



New York State
Medicaid and Child Health Plus
CAHPS® 5.0H
Child CCC Survey
Empire BlueCross BlueShield HealthPlus
Continuous Quality Improvement Report

May 2021



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Appendix A: Questionnaire

Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Children with Chronic Conditions (CCC) questionnaire is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the questionnaire 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 questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The 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 from November 2020 through February 2021. The instrument used for the administration of the survey was the CAHPS® CCC questionnaire, developed and tested nationally for assessing the performance of health plans.

The survey was administered over a fifteen-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 randomly 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 questions addressed parent's/caretaker's experience with their child's health care, such as getting care quickly, communication with doctors, overall satisfaction with health care, and screening questions to identify children with chronic conditions. The questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 92 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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Executive Summary

The CAHPS® CCC questionnaire was administered to the parents/caretakers of Medicaid and Child Health Plus (CHP) managed care plan child members. The survey included 13 managed care plans in New York with a sample of 1,500 children per plan. Questionnaires were sent to 19,500 parents/caretakers of child members following a combined mail and phone methodology during the period November 17, 2020, through February 23, 2021, using a standardized survey procedure and questionnaire. A total of 362 eligible and complete responses were received resulting in a 25.5% 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 questionnaire items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. 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 MMC/CHP Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

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

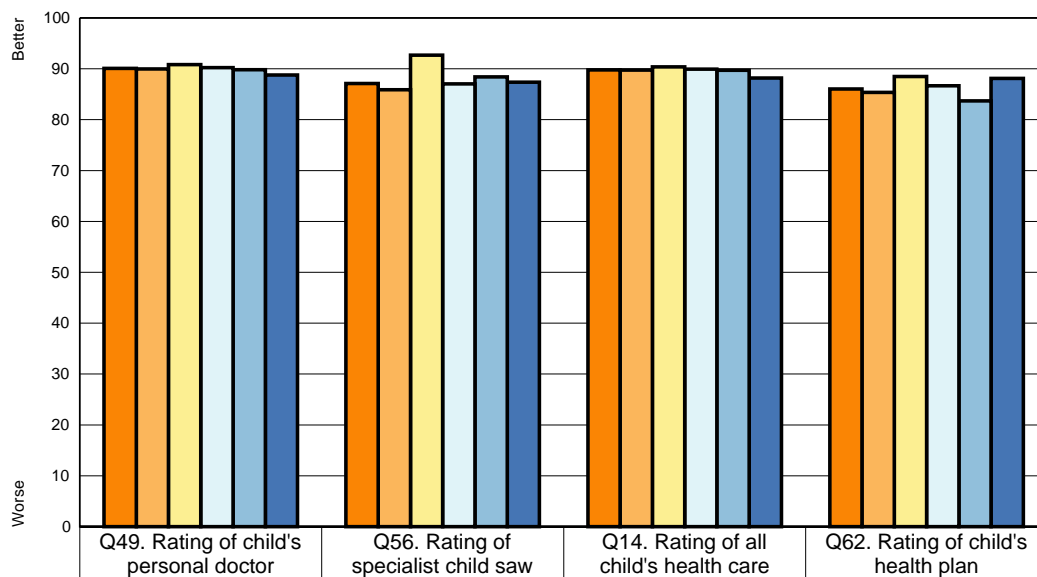
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains three types of composites: Standard Child Medicaid CAHPS® composites, CAHPS® CCC composites, and a composite from the CAHPS® Supplemental Items' Health Information Technology Item Set. The Standard Child Medicaid CAHPS® composites summarize responses in four key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. 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 CAHPS® Supplemental Items' composite summarize responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. The achievement score for each of the nine 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, Payer status (Medicaid and CHP), 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. Payer 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/caretaker's answers to screening questions. The child member is considered positive for a chronic condition if the responses to one or more of five sets of screening questions indicates a chronic condition.

Overall Rating Questions (8, 9 or 10)



MMC/CHP Statewide	90.09%	87.12%	89.77%	86.03%
Medicaid	89.95%	85.88%	89.74%	85.37%
CHP	90.81%	92.70%	90.36%	88.49%
CC - Negative	90.24%	87.04%	89.93%	86.67%
CC - Positive	89.80%	88.41%	89.72%	83.68%
Empire Overall	88.78%	87.37%	88.19%	88.10%

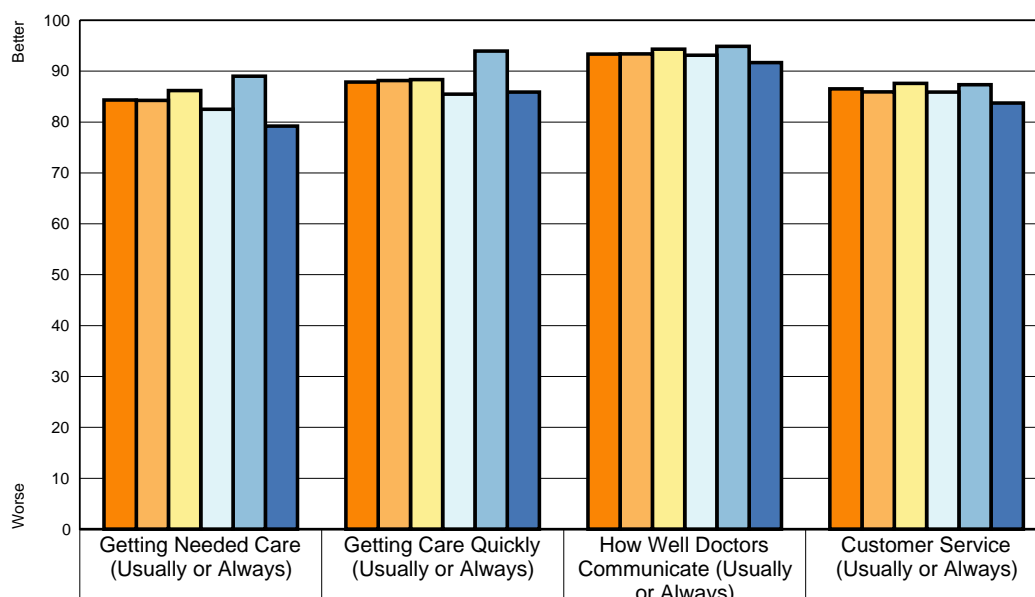
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Composite achievement scores indicate the proportion of parents/caregivers who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the health plan. Plan results are compared to the MMC/CHP 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. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Standard Composites



MMC/CHP Statewide	84.32%	87.84%	93.35%	86.54%
Medicaid	84.25%	88.14%	93.38%	85.94%
CHP	86.18%	88.36%	94.30%	87.60%
CC - Negative	82.50%	85.48%	93.14%	85.89%
CC - Positive	89.00%	93.95%	94.87%	87.32%
Empire Overall	79.21%	85.87%	91.69%	83.74%

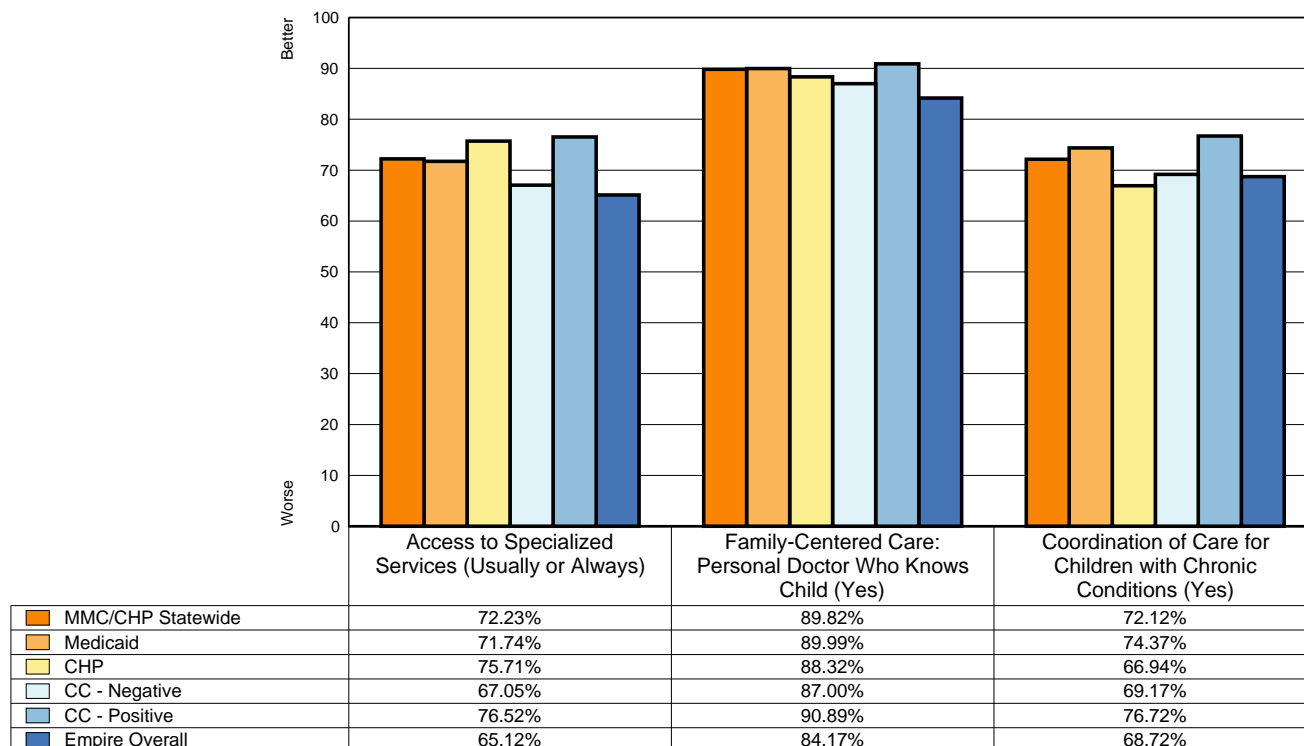
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of CCC 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 score. The composite score is calculated using the same calculation that is used for the standard CAHPS composites. Results are presented for Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the plan. Plan results are compared to the MMC/CHP 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. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP 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/caretaker's answers to screening questions. 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



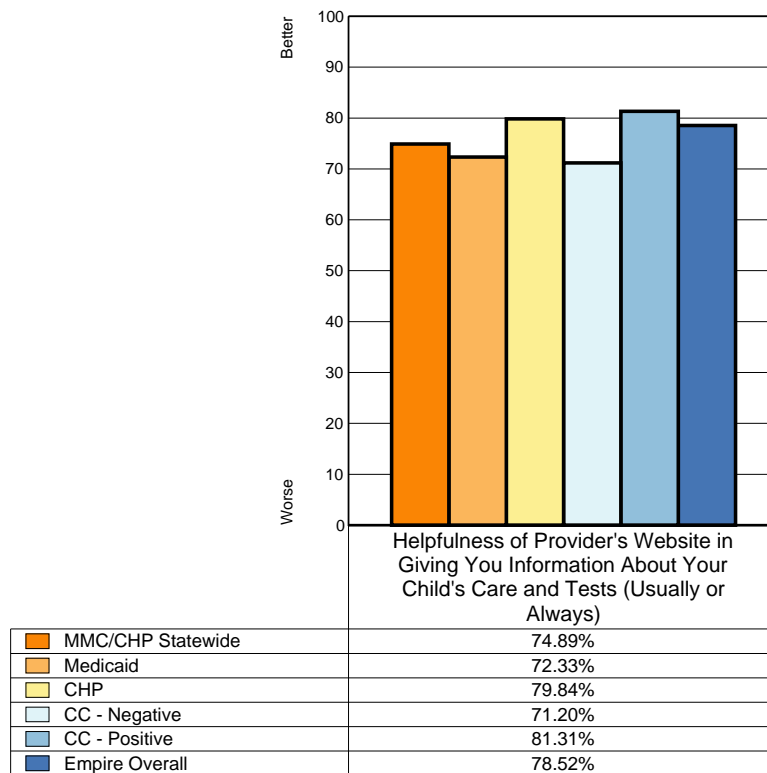
▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of Supplemental Item Composite

The table below presents the results for the Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite. This composite is from the CAHPS® Health Information Technology Item Set. The Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite reflects response options of "Usually" or "Always" in the achievement score.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the health plan. Plan results are compared to the MMC/CHP 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. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Supplemental Composite



↑↓ Statistically significantly better/worse than MMC/CHP Statewide.

Key Measure Summary

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)	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
MMC/CHP Statewide	84	88	93	87	90	87	90	86
Medicaid	84	88	93	86	90	86	90	85
CHP	86	88	94	88	91	93	90	88
CC-Negative	83	85	93	86	90	87	90	87
CC-Positive	89	94	95	87	90	88	90	84
Affinity Health Plan	84	87	91	88	90	75	89	86
CDPHP	82	94 ▲	96 ▲	89	92	89	93	88
Empire BlueCross BlueShield HealthPlus	79	86	92	84	89	87	88	88
Excellus BlueCross BlueShield	85	86	95 ▲	90	88	88	89	89
Fidelis Care New York	87	88	94	88	89	84	90	86
Healthfirst PHSP, Inc.	79	87	92	89	90	95 ▲	90	88
HealthNow New York Inc.	90 ▲	95 ▲	95	87	92	91	89	83
HIP (EmblemHealth)	80	86	95 ▲	84	88	71 ▼	86	79 ▼
Independent Health	89	89	95	86	92	98 ▲	94 ▲	92 ▲
MetroPlus Health Plan	79	79 ▼	87 ▼	81 ▼	87	89	88	85
MVP Health Care	87	94 ▲	96 ▲	90	93 ▲	87	92	89 ▲
Molina Healthcare	81	79 ▼	91	85	88	87	85	79 ▼
UnitedHealthcare Community Plan	92 ▲	92 ▲	94	84	92	92	92	85

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

Key Measure Summary - CCC Composites

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)
MMC/CHP Statewide	72	90	72	74	90	75
Medicaid	72	90	74	74	91	77
CHP	76	88	67	75	88	72
Affinity Health Plan	73	92	70	70	90	65
CDPHP	78	90	76	85	88	84
Empire BlueCross BlueShield HealthPlus	65	84	69	58 ▼	85	56
Excellus BlueCross BlueShield	72	88	76	70	90	78
Fidelis Care New York	77	89	71	75	93	73
Healthfirst PHSP, Inc.	57 ▼	93	74	63	98 ▲	90 ▲
HealthNow New York Inc.	79	91	77	77	93	83
HIP (EmblemHealth)	75	86	63 ▼	78	85	71
Independent Health	73	90	69	91 ▲	92	73
MetroPlus Health Plan	68	92	75	75	90	82
MVP Health Care	76	92	69	75	94	78
Molina Healthcare	68	87	75	63	85	78
UnitedHealthcare Community Plan	78	92	74	87 ▲	91	71

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

Child Member Sample Profile

Child Age (years)	MMC/CHP Statewide	Medicaid	CHP	Empire
Less than one year	0.7%	0.8%	0.4%	0.6%
1 to 2 years	9.4%	10.0%	7.2%	9.5%
3 to 4 years	11.1%	11.2%	10.9%	13.2%
5 to 7 years	16.0%	16.6%	13.8%	14.9%
8 to 10 years	17.4%	17.2%	18.1%	18.1%
11 to 13 years	18.9%	19.1%	18.2%	19.3%
14 and older	26.3%	25.0%	31.6%	24.4%

Child Gender	MMC/CHP Statewide	Medicaid	CHP	Empire
Male	50.1%	49.6%	52.1%	49.9%
Female	49.9%	50.4%	47.9%	50.1%

Child Hispanic or Latino	MMC/CHP Statewide	Medicaid	CHP	Empire
Yes, Hispanic or Latino	38.6%	41.3%	27.9%	48.3%
No, Not Hispanic or Latino	61.4%	58.7%	72.1%	51.7%

Child Race	MMC/CHP Statewide	Medicaid	CHP	Empire
White	50.8%	46.6%	66.4%	45.2%
Black or African-American	25.0%	28.0%	13.7%	22.8%
Asian	14.1%	14.0%	14.3%	15.6%
Native Hawaiian or Other Pacific Islander	1.1%	1.2%	0.6%	1.4%
American Indian or Alaska Native	3.1%	3.6%	1.6%	3.7%
Other	20.3%	22.4%	12.4%	29.3%

Rating of Child's Overall Health	MMC/CHP Statewide	Medicaid	CHP	Empire
Excellent	46.3%	45.5%	49.6%	49.6%
Very good	30.8%	30.0%	34.1%	26.8%
Good	19.1%	20.4%	14.3%	20.6%
Fair	3.6%	4.0%	1.8%	3.1%
Poor	0.2%	0.2%	0.2%	0.0%

Payer	MMC/CHP Statewide	Medicaid	CHP	Empire
Medicaid	79.8%	100.0%	0.0%	84.0%
CHP	20.2%	0.0%	100.0%	16.0%

Chronic Condition Status	MMC/CHP Statewide	Medicaid	CHP	Empire
Positive	20.4%	20.1%	21.3%	13.8%
Negative	79.6%	79.9%	78.7%	86.2%

Sample Disposition

	MMC/CHP Statewide	Medicaid	CHP	Empire
First mailing - sent	19,500	15,838	3,662	1,500
First mailing - usable survey returned*	1,300	928	372	93
Second mailing - sent	17,632	14,401	3,231	1,378
Second mailing - usable survey returned*	804	597	207	60
Phone - usable surveys*	2,162	1,880	282	209
Total - usable surveys	4,266	3,405	861	362
Ineligible: According to population criteria‡†	113	76	37	8
Ineligible: Language barrier†	496	459	37	49
Ineligible: Deceased†	2	2	0	0
Refusal/Returned survey blank	675	566	109	59
Incomplete survey - mail or phone	440	375	65	36
Nonresponse - Unavailable by mail or phone	12,964	10,509	2,455	965
Added to Do Not Call list	48	37	11	0
Bad Address and Bad Phone†	496	409	87	21
Response Rate	23.2%	22.9%	24.6%	25.5%

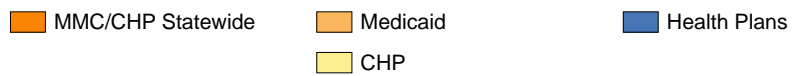
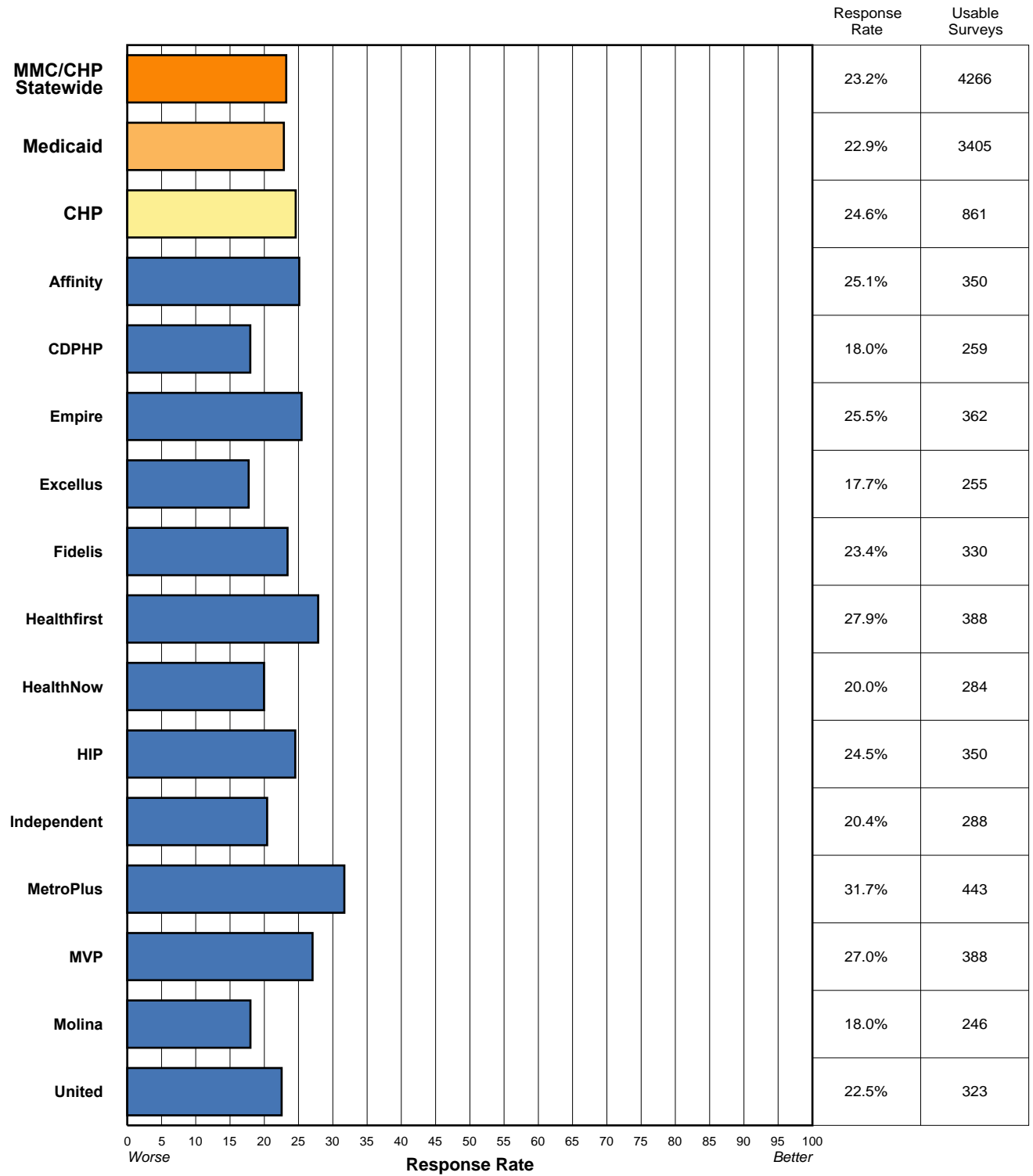
*Included in response rate numerator

†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 - 2020 vs. 2018

The following analysis provides an in-depth comparison of 2020 results with 2018 results.

Question	Empire 2020 Score	Empire 2018 Score	Point Change	Composite/ Question Group
Q56. Rating of specialist child saw most often	87.4%	74.9%	+ 12.5	Ratings
Q30. Easy to get special therapy (physical, occupational or speech) for your child	77.0%	64.7%	+ 12.3	Access to Specialized Services
Q4. Child got 'urgent' care as soon as needed	86.6%	78.3%	+ 8.3	Getting Care Quickly
Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	61.5%	53.8%	+ 7.7	Coordination of Care for Children with Chronic Conditions
Q59. Customer service staff from child's health plan treated you with courtesy/respect	92.3%	85.7%	+ 6.6	Customer Service
Q61. Forms from your child's health plan easy to fill out [NOTE: Response of 'Always' padded with Q53 = 'No', based on NCQA scoring guidelines.]	96.1%	90.9%	+ 5.3 ▲	Single Items
Q62. Rating of child's health plan	88.1%	83.9%	+ 4.2	Ratings
Q14. Rating of all child's health care	88.2%	86.2%	+ 2.0	Ratings
Q9. Had your questions answered by your child's doctors or other health providers	86.1%	84.1%	+ 2.0	CCC Single Items
Q40. Child's personal doctor explained things in a way that was easy to understand	94.4%	92.9%	+ 1.5	Communication
Q8. Doctor/provider talked about specific things you could do to prevent illness in your child	65.1%	69.3%	- 4.2	Single Items
Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare	75.9%	80.7%	- 4.8	Coordination of Care for Children with Chronic Conditions
Q11. Doctor/provider talked about the reasons you might want your child to take a medicine	76.6%	81.5%	- 4.8	Single Items
Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine	48.8%	53.7%	- 4.8	Single Items
Q45. Child's personal doctor spent enough time with child	82.4%	87.4%	- 5.0	Communication
Q51. Child's personal doctor understands how child's conditions affect your child's day-to-day life	88.3%	93.5%	- 5.2	Family-Centered Care: Personal Doctor Who Knows Child
Q46. Child's personal doctor talked with you about how your child is feeling, growing or behaving	82.1%	88.8%	- 6.7 ▼	Family-Centered Care: Personal Doctor Who Knows Child
Q52. Child's personal doctor understands how child's conditions affect your family's day-to-day life	82.2%	89.0%	- 6.8	Family-Centered Care: Personal Doctor Who Knows Child
Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine	76.9%	87.5%	- 10.6	Single Items
Q31. Someone from your child's health plan, doctor's office or clinic helped you get special therapy (physical, occupational or speech) for your child	53.7%	65.5%	- 11.7	CCC Single Items

Better
 Worse

▲ ▼ Statistically significantly higher/lower than 2018 score.

Methodology

Children, ages 0 to 17, who were current members of New York State Medicaid or CHP managed care plans as of July 2020 and who had been enrolled for five out of the last six months were eligible to be randomly selected for this survey. Respondents were surveyed in English or Spanish. The survey was administered over a fifteen-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 randomly sampled 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: November 17, 2020
2. Reminder postcards mailed: November 24, 2020
3. 2nd questionnaire packets mailed: December 15, 2020
4. Phone field opened: January 12, 2021
5. Mail and phone field closed: February 23, 2021

Sampling Frame

A stratified random sample of 1,500 children ages 0 to 17 was drawn for each health plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the New York State Medicaid or CHP managed care plans for at least five out of the last six months as of July 2020.

Questionnaire

The instrument selected for the survey, the CAHPS® CCC questionnaire, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of child members' 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 questionnaire 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 questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the NYSDOH. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 92 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires 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, Q38, Q53, Q57, Q62. Complete interviews were obtained from 362 parents/caretakers of Empire BlueCross BlueShield HealthPlus members, and the response rate was 25.5%.

Definition of Achievement Scores

Parent/caretaker responses to 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 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 rating questions.

Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. 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

- Q54. Child got an appointment with a specialist as soon as needed
- Q15. Easy to get the care, tests or treatment your child needed

Getting Care Quickly

- Q4. Child got 'urgent' care as soon as needed
- Q6. Child got appointment for routine care as soon as needed

How Well Doctors Communicate

- Q40. Child's personal doctor explained things in a way that was easy to understand
- Q41. Child's personal doctor listened carefully to you
- Q42. Child's personal doctor showed respect for what you had to say
- Q45. Child's personal doctor spent enough time with child

Customer Service

- Q58. Customer service from child's health plan gave needed information or help
- Q59. Customer service staff from child's health plan treated you with courtesy/respect

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

Access to Specialized Services

- Q27. Easy to get special medical equipment or devices for your child
- Q30. Easy to get special therapy (physical, occupational or speech) for your child
- Q33. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child

- Q46. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q51. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q52. 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
- Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services

There is also a supplemental composite score summarizing the responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. 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 the supplemental composite:

Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests

- Q22. Blood tests, x-rays, or other test results were easy to find on website
- Q23. Blood tests, x-rays, or other test results were put on website as soon as needed
- Q24. Blood tests, x-rays, or other test results were presented in a way that was easy to understand
- Q25. Visit notes were easy to understand

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, Payer 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 MMC/CHP Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the MMC/CHP Statewide achievement score with statistical testing. Again, Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP 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 Empire BlueCross BlueShield HealthPlus results. 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 2018 and 2020 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 Medicaid or CHP managed care plans. The results for 2020 are case-mix adjusted for child age (Q82), child member health status (Q66), and parent/caretaker education (Q88). 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 Medicaid or CHP managed care plan and have been shown to affect plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

Using this Report

Understanding Achievement Scores

Parent/caretaker responses to 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 questions are computed as the proportion of parents/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 questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, Coordination of Care for Children with Chronic Conditions, and Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests.

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

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses to a questionnaire item is due to skip patterns in the instrument. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

The CAHPS® CCC questionnaire 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.

Graphs/Results

This section contains a graphic presentation of MMC/CHP 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 that are combined to create the composite measures.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard 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 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. Second, the 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 (green circle) or room for improvement (red circle). 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 score related to it. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. 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 with rating of health plan value, and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Graphs/Results

The Graphs/Results section contains a graphic presentation of MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and plan-specific results for each question using the achievement scores. Tests for statistical significance compare the plan-level scores to the MMC/CHP Statewide scores. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. Rating results are followed by composites and the questions that make up each composite.

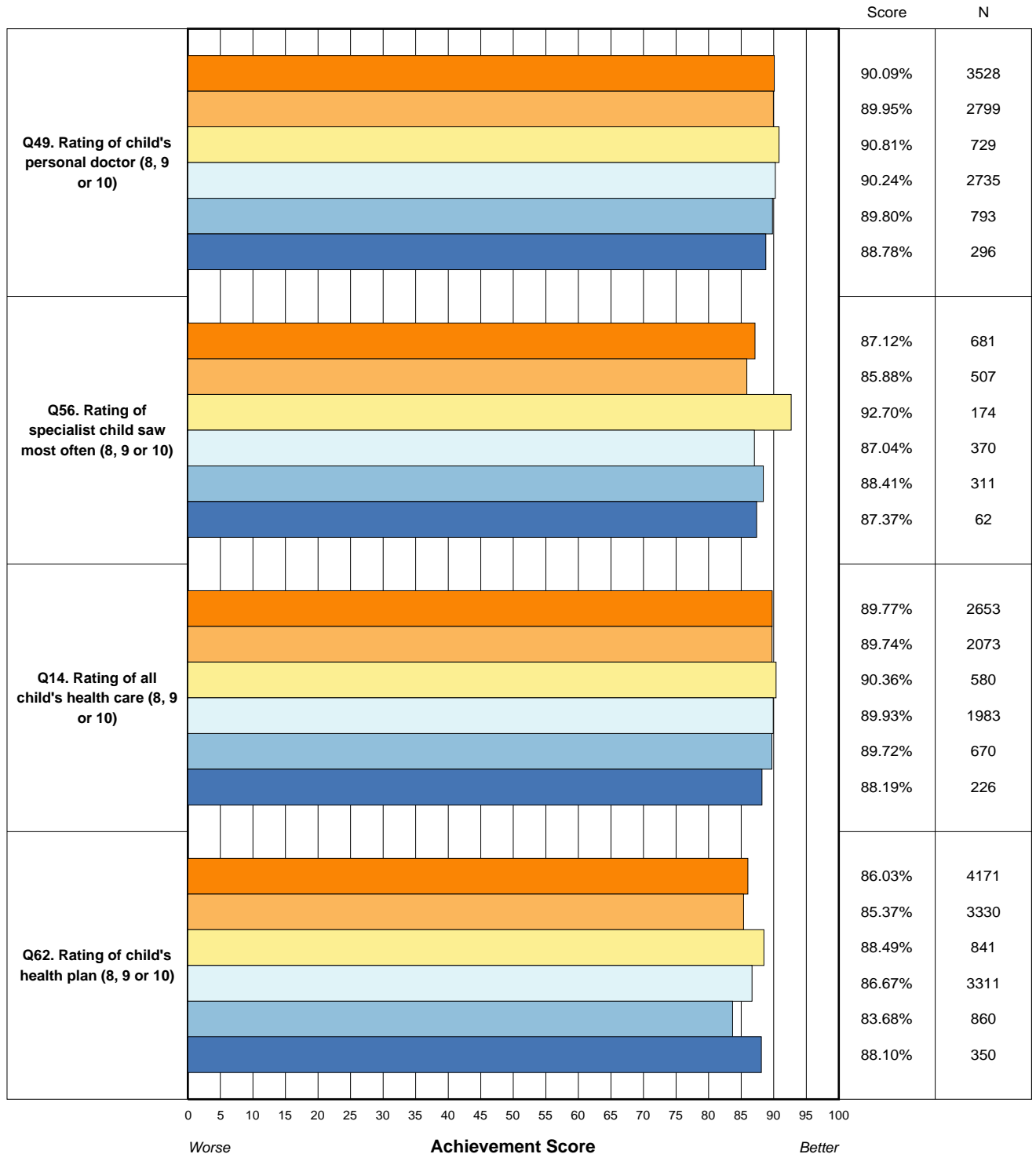
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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. In the title of each graph the response option(s) considered an achievement is displayed. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

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

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

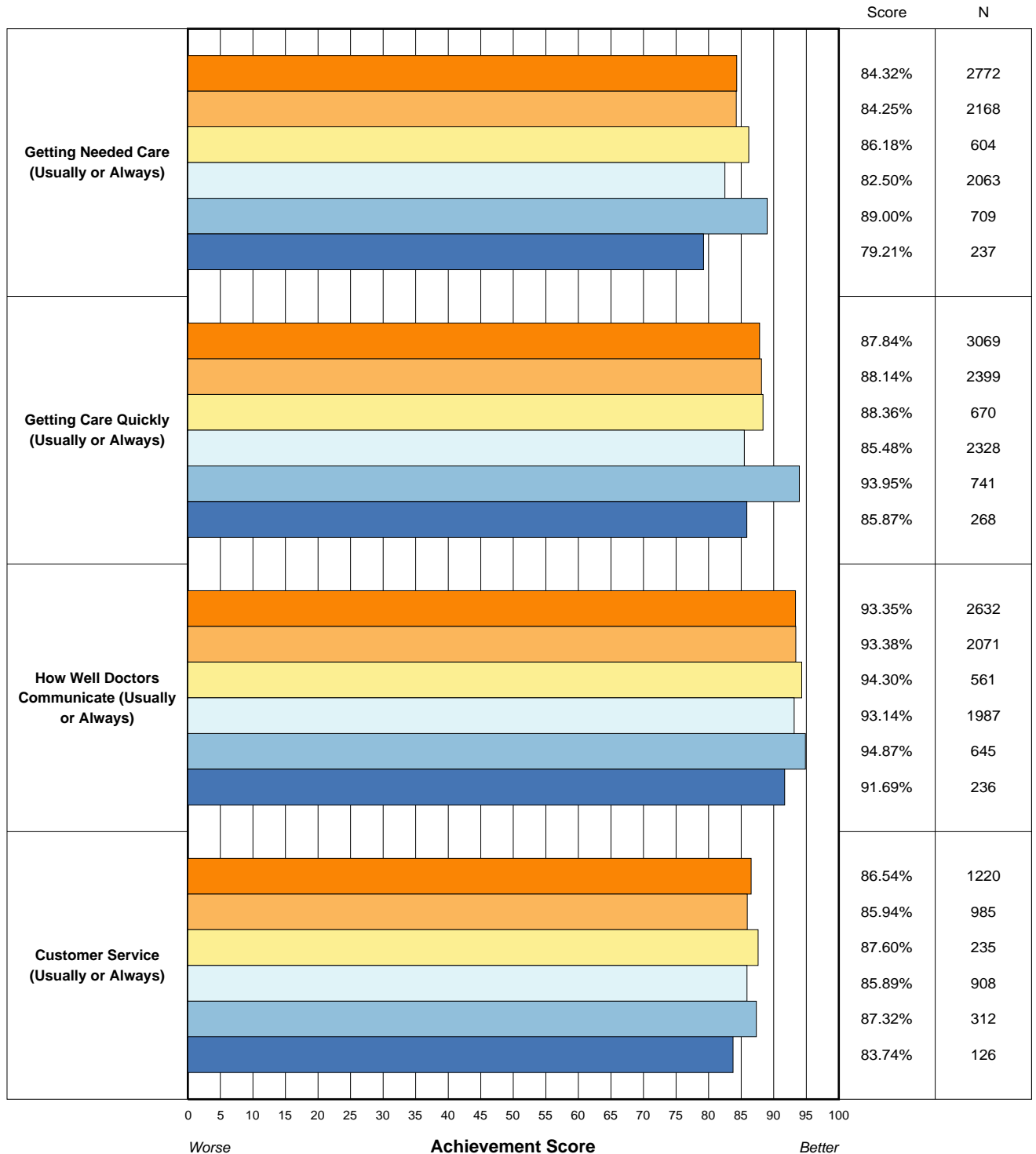
Standard Ratings



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

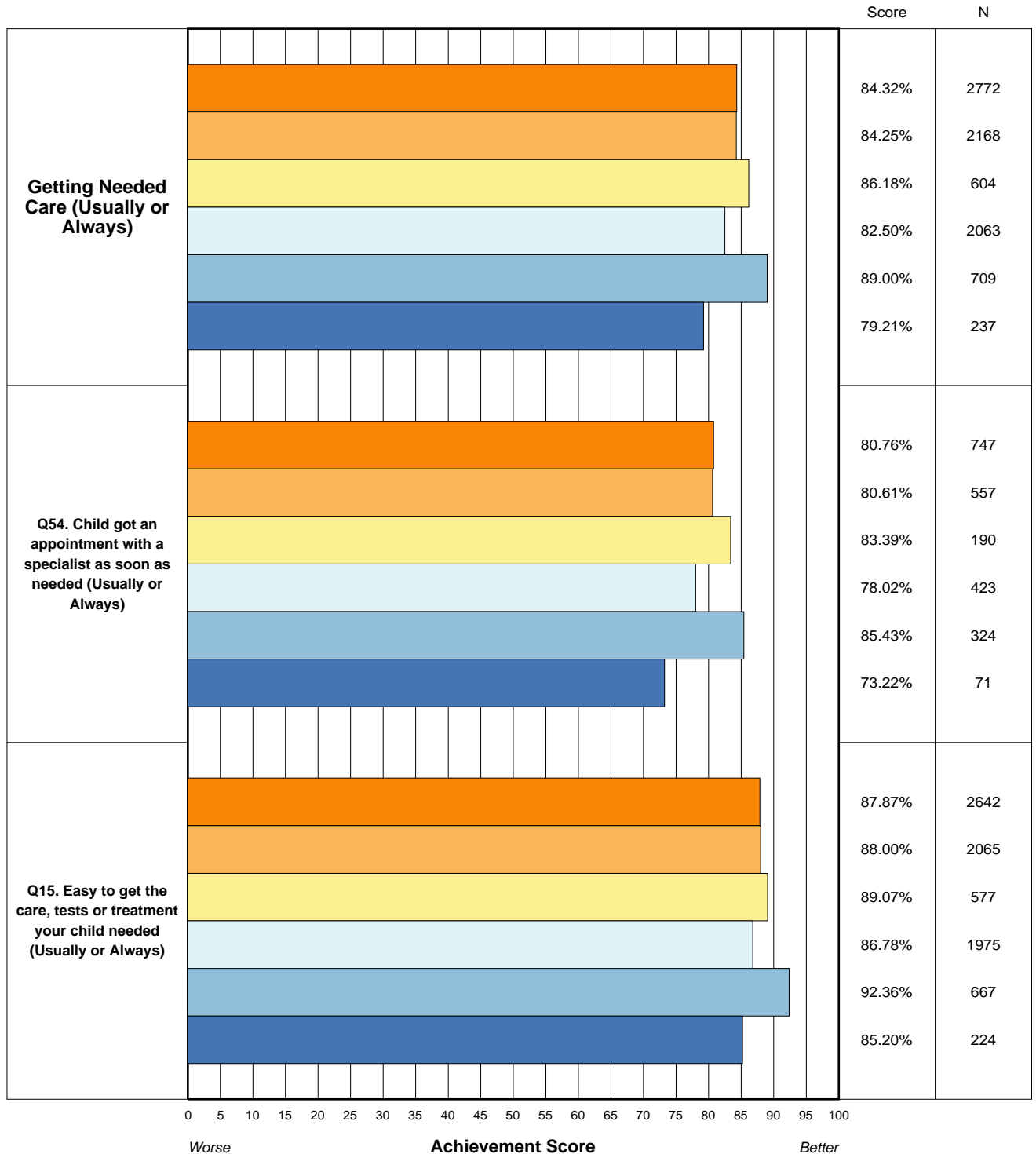
Standard Composites



♣♣ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

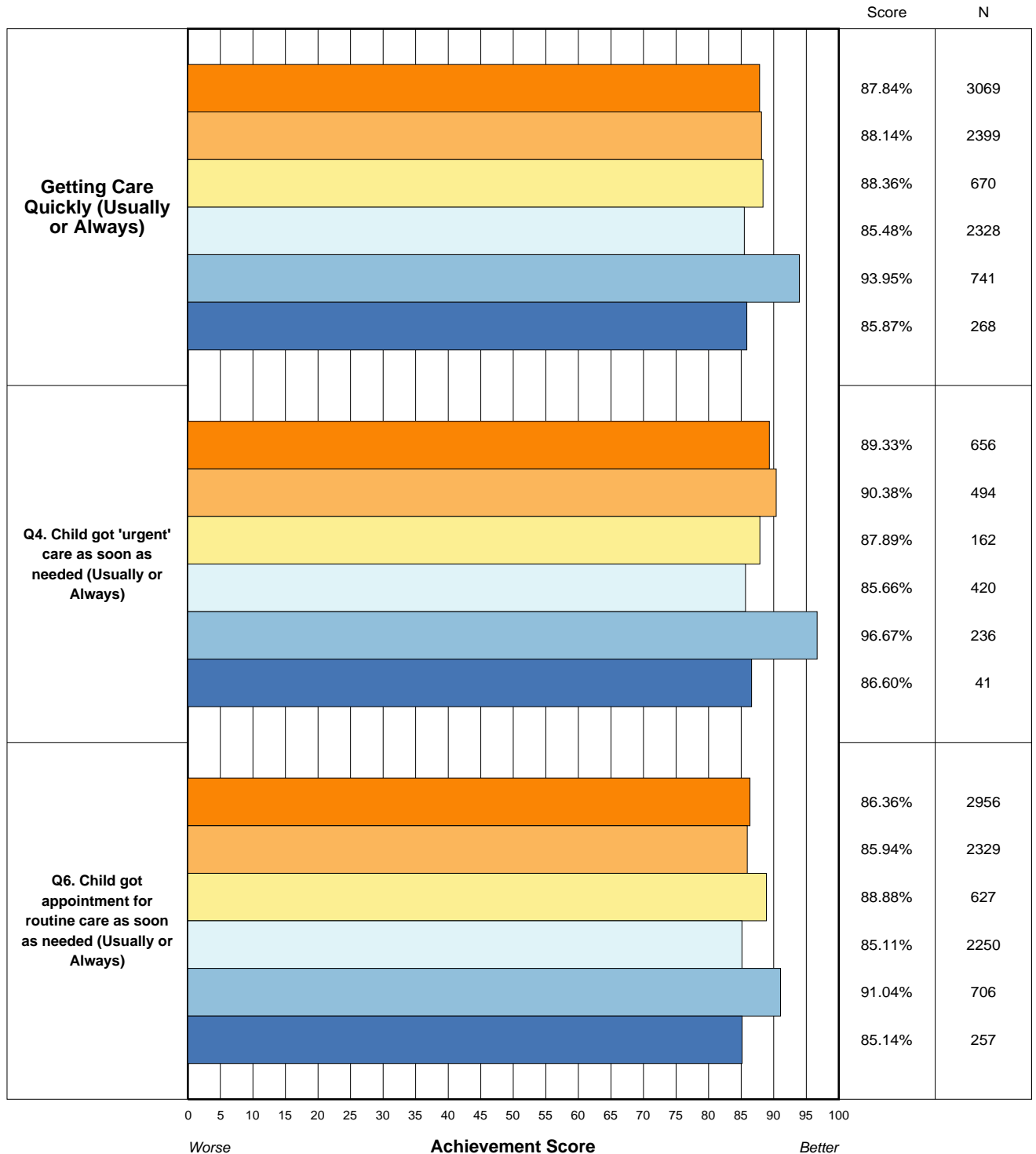
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

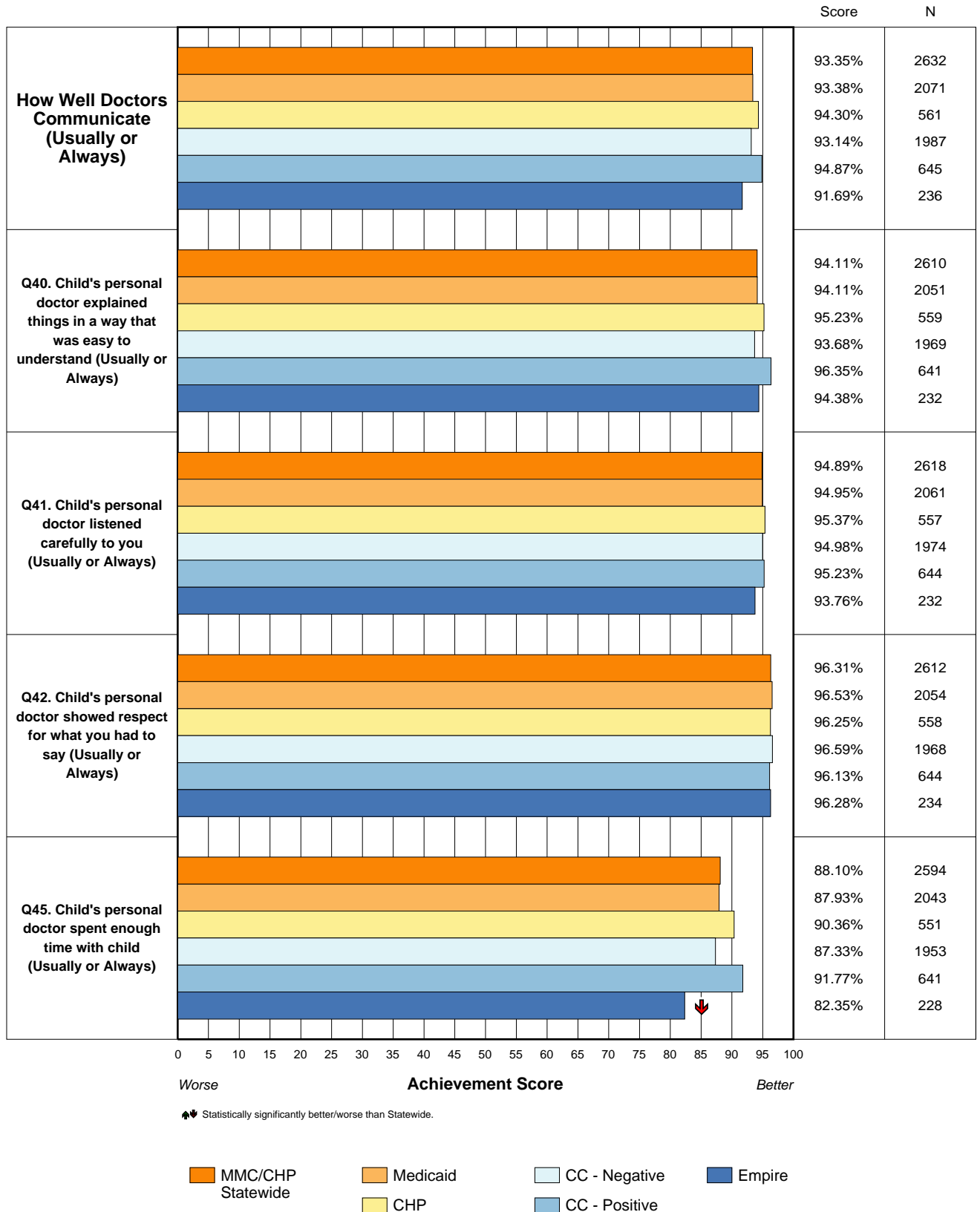
Getting Care Quickly



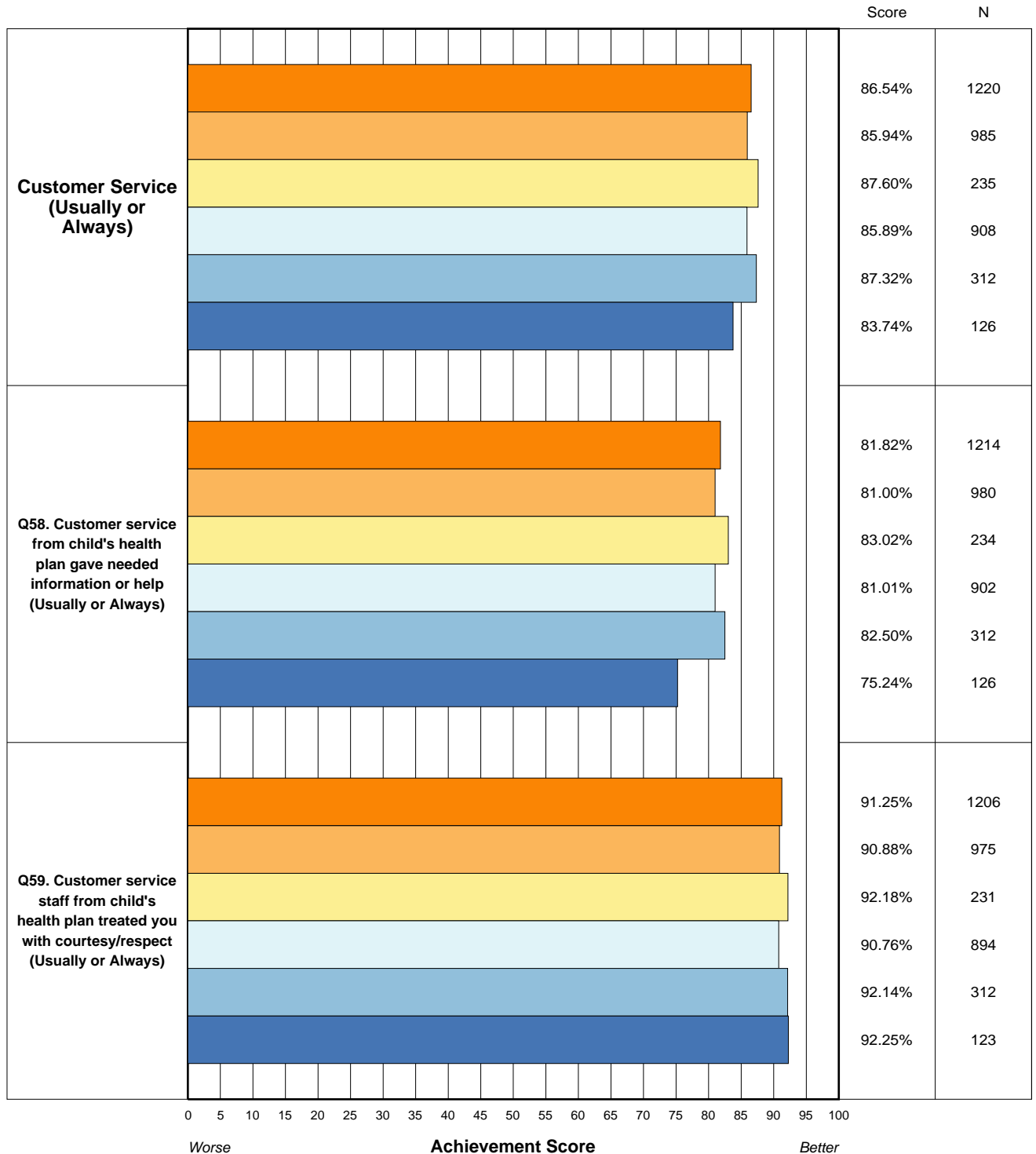
Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

How Well Doctors Communicate



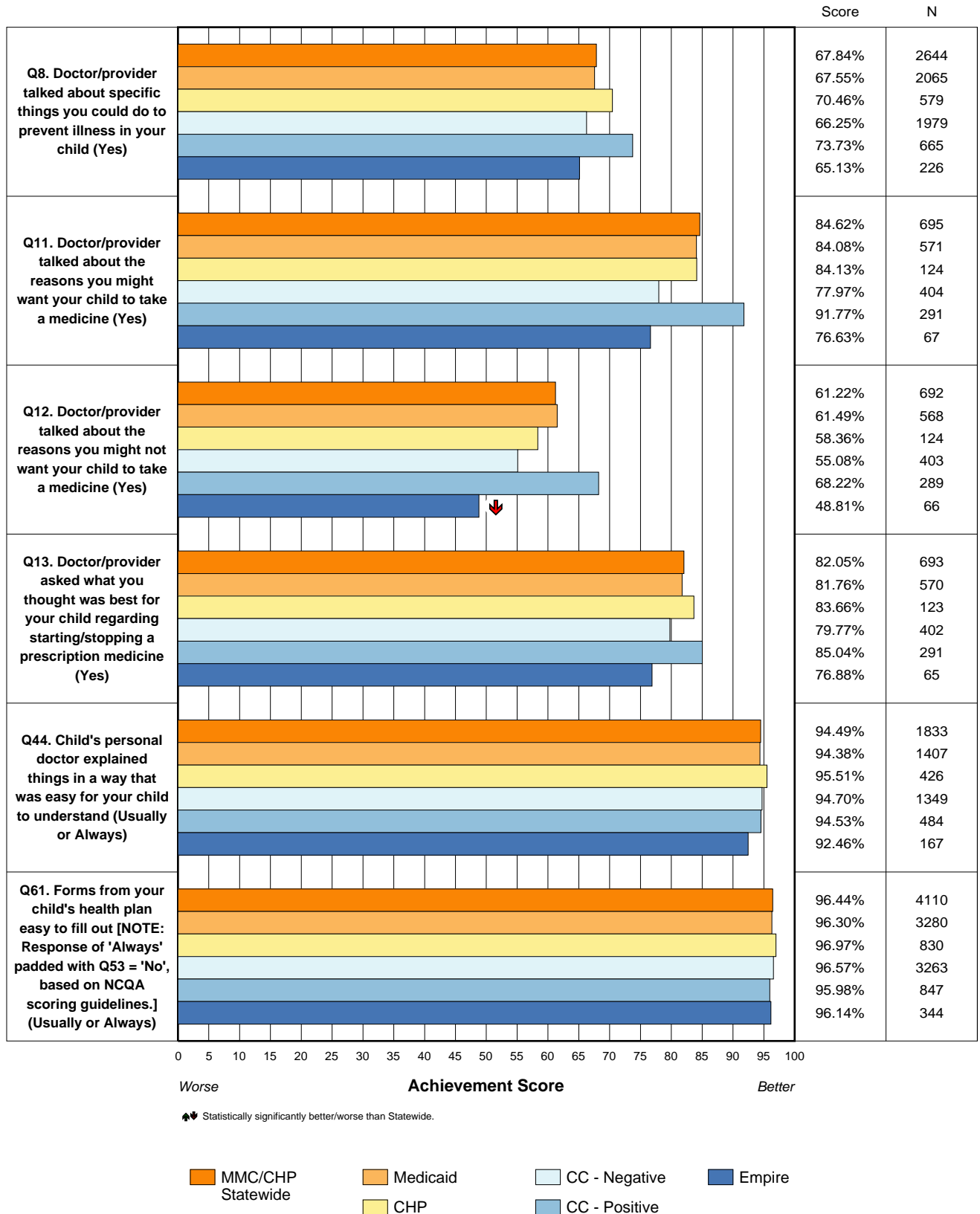
Customer Service



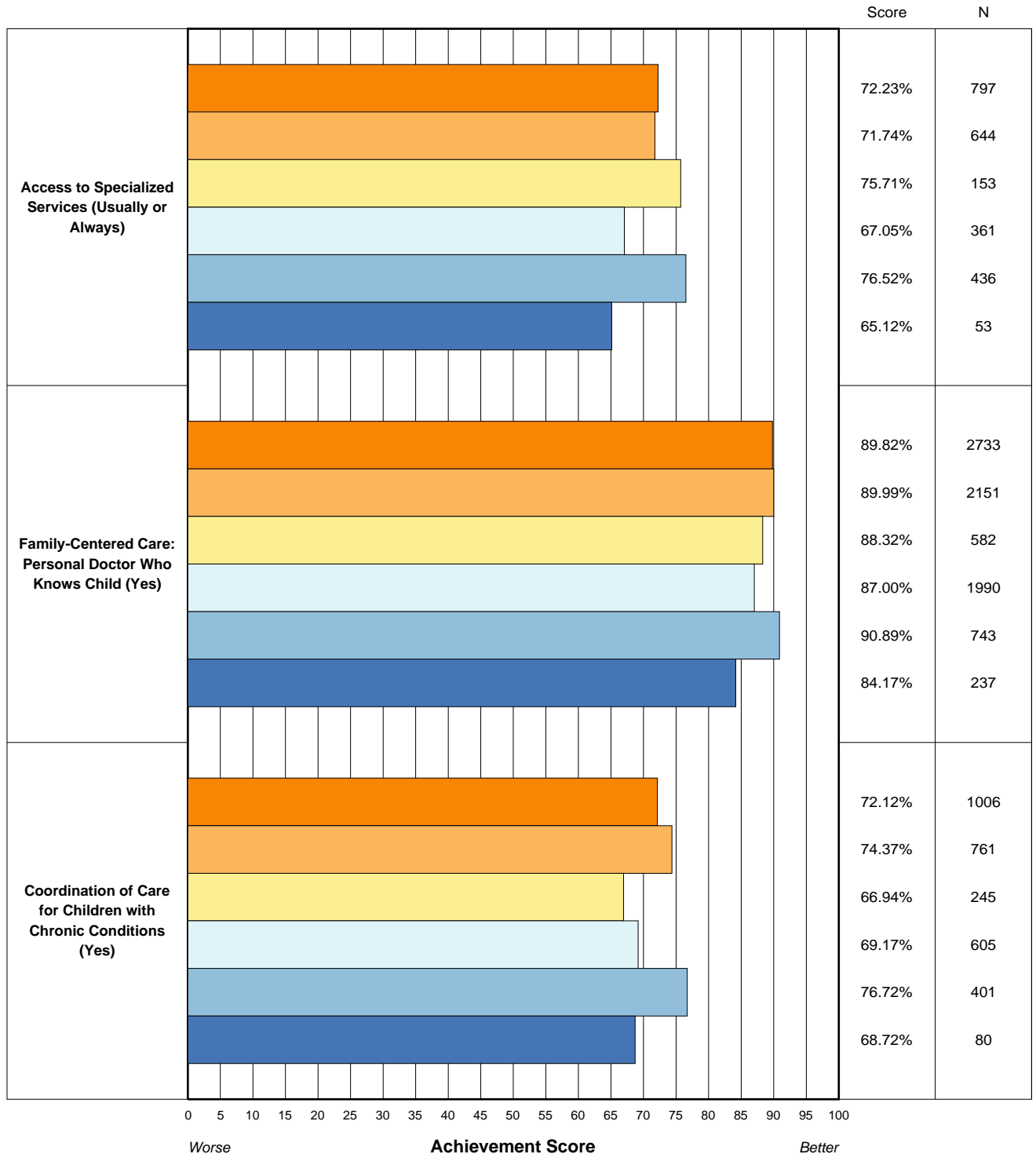
Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

Single Items



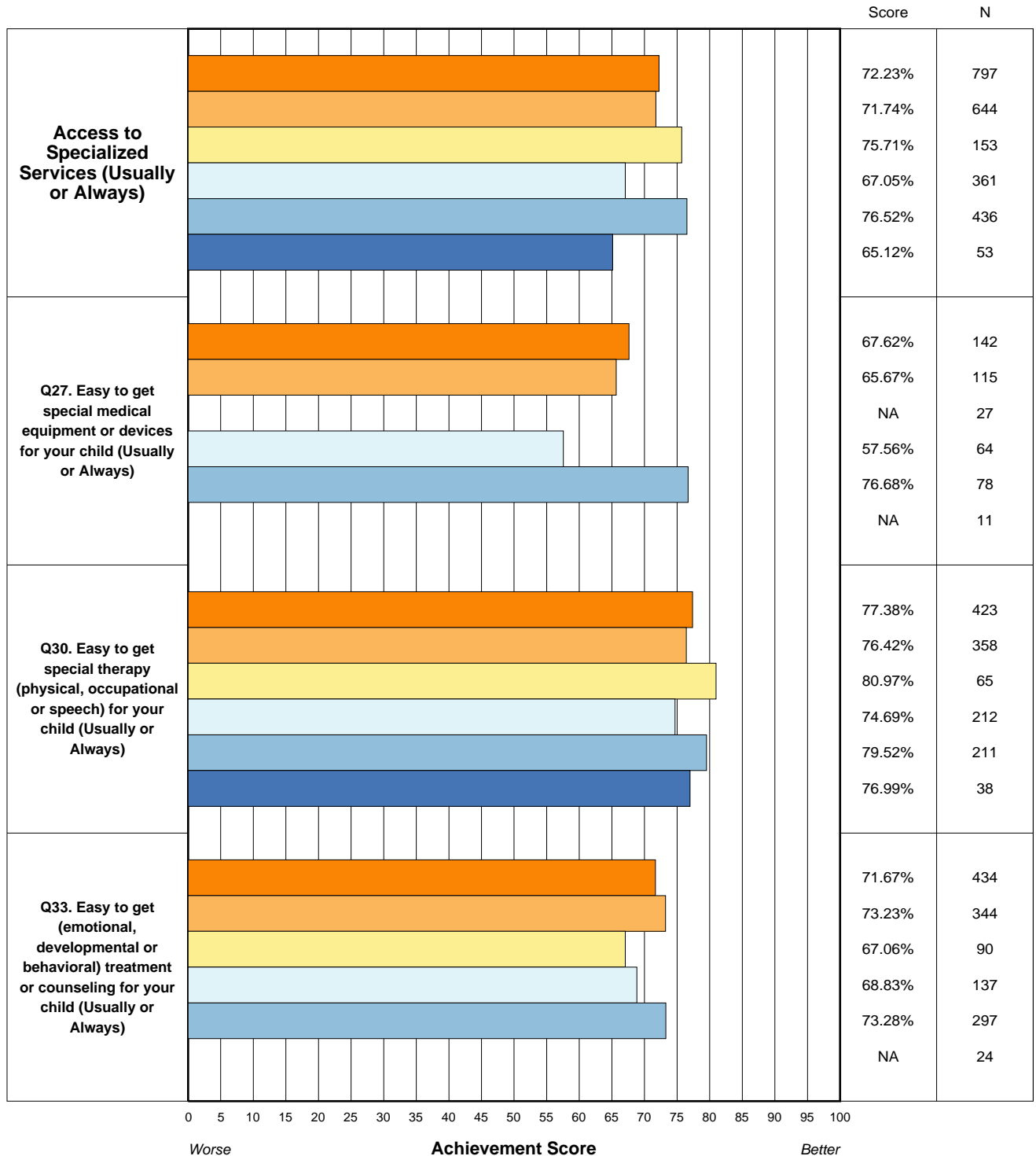
CCC Composites



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

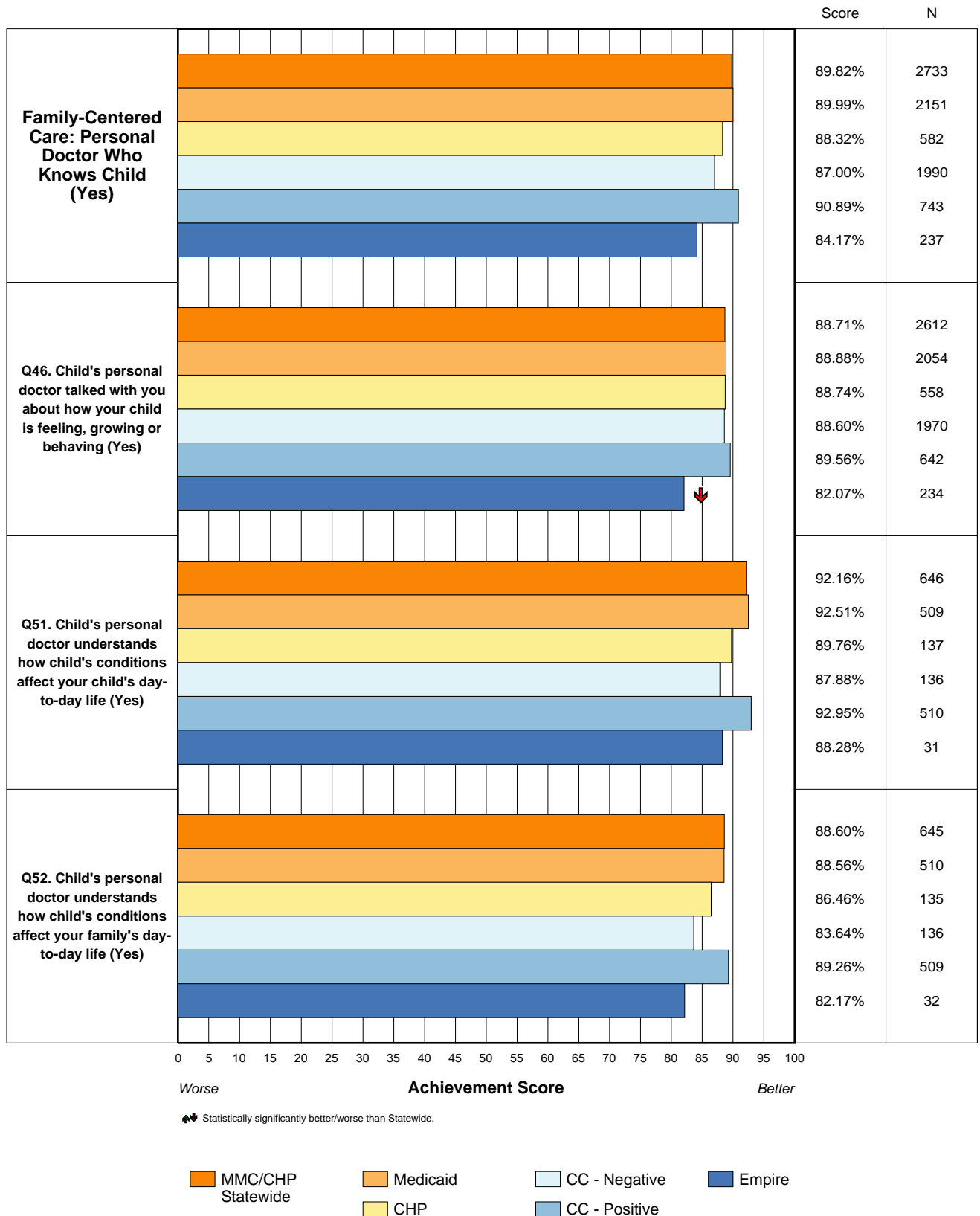
Access to Specialized Services



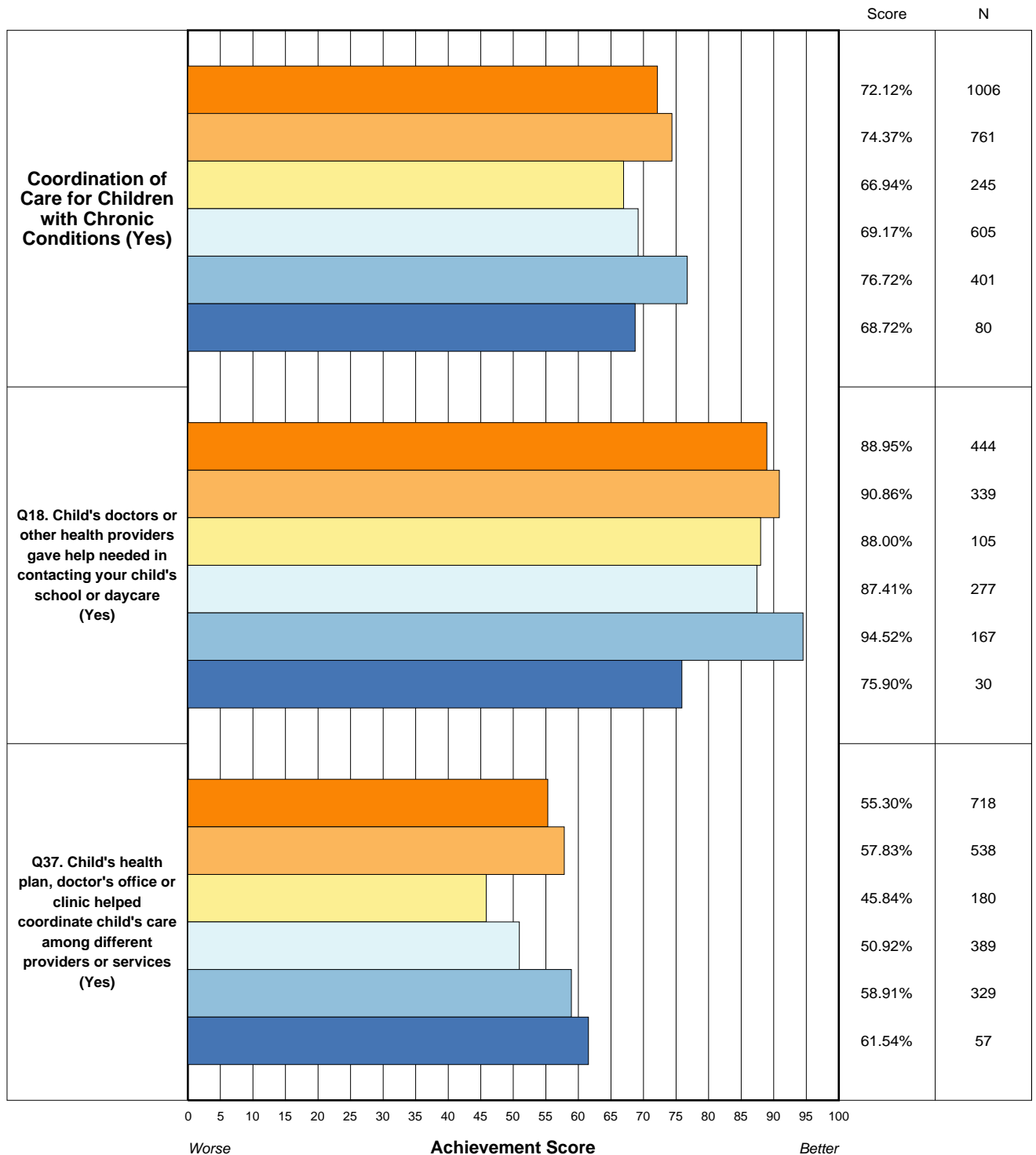
NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

Family-Centered Care: Personal Doctor Who Knows Child



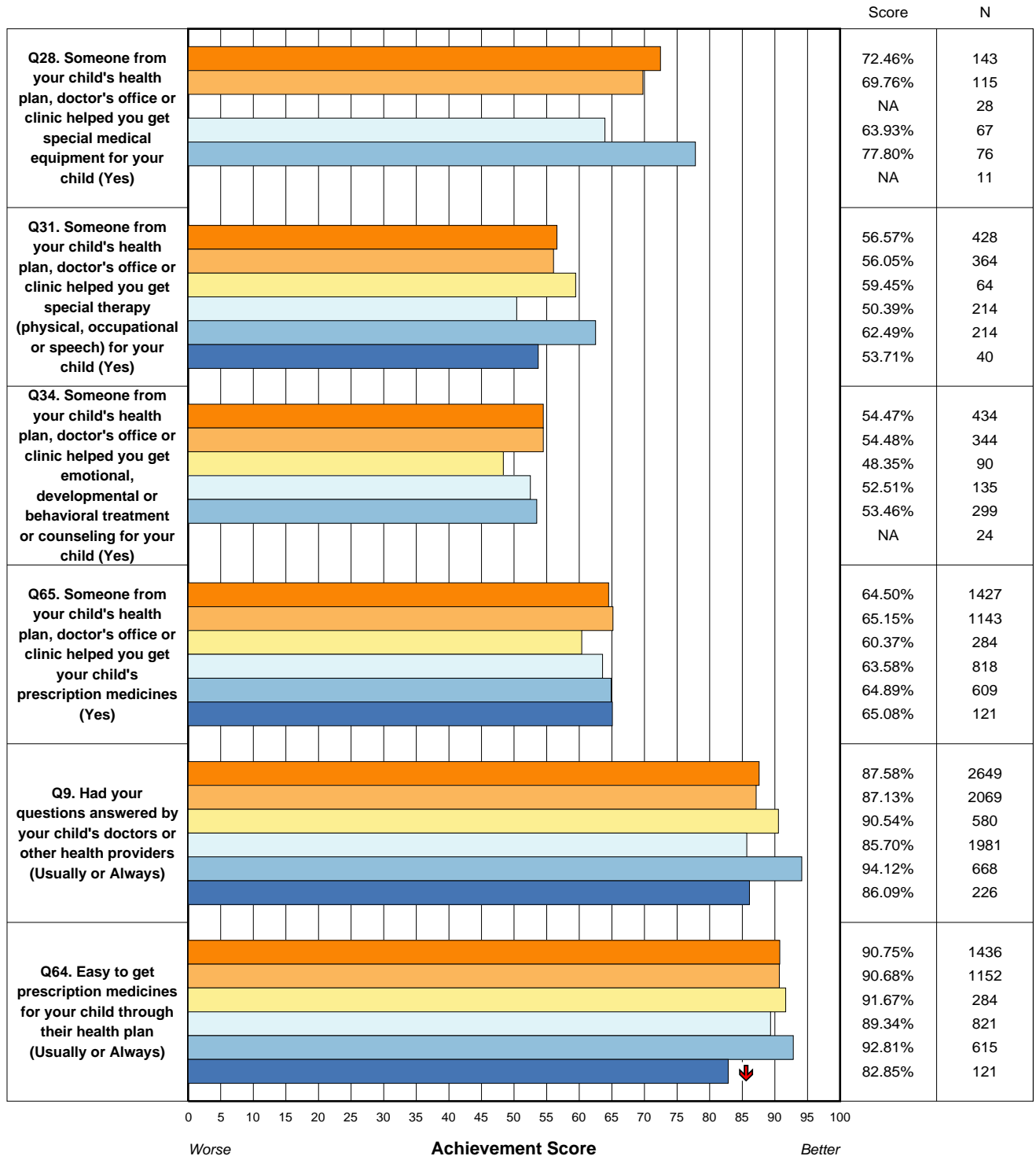
Coordination of Care for Children with Chronic Conditions



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

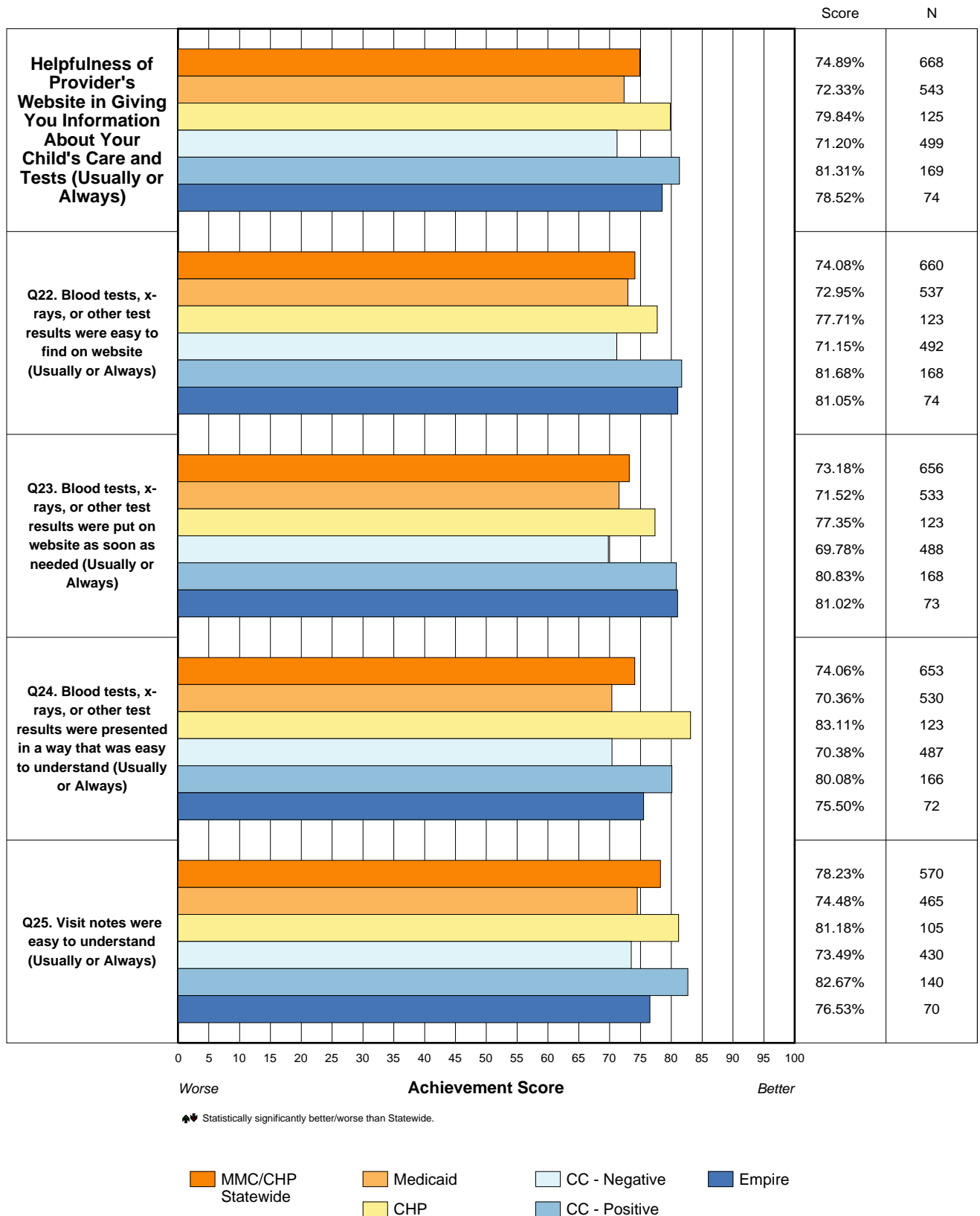
CCC Single Items



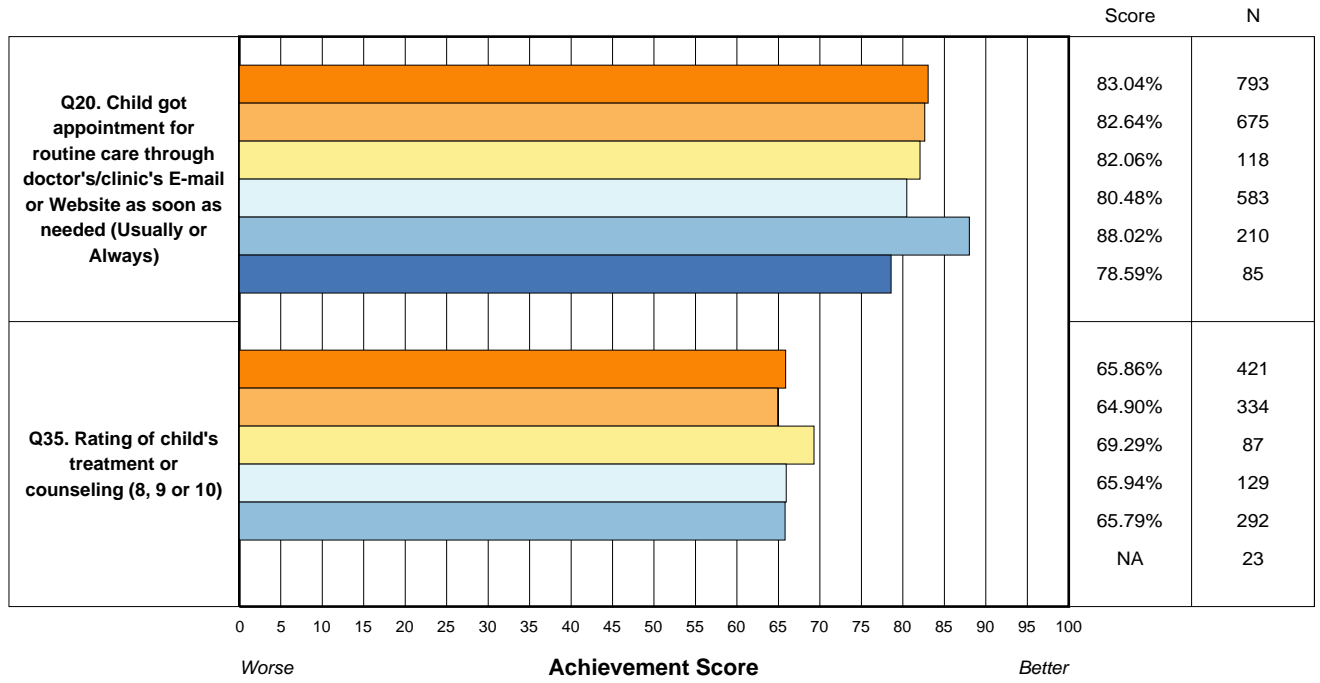
NA Results suppressed for fewer than 30 cases.
 ⬇️ Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ Empire
■ CHP
 ■ CC - Positive

Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests



Supplemental Single Items



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.



Empire BlueCross BlueShield HealthPlus

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard 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. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. 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, composite name, achievement score, and the correlation value.

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 parents/caretakers and influence how satisfied they are with their child's providers, health care, and 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's/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 correlation summary table 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.

Correlation Summary

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	Q41 Communication	94%	0.43	Q40 Communication	94%	0.53	Q59 Customer Service	92%	0.37	Q24 Helpfulness of Provider's Website	75%	0.42
2	Q45 Communication	82% ▼	0.41	Q22 Helpfulness of Provider's Website	81%	0.47	Q22 Helpfulness of Provider's Website	81%	0.37	Q23 Helpfulness of Provider's Website	81%	0.39
3	Q4 Getting Care Quickly	87%	0.39	Q59 Customer Service	92%	0.45	Q23 Helpfulness of Provider's Website	81%	0.37	Q25 Helpfulness of Provider's Website	77%	0.38
4	Q40 Communication	94%	0.36	Q24 Helpfulness of Provider's Website	75%	0.45	Q41 Communication	94%	0.36	Q15 Getting Needed Care	85%	0.36
5	Q15 Getting Needed Care	85%	0.33	Q41 Communication	94%	0.38	Q15 Getting Needed Care	85%	0.31	Q22 Helpfulness of Provider's Website	81%	0.35
6	Q42 Communication	96%	0.29	Q23 Helpfulness of Provider's Website	81%	0.36	Q58 Customer Service	75%	0.28	Q4 Getting Care Quickly	87%	0.28
7	Q6 Getting Care Quickly	85%	0.23	Q54 Getting Needed Care	73%	0.36	Q40 Communication	94%	0.27	Q41 Communication	94%	0.24
8	Q58 Customer Service	75%	0.18	Q15 Getting Needed Care	85%	0.33	Q24 Helpfulness of Provider's Website	75%	0.26	Q59 Customer Service	92%	0.22
9	Q59 Customer Service	92%	0.16	Q4 Getting Care Quickly	87%	0.27	Q25 Helpfulness of Provider's Website	77%	0.25	Q45 Communication	82% ▼	0.20
10	Q54 Getting Needed Care	73%	0.13	Q58 Customer Service	75%	0.15	Q45 Communication	82% ▼	0.20	Q6 Getting Care Quickly	85%	0.18

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of child's personal doctor

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.43	94%	78%	16%	5%	2%
2	Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.41	82% ▼	58%	23%	14%	4%
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?	0.39	87%	68%	17%	15%	0%
4	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.36	94%	78%	16%	5%	1%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.33	85%	59%	25%	13%	3%
6	Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.29	96%	86%	10%	3%	1%
7	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.23	85%	66%	19%	12%	3%
8	Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.18	75%	48%	28%	21%	4%
9	Q59. 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	92%	72%	20%	6%	2%
10	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.13	73%	45%	28%	25%	1%

▲▼ Statistically significantly better/worse than Statewide.

Rating of specialist child saw most often

Corr. Rank	Question	Correlation w/ Rating of specialist child saw most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.53	94%	78%	16%	5%	1%
2	Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.47	81%	54%	24%	9%	12%
3	Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.45	92%	72%	20%	6%	2%
4	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.45	75%	50%	22%	19%	8%
5	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.38	94%	78%	16%	5%	2%
6	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.36	81%	47%	32%	14%	8%
7	Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.36	73%	45%	28%	25%	1%
8	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.33	85%	59%	25%	13%	3%
9	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?	0.27	87%	68%	17%	15%	0%
10	Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.15	75%	48%	28%	21%	4%

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of all child's health care

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.37	92%	72%	20%	6%	2%
2	Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.37	81%	54%	24%	9%	12%
3	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.37	81%	47%	32%	14%	8%
4	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.36	94%	78%	16%	5%	2%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.31	85%	59%	25%	13%	3%
6	Q58. 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	75%	48%	28%	21%	4%
7	Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.27	94%	78%	16%	5%	1%
8	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.26	75%	50%	22%	19%	8%
9	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.25	77%	51%	23%	17%	9%
10	Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.20	82% ▼	58%	23%	14%	4%

▲▼ Statistically significantly better/worse than Statewide.

Rating of child's health plan

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.42	75%	50%	22%	19%	8%
2	Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.39	81%	47%	32%	14%	8%
3	Q25. If there were visit notes put on the website, were the visit notes easy to understand?	0.38	77%	51%	23%	17%	9%
4	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.36	85%	59%	25%	13%	3%
5	Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.35	81%	54%	24%	9%	12%
6	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?	0.28	87%	68%	17%	15%	0%
7	Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.24	94%	78%	16%	5%	2%
8	Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.22	92%	72%	20%	6%	2%
9	Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.20	82% ▼	58%	23%	14%	4%
10	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	85%	66%	19%	12%	3%

▲▼ 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 (green circle) or room for improvement (red circle). 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 2020 scores are compared to 2018 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	4,207	100.0%	3,365	100.0%	842	100.0%	3,352	100.0%	855	100.0%	356	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4,207	100.0%	3,365	100.0%	842	100.0%	3,352	100.0%	855	100.0%	356	100.0%
Not Answered	59		40		19		45		14		6	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	666	15.8%	501	14.9%	165	19.4%	429	12.8%	237	27.6%	44	12.3%
No	3,552	84.2%	2,866	85.1%	686	80.6%	2,930	87.2%	622	72.4%	315	87.7%
Total	4,218	100.0%	3,367	100.0%	851	100.0%	3,359	100.0%	859	100.0%	359	100.0%
Not Answered	48		38		10		38		10		3	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	11	1.7%	7	1.4%	4	2.5%	9	2.1%	2	0.8%	0	0.0%
● Sometimes	57	8.7%	44	8.9%	13	8.0%	49	11.7%	8	3.4%	6	14.6%
● Usually	69	10.5%	56	11.3%	13	8.0%	43	10.2%	26	11.0%	7	17.1%
● Always	519	79.1%	387	78.3%	132	81.5%	319	76.0%	200	84.7%	28	68.3%
Total	656	100.0%	494	100.0%	162	100.0%	420	100.0%	236	100.0%	41	100.0%
Not Answered	10		7		3		9		1		3	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	89.33%		90.38%		87.89%		85.66%		96.67%		86.60%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.5		+2.7		-6.4▼		-1.5		+4.2▲		+8.3	
Correlation with rating of health plan	0.230		0.239		0.199		0.271		0.232		0.276	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,018	71.9%	2,383	71.2%	635	74.7%	2,305	69.0%	713	83.4%	259	73.2%
No	1,179	28.1%	964	28.8%	215	25.3%	1,037	31.0%	142	16.6%	95	26.8%
Total	4,197	100.0%	3,347	100.0%	850	100.0%	3,342	100.0%	855	100.0%	354	100.0%
Not Answered	69		58		11		55		14		8	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	60	2.0%	51	2.2%	9	1.4%	47	2.1%	13	1.8%	7	2.7%
● Sometimes	351	11.9%	296	12.7%	55	8.8%	294	13.1%	57	8.1%	32	12.5%
● Usually	576	19.5%	438	18.8%	138	22.0%	418	18.6%	158	22.4%	49	19.1%
● Always	1,969	66.6%	1,544	66.3%	425	67.8%	1,491	66.3%	478	67.7%	169	65.8%
Total	2,956	100.0%	2,329	100.0%	627	100.0%	2,250	100.0%	706	100.0%	257	100.0%
Not Answered	62		54		8		55		7		2	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	86.36%		85.94%		88.88%		85.11%		91.04%		85.14%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.1		-1.2		+0.0		-1.5		+1.3		+0.1	
Correlation with rating of health plan	0.203		0.207		0.190		0.213		0.200		0.185	

○ 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 they go to a doctor's office or clinic to get health care?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	1,448	35.1%	1,194	36.3%	254	30.2%	1,269	38.7%	179	21.0%	112	32.8%
1 time	1,345	32.6%	1,042	31.7%	303	36.1%	1,087	33.2%	258	30.3%	112	32.8%
2 times	768	18.6%	584	17.8%	184	21.9%	561	17.1%	207	24.3%	70	20.5%
3 times	302	7.3%	246	7.5%	56	6.7%	214	6.5%	88	10.3%	24	7.0%
4 times	119	2.9%	100	3.0%	19	2.3%	69	2.1%	50	5.9%	12	3.5%
5 to 9 times	112	2.7%	95	2.9%	17	2.0%	60	1.8%	52	6.1%	7	2.1%
10 or more times	32	0.8%	25	0.8%	7	0.8%	15	0.5%	17	2.0%	4	1.2%
Total	4,126	100.0%	3,286	100.0%	840	100.0%	3,275	100.0%	851	100.0%	341	100.0%
Not Answered	140		119		21		122		18		21	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	1,793	67.8%	1,379	66.8%	414	71.5%	1,298	65.6%	495	74.4%	146	64.6%
● No	851	32.2%	686	33.2%	165	28.5%	681	34.4%	170	25.6%	80	35.4%
Total	2,644	100.0%	2,065	100.0%	579	100.0%	1,979	100.0%	665	100.0%	226	100.0%
Not Answered	34		27		7		27		7		3	
Reporting Category	Single Items											
Achievement Score (Case mix adjusted)	67.84%	67.55%	70.46%	66.25%	73.73%	65.13%						
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-2.3	-2.8▼	+0.3	-1.4	-3.4	-4.2						

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

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

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	97	3.7%	81	3.9%	16	2.8%	83	4.2%	14	2.1%	12	5.3%
● Sometimes	233	8.8%	199	9.6%	34	5.9%	202	10.2%	31	4.6%	20	8.8%
● Usually	449	16.9%	347	16.8%	102	17.6%	333	16.8%	116	17.4%	49	21.7%
● Always	1,870	70.6%	1,442	69.7%	428	73.8%	1,363	68.8%	507	75.9%	145	64.2%
Total	2,649	100.0%	2,069	100.0%	580	100.0%	1,981	100.0%	668	100.0%	226	100.0%
Not Answered	29		23		6		25		4		3	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	87.58%		87.13%		90.54%		85.70%		94.12%		86.09%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		-0.5		+1.5		-0.6		+1.9		+2.0	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	700	26.4%	575	27.8%	125	21.6%	409	20.6%	291	43.6%	67	29.8%
No	1,952	73.6%	1,497	72.2%	455	78.4%	1,575	79.4%	377	56.4%	158	70.2%
Total	2,652	100.0%	2,072	100.0%	580	100.0%	1,984	100.0%	668	100.0%	225	100.0%
Not Answered	26		20		6		22		4		4	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	573	82.4%	465	81.4%	108	87.1%	302	74.8%	271	93.1%	50	74.6%
● No	122	17.6%	106	18.6%	16	12.9%	102	25.2%	20	6.9%	17	25.4%
Total	695	100.0%	571	100.0%	124	100.0%	404	100.0%	291	100.0%	67	100.0%
Not Answered	5		4		1		5		0		0	
Reporting Category												
Single Items												
Achievement Score (Case mix adjusted)	84.62%		84.08%		84.13%		77.97%		91.77%		76.63%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.3		+0.2		+1.4		-1.0		+1.6		-4.8	

○ Response scored as: ● Achievement ● Room for improvement

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

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	406	58.7%	330	58.1%	76	61.3%	205	50.9%	201	69.6%	31	47.0%
● No	286	41.3%	238	41.9%	48	38.7%	198	49.1%	88	30.4%	35	53.0%
Total	692	100.0%	568	100.0%	124	100.0%	403	100.0%	289	100.0%	66	100.0%
Not Answered	8		7		1		6		2		1	
Reporting Category												
Single Items												
Achievement Score (Case mix adjusted)	61.22%		61.49%		58.36%		55.08%		68.22%		48.81%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		+1.2		-5.2		-1.2		+0.9		-4.8	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	567	81.8%	465	81.6%	102	82.9%	319	79.4%	248	85.2%	50	76.9%
● No	126	18.2%	105	18.4%	21	17.1%	83	20.6%	43	14.8%	15	23.1%
Total	693	100.0%	570	100.0%	123	100.0%	402	100.0%	291	100.0%	65	100.0%
Not Answered	7		5		2		7		0		2	
Reporting Category												
Single Items												
Achievement Score (Case mix adjusted)	82.05%		81.76%		83.66%		79.77%		85.04%		76.88%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.2		-0.9		+5.5		+1.0		-1.3		-10.6	

○ Response scored as: ● Achievement ● Room for improvement

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

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	6	0.2%	5	0.2%	1	0.2%	6	0.3%	0	0.0%	0	0.0%
● 1	1	0.0%	1	0.0%	0	0.0%	1	0.1%	0	0.0%	0	0.0%
● 2	4	0.2%	3	0.1%	1	0.2%	2	0.1%	2	0.3%	0	0.0%
● 3	8	0.3%	6	0.3%	2	0.3%	4	0.2%	4	0.6%	1	0.4%
● 4	13	0.5%	12	0.6%	1	0.2%	7	0.4%	6	0.9%	2	0.9%
● 5	59	2.2%	51	2.5%	8	1.4%	46	2.3%	13	1.9%	3	1.3%
● 6	40	1.5%	35	1.7%	5	0.9%	22	1.1%	18	2.7%	5	2.2%
● 7	140	5.3%	106	5.1%	34	5.9%	100	5.0%	40	6.0%	16	7.1%
● 8	462	17.4%	354	17.1%	108	18.6%	333	16.8%	129	19.3%	41	18.1%
● 9	511	19.3%	394	19.0%	117	20.2%	390	19.7%	121	18.1%	46	20.4%
● Best health care possible	1,409	53.1%	1,106	53.4%	303	52.2%	1,072	54.1%	337	50.3%	112	49.6%
Total	2,653	100.0%	2,073	100.0%	580	100.0%	1,983	100.0%	670	100.0%	226	100.0%
Not Answered	25		19		6		23		2		3	

Reporting Category	Ratings					
Achievement Score (Case mix adjusted)	89.77%	89.74%	90.36%	89.93%	89.72%	88.19%
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+2.3▲	+2.2▲	+2.7	+2.8▲	+0.8	+2.0
Correlation with rating of health plan	0.533	0.529	0.551	0.534	0.529	0.571

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	70	2.6%	62	3.0%	8	1.4%	58	2.9%	12	1.8%	6	2.7%
● Sometimes	252	9.5%	207	10.0%	45	7.8%	202	10.2%	50	7.5%	28	12.5%
● Usually	617	23.4%	481	23.3%	136	23.6%	436	22.1%	181	27.1%	57	25.4%
● Always	1,703	64.5%	1,315	63.7%	388	67.2%	1,279	64.8%	424	63.6%	133	59.4%
Total	2,642	100.0%	2,065	100.0%	577	100.0%	1,975	100.0%	667	100.0%	224	100.0%
Not Answered	36		27		9		31		5		5	

Reporting Category	Getting Needed Care					
Achievement Score (Case mix adjusted)	87.87%	88.00%	89.07%	86.78%	92.36%	85.20%
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.9▼	-1.5	-2.8	-2.7▼	+1.2	-2.8
Correlation with rating of health plan	0.311	0.289	0.406	0.269	0.442	0.359

○ Response scored as: ● Achievement ● Room for improvement

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

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,939	69.7%	2,266	67.4%	673	79.0%	2,222	66.4%	717	82.8%	247	69.2%
No	1,275	30.3%	1,096	32.6%	179	21.0%	1,126	33.6%	149	17.2%	110	30.8%
Total	4,214	100.0%	3,362	100.0%	852	100.0%	3,348	100.0%	866	100.0%	357	100.0%
Not Answered	52		43		9		49		3		5	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	447	15.3%	342	15.2%	105	15.7%	279	12.6%	168	23.6%	30	12.2%
No	2,472	84.7%	1,908	84.8%	564	84.3%	1,927	87.4%	545	76.4%	216	87.8%
Total	2,919	100.0%	2,250	100.0%	669	100.0%	2,206	100.0%	713	100.0%	246	100.0%
Not Answered	20		16		4		16		4		1	

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	397	89.4%	304	89.7%	93	88.6%	241	87.0%	156	93.4%	23	76.7%
● No	47	10.6%	35	10.3%	12	11.4%	36	13.0%	11	6.6%	7	23.3%
Total	444	100.0%	339	100.0%	105	100.0%	277	100.0%	167	100.0%	30	100.0%
Not Answered	3		3		0		2		1		0	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score (Case mix adjusted)	88.95%		90.86%		88.00%		87.41%		94.52%		75.90%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.7		+0.8		-2.3		+0.4		+0.2		-4.8	

○ Response scored as: ● Achievement ● Room for improvement

Doctor or Clinic Email and Website in the Last 6 Months

Q19. In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	810	19.4%	688	20.7%	122	14.4%	598	18.0%	212	24.9%	87	24.5%
No	3,363	80.6%	2,638	79.3%	725	85.6%	2,723	82.0%	640	75.1%	268	75.5%
Total	4,173	100.0%	3,326	100.0%	847	100.0%	3,321	100.0%	852	100.0%	355	100.0%
Not Answered	93		79		14		76		17		7	

Q20. In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	31	3.9%	30	4.4%	1	0.8%	25	4.3%	6	2.9%	1	1.2%
● Sometimes	111	14.0%	91	13.5%	20	16.9%	88	15.1%	23	11.0%	17	20.0%
● Usually	173	21.8%	148	21.9%	25	21.2%	127	21.8%	46	21.9%	14	16.5%
● Always	478	60.3%	406	60.1%	72	61.0%	343	58.8%	135	64.3%	53	62.4%
Total	793	100.0%	675	100.0%	118	100.0%	583	100.0%	210	100.0%	85	100.0%
Not Answered	17		13		4		15		2		2	
Reporting Category	Supplemental Single Items											
Achievement Score (Case mix adjusted)	83.04%	82.64%	82.06%	80.48%	88.02%	78.59%						

Q21. In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	669	16.0%	543	16.3%	126	14.8%	500	15.1%	169	19.7%	75	21.0%
No	3,503	84.0%	2,780	83.7%	723	85.2%	2,815	84.9%	688	80.3%	282	79.0%
Total	4,172	100.0%	3,323	100.0%	849	100.0%	3,315	100.0%	857	100.0%	357	100.0%
Not Answered	94		82		12		82		12		5	

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

Doctor or Clinic Email and Website in the Last 6 Months (continued)

Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	82	12.4%	76	14.2%	6	4.9%	67	13.6%	15	8.9%	9	12.2%
● Sometimes	91	13.8%	74	13.8%	17	13.8%	72	14.6%	19	11.3%	7	9.5%
● Usually	159	24.1%	126	23.5%	33	26.8%	104	21.1%	55	32.7%	18	24.3%
● Always	328	49.7%	261	48.6%	67	54.5%	249	50.6%	79	47.0%	40	54.1%
Total	660	100.0%	537	100.0%	123	100.0%	492	100.0%	168	100.0%	74	100.0%
Not Answered	9		6		3		8		1		1	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	74.08%		72.95%		77.71%		71.15%		81.68%		81.05%	

Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	87	13.3%	81	15.2%	6	4.9%	72	14.8%	15	8.9%	6	8.2%
● Sometimes	95	14.5%	79	14.8%	16	13.0%	76	15.6%	19	11.3%	10	13.7%
● Usually	174	26.5%	139	26.1%	35	28.5%	113	23.2%	61	36.3%	23	31.5%
● Always	300	45.7%	234	43.9%	66	53.7%	227	46.5%	73	43.5%	34	46.6%
Total	656	100.0%	533	100.0%	123	100.0%	488	100.0%	168	100.0%	73	100.0%
Not Answered	13		10		3		12		1		2	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	73.18%		71.52%		77.35%		69.78%		80.83%		81.02%	

Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	80	12.3%	72	13.6%	8	6.5%	68	14.0%	12	7.2%	6	8.3%
● Sometimes	103	15.8%	93	17.5%	10	8.1%	78	16.0%	25	15.1%	14	19.4%
● Usually	166	25.4%	125	23.6%	41	33.3%	112	23.0%	54	32.5%	16	22.2%
● Always	304	46.6%	240	45.3%	64	52.0%	229	47.0%	75	45.2%	36	50.0%
Total	653	100.0%	530	100.0%	123	100.0%	487	100.0%	166	100.0%	72	100.0%
Not Answered	16		13		3		13		3		3	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	74.06%		70.36%		83.11%		70.38%		80.08%		75.50%	

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

Doctor or Clinic Email and Website in the Last 6 Months (continued)

Q25. If there were visit notes put on the website, were the visit notes easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	60	10.5%	52	11.2%	8	7.6%	51	11.9%	9	6.4%	6	8.6%
● Sometimes	86	15.1%	76	16.3%	10	9.5%	67	15.6%	19	13.6%	12	17.1%
● Usually	127	22.3%	102	21.9%	25	23.8%	90	20.9%	37	26.4%	16	22.9%
● Always	297	52.1%	235	50.5%	62	59.0%	222	51.6%	75	53.6%	36	51.4%
No notes available	83		67		16		58		25		4	
Total	570	100.0%	465	100.0%	105	100.0%	430	100.0%	140	100.0%	70	100.0%
Not Answered	16		11		5		12		4		1	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	78.23%		74.48%		81.18%		73.49%		82.67%		76.53%	

Specialized Services

Q26. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	147	3.5%	119	3.5%	28	3.3%	69	2.1%	78	9.1%	11	3.1%
No	4,067	96.5%	3,245	96.5%	822	96.7%	3,285	97.9%	782	90.9%	348	96.9%
Total	4,214	100.0%	3,364	100.0%	850	100.0%	3,354	100.0%	860	100.0%	359	100.0%
Not Answered	52		41		11		43		9		3	

Q27. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	20	14.1%	17	14.8%	3	11.1%	12	18.8%	8	10.3%	3	27.3%
● Sometimes	26	18.3%	23	20.0%	3	11.1%	12	18.8%	14	17.9%	3	27.3%
● Usually	29	20.4%	21	18.3%	8	29.6%	12	18.8%	17	21.8%	2	18.2%
● Always	67	47.2%	54	47.0%	13	48.1%	28	43.8%	39	50.0%	3	27.3%
Total	142	100.0%	115	100.0%	27	100.0%	64	100.0%	78	100.0%	11	100.0%
Not Answered	5		4		1		5		0		0	
Reporting Category												
Access to Specialized Services												
Achievement Score (Case mix adjusted)	67.62%		65.67%		NA		57.56%		76.68%		NA	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.9		-6.6		NA		-8.9		-1.1		NA	

NA: Results suppressed for fewer than 30 cases.

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

Specialized Services (continued)

Q28. Did anyone from your child's health plan, doctor's office or clinic help you get special medical equipment or devices for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	102	71.3%	81	70.4%	21	75.0%	42	62.7%	60	78.9%	7	63.6%
● No	41	28.7%	34	29.6%	7	25.0%	25	37.3%	16	21.1%	4	36.4%
Total	143	100.0%	115	100.0%	28	100.0%	67	100.0%	76	100.0%	11	100.0%
Not Answered	4		4		0		2		2		0	
Reporting Category												
						CCC Single Items						
Achievement Score (Case mix adjusted)	72.46%		69.76%		NA		63.93%		77.80%		NA	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.0		-7.5		NA		-9.1		-1.4		NA	

Q29. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	435	10.3%	370	11.0%	65	7.7%	218	6.5%	217	25.5%	40	11.1%
No	3,783	89.7%	3,003	89.0%	780	92.3%	3,150	93.5%	633	74.5%	319	88.9%
Total	4,218	100.0%	3,373	100.0%	845	100.0%	3,368	100.0%	850	100.0%	359	100.0%
Not Answered	48		32		16		29		19		3	

Q30. In the last 6 months, how often was it easy to get this therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	40	9.5%	35	9.8%	5	7.7%	23	10.8%	17	8.1%	3	7.9%
● Sometimes	59	13.9%	51	14.2%	8	12.3%	29	13.7%	30	14.2%	6	15.8%
● Usually	97	22.9%	85	23.7%	12	18.5%	42	19.8%	55	26.1%	9	23.7%
● Always	227	53.7%	187	52.2%	40	61.5%	118	55.7%	109	51.7%	20	52.6%
Total	423	100.0%	358	100.0%	65	100.0%	212	100.0%	211	100.0%	38	100.0%
Not Answered	12		12		0		6		6		2	
Reporting Category												
						Access to Specialized Services						
Achievement Score (Case mix adjusted)	77.38%		76.42%		80.97%		74.69%		79.52%		76.99%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.3		-1.3		+2.1		+2.1		-2.0		+12.3	

NA: Results suppressed for fewer than 30 cases.

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

Specialized Services (continued)

Q31. Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	243	56.8%	206	56.6%	37	57.8%	106	49.5%	137	64.0%	21	52.5%
● No	185	43.2%	158	43.4%	27	42.2%	108	50.5%	77	36.0%	19	47.5%
Total	428	100.0%	364	100.0%	64	100.0%	214	100.0%	214	100.0%	40	100.0%
Not Answered	7		6		1		4		3		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	56.57%		56.05%		59.45%		50.39%		62.49%		53.71%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-3.6		-4.4		-3.0		-8.9		+0.8		-11.7	

Q32. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	441	10.5%	351	10.4%	90	10.6%	139	4.1%	302	35.3%	24	6.7%
No	3,778	89.5%	3,021	89.6%	757	89.4%	3,224	95.9%	554	64.7%	332	93.3%
Total	4,219	100.0%	3,372	100.0%	847	100.0%	3,363	100.0%	856	100.0%	356	100.0%
Not Answered	47		33		14		34		13		6	

Q33. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	56	12.9%	39	11.3%	17	18.9%	17	12.4%	39	13.1%	4	16.7%
● Sometimes	67	15.4%	55	16.0%	12	13.3%	24	17.5%	43	14.5%	2	8.3%
● Usually	99	22.8%	82	23.8%	17	18.9%	29	21.2%	70	23.6%	7	29.2%
● Always	212	48.8%	168	48.8%	44	48.9%	67	48.9%	145	48.8%	11	45.8%
Total	434	100.0%	344	100.0%	90	100.0%	137	100.0%	297	100.0%	24	100.0%
Not Answered	7		7		0		2		5		0	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	71.67%		73.23%		67.06%		68.83%		73.28%		NA	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-4.2		-4.3		-2.0		-7.6		-3.1		NA	

NA: Results suppressed for fewer than 30 cases.

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

Specialized Services (continued)

Q34. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	235	54.1%	192	55.8%	43	47.8%	73	54.1%	162	54.2%	13	54.2%
● No	199	45.9%	152	44.2%	47	52.2%	62	45.9%	137	45.8%	11	45.8%
Total	434	100.0%	344	100.0%	90	100.0%	135	100.0%	299	100.0%	24	100.0%
Not Answered	7		7		0		4		3		0	
Reporting Category												
						CCC Single Items						
Achievement Score (Case mix adjusted)	54.47%	54.48%	48.35%	52.51%	53.46%	NA						
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-2.8	-5.2	+2.4	-5.3	-4.3	NA						

Q35. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst treatment possible	19	4.5%	14	4.2%	5	5.7%	7	5.4%	12	4.1%	2	8.7%
● 1	6	1.4%	3	0.9%	3	3.4%	3	2.3%	3	1.0%	1	4.3%
● 2	5	1.2%	4	1.2%	1	1.1%	2	1.6%	3	1.0%	0	0.0%
● 3	11	2.6%	11	3.3%	0	0.0%	2	1.6%	9	3.1%	1	4.3%
● 4	12	2.9%	8	2.4%	4	4.6%	5	3.9%	7	2.4%	0	0.0%
● 5	32	7.6%	29	8.7%	3	3.4%	9	7.0%	23	7.9%	1	4.3%
● 6	21	5.0%	13	3.9%	8	9.2%	6	4.7%	15	5.1%	1	4.3%
● 7	36	8.6%	31	9.3%	5	5.7%	7	5.4%	29	9.9%	1	4.3%
● 8	68	16.2%	50	15.0%	18	20.7%	24	18.6%	44	15.1%	4	17.4%
● 9	64	15.2%	53	15.9%	11	12.6%	20	15.5%	44	15.1%	3	13.0%
● Best treatment possible	147	34.9%	118	35.3%	29	33.3%	44	34.1%	103	35.3%	9	39.1%
Total	421	100.0%	334	100.0%	87	100.0%	129	100.0%	292	100.0%	23	100.0%
Not Answered	20		17		3		10		10		1	
Reporting Category												
						Supplemental Single Items						
Achievement Score (Case mix adjusted)	65.86%	64.90%	69.29%	65.94%	65.79%	NA						
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-3.1	-4.8	+4.7	-0.7	-4.1	NA						

NA: Results suppressed for fewer than 30 cases.

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

Specialized Services (continued)

Q36. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	722	17.2%	542	16.2%	180	21.3%	390	11.7%	332	39.0%	58	16.4%
No	3,464	82.8%	2,797	83.8%	667	78.7%	2,944	88.3%	520	61.0%	296	83.6%
Total	4,186	100.0%	3,339	100.0%	847	100.0%	3,334	100.0%	852	100.0%	354	100.0%
Not Answered	80		66		14		63		17		8	

Q37. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	394	54.9%	316	58.7%	78	43.3%	199	51.2%	195	59.3%	35	61.4%
● No	324	45.1%	222	41.3%	102	56.7%	190	48.8%	134	40.7%	22	38.6%
Total	718	100.0%	538	100.0%	180	100.0%	389	100.0%	329	100.0%	57	100.0%
Not Answered	4		4		0		1		3		1	
Reporting Category Coordination of Care for Children with Chronic Conditions												
Achievement Score (Case mix adjusted)	55.30%		57.83%		45.84%		50.92%		58.91%		61.54%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-5.7▼		-5.9▼		-1.3		-7.0▼		-4.0		+7.7	

Your Child's Personal Doctor

Q38. A personal doctor is the one your child would see if they needed a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	3,587	85.0%	2,841	84.3%	746	88.0%	2,789	83.0%	798	93.0%	305	84.7%
No	631	15.0%	529	15.7%	102	12.0%	571	17.0%	60	7.0%	55	15.3%
Total	4,218	100.0%	3,370	100.0%	848	100.0%	3,360	100.0%	858	100.0%	360	100.0%
Not Answered	48		35		13		37		11		2	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q39. In the last 6 months, how many times did your child visit their personal doctor for care?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	884	25.1%	713	25.6%	171	23.3%	738	27.1%	146	18.4%	58	19.7%
1 time	1,542	43.8%	1,189	42.7%	353	48.2%	1,230	45.1%	312	39.3%	130	44.2%
2 times	666	18.9%	523	18.8%	143	19.5%	485	17.8%	181	22.8%	67	22.8%
3 times	232	6.6%	192	6.9%	40	5.5%	153	5.6%	79	10.0%	22	7.5%
4 times	99	2.8%	84	3.0%	15	2.0%	60	2.2%	39	4.9%	7	2.4%
5 to 9 times	82	2.3%	73	2.6%	9	1.2%	53	1.9%	29	3.7%	9	3.1%
10 or more times	15	0.4%	13	0.5%	2	0.3%	8	0.3%	7	0.9%	1	0.3%
Total	3,520	100.0%	2,787	100.0%	733	100.0%	2,727	100.0%	793	100.0%	294	100.0%
Not Answered	67		54		13		62		5		11	

Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	35	1.3%	32	1.6%	3	0.5%	32	1.6%	3	0.5%	3	1.3%
● Sometimes	121	4.6%	106	5.2%	15	2.7%	100	5.1%	21	3.3%	11	4.7%
● Usually	332	12.7%	274	13.4%	58	10.4%	248	12.6%	84	13.1%	36	15.5%
● Always	2,122	81.3%	1,639	79.9%	483	86.4%	1,589	80.7%	533	83.2%	182	78.4%
Total	2,610	100.0%	2,051	100.0%	559	100.0%	1,969	100.0%	641	100.0%	232	100.0%
Not Answered	26		23		3		20		6		4	
Reporting Category	Communication											
Achievement Score (Case mix adjusted)	94.11%		94.11%		95.23%		93.68%		96.35%		94.38%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.0		+0.3		-0.5		+0.2		+0.3		+1.5	
Correlation with rating of health plan	0.158		0.150		0.212		0.150		0.221		0.143	

○ 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 listen carefully to you?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	29	1.1%	26	1.3%	3	0.5%	27	1.4%	2	0.3%	4	1.7%
● Sometimes	106	4.0%	89	4.3%	17	3.1%	77	3.9%	29	4.5%	11	4.7%
● Usually	327	12.5%	268	13.0%	59	10.6%	251	12.7%	76	11.8%	36	15.5%
● Always	2,156	82.4%	1,678	81.4%	478	85.8%	1,619	82.0%	537	83.4%	181	78.0%
Total	2,618	100.0%	2,061	100.0%	557	100.0%	1,974	100.0%	644	100.0%	232	100.0%
Not Answered	18		13		5		15		3		4	
Reporting Category												
Communication												
Achievement Score (Case mix adjusted)	94.89%		94.95%		95.37%		94.98%		95.23%		93.76%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.5		-0.1		-1.7		-0.4		-0.4		-1.3	
Correlation with rating of health plan	0.181		0.169		0.246		0.175		0.219		0.244	

Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	26	1.0%	21	1.0%	5	0.9%	20	1.0%	6	0.9%	2	0.9%
● Sometimes	72	2.8%	60	2.9%	12	2.2%	52	2.6%	20	3.1%	7	3.0%
● Usually	279	10.7%	229	11.1%	50	9.0%	204	10.4%	75	11.6%	24	10.3%
● Always	2,235	85.6%	1,744	84.9%	491	88.0%	1,692	86.0%	543	84.3%	201	85.9%
Total	2,612	100.0%	2,054	100.0%	558	100.0%	1,968	100.0%	644	100.0%	234	100.0%
Not Answered	24		20		4		21		3		2	
Reporting Category												
Communication												
Achievement Score (Case mix adjusted)	96.31%		96.53%		96.25%		96.59%		96.13%		96.28%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.9		+1.3▲		+0.0		+1.3▲		+0.2		+1.2	
Correlation with rating of health plan	0.169		0.170		0.164		0.157		0.194		0.185	

Q43. Is your child able to talk with doctors about their health care?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,843	71.0%	1,414	69.2%	429	77.6%	1,355	69.3%	488	76.1%	168	72.4%
No	753	29.0%	629	30.8%	124	22.4%	600	30.7%	153	23.9%	64	27.6%
Total	2,596	100.0%	2,043	100.0%	553	100.0%	1,955	100.0%	641	100.0%	232	100.0%
Not Answered	40		31		9		34		6		4	

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

Your Child's Personal Doctor (continued)

Q44. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire																																																																								
	N	%	N	%	N	%	N	%	N	%	N	%																																																																							
● Never	16	0.9%	12	0.9%	4	0.9%	12	0.9%	4	0.8%	1	0.6%																																																																							
● Sometimes	86	4.7%	76	5.4%	10	2.3%	64	4.7%	22	4.5%	12	7.2%																																																																							
● Usually	282	15.4%	216	15.4%	66	15.5%	198	14.7%	84	17.4%	30	18.0%																																																																							
● Always	1,449	79.1%	1,103	78.4%	346	81.2%	1,075	79.7%	374	77.3%	124	74.3%																																																																							
Total	1,833	100.0%	1,407	100.0%	426	100.0%	1,349	100.0%	484	100.0%	167	100.0%																																																																							
Not Answered	10		7		3		6		4		1																																																																								
Reporting Category												Single Items																																																																							
Achievement Score (Case mix adjusted)												94.49%												94.38%												95.51%												94.70%												94.53%												92.46%											
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)												+0.8												+0.9												+0.8												+1.0												+0.6												-2.5											

Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire																																																																								
	N	%	N	%	N	%	N	%	N	%	N	%																																																																							
● Never	79	3.0%	72	3.5%	7	1.3%	64	3.3%	15	2.3%	10	4.4%																																																																							
● Sometimes	237	9.1%	204	10.0%	33	6.0%	193	9.9%	44	6.9%	32	14.0%																																																																							
● Usually	540	20.8%	432	21.1%	108	19.6%	394	20.2%	146	22.8%	53	23.2%																																																																							
● Always	1,738	67.0%	1,335	65.3%	403	73.1%	1,302	66.7%	436	68.0%	133	58.3%																																																																							
Total	2,594	100.0%	2,043	100.0%	551	100.0%	1,953	100.0%	641	100.0%	228	100.0%																																																																							
Not Answered	42		31		11		36		6		8																																																																								
Reporting Category												Communication																																																																							
Achievement Score (Case mix adjusted)												88.10%												87.93%												90.36%												87.33%												91.77%												82.35%											
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)												-0.8												-0.2												-2.8▼												-1.3												+1.6												-5.0											
Correlation with rating of health plan												0.191												0.190												0.212												0.195												0.209												0.199											

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q46. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	2,314	88.6%	1,820	88.6%	494	88.5%	1,743	88.5%	571	88.9%	192	82.1%
● No	298	11.4%	234	11.4%	64	11.5%	227	11.5%	71	11.1%	42	17.9%
Total	2,612	100.0%	2,054	100.0%	558	100.0%	1,970	100.0%	642	100.0%	234	100.0%
Not Answered	24		20		4		19		5		2	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	88.71%		88.88%		88.74%		88.60%		89.56%		82.07%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.6		-0.5		-0.5		+0.4		-3.2▼		-6.7▼	

Q47. In the last 6 months, did your child get care from a doctor or other health provider besides their personal doctor?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	914	35.1%	708	34.6%	206	36.9%	581	29.6%	333	52.1%	70	29.9%
No	1,691	64.9%	1,339	65.4%	352	63.1%	1,385	70.4%	306	47.9%	164	70.1%
Total	2,605	100.0%	2,047	100.0%	558	100.0%	1,966	100.0%	639	100.0%	234	100.0%
Not Answered	31		27		4		23		8		2	

Q48. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	46	5.1%	34	4.9%	12	5.9%	33	5.8%	13	4.0%	4	5.9%
● Sometimes	116	12.9%	94	13.5%	22	10.8%	67	11.7%	49	14.9%	9	13.2%
● Usually	222	24.7%	168	24.1%	54	26.6%	142	24.9%	80	24.4%	20	29.4%
● Always	515	57.3%	400	57.5%	115	56.7%	329	57.6%	186	56.7%	35	51.5%
Total	899	100.0%	696	100.0%	203	100.0%	571	100.0%	328	100.0%	68	100.0%
Not Answered	15		12		3		10		5		2	
Reporting Category Single Items												
Achievement Score (Case mix adjusted)	81.70%		81.89%		83.84%		82.11%		82.75%		80.52%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.2		-0.6		+4.0		+1.1		-0.7		+5.1	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q49. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	4	0.1%	3	0.1%	1	0.1%	2	0.1%	2	0.3%	1	0.3%
● 1	3	0.1%	3	0.1%	0	0.0%	2	0.1%	1	0.1%	0	0.0%
● 2	7	0.2%	7	0.3%	0	0.0%	3	0.1%	4	0.5%	1	0.3%
● 3	9	0.3%	8	0.3%	1	0.1%	6	0.2%	3	0.4%	1	0.3%
● 4	17	0.5%	12	0.4%	5	0.7%	8	0.3%	9	1.1%	2	0.7%
● 5	67	1.9%	58	2.1%	9	1.2%	49	1.8%	18	2.3%	6	2.0%
● 6	73	2.1%	62	2.2%	11	1.5%	59	2.2%	14	1.8%	8	2.7%
● 7	172	4.9%	133	4.8%	39	5.3%	130	4.8%	42	5.3%	14	4.7%
● 8	441	12.5%	347	12.4%	94	12.9%	340	12.4%	101	12.7%	39	13.2%
● 9	615	17.4%	486	17.4%	129	17.7%	459	16.8%	156	19.7%	49	16.6%
● Best personal doctor possible	2,120	60.1%	1,680	60.0%	440	60.4%	1,677	61.3%	443	55.9%	175	59.1%
Total	3,528	100.0%	2,799	100.0%	729	100.0%	2,735	100.0%	793	100.0%	296	100.0%
Not Answered	59		42		17		54		5		9	

Reporting Category	Ratings					
Achievement Score (Case mix adjusted)	90.09%	89.95%	90.81%	90.24%	89.80%	88.78%
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.3	-0.3	-0.4	+0.0	-1.3	-0.7
Correlation with rating of health plan	0.437	0.444	0.415	0.441	0.420	0.563

Q50. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	655	18.5%	517	18.4%	138	18.7%	138	5.0%	517	65.2%	32	10.6%
No	2,893	81.5%	2,294	81.6%	599	81.3%	2,617	95.0%	276	34.8%	269	89.4%
Total	3,548	100.0%	2,811	100.0%	737	100.0%	2,755	100.0%	793	100.0%	301	100.0%
Not Answered	39		30		9		34		5		4	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Personal Doctor (continued)

Q51. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	595	92.1%	471	92.5%	124	90.5%	120	88.2%	475	93.1%	27	87.1%
● No	51	7.9%	38	7.5%	13	9.5%	16	11.8%	35	6.9%	4	12.9%
Total	646	100.0%	509	100.0%	137	100.0%	136	100.0%	510	100.0%	31	100.0%
Not Answered	9		8		1		2		7		1	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	92.16%		92.51%		89.76%		87.88%		92.95%		88.28%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.4		-1.0		-1.3		-1.4		-1.1		-5.2	

Q52. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	570	88.4%	454	89.0%	116	85.9%	115	84.6%	455	89.4%	26	81.3%
● No	75	11.6%	56	11.0%	19	14.1%	21	15.4%	54	10.6%	6	18.8%
Total	645	100.0%	510	100.0%	135	100.0%	136	100.0%	509	100.0%	32	100.0%
Not Answered	10		7		3		2		8		0	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	88.60%		88.56%		86.46%		83.64%		89.26%		82.17%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.1		-1.9		+0.8		-3.1		-1.2		-6.8	

Getting Health Care From A Specialist

Q53. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	759	17.9%	568	16.7%	191	22.3%	432	12.8%	327	37.8%	73	20.3%
No	3,492	82.1%	2,825	83.3%	667	77.7%	2,953	87.2%	539	62.2%	287	79.7%
Total	4,251	100.0%	3,393	100.0%	858	100.0%	3,385	100.0%	866	100.0%	360	100.0%
Not Answered	15		12		3		12		3		2	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From A Specialist (continued)

Q54. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	19	2.5%	17	3.1%	2	1.1%	15	3.5%	4	1.2%	1	1.4%
● Sometimes	123	16.5%	97	17.4%	26	13.7%	76	18.0%	47	14.5%	18	25.4%
● Usually	198	26.5%	146	26.2%	52	27.4%	100	23.6%	98	30.2%	20	28.2%
● Always	407	54.5%	297	53.3%	110	57.9%	232	54.8%	175	54.0%	32	45.1%
Total	747	100.0%	557	100.0%	190	100.0%	423	100.0%	324	100.0%	71	100.0%
Not Answered	12		11		1		9		3		2	
Reporting Category												
	Getting Needed Care											
Achievement Score (Case mix adjusted)	80.76%	80.61%	83.39%	78.02%	85.43%	73.22%						
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+3.1	+2.9	+3.8	+4.7	+2.2	-1.1						
Correlation with rating of health plan	0.246	0.251	0.250	0.235	0.284	0.159						

Q55. How many specialists has your child seen in the last 6 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
None	63	8.4%	48	8.6%	15	7.9%	51	12.1%	12	3.7%	8	11.3%
1 specialist	470	63.0%	338	60.7%	132	69.8%	298	70.4%	172	53.3%	40	56.3%
2	145	19.4%	113	20.3%	32	16.9%	62	14.7%	83	25.7%	19	26.8%
3	42	5.6%	36	6.5%	6	3.2%	8	1.9%	34	10.5%	2	2.8%
4	14	1.9%	12	2.2%	2	1.1%	3	0.7%	11	3.4%	2	2.8%
5 or more specialists	12	1.6%	10	1.8%	2	1.1%	1	0.2%	11	3.4%	0	0.0%
Total	746	100.0%	557	100.0%	189	100.0%	423	100.0%	323	100.0%	71	100.0%
Not Answered	13		11		2		9		4		2	

○ Response scored as: ● Achievement ● Room for improvement

Getting Health Care From A Specialist (continued)

Q56. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 1	1	0.1%	1	0.2%	0	0.0%	0	0.0%	1	0.3%	0	0.0%
● 2	2	0.3%	1	0.2%	1	0.6%	0	0.0%	2	0.6%	0	0.0%
● 3	1	0.1%	1	0.2%	0	0.0%	0	0.0%	1	0.3%	0	0.0%
● 4	3	0.4%	2	0.4%	1	0.6%	2	0.5%	1	0.3%	0	0.0%
● 5	25	3.7%	22	4.3%	3	1.7%	8	2.2%	17	5.5%	1	1.6%
● 6	14	2.1%	13	2.6%	1	0.6%	7	1.9%	7	2.3%	2	3.2%
● 7	39	5.7%	32	6.3%	7	4.0%	24	6.5%	15	4.8%	4	6.5%
● 8	114	16.7%	83	16.4%	31	17.8%	63	17.0%	51	16.4%	11	17.7%
● 9	131	19.2%	91	17.9%	40	23.0%	67	18.1%	64	20.6%	12	19.4%
● Best specialist possible	351	51.5%	261	51.5%	90	51.7%	199	53.8%	152	48.9%	32	51.6%
Total	681	100.0%	507	100.0%	174	100.0%	370	100.0%	311	100.0%	62	100.0%
Not Answered	2		2		0		2		0		1	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	87.12%		85.88%		92.70%		87.04%		88.41%		87.37%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+3.5▲		+3.2		+4.0		+5.2▲		+2.3		+12.5	
Correlation with rating of health plan	0.464		0.474		0.460		0.396		0.503		0.317	

Your Child's Health Plan

Q57. In the last 6 months, did you get information or help from customer service at your child's health plan?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,228	29.2%	992	29.6%	236	27.9%	915	27.4%	313	36.2%	126	35.4%
No	2,973	70.8%	2,362	70.4%	611	72.1%	2,421	72.6%	552	63.8%	230	64.6%
Total	4,201	100.0%	3,354	100.0%	847	100.0%	3,336	100.0%	865	100.0%	356	100.0%
Not Answered	65		51		14		61		4		6	

○ Response scored as: ● Achievement ● Room for improvement

Your Child's Health Plan (continued)

Q58. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	26	2.1%	20	2.0%	6	2.6%	22	2.4%	4	1.3%	5	4.0%
● Sometimes	204	16.8%	173	17.7%	31	13.2%	151	16.7%	53	17.0%	26	20.6%
● Usually	300	24.7%	233	23.8%	67	28.6%	216	23.9%	84	26.9%	35	27.8%
● Always	684	56.3%	554	56.5%	130	55.6%	513	56.9%	171	54.8%	60	47.6%
Total	1,214	100.0%	980	100.0%	234	100.0%	902	100.0%	312	100.0%	126	100.0%
Not Answered	14		12		2		13		1		0	
Reporting Category												
Customer Service												
Achievement Score (Case mix adjusted)	81.82%		81.00%		83.02%		81.01%		82.50%		75.24%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+1.8		+0.9		+4.7		+2.1		+0.6		-3.8	
Correlation with rating of health plan	0.343		0.339		0.368		0.279		0.512		0.174	

Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	35	2.9%	30	3.1%	5	2.2%	29	3.2%	6	1.9%	2	1.6%
● Sometimes	74	6.1%	64	6.6%	10	4.3%	51	5.7%	23	7.4%	7	5.7%
● Usually	172	14.3%	126	12.9%	46	19.9%	129	14.4%	43	13.8%	25	20.3%
● Always	925	76.7%	755	77.4%	170	73.6%	685	76.6%	240	76.9%	89	72.4%
Total	1,206	100.0%	975	100.0%	231	100.0%	894	100.0%	312	100.0%	123	100.0%
Not Answered	22		17		5		21		1		3	
Reporting Category												
Customer Service												
Achievement Score (Case mix adjusted)	91.25%		90.88%		92.18%		90.76%		92.14%		92.25%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-0.4		-0.7		+1.6		-0.3		-0.1		+6.6	
Correlation with rating of health plan	0.301		0.301		0.307		0.235		0.473		0.221	

Q60. In the last 6 months, did your child's health plan give you any forms to fill out?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	714	17.3%	601	18.2%	113	13.5%	533	16.2%	181	21.3%	72	20.7%
No	3,422	82.7%	2,697	81.8%	725	86.5%	2,753	83.8%	669	78.7%	275	79.3%
Total	4,136	100.0%	3,298	100.0%	838	100.0%	3,286	100.0%	850	100.0%	347	100.0%
Not Answered	130		107		23		111		19		15	

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

Your Child's Health Plan (continued)

Q61. 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.]

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	23	0.6%	19	0.6%	4	0.5%	18	0.6%	5	0.6%	1	0.3%
● Sometimes	129	3.1%	112	3.4%	17	2.0%	98	3.0%	31	3.7%	13	3.8%
● Usually	194	4.7%	165	5.0%	29	3.5%	131	4.0%	63	7.4%	21	6.1%
● Always	3,764	91.6%	2,984	91.0%	780	94.0%	3,016	92.4%	748	88.3%	309	89.8%
Total	4,110	100.0%	3,280	100.0%	830	100.0%	3,263	100.0%	847	100.0%	344	100.0%
Not Answered	26		18		8		23		3		3	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)												
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)												
		96.44%	96.30%	96.97%	96.57%	95.98%	96.14%					
		+1.6▲	+1.7▲	+1.2	+1.6▲	+1.5	+5.3▲					

Q62. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	18	0.4%	16	0.5%	2	0.2%	15	0.5%	3	0.3%	2	0.6%
● 1	9	0.2%	8	0.2%	1	0.1%	6	0.2%	3	0.3%	0	0.0%
● 2	14	0.3%	10	0.3%	4	0.5%	8	0.2%	6	0.7%	1	0.3%
● 3	14	0.3%	11	0.3%	3	0.4%	7	0.2%	7	0.8%	0	0.0%
● 4	19	0.5%	15	0.5%	4	0.5%	10	0.3%	9	1.0%	3	0.9%
● 5	100	2.4%	86	2.6%	14	1.7%	71	2.1%	29	3.4%	4	1.1%
● 6	110	2.6%	94	2.8%	16	1.9%	77	2.3%	33	3.8%	4	1.1%
● 7	295	7.1%	234	7.0%	61	7.3%	220	6.6%	75	8.7%	26	7.4%
● 8	666	16.0%	515	15.5%	151	18.0%	524	15.8%	142	16.5%	66	18.9%
● 9	774	18.6%	608	18.3%	166	19.7%	618	18.7%	156	18.1%	69	19.7%
● Best health plan possible	2,152	51.6%	1,733	52.0%	419	49.8%	1,755	53.0%	397	46.2%	175	50.0%
Total	4,171	100.0%	3,330	100.0%	841	100.0%	3,311	100.0%	860	100.0%	350	100.0%
Not Answered	95		75		20		86		9		12	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)												
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)												
		86.03%	85.37%	88.49%	86.67%	83.68%	88.10%					
		+0.8	-0.2	+4.8▲	+1.6	-1.9	+4.2					

○ Response scored as: ● Achievement ● Room for improvement

Prescription Medicines

Q63. In the last 6 months, did you get or refill any prescription medicines for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,451	34.7%	1,163	34.8%	288	34.1%	834	25.1%	617	71.6%	121	34.8%
No	2,731	65.3%	2,175	65.2%	556	65.9%	2,486	74.9%	245	28.4%	227	65.2%
Total	4,182	100.0%	3,338	100.0%	844	100.0%	3,320	100.0%	862	100.0%	348	100.0%
Not Answered	84		67		17		77		7		14	

Q64. In the last 6 months, how often was it easy to get prescription medicines for your child through their health plan?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.1%	15	1.3%	1	0.4%	11	1.3%	5	0.8%	1	0.8%
● Sometimes	119	8.3%	97	8.4%	22	7.7%	78	9.5%	41	6.7%	20	16.5%
● Usually	281	19.6%	229	19.9%	52	18.3%	162	19.7%	119	19.3%	28	23.1%
● Always	1,020	71.0%	811	70.4%	209	73.6%	570	69.4%	450	73.2%	72	59.5%
Total	1,436	100.0%	1,152	100.0%	284	100.0%	821	100.0%	615	100.0%	121	100.0%
Not Answered	15		11		4		13		2		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	90.75%		90.68%		91.67%		89.34%		92.81%		82.85%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	+0.6		+0.3		+2.1		-1.6		+3.6▲		0.0	

Q65. Did anyone from your child's health plan, doctor's office or clinic help you get your child's prescription medicines?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	921	64.5%	748	65.4%	173	60.9%	527	64.4%	394	64.7%	79	65.3%
● No	506	35.5%	395	34.6%	111	39.1%	291	35.6%	215	35.3%	42	34.7%
Total	1,427	100.0%	1,143	100.0%	284	100.0%	818	100.0%	609	100.0%	121	100.0%
Not Answered	24		20		4		16		8		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	64.50%		65.15%		60.37%		63.58%		64.89%		65.08%	
2020 vs. 2018: +/- Change (▲▼ Stat. sig.)	-1.2		-1.4		-0.7		+0.0		-3.7		-1.0	

○ Response scored as: ● Achievement ● Room for improvement

About Your Child and You

Q66. In general, how would you rate your child's overall health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,944	46.3%	1,523	45.5%	421	49.6%	1,740	52.2%	204	23.7%	176	49.6%
Very Good	1,293	30.8%	1,004	30.0%	289	34.1%	976	29.3%	317	36.8%	95	26.8%
Good	803	19.1%	682	20.4%	121	14.3%	545	16.3%	258	30.0%	73	20.6%
Fair	149	3.6%	134	4.0%	15	1.8%	73	2.2%	76	8.8%	11	3.1%
Poor	8	0.2%	6	0.2%	2	0.2%	2	0.1%	6	0.7%	0	0.0%
Total	4,197	100.0%	3,349	100.0%	848	100.0%	3,336	100.0%	861	100.0%	355	100.0%
Not Answered	69		56		13		61		8		7	

Q67. In general, how would you rate your child's overall mental or emotional health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,913	45.8%	1,515	45.4%	398	47.2%	1,739	52.4%	174	20.3%	178	50.4%
Very Good	1,168	27.9%	898	26.9%	270	32.0%	945	28.5%	223	26.0%	90	25.5%
Good	800	19.1%	660	19.8%	140	16.6%	542	16.3%	258	30.0%	70	19.8%
Fair	258	6.2%	227	6.8%	31	3.7%	91	2.7%	167	19.4%	12	3.4%
Poor	41	1.0%	36	1.1%	5	0.6%	4	0.1%	37	4.3%	3	0.8%
Total	4,180	100.0%	3,336	100.0%	844	100.0%	3,321	100.0%	859	100.0%	353	100.0%
Not Answered	86		69		17		76		10		9	

Q68. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	878	21.0%	685	20.5%	193	22.8%	282	8.5%	596	68.6%	42	11.8%
No	3,309	79.0%	2,657	79.5%	652	77.2%	3,036	91.5%	273	31.4%	313	88.2%
Total	4,187	100.0%	3,342	100.0%	845	100.0%	3,318	100.0%	869	100.0%	355	100.0%
Not Answered	79		63		16		79		0		7	

Q69. Is this because of any medical, behavioral or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	646	74.5%	496	73.5%	150	78.1%	78	28.3%	568	96.1%	23	54.8%
No	221	25.5%	179	26.5%	42	21.9%	198	71.7%	23	3.9%	19	45.2%
Total	867	100.0%	675	100.0%	192	100.0%	276	100.0%	591	100.0%	42	100.0%
Not Answered	11		10		1		6		5		0	

About Your Child and You (continued)

Q70. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	560	87.9%	425	87.1%	135	90.6%	0	0.0%	560	98.9%	17	73.9%
No	77	12.1%	63	12.9%	14	9.4%	71	100.0%	6	1.1%	6	26.1%
Total	637	100.0%	488	100.0%	149	100.0%	71	100.0%	566	100.0%	23	100.0%
Not Answered	9		8		1		7		2		0	

Q71. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	527	12.7%	433	13.0%	94	11.2%	108	3.3%	419	48.6%	32	9.0%
No	3,639	87.3%	2,891	87.0%	748	88.8%	3,196	96.7%	443	51.4%	323	91.0%
Total	4,166	100.0%	3,324	100.0%	842	100.0%	3,304	100.0%	862	100.0%	355	100.0%
Not Answered	100		81		19		93		7		7	

Q72. Is this because of any medical, behavioral or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	401	77.4%	331	77.7%	70	76.1%	17	16.7%	384	92.3%	20	62.5%
No	117	22.6%	95	22.3%	22	23.9%	85	83.3%	32	7.7%	12	37.5%
Total	518	100.0%	426	100.0%	92	100.0%	102	100.0%	416	100.0%	32	100.0%
Not Answered	9		7		2		6		3		0	

Q73. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	370	93.9%	307	94.2%	63	92.6%	0	0.0%	370	97.6%	17	85.0%
No	24	6.1%	19	5.8%	5	7.4%	15	100.0%	9	2.4%	3	15.0%
Total	394	100.0%	326	100.0%	68	100.0%	15	100.0%	379	100.0%	20	100.0%
Not Answered	7		5		2		2		5		0	

About Your Child and You (continued)

Q74. Is your child limited or prevented in any way in their ability to do the things most children of the same age can do?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	502	12.1%	438	13.3%	64	7.7%	231	7.0%	271	31.6%	41	11.7%
No	3,637	87.9%	2,865	86.7%	772	92.3%	3,051	93.0%	586	68.4%	310	88.3%
Total	4,139	100.0%	3,303	100.0%	836	100.0%	3,282	100.0%	857	100.0%	351	100.0%
Not Answered	127		102		25		115		12		11	

Q75. Is this because of any medical, behavioral or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	257	52.2%	221	51.6%	36	56.3%	14	6.2%	243	91.0%	17	41.5%
No	235	47.8%	207	48.4%	28	43.8%	211	93.8%	24	9.0%	24	58.5%
Total	492	100.0%	428	100.0%	64	100.0%	225	100.0%	267	100.0%	41	100.0%
Not Answered	10		10		0		6		4		0	

Q76. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	229	90.5%	197	90.4%	32	91.4%	0	0.0%	229	95.0%	14	82.4%
No	24	9.5%	21	9.6%	3	8.6%	12	100.0%	12	5.0%	3	17.6%
Total	253	100.0%	218	100.0%	35	100.0%	12	100.0%	241	100.0%	17	100.0%
Not Answered	4		3		1		2		2		0	

Q77. Does your child need or get special therapy, such as physical, occupational or speech therapy?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	545	13.1%	466	14.0%	79	9.4%	236	7.1%	309	35.8%	43	12.2%
No	3,621	86.9%	2,858	86.0%	763	90.6%	3,066	92.9%	555	64.2%	309	87.8%
Total	4,166	100.0%	3,324	100.0%	842	100.0%	3,302	100.0%	864	100.0%	352	100.0%
Not Answered	100		81		19		95		5		10	

About Your Child and You (continued)

Q78. Is this because of any medical, behavioral or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	282	52.7%	247	54.0%	35	44.9%	18	7.9%	264	86.0%	19	45.2%
No	253	47.3%	210	46.0%	43	55.1%	210	92.1%	43	14.0%	23	54.8%
Total	535	100.0%	457	100.0%	78	100.0%	228	100.0%	307	100.0%	42	100.0%
Not Answered	10		9		1		8		2		1	

Q79. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	249	91.2%	220	92.1%	29	85.3%	0	0.0%	249	96.9%	13	76.5%
No	24	8.8%	19	7.9%	5	14.7%	16	100.0%	8	3.1%	4	23.5%
Total	273	100.0%	239	100.0%	34	100.0%	16	100.0%	257	100.0%	17	100.0%
Not Answered	9		8		1		2		7		2	

Q80. Does your child have any kind of emotional, developmental or behavioral problem for which they need or get treatment or counseling?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	514	12.4%	429	12.9%	85	10.1%	62	1.9%	452	52.6%	31	8.9%
No	3,641	87.6%	2,888	87.1%	753	89.9%	3,234	98.1%	407	47.4%	318	91.1%
Total	4,155	100.0%	3,317	100.0%	838	100.0%	3,296	100.0%	859	100.0%	349	100.0%
Not Answered	111		88		23		101		10		13	

Q81. Has this problem lasted or is it expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	432	87.1%	363	87.9%	69	83.1%	0	0.0%	432	96.6%	25	83.3%
No	64	12.9%	50	12.1%	14	16.9%	49	100.0%	15	3.4%	5	16.7%
Total	496	100.0%	413	100.0%	83	100.0%	49	100.0%	447	100.0%	30	100.0%
Not Answered	18		16		2		13		5		1	

About Your Child and You (continued)

NQ82. What is your child's age now?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	31	0.7%	28	0.8%	3	0.4%	29	0.9%	2	0.2%	2	0.6%
1 to 2 years old	390	9.4%	330	10.0%	60	7.2%	349	10.7%	41	4.8%	33	9.5%
3 to 4 years old	461	11.1%	370	11.2%	91	10.9%	392	12.0%	69	8.0%	46	13.2%
5 to 7 years old	662	16.0%	547	16.6%	115	13.8%	541	16.5%	121	14.0%	52	14.9%
8 to 10 years old	720	17.4%	569	17.2%	151	18.1%	567	17.3%	153	17.7%	63	18.1%
11 to 13 years old	784	18.9%	632	19.1%	152	18.2%	605	18.5%	179	20.8%	67	19.3%
14 to 18 years old	1,090	26.3%	826	25.0%	264	31.6%	793	24.2%	297	34.5%	85	24.4%
Total	4,138	100.0%	3,302	100.0%	836	100.0%	3,276	100.0%	862	100.0%	348	100.0%
Not Answered	128		103		25		121		7		14	

Q83. Is your child male or female?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	2,083	50.1%	1,644	49.6%	439	52.1%	1,610	48.9%	473	54.8%	174	49.9%
Female	2,073	49.9%	1,669	50.4%	404	47.9%	1,683	51.1%	390	45.2%	175	50.1%
Total	4,156	100.0%	3,313	100.0%	843	100.0%	3,293	100.0%	863	100.0%	349	100.0%
Not Answered	110		92		18		104		6		13	

Q84. Is your child of Hispanic or Latino origin or descent?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	1,579	38.6%	1,347	41.3%	232	27.9%	1,299	40.2%	280	32.6%	166	48.3%
No, Not Hispanic or Latino	2,511	61.4%	1,911	58.7%	600	72.1%	1,933	59.8%	578	67.4%	178	51.7%
Total	4,090	100.0%	3,258	100.0%	832	100.0%	3,232	100.0%	858	100.0%	344	100.0%
Not Answered	176		147		29		165		11		18	

About Your Child and You (continued)

Q85. What is your child's race? (Please mark one or more.)

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
White	1,887	50.8%	1,363	46.6%	524	66.4%	1,390	48.0%	497	60.8%	133	45.2%
Black or African-American	927	25.0%	819	28.0%	108	13.7%	706	24.4%	221	27.0%	67	22.8%
Asian	523	14.1%	410	14.0%	113	14.3%	472	16.3%	51	6.2%	46	15.6%
Native Hawaiian or other Pacific Islander	40	1.1%	35	1.2%	5	0.6%	28	1.0%	12	1.5%	4	1.4%
American Indian or Alaska Native	117	3.1%	104	3.6%	13	1.6%	93	3.2%	24	2.9%	11	3.7%
Other	754	20.3%	656	22.4%	98	12.4%	615	21.2%	139	17.0%	86	29.3%
Total	3,715	100.0%	2,926	100.0%	789	100.0%	2,897	100.0%	818	100.0%	294	100.0%
Not Answered	551		479		72		500		51		68	

Q86. What is your age?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	223	5.4%	173	5.3%	50	6.0%	164	5.1%	59	6.9%	8	2.3%
18 to 24	109	2.7%	95	2.9%	14	1.7%	96	3.0%	13	1.5%	13	3.7%
25 to 34	1,017	24.8%	856	26.1%	161	19.4%	844	26.0%	173	20.1%	75	21.6%
35 to 44	1,646	40.1%	1,305	39.8%	341	41.1%	1,311	40.4%	335	38.9%	162	46.7%
45 to 54	843	20.5%	616	18.8%	227	27.3%	658	20.3%	185	21.5%	74	21.3%
55 to 64	200	4.9%	173	5.3%	27	3.3%	130	4.0%	70	8.1%	12	3.5%
65 to 74	62	1.5%	53	1.6%	9	1.1%	39	1.2%	23	2.7%	3	0.9%
75 or older	6	0.1%	5	0.2%	1	0.1%	3	0.1%	3	0.3%	0	0.0%
Total	4,106	100.0%	3,276	100.0%	830	100.0%	3,245	100.0%	861	100.0%	347	100.0%
Not Answered	160		129		31		152		8		15	

Q87. Are you male or female?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	696	16.8%	529	16.0%	167	20.0%	591	18.0%	105	12.1%	54	15.4%
Female	3,451	83.2%	2,782	84.0%	669	80.0%	2,691	82.0%	760	87.9%	297	84.6%
Total	4,147	100.0%	3,311	100.0%	836	100.0%	3,282	100.0%	865	100.0%	351	100.0%
Not Answered	119		94		25		115		4		11	

About Your Child and You (continued)

Q88. What is the highest grade or level of school that you have completed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	462	11.5%	407	12.6%	55	6.7%	406	12.8%	56	6.6%	48	14.2%
Some high school but did not graduate	498	12.3%	443	13.8%	55	6.7%	425	13.4%	73	8.6%	42	12.4%
High school graduate or GED	1,198	29.7%	1,050	32.6%	148	18.2%	954	30.0%	244	28.6%	111	32.8%
Some college or 2-year degree	1,108	27.5%	845	26.3%	263	32.3%	802	25.2%	306	35.9%	78	23.1%
4-year college graduate	462	11.5%	292	9.1%	170	20.9%	368	11.6%	94	11.0%	36	10.7%
More than 4-year college degree	305	7.6%	181	5.6%	124	15.2%	225	7.1%	80	9.4%	23	6.8%
Total	4,033	100.0%	3,218	100.0%	815	100.0%	3,180	100.0%	853	100.0%	338	100.0%
Not Answered	233		187		46		217		16		24	

Q89. How are you related to the child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	3,887	95.0%	3,076	94.4%	811	97.5%	3,120	95.9%	767	91.4%	341	98.6%
Grandparent	114	2.8%	110	3.4%	4	0.5%	65	2.0%	49	5.8%	3	0.9%
Aunt or uncle	23	0.6%	17	0.5%	6	0.7%	16	0.5%	7	0.8%	0	0.0%
Older sibling	23	0.6%	20	0.6%	3	0.4%	22	0.7%	1	0.1%	1	0.3%
Other relative	8	0.2%	6	0.2%	2	0.2%	5	0.2%	3	0.4%	1	0.3%
Legal guardian	36	0.9%	30	0.9%	6	0.7%	24	0.7%	12	1.4%	0	0.0%
Someone else	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	4,091	100.0%	3,259	100.0%	832	100.0%	3,252	100.0%	839	100.0%	346	100.0%
Not Answered	175		146		29		145		30		16	

Q90. How well do you speak English?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Very well	2,313	56.5%	1,754	53.8%	559	67.3%	1,691	52.2%	622	72.8%	158	45.8%
Well	739	18.1%	614	18.8%	125	15.0%	635	19.6%	104	12.2%	67	19.4%
Not well	665	16.2%	583	17.9%	82	9.9%	586	18.1%	79	9.3%	78	22.6%
Not at all	377	9.2%	312	9.6%	65	7.8%	328	10.1%	49	5.7%	42	12.2%
Total	4,094	100.0%	3,263	100.0%	831	100.0%	3,240	100.0%	854	100.0%	345	100.0%
Not Answered	172		142		30		157		15		17	

About Your Child and You (continued)

Q91. Do you speak a language other than English at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,175	53.0%	1,839	56.2%	336	40.4%	1,863	57.4%	312	36.2%	235	68.5%
No	1,930	47.0%	1,435	43.8%	495	59.6%	1,380	42.6%	550	63.8%	108	31.5%
Total	4,105	100.0%	3,274	100.0%	831	100.0%	3,243	100.0%	862	100.0%	343	100.0%
Not Answered	161		131		30		154		7		19	

Q92. What is this language spoken at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Empire	
	N	%	N	%	N	%	N	%	N	%	N	%
Spanish	1,177	54.7%	1,025	56.2%	152	46.5%	971	52.7%	206	67.1%	126	54.5%
Other	974	45.3%	799	43.8%	175	53.5%	873	47.3%	101	32.9%	105	45.5%
Total	2,151	100.0%	1,824	100.0%	327	100.0%	1,844	100.0%	307	100.0%	231	100.0%
Not Answered	24		15		9		19		5		4	



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

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

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

START HERE

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

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

- Yes → Go to Question 3
- No → Go to Question 2

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



YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

**DOCTOR OR CLINIC EMAIL AND WEBSITE
IN THE LAST 6 MONTHS**

19. In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?

- Yes → Go to Question 20
- No → Go to Question 21

20. In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?

- Yes → Go to Question 22
- No → Go to Question 26

22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?

- Never
- Sometimes
- Usually
- Always

23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?

- Never
- Sometimes
- Usually
- Always

24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?

- Never
- Sometimes
- Usually
- Always

25. If there were visit notes put on the website, were the visit notes easy to understand?

- No notes available
- Never
- Sometimes
- Usually
- Always

SPECIALIZED SERVICES

26. 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 27
- No → Go to Question 29

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

- Never
- Sometimes
- Usually
- Always



28. 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

29. 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 30*
- No → *Go to Question 32*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

32. 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 33*
- No → *Go to Question 36*

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

- Never
- Sometimes
- Usually
- Always

34. 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

35. 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 | | | | | | | | Best | | |
| Treatment | | | | | Treatment | | | | | |
| Possible | | | | | Possible | | | | | |

36. 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 37*
- No → *Go to Question 38*

37. 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

38. 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 39*
- No → *Go to Question 53*

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

- None → *Go to Question 49*
- 1 → *Go to Question 40*
- 2 → *Go to Question 40*
- 3 → *Go to Question 40*
- 4 → *Go to Question 40*
- 5 to 9 → *Go to Question 40*
- 10 or more → *Go to Question 40*

40. 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



41. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
42. 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
43. Is your child able to talk with doctors about his or her health care?
- Yes → *Go to Question 44*
 - No → *Go to Question 45*
44. 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
45. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always
46. 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
47. 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 48*
 - No → *Go to Question 49*

48. 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
49. 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 Best
- Personal Doctor Personal Doctor
- Possible Possible
50. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes → *Go to Question 51*
 - No → *Go to Question 53*
51. 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
52. 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.

53. 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 54*
 No → *Go to Question 57*
54. 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
55. How many specialists has your child seen in the last 6 months?
- None → *Go to Question 57*
 1 specialist → *Go to Question 56*
 2 → *Go to Question 56*
 3 → *Go to Question 56*
 4 → *Go to Question 56*
 5 or more specialists → *Go to Question 56*
56. 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.

57. In the last 6 months, did you get information or help from customer service at your child's health plan?
- Yes → *Go to Question 58*
 No → *Go to Question 60*
58. 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
59. 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
60. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes → *Go to Question 61*
 No → *Go to Question 62*
61. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
62. 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

63. In the last 6 months, did you get or refill any prescription medicines for your child?
- Yes → *Go to Question 64*
 - No → *Go to Question 66*
64. 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
65. 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

66. In general, how would you rate your child's overall health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
67. In general, how would you rate your child's overall mental or emotional health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
68. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- Yes → *Go to Question 69*
 - No → *Go to Question 71*
69. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 70*
 - No → *Go to Question 71*

70. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
71. 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 72*
 - No → *Go to Question 74*
72. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 73*
 - No → *Go to Question 74*
73. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
74. 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 75*
 - No → *Go to Question 77*
75. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 76*
 - No → *Go to Question 77*
76. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
77. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes → *Go to Question 78*
 - No → *Go to Question 80*
78. Is this because of any medical, behavioral, or other health condition?
- Yes → *Go to Question 79*
 - No → *Go to Question 80*

79. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 No
80. 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 81*
 No → *Go to Question 82*
81. Has this problem lasted or is it expected to last for at least 12 months?
- Yes
 No
82. What is your child's age?
- Less than 1 year old
- YEARS OLD (write in)
83. Is your child male or female?
- Male
 Female
84. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, not Hispanic or Latino
85. 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
86. 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

87. Are you male or female?
- Male
 Female
88. 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
89. How are you related to the child?
- Mother or father
 Grandparent
 Aunt or uncle
 Older sibling
 Other relative
 Legal guardian
90. How well do you speak English?
- Very well
 Well
 Not well
 Not at all
91. Do you speak a language other than English at home?
- Yes → *Go to Question 92*
 No → *Thank you. Please return the completed survey in the postage-paid envelope.*
92. 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**



