



New York State
Medicaid and Child Health Plus
CAHPS® 5.1H
Child CCC Survey
Excellus BlueCross Blue Shield

Continuous Quality Improvement Report

February 2023



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Appendix A: Questionnaire

Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H 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 October 2022 through January 2023. 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 thirteen-week period using a mixed-mode (mail and web) five wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to a parent/caretaker of all selected child members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of prior mailings. Each cover letter included a member-specific link and a QR code with password for members who preferred to complete the survey online.

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 87 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 12 managed care plans in New York with a sample of 1,750 children per plan. Questionnaires were sent to 21,000 parents/caretakers of child members following a combined mail and web methodology during the period October 21, 2022, through January 20, 2023, using a standardized survey procedure and questionnaire. A total of 181 eligible and complete responses were received resulting in a 11.9% 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.

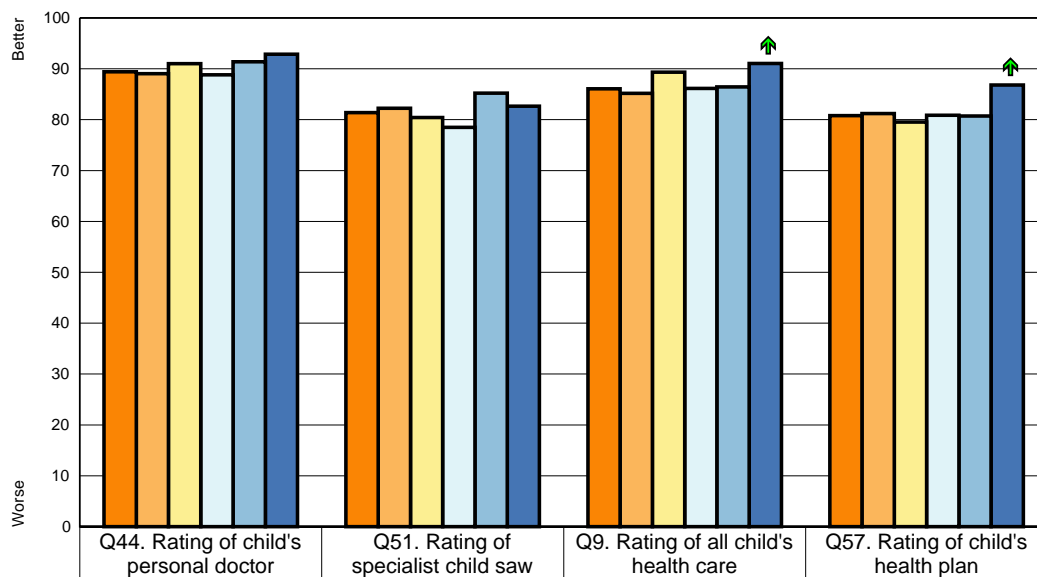
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains three types of composites: Standard Child Medicaid CAHPS® composites, CAHPS® CCC 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 eight composites is the average of the achievement scores for the individual items comprising a composite. For a detailed list of the questions that belong to each composite, please refer to the *Methodology* section.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of "8", "9", or "10". Results are presented for Statewide, 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)



	Q44. Rating of child's personal doctor	Q51. Rating of specialist child saw most often	Q9. Rating of all child's health care	Q57. Rating of child's health plan
MMC/CHP Statewide	89.41%	81.40%	86.07%	80.80%
Medicaid	89.03%	82.24%	85.20%	81.22%
CHP	91.00%	80.42%	89.36%	79.53%
CC - Negative	88.80%	78.50%	86.14%	80.87%
CC - Positive	91.37%	85.20%	86.46%	80.72%
Excellus Overall	92.86%	82.64%	91.05%	86.80%

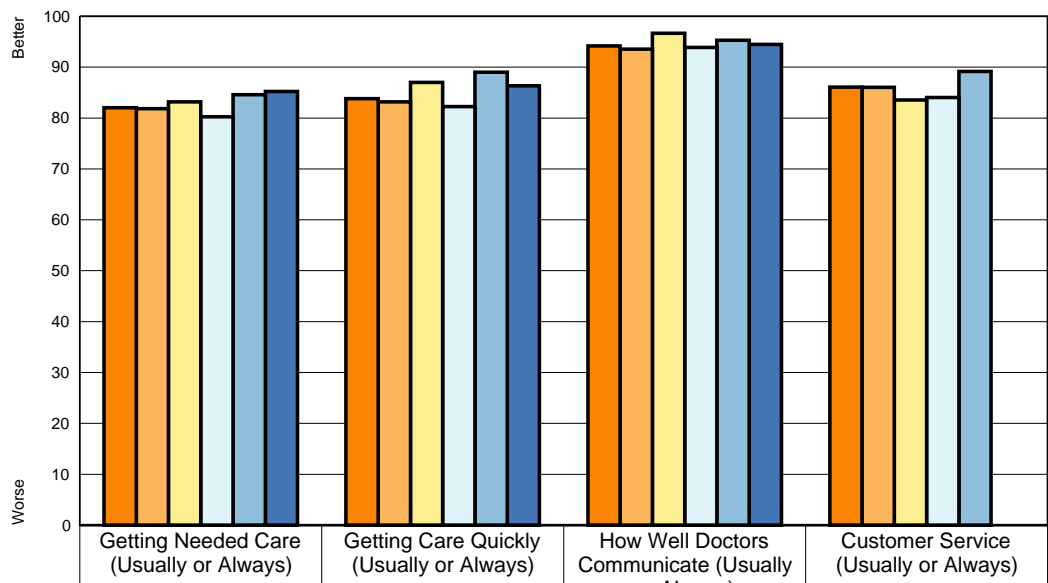
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

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	82.04%	83.82%	94.17%	86.07%
Medicaid	81.86%	83.20%	93.55%	86.02%
CHP	83.18%	87.00%	96.64%	83.53%
CC - Negative	80.26%	82.23%	93.88%	84.04%
CC - Positive	84.59%	89.00%	95.29%	89.17%
Excellus Overall	85.22%	86.32%	94.47%	NA

NA Results suppressed for fewer than 30 cases.

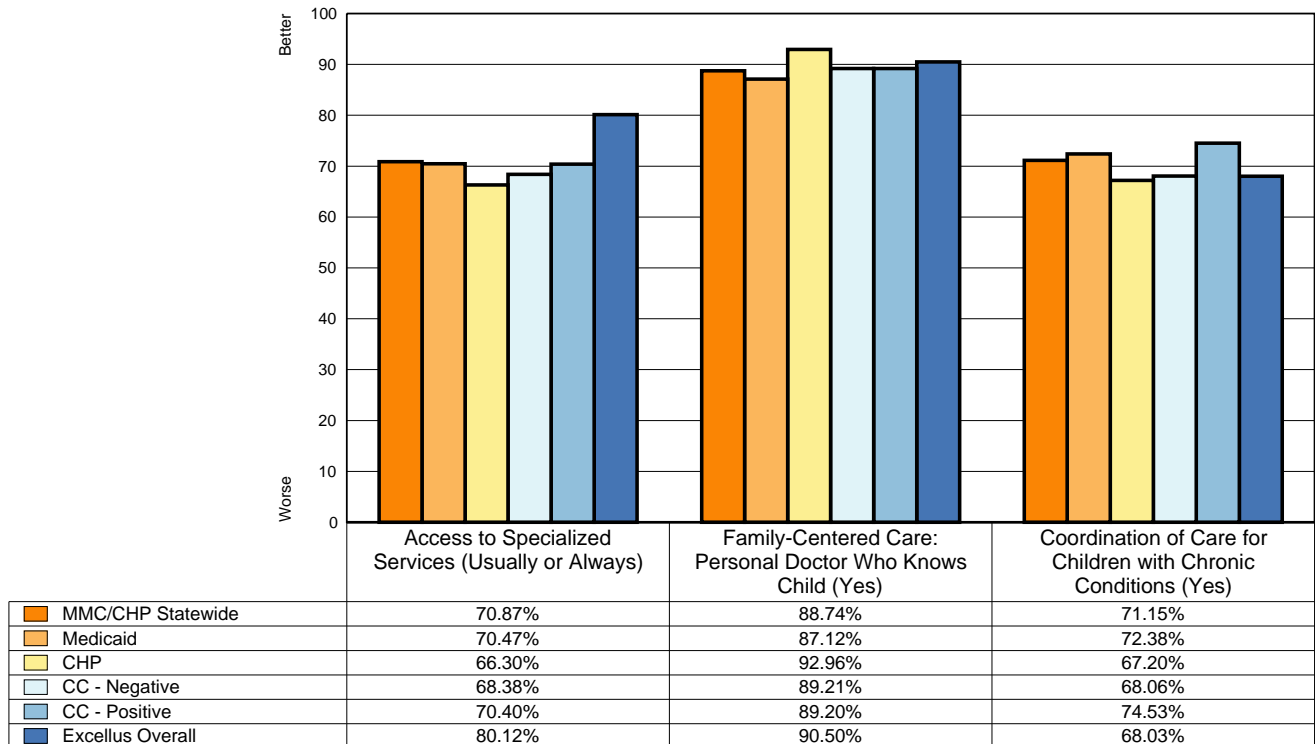
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

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



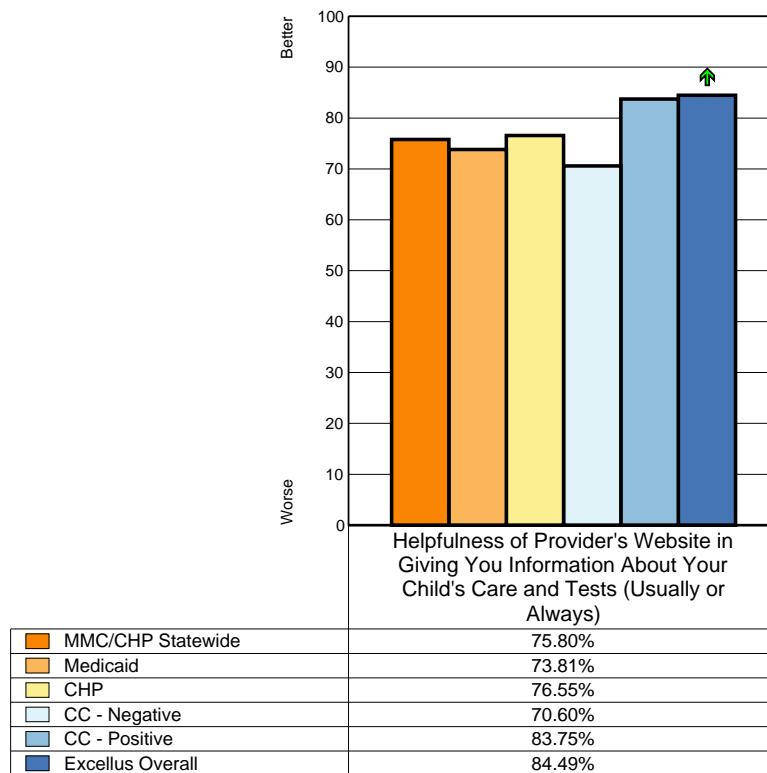
↑↓ Statistically significantly better/worse than MMC/CHP Statewide.

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	82	84	94	86	89	81	86	81
Medicaid	82	83	94	86	89	82	85	81
CHP	83	87	97	84	91	80	89	80
CC-Negative	80	82	94	84	89	79	86	81
CC-Positive	85	89	95	89	91	85	86	81
CDPHP	81	91 ▲	97 ▲	92	89	92 ▲	88	89 ▲
Empire BlueCross BlueShield HealthPlus	84	84	95	82	90	79	84	79
Excellus BlueCross BlueShield	85	86	94	77	93	83	91 ▲	87 ▲
Fidelis Care New York	83	80	94	84	89	83	84	78
Healthfirst PHSP, Inc.	85	82	91	89	87	88	87	83
HealthNow New York Inc.	87	90 ▲	94	93 ▲	88	83	89	84
HIP (EmblemHealth)	76	83	93	85	92	86	84	72 ▼
Independent Health	88 ▲	89	96	87	91	82	89	86 ▲
MetroPlus Health Plan	77	77	92	82	90	61 ▼	83	78
MVP Health Care	86	82	95	89	91	86	85	84
Molina Healthcare	73 ▼	80	95	85	85	82	83	79
UnitedHealthcare Community Plan	80	82	94	88	89	73	85	71 ▼

▲▼ 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	71	89	71	71	89	74
Medicaid	70	87	72	72	87	74
CHP	66	93	67	63	95	74
CDPHP	73	91	75	79	90	78
Empire BlueCross BlueShield HealthPlus	63	89	71	70	91	71
Excellus BlueCross BlueShield	80	90	68	74	93	76
Fidelis Care New York	69	86	71	62	83	66
Healthfirst PHSP, Inc.	77	89	73	75	85	83
HealthNow New York Inc.	80 ▲	85	63 ▼	88 ▲	86	64
HIP (EmblemHealth)	61	88	74	63	88	74
Independent Health	78	89	72	84	89	64
MetroPlus Health Plan	71	95 ▲	69	67	97	85
MVP Health Care	70	92	72	73	93	69
Molina Healthcare	68	85	74	75	87	86
UnitedHealthcare Community Plan	59	86	74	48 ▼	85	73

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

Child Member Sample Profile

Child Age (years)	MMC/CHP Statewide	Medicaid	CHP	Excellus
Less than one year	1.1%	1.4%	0.4%	0.6%
1 to 2 years	8.4%	9.8%	3.8%	9.6%
3 to 4 years	8.5%	9.0%	6.9%	11.2%
5 to 7 years	15.4%	15.1%	16.3%	16.9%
8 to 10 years	17.0%	16.8%	17.7%	14.0%
11 to 13 years	18.8%	18.6%	19.5%	19.7%
14 and older	30.7%	29.4%	35.4%	28.1%

Child Gender	MMC/CHP Statewide	Medicaid	CHP	Excellus
Male	52.1%	50.7%	56.9%	52.5%
Female	47.9%	49.3%	43.1%	47.5%

Child Hispanic or Latino	MMC/CHP Statewide	Medicaid	CHP	Excellus
Yes, Hispanic or Latino	30.4%	32.5%	23.5%	10.7%
No, Not Hispanic or Latino	69.6%	67.5%	76.5%	89.3%

Child Race	MMC/CHP Statewide	Medicaid	CHP	Excellus
White	52.3%	48.3%	65.7%	77.8%
Black or African-American	19.1%	21.7%	10.4%	16.5%
Asian	15.6%	15.8%	15.1%	10.8%
Native Hawaiian or Other Pacific Islander	0.4%	0.5%	0.0%	0.0%
American Indian or Alaska Native	1.7%	1.9%	0.9%	1.1%
Other	22.0%	23.6%	16.6%	5.7%

Rating of Child's Overall Health	MMC/CHP Statewide	Medicaid	CHP	Excellus
Excellent	40.9%	40.7%	41.7%	47.2%
Very good	37.9%	36.6%	42.3%	35.0%
Good	17.5%	18.7%	13.2%	13.9%
Fair	3.3%	3.6%	2.5%	3.3%
Poor	0.3%	0.4%	0.2%	0.6%

Payer	MMC/CHP Statewide	Medicaid	CHP	Excellus
Medicaid	77.5%	100.0%	0.0%	64.1%
CHP	22.5%	0.0%	100.0%	35.9%

Chronic Condition Status	MMC/CHP Statewide	Medicaid	CHP	Excellus
Positive	24.2%	24.2%	24.1%	31.5%
Negative	75.8%	75.8%	75.9%	68.5%

Sample Disposition

	MMC/CHP Statewide	Medicaid	CHP	Excellus
First mailing - sent	21,000	17,590	3,410	1,750
First mailing - usable survey returned*	815	630	185	58
Second mailing - sent	18,986	15,905	3,081	1,546
Second mailing - usable survey returned*	675	535	140	59
Third mailing - sent	17,538	14,747	2,791	1,442
Third mailing - usable survey returned*	322	249	73	32
Web - usable surveys*	655	498	157	32
Total - usable surveys	2,467	1,912	555	181
Ineligible: According to population criteria‡†	63	44	19	6
Ineligible: Language barrier†	1	1	0	0
Ineligible: Deceased†	1	1	0	0
Refusal/Returned survey blank	7	7	0	0
Incomplete survey - mail or web	37	33	4	3
Nonresponse - Unavailable by mail or web	16,356	13,776	2,580	1,331
Bad Address†	2,068	1,816	252	229
Response Rate	13.1%	12.2%	17.7%	11.9%

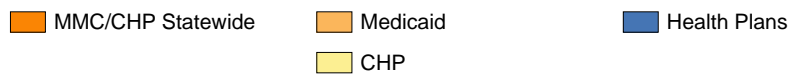
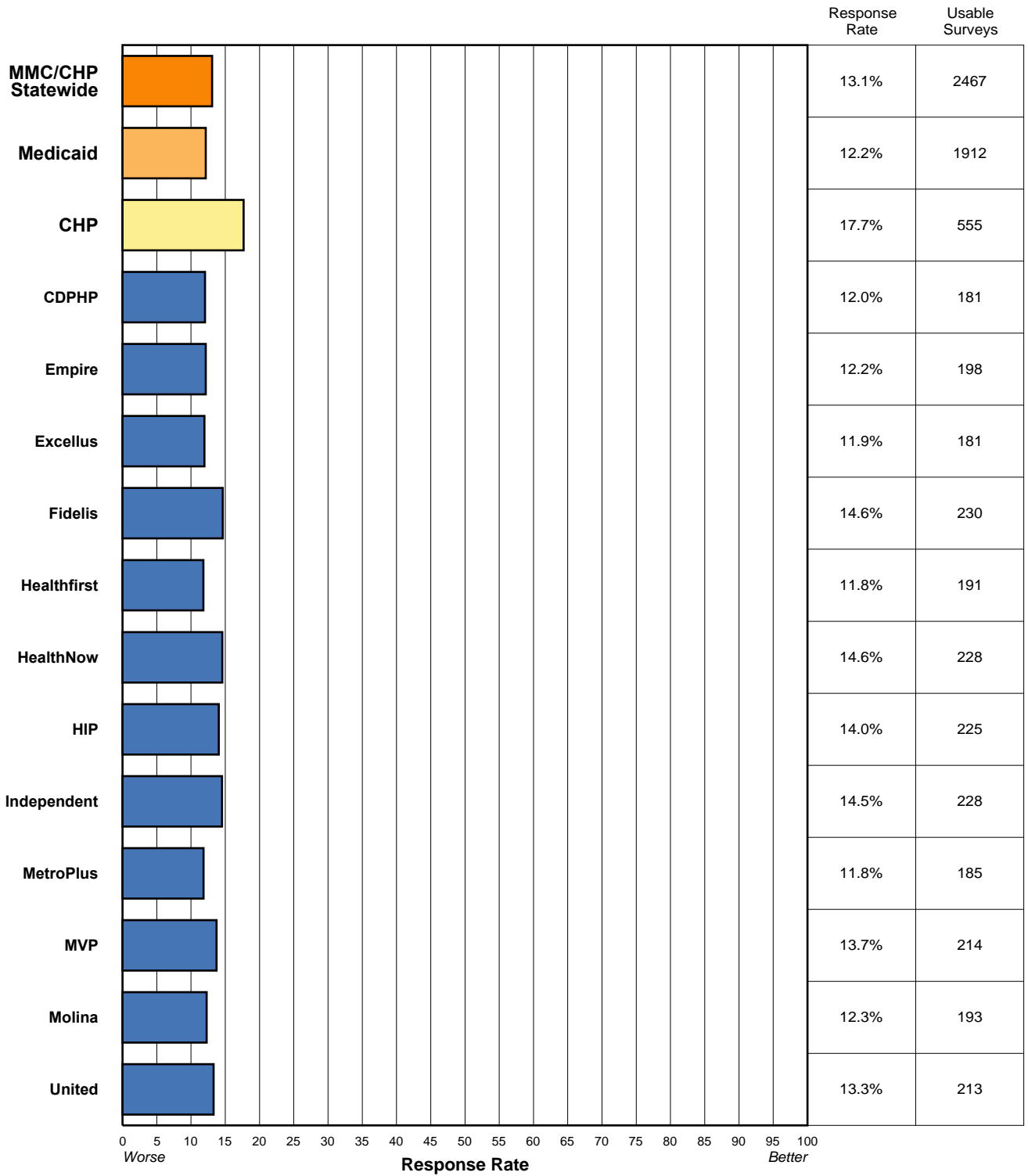
*Included in response rate numerator

†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 - 2022 vs. 2020

The following analysis provides an in-depth comparison of 2022 results with 2020 results.

Question	Excellus 2022 Score	Excellus 2020 Score	Point Change	Composite/ Question Group
Q18. Blood tests, x-rays, or other test results were put on website as soon as needed	86.2%	75.0%	+ 11.2	Helpfulness of Provider's Website
Q4. Child got 'urgent' care as soon as needed	90.7%	83.5%	+ 7.2	Getting Care Quickly
Q17. Blood tests, x-rays, or other test results were easy to find on website	81.6%	75.5%	+ 6.2	Helpfulness of Provider's Website
Q60. Someone from your child's health plan, doctor's office or clinic helped you get your child's prescription medicines	67.0%	61.4%	+ 5.5	CCC Single Items
Q19. Blood tests, x-rays, or other test results were presented in a way that was easy to understand	86.5%	81.0%	+ 5.5	Helpfulness of Provider's Website
Q46. Child's personal doctor understands how child's conditions affect your child's day-to-day life	94.5%	89.6%	+ 4.9	Family-Centered Care: Personal Doctor Who Knows Child
. Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests (Usually or Always)	84.5%	79.7%	+ 4.8	Supplemental Composite
Q44. Rating of child's personal doctor	92.9%	88.3%	+ 4.6	Ratings
Q28. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child	67.3%	63.2%	+ 4.1	Access to Specialized Services
Q49. Child got an appointment with a specialist as soon as needed	81.8%	78.1%	+ 3.7	Getting Needed Care
Q57. Rating of child's health plan	86.8%	88.6%	- 1.8	Ratings
Q36. Child's personal doctor listened carefully to you	93.9%	96.0%	- 2.0	Communication
Q40. Child's personal doctor spent enough time with child	90.3%	92.9%	- 2.6	Communication
Q8. Had your questions answered by your child's doctors or other health providers	89.9%	93.1%	- 3.2	CCC Single Items
Q15. Easy to get the care, tests or treatment your child needed	88.7%	92.0%	- 3.3	Getting Needed Care
Q20. Visit notes were easy to understand	83.7%	87.2%	- 3.5	Helpfulness of Provider's Website
Q51. Rating of specialist child saw most often	82.6%	88.4%	- 5.8	Ratings
Q6. Child got appointment for routine care as soon as needed	82.0%	89.4%	- 7.4	Getting Care Quickly
Q29. Someone from your child's health plan, doctor's office or clinic helped you get emotional, developmental or behavioral treatment or counseling for your child	44.8%	55.9%	- 11.1	CCC Single Items
Q32. Child's health plan, doctor's office or clinic helped coordinate child's care among different providers or services	46.5%	58.7%	- 12.2	Coordination of Care for Children with Chronic Conditions

Better
 Worse

Statistically significantly higher/lower than 2020 score.

Methodology

Children who were 17 years or younger as of July 31, 2022, currently enrolled in a New York State Medicaid or CHP managed care plan and enrolled for five out of the six months in the period from January through June 30, 2022, were eligible for random selection for the survey. Respondents were parents or caretakers of selected children. The survey was administered over a thirteen-week period using a mixed-mode (mail and web) five-wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to the parent/caretaker of all selected child members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online. The protocol consisted of a first questionnaire packet and first reminder postcard to the parent/caretaker of all selected child members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

1. 1st questionnaire packets mailed: October 21, 2022
2. 1st reminder postcards mailed: October 31, 2022
3. 2nd questionnaire packets mailed: November 22, 2022
4. 2nd reminder postcards mailed: December 1, 2022
5. 3rd questionnaire packets mailed: December 22, 2022
6. Mail and web field closed: January 20, 2023

Sampling Frame

A stratified random sample of 1,750 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 2022.

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 87 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, Q33, Q48, Q52, and Q57. Complete interviews were obtained from 181 parents/caretakers of Excellus BlueCross Blue Shield members, and the response rate was 11.9%.

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

- Q49. 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

- Q35. Child's personal doctor explained things in a way that was easy to understand
- Q36. Child's personal doctor listened carefully to you
- Q37. Child's personal doctor showed respect for what you had to say
- Q40. Child's personal doctor spent enough time with child

Customer Service

- Q53. Customer service from child's health plan gave needed information or help
- Q54. 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

- Q22. Easy to get special medical equipment or devices for your child
- Q25. Easy to get special therapy (physical, occupational or speech) for your child
- Q28. Easy to get (emotional, developmental or behavioral) treatment or counseling for your child

Family-Centered Care: Personal Doctor Who Knows Child

- Q41. Child's personal doctor talked with you about how your child is feeling, growing or behaving
- Q46. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q47. 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

- Q13. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q32. 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

Q17. Blood tests, x-rays, or other test results were easy to find on website

Q18. Blood tests, x-rays, or other test results were put on website as soon as needed

Q19. Blood tests, x-rays, or other test results were presented in a way that was easy to understand

Q20. 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 Excellus BlueCross Blue Shield 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 2020 and 2022 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 2022 are case-mix adjusted for child age (Q77), child member health status (Q61), and parent/caretaker education (Q83). 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 rectangle indicating achievement (green rectangle) or room for improvement (red rectangle). The rectangles 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 rectangle 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.

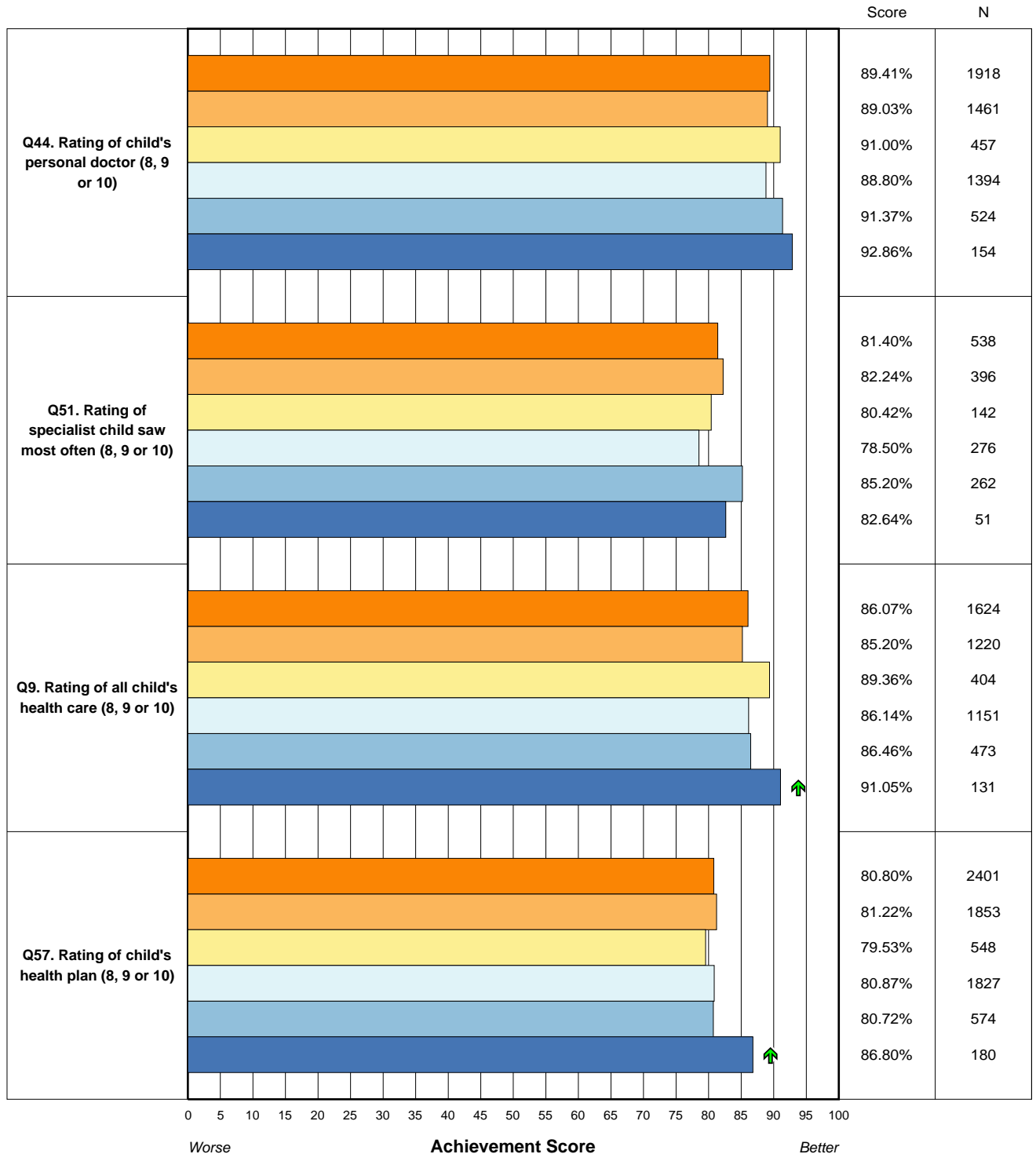
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

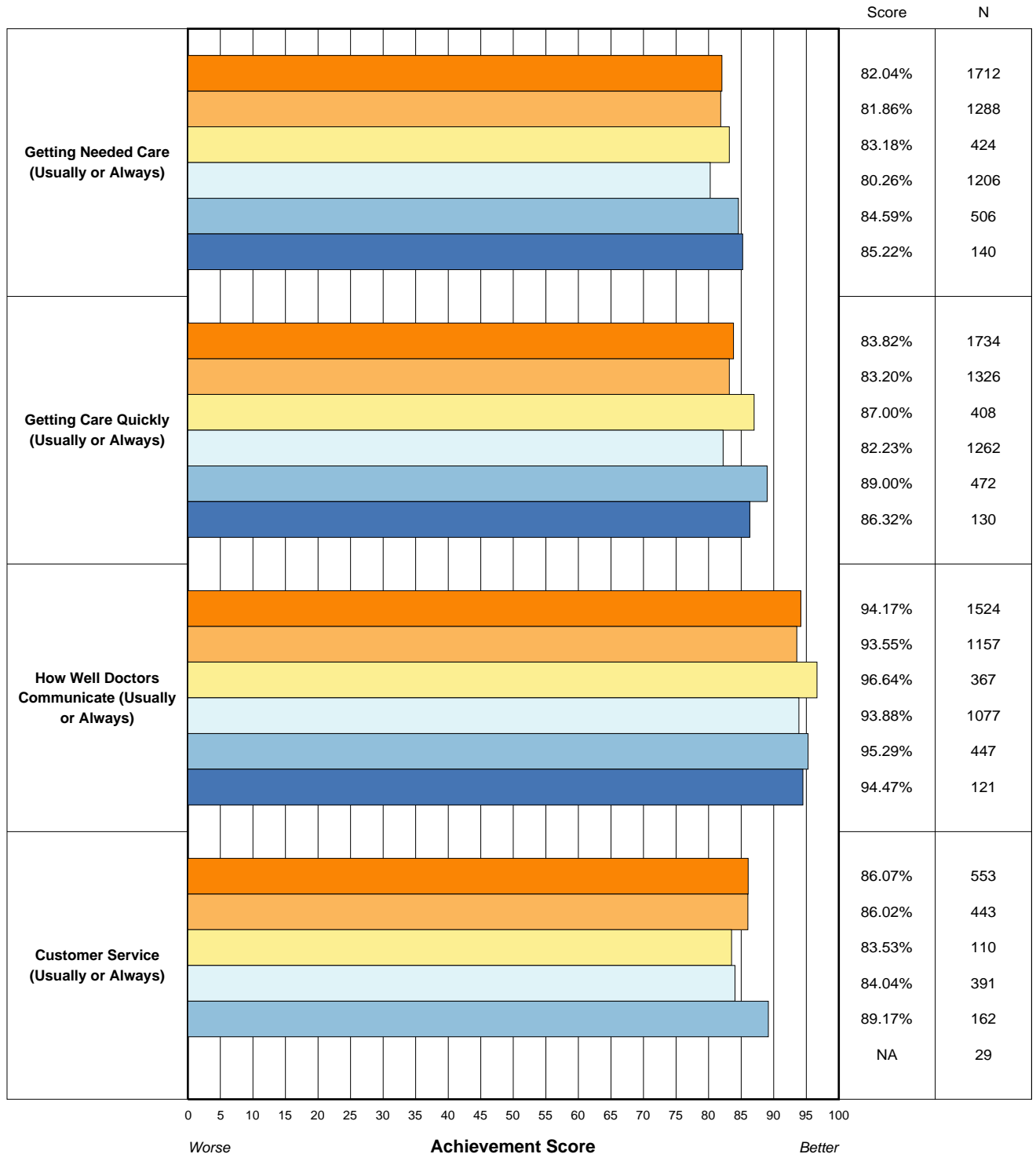
Standard Ratings



Statistically significantly better/worse than Statewide.

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

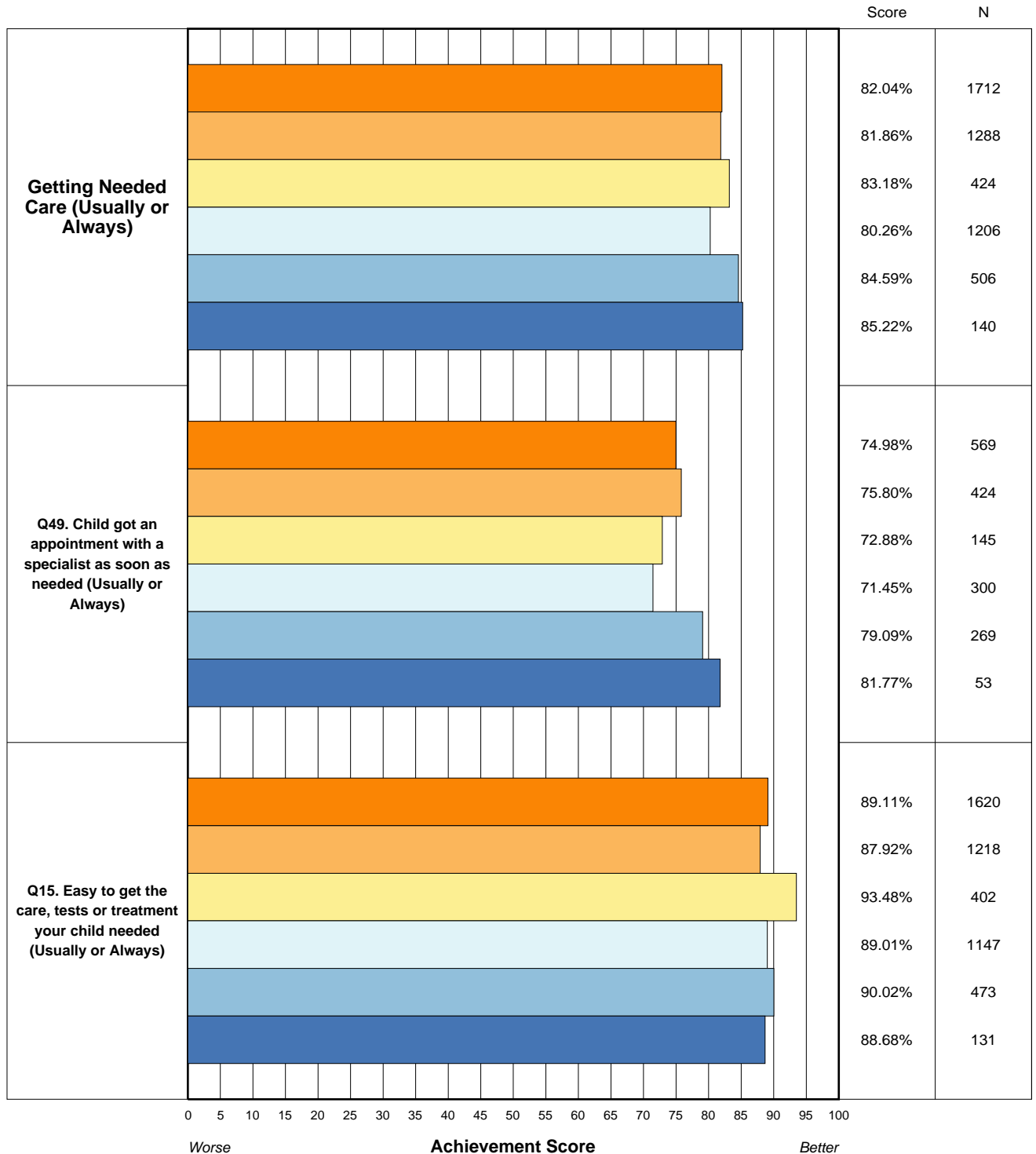
Standard Composites



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

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

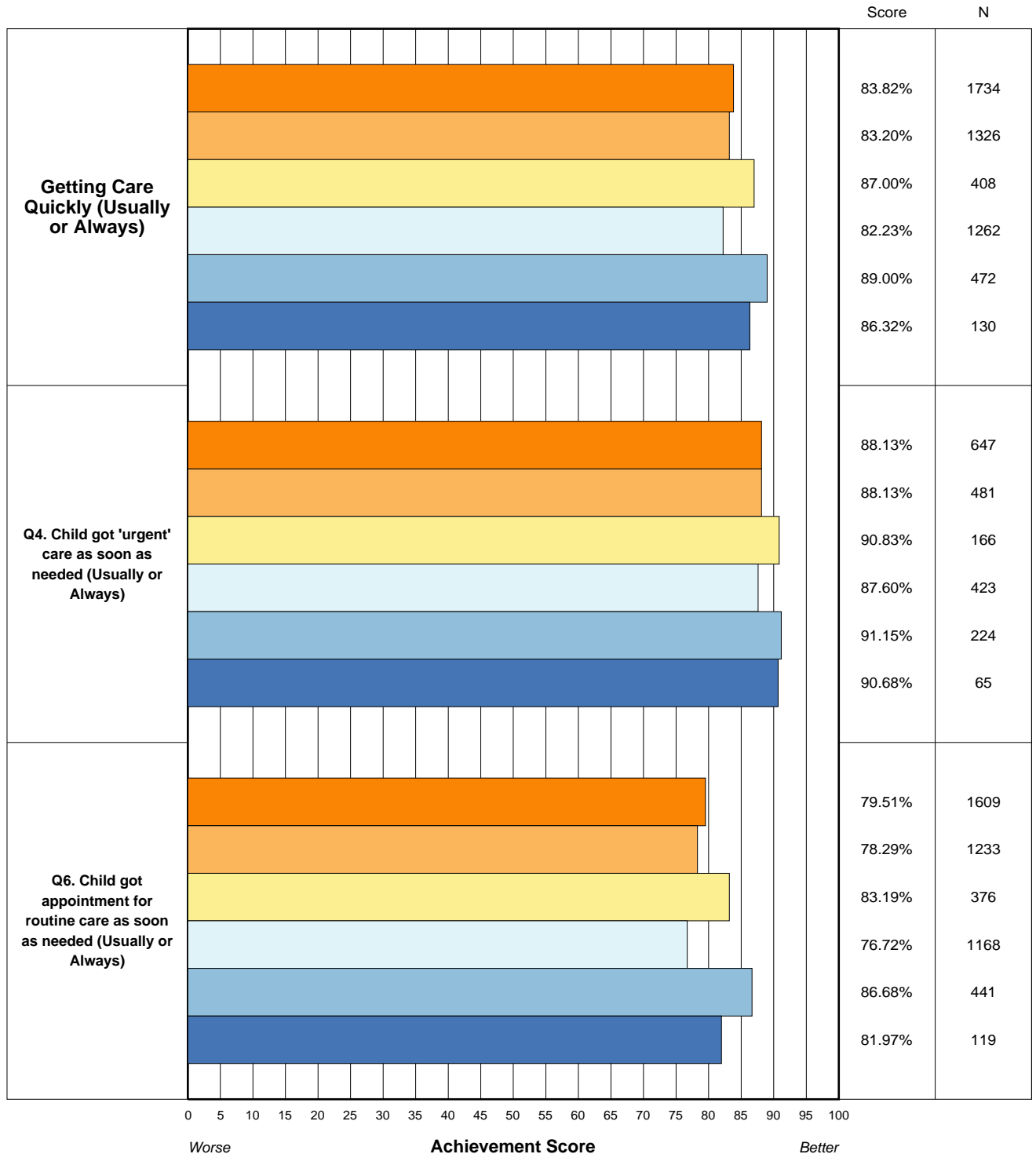
Getting Needed Care



Statistically significantly better/worse than Statewide.

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

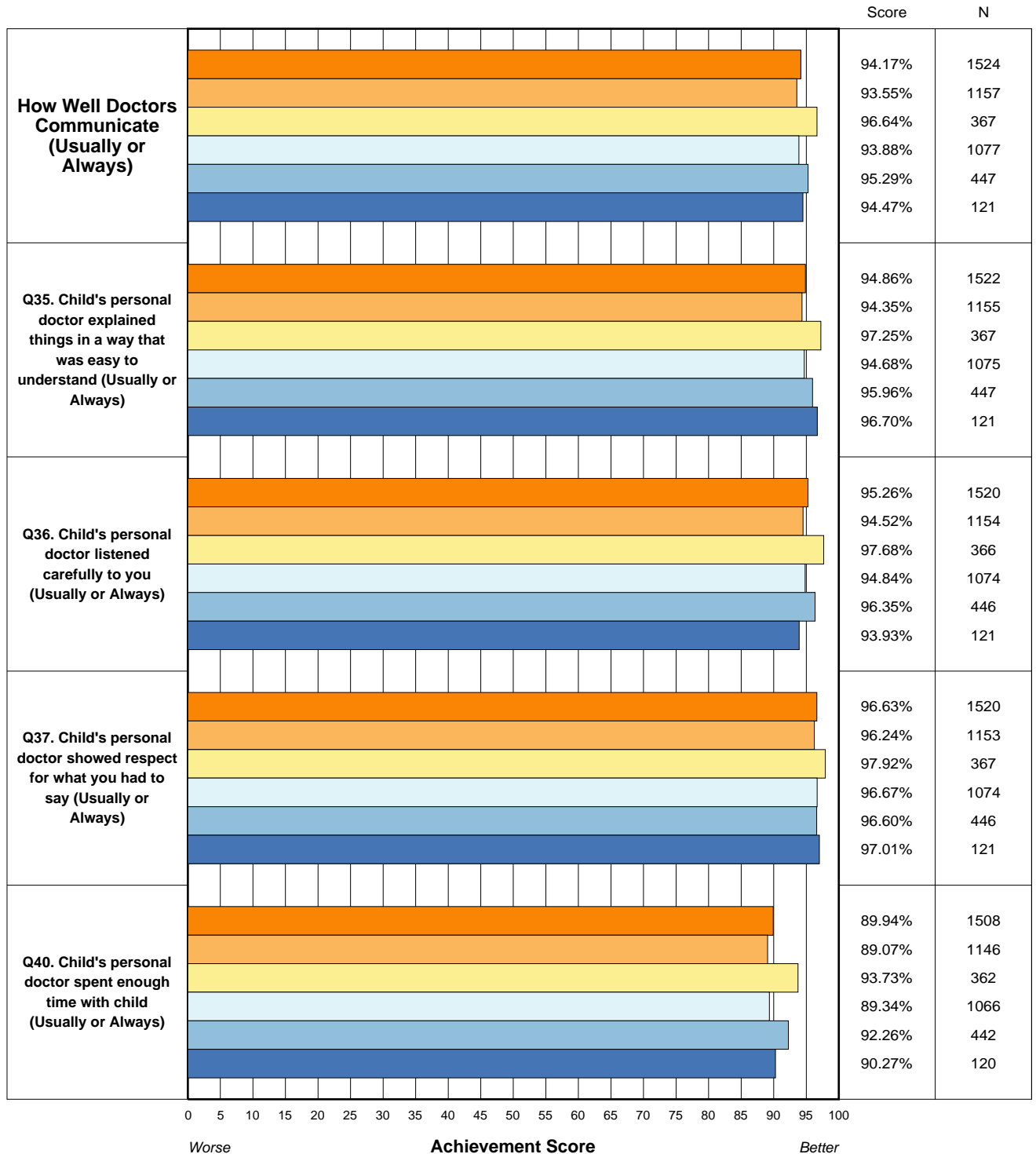
Getting Care Quickly



Statistically significantly better/worse than Statewide.

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

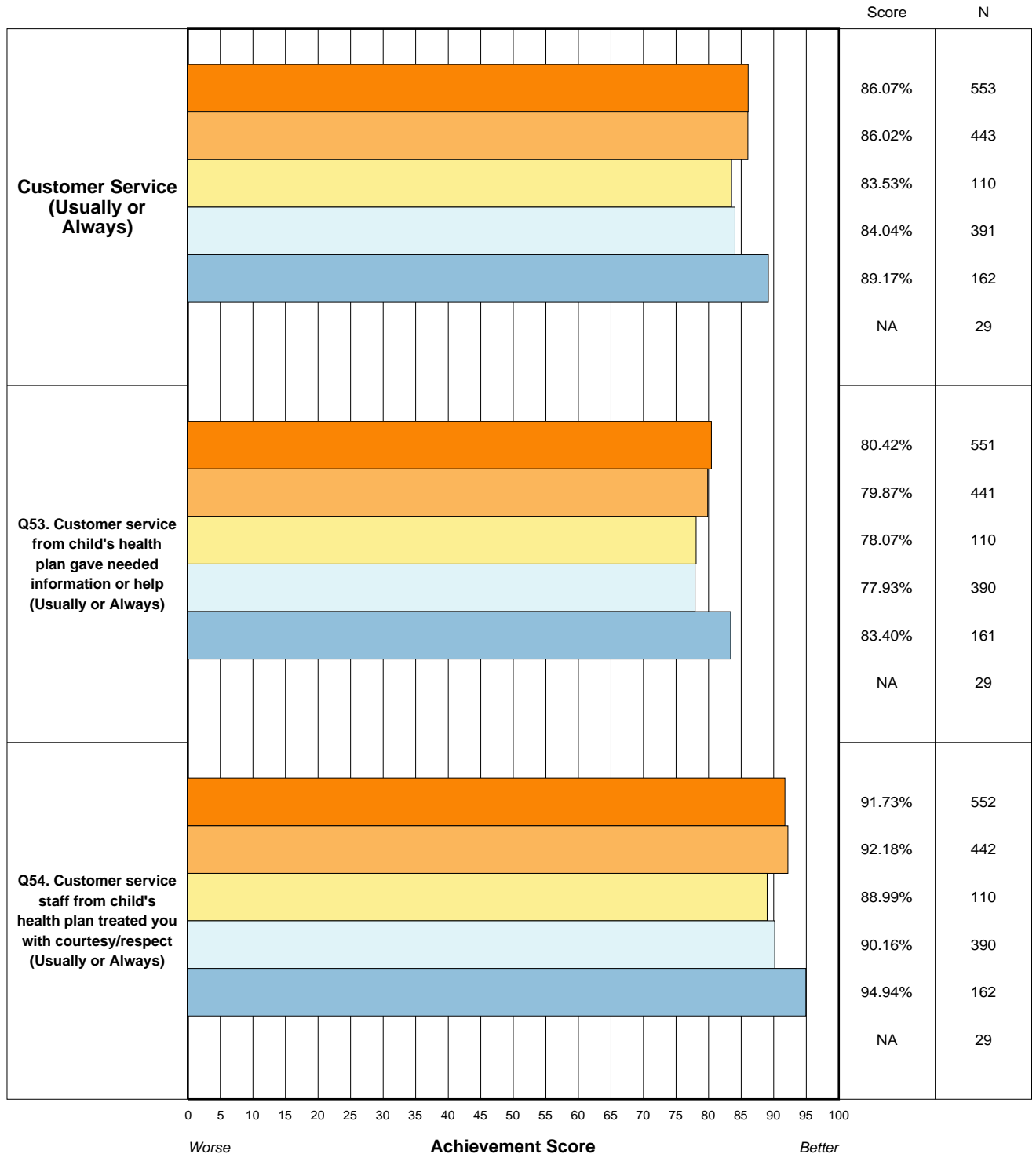
How Well Doctors Communicate



Statistically significantly better/worse than Statewide.

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

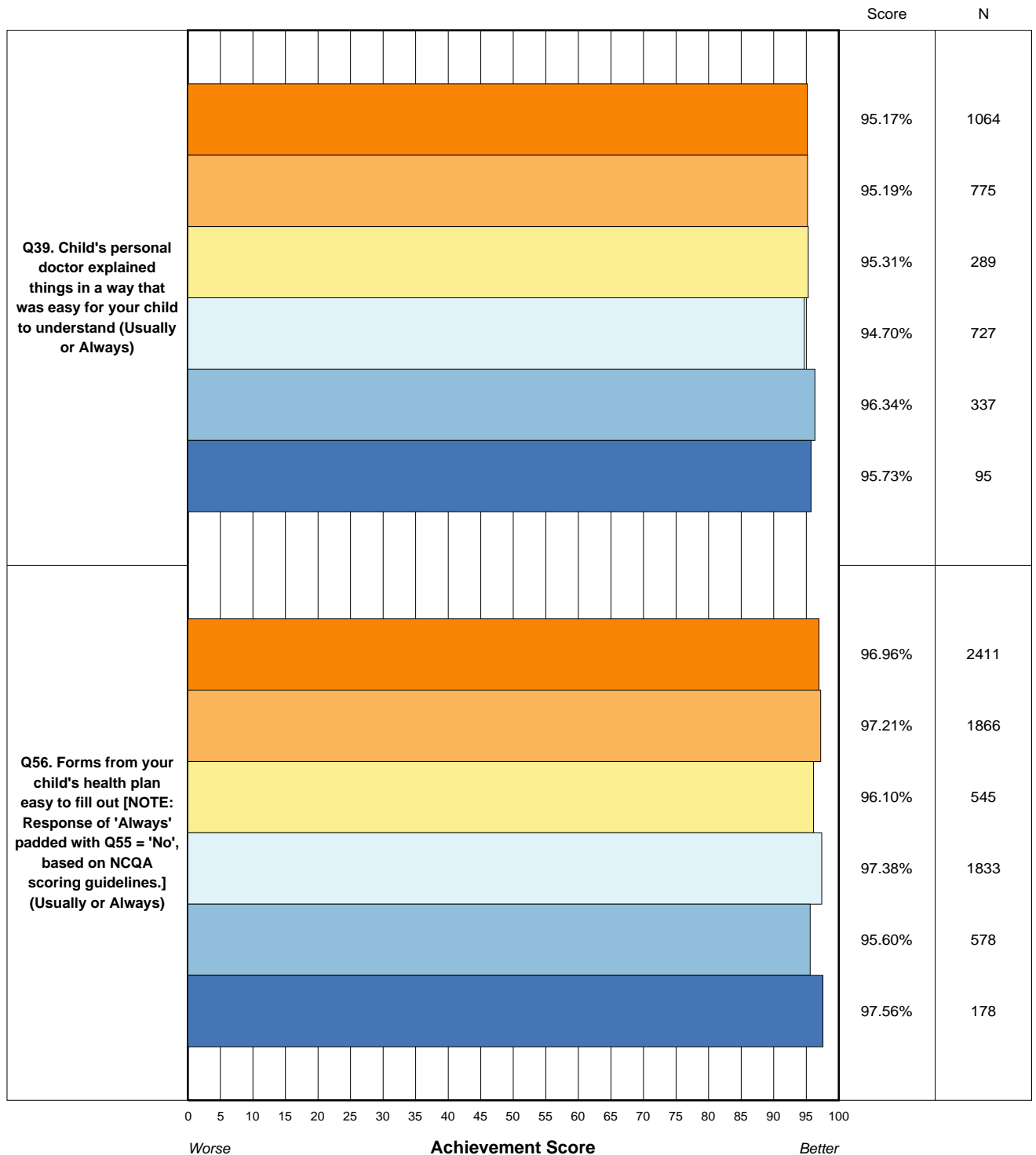
Customer Service



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

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

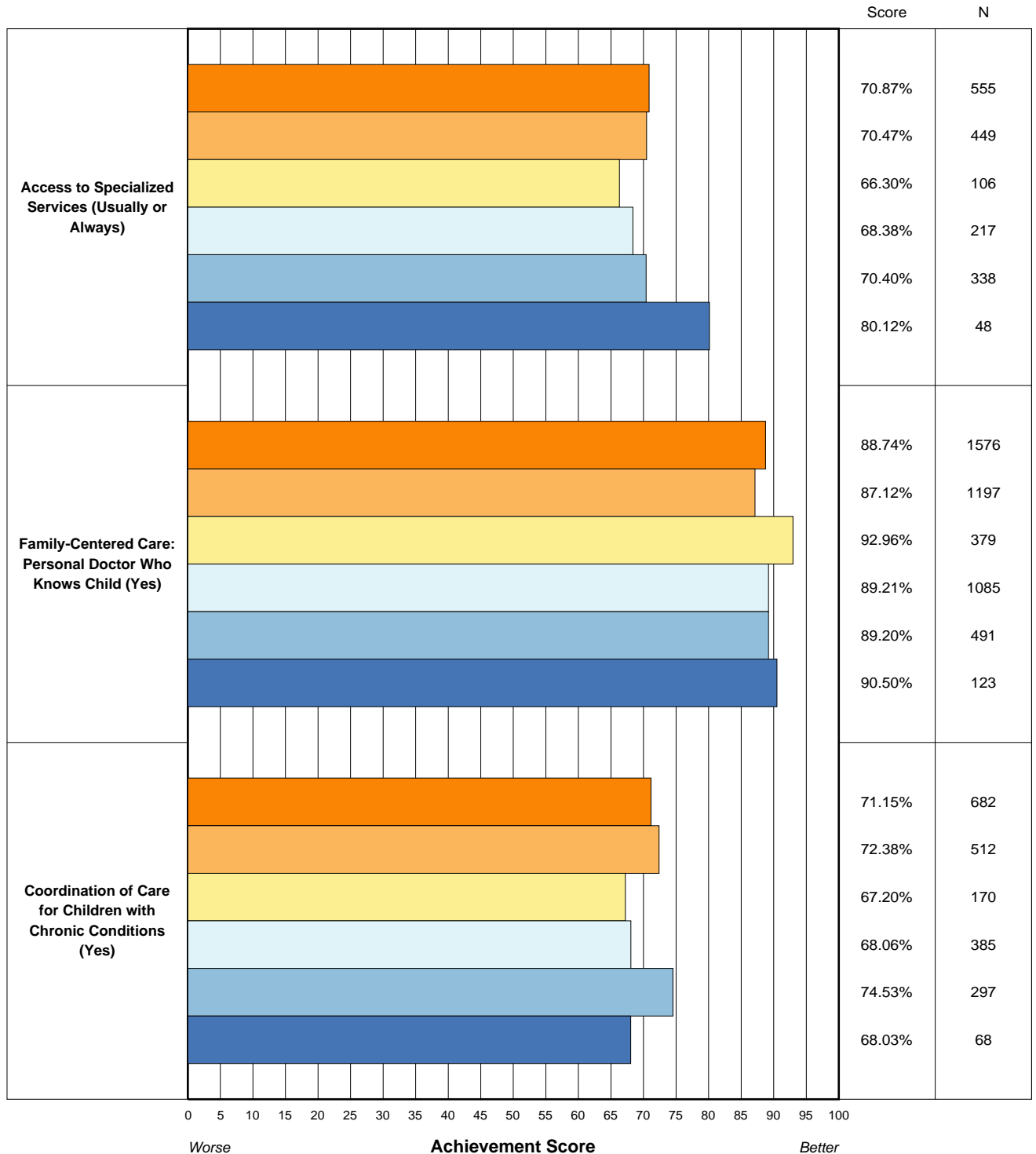
Single Items



Statistically significantly better/worse than Statewide.

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

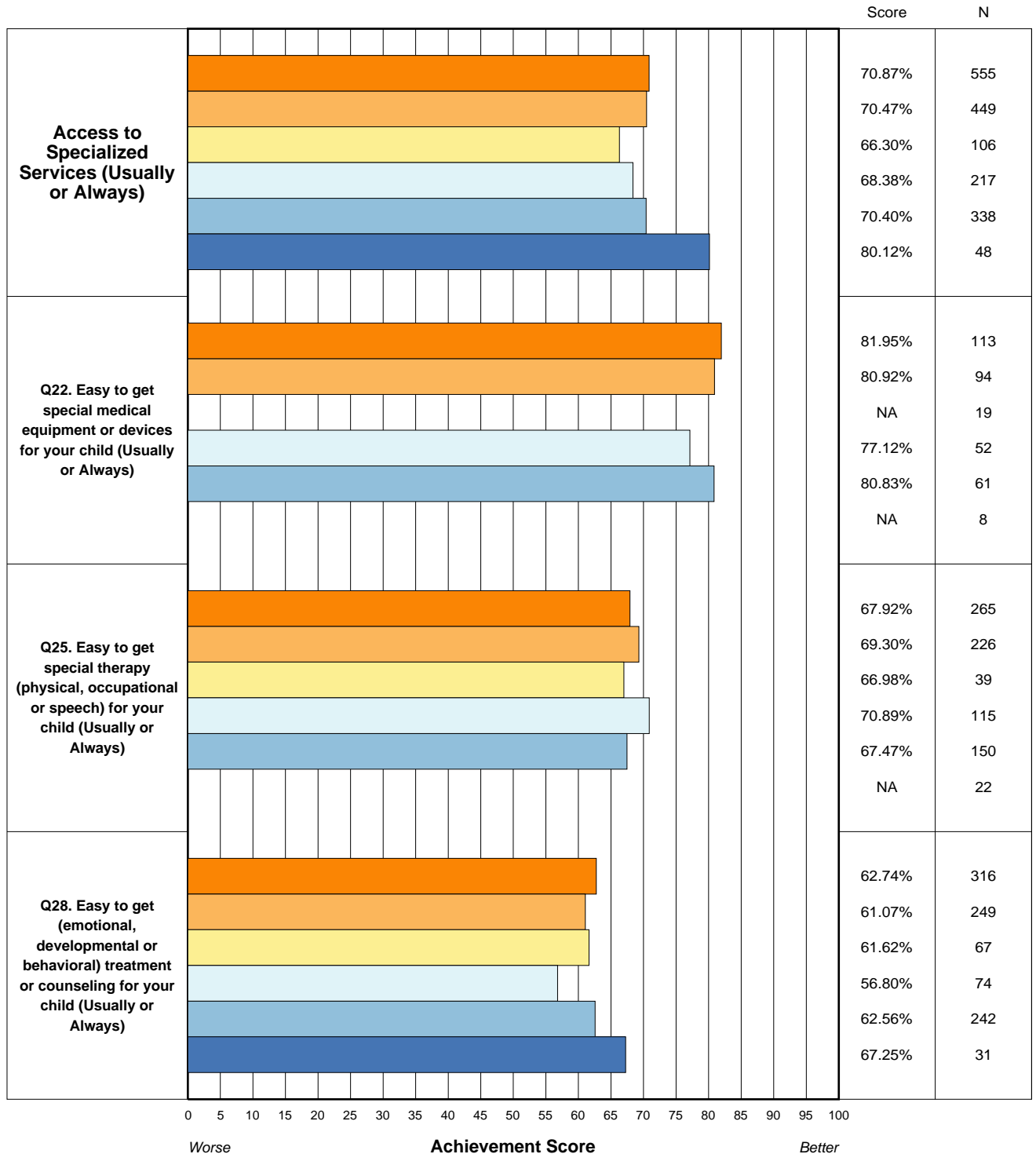
CCC Composites



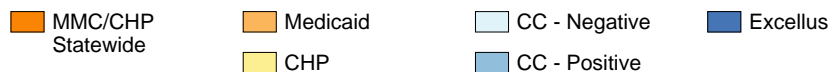
Statistically significantly better/worse than Statewide.

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

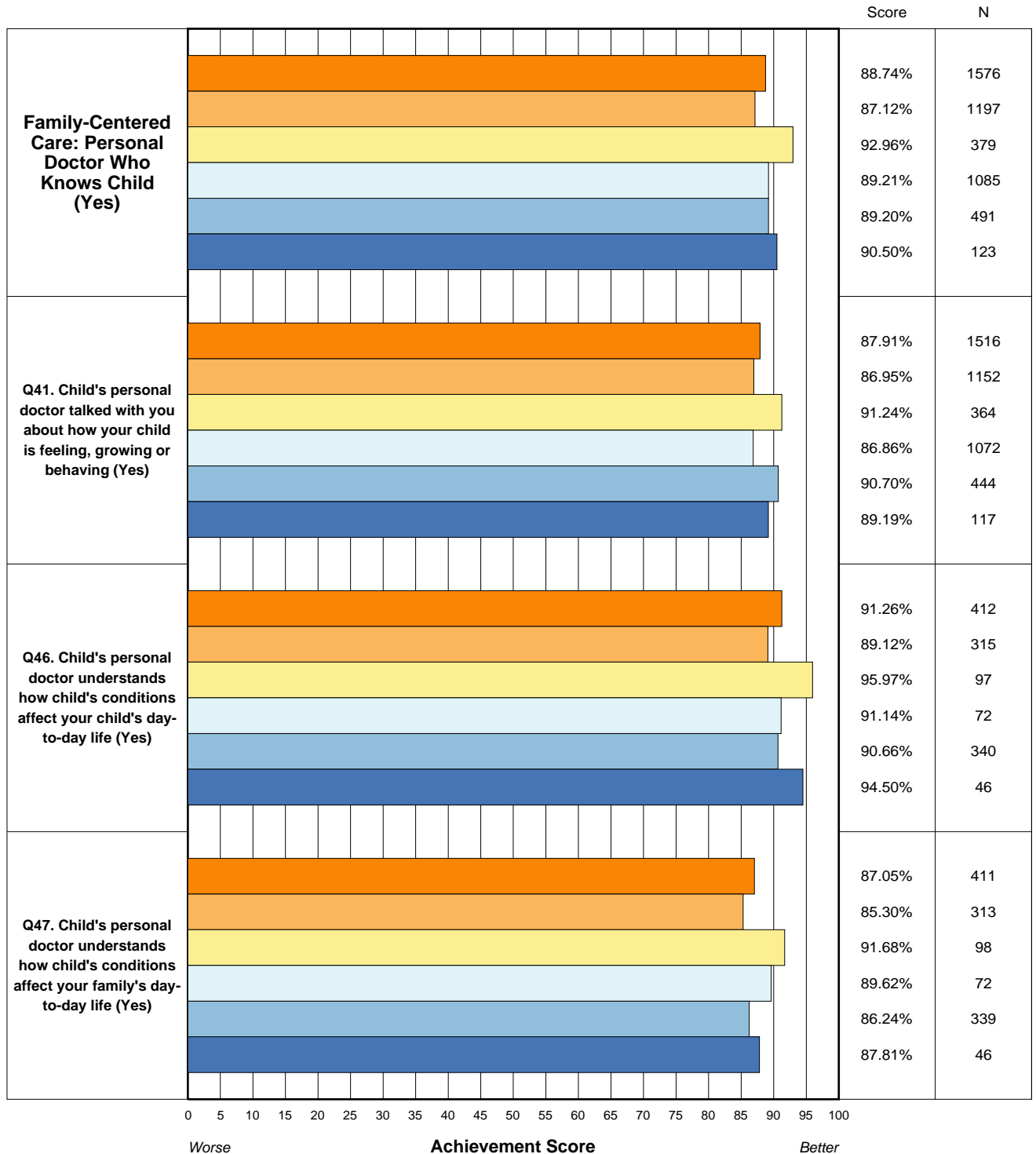
Access to Specialized Services



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



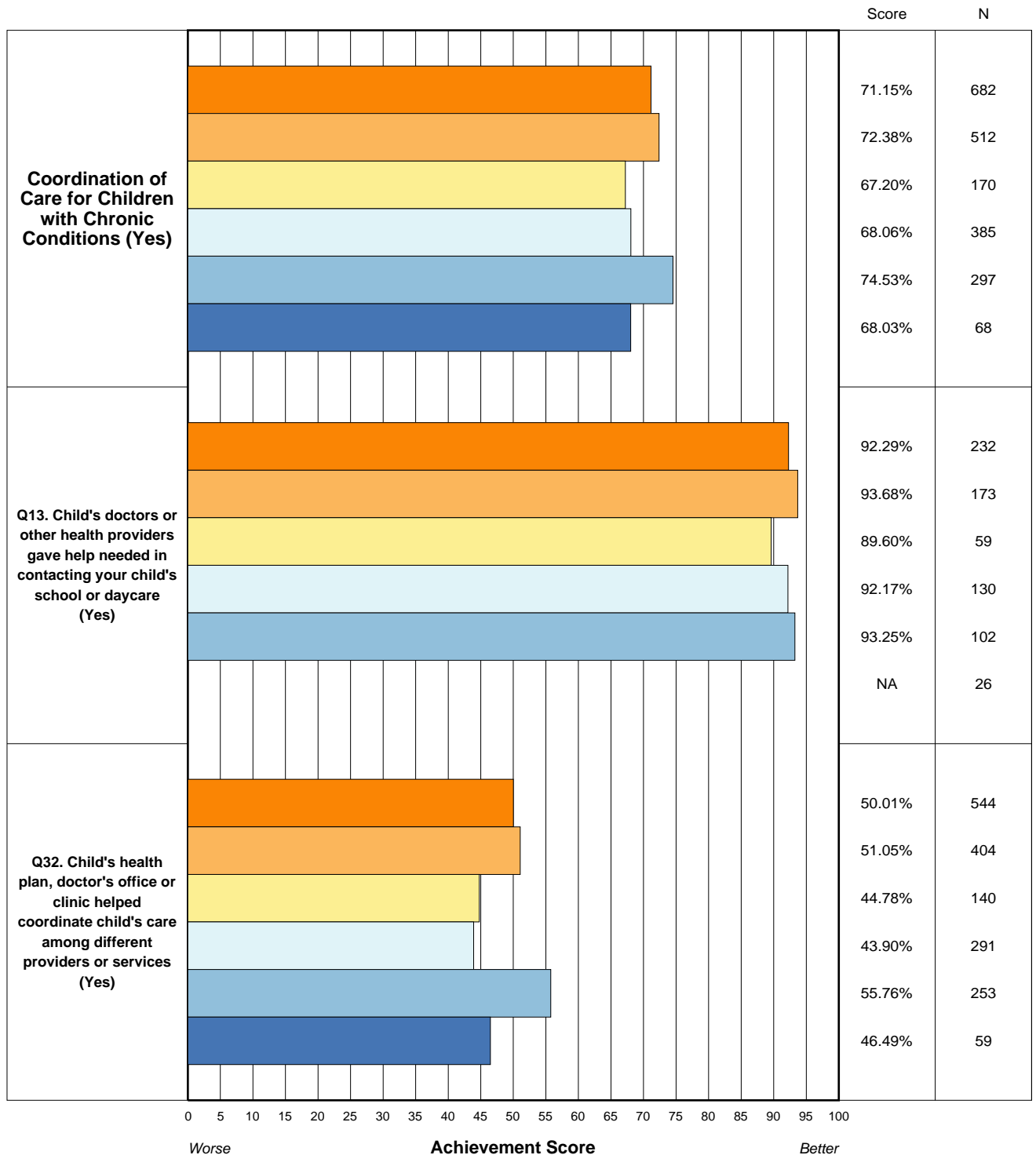
Family-Centered Care: Personal Doctor Who Knows Child



Statistically significantly better/worse than Statewide.

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

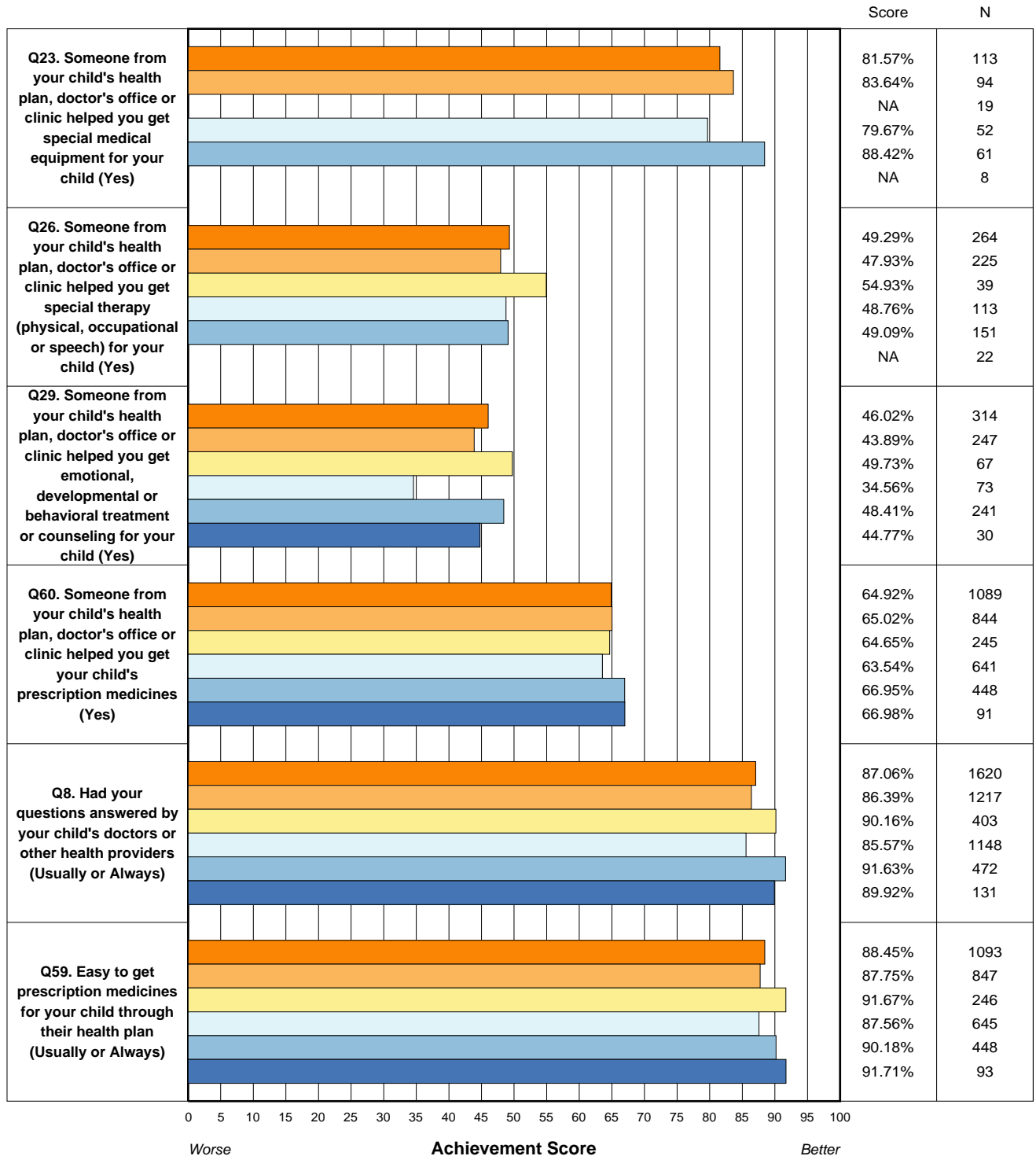
Coordination of Care for Children with Chronic Conditions



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

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

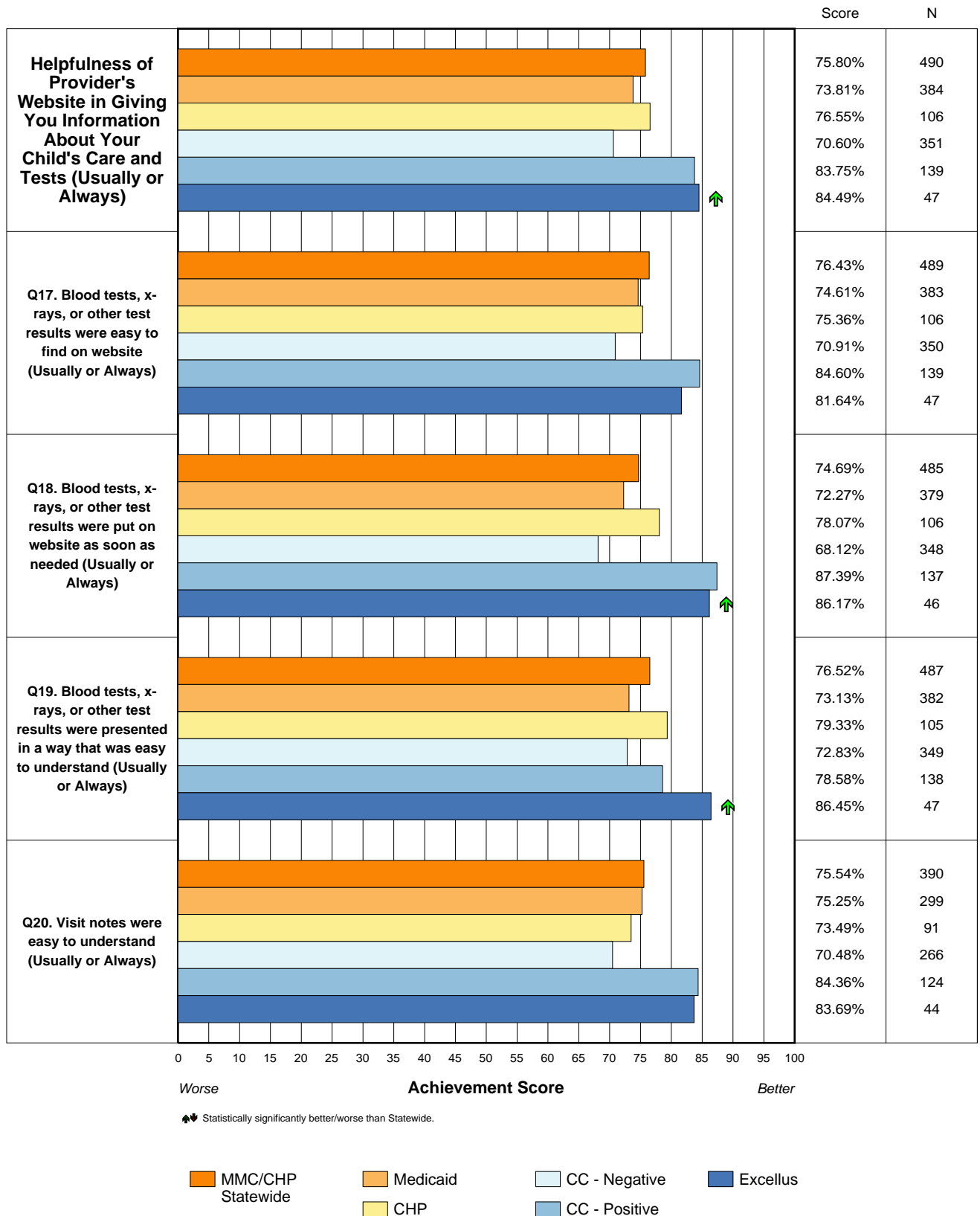
CCC Single Items



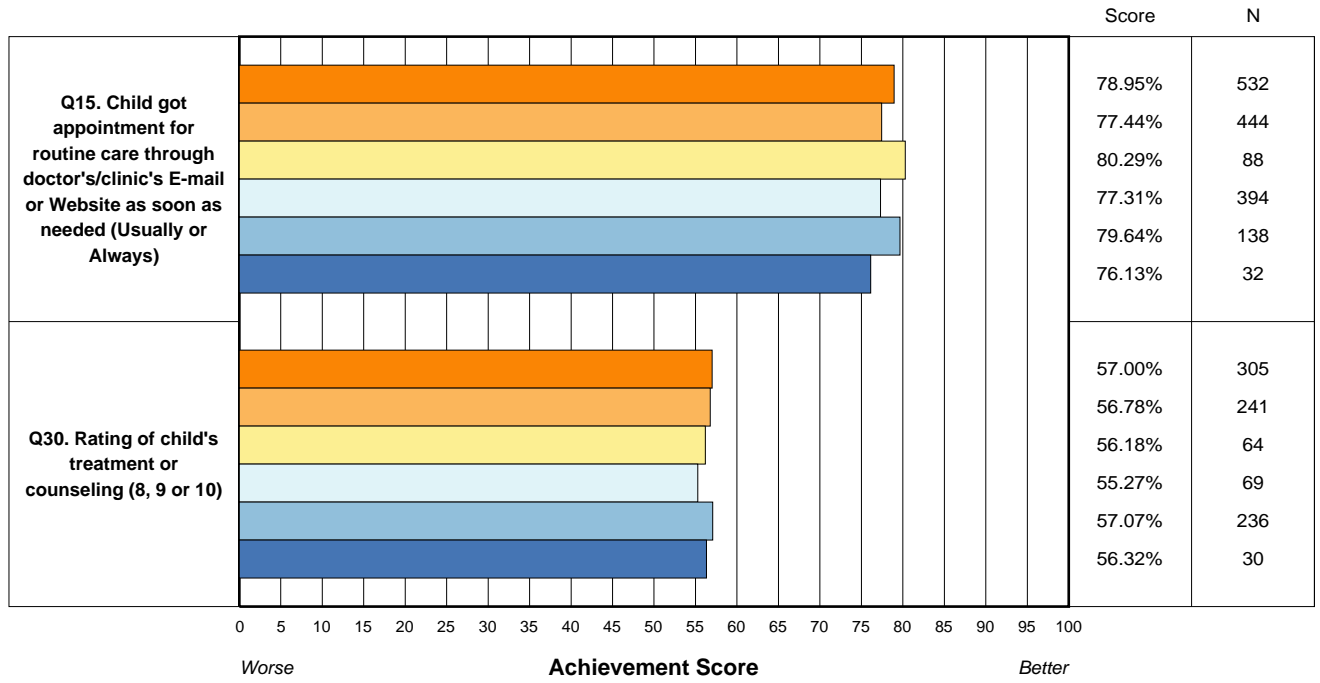
NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.



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



Supplemental Single Items



Statistically significantly better/worse than Statewide.



Excellus BlueCross Blue Shield

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	Q54 Customer Service	82%	0.53	Q15 Getting Needed Care	89%	0.52	Q19 Helpfulness of Provider's Website	86% ▲	0.62	Q4 Getting Care Quickly	91%	0.40
2	Q19 Helpfulness of Provider's Website	86% ▲	0.51	Q49 Getting Needed Care	82%	0.50	Q17 Helpfulness of Provider's Website	82%	0.54	Q15 Getting Needed Care	89%	0.38
3	Q37 Communication	97%	0.50	Q18 Helpfulness of Provider's Website	86% ▲	0.46	Q40 Communication	90%	0.50	Q49 Getting Needed Care	82%	0.32
4	Q53 Customer Service	72%	0.50	Q19 Helpfulness of Provider's Website	86% ▲	0.42	Q18 Helpfulness of Provider's Website	86% ▲	0.47	Q19 Helpfulness of Provider's Website	86% ▲	0.28
5	Q36 Communication	94%	0.50	Q4 Getting Care Quickly	91%	0.38	Q15 Getting Needed Care	89%	0.43	Q54 Customer Service	82%	0.26
6	Q40 Communication	90%	0.49	Q17 Helpfulness of Provider's Website	82%	0.36	Q37 Communication	97%	0.43	Q18 Helpfulness of Provider's Website	86% ▲	0.25
7	Q35 Communication	97%	0.42	Q6 Getting Care Quickly	82%	0.34	Q36 Communication	94%	0.40	Q6 Getting Care Quickly	82%	0.24
8	Q17 Helpfulness of Provider's Website	82%	0.31	Q37 Communication	97%	0.26	Q35 Communication	97%	0.37	Q40 Communication	90%	0.18
9	Q15 Getting Needed Care	89%	0.30	Q36 Communication	94%	0.26	Q49 Getting Needed Care	82%	0.30	Q17 Helpfulness of Provider's Website	82%	0.18
10	Q18 Helpfulness of Provider's Website	86% ▲	0.17	Q54 Customer Service	82%	0.24	Q4 Getting Care Quickly	91%	0.30	Q35 Communication	97%	0.17

▲▼ 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	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.53	82%	72%	10%	17%	0%
2	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.51	86% ▲	55%	32%	9%	4%
3	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.50	97%	85%	12%	2%	0%
4	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.50	72%	62%	14%	17%	7%
5	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.50	94%	83%	12%	4%	1%
6	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.49	90%	78%	14%	7%	1%
7	Q35. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.42	97%	82%	16%	2%	1%
8	Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.31	82%	62%	21%	15%	2%
9	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	89%	64%	25%	8%	2%
10	Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.17	86% ▲	63%	26%	9%	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	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.52	89%	64%	25%	8%	2%
2	Q49. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.50	82%	34%	49%	15%	2%
3	Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.46	86% ▲	63%	26%	9%	2%
4	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.42	86% ▲	55%	32%	9%	4%
5	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.38	91%	78%	15%	3%	3%
6	Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.36	82%	62%	21%	15%	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?	0.34	82%	66%	18%	15%	2%
8	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.26	97%	85%	12%	2%	0%
9	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.26	94%	83%	12%	4%	1%
10	Q54. 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	82%	72%	10%	17%	0%

▲▼ 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	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.62	86% ▲	55%	32%	9%	4%
2	Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.54	82%	62%	21%	15%	2%
3	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.50	90%	78%	14%	7%	1%
4	Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.47	86% ▲	63%	26%	9%	2%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.43	89%	64%	25%	8%	2%
6	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.43	97%	85%	12%	2%	0%
7	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.40	94%	83%	12%	4%	1%
8	Q35. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	0.37	97%	82%	16%	2%	1%
9	Q49. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.30	82%	34%	49%	15%	2%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.30	91%	78%	15%	3%	3%

▲ ▼ 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	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as your child needed?	0.40	91%	78%	15%	3%	3%
2	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.38	89%	64%	25%	8%	2%
3	Q49. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as they needed?	0.32	82%	34%	49%	15%	2%
4	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.28	86% ▲	55%	32%	9%	4%
5	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.26	82%	72%	10%	17%	0%
6	Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.25	86% ▲	63%	26%	9%	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	82%	66%	18%	15%	2%
8	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.18	90%	78%	14%	7%	1%
9	Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.18	82%	62%	21%	15%	2%
10	Q35. 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%	82%	16%	2%	1%

▲▼ Statistically significantly better/worse than Statewide.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored rectangle indicating achievement (green rectangle) or room for improvement (red rectangle). The rectangles 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 2022 scores are compared to 2020 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,401	100.0%	1,857	100.0%	544	100.0%	1,814	100.0%	587	100.0%	176	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2,401	100.0%	1,857	100.0%	544	100.0%	1,814	100.0%	587	100.0%	176	100.0%
Not Answered	66		55		11		56		10		5	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	682	27.8%	507	26.7%	175	31.6%	441	23.7%	241	40.7%	69	38.5%
No	1,769	72.2%	1,390	73.3%	379	68.4%	1,418	76.3%	351	59.3%	110	61.5%
Total	2,451	100.0%	1,897	100.0%	554	100.0%	1,859	100.0%	592	100.0%	179	100.0%
Not Answered	16		15		1		11		5		2	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	4	0.6%	3	0.6%	1	0.6%	3	0.7%	1	0.4%	2	3.1%
■ Sometimes	68	10.5%	56	11.6%	12	7.2%	46	10.9%	22	9.8%	2	3.1%
■ Usually	102	15.8%	85	17.7%	17	10.2%	58	13.7%	44	19.6%	10	15.4%
■ Always	473	73.1%	337	70.1%	136	81.9%	316	74.7%	157	70.1%	51	78.5%
Total	647	100.0%	481	100.0%	166	100.0%	423	100.0%	224	100.0%	65	100.0%
Not Answered	35		26		9		18		17		4	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	88.13%		88.13%		90.83%		87.60%		91.15%		90.68%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-1.2		-2.2		+2.9		+1.9		-5.5▼		+7.2	
Correlation with rating of health plan	0.218		0.174		0.374		0.203		0.248		0.400	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,703	70.2%	1,303	69.4%	400	72.9%	1,235	67.0%	468	80.1%	129	72.5%
No	724	29.8%	575	30.6%	149	27.1%	608	33.0%	116	19.9%	49	27.5%
Total	2,427	100.0%	1,878	100.0%	549	100.0%	1,843	100.0%	584	100.0%	178	100.0%
Not Answered	40		34		6		27		13		3	

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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	22	1.4%	16	1.3%	6	1.6%	17	1.5%	5	1.1%	2	1.7%
■ Sometimes	308	19.1%	256	20.8%	52	13.8%	249	21.3%	59	13.4%	18	15.1%
■ Usually	376	23.4%	300	24.3%	76	20.2%	264	22.6%	112	25.4%	21	17.6%
■ Always	903	56.1%	661	53.6%	242	64.4%	638	54.6%	265	60.1%	78	65.5%
Total	1,609	100.0%	1,233	100.0%	376	100.0%	1,168	100.0%	441	100.0%	119	100.0%
Not Answered	94		70		24		67		27		10	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	79.51%		78.29%		83.19%		76.72%		86.68%		81.97%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-6.8▼		-7.7▼		-5.7▼		-8.4▼		-4.4▼		-7.4	
Correlation with rating of health plan	0.176		0.160		0.243		0.172		0.209		0.241	

■ 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	764	31.5%	631	33.6%	133	24.2%	659	35.8%	105	17.9%	41	23.2%
1 time	601	24.7%	453	24.1%	148	26.9%	482	26.2%	119	20.2%	32	18.1%
2 times	493	20.3%	358	19.1%	135	24.5%	356	19.3%	137	23.3%	51	28.8%
3 times	275	11.3%	204	10.9%	71	12.9%	182	9.9%	93	15.8%	24	13.6%
4 times	146	6.0%	115	6.1%	31	5.6%	99	5.4%	47	8.0%	12	6.8%
5 to 9 times	116	4.8%	90	4.8%	26	4.7%	54	2.9%	62	10.5%	12	6.8%
10 or more times	34	1.4%	28	1.5%	6	1.1%	9	0.5%	25	4.3%	5	2.8%
Total	2,429	100.0%	1,879	100.0%	550	100.0%	1,841	100.0%	588	100.0%	177	100.0%
Not Answered	38		33		5		29		9		4	

Q8. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	40	2.5%	32	2.6%	8	2.0%	32	2.8%	8	1.7%	5	3.8%
■ Sometimes	165	10.2%	135	11.1%	30	7.4%	128	11.1%	37	7.8%	7	5.3%
■ Usually	321	19.8%	251	20.6%	70	17.4%	224	19.5%	97	20.6%	26	19.8%
■ Always	1,094	67.5%	799	65.7%	295	73.2%	764	66.6%	330	69.9%	93	71.0%
Total	1,620	100.0%	1,217	100.0%	403	100.0%	1,148	100.0%	472	100.0%	131	100.0%
Not Answered	45		31		14		34		11		5	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	87.06%	86.39%	90.16%	85.57%	91.63%	89.92%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-0.5	-0.7	-0.4	-0.1	-2.5	-3.2						

■ Response scored as: ■ Achievement ■ Room for improvement

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

Q9. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst health care possible	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
■ 1	1	0.1%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%
■ 2	6	0.4%	5	0.4%	1	0.2%	4	0.3%	2	0.4%	0	0.0%
■ 3	5	0.3%	5	0.4%	0	0.0%	1	0.1%	4	0.8%	2	1.5%
■ 4	4	0.2%	4	0.3%	0	0.0%	2	0.2%	2	0.4%	0	0.0%
■ 5	38	2.3%	29	2.4%	9	2.2%	21	1.8%	17	3.6%	2	1.5%
■ 6	52	3.2%	42	3.4%	10	2.5%	36	3.1%	16	3.4%	3	2.3%
■ 7	118	7.3%	96	7.9%	22	5.4%	80	7.0%	38	8.0%	4	3.1%
■ 8	329	20.3%	242	19.8%	87	21.5%	226	19.6%	103	21.8%	27	20.6%
■ 9	344	21.2%	243	19.9%	101	25.0%	238	20.7%	106	22.4%	35	26.7%
■ Best health care possible	727	44.8%	553	45.3%	174	43.1%	543	47.2%	184	38.9%	58	44.3%
Total	1,624	100.0%	1,220	100.0%	404	100.0%	1,151	100.0%	473	100.0%	131	100.0%
Not Answered	41		28		13		31		10		5	

Reporting Category	Ratings					
Achievement Score (Case mix adjusted)	86.07%	85.20%	89.36%	86.14%	86.46%	91.05%
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-3.7▼	-4.5▼	-1.0	-3.8▼	-3.3	+1.9
Correlation with rating of health plan	0.509	0.508	0.515	0.461	0.592	0.435

Q10. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	25	1.5%	22	1.8%	3	0.7%	19	1.7%	6	1.3%	3	2.3%
■ Sometimes	147	9.1%	124	10.2%	23	5.7%	93	8.1%	54	11.4%	11	8.4%
■ Usually	485	29.9%	369	30.3%	116	28.9%	328	28.6%	157	33.2%	33	25.2%
■ Always	963	59.4%	703	57.7%	260	64.7%	707	61.6%	256	54.1%	84	64.1%
Total	1,620	100.0%	1,218	100.0%	402	100.0%	1,147	100.0%	473	100.0%	131	100.0%
Not Answered	45		30		15		35		10		5	

Reporting Category	Getting Needed Care					
Achievement Score (Case mix adjusted)	89.11%	87.92%	93.48%	89.01%	90.02%	88.68%
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+1.2	-0.1	+4.4▲	+2.2	-2.3	-3.3
Correlation with rating of health plan	0.357	0.345	0.407	0.318	0.432	0.380

■ Response scored as: ■ Achievement ■ Room for improvement

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

Q11. Is your child now enrolled in any kind of school or daycare?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,909	78.3%	1,445	76.5%	464	84.4%	1,384	74.9%	525	89.0%	135	75.8%
No	529	21.7%	443	23.5%	86	15.6%	464	25.1%	65	11.0%	43	24.2%
Total	2,438	100.0%	1,888	100.0%	550	100.0%	1,848	100.0%	590	100.0%	178	100.0%
Not Answered	29		24		5		22		7		3	

Q12. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	234	13.2%	175	13.0%	59	13.7%	132	10.2%	102	21.2%	26	20.8%
No	1,542	86.8%	1,171	87.0%	371	86.3%	1,163	89.8%	379	78.8%	99	79.2%
Total	1,776	100.0%	1,346	100.0%	430	100.0%	1,295	100.0%	481	100.0%	125	100.0%
Not Answered	133		99		34		89		44		10	

Q13. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	215	92.7%	162	93.6%	53	89.8%	120	92.3%	95	93.1%	24	92.3%
■ No	17	7.3%	11	6.4%	6	10.2%	10	7.7%	7	6.9%	2	7.7%
Total	232	100.0%	173	100.0%	59	100.0%	130	100.0%	102	100.0%	26	100.0%
Not Answered	2		2		0		2		0		0	
Reporting Category	Coordination of Care for Children with Chronic Conditions											
Achievement Score (Case mix adjusted)	92.29%	93.68%	89.60%	92.17%	93.25%	NA						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+3.3	+2.8	+1.6	+4.8	-1.3	NA						

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Doctor or Clinic Email and Website in the Last 6 Months

Q14. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	572	23.4%	477	25.2%	95	17.2%	422	22.8%	150	25.3%	36	20.1%
No	1,872	76.6%	1,416	74.8%	456	82.8%	1,430	77.2%	442	74.7%	143	79.9%
Total	2,444	100.0%	1,893	100.0%	551	100.0%	1,852	100.0%	592	100.0%	179	100.0%
Not Answered	23		19		4		18		5		2	

Q15. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	18	3.4%	14	3.2%	4	4.5%	11	2.8%	7	5.1%	2	6.3%
■ Sometimes	99	18.6%	86	19.4%	13	14.8%	76	19.3%	23	16.7%	5	15.6%
■ Usually	156	29.3%	130	29.3%	26	29.5%	115	29.2%	41	29.7%	10	31.3%
■ Always	259	48.7%	214	48.2%	45	51.1%	192	48.7%	67	48.6%	15	46.9%
Total	532	100.0%	444	100.0%	88	100.0%	394	100.0%	138	100.0%	32	100.0%
Not Answered	40		33		7		28		12		4	
Reporting Category	Supplemental Single Items											
Achievement Score (Case mix adjusted)	78.95%		77.44%		80.29%		77.31%		79.64%		76.13%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-4.1		-5.2▼		-1.8		-3.2		-8.4▼		-10.3	

Q16. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	510	20.8%	402	21.2%	108	19.6%	366	19.7%	144	24.4%	50	27.6%
No	1,938	79.2%	1,494	78.8%	444	80.4%	1,492	80.3%	446	75.6%	131	72.4%
Total	2,448	100.0%	1,896	100.0%	552	100.0%	1,858	100.0%	590	100.0%	181	100.0%
Not Answered	19		16		3		12		7		0	

■ Response scored as: ■ Achievement ■ Room for improvement

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

Q17. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	43	8.8%	37	9.7%	6	5.7%	35	10.0%	8	5.8%	1	2.1%
■ Sometimes	80	16.4%	61	15.9%	19	17.9%	65	18.6%	15	10.8%	7	14.9%
■ Usually	125	25.6%	97	25.3%	28	26.4%	83	23.7%	42	30.2%	10	21.3%
■ Always	241	49.3%	188	49.1%	53	50.0%	167	47.7%	74	53.2%	29	61.7%
Total	489	100.0%	383	100.0%	106	100.0%	350	100.0%	139	100.0%	47	100.0%
Not Answered	21		19		2		16		5		3	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	76.43%		74.61%		75.36%		70.91%		84.60%		81.64%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+2.3		+1.7		-2.4		-0.2		+2.9		+6.2	

Q18. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	61	12.6%	53	14.0%	8	7.5%	54	15.5%	7	5.1%	1	2.2%
■ Sometimes	67	13.8%	52	13.7%	15	14.2%	54	15.5%	13	9.5%	4	8.7%
■ Usually	149	30.7%	116	30.6%	33	31.1%	103	29.6%	46	33.6%	12	26.1%
■ Always	208	42.9%	158	41.7%	50	47.2%	137	39.4%	71	51.8%	29	63.0%
Total	485	100.0%	379	100.0%	106	100.0%	348	100.0%	137	100.0%	46	100.0%
Not Answered	25		23		2		18		7		4	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	74.69%		72.27%		78.07%		68.12%		87.39%		86.17%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+1.5		+0.8		+0.7		-1.7		+6.6		+11.2	

■ Response scored as: ■ Achievement ■ Room for improvement

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

Q19. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	59	12.1%	49	12.8%	10	9.5%	49	14.0%	10	7.2%	2	4.3%
Sometimes	65	13.3%	51	13.4%	14	13.3%	45	12.9%	20	14.5%	4	8.5%
Usually	151	31.0%	113	29.6%	38	36.2%	106	30.4%	45	32.6%	15	31.9%
Always	212	43.5%	169	44.2%	43	41.0%	149	42.7%	63	45.7%	26	55.3%
Total	487	100.0%	382	100.0%	105	100.0%	349	100.0%	138	100.0%	47	100.0%
Not Answered	23		20		3		17		6		3	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	76.52%	73.13%	79.33%	72.83%	78.58%	86.45%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+2.5	+2.8	-3.8	+2.5	-1.5	+5.5						

Q20. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	30	7.7%	23	7.7%	7	7.7%	28	10.5%	2	1.6%	2	4.5%
Sometimes	68	17.4%	52	17.4%	16	17.6%	49	18.4%	19	15.3%	5	11.4%
Usually	105	26.9%	79	26.4%	26	28.6%	63	23.7%	42	33.9%	12	27.3%
Always	187	47.9%	145	48.5%	42	46.2%	126	47.4%	61	49.2%	25	56.8%
No notes available	95		82		13		82		13		3	
Total	390	100.0%	299	100.0%	91	100.0%	266	100.0%	124	100.0%	44	100.0%
Not Answered	25		21		4		18		7		3	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	75.54%	75.25%	73.49%	70.48%	84.36%	83.69%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-2.7	+0.8	-7.7	-3.0	+1.7	-3.5						

Specialized Services

Q21. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	117	4.8%	97	5.1%	20	3.6%	56	3.0%	61	10.4%	9	5.1%
No	2,319	95.2%	1,789	94.9%	530	96.4%	1,791	97.0%	528	89.6%	169	94.9%
Total	2,436	100.0%	1,886	100.0%	550	100.0%	1,847	100.0%	589	100.0%	178	100.0%
Not Answered	31		26		5		23		8		3	

■ Response scored as: ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q22. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	9	8.0%	5	5.3%	4	21.1%	3	5.8%	6	9.8%	1	12.5%
■ Sometimes	15	13.3%	14	14.9%	1	5.3%	9	17.3%	6	9.8%	0	0.0%
■ Usually	26	23.0%	25	26.6%	1	5.3%	11	21.2%	15	24.6%	1	12.5%
■ Always	63	55.8%	50	53.2%	13	68.4%	29	55.8%	34	55.7%	6	75.0%
Total	113	100.0%	94	100.0%	19	100.0%	52	100.0%	61	100.0%	8	100.0%
Not Answered	4		3		1		4		0		1	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	81.95%		80.92%		NA		77.12%		80.83%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+14.3▲		+15.2▲		NA		+19.6▲		+4.1		NA	

Q23. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	95	84.1%	78	83.0%	17	89.5%	42	80.8%	53	86.9%	8	100.0%
■ No	18	15.9%	16	17.0%	2	10.5%	10	19.2%	8	13.1%	0	0.0%
Total	113	100.0%	94	100.0%	19	100.0%	52	100.0%	61	100.0%	8	100.0%
Not Answered	4		3		1		4		0		1	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	81.57%		83.64%		NA		79.67%		88.42%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+9.1		+13.9▲		NA		+15.7		+10.6		NA	

Q24. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	273	11.2%	234	12.4%	39	7.1%	118	6.4%	155	26.3%	23	12.8%
No	2,170	88.8%	1,658	87.6%	512	92.9%	1,735	93.6%	435	73.7%	156	87.2%
Total	2,443	100.0%	1,892	100.0%	551	100.0%	1,853	100.0%	590	100.0%	179	100.0%
Not Answered	24		20		4		17		7		2	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q25. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	36	13.6%	29	12.8%	7	17.9%	16	13.9%	20	13.3%	1	4.5%
Sometimes	45	17.0%	39	17.3%	6	15.4%	17	14.8%	28	18.7%	5	22.7%
Usually	63	23.8%	53	23.5%	10	25.6%	27	23.5%	36	24.0%	3	13.6%
Always	121	45.7%	105	46.5%	16	41.0%	55	47.8%	66	44.0%	13	59.1%
Total	265	100.0%	226	100.0%	39	100.0%	115	100.0%	150	100.0%	22	100.0%
Not Answered	8		8		0		3		5		1	
Reporting Category Access to Specialized Services												
Achievement Score (Case mix adjusted)	67.92%		69.30%		66.98%		70.89%		67.47%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-9.5▼		-7.1		-14.0		-3.8		-12.0▼		NA	

Q26. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	128	48.5%	108	48.0%	20	51.3%	55	48.7%	73	48.3%	14	63.6%
No	136	51.5%	117	52.0%	19	48.7%	58	51.3%	78	51.7%	8	36.4%
Total	264	100.0%	225	100.0%	39	100.0%	113	100.0%	151	100.0%	22	100.0%
Not Answered	9		9		0		5		4		1	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	49.29%		47.93%		54.93%		48.76%		49.09%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-7.3		-8.1		-4.5		-1.6		-13.4▼		NA	

Q27. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	322	13.2%	254	13.4%	68	12.3%	77	4.2%	245	41.5%	32	17.9%
No	2,120	86.8%	1,635	86.6%	485	87.7%	1,774	95.8%	346	58.5%	147	82.1%
Total	2,442	100.0%	1,889	100.0%	553	100.0%	1,851	100.0%	591	100.0%	179	100.0%
Not Answered	25		23		2		19		6		2	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q28. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	65	20.6%	48	19.3%	17	25.4%	17	23.0%	48	19.8%	6	19.4%
■ Sometimes	58	18.4%	48	19.3%	10	14.9%	14	18.9%	44	18.2%	5	16.1%
■ Usually	68	21.5%	53	21.3%	15	22.4%	17	23.0%	51	21.1%	5	16.1%
■ Always	125	39.6%	100	40.2%	25	37.3%	26	35.1%	99	40.9%	15	48.4%
Total	316	100.0%	249	100.0%	67	100.0%	74	100.0%	242	100.0%	31	100.0%
Not Answered	6		5		1		3		3		1	
Reporting Category												
Access to Specialized Services												
Achievement Score (Case mix adjusted)	62.74%		61.07%		61.62%		56.80%		62.56%		67.25%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-8.9▼		-12.2▼		-5.4		-12.0		-10.7▼		+4.1	

Q29. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	141	44.9%	110	44.5%	31	46.3%	26	35.6%	115	47.7%	13	43.3%
■ No	173	55.1%	137	55.5%	36	53.7%	47	64.4%	126	52.3%	17	56.7%
Total	314	100.0%	247	100.0%	67	100.0%	73	100.0%	241	100.0%	30	100.0%
Not Answered	8		7		1		4		4		2	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	46.02%		43.89%		49.73%		34.56%		48.41%		44.77%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-8.5▼		-10.6▼		+1.4		-17.9▼		-5.1		-11.1	

■ Response scored as: ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q30. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst treatment possible	28	9.2%	22	9.1%	6	9.4%	4	5.8%	24	10.2%	3	10.0%
■ 1	5	1.6%	5	2.1%	0	0.0%	0	0.0%	5	2.1%	1	3.3%
■ 2	9	3.0%	6	2.5%	3	4.7%	2	2.9%	7	3.0%	1	3.3%
■ 3	11	3.6%	10	4.1%	1	1.6%	3	4.3%	8	3.4%	1	3.3%
■ 4	7	2.3%	7	2.9%	0	0.0%	2	2.9%	5	2.1%	2	6.7%
■ 5	29	9.5%	22	9.1%	7	10.9%	5	7.2%	24	10.2%	3	10.0%
■ 6	19	6.2%	13	5.4%	6	9.4%	4	5.8%	15	6.4%	3	10.0%
■ 7	25	8.2%	19	7.9%	6	9.4%	9	13.0%	16	6.8%	0	0.0%
■ 8	51	16.7%	42	17.4%	9	14.1%	15	21.7%	36	15.3%	4	13.3%
■ 9	31	10.2%	25	10.4%	6	9.4%	8	11.6%	23	9.7%	3	10.0%
■ Best treatment possible	90	29.5%	70	29.0%	20	31.3%	17	24.6%	73	30.9%	9	30.0%
Total	305	100.0%	241	100.0%	64	100.0%	69	100.0%	236	100.0%	30	100.0%
Not Answered	17		13		4		8		9		2	
Reporting Category	Supplemental Single Items											
Achievement Score (Case mix adjusted)	57.00%		56.78%		56.18%		55.27%		57.07%		56.32%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-8.9▼		-8.1▼		-13.1		-10.7		-8.7▼		-3.5	

Q31. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	565	23.1%	421	22.3%	144	26.0%	303	16.3%	262	44.6%	62	34.8%
No	1,880	76.9%	1,471	77.7%	409	74.0%	1,554	83.7%	326	55.4%	116	65.2%
Total	2,445	100.0%	1,892	100.0%	553	100.0%	1,857	100.0%	588	100.0%	178	100.0%
Not Answered	22		20		2		13		9		3	

■ Response scored as: ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q32. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	268	49.3%	207	51.2%	61	43.6%	131	45.0%	137	54.2%	27	45.8%
No	276	50.7%	197	48.8%	79	56.4%	160	55.0%	116	45.8%	32	54.2%
Total	544	100.0%	404	100.0%	140	100.0%	291	100.0%	253	100.0%	59	100.0%
Not Answered	21		17		4		12		9		3	
Reporting Category												
Coordination of Care for Children with Chronic Conditions												
Achievement Score (Case mix adjusted)	50.01%		51.05%		44.78%		43.90%		55.76%		46.49%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-5.3		-6.8▼		-1.1		-7.0		-3.2		-12.2	

Your Child's Personal Doctor

Q33. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,982	81.3%	1,511	80.1%	471	85.3%	1,445	78.1%	537	91.2%	158	87.8%
No	457	18.7%	376	19.9%	81	14.7%	405	21.9%	52	8.8%	22	12.2%
Total	2,439	100.0%	1,887	100.0%	552	100.0%	1,850	100.0%	589	100.0%	180	100.0%
Not Answered	28		25		3		20		8		1	

Q34. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	395	20.5%	307	20.9%	88	19.3%	315	22.5%	80	15.2%	31	20.3%
1 time	734	38.1%	557	38.0%	177	38.7%	546	39.1%	188	35.7%	55	35.9%
2 times	426	22.1%	313	21.3%	113	24.7%	292	20.9%	134	25.4%	35	22.9%
3 times	196	10.2%	149	10.2%	47	10.3%	129	9.2%	67	12.7%	22	14.4%
4 times	89	4.6%	70	4.8%	19	4.2%	61	4.4%	28	5.3%	5	3.3%
5 to 9 times	72	3.7%	61	4.2%	11	2.4%	47	3.4%	25	4.7%	5	3.3%
10 or more times	12	0.6%	10	0.7%	2	0.4%	7	0.5%	5	0.9%	0	0.0%
Total	1,924	100.0%	1,467	100.0%	457	100.0%	1,397	100.0%	527	100.0%	153	100.0%
Not Answered	58		44		14		48		10		5	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q35. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	16	1.1%	11	1.0%	5	1.4%	10	0.9%	6	1.3%	1	0.8%
■ Sometimes	59	3.9%	55	4.8%	4	1.1%	40	3.7%	19	4.3%	2	1.7%
■ Usually	270	17.7%	211	18.3%	59	16.1%	191	17.8%	79	17.7%	19	15.7%
■ Always	1,177	77.3%	878	76.0%	299	81.5%	834	77.6%	343	76.7%	99	81.8%
Total	1,522	100.0%	1,155	100.0%	367	100.0%	1,075	100.0%	447	100.0%	121	100.0%
Not Answered	7		5		2		7		0		1	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	94.86%		94.35%		97.25%		94.68%		95.96%		96.70%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.8		+0.2		+2.0		+1.0		-0.4		+0.3	
Correlation with rating of health plan	0.247		0.243		0.266		0.251		0.237		0.169	

Q36. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	5	0.3%	5	0.4%	0	0.0%	3	0.3%	2	0.4%	1	0.8%
■ Sometimes	67	4.4%	59	5.1%	8	2.2%	45	4.2%	22	4.9%	5	4.1%
■ Usually	236	15.5%	179	15.5%	57	15.6%	165	15.4%	71	15.9%	14	11.6%
■ Always	1,212	79.7%	911	78.9%	301	82.2%	861	80.2%	351	78.7%	101	83.5%
Total	1,520	100.0%	1,154	100.0%	366	100.0%	1,074	100.0%	446	100.0%	121	100.0%
Not Answered	9		6		3		8		1		1	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	95.26%		94.52%		97.68%		94.84%		96.35%		93.93%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.4		-0.4		+2.3▲		-0.1		+1.1		-2.0	
Correlation with rating of health plan	0.286		0.286		0.292		0.286		0.287		0.163	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	6	0.4%	6	0.5%	0	0.0%	4	0.4%	2	0.4%	0	0.0%
Sometimes	45	3.0%	37	3.2%	8	2.2%	27	2.5%	18	4.0%	3	2.5%
Usually	188	12.4%	151	13.1%	37	10.1%	128	11.9%	60	13.5%	15	12.4%
Always	1,281	84.3%	959	83.2%	322	87.7%	915	85.2%	366	82.1%	103	85.1%
Total	1,520	100.0%	1,153	100.0%	367	100.0%	1,074	100.0%	446	100.0%	121	100.0%
Not Answered	9		7		2		8		1		1	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	96.63%		96.24%		97.92%		96.67%		96.60%		97.01%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.3		-0.3		+1.7		+0.1		+0.5		+0.8	
Correlation with rating of health plan	0.272		0.268		0.294		0.271		0.273		0.133	

Q38. Is your child able to talk with doctors about their health care?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,076	70.8%	781	67.8%	295	80.4%	735	68.5%	341	76.5%	95	78.5%
No	443	29.2%	371	32.2%	72	19.6%	338	31.5%	105	23.5%	26	21.5%
Total	1,519	100.0%	1,152	100.0%	367	100.0%	1,073	100.0%	446	100.0%	121	100.0%
Not Answered	10		8		2		9		1		1	

Q39. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	7	0.7%	5	0.6%	2	0.7%	5	0.7%	2	0.6%	0	0.0%
Sometimes	44	4.1%	34	4.4%	10	3.5%	31	4.3%	13	3.9%	3	3.2%
Usually	223	21.0%	167	21.5%	56	19.4%	145	19.9%	78	23.1%	24	25.3%
Always	790	74.2%	569	73.4%	221	76.5%	546	75.1%	244	72.4%	68	71.6%
Total	1,064	100.0%	775	100.0%	289	100.0%	727	100.0%	337	100.0%	95	100.0%
Not Answered	12		6		6		8		4		0	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	95.17%		95.19%		95.31%		94.70%		96.34%		95.73%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.7		+0.8		-0.2		0.0		+1.8		+0.1	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	18	1.2%	14	1.2%	4	1.1%	15	1.4%	3	0.7%	1	0.8%
Sometimes	129	8.6%	114	9.9%	15	4.1%	91	8.5%	38	8.6%	8	6.7%
Usually	371	24.6%	292	25.5%	79	21.8%	258	24.2%	113	25.6%	17	14.2%
Always	990	65.6%	726	63.4%	264	72.9%	702	65.9%	288	65.2%	94	78.3%
Total	1,508	100.0%	1,146	100.0%	362	100.0%	1,066	100.0%	442	100.0%	120	100.0%
Not Answered	21		14		7		16		5		2	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	89.94%		89.07%		93.73%		89.34%		92.26%		90.27%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+1.8		+1.1		+3.4▲		+2.0		+0.5		-2.6	
Correlation with rating of health plan	0.284		0.266		0.363		0.290		0.271		0.180	

Q41. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,334	88.0%	1,007	87.4%	327	89.8%	938	87.5%	396	89.2%	105	89.7%
No	182	12.0%	145	12.6%	37	10.2%	134	12.5%	48	10.8%	12	10.3%
Total	1,516	100.0%	1,152	100.0%	364	100.0%	1,072	100.0%	444	100.0%	117	100.0%
Not Answered	13		8		5		10		3		5	
Reporting Category												
						Family-Centered Care: Personal Doctor Who Knows Child						
Achievement Score (Case mix adjusted)	87.91%		86.95%		91.24%		86.86%		90.70%		89.19%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-0.8		-1.9		+2.5		-1.7		+1.1		-0.7	

Q42. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	691	45.6%	515	44.9%	176	48.1%	411	38.4%	280	63.2%	67	56.3%
No	823	54.4%	633	55.1%	190	51.9%	660	61.6%	163	36.8%	52	43.7%
Total	1,514	100.0%	1,148	100.0%	366	100.0%	1,071	100.0%	443	100.0%	119	100.0%
Not Answered	15		12		3		11		4		3	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q43. 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		Excellus		
	N	%	N	%	N	%	N	%	N	%	N	%	
Never	44	6.5%	33	6.5%	11	6.3%	27	6.6%	17	6.2%	2	3.0%	
Sometimes	83	12.2%	64	12.6%	19	10.9%	50	12.3%	33	12.0%	6	9.1%	
Usually	194	28.5%	142	28.1%	52	29.7%	110	27.0%	84	30.7%	18	27.3%	
Always	360	52.9%	267	52.8%	93	53.1%	220	54.1%	140	51.1%	40	60.6%	
Total	681	100.0%	506	100.0%	175	100.0%	407	100.0%	274	100.0%	66	100.0%	
Not Answered	10		9		1		4		6		1		
Reporting Category												Single Items	
Achievement Score (Case mix adjusted)	81.03%		80.41%		83.99%		80.35%		82.81%		87.67%		
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-0.7		-1.5		+0.2		-1.8		+0.1		-1.1		

Q44. 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		Excellus		
	N	%	N	%	N	%	N	%	N	%	N	%	
Worst personal doctor possible	3	0.2%	3	0.2%	0	0.0%	2	0.1%	1	0.2%	0	0.0%	
1	1	0.1%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%	
2	7	0.4%	6	0.4%	1	0.2%	4	0.3%	3	0.6%	0	0.0%	
3	3	0.2%	2	0.1%	1	0.2%	2	0.1%	1	0.2%	0	0.0%	
4	5	0.3%	5	0.3%	0	0.0%	3	0.2%	2	0.4%	0	0.0%	
5	46	2.4%	36	2.5%	10	2.2%	30	2.2%	16	3.1%	3	1.9%	
6	38	2.0%	31	2.1%	7	1.5%	25	1.8%	13	2.5%	3	1.9%	
7	98	5.1%	74	5.1%	24	5.3%	74	5.3%	24	4.6%	4	2.6%	
8	279	14.5%	215	14.7%	64	14.0%	201	14.4%	78	14.9%	23	14.9%	
9	402	21.0%	286	19.6%	116	25.4%	302	21.7%	100	19.1%	40	26.0%	
Best personal doctor possible	1,036	54.0%	802	54.9%	234	51.2%	751	53.9%	285	54.4%	81	52.6%	
Total	1,918	100.0%	1,461	100.0%	457	100.0%	1,394	100.0%	524	100.0%	154	100.0%	
Not Answered	64		50		14		51		13		4		
Reporting Category												Ratings	
Achievement Score (Case mix adjusted)	89.41%		89.03%		91.00%		88.80%		91.37%		92.86%		
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-0.7		-0.9		+0.2		-1.4		+1.6		+4.6		
Correlation with rating of health plan	0.449		0.458		0.414		0.411		0.529		0.277		

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q45. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	417	21.8%	319	21.8%	98	21.5%	72	5.2%	345	66.0%	46	30.1%
No	1,498	78.2%	1,141	78.2%	357	78.5%	1,320	94.8%	178	34.0%	107	69.9%
Total	1,915	100.0%	1,460	100.0%	455	100.0%	1,392	100.0%	523	100.0%	153	100.0%
Not Answered	67		51		16		53		14		5	

Q46. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	373	90.5%	281	89.2%	92	94.8%	66	91.7%	307	90.3%	43	93.5%
■ No	39	9.5%	34	10.8%	5	5.2%	6	8.3%	33	9.7%	3	6.5%
Total	412	100.0%	315	100.0%	97	100.0%	72	100.0%	340	100.0%	46	100.0%
Not Answered	5		4		1		0		5		0	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	91.26%		89.12%		95.97%		91.14%		90.66%		94.50%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-0.9		-3.4		+6.2		+3.3		-2.3		+4.9	

Q47. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	356	86.6%	267	85.3%	89	90.8%	64	88.9%	292	86.1%	41	89.1%
■ No	55	13.4%	46	14.7%	9	9.2%	8	11.1%	47	13.9%	5	10.9%
Total	411	100.0%	313	100.0%	98	100.0%	72	100.0%	339	100.0%	46	100.0%
Not Answered	6		6		0		0		6		0	
Reporting Category Family-Centered Care: Personal Doctor Who Knows Child												
Achievement Score (Case mix adjusted)	87.05%		85.30%		91.68%		89.62%		86.24%		87.81%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-1.6		-3.3		+5.2		+6.0		-3.0		+3.1	

■ Response scored as: ■ Achievement ■ Room for improvement

Getting Health Care From A Specialist

Q48. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	585	23.9%	437	23.1%	148	26.7%	308	16.6%	277	46.9%	55	30.9%
No	1,863	76.1%	1,457	76.9%	406	73.3%	1,549	83.4%	314	53.1%	123	69.1%
Total	2,448	100.0%	1,894	100.0%	554	100.0%	1,857	100.0%	591	100.0%	178	100.0%
Not Answered	19		18		1		13		6		3	

Q49. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	20	3.5%	17	4.0%	3	2.1%	12	4.0%	8	3.0%	1	1.9%
Sometimes	121	21.3%	86	20.3%	35	24.1%	73	24.3%	48	17.8%	8	15.1%
Usually	174	30.6%	128	30.2%	46	31.7%	80	26.7%	94	34.9%	26	49.1%
Always	254	44.6%	193	45.5%	61	42.1%	135	45.0%	119	44.2%	18	34.0%
Total	569	100.0%	424	100.0%	145	100.0%	300	100.0%	269	100.0%	53	100.0%
Not Answered	16		13		3		8		8		2	
Reporting Category	Getting Needed Care											
Achievement Score (Case mix adjusted)	74.98%	75.80%	72.88%	71.45%	79.09%	81.77%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-5.8▼	-4.8	-10.5▼	-6.6▼	-6.3▼	+3.7						
Correlation with rating of health plan	0.260	0.303	0.131	0.269	0.257	0.321						

Q50. How many specialists has your child seen in the last 6 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
None	30	5.3%	29	6.8%	1	0.7%	21	7.1%	9	3.3%	3	5.6%
1 specialist	358	62.7%	263	61.6%	95	66.0%	214	72.1%	144	52.6%	37	68.5%
2	129	22.6%	96	22.5%	33	22.9%	52	17.5%	77	28.1%	8	14.8%
3	33	5.8%	22	5.2%	11	7.6%	10	3.4%	23	8.4%	4	7.4%
4	13	2.3%	10	2.3%	3	2.1%	0	0.0%	13	4.7%	0	0.0%
5 or more specialists	8	1.4%	7	1.6%	1	0.7%	0	0.0%	8	2.9%	2	3.7%
Total	571	100.0%	427	100.0%	144	100.0%	297	100.0%	274	100.0%	54	100.0%
Not Answered	14		10		4		11		3		1	

■ Response scored as: ■ Achievement ■ Room for improvement

Getting Health Care From A Specialist (continued)

Q51. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst specialist possible	2	0.4%	1	0.3%	1	0.7%	1	0.4%	1	0.4%	0	0.0%
■ 1	1	0.2%	1	0.3%	0	0.0%	1	0.4%	0	0.0%	0	0.0%
■ 2	3	0.6%	3	0.8%	0	0.0%	0	0.0%	3	1.1%	0	0.0%
■ 3	2	0.4%	0	0.0%	2	1.4%	2	0.7%	0	0.0%	1	2.0%
■ 4	9	1.7%	7	1.8%	2	1.4%	5	1.8%	4	1.5%	1	2.0%
■ 5	14	2.6%	10	2.5%	4	2.8%	5	1.8%	9	3.4%	1	2.0%
■ 6	29	5.4%	21	5.3%	8	5.6%	17	6.2%	12	4.6%	4	7.8%
■ 7	38	7.1%	27	6.8%	11	7.7%	23	8.3%	15	5.7%	2	3.9%
■ 8	102	19.0%	74	18.7%	28	19.7%	53	19.2%	49	18.7%	10	19.6%
■ 9	101	18.8%	70	17.7%	31	21.8%	50	18.1%	51	19.5%	11	21.6%
■ Best specialist possible	237	44.1%	182	46.0%	55	38.7%	119	43.1%	118	45.0%	21	41.2%
Total	538	100.0%	396	100.0%	142	100.0%	276	100.0%	262	100.0%	51	100.0%
Not Answered	3		2		1		0		3		0	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	81.40%		82.24%		80.42%		78.50%		85.20%		82.64%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-5.7▼		-3.6		-12.3▼		-8.5▼		-3.2		-5.8	
Correlation with rating of health plan	0.443		0.473		0.367		0.351		0.545		0.521	

Your Child's Health Plan

Q52. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	564	23.2%	452	24.0%	112	20.4%	399	21.6%	165	28.0%	31	17.2%
No	1,870	76.8%	1,434	76.0%	436	79.6%	1,446	78.4%	424	72.0%	149	82.8%
Total	2,434	100.0%	1,886	100.0%	548	100.0%	1,845	100.0%	589	100.0%	180	100.0%
Not Answered	33		26		7		25		8		1	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Plan (continued)

Q53. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	15	2.7%	13	2.9%	2	1.8%	12	3.1%	3	1.9%	2	6.9%
■ Sometimes	97	17.6%	74	16.8%	23	20.9%	69	17.7%	28	17.4%	5	17.2%
■ Usually	173	31.4%	131	29.7%	42	38.2%	117	30.0%	56	34.8%	4	13.8%
■ Always	266	48.3%	223	50.6%	43	39.1%	192	49.2%	74	46.0%	18	62.1%
Total	551	100.0%	441	100.0%	110	100.0%	390	100.0%	161	100.0%	29	100.0%
Not Answered	13		11		2		9		4		2	
Reporting Category Customer Service												
Achievement Score (Case mix adjusted)	80.42%		79.87%		78.07%		77.93%		83.40%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-1.4		-1.1		-4.9		-3.1		+0.9		NA	
Correlation with rating of health plan	0.398		0.405		0.359		0.376		0.460		0.112	

Q54. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	9	1.6%	7	1.6%	2	1.8%	9	2.3%	0	0.0%	0	0.0%
■ Sometimes	37	6.7%	27	6.1%	10	9.1%	28	7.2%	9	5.6%	5	17.2%
■ Usually	136	24.6%	100	22.6%	36	32.7%	92	23.6%	44	27.2%	3	10.3%
■ Always	370	67.0%	308	69.7%	62	56.4%	261	66.9%	109	67.3%	21	72.4%
Total	552	100.0%	442	100.0%	110	100.0%	390	100.0%	162	100.0%	29	100.0%
Not Answered	12		10		2		9		3		2	
Reporting Category Customer Service												
Achievement Score (Case mix adjusted)	91.73%		92.18%		88.99%		90.16%		94.94%		NA	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.5		+1.3		-3.2		-0.6		+2.8		NA	
Correlation with rating of health plan	0.408		0.429		0.316		0.428		0.361		0.259	

Q55. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	338	14.0%	280	15.0%	58	10.6%	239	13.0%	99	17.0%	30	16.7%
No	2,081	86.0%	1,592	85.0%	489	89.4%	1,598	87.0%	483	83.0%	150	83.3%
Total	2,419	100.0%	1,872	100.0%	547	100.0%	1,837	100.0%	582	100.0%	180	100.0%
Not Answered	48		40		8		33		15		1	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Your Child's Health Plan (continued)

Q56. 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 Q55 = 'No', based on NCQA scoring guidelines.]

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	11	0.5%	7	0.4%	4	0.7%	8	0.4%	3	0.5%	1	0.6%
Sometimes	62	2.6%	47	2.5%	15	2.8%	41	2.2%	21	3.6%	3	1.7%
Usually	117	4.9%	97	5.2%	20	3.7%	75	4.1%	42	7.3%	11	6.2%
Always	2,221	92.1%	1,715	91.9%	506	92.8%	1,709	93.2%	512	88.6%	163	91.6%
Total	2,411	100.0%	1,866	100.0%	545	100.0%	1,833	100.0%	578	100.0%	178	100.0%
Not Answered	8		6		2		4		4		2	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	96.96%		97.21%		96.10%		97.38%		95.60%		97.56%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.5		+0.9		-0.9		+0.8		-0.4		+1.2	

Q57. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	16	0.7%	16	0.9%	0	0.0%	14	0.8%	2	0.3%	0	0.0%
1	2	0.1%	2	0.1%	0	0.0%	0	0.0%	2	0.3%	0	0.0%
2	8	0.3%	7	0.4%	1	0.2%	5	0.3%	3	0.5%	1	0.6%
3	13	0.5%	10	0.5%	3	0.5%	8	0.4%	5	0.9%	0	0.0%
4	16	0.7%	13	0.7%	3	0.5%	11	0.6%	5	0.9%	0	0.0%
5	118	4.9%	88	4.7%	30	5.5%	80	4.4%	38	6.6%	5	2.8%
6	101	4.2%	76	4.1%	25	4.6%	73	4.0%	28	4.9%	4	2.2%
7	190	7.9%	135	7.3%	55	10.0%	139	7.6%	51	8.9%	14	7.8%
8	463	19.3%	375	20.2%	88	16.1%	361	19.8%	102	17.8%	32	17.8%
9	452	18.8%	326	17.6%	126	23.0%	345	18.9%	107	18.6%	39	21.7%
Best health plan possible	1,022	42.6%	805	43.4%	217	39.6%	791	43.3%	231	40.2%	85	47.2%
Total	2,401	100.0%	1,853	100.0%	548	100.0%	1,827	100.0%	574	100.0%	180	100.0%
Not Answered	66		59		7		43		23		1	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)	80.80%		81.22%		79.53%		80.87%		80.72%		86.80%	
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-5.2▼		-4.2▼		-9.0▼		-5.8▼		-3.0		-1.8	

■ Response scored as: ■ Achievement ■ Room for improvement

Prescription Medicines

Q58. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,119	45.9%	869	46.0%	250	45.4%	660	35.7%	459	77.5%	94	51.9%
No	1,321	54.1%	1,020	54.0%	301	54.6%	1,188	64.3%	133	22.5%	87	48.1%
Total	2,440	100.0%	1,889	100.0%	551	100.0%	1,848	100.0%	592	100.0%	181	100.0%
Not Answered	27		23		4		22		5		0	

Q59. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	10	0.9%	6	0.7%	4	1.6%	6	0.9%	4	0.9%	0	0.0%
Sometimes	116	10.6%	100	11.8%	16	6.5%	69	10.7%	47	10.5%	6	6.5%
Usually	267	24.4%	210	24.8%	57	23.2%	153	23.7%	114	25.4%	17	18.3%
Always	700	64.0%	531	62.7%	169	68.7%	417	64.7%	283	63.2%	70	75.3%
Total	1,093	100.0%	847	100.0%	246	100.0%	645	100.0%	448	100.0%	93	100.0%
Not Answered	26		22		4		15		11		1	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	88.45%	87.75%	91.67%	87.56%	90.18%	91.71%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	-2.3	-2.9▼	+0.0	-1.8	-2.6	-1.4						

Q60. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	706	64.8%	555	65.8%	151	61.6%	413	64.4%	293	65.4%	59	64.8%
No	383	35.2%	289	34.2%	94	38.4%	228	35.6%	155	34.6%	32	35.2%
Total	1,089	100.0%	844	100.0%	245	100.0%	641	100.0%	448	100.0%	91	100.0%
Not Answered	30		25		5		19		11		3	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	64.92%	65.02%	64.65%	63.54%	66.95%	66.98%						
2022 vs. 2020: +/- Change (▲▼ Stat. sig.)	+0.4	-0.1	+4.3	0.0	+2.1	+5.5						

Response scored as: ■ Achievement ■ Room for improvement

About Your Child and You

Q61. In general, how would you rate your child's overall health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,003	40.9%	773	40.7%	230	41.7%	866	46.7%	137	23.0%	85	47.2%
Very Good	928	37.9%	695	36.6%	233	42.3%	686	37.0%	242	40.7%	63	35.0%
Good	429	17.5%	356	18.7%	73	13.2%	269	14.5%	160	26.9%	25	13.9%
Fair	82	3.3%	68	3.6%	14	2.5%	31	1.7%	51	8.6%	6	3.3%
Poor	8	0.3%	7	0.4%	1	0.2%	3	0.2%	5	0.8%	1	0.6%
Total	2,450	100.0%	1,899	100.0%	551	100.0%	1,855	100.0%	595	100.0%	180	100.0%
Not Answered	17		13		4		15		2		1	

Q62. In general, how would you rate your child's overall mental or emotional health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,047	42.9%	829	43.9%	218	39.5%	939	50.8%	108	18.2%	70	38.9%
Very Good	754	30.9%	557	29.5%	197	35.7%	592	32.1%	162	27.3%	54	30.0%
Good	443	18.1%	340	18.0%	103	18.7%	265	14.3%	178	30.0%	35	19.4%
Fair	164	6.7%	134	7.1%	30	5.4%	47	2.5%	117	19.7%	16	8.9%
Poor	33	1.4%	29	1.5%	4	0.7%	4	0.2%	29	4.9%	5	2.8%
Total	2,441	100.0%	1,889	100.0%	552	100.0%	1,847	100.0%	594	100.0%	180	100.0%
Not Answered	26		23		3		23		3		1	

Q63. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	592	24.2%	453	23.9%	139	25.1%	183	9.9%	409	68.6%	59	33.0%
No	1,855	75.8%	1,441	76.1%	414	74.9%	1,668	90.1%	187	31.4%	120	67.0%
Total	2,447	100.0%	1,894	100.0%	553	100.0%	1,851	100.0%	596	100.0%	179	100.0%
Not Answered	20		18		2		19		1		2	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	444	75.8%	333	74.3%	111	80.4%	50	27.9%	394	96.8%	45	78.9%
No	142	24.2%	115	25.7%	27	19.6%	129	72.1%	13	3.2%	12	21.1%
Total	586	100.0%	448	100.0%	138	100.0%	179	100.0%	407	100.0%	57	100.0%
Not Answered	6		5		1		4		2		2	

About Your Child and You (continued)

Q65. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	387	88.0%	286	86.7%	101	91.8%	0	0.0%	387	98.7%	40	88.9%
No	53	12.0%	44	13.3%	9	8.2%	48	100.0%	5	1.3%	5	11.1%
Total	440	100.0%	330	100.0%	110	100.0%	48	100.0%	392	100.0%	45	100.0%
Not Answered	4		3		1		2		2		0	

Q66. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	362	14.9%	281	15.0%	81	14.6%	52	2.8%	310	52.6%	35	19.6%
No	2,071	85.1%	1,598	85.0%	473	85.4%	1,792	97.2%	279	47.4%	144	80.4%
Total	2,433	100.0%	1,879	100.0%	554	100.0%	1,844	100.0%	589	100.0%	179	100.0%
Not Answered	34		33		1		26		8		2	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	296	83.6%	230	83.3%	66	84.6%	12	25.0%	284	92.8%	31	91.2%
No	58	16.4%	46	16.7%	12	15.4%	36	75.0%	22	7.2%	3	8.8%
Total	354	100.0%	276	100.0%	78	100.0%	48	100.0%	306	100.0%	34	100.0%
Not Answered	8		5		3		4		4		1	

Q68. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	278	94.2%	216	94.3%	62	93.9%	0	0.0%	278	98.2%	29	93.5%
No	17	5.8%	13	5.7%	4	6.1%	12	100.0%	5	1.8%	2	6.5%
Total	295	100.0%	229	100.0%	66	100.0%	12	100.0%	283	100.0%	31	100.0%
Not Answered	1		1		0		0		1		0	

About Your Child and You (continued)

Q69. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	264	10.8%	226	12.0%	38	6.9%	82	4.4%	182	30.9%	27	15.1%
No	2,173	89.2%	1,660	88.0%	513	93.1%	1,766	95.6%	407	69.1%	152	84.9%
Total	2,437	100.0%	1,886	100.0%	551	100.0%	1,848	100.0%	589	100.0%	179	100.0%
Not Answered	30		26		4		22		8		2	

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	180	71.7%	154	72.0%	26	70.3%	6	8.5%	174	96.7%	21	84.0%
No	71	28.3%	60	28.0%	11	29.7%	65	91.5%	6	3.3%	4	16.0%
Total	251	100.0%	214	100.0%	37	100.0%	71	100.0%	180	100.0%	25	100.0%
Not Answered	13		12		1		11		2		2	

Q71. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	173	96.6%	147	96.1%	26	100.0%	0	0.0%	173	99.4%	20	95.2%
No	6	3.4%	6	3.9%	0	0.0%	5	100.0%	1	0.6%	1	4.8%
Total	179	100.0%	153	100.0%	26	100.0%	5	100.0%	174	100.0%	21	100.0%
Not Answered	1		1		0		1		0		0	

Q72. Does your child need or get special therapy, such as physical, occupational or speech therapy?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	327	13.4%	279	14.8%	48	8.7%	118	6.4%	209	35.1%	23	12.8%
No	2,118	86.6%	1,612	85.2%	506	91.3%	1,731	93.6%	387	64.9%	156	87.2%
Total	2,445	100.0%	1,891	100.0%	554	100.0%	1,849	100.0%	596	100.0%	179	100.0%
Not Answered	22		21		1		21		1		2	

About Your Child and You (continued)

Q73. Is this because of any medical, behavioral or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	190	60.5%	162	60.4%	28	60.9%	10	9.1%	180	88.2%	17	81.0%
No	124	39.5%	106	39.6%	18	39.1%	100	90.9%	24	11.8%	4	19.0%
Total	314	100.0%	268	100.0%	46	100.0%	110	100.0%	204	100.0%	21	100.0%
Not Answered	13		11		2		8		5		2	

Q74. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	177	93.7%	152	94.4%	25	89.3%	0	0.0%	177	98.9%	13	76.5%
No	12	6.3%	9	5.6%	3	10.7%	10	100.0%	2	1.1%	4	23.5%
Total	189	100.0%	161	100.0%	28	100.0%	10	100.0%	179	100.0%	17	100.0%
Not Answered	1		1		0		0		1		0	

Q75. 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		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	366	15.0%	292	15.5%	74	13.4%	40	2.2%	326	54.9%	38	21.5%
No	2,075	85.0%	1,597	84.5%	478	86.6%	1,807	97.8%	268	45.1%	139	78.5%
Total	2,441	100.0%	1,889	100.0%	552	100.0%	1,847	100.0%	594	100.0%	177	100.0%
Not Answered	26		23		3		23		3		4	

Q76. Has this problem lasted or is it expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	309	89.0%	248	89.9%	61	85.9%	0	0.0%	309	97.8%	34	97.1%
No	38	11.0%	28	10.1%	10	14.1%	31	100.0%	7	2.2%	1	2.9%
Total	347	100.0%	276	100.0%	71	100.0%	31	100.0%	316	100.0%	35	100.0%
Not Answered	19		16		3		9		10		3	

About Your Child and You (continued)

NQ77. What is your child's age now?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	28	1.1%	26	1.4%	2	0.4%	26	1.4%	2	0.3%	1	0.6%
1 to 2 years old	205	8.4%	184	9.8%	21	3.8%	191	10.3%	14	2.4%	17	9.6%
3 to 4 years old	207	8.5%	169	9.0%	38	6.9%	171	9.3%	36	6.1%	20	11.2%
5 to 7 years old	375	15.4%	285	15.1%	90	16.3%	298	16.1%	77	13.0%	30	16.9%
8 to 10 years old	414	17.0%	316	16.8%	98	17.7%	310	16.8%	104	17.6%	25	14.0%
11 to 13 years old	459	18.8%	351	18.6%	108	19.5%	326	17.7%	133	22.5%	35	19.7%
14 to 18 years old	749	30.7%	553	29.4%	196	35.4%	524	28.4%	225	38.1%	50	28.1%
Total	2,437	100.0%	1,884	100.0%	553	100.0%	1,846	100.0%	591	100.0%	178	100.0%
Not Answered	30		28		2		24		6		3	

Q78. Is your child male or female?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	1,267	52.1%	953	50.7%	314	56.9%	926	50.2%	341	58.0%	93	52.5%
Female	1,166	47.9%	928	49.3%	238	43.1%	919	49.8%	247	42.0%	84	47.5%
Total	2,433	100.0%	1,881	100.0%	552	100.0%	1,845	100.0%	588	100.0%	177	100.0%
Not Answered	34		31		3		25		9		4	

Q79. Is your child of Hispanic or Latino origin or descent?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	734	30.4%	605	32.5%	129	23.5%	585	32.0%	149	25.4%	19	10.7%
No, Not Hispanic or Latino	1,678	69.6%	1,259	67.5%	419	76.5%	1,241	68.0%	437	74.6%	158	89.3%
Total	2,412	100.0%	1,864	100.0%	548	100.0%	1,826	100.0%	586	100.0%	177	100.0%
Not Answered	55		48		7		44		11		4	

About Your Child and You (continued)

Q80. What is your child's race? (Please mark one or more.)

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
White	1,241	52.3%	881	48.3%	360	65.7%	876	48.9%	365	63.0%	137	77.8%
Black or African-American	453	19.1%	396	21.7%	57	10.4%	320	17.8%	133	23.0%	29	16.5%
Chinese	122	5.1%	83	4.6%	39	7.1%	108	6.0%	14	2.4%	2	1.1%
Japanese	7	0.3%	3	0.2%	4	0.7%	6	0.3%	1	0.2%	0	0.0%
Filipino	15	0.6%	11	0.6%	4	0.7%	13	0.7%	2	0.3%	1	0.6%
Korean	22	0.9%	16	0.9%	6	1.1%	18	1.0%	4	0.7%	0	0.0%
Vietnamese	19	0.8%	17	0.9%	2	0.4%	15	0.8%	4	0.7%	2	1.1%
Asian Indian	39	1.6%	28	1.5%	11	2.0%	33	1.8%	6	1.0%	3	1.7%
Laotian	8	0.3%	7	0.4%	1	0.2%	7	0.4%	1	0.2%	4	2.3%
Cambodian	1	0.0%	1	0.1%	0	0.0%	1	0.1%	0	0.0%	1	0.6%
Bangladeshi	52	2.2%	50	2.7%	2	0.4%	46	2.6%	6	1.0%	0	0.0%
Hmong	2	0.1%	2	0.1%	0	0.0%	2	0.1%	0	0.0%	0	0.0%
Indonesian	5	0.2%	3	0.2%	2	0.4%	5	0.3%	0	0.0%	1	0.6%
Malaysian	2	0.1%	1	0.1%	1	0.2%	1	0.1%	1	0.2%	0	0.0%
Pakistani	34	1.4%	32	1.8%	2	0.4%	33	1.8%	1	0.2%	1	0.6%
Sri Lankan	5	0.2%	3	0.2%	2	0.4%	5	0.3%	0	0.0%	1	0.6%
Taiwanese	4	0.2%	4	0.2%	0	0.0%	4	0.2%	0	0.0%	0	0.0%
Nepalese	11	0.5%	6	0.3%	5	0.9%	9	0.5%	2	0.3%	4	2.3%
Burmese	28	1.2%	25	1.4%	3	0.5%	25	1.4%	3	0.5%	2	1.1%
Thai	8	0.3%	8	0.4%	0	0.0%	8	0.4%	0	0.0%	1	0.6%
Hawaiian	7	0.3%	7	0.4%	0	0.0%	7	0.4%	0	0.0%	0	0.0%
Guamanian/Chamorro	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Samoaan	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Fijian	1	0.0%	1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%
Tongan	1	0.0%	1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%
American Indian or Alaska Native	40	1.7%	35	1.9%	5	0.9%	28	1.6%	12	2.1%	2	1.1%
Other	522	22.0%	431	23.6%	91	16.6%	432	24.1%	90	15.5%	10	5.7%
Total	2,372	100.0%	1,824	100.0%	548	100.0%	1,793	100.0%	579	100.0%	176	100.0%
Not Answered	95		88		7		77		18		5	

About Your Child and You (continued)

Q81. What is your age?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	298	12.3%	248	13.3%	50	9.1%	224	12.2%	74	12.6%	24	13.5%
18 to 24	56	2.3%	54	2.9%	2	0.4%	50	2.7%	6	1.0%	2	1.1%
25 to 34	414	17.1%	342	18.3%	72	13.1%	345	18.8%	69	11.8%	28	15.7%
35 to 44	884	36.6%	640	34.2%	244	44.5%	674	36.8%	210	35.8%	76	42.7%
45 to 54	560	23.2%	406	21.7%	154	28.1%	401	21.9%	159	27.1%	32	18.0%
55 to 64	146	6.0%	122	6.5%	24	4.4%	100	5.5%	46	7.8%	14	7.9%
65 to 74	51	2.1%	50	2.7%	1	0.2%	31	1.7%	20	3.4%	1	0.6%
75 or older	9	0.4%	8	0.4%	1	0.2%	6	0.3%	3	0.5%	1	0.6%
Total	2,418	100.0%	1,870	100.0%	548	100.0%	1,831	100.0%	587	100.0%	178	100.0%
Not Answered	49		42		7		39		10		3	

Q82. Are you male or female?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	456	18.8%	341	18.1%	115	20.9%	375	20.4%	81	13.8%	31	17.3%
Female	1,973	81.2%	1,539	81.9%	434	79.1%	1,467	79.6%	506	86.2%	148	82.7%
Total	2,429	100.0%	1,880	100.0%	549	100.0%	1,842	100.0%	587	100.0%	179	100.0%
Not Answered	38		32		6		28		10		2	

Q83. What is the highest grade or level of school that you have completed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	175	7.3%	154	8.3%	21	3.8%	152	8.4%	23	4.0%	6	3.4%
Some high school but did not graduate	238	9.9%	216	11.7%	22	4.0%	196	10.8%	42	7.2%	8	4.5%
High school graduate or GED	668	27.9%	573	31.0%	95	17.3%	516	28.4%	152	26.2%	31	17.5%
Some college or 2-year degree	692	28.9%	526	28.5%	166	30.2%	484	26.7%	208	35.8%	77	43.5%
4-year college graduate	344	14.4%	211	11.4%	133	24.2%	265	14.6%	79	13.6%	37	20.9%
More than 4-year college degree	278	11.6%	166	9.0%	112	20.4%	201	11.1%	77	13.3%	18	10.2%
Total	2,395	100.0%	1,846	100.0%	549	100.0%	1,814	100.0%	581	100.0%	177	100.0%
Not Answered	72		66		6		56		16		4	

About Your Child and You (continued)

Q84. How are you related to the child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	2,269	94.4%	1,726	93.2%	543	98.4%	1,751	95.6%	518	90.4%	164	92.1%
Grandparent	75	3.1%	74	4.0%	1	0.2%	41	2.2%	34	5.9%	6	3.4%
Aunt or uncle	7	0.3%	7	0.4%	0	0.0%	4	0.2%	3	0.5%	2	1.1%
Older sibling	7	0.3%	7	0.4%	0	0.0%	7	0.4%	0	0.0%	0	0.0%
Other relative	3	0.1%	1	0.1%	2	0.4%	2	0.1%	1	0.2%	0	0.0%
Legal guardian	37	1.5%	31	1.7%	6	1.1%	22	1.2%	15	2.6%	5	2.8%
Someone else	6	0.2%	6	0.3%	0	0.0%	4	0.2%	2	0.3%	1	0.6%
Total	2,404	100.0%	1,852	100.0%	552	100.0%	1,831	100.0%	573	100.0%	178	100.0%
Not Answered	63		60		3		39		24		3	

Q85. How well do you speak English?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Very well	1,530	62.9%	1,129	60.1%	401	72.5%	1,080	58.6%	450	76.5%	159	89.8%
Well	443	18.2%	369	19.6%	74	13.4%	373	20.2%	70	11.9%	11	6.2%
Not well	353	14.5%	299	15.9%	54	9.8%	298	16.2%	55	9.4%	6	3.4%
Not at all	106	4.4%	82	4.4%	24	4.3%	93	5.0%	13	2.2%	1	0.6%
Total	2,432	100.0%	1,879	100.0%	553	100.0%	1,844	100.0%	588	100.0%	177	100.0%
Not Answered	35		33		2		26		9		4	

Q86. Do you speak a language other than English at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,212	50.3%	997	53.7%	215	39.0%	1,029	56.4%	183	31.2%	39	22.0%
No	1,197	49.7%	861	46.3%	336	61.0%	794	43.6%	403	68.8%	138	78.0%
Total	2,409	100.0%	1,858	100.0%	551	100.0%	1,823	100.0%	586	100.0%	177	100.0%
Not Answered	58		54		4		47		11		4	

About Your Child and You (continued)

Q87. What is this language spoken at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		Excellus	
	N	%	N	%	N	%	N	%	N	%	N	%
Spanish	570	55.8%	470	56.6%	100	52.4%	465	53.6%	105	67.7%	11	40.7%
Other	452	44.2%	361	43.4%	91	47.6%	402	46.4%	50	32.3%	16	59.3%
Total	1,022	100.0%	831	100.0%	191	100.0%	867	100.0%	155	100.0%	27	100.0%
Not Answered	190		166		24		162		28		12	



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

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 from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. 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?
 - Yes
 - 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 in person, phone, or video appointments for a check-up or routine care for your child?
 - Yes
 - No → *Go to Question 7*

- 6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child 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 get health care in person, by phone, or by video?
 - None → *Go to Question 11*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more times

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

- 9. 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		

- 10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
 - Never
 - Sometimes
 - Usually
 - Always

- 11. Is your child now enrolled in any kind of school or daycare?
 - Yes
 - No → *Go to Question 14*

- 12. 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
 - No → *Go to Question 14*

- 13. 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**

14. 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
- No → *Go to Question 16*

15. 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

16. 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
- No → *Go to Question 21*

17. 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

18. 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

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

- Never
- Sometimes
- Usually
- Always

20. 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

21. 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
- No → *Go to Question 24*

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

- Never
- Sometimes
- Usually
- Always

23. 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

24. 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
- No → *Go to Question 27*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



50. How many specialists has your child talked to in the last 6 months?

- None → *Go to Question 52*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

51. We want to know your rating of the specialist your child talked to 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.

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

- Yes
- No → *Go to Question 55*

53. 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

54. 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

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

- Yes
- No → *Go to Question 57*

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

- Never
- Sometimes
- Usually
- Always

57. 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

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

- Yes
- No → *Go to Question 61*

59. 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

60. 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

- 61. In general, how would you rate your child's overall health?
 - Excellent
 - Very good
 - Good
 - Fair
 - Poor
- 62. In general, how would you rate your child's overall mental or emotional health?
 - Excellent
 - Very good
 - Good
 - Fair
 - Poor
- 63. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
 - Yes
 - No → *Go to Question 66*
- 64. Is this because of any medical, behavioral, or other health condition?
 - Yes
 - No → *Go to Question 66*
- 65. Is this a condition that has lasted or is expected to last for at least 12 months?
 - Yes
 - No
- 66. 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
 - No → *Go to Question 69*
- 67. Is this because of any medical, behavioral, or other health condition?
 - Yes
 - No → *Go to Question 69*
- 68. Is this a condition that has lasted or is expected to last for at least 12 months?
 - Yes
 - No

- 69. 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
 - No → *Go to Question 72*
- 70. Is this because of any medical, behavioral, or other health condition?
 - Yes
 - No → *Go to Question 72*
- 71. Is this a condition that has lasted or is expected to last for at least 12 months?
 - Yes
 - No
- 72. Does your child need or get special therapy such as physical, occupational, or speech therapy?
 - Yes
 - No → *Go to Question 75*
- 73. Is this because of any medical, behavioral, or other health condition?
 - Yes
 - No → *Go to Question 75*
- 74. Is this a condition that has lasted or is expected to last for at least 12 months?
 - Yes
 - No
- 75. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
 - Yes
 - No → *Go to Question 77*
- 76. Has this problem lasted or is it expected to last for at least 12 months?
 - Yes
 - No
- 77. What is your child's age?
 - Less than 1 year old
 - YEARS OLD (write in)



78. Is your child male or female?

- Male
- Female

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

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

80. What is your child's race? Mark one or more.

- White
- Black or African-American
- American Indian or Alaska Native
- Other

Asian

- Chinese
- Japanese
- Filipino
- Korean
- Vietnamese
- Asian Indian
- Laotian
- Cambodian
- Bangladeshi
- Hmong
- Indonesian
- Malaysian
- Pakistani
- Sri Lankan
- Taiwanese
- Nepalese
- Burmese
- Thai

Native Hawaiian/Pacific Islander

- Hawaiian
- Guamanian/Chamorro
- Samoan
- Fijian
- Tongan

81. 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

82. Are you male or female?

- Male
- Female

83. 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

84. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

85. How well do you speak English?

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

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

- Yes → **Go to Question 87**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

87. What is this language spoken at home?

- Spanish
- Some other language (please specify)

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat
3975 Research Park Drive
Ann Arbor, MI 48108**



