



New York State
Medicaid and Child Health Plus
CAHPS® 5.0H
Child CCC Survey
UnitedHealthcare Community Plan
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 323 eligible and complete responses were received resulting in a 22.5% 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.

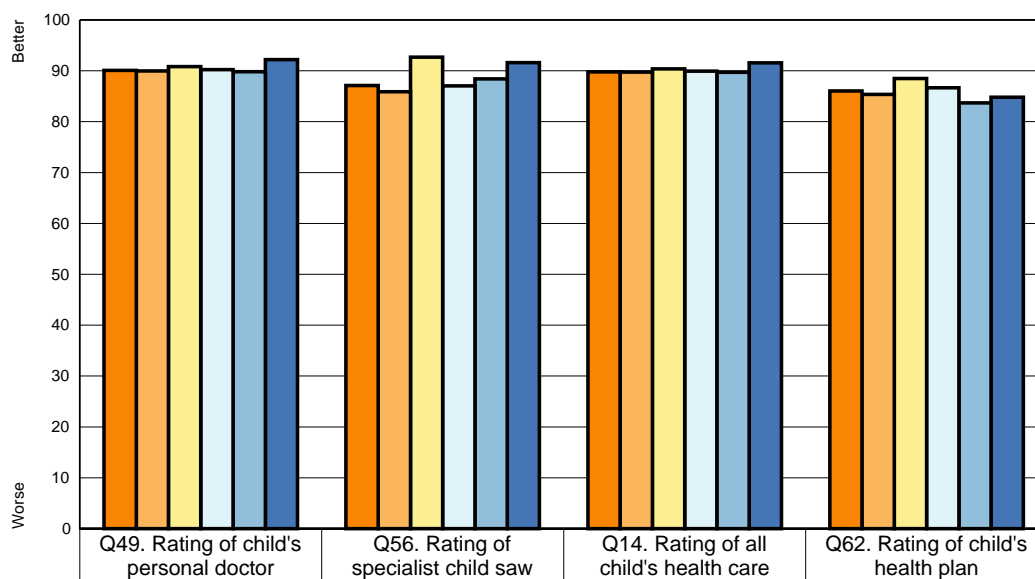
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains three types of composites: Standard Child Medicaid CAHPS® composites, CAHPS® CCC 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% |
| United Overall | 92.20% | 91.61% | 91.57% | 84.81% |

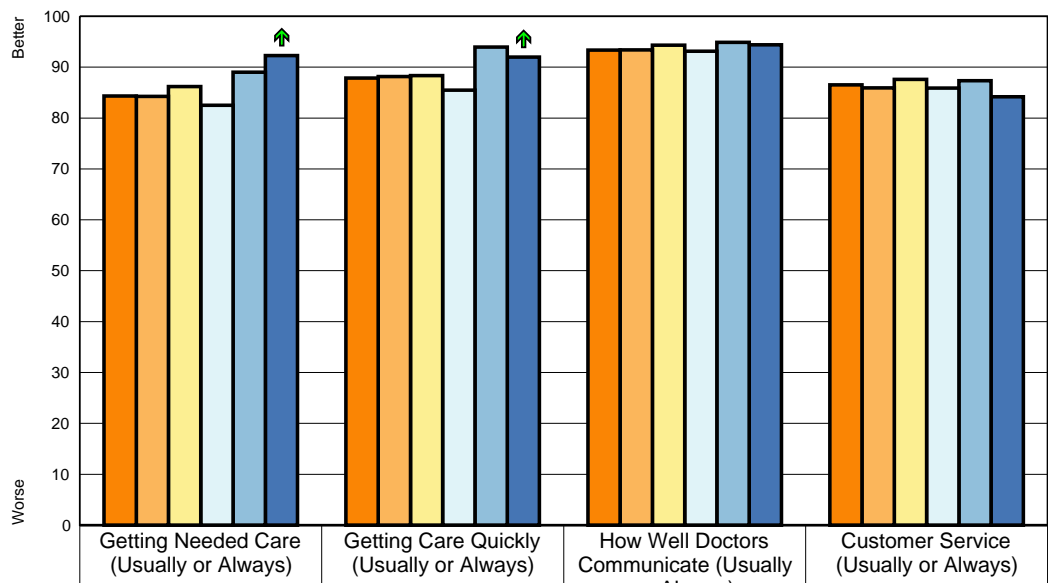
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

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% |
| United Overall | 92.28% | 91.96% | 94.41% | 84.19% |

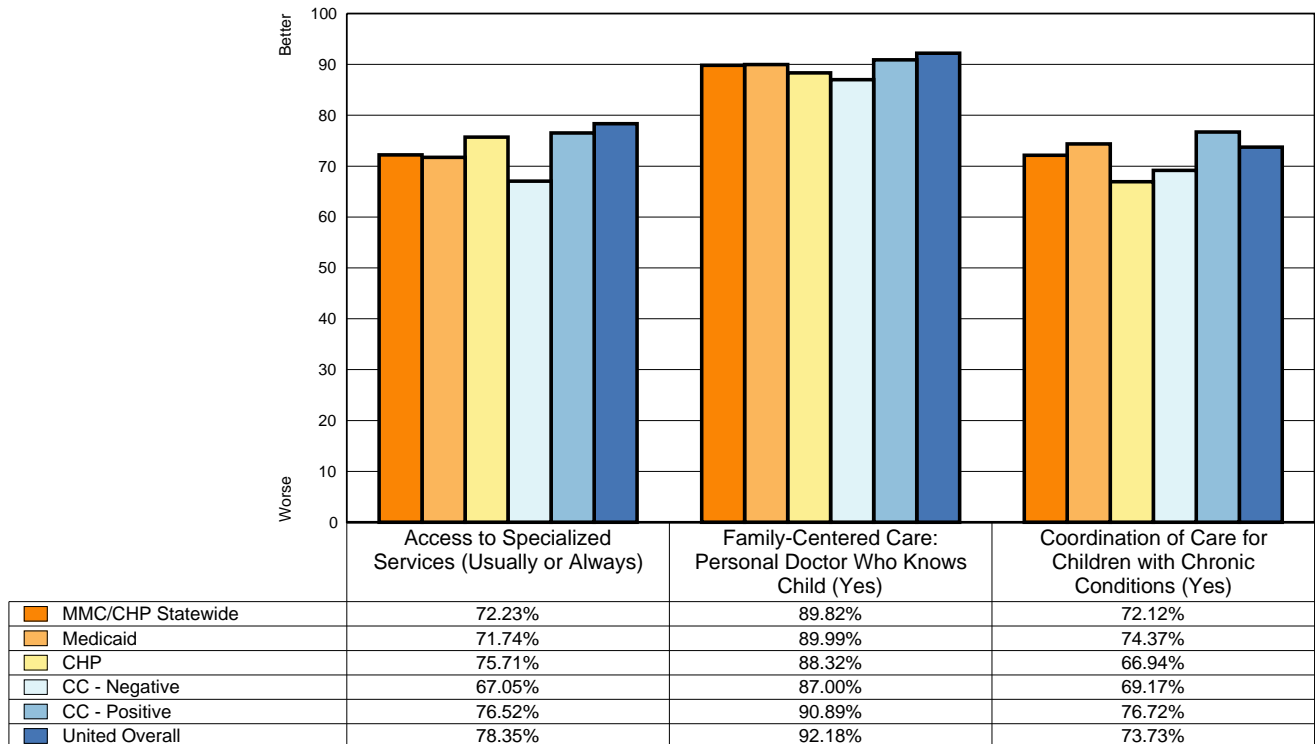
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

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



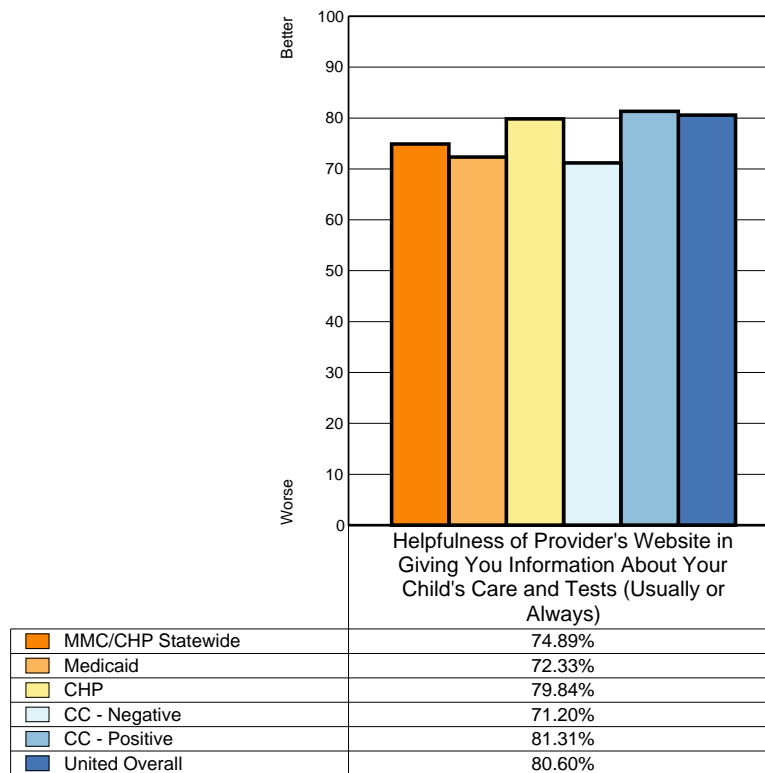
▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

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 | United |
|--------------------------|-------------------|----------|-------|--------|
| Less than one year | 0.7% | 0.8% | 0.4% | 1.9% |
| 1 to 2 years | 9.4% | 10.0% | 7.2% | 12.1% |
| 3 to 4 years | 11.1% | 11.2% | 10.9% | 12.4% |
| 5 to 7 years | 16.0% | 16.6% | 13.8% | 17.8% |
| 8 to 10 years | 17.4% | 17.2% | 18.1% | 14.3% |
| 11 to 13 years | 18.9% | 19.1% | 18.2% | 19.4% |
| 14 and older | 26.3% | 25.0% | 31.6% | 22.2% |

| Child Gender | MMC/CHP Statewide | Medicaid | CHP | United |
|---------------------|-------------------|----------|-------|--------|
| Male | 50.1% | 49.6% | 52.1% | 47.6% |
| Female | 49.9% | 50.4% | 47.9% | 52.4% |

| Child Hispanic or Latino | MMC/CHP Statewide | Medicaid | CHP | United |
|---------------------------------|-------------------|----------|-------|--------|
| Yes, Hispanic or Latino | 38.6% | 41.3% | 27.9% | 30.5% |
| No, Not Hispanic or Latino | 61.4% | 58.7% | 72.1% | 69.5% |

| Child Race | MMC/CHP Statewide | Medicaid | CHP | United |
|---|-------------------|----------|-------|--------|
| White | 50.8% | 46.6% | 66.4% | 61.1% |
| Black or African-American | 25.0% | 28.0% | 13.7% | 15.9% |
| Asian | 14.1% | 14.0% | 14.3% | 12.5% |
| Native Hawaiian or Other Pacific Islander | 1.1% | 1.2% | 0.6% | 1.0% |
| American Indian or Alaska Native | 3.1% | 3.6% | 1.6% | 3.0% |
| Other | 20.3% | 22.4% | 12.4% | 15.9% |

| Rating of Child's Overall Health | MMC/CHP Statewide | Medicaid | CHP | United |
|---|-------------------|----------|-------|--------|
| Excellent | 46.3% | 45.5% | 49.6% | 48.0% |
| Very good | 30.8% | 30.0% | 34.1% | 34.2% |
| Good | 19.1% | 20.4% | 14.3% | 16.6% |
| Fair | 3.6% | 4.0% | 1.8% | 0.9% |
| Poor | 0.2% | 0.2% | 0.2% | 0.3% |

| Payer | MMC/CHP Statewide | Medicaid | CHP | United |
|--------------|-------------------|----------|--------|--------|
| Medicaid | 79.8% | 100.0% | 0.0% | 77.7% |
| CHP | 20.2% | 0.0% | 100.0% | 22.3% |

| Chronic Condition Status | MMC/CHP Statewide | Medicaid | CHP | United |
|---------------------------------|-------------------|----------|-------|--------|
| Positive | 20.4% | 20.1% | 21.3% | 16.4% |
| Negative | 79.6% | 79.9% | 78.7% | 83.6% |

Sample Disposition

| | MMC/CHP Statewide | Medicaid | CHP | United |
|--|----------------------|--------------|--------------|--------------|
| First mailing - sent | 19,500 | 15,838 | 3,662 | 1,500 |
| First mailing - usable survey returned* | 1,300 | 928 | 372 | 109 |
| Second mailing - sent | 17,632 | 14,401 | 3,231 | 1,365 |
| Second mailing - usable survey returned* | 804 | 597 | 207 | 63 |
| Phone - usable surveys* | 2,162 | 1,880 | 282 | 151 |
| Total - usable surveys | 4,266 | 3,405 | 861 | 323 |
| Ineligible: According to population criteria‡† | 113 | 76 | 37 | 7 |
| Ineligible: Language barrier† | 496 | 459 | 37 | 35 |
| Ineligible: Deceased† | 2 | 2 | 0 | 0 |
| Refusal/Returned survey blank | 675 | 566 | 109 | 56 |
| Incomplete survey - mail or phone | 440 | 375 | 65 | 32 |
| Nonresponse - Unavailable by mail or phone | 12,964 | 10,509 | 2,455 | 1,018 |
| Added to Do Not Call list | 48 | 37 | 11 | 4 |
| Bad Address and Bad Phone† | 496 | 409 | 87 | 25 |
| Response Rate | 23.2% | 22.9% | 24.6% | 22.5% |

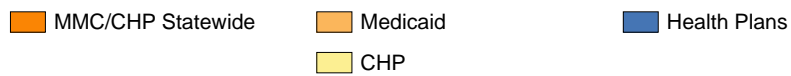
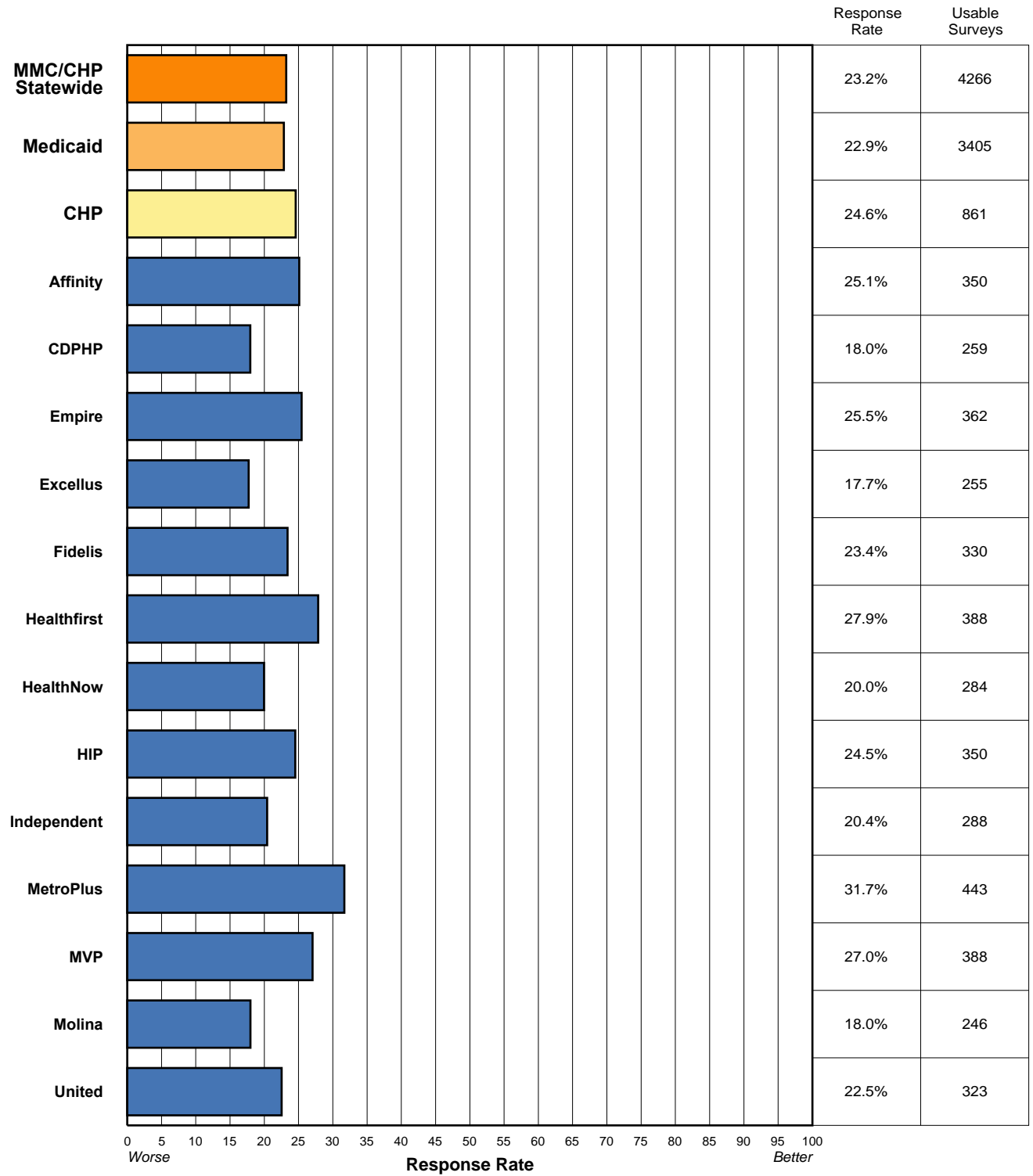
*Included in response rate numerator

†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 | United 2020 Score | United 2018 Score | Point Change | Composite/ Question Group |
|--|-------------------|-------------------|--------------|---|
| Q54. Child got an appointment with a specialist as soon as needed | 90.8% | 70.3% | + 20.5 ▲ | Getting Needed Care |
| Q30. Easy to get special therapy (physical, occupational or speech) for your child | 79.6% | 64.2% | + 15.4 | Access to Specialized Services |
| 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 | 64.1% | 50.2% | + 13.9 | CCC Single Items |
| Q46. Child's personal doctor talked with you about how your child is feeling, growing or behaving | 91.6% | 86.2% | + 5.4 | Family-Centered Care: Personal Doctor Who Knows Child |
| Q6. Child got appointment for routine care as soon as needed | 93.2% | 90.7% | + 2.6 | Getting Care Quickly |
| Q14. Rating of all child's health care | 91.6% | 89.6% | + 2.0 | Ratings |
| Q51. Child's personal doctor understands how child's conditions affect your child's day-to-day life | 95.0% | 93.1% | + 1.9 | Family-Centered Care: Personal Doctor Who Knows Child |
| Q37. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services | 57.7% | 55.8% | + 1.9 | Coordination of Care for Children with Chronic Conditions |
| Q13. Doctor/provider asked what you thought was best for your child regarding starting/stopping a prescription medicine | 81.7% | 80.1% | + 1.7 | Single Items |
| Q9. Had your questions answered by your child's doctors or other health providers | 89.6% | 88.2% | + 1.4 | CCC Single Items |
| Q4. Child got 'urgent' care as soon as needed | 90.7% | 92.4% | - 1.7 | Getting Care Quickly |
| Q41. Child's personal doctor listened carefully to you | 96.0% | 97.7% | - 1.7 | Communication |
| Q49. Rating of child's personal doctor | 92.2% | 94.3% | - 2.1 | Ratings |
| Q11. Doctor/provider talked about the reasons you might want your child to take a medicine | 90.2% | 93.3% | - 3.1 | Single Items |
| Q45. Child's personal doctor spent enough time with child | 87.9% | 91.8% | - 3.9 | Communication |
| Q59. Customer service staff from child's health plan treated you with courtesy/respect | 90.1% | 94.2% | - 4.2 | Customer Service |
| Q58. Customer service from child's health plan gave needed information or help | 78.3% | 83.0% | - 4.7 | Customer Service |
| Q12. Doctor/provider talked about the reasons you might not want your child to take a medicine | 57.5% | 64.3% | - 6.8 | Single Items |
| Q65. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines | 65.4% | 72.5% | - 7.1 | CCC Single Items |
| Q18. Child's doctors or other health providers gave help needed in contacting your child's school or daycare | 89.7% | 97.4% | - 7.7 | Coordination of Care for Children with Chronic Conditions |

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 323 parents/caretakers of UnitedHealthcare Community Plan members, and the response rate was 22.5%.

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 UnitedHealthcare Community Plan 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.

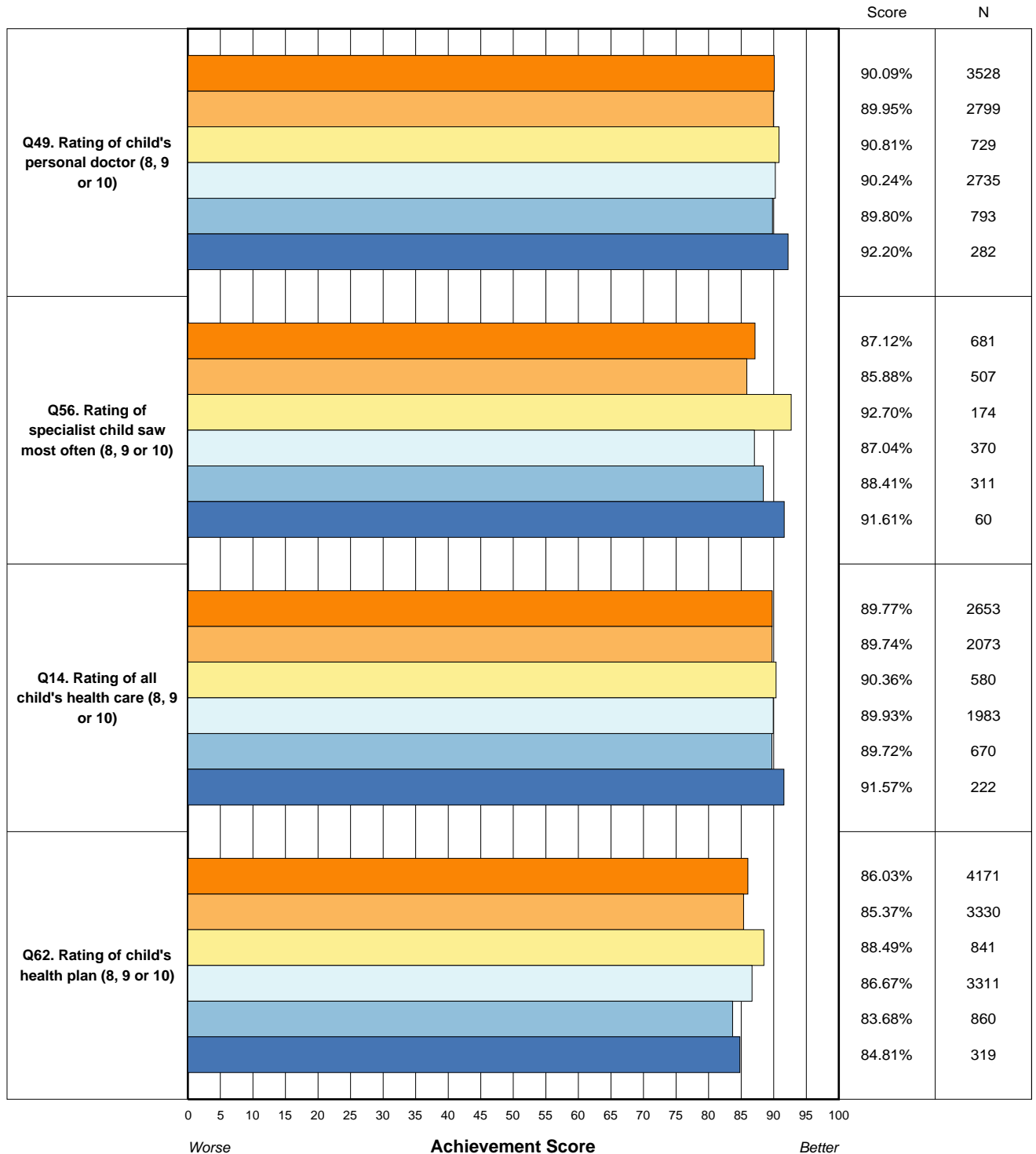
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

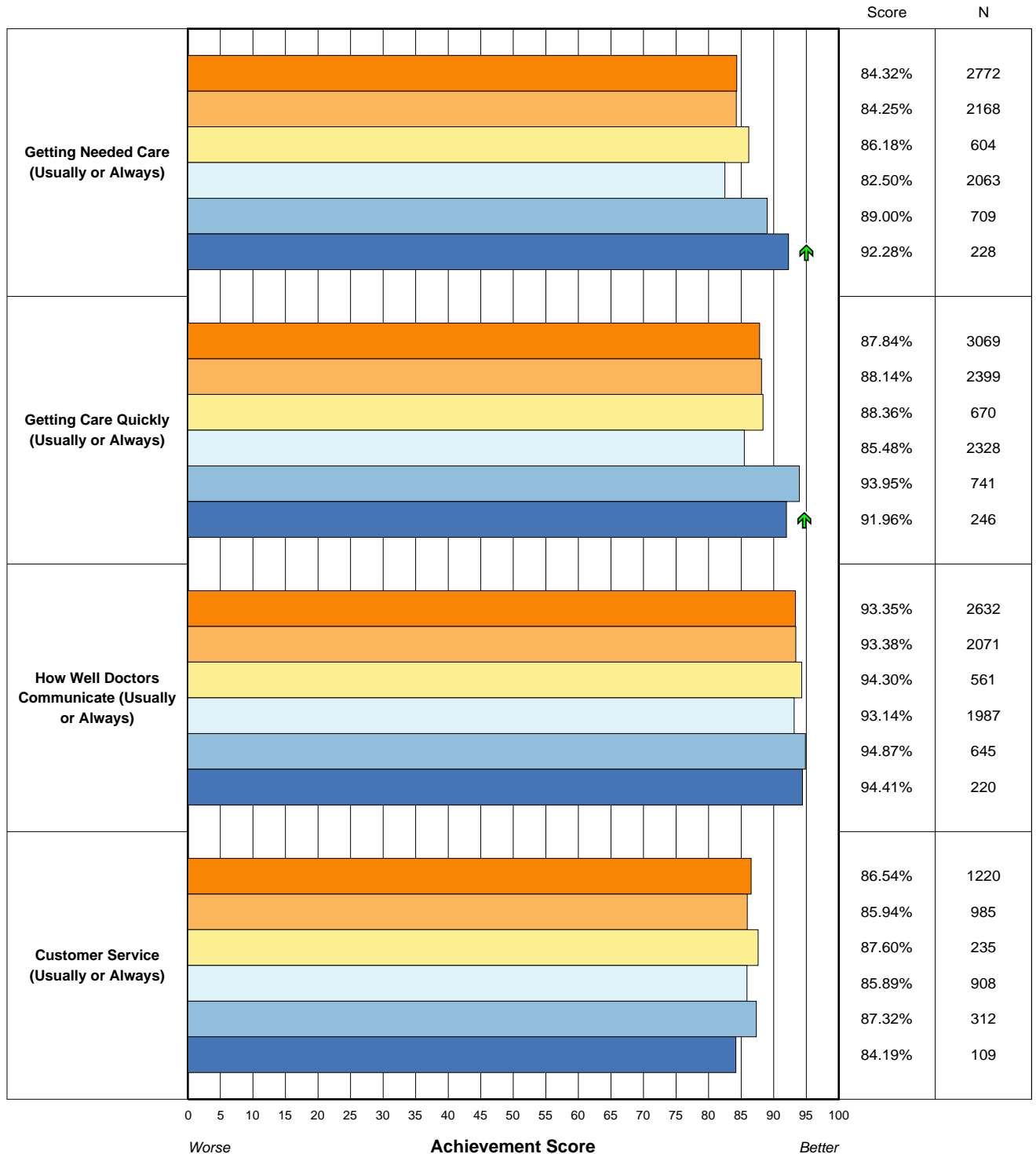
Standard Ratings



Statistically significantly better/worse than Statewide.

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

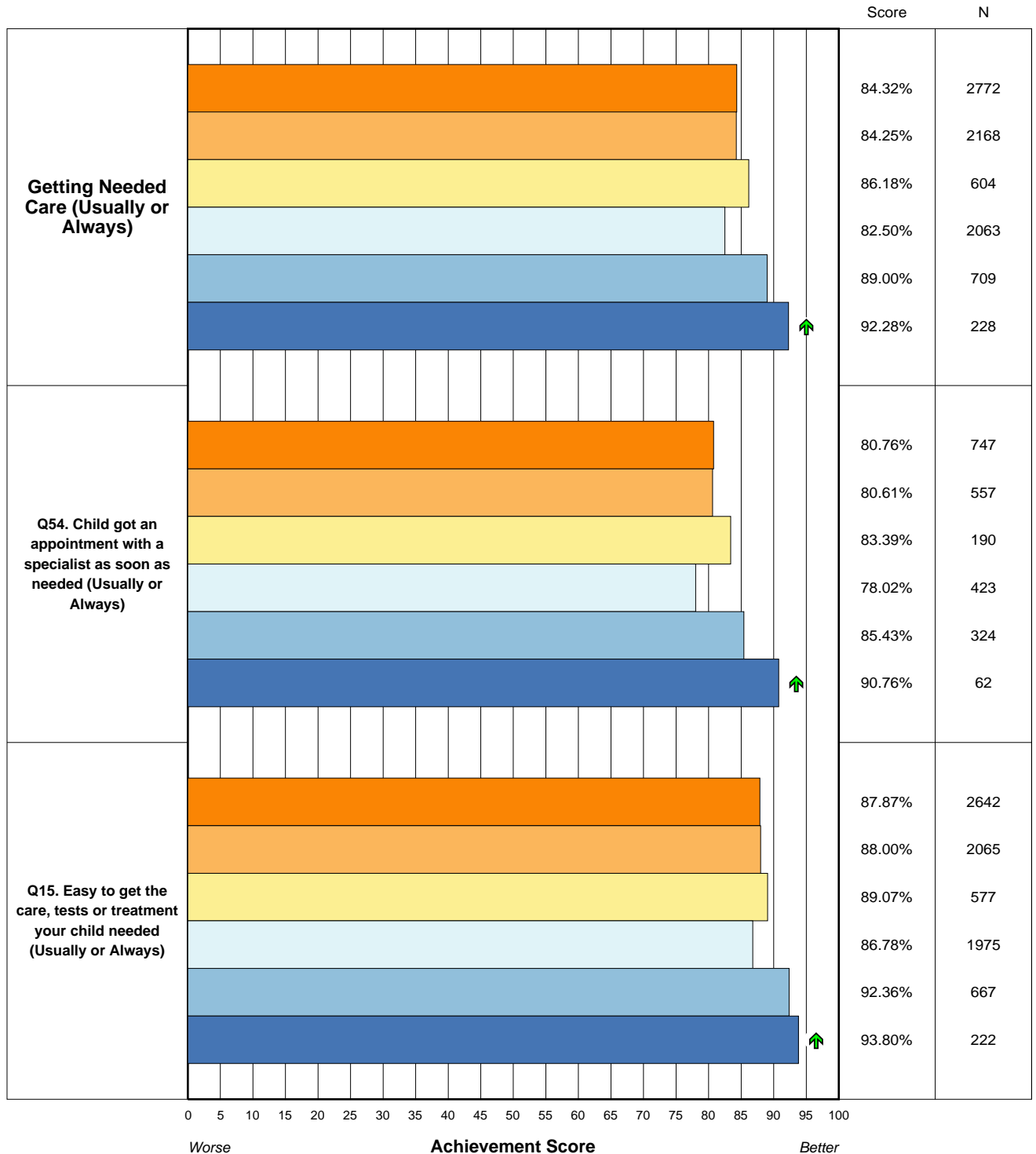
Standard Composites



Statistically significantly better/worse than Statewide.

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

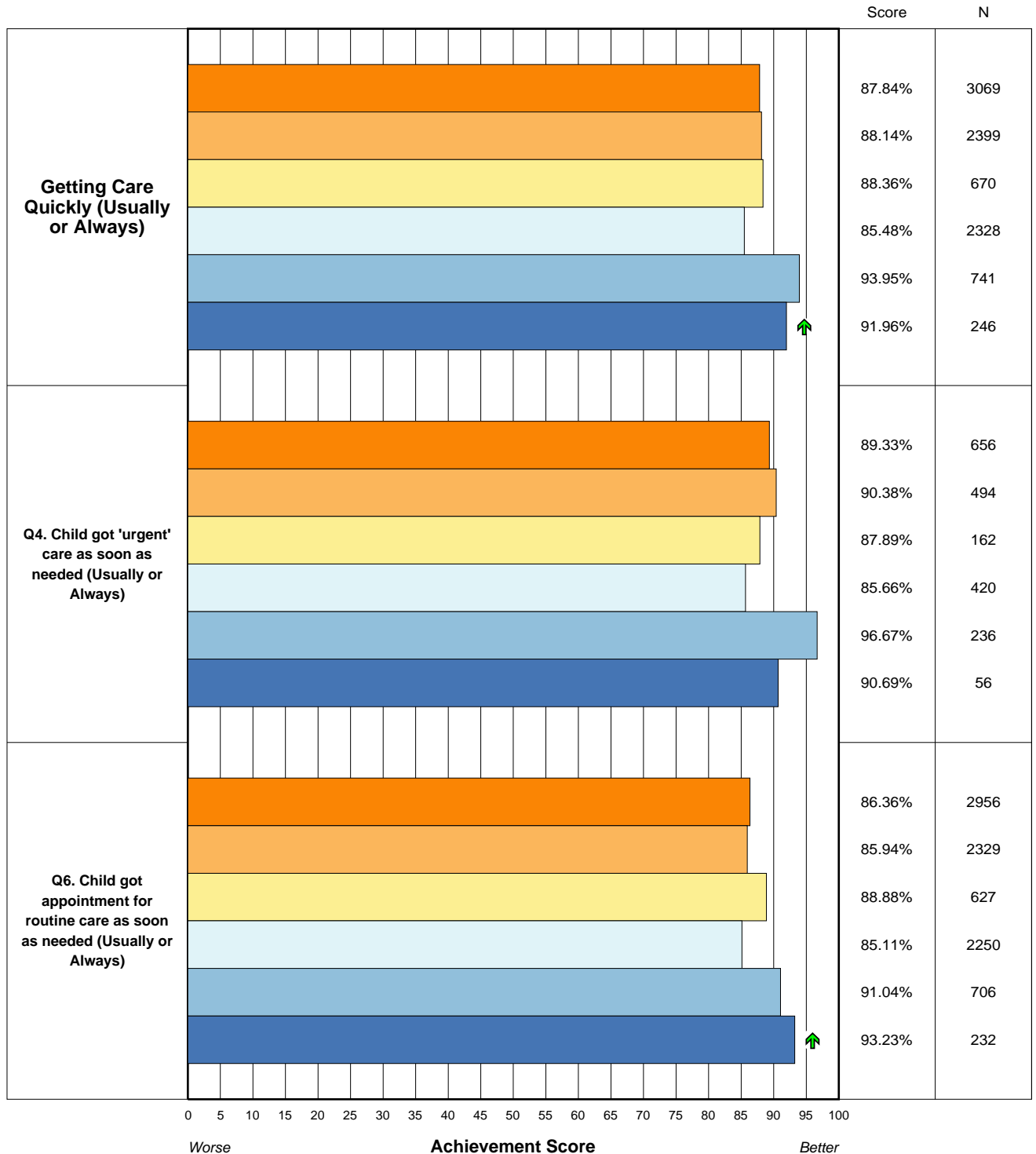
Getting Needed Care



Statistically significantly better/worse than Statewide.



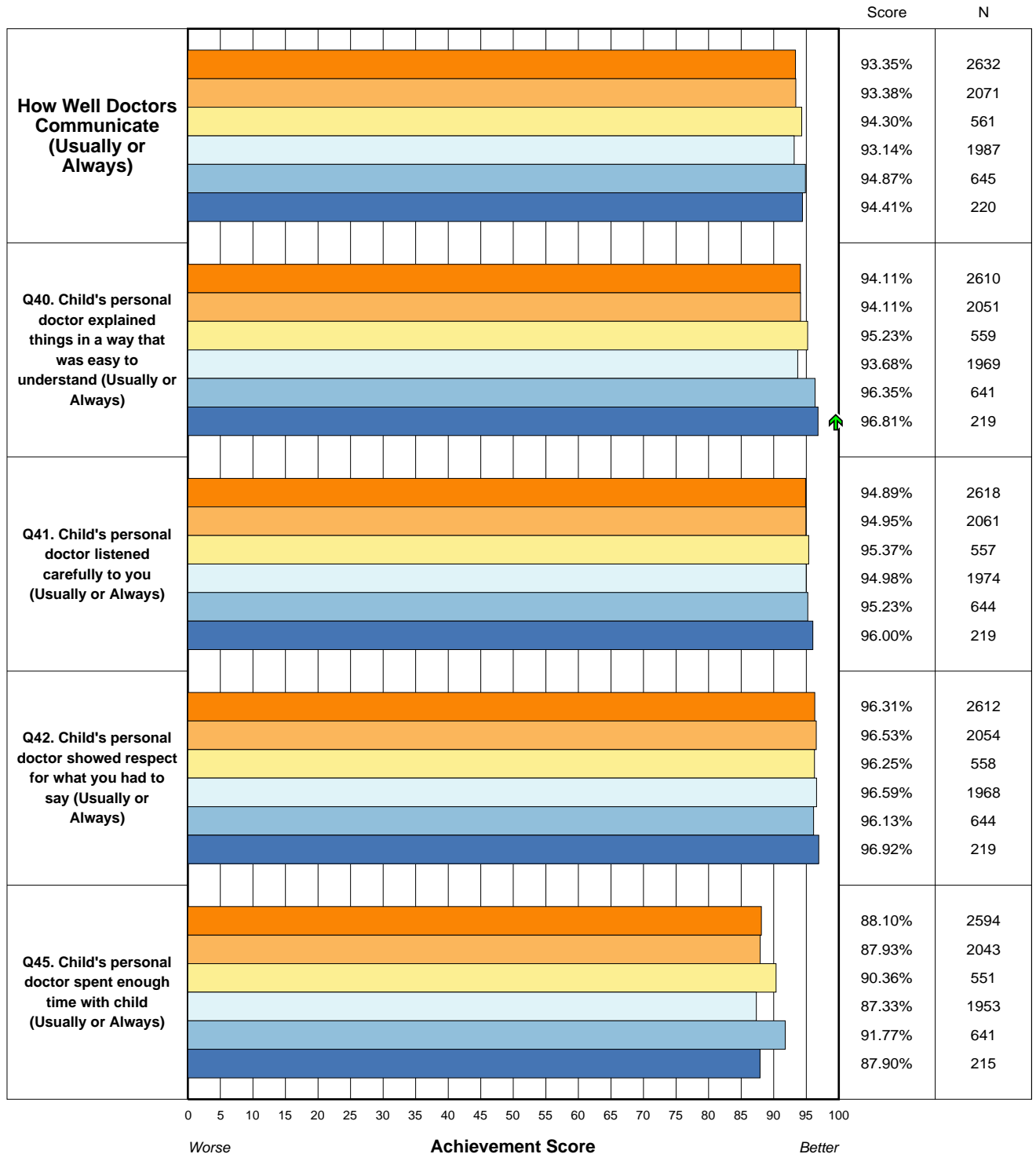
Getting Care Quickly



Statistically significantly better/worse than Statewide.

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

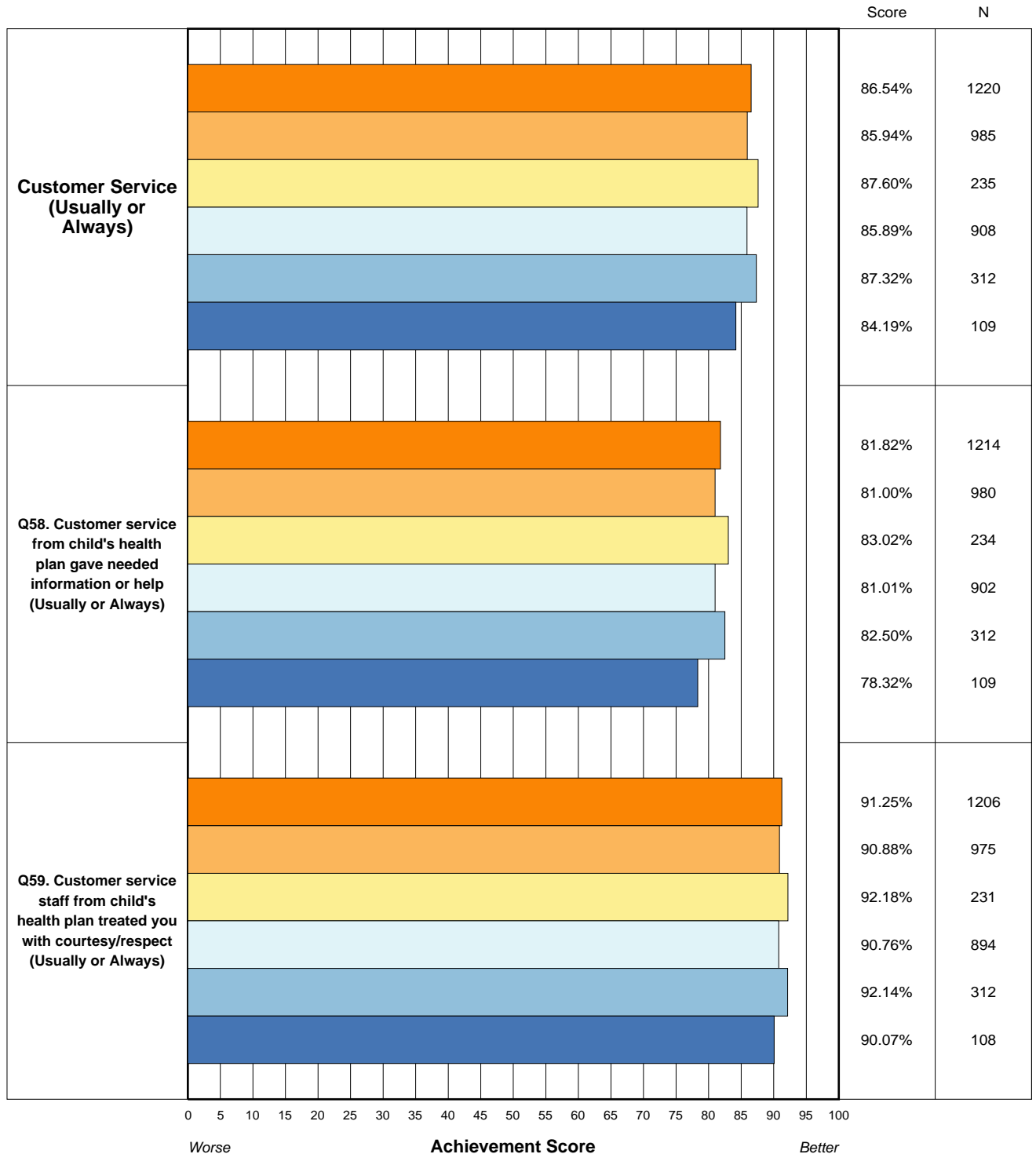
How Well Doctors Communicate



Statistically significantly better/worse than Statewide.

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

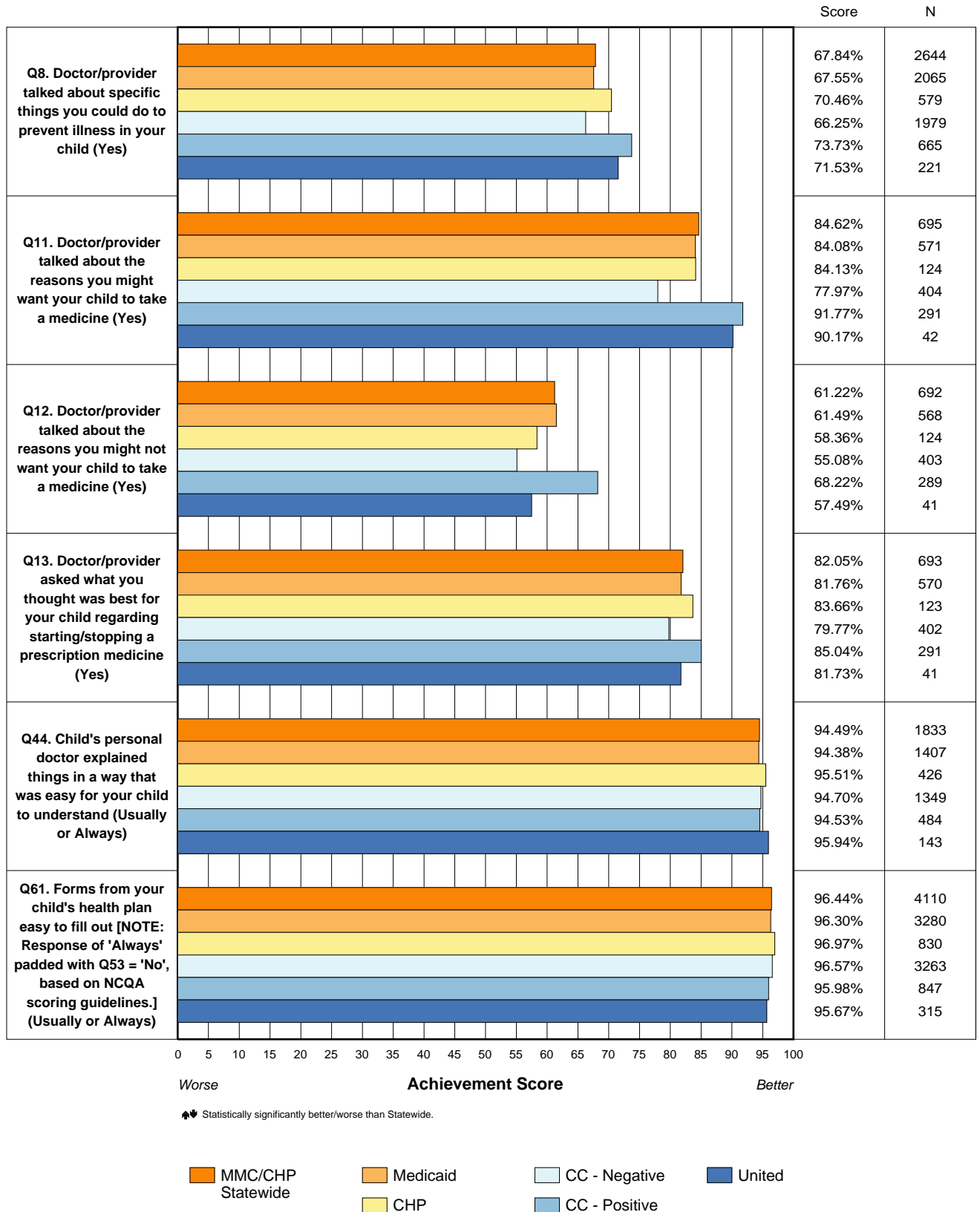
Customer Service



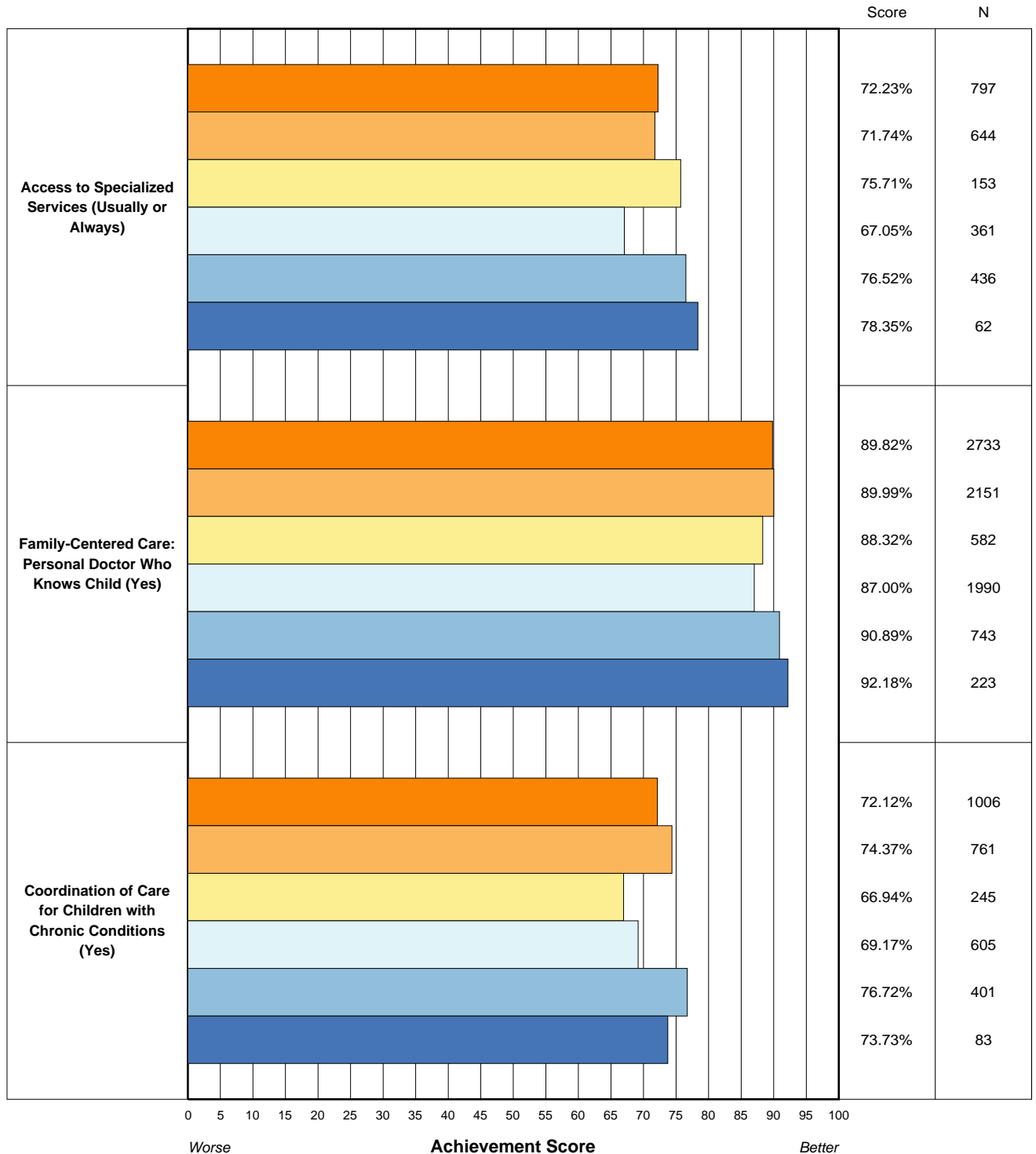
Statistically significantly better/worse than Statewide.

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

Single Items



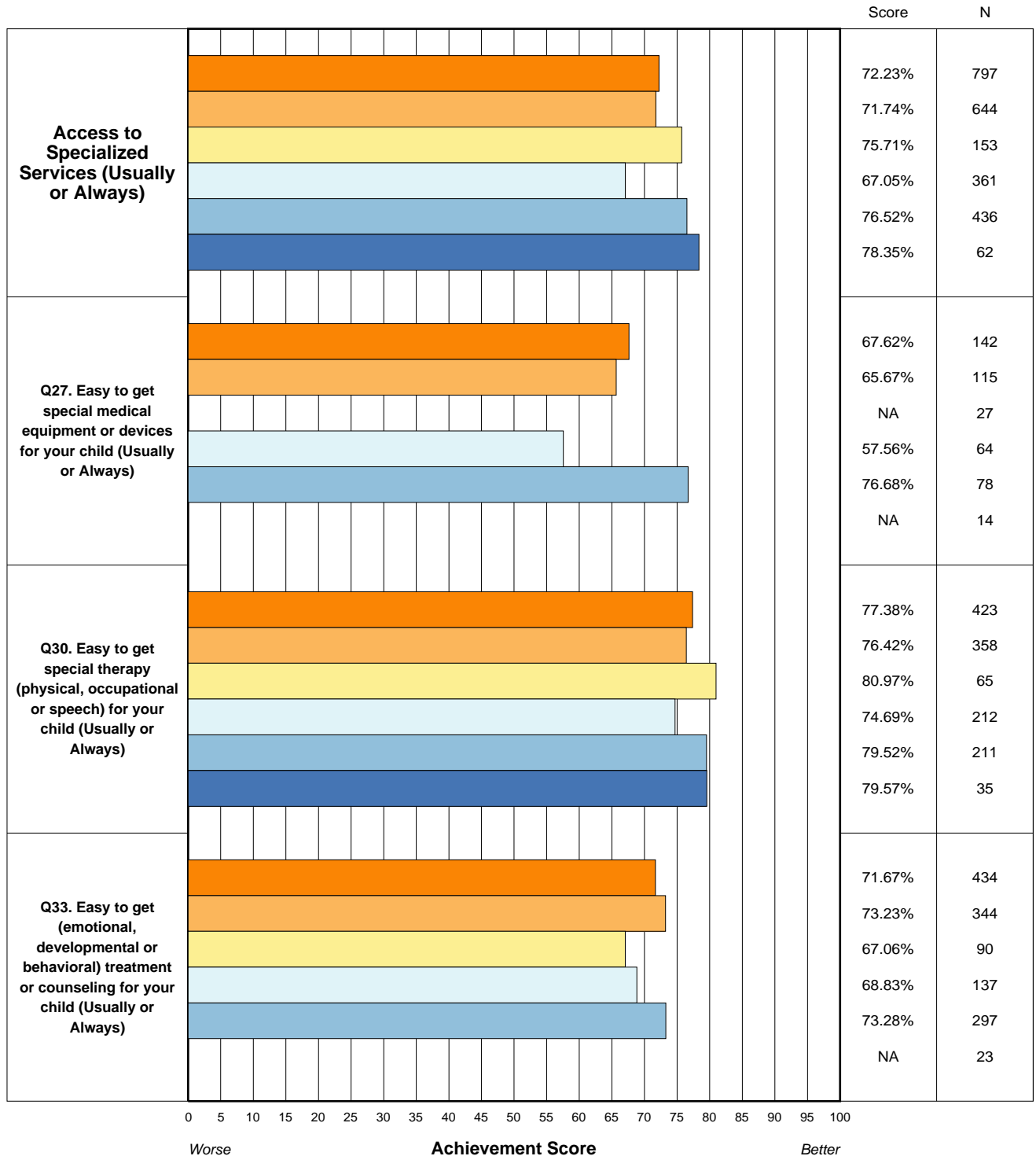
CCC Composites



Statistically significantly better/worse than Statewide.

- MMC/CHP Statewide
- Medicaid
- CC - Negative
- United
- CHP
- CC - Positive

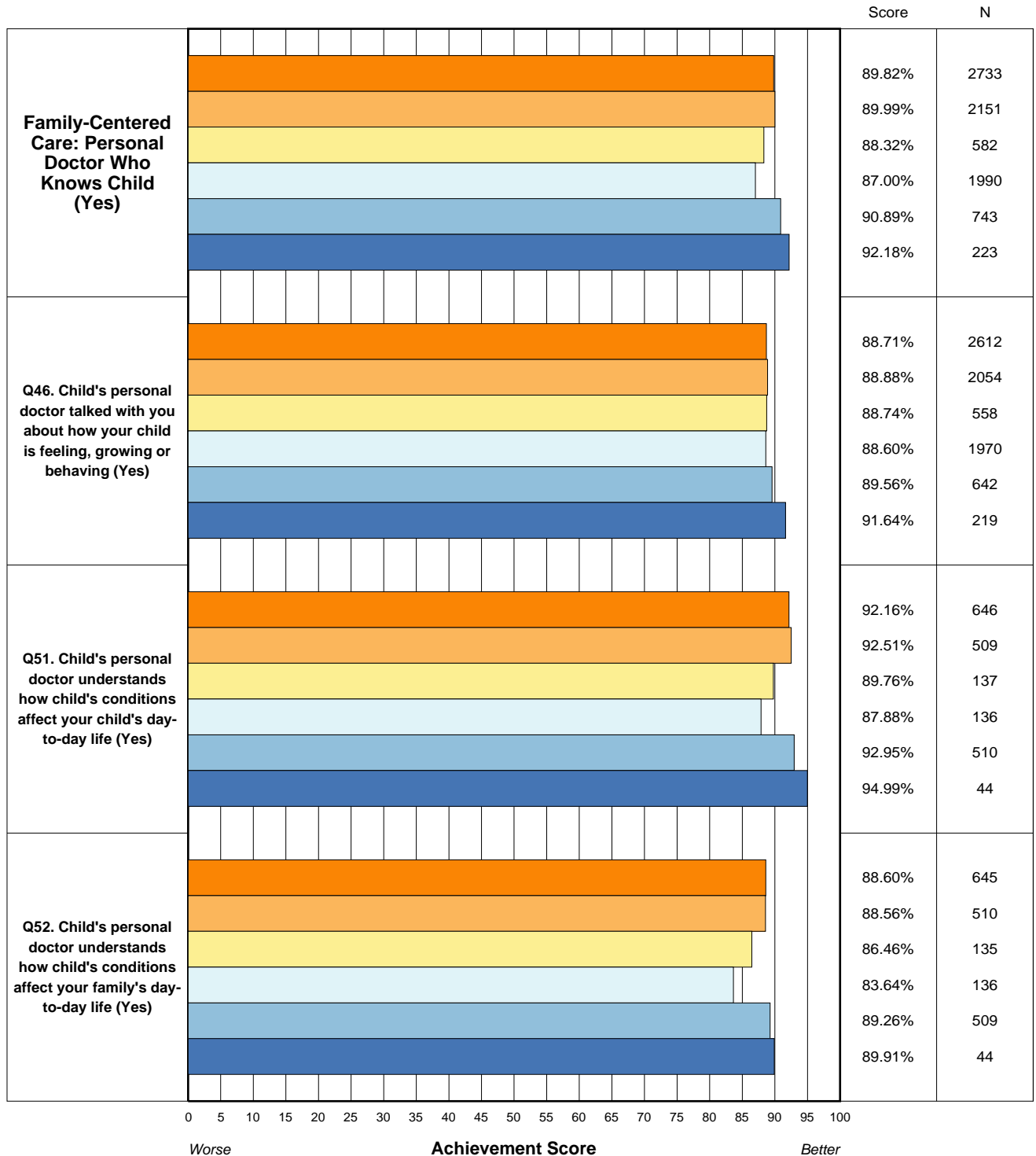
Access to Specialized Services



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



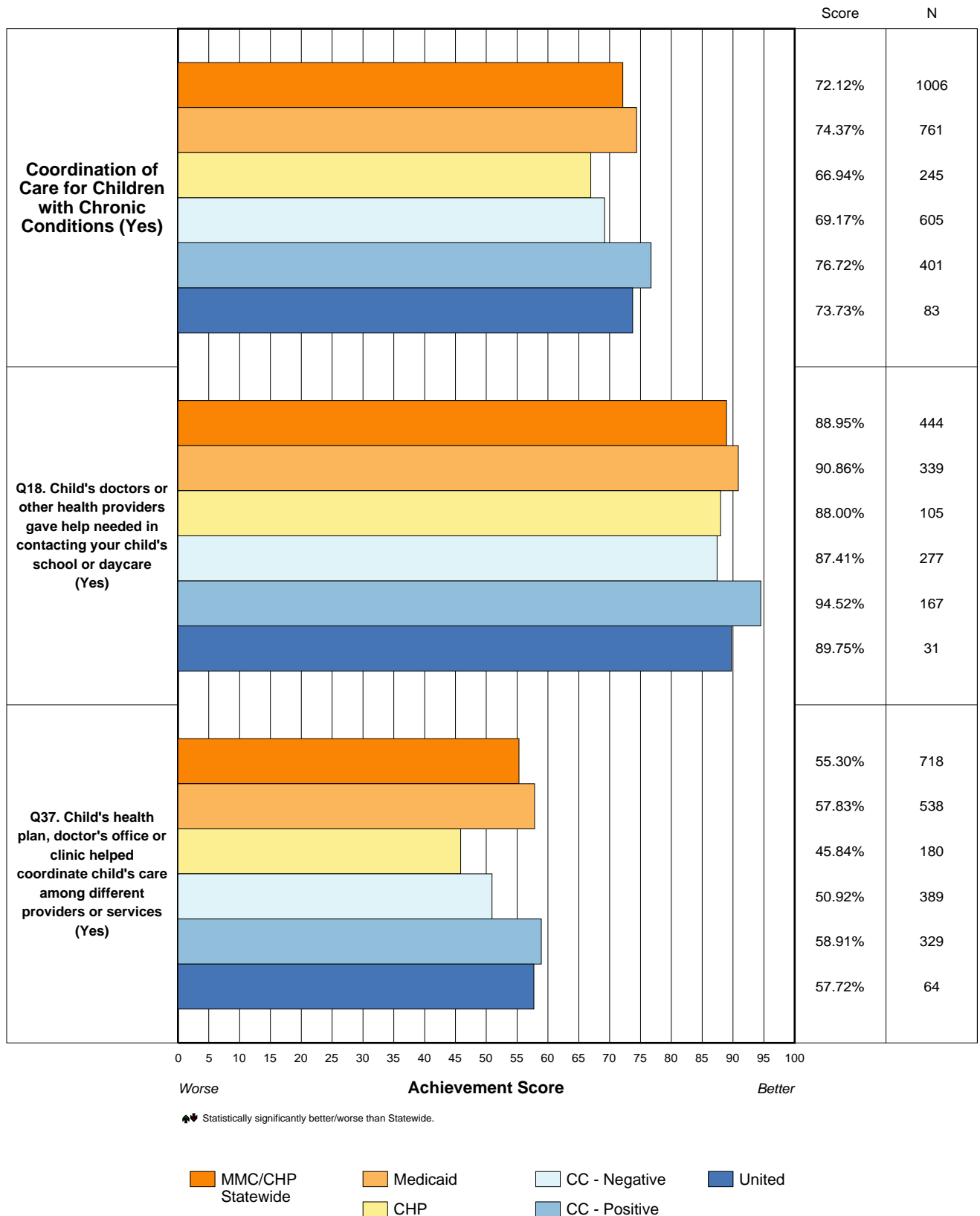
Family-Centered Care: Personal Doctor Who Knows Child



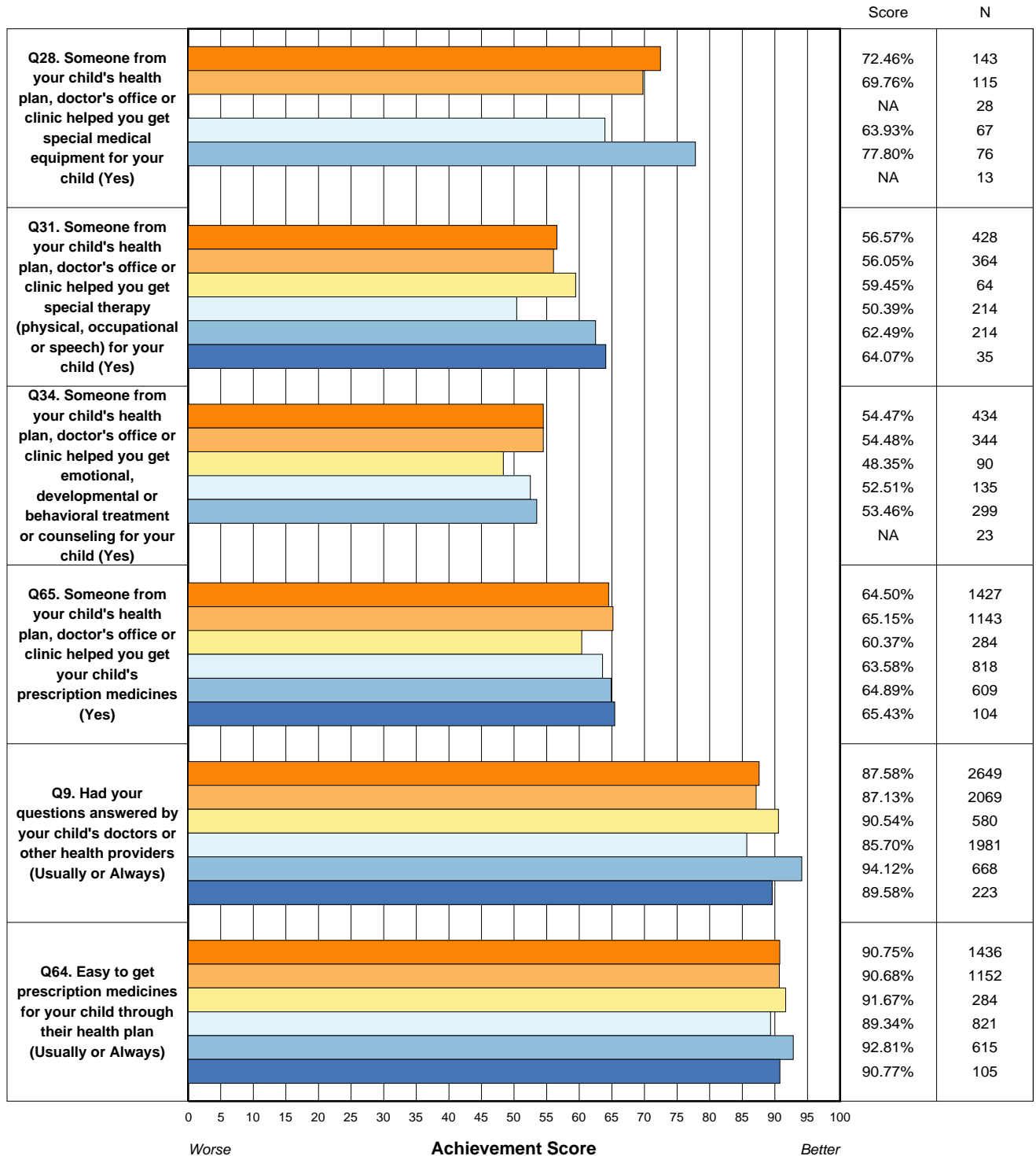
Statistically significantly better/worse than Statewide.

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

Coordination of Care for Children with Chronic Conditions



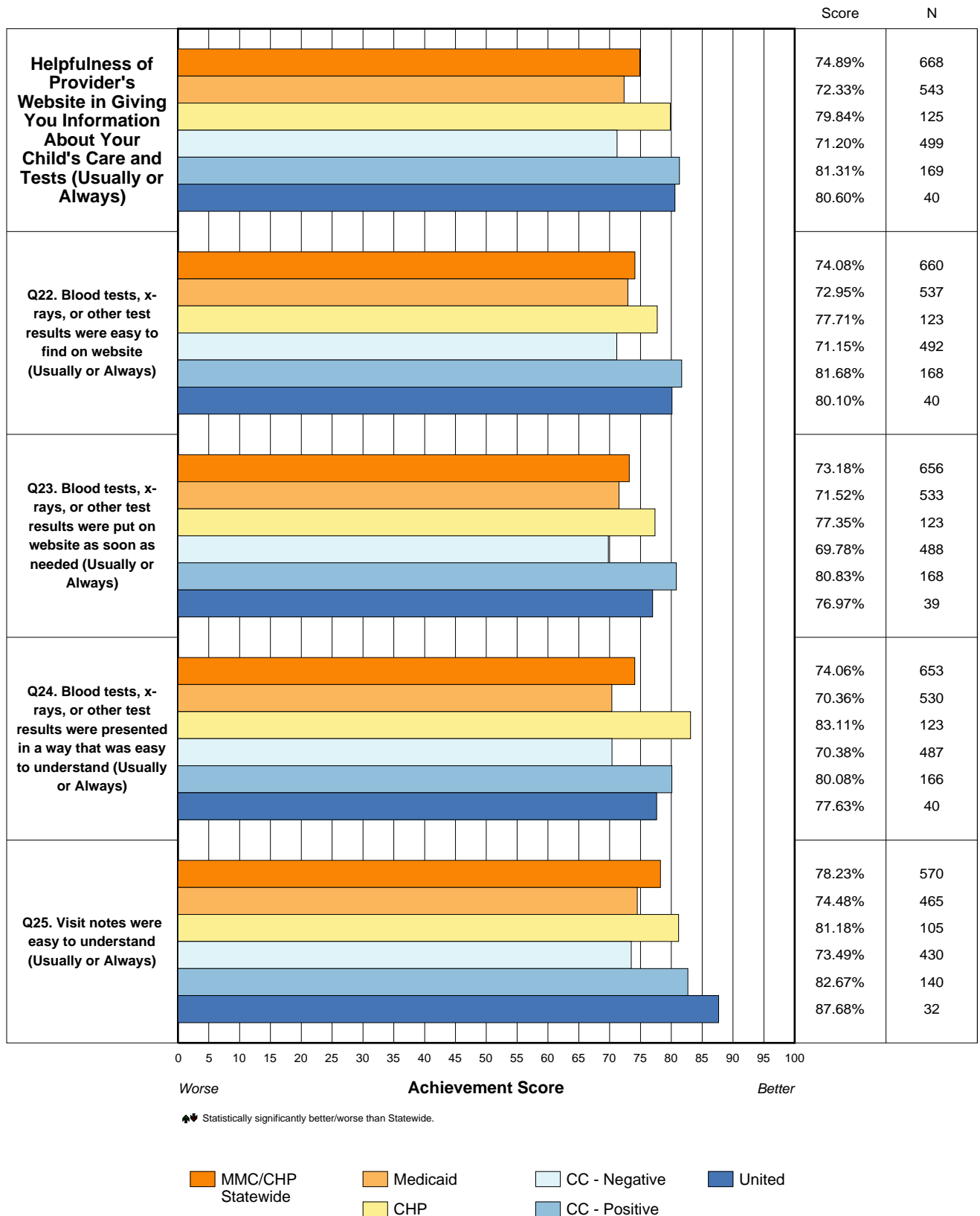
CCC Single Items



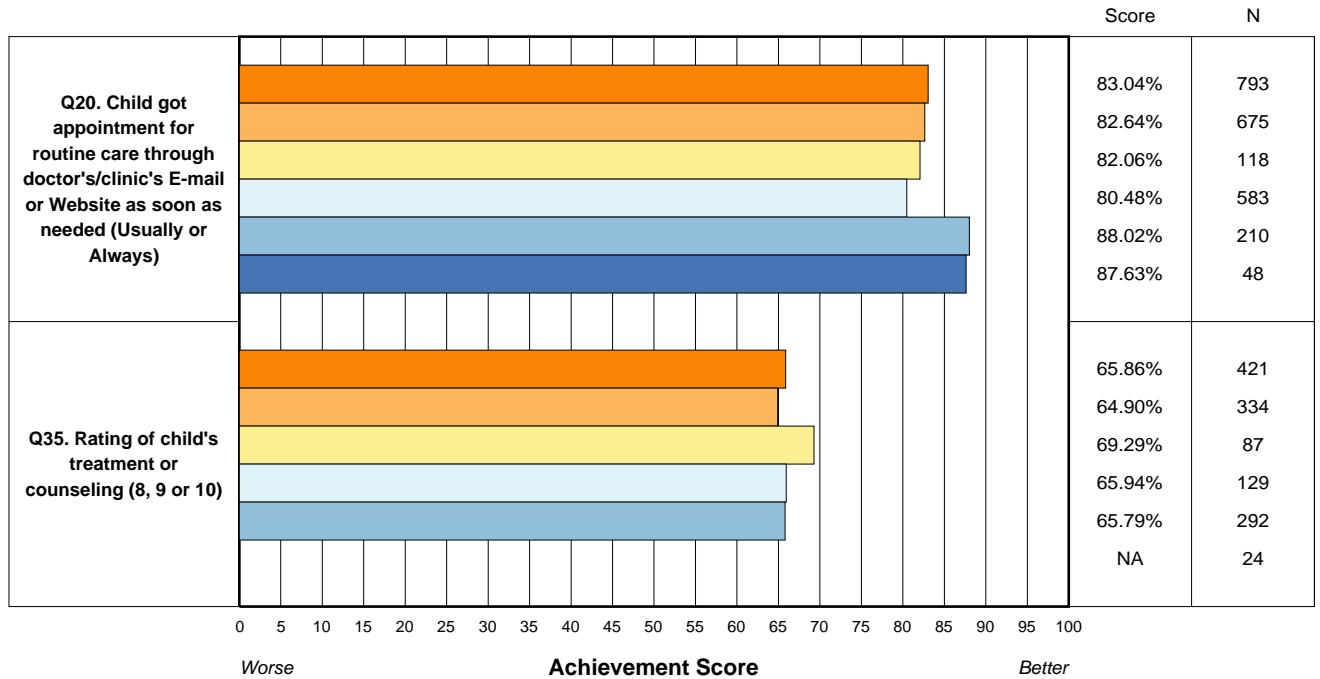
NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ 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.



UnitedHealthcare Community Plan

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 | Q45 Communication | 88% | 0.51 | Q41 Communication | 96% | 0.41 | Q24 Helpfulness of Provider's Website | 78% | 0.56 | Q58 Customer Service | 78% | 0.37 |
| 2 | Q40 Communication | 97% ▲ | 0.40 | Q40 Communication | 97% ▲ | 0.38 | Q22 Helpfulness of Provider's Website | 80% | 0.51 | Q15 Getting Needed Care | 94% ▲ | 0.34 |
| 3 | Q41 Communication | 96% | 0.37 | Q45 Communication | 88% | 0.37 | Q25 Helpfulness of Provider's Website | 88% | 0.43 | Q54 Getting Needed Care | 91% ▲ | 0.33 |
| 4 | Q25 Helpfulness of Provider's Website | 88% | 0.32 | Q58 Customer Service | 78% | 0.37 | Q23 Helpfulness of Provider's Website | 77% | 0.43 | Q59 Customer Service | 90% | 0.32 |
| 5 | Q42 Communication | 97% | 0.24 | Q24 Helpfulness of Provider's Website | 78% | 0.35 | Q45 Communication | 88% | 0.38 | Q25 Helpfulness of Provider's Website | 88% | 0.29 |
| 6 | Q15 Getting Needed Care | 94% ▲ | 0.24 | Q54 Getting Needed Care | 91% ▲ | 0.27 | Q15 Getting Needed Care | 94% ▲ | 0.38 | Q45 Communication | 88% | 0.26 |
| 7 | Q24 Helpfulness of Provider's Website | 78% | 0.18 | Q6 Getting Care Quickly | 93% ▲ | 0.24 | Q6 Getting Care Quickly | 93% ▲ | 0.28 | Q41 Communication | 96% | 0.24 |
| 8 | Q58 Customer Service | 78% | 0.15 | Q59 Customer Service | 90% | 0.24 | Q40 Communication | 97% ▲ | 0.27 | Q6 Getting Care Quickly | 93% ▲ | 0.18 |
| 9 | Q59 Customer Service | 90% | 0.12 | Q25 Helpfulness of Provider's Website | 88% | 0.22 | Q41 Communication | 96% | 0.24 | Q40 Communication | 97% ▲ | 0.17 |
| 10 | Q54 Getting Needed Care | 91% ▲ | 0.09 | Q15 Getting Needed Care | 94% ▲ | 0.19 | Q58 Customer Service | 78% | 0.23 | Q22 Helpfulness of Provider's Website | 80% | 0.15 |

▲▼ 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 | Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.51 | 88% | 66% | 22% | 8% | 3% |
| 2 | Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.40 | 97% ▲ | 86% | 11% | 2% | 0% |
| 3 | Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.37 | 96% | 85% | 11% | 4% | 0% |
| 4 | Q25. If there were visit notes put on the website, were the visit notes easy to understand? | 0.32 | 88% | 63% | 25% | 6% | 6% |
| 5 | Q42. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.24 | 97% | 87% | 10% | 1% | 1% |
| 6 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.24 | 94% ▲ | 69% | 25% | 4% | 1% |
| 7 | Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand? | 0.18 | 78% | 48% | 30% | 10% | 13% |
| 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? | 0.15 | 78% | 51% | 28% | 19% | 2% |
| 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? | 0.12 | 90% | 76% | 15% | 6% | 3% |
| 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? | 0.09 | 91% ▲ | 61% | 29% | 8% | 2% |

▲ ▼ 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 | Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.41 | 96% | 85% | 11% | 4% | 0% |
| 2 | Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.38 | 97% ▲ | 86% | 11% | 2% | 0% |
| 3 | Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.37 | 88% | 66% | 22% | 8% | 3% |
| 4 | 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? | 0.37 | 78% | 51% | 28% | 19% | 2% |
| 5 | Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand? | 0.35 | 78% | 48% | 30% | 10% | 13% |
| 6 | 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? | 0.27 | 91% ▲ | 61% | 29% | 8% | 2% |
| 7 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.24 | 93% ▲ | 75% | 19% | 5% | 1% |
| 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? | 0.24 | 90% | 76% | 15% | 6% | 3% |
| 9 | Q25. If there were visit notes put on the website, were the visit notes easy to understand? | 0.22 | 88% | 63% | 25% | 6% | 6% |
| 10 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.19 | 94% ▲ | 69% | 25% | 4% | 1% |

▲ ▼ 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 | Q24. How often were your child's blood tests, x-rays, or other test results on the website easy to understand? | 0.56 | 78% | 48% | 30% | 10% | 13% |
| 2 | Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website? | 0.51 | 80% | 50% | 30% | 8% | 13% |
| 3 | Q25. If there were visit notes put on the website, were the visit notes easy to understand? | 0.43 | 88% | 63% | 25% | 6% | 6% |
| 4 | Q23. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed? | 0.43 | 77% | 62% | 15% | 8% | 15% |
| 5 | Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.38 | 88% | 66% | 22% | 8% | 3% |
| 6 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.38 | 94% ▲ | 69% | 25% | 4% | 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? | 0.28 | 93% ▲ | 75% | 19% | 5% | 1% |
| 8 | 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 | 97% ▲ | 86% | 11% | 2% | 0% |
| 9 | Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.24 | 96% | 85% | 11% | 4% | 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? | 0.23 | 78% | 51% | 28% | 19% | 2% |

▲ ▼ 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 | 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? | 0.37 | 78% | 51% | 28% | 19% | 2% |
| 2 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.34 | 94% ▲ | 69% | 25% | 4% | 1% |
| 3 | 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? | 0.33 | 91% ▲ | 61% | 29% | 8% | 2% |
| 4 | Q59. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.32 | 90% | 76% | 15% | 6% | 3% |
| 5 | Q25. If there were visit notes put on the website, were the visit notes easy to understand? | 0.29 | 88% | 63% | 25% | 6% | 6% |
| 6 | Q45. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.26 | 88% | 66% | 22% | 8% | 3% |
| 7 | Q41. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.24 | 96% | 85% | 11% | 4% | 0% |
| 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? | 0.18 | 93% ▲ | 75% | 19% | 5% | 1% |
| 9 | Q40. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand? | 0.17 | 97% ▲ | 86% | 11% | 2% | 0% |
| 10 | Q22. How often was it easy to find your child's blood tests, x-rays, or other test results on the website? | 0.15 | 80% | 50% | 30% | 8% | 13% |

▲▼ 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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 319 | 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% | 319 | 100.0% |
| Not Answered | 59 | | 40 | | 19 | | 45 | | 14 | | 4 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 666 | 15.8% | 501 | 14.9% | 165 | 19.4% | 429 | 12.8% | 237 | 27.6% | 57 | 17.9% |
| No | 3,552 | 84.2% | 2,866 | 85.1% | 686 | 80.6% | 2,930 | 87.2% | 622 | 72.4% | 262 | 82.1% |
| Total | 4,218 | 100.0% | 3,367 | 100.0% | 851 | 100.0% | 3,359 | 100.0% | 859 | 100.0% | 319 | 100.0% |
| Not Answered | 48 | | 38 | | 10 | | 38 | | 10 | | 4 | |

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

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 11 | 1.7% | 7 | 1.4% | 4 | 2.5% | 9 | 2.1% | 2 | 0.8% | 2 | 3.6% |
| ● Sometimes | 57 | 8.7% | 44 | 8.9% | 13 | 8.0% | 49 | 11.7% | 8 | 3.4% | 3 | 5.4% |
| ● Usually | 69 | 10.5% | 56 | 11.3% | 13 | 8.0% | 43 | 10.2% | 26 | 11.0% | 3 | 5.4% |
| ● Always | 519 | 79.1% | 387 | 78.3% | 132 | 81.5% | 319 | 76.0% | 200 | 84.7% | 48 | 85.7% |
| Total | 656 | 100.0% | 494 | 100.0% | 162 | 100.0% | 420 | 100.0% | 236 | 100.0% | 56 | 100.0% |
| Not Answered | 10 | | 7 | | 3 | | 9 | | 1 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| Getting Care Quickly | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 89.33% | | 90.38% | | 87.89% | | 85.66% | | 96.67% | | 90.69% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.5 | | +2.7 | | -6.4▼ | | -1.5 | | +4.2▲ | | -1.7 | |
| Correlation with rating of health plan | 0.230 | | 0.239 | | 0.199 | | 0.271 | | 0.232 | | -0.006 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 235 | 75.1% |
| No | 1,179 | 28.1% | 964 | 28.8% | 215 | 25.3% | 1,037 | 31.0% | 142 | 16.6% | 78 | 24.9% |
| Total | 4,197 | 100.0% | 3,347 | 100.0% | 850 | 100.0% | 3,342 | 100.0% | 855 | 100.0% | 313 | 100.0% |
| Not Answered | 69 | | 58 | | 11 | | 55 | | 14 | | 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 60 | 2.0% | 51 | 2.2% | 9 | 1.4% | 47 | 2.1% | 13 | 1.8% | 3 | 1.3% |
| ● Sometimes | 351 | 11.9% | 296 | 12.7% | 55 | 8.8% | 294 | 13.1% | 57 | 8.1% | 12 | 5.2% |
| ● Usually | 576 | 19.5% | 438 | 18.8% | 138 | 22.0% | 418 | 18.6% | 158 | 22.4% | 44 | 19.0% |
| ● Always | 1,969 | 66.6% | 1,544 | 66.3% | 425 | 67.8% | 1,491 | 66.3% | 478 | 67.7% | 173 | 74.6% |
| Total | 2,956 | 100.0% | 2,329 | 100.0% | 627 | 100.0% | 2,250 | 100.0% | 706 | 100.0% | 232 | 100.0% |
| Not Answered | 62 | | 54 | | 8 | | 55 | | 7 | | 3 | |
| Reporting Category | | | | | | | | | | | | |
| Getting Care Quickly | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 86.36% | | 85.94% | | 88.88% | | 85.11% | | 91.04% | | 93.23% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -1.1 | | -1.2 | | +0.0 | | -1.5 | | +1.3 | | +2.6 | |
| Correlation with rating of health plan | 0.203 | | 0.207 | | 0.190 | | 0.213 | | 0.200 | | 0.182 | |

○ 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 | | United | |
|------------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 88 | 28.2% |
| 1 time | 1,345 | 32.6% | 1,042 | 31.7% | 303 | 36.1% | 1,087 | 33.2% | 258 | 30.3% | 84 | 26.9% |
| 2 times | 768 | 18.6% | 584 | 17.8% | 184 | 21.9% | 561 | 17.1% | 207 | 24.3% | 73 | 23.4% |
| 3 times | 302 | 7.3% | 246 | 7.5% | 56 | 6.7% | 214 | 6.5% | 88 | 10.3% | 39 | 12.5% |
| 4 times | 119 | 2.9% | 100 | 3.0% | 19 | 2.3% | 69 | 2.1% | 50 | 5.9% | 17 | 5.4% |
| 5 to 9 times | 112 | 2.7% | 95 | 2.9% | 17 | 2.0% | 60 | 1.8% | 52 | 6.1% | 8 | 2.6% |
| 10 or more times | 32 | 0.8% | 25 | 0.8% | 7 | 0.8% | 15 | 0.5% | 17 | 2.0% | 3 | 1.0% |
| Total | 4,126 | 100.0% | 3,286 | 100.0% | 840 | 100.0% | 3,275 | 100.0% | 851 | 100.0% | 312 | 100.0% |
| Not Answered | 140 | | 119 | | 21 | | 122 | | 18 | | 11 | |

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 | | United | |
|---|---------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 159 | 71.9% |
| ● No | 851 | 32.2% | 686 | 33.2% | 165 | 28.5% | 681 | 34.4% | 170 | 25.6% | 62 | 28.1% |
| Total | 2,644 | 100.0% | 2,065 | 100.0% | 579 | 100.0% | 1,979 | 100.0% | 665 | 100.0% | 221 | 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% | 71.53% | | | | | | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -2.3 | -2.8▼ | +0.3 | -1.4 | -3.4 | +0.1 | | | | | | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 97 | 3.7% | 81 | 3.9% | 16 | 2.8% | 83 | 4.2% | 14 | 2.1% | 4 | 1.8% |
| ● Sometimes | 233 | 8.8% | 199 | 9.6% | 34 | 5.9% | 202 | 10.2% | 31 | 4.6% | 18 | 8.1% |
| ● Usually | 449 | 16.9% | 347 | 16.8% | 102 | 17.6% | 333 | 16.8% | 116 | 17.4% | 41 | 18.4% |
| ● Always | 1,870 | 70.6% | 1,442 | 69.7% | 428 | 73.8% | 1,363 | 68.8% | 507 | 75.9% | 160 | 71.7% |
| Total | 2,649 | 100.0% | 2,069 | 100.0% | 580 | 100.0% | 1,981 | 100.0% | 668 | 100.0% | 223 | 100.0% |
| Not Answered | 29 | | 23 | | 6 | | 25 | | 4 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 87.58% | | 87.13% | | 90.54% | | 85.70% | | 94.12% | | 89.58% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.2 | | -0.5 | | +1.5 | | -0.6 | | +1.9 | | +1.4 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 700 | 26.4% | 575 | 27.8% | 125 | 21.6% | 409 | 20.6% | 291 | 43.6% | 42 | 18.9% |
| No | 1,952 | 73.6% | 1,497 | 72.2% | 455 | 78.4% | 1,575 | 79.4% | 377 | 56.4% | 180 | 81.1% |
| Total | 2,652 | 100.0% | 2,072 | 100.0% | 580 | 100.0% | 1,984 | 100.0% | 668 | 100.0% | 222 | 100.0% |
| Not Answered | 26 | | 20 | | 6 | | 22 | | 4 | | 2 | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 573 | 82.4% | 465 | 81.4% | 108 | 87.1% | 302 | 74.8% | 271 | 93.1% | 38 | 90.5% |
| ● No | 122 | 17.6% | 106 | 18.6% | 16 | 12.9% | 102 | 25.2% | 20 | 6.9% | 4 | 9.5% |
| Total | 695 | 100.0% | 571 | 100.0% | 124 | 100.0% | 404 | 100.0% | 291 | 100.0% | 42 | 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% | | 90.17% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.3 | | +0.2 | | +1.4 | | -1.0 | | +1.6 | | -3.1 | |

○ 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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 406 | 58.7% | 330 | 58.1% | 76 | 61.3% | 205 | 50.9% | 201 | 69.6% | 23 | 56.1% |
| ● No | 286 | 41.3% | 238 | 41.9% | 48 | 38.7% | 198 | 49.1% | 88 | 30.4% | 18 | 43.9% |
| Total | 692 | 100.0% | 568 | 100.0% | 124 | 100.0% | 403 | 100.0% | 289 | 100.0% | 41 | 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% | | 57.49% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.2 | | +1.2 | | -5.2 | | -1.2 | | +0.9 | | -6.8 | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 567 | 81.8% | 465 | 81.6% | 102 | 82.9% | 319 | 79.4% | 248 | 85.2% | 33 | 80.5% |
| ● No | 126 | 18.2% | 105 | 18.4% | 21 | 17.1% | 83 | 20.6% | 43 | 14.8% | 8 | 19.5% |
| Total | 693 | 100.0% | 570 | 100.0% | 123 | 100.0% | 402 | 100.0% | 291 | 100.0% | 41 | 100.0% |
| Not Answered | 7 | | 5 | | 2 | | 7 | | 0 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 82.05% | | 81.76% | | 83.66% | | 79.77% | | 85.04% | | 81.73% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.2 | | -0.9 | | +5.5 | | +1.0 | | -1.3 | | +1.7 | |

○ **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 | | United | |
|------------------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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 | 0.5% |
| ● 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% | 4 | 1.8% |
| ● 6 | 40 | 1.5% | 35 | 1.7% | 5 | 0.9% | 22 | 1.1% | 18 | 2.7% | 3 | 1.4% |
| ● 7 | 140 | 5.3% | 106 | 5.1% | 34 | 5.9% | 100 | 5.0% | 40 | 6.0% | 7 | 3.2% |
| ● 8 | 462 | 17.4% | 354 | 17.1% | 108 | 18.6% | 333 | 16.8% | 129 | 19.3% | 39 | 17.6% |
| ● 9 | 511 | 19.3% | 394 | 19.0% | 117 | 20.2% | 390 | 19.7% | 121 | 18.1% | 54 | 24.3% |
| ● Best health care possible | 1,409 | 53.1% | 1,106 | 53.4% | 303 | 52.2% | 1,072 | 54.1% | 337 | 50.3% | 112 | 50.5% |
| Total | 2,653 | 100.0% | 2,073 | 100.0% | 580 | 100.0% | 1,983 | 100.0% | 670 | 100.0% | 222 | 100.0% |
| Not Answered | 25 | | 19 | | 6 | | 23 | | 2 | | 2 | |

| Reporting Category | Ratings | | | | | |
|---|---------|--------|--------|--------|--------|--------|
| Achievement Score (Case mix adjusted) | 89.77% | 89.74% | 90.36% | 89.93% | 89.72% | 91.57% |
| 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 | 0.576 |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 70 | 2.6% | 62 | 3.0% | 8 | 1.4% | 58 | 2.9% | 12 | 1.8% | 3 | 1.4% |
| ● Sometimes | 252 | 9.5% | 207 | 10.0% | 45 | 7.8% | 202 | 10.2% | 50 | 7.5% | 9 | 4.1% |
| ● Usually | 617 | 23.4% | 481 | 23.3% | 136 | 23.6% | 436 | 22.1% | 181 | 27.1% | 56 | 25.2% |
| ● Always | 1,703 | 64.5% | 1,315 | 63.7% | 388 | 67.2% | 1,279 | 64.8% | 424 | 63.6% | 154 | 69.4% |
| Total | 2,642 | 100.0% | 2,065 | 100.0% | 577 | 100.0% | 1,975 | 100.0% | 667 | 100.0% | 222 | 100.0% |
| Not Answered | 36 | | 27 | | 9 | | 31 | | 5 | | 2 | |

| Reporting Category | Getting Needed Care | | | | | |
|---|---------------------|--------|--------|--------|--------|--------|
| Achievement Score (Case mix adjusted) | 87.87% | 88.00% | 89.07% | 86.78% | 92.36% | 93.80% |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -1.9▼ | -1.5 | -2.8 | -2.7▼ | +1.2 | +0.4 |
| Correlation with rating of health plan | 0.311 | 0.289 | 0.406 | 0.269 | 0.442 | 0.342 |

○ 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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 231 | 72.0% |
| No | 1,275 | 30.3% | 1,096 | 32.6% | 179 | 21.0% | 1,126 | 33.6% | 149 | 17.2% | 90 | 28.0% |
| Total | 4,214 | 100.0% | 3,362 | 100.0% | 852 | 100.0% | 3,348 | 100.0% | 866 | 100.0% | 321 | 100.0% |
| Not Answered | 52 | | 43 | | 9 | | 49 | | 3 | | 2 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 447 | 15.3% | 342 | 15.2% | 105 | 15.7% | 279 | 12.6% | 168 | 23.6% | 31 | 13.6% |
| No | 2,472 | 84.7% | 1,908 | 84.8% | 564 | 84.3% | 1,927 | 87.4% | 545 | 76.4% | 197 | 86.4% |
| Total | 2,919 | 100.0% | 2,250 | 100.0% | 669 | 100.0% | 2,206 | 100.0% | 713 | 100.0% | 228 | 100.0% |
| Not Answered | 20 | | 16 | | 4 | | 16 | | 4 | | 3 | |

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 | | United | |
|---|--|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 397 | 89.4% | 304 | 89.7% | 93 | 88.6% | 241 | 87.0% | 156 | 93.4% | 28 | 90.3% |
| ● No | 47 | 10.6% | 35 | 10.3% | 12 | 11.4% | 36 | 13.0% | 11 | 6.6% | 3 | 9.7% |
| Total | 444 | 100.0% | 339 | 100.0% | 105 | 100.0% | 277 | 100.0% | 167 | 100.0% | 31 | 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% | 89.75% | | | | | | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.7 | +0.8 | -2.3 | +0.4 | +0.2 | -7.7 | | | | | | |

○ 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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 810 | 19.4% | 688 | 20.7% | 122 | 14.4% | 598 | 18.0% | 212 | 24.9% | 49 | 15.4% |
| No | 3,363 | 80.6% | 2,638 | 79.3% | 725 | 85.6% | 2,723 | 82.0% | 640 | 75.1% | 270 | 84.6% |
| Total | 4,173 | 100.0% | 3,326 | 100.0% | 847 | 100.0% | 3,321 | 100.0% | 852 | 100.0% | 319 | 100.0% |
| Not Answered | 93 | | 79 | | 14 | | 76 | | 17 | | 4 | |

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 | | United | |
|---------------------------------------|----------------------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 31 | 3.9% | 30 | 4.4% | 1 | 0.8% | 25 | 4.3% | 6 | 2.9% | 2 | 4.2% |
| ● Sometimes | 111 | 14.0% | 91 | 13.5% | 20 | 16.9% | 88 | 15.1% | 23 | 11.0% | 4 | 8.3% |
| ● Usually | 173 | 21.8% | 148 | 21.9% | 25 | 21.2% | 127 | 21.8% | 46 | 21.9% | 8 | 16.7% |
| ● Always | 478 | 60.3% | 406 | 60.1% | 72 | 61.0% | 343 | 58.8% | 135 | 64.3% | 34 | 70.8% |
| Total | 793 | 100.0% | 675 | 100.0% | 118 | 100.0% | 583 | 100.0% | 210 | 100.0% | 48 | 100.0% |
| Not Answered | 17 | | 13 | | 4 | | 15 | | 2 | | 1 | |
| Reporting Category | Supplemental Single Items | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 83.04% | 82.64% | 82.06% | 80.48% | 88.02% | 87.63% | | | | | | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 669 | 16.0% | 543 | 16.3% | 126 | 14.8% | 500 | 15.1% | 169 | 19.7% | 40 | 12.5% |
| No | 3,503 | 84.0% | 2,780 | 83.7% | 723 | 85.2% | 2,815 | 84.9% | 688 | 80.3% | 280 | 87.5% |
| Total | 4,172 | 100.0% | 3,323 | 100.0% | 849 | 100.0% | 3,315 | 100.0% | 857 | 100.0% | 320 | 100.0% |
| Not Answered | 94 | | 82 | | 12 | | 82 | | 12 | | 3 | |

○ **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 | | United | |
|---------------------------------------|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 82 | 12.4% | 76 | 14.2% | 6 | 4.9% | 67 | 13.6% | 15 | 8.9% | 5 | 12.5% |
| ● Sometimes | 91 | 13.8% | 74 | 13.8% | 17 | 13.8% | 72 | 14.6% | 19 | 11.3% | 3 | 7.5% |
| ● Usually | 159 | 24.1% | 126 | 23.5% | 33 | 26.8% | 104 | 21.1% | 55 | 32.7% | 12 | 30.0% |
| ● Always | 328 | 49.7% | 261 | 48.6% | 67 | 54.5% | 249 | 50.6% | 79 | 47.0% | 20 | 50.0% |
| Total | 660 | 100.0% | 537 | 100.0% | 123 | 100.0% | 492 | 100.0% | 168 | 100.0% | 40 | 100.0% |
| Not Answered | 9 | | 6 | | 3 | | 8 | | 1 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Helpfulness of Provider's Website | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 74.08% | | 72.95% | | 77.71% | | 71.15% | | 81.68% | | 80.10% | |

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 | | United | |
|---------------------------------------|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 87 | 13.3% | 81 | 15.2% | 6 | 4.9% | 72 | 14.8% | 15 | 8.9% | 6 | 15.4% |
| ● Sometimes | 95 | 14.5% | 79 | 14.8% | 16 | 13.0% | 76 | 15.6% | 19 | 11.3% | 3 | 7.7% |
| ● Usually | 174 | 26.5% | 139 | 26.1% | 35 | 28.5% | 113 | 23.2% | 61 | 36.3% | 6 | 15.4% |
| ● Always | 300 | 45.7% | 234 | 43.9% | 66 | 53.7% | 227 | 46.5% | 73 | 43.5% | 24 | 61.5% |
| Total | 656 | 100.0% | 533 | 100.0% | 123 | 100.0% | 488 | 100.0% | 168 | 100.0% | 39 | 100.0% |
| Not Answered | 13 | | 10 | | 3 | | 12 | | 1 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| Helpfulness of Provider's Website | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 73.18% | | 71.52% | | 77.35% | | 69.78% | | 80.83% | | 76.97% | |

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 | | United | |
|---------------------------------------|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 80 | 12.3% | 72 | 13.6% | 8 | 6.5% | 68 | 14.0% | 12 | 7.2% | 5 | 12.5% |
| ● Sometimes | 103 | 15.8% | 93 | 17.5% | 10 | 8.1% | 78 | 16.0% | 25 | 15.1% | 4 | 10.0% |
| ● Usually | 166 | 25.4% | 125 | 23.6% | 41 | 33.3% | 112 | 23.0% | 54 | 32.5% | 12 | 30.0% |
| ● Always | 304 | 46.6% | 240 | 45.3% | 64 | 52.0% | 229 | 47.0% | 75 | 45.2% | 19 | 47.5% |
| Total | 653 | 100.0% | 530 | 100.0% | 123 | 100.0% | 487 | 100.0% | 166 | 100.0% | 40 | 100.0% |
| Not Answered | 16 | | 13 | | 3 | | 13 | | 3 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Helpfulness of Provider's Website | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 74.06% | | 70.36% | | 83.11% | | 70.38% | | 80.08% | | 77.63% | |

○ 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 | | United | |
|---------------------------------------|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 60 | 10.5% | 52 | 11.2% | 8 | 7.6% | 51 | 11.9% | 9 | 6.4% | 2 | 6.3% |
| ● Sometimes | 86 | 15.1% | 76 | 16.3% | 10 | 9.5% | 67 | 15.6% | 19 | 13.6% | 2 | 6.3% |
| ● Usually | 127 | 22.3% | 102 | 21.9% | 25 | 23.8% | 90 | 20.9% | 37 | 26.4% | 8 | 25.0% |
| ● Always | 297 | 52.1% | 235 | 50.5% | 62 | 59.0% | 222 | 51.6% | 75 | 53.6% | 20 | 62.5% |
| No notes available | 83 | | 67 | | 16 | | 58 | | 25 | | 7 | |
| Total | 570 | 100.0% | 465 | 100.0% | 105 | 100.0% | 430 | 100.0% | 140 | 100.0% | 32 | 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% | | 87.68% | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 147 | 3.5% | 119 | 3.5% | 28 | 3.3% | 69 | 2.1% | 78 | 9.1% | 14 | 4.4% |
| No | 4,067 | 96.5% | 3,245 | 96.5% | 822 | 96.7% | 3,285 | 97.9% | 782 | 90.9% | 306 | 95.6% |
| Total | 4,214 | 100.0% | 3,364 | 100.0% | 850 | 100.0% | 3,354 | 100.0% | 860 | 100.0% | 320 | 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 | | United | |
|---|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 20 | 14.1% | 17 | 14.8% | 3 | 11.1% | 12 | 18.8% | 8 | 10.3% | 2 | 14.3% |
| ● Sometimes | 26 | 18.3% | 23 | 20.0% | 3 | 11.1% | 12 | 18.8% | 14 | 17.9% | 2 | 14.3% |
| ● Usually | 29 | 20.4% | 21 | 18.3% | 8 | 29.6% | 12 | 18.8% | 17 | 21.8% | 0 | 0.0% |
| ● Always | 67 | 47.2% | 54 | 47.0% | 13 | 48.1% | 28 | 43.8% | 39 | 50.0% | 10 | 71.4% |
| Total | 142 | 100.0% | 115 | 100.0% | 27 | 100.0% | 64 | 100.0% | 78 | 100.0% | 14 | 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 | | United | |
|---|-------------------|--------|----------|--------|-----|------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 102 | 71.3% | 81 | 70.4% | 21 | 75.0% | 42 | 62.7% | 60 | 78.9% | 10 | 76.9% |
| ● No | 41 | 28.7% | 34 | 29.6% | 7 | 25.0% | 25 | 37.3% | 16 | 21.1% | 3 | 23.1% |
| Total | 143 | 100.0% | 115 | 100.0% | 28 | 100.0% | 67 | 100.0% | 76 | 100.0% | 13 | 100.0% |
| Not Answered | 4 | | 4 | | 0 | | 2 | | 2 | | 1 | |
| 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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 435 | 10.3% | 370 | 11.0% | 65 | 7.7% | 218 | 6.5% | 217 | 25.5% | 36 | 11.3% |
| No | 3,783 | 89.7% | 3,003 | 89.0% | 780 | 92.3% | 3,150 | 93.5% | 633 | 74.5% | 284 | 88.8% |
| Total | 4,218 | 100.0% | 3,373 | 100.0% | 845 | 100.0% | 3,368 | 100.0% | 850 | 100.0% | 320 | 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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------------------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 40 | 9.5% | 35 | 9.8% | 5 | 7.7% | 23 | 10.8% | 17 | 8.1% | 4 | 11.4% |
| ● Sometimes | 59 | 13.9% | 51 | 14.2% | 8 | 12.3% | 29 | 13.7% | 30 | 14.2% | 3 | 8.6% |
| ● Usually | 97 | 22.9% | 85 | 23.7% | 12 | 18.5% | 42 | 19.8% | 55 | 26.1% | 3 | 8.6% |
| ● Always | 227 | 53.7% | 187 | 52.2% | 40 | 61.5% | 118 | 55.7% | 109 | 51.7% | 25 | 71.4% |
| Total | 423 | 100.0% | 358 | 100.0% | 65 | 100.0% | 212 | 100.0% | 211 | 100.0% | 35 | 100.0% |
| Not Answered | 12 | | 12 | | 0 | | 6 | | 6 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Access to Specialized Services | | | | | | |
| Achievement Score (Case mix adjusted) | 77.38% | | 76.42% | | 80.97% | | 74.69% | | 79.52% | | 79.57% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.3 | | -1.3 | | +2.1 | | +2.1 | | -2.0 | | +15.4 | |

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 | | United | |
|--|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 243 | 56.8% | 206 | 56.6% | 37 | 57.8% | 106 | 49.5% | 137 | 64.0% | 22 | 62.9% |
| ● No | 185 | 43.2% | 158 | 43.4% | 27 | 42.2% | 108 | 50.5% | 77 | 36.0% | 13 | 37.1% |
| Total | 428 | 100.0% | 364 | 100.0% | 64 | 100.0% | 214 | 100.0% | 214 | 100.0% | 35 | 100.0% |
| Not Answered | 7 | | 6 | | 1 | | 4 | | 3 | | 1 | |
| Reporting Category CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 56.57% | | 56.05% | | 59.45% | | 50.39% | | 62.49% | | 64.07% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -3.6 | | -4.4 | | -3.0 | | -8.9 | | +0.8 | | +13.9 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 441 | 10.5% | 351 | 10.4% | 90 | 10.6% | 139 | 4.1% | 302 | 35.3% | 24 | 7.5% |
| No | 3,778 | 89.5% | 3,021 | 89.6% | 757 | 89.4% | 3,224 | 95.9% | 554 | 64.7% | 296 | 92.5% |
| Total | 4,219 | 100.0% | 3,372 | 100.0% | 847 | 100.0% | 3,363 | 100.0% | 856 | 100.0% | 320 | 100.0% |
| Not Answered | 47 | | 33 | | 14 | | 34 | | 13 | | 3 | |

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 | | United | |
|--|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 56 | 12.9% | 39 | 11.3% | 17 | 18.9% | 17 | 12.4% | 39 | 13.1% | 1 | 4.3% |
| ● Sometimes | 67 | 15.4% | 55 | 16.0% | 12 | 13.3% | 24 | 17.5% | 43 | 14.5% | 2 | 8.7% |
| ● Usually | 99 | 22.8% | 82 | 23.8% | 17 | 18.9% | 29 | 21.2% | 70 | 23.6% | 7 | 30.4% |
| ● Always | 212 | 48.8% | 168 | 48.8% | 44 | 48.9% | 67 | 48.9% | 145 | 48.8% | 13 | 56.5% |
| Total | 434 | 100.0% | 344 | 100.0% | 90 | 100.0% | 137 | 100.0% | 297 | 100.0% | 23 | 100.0% |
| Not Answered | 7 | | 7 | | 0 | | 2 | | 5 | | 1 | |
| 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 | | United | |
|---|-------------------|--------|----------|--------|--------|------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 235 | 54.1% | 192 | 55.8% | 43 | 47.8% | 73 | 54.1% | 162 | 54.2% | 14 | 60.9% |
| ● No | 199 | 45.9% | 152 | 44.2% | 47 | 52.2% | 62 | 45.9% | 137 | 45.8% | 9 | 39.1% |
| Total | 434 | 100.0% | 344 | 100.0% | 90 | 100.0% | 135 | 100.0% | 299 | 100.0% | 23 | 100.0% |
| Not Answered | 7 | | 7 | | 0 | | 4 | | 3 | | 1 | |
| 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 | | United | |
|---|-------------------|--------|----------|--------|--------|---------------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Worst treatment possible | 19 | 4.5% | 14 | 4.2% | 5 | 5.7% | 7 | 5.4% | 12 | 4.1% | 1 | 4.2% |
| ● 1 | 6 | 1.4% | 3 | 0.9% | 3 | 3.4% | 3 | 2.3% | 3 | 1.0% | 0 | 0.0% |
| ● 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% | 0 | 0.0% |
| ● 4 | 12 | 2.9% | 8 | 2.4% | 4 | 4.6% | 5 | 3.9% | 7 | 2.4% | 1 | 4.2% |
| ● 5 | 32 | 7.6% | 29 | 8.7% | 3 | 3.4% | 9 | 7.0% | 23 | 7.9% | 1 | 4.2% |
| ● 6 | 21 | 5.0% | 13 | 3.9% | 8 | 9.2% | 6 | 4.7% | 15 | 5.1% | 0 | 0.0% |
| ● 7 | 36 | 8.6% | 31 | 9.3% | 5 | 5.7% | 7 | 5.4% | 29 | 9.9% | 3 | 12.5% |
| ● 8 | 68 | 16.2% | 50 | 15.0% | 18 | 20.7% | 24 | 18.6% | 44 | 15.1% | 5 | 20.8% |
| ● 9 | 64 | 15.2% | 53 | 15.9% | 11 | 12.6% | 20 | 15.5% | 44 | 15.1% | 3 | 12.5% |
| ● Best treatment possible | 147 | 34.9% | 118 | 35.3% | 29 | 33.3% | 44 | 34.1% | 103 | 35.3% | 10 | 41.7% |
| Total | 421 | 100.0% | 334 | 100.0% | 87 | 100.0% | 129 | 100.0% | 292 | 100.0% | 24 | 100.0% |
| Not Answered | 20 | | 17 | | 3 | | 10 | | 10 | | 0 | |
| 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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 722 | 17.2% | 542 | 16.2% | 180 | 21.3% | 390 | 11.7% | 332 | 39.0% | 64 | 20.1% |
| No | 3,464 | 82.8% | 2,797 | 83.8% | 667 | 78.7% | 2,944 | 88.3% | 520 | 61.0% | 255 | 79.9% |
| Total | 4,186 | 100.0% | 3,339 | 100.0% | 847 | 100.0% | 3,334 | 100.0% | 852 | 100.0% | 319 | 100.0% |
| Not Answered | 80 | | 66 | | 14 | | 63 | | 17 | | 4 | |

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 | | United | |
|--|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 394 | 54.9% | 316 | 58.7% | 78 | 43.3% | 199 | 51.2% | 195 | 59.3% | 37 | 57.8% |
| ● No | 324 | 45.1% | 222 | 41.3% | 102 | 56.7% | 190 | 48.8% | 134 | 40.7% | 27 | 42.2% |
| Total | 718 | 100.0% | 538 | 100.0% | 180 | 100.0% | 389 | 100.0% | 329 | 100.0% | 64 | 100.0% |
| Not Answered | 4 | | 4 | | 0 | | 1 | | 3 | | 0 | |

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% | 57.72% |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -5.7▼ | -5.9▼ | -1.3 | -7.0▼ | -4.0 | +1.9 |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 284 | 89.3% |
| No | 631 | 15.0% | 529 | 15.7% | 102 | 12.0% | 571 | 17.0% | 60 | 7.0% | 34 | 10.7% |
| Total | 4,218 | 100.0% | 3,370 | 100.0% | 848 | 100.0% | 3,360 | 100.0% | 858 | 100.0% | 318 | 100.0% |
| Not Answered | 48 | | 35 | | 13 | | 37 | | 11 | | 5 | |

○ 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 | | United | |
|------------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 884 | 25.1% | 713 | 25.6% | 171 | 23.3% | 738 | 27.1% | 146 | 18.4% | 60 | 21.4% |
| 1 time | 1,542 | 43.8% | 1,189 | 42.7% | 353 | 48.2% | 1,230 | 45.1% | 312 | 39.3% | 106 | 37.9% |
| 2 times | 666 | 18.9% | 523 | 18.8% | 143 | 19.5% | 485 | 17.8% | 181 | 22.8% | 72 | 25.7% |
| 3 times | 232 | 6.6% | 192 | 6.9% | 40 | 5.5% | 153 | 5.6% | 79 | 10.0% | 19 | 6.8% |
| 4 times | 99 | 2.8% | 84 | 3.0% | 15 | 2.0% | 60 | 2.2% | 39 | 4.9% | 12 | 4.3% |
| 5 to 9 times | 82 | 2.3% | 73 | 2.6% | 9 | 1.2% | 53 | 1.9% | 29 | 3.7% | 10 | 3.6% |
| 10 or more times | 15 | 0.4% | 13 | 0.5% | 2 | 0.3% | 8 | 0.3% | 7 | 0.9% | 1 | 0.4% |
| Total | 3,520 | 100.0% | 2,787 | 100.0% | 733 | 100.0% | 2,727 | 100.0% | 793 | 100.0% | 280 | 100.0% |
| Not Answered | 67 | | 54 | | 13 | | 62 | | 5 | | 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?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|---|----------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 35 | 1.3% | 32 | 1.6% | 3 | 0.5% | 32 | 1.6% | 3 | 0.5% | 1 | 0.5% |
| ● Sometimes | 121 | 4.6% | 106 | 5.2% | 15 | 2.7% | 100 | 5.1% | 21 | 3.3% | 5 | 2.3% |
| ● Usually | 332 | 12.7% | 274 | 13.4% | 58 | 10.4% | 248 | 12.6% | 84 | 13.1% | 25 | 11.4% |
| ● Always | 2,122 | 81.3% | 1,639 | 79.9% | 483 | 86.4% | 1,589 | 80.7% | 533 | 83.2% | 188 | 85.8% |
| Total | 2,610 | 100.0% | 2,051 | 100.0% | 559 | 100.0% | 1,969 | 100.0% | 641 | 100.0% | 219 | 100.0% |
| Not Answered | 26 | | 23 | | 3 | | 20 | | 6 | | 1 | |
| Reporting Category | Communication | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 94.11% | 94.11% | 95.23% | 93.68% | 96.35% | 96.81% | | | | | | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.0 | +0.3 | -0.5 | +0.2 | +0.3 | -0.1 | | | | | | |
| Correlation with rating of health plan | 0.158 | 0.150 | 0.212 | 0.150 | 0.221 | 0.170 | | | | | | |

○ 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 | | United | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 29 | 1.1% | 26 | 1.3% | 3 | 0.5% | 27 | 1.4% | 2 | 0.3% | 0 | 0.0% |
| ● Sometimes | 106 | 4.0% | 89 | 4.3% | 17 | 3.1% | 77 | 3.9% | 29 | 4.5% | 8 | 3.7% |
| ● Usually | 327 | 12.5% | 268 | 13.0% | 59 | 10.6% | 251 | 12.7% | 76 | 11.8% | 24 | 11.0% |
| ● Always | 2,156 | 82.4% | 1,678 | 81.4% | 478 | 85.8% | 1,619 | 82.0% | 537 | 83.4% | 187 | 85.4% |
| Total | 2,618 | 100.0% | 2,061 | 100.0% | 557 | 100.0% | 1,974 | 100.0% | 644 | 100.0% | 219 | 100.0% |
| Not Answered | 18 | | 13 | | 5 | | 15 | | 3 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| Communication | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 94.89% | | 94.95% | | 95.37% | | 94.98% | | 95.23% | | 96.00% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.5 | | -0.1 | | -1.7 | | -0.4 | | -0.4 | | -1.7 | |
| Correlation with rating of health plan | 0.181 | | 0.169 | | 0.246 | | 0.175 | | 0.219 | | 0.245 | |

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 | | United | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 26 | 1.0% | 21 | 1.0% | 5 | 0.9% | 20 | 1.0% | 6 | 0.9% | 3 | 1.4% |
| ● Sometimes | 72 | 2.8% | 60 | 2.9% | 12 | 2.2% | 52 | 2.6% | 20 | 3.1% | 3 | 1.4% |
| ● Usually | 279 | 10.7% | 229 | 11.1% | 50 | 9.0% | 204 | 10.4% | 75 | 11.6% | 22 | 10.0% |
| ● Always | 2,235 | 85.6% | 1,744 | 84.9% | 491 | 88.0% | 1,692 | 86.0% | 543 | 84.3% | 191 | 87.2% |
| Total | 2,612 | 100.0% | 2,054 | 100.0% | 558 | 100.0% | 1,968 | 100.0% | 644 | 100.0% | 219 | 100.0% |
| Not Answered | 24 | | 20 | | 4 | | 21 | | 3 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| Communication | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 96.31% | | 96.53% | | 96.25% | | 96.59% | | 96.13% | | 96.92% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.9 | | +1.3▲ | | +0.0 | | +1.3▲ | | +0.2 | | +0.2 | |
| Correlation with rating of health plan | 0.169 | | 0.170 | | 0.164 | | 0.157 | | 0.194 | | 0.124 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 143 | 65.3% |
| No | 753 | 29.0% | 629 | 30.8% | 124 | 22.4% | 600 | 30.7% | 153 | 23.9% | 76 | 34.7% |
| Total | 2,596 | 100.0% | 2,043 | 100.0% | 553 | 100.0% | 1,955 | 100.0% | 641 | 100.0% | 219 | 100.0% |
| Not Answered | 40 | | 31 | | 9 | | 34 | | 6 | | 1 | |

○ 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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 16 | 0.9% | 12 | 0.9% | 4 | 0.9% | 12 | 0.9% | 4 | 0.8% | 1 | 0.7% |
| ● Sometimes | 86 | 4.7% | 76 | 5.4% | 10 | 2.3% | 64 | 4.7% | 22 | 4.5% | 5 | 3.5% |
| ● Usually | 282 | 15.4% | 216 | 15.4% | 66 | 15.5% | 198 | 14.7% | 84 | 17.4% | 22 | 15.4% |
| ● Always | 1,449 | 79.1% | 1,103 | 78.4% | 346 | 81.2% | 1,075 | 79.7% | 374 | 77.3% | 115 | 80.4% |
| Total | 1,833 | 100.0% | 1,407 | 100.0% | 426 | 100.0% | 1,349 | 100.0% | 484 | 100.0% | 143 | 100.0% |
| Not Answered | 10 | | 7 | | 3 | | 6 | | 4 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 94.49% | | 94.38% | | 95.51% | | 94.70% | | 94.53% | | 95.94% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.8 | | +0.9 | | +0.8 | | +1.0 | | +0.6 | | +1.2 | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 79 | 3.0% | 72 | 3.5% | 7 | 1.3% | 64 | 3.3% | 15 | 2.3% | 7 | 3.3% |
| ● Sometimes | 237 | 9.1% | 204 | 10.0% | 33 | 6.0% | 193 | 9.9% | 44 | 6.9% | 18 | 8.4% |
| ● Usually | 540 | 20.8% | 432 | 21.1% | 108 | 19.6% | 394 | 20.2% | 146 | 22.8% | 48 | 22.3% |
| ● Always | 1,738 | 67.0% | 1,335 | 65.3% | 403 | 73.1% | 1,302 | 66.7% | 436 | 68.0% | 142 | 66.0% |
| Total | 2,594 | 100.0% | 2,043 | 100.0% | 551 | 100.0% | 1,953 | 100.0% | 641 | 100.0% | 215 | 100.0% |
| Not Answered | 42 | | 31 | | 11 | | 36 | | 6 | | 5 | |
| Reporting Category | | | | | | | | | | | | |
| Communication | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 88.10% | | 87.93% | | 90.36% | | 87.33% | | 91.77% | | 87.90% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.8 | | -0.2 | | -2.8▼ | | -1.3 | | +1.6 | | -3.9 | |
| Correlation with rating of health plan | 0.191 | | 0.190 | | 0.212 | | 0.195 | | 0.209 | | 0.259 | |

○ 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 | | United | |
|---|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 201 | 91.8% |
| ● No | 298 | 11.4% | 234 | 11.4% | 64 | 11.5% | 227 | 11.5% | 71 | 11.1% | 18 | 8.2% |
| Total | 2,612 | 100.0% | 2,054 | 100.0% | 558 | 100.0% | 1,970 | 100.0% | 642 | 100.0% | 219 | 100.0% |
| Not Answered | 24 | | 20 | | 4 | | 19 | | 5 | | 1 | |
| 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% | | 91.64% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.6 | | -0.5 | | -0.5 | | +0.4 | | -3.2▼ | | +5.4 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 914 | 35.1% | 708 | 34.6% | 206 | 36.9% | 581 | 29.6% | 333 | 52.1% | 82 | 37.8% |
| No | 1,691 | 64.9% | 1,339 | 65.4% | 352 | 63.1% | 1,385 | 70.4% | 306 | 47.9% | 135 | 62.2% |
| Total | 2,605 | 100.0% | 2,047 | 100.0% | 558 | 100.0% | 1,966 | 100.0% | 639 | 100.0% | 217 | 100.0% |
| Not Answered | 31 | | 27 | | 4 | | 23 | | 8 | | 3 | |

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 | | United | |
|---|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 46 | 5.1% | 34 | 4.9% | 12 | 5.9% | 33 | 5.8% | 13 | 4.0% | 6 | 7.6% |
| ● Sometimes | 116 | 12.9% | 94 | 13.5% | 22 | 10.8% | 67 | 11.7% | 49 | 14.9% | 13 | 16.5% |
| ● Usually | 222 | 24.7% | 168 | 24.1% | 54 | 26.6% | 142 | 24.9% | 80 | 24.4% | 13 | 16.5% |
| ● Always | 515 | 57.3% | 400 | 57.5% | 115 | 56.7% | 329 | 57.6% | 186 | 56.7% | 47 | 59.5% |
| Total | 899 | 100.0% | 696 | 100.0% | 203 | 100.0% | 571 | 100.0% | 328 | 100.0% | 79 | 100.0% |
| Not Answered | 15 | | 12 | | 3 | | 10 | | 5 | | 3 | |
| Reporting Category Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 81.70% | | 81.89% | | 83.84% | | 82.11% | | 82.75% | | 76.13% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.2 | | -0.6 | | +4.0 | | +1.1 | | -0.7 | | -1.4 | |

○ 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 | | United | |
|----------------------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 0 | 0.0% |
| ● 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% | 0 | 0.0% |
| ● 3 | 9 | 0.3% | 8 | 0.3% | 1 | 0.1% | 6 | 0.2% | 3 | 0.4% | 0 | 0.0% |
| ● 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% | 5 | 1.8% |
| ● 6 | 73 | 2.1% | 62 | 2.2% | 11 | 1.5% | 59 | 2.2% | 14 | 1.8% | 2 | 0.7% |
| ● 7 | 172 | 4.9% | 133 | 4.8% | 39 | 5.3% | 130 | 4.8% | 42 | 5.3% | 12 | 4.3% |
| ● 8 | 441 | 12.5% | 347 | 12.4% | 94 | 12.9% | 340 | 12.4% | 101 | 12.7% | 40 | 14.2% |
| ● 9 | 615 | 17.4% | 486 | 17.4% | 129 | 17.7% | 459 | 16.8% | 156 | 19.7% | 52 | 18.4% |
| ● Best personal doctor possible | 2,120 | 60.1% | 1,680 | 60.0% | 440 | 60.4% | 1,677 | 61.3% | 443 | 55.9% | 169 | 59.9% |
| Total | 3,528 | 100.0% | 2,799 | 100.0% | 729 | 100.0% | 2,735 | 100.0% | 793 | 100.0% | 282 | 100.0% |
| Not Answered | 59 | | 42 | | 17 | | 54 | | 5 | | 2 | |

| Reporting Category | Ratings | | | | | |
|---|---------|--------|--------|--------|--------|--------|
| Achievement Score (Case mix adjusted) | 90.09% | 89.95% | 90.81% | 90.24% | 89.80% | 92.20% |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.3 | -0.3 | -0.4 | +0.0 | -1.3 | -2.1 |
| Correlation with rating of health plan | 0.437 | 0.444 | 0.415 | 0.441 | 0.420 | 0.423 |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 655 | 18.5% | 517 | 18.4% | 138 | 18.7% | 138 | 5.0% | 517 | 65.2% | 45 | 16.1% |
| No | 2,893 | 81.5% | 2,294 | 81.6% | 599 | 81.3% | 2,617 | 95.0% | 276 | 34.8% | 234 | 83.9% |
| Total | 3,548 | 100.0% | 2,811 | 100.0% | 737 | 100.0% | 2,755 | 100.0% | 793 | 100.0% | 279 | 100.0% |
| Not Answered | 39 | | 30 | | 9 | | 34 | | 5 | | 5 | |

○ 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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 595 | 92.1% | 471 | 92.5% | 124 | 90.5% | 120 | 88.2% | 475 | 93.1% | 42 | 95.5% |
| ● No | 51 | 7.9% | 38 | 7.5% | 13 | 9.5% | 16 | 11.8% | 35 | 6.9% | 2 | 4.5% |
| Total | 646 | 100.0% | 509 | 100.0% | 137 | 100.0% | 136 | 100.0% | 510 | 100.0% | 44 | 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% | | 94.99% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.4 | | -1.0 | | -1.3 | | -1.4 | | -1.1 | | +1.9 | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 570 | 88.4% | 454 | 89.0% | 116 | 85.9% | 115 | 84.6% | 455 | 89.4% | 40 | 90.9% |
| ● No | 75 | 11.6% | 56 | 11.0% | 19 | 14.1% | 21 | 15.4% | 54 | 10.6% | 4 | 9.1% |
| Total | 645 | 100.0% | 510 | 100.0% | 135 | 100.0% | 136 | 100.0% | 509 | 100.0% | 44 | 100.0% |
| Not Answered | 10 | | 7 | | 3 | | 2 | | 8 | | 1 | |
| 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% | | 89.91% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.1 | | -1.9 | | +0.8 | | -3.1 | | -1.2 | | +1.1 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 759 | 17.9% | 568 | 16.7% | 191 | 22.3% | 432 | 12.8% | 327 | 37.8% | 62 | 19.3% |
| No | 3,492 | 82.1% | 2,825 | 83.3% | 667 | 77.7% | 2,953 | 87.2% | 539 | 62.2% | 259 | 80.7% |
| Total | 4,251 | 100.0% | 3,393 | 100.0% | 858 | 100.0% | 3,385 | 100.0% | 866 | 100.0% | 321 | 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 | | United | |
|---|-------------------|--------|----------|--------|--------|---------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 19 | 2.5% | 17 | 3.1% | 2 | 1.1% | 15 | 3.5% | 4 | 1.2% | 1 | 1.6% |
| ● Sometimes | 123 | 16.5% | 97 | 17.4% | 26 | 13.7% | 76 | 18.0% | 47 | 14.5% | 5 | 8.1% |
| ● Usually | 198 | 26.5% | 146 | 26.2% | 52 | 27.4% | 100 | 23.6% | 98 | 30.2% | 18 | 29.0% |
| ● Always | 407 | 54.5% | 297 | 53.3% | 110 | 57.9% | 232 | 54.8% | 175 | 54.0% | 38 | 61.3% |
| Total | 747 | 100.0% | 557 | 100.0% | 190 | 100.0% | 423 | 100.0% | 324 | 100.0% | 62 | 100.0% |
| Not Answered | 12 | | 11 | | 1 | | 9 | | 3 | | 0 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Getting Needed Care | | | | | | |
| Achievement Score (Case mix adjusted) | 80.76% | | 80.61% | | 83.39% | | 78.02% | | 85.43% | | 90.76% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +3.1 | | +2.9 | | +3.8 | | +4.7 | | +2.2 | | +20.5▲ | |
| Correlation with rating of health plan | 0.246 | | 0.251 | | 0.250 | | 0.235 | | 0.284 | | 0.333 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|-----------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 63 | 8.4% | 48 | 8.6% | 15 | 7.9% | 51 | 12.1% | 12 | 3.7% | 1 | 1.6% |
| 1 specialist | 470 | 63.0% | 338 | 60.7% | 132 | 69.8% | 298 | 70.4% | 172 | 53.3% | 42 | 67.7% |
| 2 | 145 | 19.4% | 113 | 20.3% | 32 | 16.9% | 62 | 14.7% | 83 | 25.7% | 11 | 17.7% |
| 3 | 42 | 5.6% | 36 | 6.5% | 6 | 3.2% | 8 | 1.9% | 34 | 10.5% | 6 | 9.7% |
| 4 | 14 | 1.9% | 12 | 2.2% | 2 | 1.1% | 3 | 0.7% | 11 | 3.4% | 1 | 1.6% |
| 5 or more specialists | 12 | 1.6% | 10 | 1.8% | 2 | 1.1% | 1 | 0.2% | 11 | 3.4% | 1 | 1.6% |
| Total | 746 | 100.0% | 557 | 100.0% | 189 | 100.0% | 423 | 100.0% | 323 | 100.0% | 62 | 100.0% |
| Not Answered | 13 | | 11 | | 2 | | 9 | | 4 | | 0 | |

○ 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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 1 | 1.7% |
| ● 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% | 2 | 3.3% |
| ● 6 | 14 | 2.1% | 13 | 2.6% | 1 | 0.6% | 7 | 1.9% | 7 | 2.3% | 0 | 0.0% |
| ● 7 | 39 | 5.7% | 32 | 6.3% | 7 | 4.0% | 24 | 6.5% | 15 | 4.8% | 2 | 3.3% |
| ● 8 | 114 | 16.7% | 83 | 16.4% | 31 | 17.8% | 63 | 17.0% | 51 | 16.4% | 9 | 15.0% |
| ● 9 | 131 | 19.2% | 91 | 17.9% | 40 | 23.0% | 67 | 18.1% | 64 | 20.6% | 11 | 18.3% |
| ● Best specialist possible | 351 | 51.5% | 261 | 51.5% | 90 | 51.7% | 199 | 53.8% | 152 | 48.9% | 35 | 58.3% |
| Total | 681 | 100.0% | 507 | 100.0% | 174 | 100.0% | 370 | 100.0% | 311 | 100.0% | 60 | 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% | | 91.61% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +3.5▲ | | +3.2 | | +4.0 | | +5.2▲ | | +2.3 | | +1.2 | |
| Correlation with rating of health plan | 0.464 | | 0.474 | | 0.460 | | 0.396 | | 0.503 | | 0.466 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,228 | 29.2% | 992 | 29.6% | 236 | 27.9% | 915 | 27.4% | 313 | 36.2% | 110 | 34.3% |
| No | 2,973 | 70.8% | 2,362 | 70.4% | 611 | 72.1% | 2,421 | 72.6% | 552 | 63.8% | 211 | 65.7% |
| Total | 4,201 | 100.0% | 3,354 | 100.0% | 847 | 100.0% | 3,336 | 100.0% | 865 | 100.0% | 321 | 100.0% |
| Not Answered | 65 | | 51 | | 14 | | 61 | | 4 | | 2 | |

○ 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 | | United | |
|---|-------------------|--------|----------|--------|--------|------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 26 | 2.1% | 20 | 2.0% | 6 | 2.6% | 22 | 2.4% | 4 | 1.3% | 2 | 1.8% |
| ● Sometimes | 204 | 16.8% | 173 | 17.7% | 31 | 13.2% | 151 | 16.7% | 53 | 17.0% | 21 | 19.3% |
| ● Usually | 300 | 24.7% | 233 | 23.8% | 67 | 28.6% | 216 | 23.9% | 84 | 26.9% | 30 | 27.5% |
| ● Always | 684 | 56.3% | 554 | 56.5% | 130 | 55.6% | 513 | 56.9% | 171 | 54.8% | 56 | 51.4% |
| Total | 1,214 | 100.0% | 980 | 100.0% | 234 | 100.0% | 902 | 100.0% | 312 | 100.0% | 109 | 100.0% |
| Not Answered | 14 | | 12 | | 2 | | 13 | | 1 | | 1 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Customer Service | | | | | | |
| Achievement Score (Case mix adjusted) | 81.82% | | 81.00% | | 83.02% | | 81.01% | | 82.50% | | 78.32% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +1.8 | | +0.9 | | +4.7 | | +2.1 | | +0.6 | | -4.7 | |
| Correlation with rating of health plan | 0.343 | | 0.339 | | 0.368 | | 0.279 | | 0.512 | | 0.374 | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|------------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 35 | 2.9% | 30 | 3.1% | 5 | 2.2% | 29 | 3.2% | 6 | 1.9% | 3 | 2.8% |
| ● Sometimes | 74 | 6.1% | 64 | 6.6% | 10 | 4.3% | 51 | 5.7% | 23 | 7.4% | 7 | 6.5% |
| ● Usually | 172 | 14.3% | 126 | 12.9% | 46 | 19.9% | 129 | 14.4% | 43 | 13.8% | 16 | 14.8% |
| ● Always | 925 | 76.7% | 755 | 77.4% | 170 | 73.6% | 685 | 76.6% | 240 | 76.9% | 82 | 75.9% |
| Total | 1,206 | 100.0% | 975 | 100.0% | 231 | 100.0% | 894 | 100.0% | 312 | 100.0% | 108 | 100.0% |
| Not Answered | 22 | | 17 | | 5 | | 21 | | 1 | | 2 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Customer Service | | | | | | |
| Achievement Score (Case mix adjusted) | 91.25% | | 90.88% | | 92.18% | | 90.76% | | 92.14% | | 90.07% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -0.4 | | -0.7 | | +1.6 | | -0.3 | | -0.1 | | -4.2 | |
| Correlation with rating of health plan | 0.301 | | 0.301 | | 0.307 | | 0.235 | | 0.473 | | 0.318 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 714 | 17.3% | 601 | 18.2% | 113 | 13.5% | 533 | 16.2% | 181 | 21.3% | 47 | 14.9% |
| No | 3,422 | 82.7% | 2,697 | 81.8% | 725 | 86.5% | 2,753 | 83.8% | 669 | 78.7% | 268 | 85.1% |
| Total | 4,136 | 100.0% | 3,298 | 100.0% | 838 | 100.0% | 3,286 | 100.0% | 850 | 100.0% | 315 | 100.0% |
| Not Answered | 130 | | 107 | | 23 | | 111 | | 19 | | 8 | |

○ **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 | | United | |
|---|-------------------|--------|----------|--------|--------|--------------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 23 | 0.6% | 19 | 0.6% | 4 | 0.5% | 18 | 0.6% | 5 | 0.6% | 2 | 0.6% |
| ● Sometimes | 129 | 3.1% | 112 | 3.4% | 17 | 2.0% | 98 | 3.0% | 31 | 3.7% | 11 | 3.5% |
| ● Usually | 194 | 4.7% | 165 | 5.0% | 29 | 3.5% | 131 | 4.0% | 63 | 7.4% | 12 | 3.8% |
| ● Always | 3,764 | 91.6% | 2,984 | 91.0% | 780 | 94.0% | 3,016 | 92.4% | 748 | 88.3% | 290 | 92.1% |
| Total | 4,110 | 100.0% | 3,280 | 100.0% | 830 | 100.0% | 3,263 | 100.0% | 847 | 100.0% | 315 | 100.0% |
| Not Answered | 26 | | 18 | | 8 | | 23 | | 3 | | 0 | |
| 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% | 95.67% | | | | | |
| | | +1.6▲ | +1.7▲ | +1.2 | +1.6▲ | +1.5 | -0.4 | | | | | |

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 | | United | |
|---|-------------------|--------|----------|--------|--------|---------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 0 | 0.0% |
| ● 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% | 1 | 0.3% |
| ● 4 | 19 | 0.5% | 15 | 0.5% | 4 | 0.5% | 10 | 0.3% | 9 | 1.0% | 0 | 0.0% |
| ● 5 | 100 | 2.4% | 86 | 2.6% | 14 | 1.7% | 71 | 2.1% | 29 | 3.4% | 8 | 2.5% |
| ● 6 | 110 | 2.6% | 94 | 2.8% | 16 | 1.9% | 77 | 2.3% | 33 | 3.8% | 9 | 2.8% |
| ● 7 | 295 | 7.1% | 234 | 7.0% | 61 | 7.3% | 220 | 6.6% | 75 | 8.7% | 28 | 8.8% |
| ● 8 | 666 | 16.0% | 515 | 15.5% | 151 | 18.0% | 524 | 15.8% | 142 | 16.5% | 53 | 16.6% |
| ● 9 | 774 | 18.6% | 608 | 18.3% | 166 | 19.7% | 618 | 18.7% | 156 | 18.1% | 55 | 17.2% |
| ● Best health plan possible | 2,152 | 51.6% | 1,733 | 52.0% | 419 | 49.8% | 1,755 | 53.0% | 397 | 46.2% | 164 | 51.4% |
| Total | 4,171 | 100.0% | 3,330 | 100.0% | 841 | 100.0% | 3,311 | 100.0% | 860 | 100.0% | 319 | 100.0% |
| Not Answered | 95 | | 75 | | 20 | | 86 | | 9 | | 4 | |
| Reporting Category | | | | | | | | | | | | |
| | | | | | | Ratings | | | | | | |
| Achievement Score (Case mix adjusted) | | | | | | | | | | | | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | | | | | | | | | | | | |
| | | 86.03% | 85.37% | 88.49% | 86.67% | 83.68% | 84.81% | | | | | |
| | | +0.8 | -0.2 | +4.8▲ | +1.6 | -1.9 | -0.1 | | | | | |

○ 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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 1,451 | 34.7% | 1,163 | 34.8% | 288 | 34.1% | 834 | 25.1% | 617 | 71.6% | 108 | 34.2% |
| No | 2,731 | 65.3% | 2,175 | 65.2% | 556 | 65.9% | 2,486 | 74.9% | 245 | 28.4% | 208 | 65.8% |
| Total | 4,182 | 100.0% | 3,338 | 100.0% | 844 | 100.0% | 3,320 | 100.0% | 862 | 100.0% | 316 | 100.0% |
| Not Answered | 84 | | 67 | | 17 | | 77 | | 7 | | 7 | |

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 | | United | |
|--|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Never | 16 | 1.1% | 15 | 1.3% | 1 | 0.4% | 11 | 1.3% | 5 | 0.8% | 1 | 1.0% |
| ● Sometimes | 119 | 8.3% | 97 | 8.4% | 22 | 7.7% | 78 | 9.5% | 41 | 6.7% | 9 | 8.6% |
| ● Usually | 281 | 19.6% | 229 | 19.9% | 52 | 18.3% | 162 | 19.7% | 119 | 19.3% | 24 | 22.9% |
| ● Always | 1,020 | 71.0% | 811 | 70.4% | 209 | 73.6% | 570 | 69.4% | 450 | 73.2% | 71 | 67.6% |
| Total | 1,436 | 100.0% | 1,152 | 100.0% | 284 | 100.0% | 821 | 100.0% | 615 | 100.0% | 105 | 100.0% |
| Not Answered | 15 | | 11 | | 4 | | 13 | | 2 | | 3 | |
| Reporting Category CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 90.75% | | 90.68% | | 91.67% | | 89.34% | | 92.81% | | 90.77% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | +0.6 | | +0.3 | | +2.1 | | -1.6 | | +3.6▲ | | -0.8 | |

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 | | United | |
|--|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| ● Yes | 921 | 64.5% | 748 | 65.4% | 173 | 60.9% | 527 | 64.4% | 394 | 64.7% | 68 | 65.4% |
| ● No | 506 | 35.5% | 395 | 34.6% | 111 | 39.1% | 291 | 35.6% | 215 | 35.3% | 36 | 34.6% |
| Total | 1,427 | 100.0% | 1,143 | 100.0% | 284 | 100.0% | 818 | 100.0% | 609 | 100.0% | 104 | 100.0% |
| Not Answered | 24 | | 20 | | 4 | | 16 | | 8 | | 4 | |
| Reporting Category CCC Single Items | | | | | | | | | | | | |
| Achievement Score (Case mix adjusted) | 64.50% | | 65.15% | | 60.37% | | 63.58% | | 64.89% | | 65.43% | |
| 2020 vs. 2018: +/- Change (▲▼ Stat. sig.) | -1.2 | | -1.4 | | -0.7 | | +0.0 | | -3.7 | | -7.1 | |

○ 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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 153 | 48.0% |
| Very Good | 1,293 | 30.8% | 1,004 | 30.0% | 289 | 34.1% | 976 | 29.3% | 317 | 36.8% | 109 | 34.2% |
| Good | 803 | 19.1% | 682 | 20.4% | 121 | 14.3% | 545 | 16.3% | 258 | 30.0% | 53 | 16.6% |
| Fair | 149 | 3.6% | 134 | 4.0% | 15 | 1.8% | 73 | 2.2% | 76 | 8.8% | 3 | 0.9% |
| Poor | 8 | 0.2% | 6 | 0.2% | 2 | 0.2% | 2 | 0.1% | 6 | 0.7% | 1 | 0.3% |
| Total | 4,197 | 100.0% | 3,349 | 100.0% | 848 | 100.0% | 3,336 | 100.0% | 861 | 100.0% | 319 | 100.0% |
| Not Answered | 69 | | 56 | | 13 | | 61 | | 8 | | 4 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 166 | 52.5% |
| Very Good | 1,168 | 27.9% | 898 | 26.9% | 270 | 32.0% | 945 | 28.5% | 223 | 26.0% | 89 | 28.2% |
| Good | 800 | 19.1% | 660 | 19.8% | 140 | 16.6% | 542 | 16.3% | 258 | 30.0% | 49 | 15.5% |
| Fair | 258 | 6.2% | 227 | 6.8% | 31 | 3.7% | 91 | 2.7% | 167 | 19.4% | 10 | 3.2% |
| Poor | 41 | 1.0% | 36 | 1.1% | 5 | 0.6% | 4 | 0.1% | 37 | 4.3% | 2 | 0.6% |
| Total | 4,180 | 100.0% | 3,336 | 100.0% | 844 | 100.0% | 3,321 | 100.0% | 859 | 100.0% | 316 | 100.0% |
| Not Answered | 86 | | 69 | | 17 | | 76 | | 10 | | 7 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 878 | 21.0% | 685 | 20.5% | 193 | 22.8% | 282 | 8.5% | 596 | 68.6% | 57 | 18.1% |
| No | 3,309 | 79.0% | 2,657 | 79.5% | 652 | 77.2% | 3,036 | 91.5% | 273 | 31.4% | 258 | 81.9% |
| Total | 4,187 | 100.0% | 3,342 | 100.0% | 845 | 100.0% | 3,318 | 100.0% | 869 | 100.0% | 315 | 100.0% |
| Not Answered | 79 | | 63 | | 16 | | 79 | | 0 | | 8 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 646 | 74.5% | 496 | 73.5% | 150 | 78.1% | 78 | 28.3% | 568 | 96.1% | 41 | 71.9% |
| No | 221 | 25.5% | 179 | 26.5% | 42 | 21.9% | 198 | 71.7% | 23 | 3.9% | 16 | 28.1% |
| Total | 867 | 100.0% | 675 | 100.0% | 192 | 100.0% | 276 | 100.0% | 591 | 100.0% | 57 | 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 | | United | |
|--------------|-------------------|---------------|------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 560 | 87.9% | 425 | 87.1% | 135 | 90.6% | 0 | 0.0% | 560 | 98.9% | 34 | 85.0% |
| No | 77 | 12.1% | 63 | 12.9% | 14 | 9.4% | 71 | 100.0% | 6 | 1.1% | 6 | 15.0% |
| Total | 637 | 100.0% | 488 | 100.0% | 149 | 100.0% | 71 | 100.0% | 566 | 100.0% | 40 | 100.0% |
| Not Answered | 9 | | 8 | | 1 | | 7 | | 2 | | 1 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 527 | 12.7% | 433 | 13.0% | 94 | 11.2% | 108 | 3.3% | 419 | 48.6% | 29 | 9.2% |
| No | 3,639 | 87.3% | 2,891 | 87.0% | 748 | 88.8% | 3,196 | 96.7% | 443 | 51.4% | 285 | 90.8% |
| Total | 4,166 | 100.0% | 3,324 | 100.0% | 842 | 100.0% | 3,304 | 100.0% | 862 | 100.0% | 314 | 100.0% |
| Not Answered | 100 | | 81 | | 19 | | 93 | | 7 | | 9 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 401 | 77.4% | 331 | 77.7% | 70 | 76.1% | 17 | 16.7% | 384 | 92.3% | 25 | 89.3% |
| No | 117 | 22.6% | 95 | 22.3% | 22 | 23.9% | 85 | 83.3% | 32 | 7.7% | 3 | 10.7% |
| Total | 518 | 100.0% | 426 | 100.0% | 92 | 100.0% | 102 | 100.0% | 416 | 100.0% | 28 | 100.0% |
| Not Answered | 9 | | 7 | | 2 | | 6 | | 3 | | 1 | |

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 | | United | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 370 | 93.9% | 307 | 94.2% | 63 | 92.6% | 0 | 0.0% | 370 | 97.6% | 23 | 95.8% |
| No | 24 | 6.1% | 19 | 5.8% | 5 | 7.4% | 15 | 100.0% | 9 | 2.4% | 1 | 4.2% |
| Total | 394 | 100.0% | 326 | 100.0% | 68 | 100.0% | 15 | 100.0% | 379 | 100.0% | 24 | 100.0% |
| Not Answered | 7 | | 5 | | 2 | | 2 | | 5 | | 1 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 502 | 12.1% | 438 | 13.3% | 64 | 7.7% | 231 | 7.0% | 271 | 31.6% | 33 | 10.5% |
| No | 3,637 | 87.9% | 2,865 | 86.7% | 772 | 92.3% | 3,051 | 93.0% | 586 | 68.4% | 282 | 89.5% |
| Total | 4,139 | 100.0% | 3,303 | 100.0% | 836 | 100.0% | 3,282 | 100.0% | 857 | 100.0% | 315 | 100.0% |
| Not Answered | 127 | | 102 | | 25 | | 115 | | 12 | | 8 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 257 | 52.2% | 221 | 51.6% | 36 | 56.3% | 14 | 6.2% | 243 | 91.0% | 17 | 51.5% |
| No | 235 | 47.8% | 207 | 48.4% | 28 | 43.8% | 211 | 93.8% | 24 | 9.0% | 16 | 48.5% |
| Total | 492 | 100.0% | 428 | 100.0% | 64 | 100.0% | 225 | 100.0% | 267 | 100.0% | 33 | 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 | | United | |
|--------------|-------------------|---------------|------------|---------------|-----------|---------------|---------------|---------------|---------------|---------------|-----------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 229 | 90.5% | 197 | 90.4% | 32 | 91.4% | 0 | 0.0% | 229 | 95.0% | 15 | 93.8% |
| No | 24 | 9.5% | 21 | 9.6% | 3 | 8.6% | 12 | 100.0% | 12 | 5.0% | 1 | 6.3% |
| Total | 253 | 100.0% | 218 | 100.0% | 35 | 100.0% | 12 | 100.0% | 241 | 100.0% | 16 | 100.0% |
| Not Answered | 4 | | 3 | | 1 | | 2 | | 2 | | 1 | |

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 | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 545 | 13.1% | 466 | 14.0% | 79 | 9.4% | 236 | 7.1% | 309 | 35.8% | 47 | 14.8% |
| No | 3,621 | 86.9% | 2,858 | 86.0% | 763 | 90.6% | 3,066 | 92.9% | 555 | 64.2% | 270 | 85.2% |
| Total | 4,166 | 100.0% | 3,324 | 100.0% | 842 | 100.0% | 3,302 | 100.0% | 864 | 100.0% | 317 | 100.0% |
| Not Answered | 100 | | 81 | | 19 | | 95 | | 5 | | 6 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 282 | 52.7% | 247 | 54.0% | 35 | 44.9% | 18 | 7.9% | 264 | 86.0% | 21 | 45.7% |
| No | 253 | 47.3% | 210 | 46.0% | 43 | 55.1% | 210 | 92.1% | 43 | 14.0% | 25 | 54.3% |
| Total | 535 | 100.0% | 457 | 100.0% | 78 | 100.0% | 228 | 100.0% | 307 | 100.0% | 46 | 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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 249 | 91.2% | 220 | 92.1% | 29 | 85.3% | 0 | 0.0% | 249 | 96.9% | 20 | 95.2% |
| No | 24 | 8.8% | 19 | 7.9% | 5 | 14.7% | 16 | 100.0% | 8 | 3.1% | 1 | 4.8% |
| Total | 273 | 100.0% | 239 | 100.0% | 34 | 100.0% | 16 | 100.0% | 257 | 100.0% | 21 | 100.0% |
| Not Answered | 9 | | 8 | | 1 | | 2 | | 7 | | 0 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 514 | 12.4% | 429 | 12.9% | 85 | 10.1% | 62 | 1.9% | 452 | 52.6% | 29 | 9.2% |
| No | 3,641 | 87.6% | 2,888 | 87.1% | 753 | 89.9% | 3,234 | 98.1% | 407 | 47.4% | 286 | 90.8% |
| Total | 4,155 | 100.0% | 3,317 | 100.0% | 838 | 100.0% | 3,296 | 100.0% | 859 | 100.0% | 315 | 100.0% |
| Not Answered | 111 | | 88 | | 23 | | 101 | | 10 | | 8 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Yes | 432 | 87.1% | 363 | 87.9% | 69 | 83.1% | 0 | 0.0% | 432 | 96.6% | 25 | 89.3% |
| No | 64 | 12.9% | 50 | 12.1% | 14 | 16.9% | 49 | 100.0% | 15 | 3.4% | 3 | 10.7% |
| Total | 496 | 100.0% | 413 | 100.0% | 83 | 100.0% | 49 | 100.0% | 447 | 100.0% | 28 | 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 | | United | |
|----------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 6 | 1.9% |
| 1 to 2 years old | 390 | 9.4% | 330 | 10.0% | 60 | 7.2% | 349 | 10.7% | 41 | 4.8% | 38 | 12.1% |
| 3 to 4 years old | 461 | 11.1% | 370 | 11.2% | 91 | 10.9% | 392 | 12.0% | 69 | 8.0% | 39 | 12.4% |
| 5 to 7 years old | 662 | 16.0% | 547 | 16.6% | 115 | 13.8% | 541 | 16.5% | 121 | 14.0% | 56 | 17.8% |
| 8 to 10 years old | 720 | 17.4% | 569 | 17.2% | 151 | 18.1% | 567 | 17.3% | 153 | 17.7% | 45 | 14.3% |
| 11 to 13 years old | 784 | 18.9% | 632 | 19.1% | 152 | 18.2% | 605 | 18.5% | 179 | 20.8% | 61 | 19.4% |
| 14 to 18 years old | 1,090 | 26.3% | 826 | 25.0% | 264 | 31.6% | 793 | 24.2% | 297 | 34.5% | 70 | 22.2% |
| Total | 4,138 | 100.0% | 3,302 | 100.0% | 836 | 100.0% | 3,276 | 100.0% | 862 | 100.0% | 315 | 100.0% |
| Not Answered | 128 | | 103 | | 25 | | 121 | | 7 | | 8 | |

Q83. Is your child male or female?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 151 | 47.6% |
| Female | 2,073 | 49.9% | 1,669 | 50.4% | 404 | 47.9% | 1,683 | 51.1% | 390 | 45.2% | 166 | 52.4% |
| Total | 4,156 | 100.0% | 3,313 | 100.0% | 843 | 100.0% | 3,293 | 100.0% | 863 | 100.0% | 317 | 100.0% |
| Not Answered | 110 | | 92 | | 18 | | 104 | | 6 | | 6 | |

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

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|----------------------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 95 | 30.5% |
| No, Not Hispanic or Latino | 2,511 | 61.4% | 1,911 | 58.7% | 600 | 72.1% | 1,933 | 59.8% | 578 | 67.4% | 216 | 69.5% |
| Total | 4,090 | 100.0% | 3,258 | 100.0% | 832 | 100.0% | 3,232 | 100.0% | 858 | 100.0% | 311 | 100.0% |
| Not Answered | 176 | | 147 | | 29 | | 165 | | 11 | | 12 | |

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 | | United | |
|---|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | 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% | 181 | 61.1% |
| Black or African-American | 927 | 25.0% | 819 | 28.0% | 108 | 13.7% | 706 | 24.4% | 221 | 27.0% | 47 | 15.9% |
| Asian | 523 | 14.1% | 410 | 14.0% | 113 | 14.3% | 472 | 16.3% | 51 | 6.2% | 37 | 12.5% |
| Native Hawaiian or other Pacific Islander | 40 | 1.1% | 35 | 1.2% | 5 | 0.6% | 28 | 1.0% | 12 | 1.5% | 3 | 1.0% |
| American Indian or Alaska Native | 117 | 3.1% | 104 | 3.6% | 13 | 1.6% | 93 | 3.2% | 24 | 2.9% | 9 | 3.0% |
| Other | 754 | 20.3% | 656 | 22.4% | 98 | 12.4% | 615 | 21.2% | 139 | 17.0% | 47 | 15.9% |
| Total | 3,715 | 100.0% | 2,926 | 100.0% | 789 | 100.0% | 2,897 | 100.0% | 818 | 100.0% | 296 | 100.0% |
| Not Answered | 551 | | 479 | | 72 | | 500 | | 51 | | 27 | |

Q86. What is your age?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Under 18 | 223 | 5.4% | 173 | 5.3% | 50 | 6.0% | 164 | 5.1% | 59 | 6.9% | 23 | 7.3% |
| 18 to 24 | 109 | 2.7% | 95 | 2.9% | 14 | 1.7% | 96 | 3.0% | 13 | 1.5% | 11 | 3.5% |
| 25 to 34 | 1,017 | 24.8% | 856 | 26.1% | 161 | 19.4% | 844 | 26.0% | 173 | 20.1% | 79 | 25.2% |
| 35 to 44 | 1,646 | 40.1% | 1,305 | 39.8% | 341 | 41.1% | 1,311 | 40.4% | 335 | 38.9% | 122 | 38.9% |
| 45 to 54 | 843 | 20.5% | 616 | 18.8% | 227 | 27.3% | 658 | 20.3% | 185 | 21.5% | 66 | 21.0% |
| 55 to 64 | 200 | 4.9% | 173 | 5.3% | 27 | 3.3% | 130 | 4.0% | 70 | 8.1% | 9 | 2.9% |
| 65 to 74 | 62 | 1.5% | 53 | 1.6% | 9 | 1.1% | 39 | 1.2% | 23 | 2.7% | 4 | 1.3% |
| 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% | 314 | 100.0% |
| Not Answered | 160 | | 129 | | 31 | | 152 | | 8 | | 9 | |

Q87. Are you male or female?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|----------------------|---------------|--------------|---------------|------------|---------------|------------------|---------------|------------------|---------------|------------|---------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Male | 696 | 16.8% | 529 | 16.0% | 167 | 20.0% | 591 | 18.0% | 105 | 12.1% | 44 | 13.9% |
| Female | 3,451 | 83.2% | 2,782 | 84.0% | 669 | 80.0% | 2,691 | 82.0% | 760 | 87.9% | 272 | 86.1% |
| Total | 4,147 | 100.0% | 3,311 | 100.0% | 836 | 100.0% | 3,282 | 100.0% | 865 | 100.0% | 316 | 100.0% |
| Not Answered | 119 | | 94 | | 25 | | 115 | | 4 | | 7 | |

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 | | United | |
|---------------------------------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 22 | 7.1% |
| Some high school but did not graduate | 498 | 12.3% | 443 | 13.8% | 55 | 6.7% | 425 | 13.4% | 73 | 8.6% | 46 | 14.8% |
| High school graduate or GED | 1,198 | 29.7% | 1,050 | 32.6% | 148 | 18.2% | 954 | 30.0% | 244 | 28.6% | 89 | 28.6% |
| Some college or 2-year degree | 1,108 | 27.5% | 845 | 26.3% | 263 | 32.3% | 802 | 25.2% | 306 | 35.9% | 83 | 26.7% |
| 4-year college graduate | 462 | 11.5% | 292 | 9.1% | 170 | 20.9% | 368 | 11.6% | 94 | 11.0% | 41 | 13.2% |
| More than 4-year college degree | 305 | 7.6% | 181 | 5.6% | 124 | 15.2% | 225 | 7.1% | 80 | 9.4% | 30 | 9.6% |
| Total | 4,033 | 100.0% | 3,218 | 100.0% | 815 | 100.0% | 3,180 | 100.0% | 853 | 100.0% | 311 | 100.0% |
| Not Answered | 233 | | 187 | | 46 | | 217 | | 16 | | 12 | |

Q89. How are you related to the child?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|------------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 302 | 95.9% |
| Grandparent | 114 | 2.8% | 110 | 3.4% | 4 | 0.5% | 65 | 2.0% | 49 | 5.8% | 9 | 2.9% |
| Aunt or uncle | 23 | 0.6% | 17 | 0.5% | 6 | 0.7% | 16 | 0.5% | 7 | 0.8% | 1 | 0.3% |
| Older sibling | 23 | 0.6% | 20 | 0.6% | 3 | 0.4% | 22 | 0.7% | 1 | 0.1% | 2 | 0.6% |
| Other relative | 8 | 0.2% | 6 | 0.2% | 2 | 0.2% | 5 | 0.2% | 3 | 0.4% | 0 | 0.0% |
| Legal guardian | 36 | 0.9% | 30 | 0.9% | 6 | 0.7% | 24 | 0.7% | 12 | 1.4% | 1 | 0.3% |
| 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% | 315 | 100.0% |
| Not Answered | 175 | | 146 | | 29 | | 145 | | 30 | | 8 | |

Q90. How well do you speak English?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|---------------|--------------|---------------|------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
| | 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% | 182 | 58.1% |
| Well | 739 | 18.1% | 614 | 18.8% | 125 | 15.0% | 635 | 19.6% | 104 | 12.2% | 66 | 21.1% |
| Not well | 665 | 16.2% | 583 | 17.9% | 82 | 9.9% | 586 | 18.1% | 79 | 9.3% | 37 | 11.8% |
| Not at all | 377 | 9.2% | 312 | 9.6% | 65 | 7.8% | 328 | 10.1% | 49 | 5.7% | 28 | 8.9% |
| Total | 4,094 | 100.0% | 3,263 | 100.0% | 831 | 100.0% | 3,240 | 100.0% | 854 | 100.0% | 313 | 100.0% |
| Not Answered | 172 | | 142 | | 30 | | 157 | | 15 | | 10 | |

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 | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | 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% | 184 | 58.6% |
| No | 1,930 | 47.0% | 1,435 | 43.8% | 495 | 59.6% | 1,380 | 42.6% | 550 | 63.8% | 130 | 41.4% |
| Total | 4,105 | 100.0% | 3,274 | 100.0% | 831 | 100.0% | 3,243 | 100.0% | 862 | 100.0% | 314 | 100.0% |
| Not Answered | 161 | | 131 | | 30 | | 154 | | 7 | | 9 | |

Q92. What is this language spoken at home?

| | MMC/CHP Statewide | | Medicaid | | CHP | | CC - Negative | | CC - Positive | | United | |
|--------------|-------------------|--------|----------|--------|-----|--------|---------------|--------|---------------|--------|--------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Spanish | 1,177 | 54.7% | 1,025 | 56.2% | 152 | 46.5% | 971 | 52.7% | 206 | 67.1% | 78 | 42.6% |
| Other | 974 | 45.3% | 799 | 43.8% | 175 | 53.5% | 873 | 47.3% | 101 | 32.9% | 105 | 57.4% |
| Total | 2,151 | 100.0% | 1,824 | 100.0% | 327 | 100.0% | 1,844 | 100.0% | 307 | 100.0% | 183 | 100.0% |
| Not Answered | 24 | | 15 | | 9 | | 19 | | 5 | | 1 | |



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

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

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

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

SURVEY INSTRUCTIONS

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

Correct Mark ●

Incorrect Marks



- 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**



