	36	2.7%	13	3.7%
25 to 34	1,766	29.9%	1,540	31.2%	226	23.4%	1,390	30.5%	376	27.7%	106	30.3%
35 to 44	2,256	38.2%	1,865	37.8%	391	40.4%	1,794	39.4%	462	34.1%	119	34.0%
45 to 54	1,091	18.5%	832	16.8%	259	26.8%	797	17.5%	294	21.7%	72	20.6%
55 to 64	326	5.5%	271	5.5%	55	5.7%	220	4.8%	106	7.8%	24	6.9%
65 to 74	69	1.2%	66	1.3%	3	0.3%	39	0.9%	30	2.2%	4	1.1%
75 or older	20	0.3%	19	0.4%	1	0.1%	14	0.3%	6	0.4%	1	0.3%
Total	5,905	100.0%	4,938	100.0%	967	100.0%	4,550	100.0%	1,355	100.0%	350	100.0%
Not Answered	247		212		35		221		26		8	

Q80. Are you male or female?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	845	14.2%	658	13.3%	187	19.2%	698	15.2%	147	10.9%	51	14.6%
Female	5,089	85.8%	4,303	86.7%	786	80.8%	3,883	84.8%	1,206	89.1%	299	85.4%
Total	5,934	100.0%	4,961	100.0%	973	100.0%	4,581	100.0%	1,353	100.0%	350	100.0%
Not Answered	218		189		29		190		28		8	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	588	10.1%	540	11.1%	48	5.0%	510	11.3%	78	5.8%	7	2.0%
Some high school but did not graduate	759	13.0%	713	14.6%	46	4.8%	595	13.2%	164	12.2%	33	9.6%
High school graduate or GED	1,907	32.7%	1,702	34.9%	205	21.3%	1,481	33.0%	426	31.7%	111	32.4%
Some college or 2-year degree	1,639	28.1%	1,319	27.1%	320	33.3%	1,187	26.4%	452	33.6%	120	35.0%
4-year college graduate	579	9.9%	369	7.6%	210	21.8%	456	10.1%	123	9.2%	48	14.0%
More than 4-year college degree	366	6.3%	233	4.8%	133	13.8%	265	5.9%	101	7.5%	24	7.0%
Total	5,838	100.0%	4,876	100.0%	962	100.0%	4,494	100.0%	1,344	100.0%	343	100.0%
Not Answered	314		274		40		277		37		15	

About Your Child and You (continued)

Q82. How are you related to the child?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	5,553	94.6%	4,599	94.0%	954	98.1%	4,345	95.7%	1,208	91.0%	322	93.1%
Grandparent	190	3.2%	183	3.7%	7	0.7%	118	2.6%	72	5.4%	14	4.0%
Aunt or uncle	34	0.6%	30	0.6%	4	0.4%	23	0.5%	11	0.8%	1	0.3%
Older sibling	21	0.4%	20	0.4%	1	0.1%	18	0.4%	3	0.2%	0	0.0%
Other relative	5	0.1%	5	0.1%	0	0.0%	3	0.1%	2	0.2%	0	0.0%
Legal guardian	59	1.0%	55	1.1%	4	0.4%	28	0.6%	31	2.3%	9	2.6%
Someone else	5	0.1%	3	0.1%	2	0.2%	5	0.1%	0	0.0%	0	0.0%
Total	5,867	100.0%	4,895	100.0%	972	100.0%	4,540	100.0%	1,327	100.0%	346	100.0%
Not Answered	285		255		30		231		54		12	

Q83. How well do you speak English?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Very well	3,516	59.7%	2,817	57.2%	699	72.1%	2,501	55.1%	1,015	75.0%	312	89.7%
Well	989	16.8%	847	17.2%	142	14.6%	823	18.1%	166	12.3%	25	7.2%
Not well	893	15.2%	808	16.4%	85	8.8%	777	17.1%	116	8.6%	7	2.0%
Not at all	495	8.4%	451	9.2%	44	4.5%	439	9.7%	56	4.1%	4	1.1%
Total	5,893	100.0%	4,923	100.0%	970	100.0%	4,540	100.0%	1,353	100.0%	348	100.0%
Not Answered	259		227		32		231		28		10	

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

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,951	50.1%	2,576	52.4%	375	38.7%	2,482	54.7%	469	34.7%	51	14.6%
No	2,935	49.9%	2,341	47.6%	594	61.3%	2,053	45.3%	882	65.3%	298	85.4%
Total	5,886	100.0%	4,917	100.0%	969	100.0%	4,535	100.0%	1,351	100.0%	349	100.0%
Not Answered	266		233		33		236		30		9	

Q85. What is this language spoken at home?

	Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Spanish	1,600	55.0%	1,434	56.6%	166	44.3%	1,310	53.6%	290	62.9%	19	38.0%
Other	1,307	45.0%	1,098	43.4%	209	55.7%	1,136	46.4%	171	37.1%	31	62.0%
Total	2,907	100.0%	2,532	100.0%	375	100.0%	2,446	100.0%	461	100.0%	50	100.0%
Not Answered	44		44		0		36		8		1	



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

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

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

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

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

Correct Mark ●

Incorrect Marks (diagonal line, checkmark, scribble)

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

- Yes → Go to Question 1
○ No

START HERE

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

- 1. Our records show that your child is now in [Health Plan Name]. Is that right?
○ Yes → Go to Question 3
○ No → Go to Question 2

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



YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - Yes → Go to Question 4
 - No → Go to Question 5

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - Never
 - Sometimes
 - Usually
 - Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - Yes → Go to Question 6
 - No → Go to Question 7

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - Never
 - Sometimes
 - Usually
 - Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - None → Go to Question 16
 - 1 → Go to Question 8
 - 2 → Go to Question 8
 - 3 → Go to Question 8
 - 4 → Go to Question 8
 - 5 to 9 → Go to Question 8
 - 10 or more → Go to Question 8

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 - Yes
 - No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
 - Never
 - Sometimes
 - Usually
 - Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - Yes → Go to Question 11
 - No → Go to Question 14

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - Yes
 - No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 - Yes
 - No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
 - Yes
 - No

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

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Health Care					Health Care					
Possible					Possible					



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

- Never
- Sometimes
- Usually
- Always

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

- Yes → *Go to Question 17*
- No → *Go to Question 19*

17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- Yes → *Go to Question 18*
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes → *Go to Question 20*
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes → *Go to Question 23*
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes → *Go to Question 26*
- No → *Go to Question 29*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



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

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst Treatment Possible					Best Treatment Possible					

29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes → Go to Question 30
- No → Go to Question 31

30. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes → Go to Question 32
- No → Go to Question 46

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → Go to Question 37
- No → Go to Question 38

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
 No

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

- Yes -> Go to Question 41
 No -> Go to Question 42

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

- Never
 Sometimes
 Usually
 Always

42. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

0 1 2 3 4 5 6 7 8 9 10
Worst Personal Doctor Possible Best Personal Doctor Possible

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

- Yes -> Go to Question 44
 No -> Go to Question 46

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

- Yes
 No

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

- Yes
 No

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

46. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes -> Go to Question 47
 No -> Go to Question 50

47. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as he or she needed?

- Never
 Sometimes
 Usually
 Always

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

- None -> Go to Question 50
 1 specialist -> Go to Question 49
 2 -> Go to Question 49
 3 -> Go to Question 49
 4 -> Go to Question 49
 5 or more specialists -> Go to Question 49

49. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

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



YOUR CHILD'S HEALTH PLAN

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

50. In the last 6 months, did you get information or help from customer service at your child's health plan?
- Yes → *Go to Question 51*
 No → *Go to Question 53*
51. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Never
 Sometimes
 Usually
 Always
52. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
53. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes → *Go to Question 54*
 No → *Go to Question 55*
54. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
55. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

56. In the last 6 months, did you get or refill any prescription medicines for your child?
- Yes → *Go to Question 57*
 No → *Go to Question 59*
57. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- Never
 Sometimes
 Usually
 Always
58. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- Yes
 No

ABOUT YOUR CHILD AND YOU

59. In general, how would you rate your child's overall health?
- Excellent
 Very Good
 Good
 Fair
 Poor
60. In general, how would you rate your child's overall mental or emotional health?
- Excellent
 Very Good
 Good
 Fair
 Poor
61. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- Yes → *Go to Question 62*
 No → *Go to Question 64*



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

- Yes → *Go to Question 63*
- No → *Go to Question 64*

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

- Yes
- No

64. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes → *Go to Question 65*
- No → *Go to Question 67*

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

- Yes → *Go to Question 66*
- No → *Go to Question 67*

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

- Yes
- No

67. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes → *Go to Question 68*
- No → *Go to Question 70*

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

- Yes → *Go to Question 69*
- No → *Go to Question 70*

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

- Yes
- No

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

- Yes → *Go to Question 71*
- No → *Go to Question 73*

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

- Yes → *Go to Question 72*
- No → *Go to Question 73*

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

- Yes
- No

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

- Yes → *Go to Question 74*
- No → *Go to Question 75*

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

- Yes
- No

75. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

76. Is your child male or female?

- Male
- Female

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

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

78. What is your child's race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other



79. What is your age?

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

80. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

82. How are you related to the child?

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

83. How well do you speak English?

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

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

- Yes → **Go to Question 85**
- No

85. What is this language spoken at home?

- Spanish
- Other

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

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

DataStat
3975 Research Park Drive
Ann Arbor, MI 48108

