

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

1. Our records show that you are now in UnitedHealthcare Community Plan. Is that right?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Yes	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
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3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	420 1.56% A	170 1.93% AB	45 1.98% A	10 2.42% A	9 1.99% A	8 1.87% A	3 2.48%	3 1.91%	4 2.94%
BASE = Those who responded	70824 100.00% BCDEFG	26434 98.44% C	8648 98.07%	2228 98.02%	404 97.58%	443 98.01%	420 98.13%	118 97.52%	154 98.09%	132 97.06%
Yes	30022 42.39%	11014 41.67%	3768 43.57% B	1052 47.22% ABC	204 50.50% ABC	198 44.70%	193 45.95%	50 42.37%	80 51.95%	74 56.06% H
No	40802 57.61% DE	15420 58.33% CDE	4880 56.43% DE	1176 52.78%	200 49.50%	245 55.30%	227 54.05%	68 57.63% J	74 48.05%	58 43.94%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	21 0.03%	960 3.57%	342 3.88%	104 4.58%	16 3.86%	15 3.32%	15 3.50%	5 4.13%	5 3.18%	6 4.41%
Appropriately skipped	40802 57.61%	15420 57.42%	4880 55.34%	1176 51.74%	200 48.31%	245 54.20%	227 53.04%	68 56.20%	74 47.13%	58 42.65%
BASE = Those who responded	30001 42.36%	10474 39.00%	3596 40.78%	993 43.69%	198 47.83%	192 42.48%	186 43.46%	48 39.67%	78 49.68%	72 52.94%
Never	652 2.17%	220 2.10%	76 2.11%	21 2.11%	3 1.52%	4 2.08%	8 4.30%	1 2.08%	1 1.28%	1 1.39%
Sometimes	4037 13.46%	1354 12.93%	474 13.18%	151 15.21%	36 18.18%	36 18.75%	25 13.44%	9 18.75%	13 16.67%	14 19.44%
Bottom Two Box (%Never + %Sometimes)	4689 15.63%	1574 15.03%	550 15.29%	172 17.32%	39 19.70%	40 20.83%	33 17.74%	10 20.83%	14 17.95%	15 20.83%
Usually	6126 20.42%	2119 20.23%	703 19.55%	157 15.81%	34 17.17%	33 17.19%	36 19.35%	7 14.58%	10 12.82%	17 23.61%
Always	19186 63.95%	6781 64.74%	2343 65.16%	664 66.87%	125 63.13%	119 61.98%	117 62.90%	31 64.58%	54 69.23%	40 55.56%
CAHPS Rate (%Always + %Usually)	25312 84.37%	8900 84.97%	3046 84.71%	821 82.68%	159 80.30%	152 79.17%	153 82.26%	38 79.17%	64 82.05%	57 79.17%
3-point composite mean	2.4832	2.4971	2.4986	2.4955	2.4343	2.4115	2.4516	2.4375	2.5128	2.3472
4-point composite mean	3.4615	3.4761	3.4775	3.4743	3.4192	3.3906	3.4086	3.4167	3.5000	3.3333
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	430 1.60% A	118 1.34% A	33 1.45% A	9 2.17% A	7 1.55% A	5 1.17% A	2 1.65%	5 3.18%	2 1.47%
BASE = Those who responded	70824 100.00% BCDEFG	26424 98.40%	8700 98.66%	2240 98.55%	405 97.83%	445 98.45%	423 98.83%	119 98.35%	152 96.82%	134 98.53%
Yes	51680 72.97%	19308 73.07%	6448 74.11% E	1682 75.09% ABE	281 69.38%	324 72.81%	316 74.70%	82 68.91%	108 71.05%	91 67.91%
No	19144 27.03% D	7116 26.93% D	2252 25.89%	558 24.91%	124 30.62% CD	121 27.19%	107 25.30%	37 31.09%	44 28.95%	43 32.09%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1403 5.22%	428 4.85%	111 4.88%	20 4.83%	15 3.32%	17 3.97%	8 6.61%	7 4.46%	5 3.68%
Appropriately skipped	19144 27.03%	7116 26.50%	2252 25.54%	558 24.55%	124 29.95%	121 26.77%	107 25.00%	37 30.58%	44 28.03%	43 31.62%
BASE = Those who responded	51680 72.97%	18335 68.28%	6138 69.61%	1604 70.57%	270 65.22%	316 69.91%	304 71.03%	76 62.81%	106 67.52%	88 64.71%
Never	1232 2.38%	369 2.01%	108 1.76%	29 1.81%	8 2.96%	10 3.16%	9 2.96%	3 3.95%	3 2.83%	2 2.27%
Sometimes	9420 18.23%	3248 17.71%	1047 17.06%	240 14.96%	44 16.30%	55 17.41%	42 13.82%	14 18.42%	16 15.09%	14 15.91%
Bottom Two Box (%Never + %Sometimes)	10652 20.61%	3617 19.73%	1155 18.82%	269 16.77%	52 19.26%	65 20.57%	51 16.78%	17 22.37%	19 17.92%	16 18.18%
Usually	11693 22.63%	4314 23.53%	1408 22.94%	297 18.52%	55 20.37%	59 18.67%	62 20.39%	16 21.05%	18 16.98%	21 23.86%
Always	29335 56.76%	10404 56.74%	3575 58.24%	1038 64.71%	163 60.37%	192 60.76%	191 62.83%	43 56.58%	69 65.09%	51 57.95%
CAHPS Rate (%Always + %Usually)	41028 79.39%	14718 80.27%	4983 81.18%	1335 83.23%	218 80.74%	251 79.43%	253 83.22%	59 77.63%	87 82.08%	72 81.82%
3-point composite mean	2.3615	2.3702	2.3943	2.4794	2.4111	2.4019	2.4605	2.3421	2.4717	2.3977
4-point composite mean	3.3377	3.3500	3.3767	3.4613	3.3815	3.3703	3.4309	3.3026	3.4434	3.3750
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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DSS RESEARCH

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7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1025 3.82% ACE	280 3.18% AE	79 3.48% AE	7 1.69% A	20 4.42% AE	16 3.74% A	2 1.65%	3 1.91%	2 1.47%
BASE = Those who responded	70824 100.00% BCDEFG	25829 96.18%	8538 96.82% B	2194 96.52%	407 98.31% BCDFG	432 95.58%	410 95.79%	119 98.35%	154 98.09%	134 98.53%
None (v 0)	16197 22.87% CD	5715 22.13% CD	1800 21.08% D	395 18.00%	85 20.88%	89 20.60%	79 19.27%	30 25.21%	29 18.83%	26 19.40%
1 time (v 1)	11983 16.92% DG	4428 17.14% DG	1417 16.60% D	326 14.86%	67 16.46%	70 16.20%	55 13.41%	18 15.13%	30 19.48%	19 14.18%
2 (v 2)	13563 19.15%	4878 18.89%	1572 18.41%	416 18.96%	81 19.90%	88 20.37%	78 19.02%	24 20.17%	35 22.73%	22 16.42%
3 (v 3)	9413 13.29%	3518 13.62%	1241 14.54% AB	351 16.00% ABF	64 15.72%	52 12.04%	66 16.10%	21 17.65%	20 12.99%	23 17.16%
4 (v 4)	6176 8.72%	2316 8.97%	774 9.07%	189 8.61%	33 8.11%	44 10.19%	41 10.00%	6 5.04%	13 8.44%	14 10.45%
5 to 9 (v 7)	9405 13.28%	3452 13.36%	1208 14.15%	378 17.23% ABCE	54 13.27%	67 15.51%	65 15.85%	12 10.08%	17 11.04%	25 18.66% H
10 or more (v 12.5)	4087 5.77%	1522 5.89%	526 6.16%	139 6.34%	23 5.65%	22 5.09%	26 6.34%	8 6.72%	10 6.49%	5 3.73%
Average	2.9506	2.9885	3.0933 AB	3.3503 ABCE	2.9939	3.0602	3.3000 A	2.8319	2.9610	3.1754
Standard deviation	3.2161	3.2268	3.2636	3.2927	3.1688	3.1435	3.2758	3.2831	3.2266	2.9839
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
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Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1329 4.95%	367 4.16%	111 4.88%	8 1.93%	23 5.09%	21 4.91%	2 1.65%	4 2.55%	2 1.47%
		ACE	AE	AE	A	AE	AE			
Appropriately skipped	16197 22.87%	5715 21.28%	1800 20.41%	395 17.38%	85 20.53%	89 19.69%	79 18.46%	30 24.79%	29 18.47%	26 19.12%
	BCEG	D	D							
BASE = Those who responded	54627 77.13%	19810 73.77%	6651 75.43%	1767 77.74%	321 77.54%	340 75.22%	328 76.64%	89 73.55%	124 78.98%	108 79.41%
	BC		B	BC						
Yes	40320 73.81%	14408 72.73%	4887 73.48%	1319 74.65%	238 74.14%	238 70.00%	226 68.90%	66 74.16%	94 75.81%	78 72.22%
				G						
No	14306 26.19%	5402 27.27%	1764 26.52%	448 25.35%	83 25.86%	102 30.00%	102 31.10%	23 25.84%	30 24.19%	30 27.78%
							D			
3-point composite mean	2.4762 G	2.4546	2.4696	2.4929 G	2.4829	2.4000	2.3780	2.4831	2.5161	2.4444
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
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Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	7 0.01%	1431 5.33%	417 4.73%	133 5.85%	14 3.38%	29 6.42%	23 5.37%	2 1.65%	7 4.46%	5 3.68%
		ACE	A	ACE	A	AE	A			
Appropriately skipped	16197 22.87%	5715 21.28%	1800 20.41%	395 17.38%	85 20.53%	89 19.69%	79 18.46%	30 24.79%	29 18.47%	26 19.12%
	BCDG	D	D							
BASE = Those who responded	54619 77.12%	19708 73.39%	6601 74.86%	1745 76.77%	315 76.09%	334 73.89%	325 75.93%	89 73.55%	121 77.07%	105 77.21%
	BC		B	B						
Yes	25929 47.47%	9370 47.54%	3169 48.01%	804 46.07%	159 50.48%	147 44.01%	146 44.92%	51 57.30%	62 51.24%	46 43.81%
No	28691 52.53%	10338 52.46%	3432 51.99%	941 53.93%	156 49.52%	187 55.99%	179 55.08%	38 42.70%	59 48.76%	59 56.19%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
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Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	7 0.01%	1558 5.80% AE	471 5.34% A	148 6.51% ACE	16 3.86% A	32 7.08% AE	26 6.07% A	3 2.48%	7 4.46%	6 4.41%
Appropriately skipped	44888 63.38%	16053 59.78%	5232 59.33%	1336 58.78%	241 58.21%	276 61.06%	258 60.28%	68 56.20%	88 56.05%	85 62.50%
BASE = Those who responded	25929 36.61% BF	9243 34.42%	3115 35.33%	789 34.71%	157 37.92%	144 31.86%	144 33.64%	50 41.32%	62 39.49%	45 33.09%
Yes	24016 92.62% B	8450 91.42%	2848 91.43%	716 90.75%	146 92.99%	135 93.75%	127 88.19%	46 92.00%	56 90.32%	44 97.78%
No	1912 7.38%	793 8.58% A	267 8.57%	73 9.25%	11 7.01%	9 6.25%	17 11.81%	4 8.00%	6 9.68%	1 2.22%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	1601 5.96% A	487 5.52% A	153 6.73% ACE	17 4.11% A	32 7.08% A	28 6.54% A	3 2.48%	7 4.46%	7 5.15%
Appropriately skipped	44888 63.38%	16053 59.78%	5232 59.33%	1336 58.78%	241 58.21%	276 61.06%	258 60.28%	68 56.20%	88 56.05%	85 62.50%
BASE = Those who responded	25922 36.60% BCF	9200 34.26%	3099 35.14%	784 34.49%	156 37.68%	144 31.86%	141 32.94%	50 41.32%	62 39.49%	44 32.35%
Yes	17798 68.66%	6375 69.29%	2140 69.05%	518 66.07%	105 67.31%	94 65.28%	98 69.50%	37 74.00%	40 64.52%	28 63.64%
No	8124 31.34%	2825 30.71%	959 30.95%	266 33.93%	51 32.69%	50 34.72%	43 30.50%	13 26.00%	22 35.48%	16 36.36%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	1617 6.02%	492 5.58%	155 6.82%	20 4.83%	32 7.08%	27 6.31%	4 3.31%	9 5.73%	7 5.15%
		A	A	AC	A	A	A			
Appropriately skipped	44888 63.38%	16053 59.78%	5232 59.33%	1336 58.78%	241 58.21%	276 61.06%	258 60.28%	68 56.20%	88 56.05%	85 62.50%
		BCDE								
BASE = Those who responded	25907 36.58%	9184 34.20%	3094 35.09%	782 34.40%	153 36.96%	144 31.86%	143 33.41%	49 40.50%	60 38.22%	44 32.35%
		BCDF								
Yes	20185 77.91%	7168 78.05%	2408 77.83%	589 75.32%	116 75.82%	109 75.69%	109 76.22%	38 77.55%	47 78.33%	31 70.45%
No	5723 22.09%	2016 21.95%	686 22.17%	193 24.68%	37 24.18%	35 24.31%	34 23.78%	11 22.45%	13 21.67%	13 29.55%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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13. 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 health care in the last 6 months?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	42 0.06%	1348 5.02%	377 4.28%	119 5.24%	11 2.66%	24 5.31%	23 5.37%	3 2.48%	6 3.82%	2 1.47%
		ACE	AE	AE	A	AE	AE			
Appropriately skipped	16197 22.87%	5715 21.28%	1800 20.41%	395 17.38%	85 20.53%	89 19.69%	79 18.46%	30 24.79%	29 18.47%	26 19.12%
	BCDG	D	D							
BASE = Those who responded	54584 77.07%	19791 73.70%	6641 75.31%	1759 77.39%	318 76.81%	339 75.00%	326 76.17%	88 72.73%	122 77.71%	108 79.41%
	BC		B	BC						
10 - Best health care possible	21545 39.47%	8135 41.10%	2856 43.01%	826 46.96%	154 48.43%	165 48.67%	159 48.77%	42 47.73%	60 49.18%	52 48.15%
		A	AB	ABC	AB	ABC	ABC			
9 -	8308 15.22%	2964 14.98%	1002 15.09%	249 14.16%	46 14.47%	43 12.68%	36 11.04%	13 14.77%	20 16.39%	13 12.04%
	G	G	G							
Top Two Box	29852 54.69%	11099 56.08%	3858 58.09%	1075 61.11%	200 62.89%	208 61.36%	195 59.82%	55 62.50%	80 65.57%	65 60.19%
		A	AB	ABC	AB	AB				
8 -	10737 19.67%	3815 19.28%	1198 18.04%	267 15.18%	45 14.15%	57 16.81%	49 15.03%	10 11.36%	17 13.93%	18 16.67%
	CDEG	CDEG	D							
CAHPS Rate (Top Three Box)	40589 74.36%	14914 75.36%	5056 76.13%	1342 76.29%	245 77.04%	265 78.17%	244 74.85%	65 73.86%	97 79.51%	83 76.85%
			A							
7 -	5574 10.21%	1942 9.81%	609 9.17%	131 7.45%	18 5.66%	34 10.03%	23 7.06%	7 7.95%	6 4.92%	5 4.63%
	CDEG	DE	DE			E				
6 -	2642 4.84%	842 4.25%	261 3.93%	71 4.04%	11 3.46%	9 2.65%	17 5.21%	3 3.41%	1 0.82%	7 6.48%
	BCF									I
5 -	3038 5.57%	1107 5.59%	383 5.77%	108 6.14%	22 6.92%	20 5.90%	19 5.83%	7 7.95%	8 6.56%	7 6.48%
4 -	963 1.76%	361 1.82%	131 1.97%	40 2.27%	10 3.14%	3 0.88%	12 3.68%	3 3.41%	6 4.92%	1 0.93%
			F	F	F		F			
3 -	694 1.27%	251 1.27%	89 1.34%	30 1.71%	4 1.26%	4 1.18%	6 1.84%	1 1.14%	1 0.82%	2 1.85%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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13. 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 health care in the last 6 months?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
2 -	439 0.80%	151 0.76%	52 0.78%	19 1.08%	5 1.57%	3 0.88%	2 0.61%	1 1.14%	2 1.64%	2 1.85%
1 -	283 0.52%	101 0.51%	27 0.41%	9 0.51%	1 0.31%	0 0.0%	3 0.92%	0 0.0%	0 0.0%	1 0.93%
0 - Worst health care possible	361 0.66%	122 0.62%	33 0.50%	9 0.51%	2 0.63%	1 0.29%	0 0.0%	1 1.14%	1 0.82%	0 0.0%
0-7 (NET)	13995 25.64%	4877 24.64%	1585 23.87%	417 23.71%	73 22.96%	74 21.83%	82 25.15%	23 26.14%	25 20.49%	25 23.15%
Bottom Three Box	1084 1.99%	374 1.89%	112 1.69%	37 2.10%	8 2.52%	4 1.18%	5 1.53%	2 2.27%	3 2.46%	3 2.78%
Bottom Two Box	644 1.18%	223 1.13%	60 0.90%	18 1.02%	3 0.94%	1 0.29%	3 0.92%	1 1.14%	1 0.82%	1 0.93%
Average	8.3040	8.3536	8.4066 A	8.4235 A	8.4245	8.5988 AB	8.3957	8.3636	8.4836	8.4074
Standard deviation	2.0007	1.9922	1.9808	2.0943	2.1586	1.8430	2.1046	2.1960	2.1624	2.1215
3-point composite mean	2.3926	2.4125 A	2.4340 AB	2.4486 A	2.4560	2.4956 AB	2.4172	2.4432	2.5000	2.4167
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1315 4.90%	373 4.23%	112 4.93%	11 2.66%	23 5.09%	21 4.91%	2 1.65%	6 3.82%	3 2.21%
		ACE	A	AE	A	A	A			
Appropriately skipped	16197 22.87%	5715 21.28%	1800 20.41%	395 17.38%	85 20.53%	89 19.69%	79 18.46%	30 24.79%	29 18.47%	26 19.12%
	BCDG	D	D							
BASE = Those who responded	54627 77.13%	19824 73.82%	6645 75.36%	1766 77.69%	318 76.81%	340 75.22%	327 76.40%	89 73.55%	122 77.71%	107 78.68%
	BC		B	BC						
Never	1190 2.18%	386 1.95%	124 1.87%	38 2.15%	10 3.14%	3 0.88%	14 4.28%	2 2.25%	4 3.28%	4 3.74%
	F	F		F	F		BCF			
Sometimes	7437 13.61%	2519 12.71%	826 12.43%	215 12.17%	42 13.21%	42 12.35%	56 17.13%	13 14.61%	15 12.30%	14 13.08%
	BC						BCD			
Bottom Two Box (%Never + %Sometimes)	8626 15.79%	2905 14.65%	950 14.30%	253 14.33%	52 16.35%	45 13.24%	70 21.41%	15 16.85%	19 15.57%	18 16.82%
	BC						ABCDF			
Usually	14746 26.99%	5470 27.59%	1765 26.56%	368 20.84%	57 17.92%	80 23.53%	67 20.49%	13 14.61%	26 21.31%	18 16.82%
	DEG	DEG	DEG							
Always	31255 57.22%	11449 57.75%	3930 59.14%	1145 64.84%	209 65.72%	215 63.24%	190 58.10%	61 68.54%	77 63.11%	71 66.36%
			AB	ABCG	ABCG	AB				
CAHPS Rate (%Always + %Usually)	46000 84.21%	16919 85.35%	5695 85.70%	1513 85.67%	266 83.65%	295 86.76%	257 78.59%	74 83.15%	103 84.43%	89 83.18%
	G	AG	AG	G		G				
3-point composite mean	2.4142	2.4310	2.4485	2.5051	2.4937	2.5000	2.3670	2.5169	2.4754	2.4953
			A	ABCG	G	AG				
4-point composite mean	3.3925	3.4115	3.4298	3.4836	3.4623	3.4912	3.3242	3.4944	3.4426	3.4579
			AG	ABCG	G	AG				
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	492 1.83% ACDG	115 1.30% AG	24 1.06% A	4 0.97% A	7 1.55% A	2 0.47%	2 1.65%	1 0.64%	1 0.74%
BASE = Those who responded	70824 100.00% BCDEF	26362 98.17%	8703 98.70% B	2249 98.94% B	410 99.03%	445 98.45%	426 99.53% BC	119 98.35%	156 99.36%	135 99.26%
Yes	57615 81.35% EF	21596 81.92% EF	7137 82.01% EF	1825 81.15% EF	307 74.88%	339 76.18%	335 78.64%	89 74.79%	119 76.28%	99 73.33%
No	13209 18.65%	4766 18.08%	1566 17.99%	424 18.85%	103 25.12% ABCD	106 23.82% ABCD	91 21.36%	30 25.21%	37 23.72%	36 26.67%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1375 5.12% AG	426 4.83% AG	113 4.97% AG	17 4.11% A	22 4.87% A	12 2.80% A	5 4.13%	9 5.73%	3 2.21%
Appropriately skipped	13209 18.65% B	4766 17.75%	1566 17.76%	424 18.65%	103 24.88% ABCD	106 23.45% ABCD	91 21.26%	30 24.79%	37 23.57%	36 26.47%
BASE = Those who responded	57615 81.35% BDEFG	20713 77.13% EF	6826 77.41% EF	1736 76.37% EF	294 71.01%	324 71.68%	325 75.93%	86 71.07%	111 70.70%	97 71.32%
None (v 0)	9745 16.91% CD	3539 17.09% CD	1071 15.69% D	201 11.58%	43 14.63%	44 13.58%	48 14.77%	17 19.77% J	17 15.32%	9 9.28%
1 time (v 1)	13719 23.81% DG	5113 24.68% DG	1637 23.98% DG	356 20.51%	69 23.47%	75 23.15%	62 19.08%	21 24.42%	27 24.32%	21 21.65%
2 (v 2)	13804 23.96%	4913 23.72%	1590 23.29%	435 25.06%	66 22.45%	66 20.37%	75 23.08%	19 22.09%	24 21.62%	23 23.71%
3 (v 3)	7932 13.77%	2806 13.55%	952 13.95%	272 15.67% AB	40 13.61%	57 17.59%	56 17.23%	12 13.95%	14 12.61%	14 14.43%
4 (v 4)	4519 7.84%	1572 7.59%	571 8.37% B	153 8.81%	26 8.84%	28 8.64%	24 7.38%	5 5.81%	13 11.71%	8 8.25%
5 to 9 (v 7)	6148 10.67%	2156 10.41%	787 11.53% B	265 15.26% ABC	43 14.63% B	42 12.96%	50 15.38% AB	11 12.79%	13 11.71%	19 19.59%
10 or more (v 12.5)	1749 3.04%	614 2.96%	218 3.19%	54 3.11%	7 2.38%	12 3.70%	10 3.08%	1 1.16%	3 2.70%	3 3.09%
Average	2.5704	2.5304	2.6650 AB	2.9862 ABC	2.7670	2.8827 AB	2.9262 AB	2.3779	2.6802	3.2113 H
Standard deviation	2.6562	2.6379	2.7024	2.7296	2.6463	2.8002	2.7622	2.3966	2.6259	2.8109
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1486 5.53% AG	458 5.19% AG	120 5.28% AG	21 5.07% A	23 5.09% A	12 2.80% A	7 5.79%	9 5.73%	5 3.68%
Appropriately skipped	22954 32.41% BCD	8305 30.93% D	2637 29.90% D	625 27.50%	146 35.27% CD	150 33.19% D	139 32.48% D	47 38.84%	54 34.39%	45 33.09%
BASE = Those who responded	47870 67.59% BCEF	17063 63.54% BE	5723 64.90% BE	1528 67.22% BCEF	247 59.66% BE	279 61.73% BE	277 64.72% BE	67 55.37%	94 59.87%	86 63.24%
Never	744 1.55%	247 1.45%	82 1.43%	18 1.18%	5 2.02%	6 2.15%	7 2.53%	3 4.48%	1 1.06%	1 1.16%
Sometimes	3230 6.75%	1112 6.52%	373 6.52%	94 6.15%	16 6.48%	18 6.45%	22 7.94%	4 5.97%	4 4.26%	8 9.30%
Bottom Two Box (%Never + %Sometimes)	3973 8.30%	1359 7.96%	455 7.95%	112 7.33%	21 8.50%	24 8.60%	29 10.47%	7 10.45%	5 5.32%	9 10.47%
Usually	8152 17.03% DEFG	2934 17.20% DEFG	975 17.04% DEFG	225 14.73% EF	24 9.72%	26 9.32%	33 11.91%	4 5.97%	4 4.26%	16 18.60% HI
Always	35745 74.67%	12770 74.84%	4293 75.01%	1191 77.95% ABC	202 81.78% ABC	229 82.08% ABC	215 77.62%	56 83.58%	85 90.43% J	61 70.93%
CAHPS Rate (%Always + %Usually)	43897 91.70%	15704 92.04%	5268 92.05%	1416 92.67%	226 91.50%	255 91.40%	248 89.53%	60 89.55%	89 94.68%	77 89.53%
3-point composite mean	2.6637	2.6688	2.6706	2.7062 ABC	2.7328	2.7348	2.6715	2.7313	2.8511 J	2.6047
4-point composite mean	3.6482	3.6543	3.6563	3.6944 ABC	3.7126	3.7133	3.6462	3.6866	3.8404 J	3.5930
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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18. In the last 6 months, how often did your personal doctor listen carefully to you?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	42 0.06%	1502 5.59%	461 5.23%	124 5.46%	20 4.83%	23 5.09%	12 2.80%	6 4.96%	9 5.73%	5 3.68%
		AG	AG	AG	A	A	A			
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	625 27.50%	146 35.27%	150 33.19%	139 32.48%	47 38.84%	54 34.39%	45 33.09%
	BCD	D	D		CD	D	D			
BASE = Those who responded	47827 67.53%	17047 63.48%	5720 64.87%	1524 67.05%	248 59.90%	279 61.73%	276 64.49%	68 56.20%	94 59.87%	86 63.24%
	BCEF		BE	BCEF						
Never	701 1.47%	237 1.39%	80 1.40%	20 1.31%	5 2.02%	2 0.72%	3 1.09%	0 0.0%	2 2.13%	3 3.49%
Sometimes	3286 6.87%	1162 6.82%	396 6.92%	98 6.43%	11 4.44%	23 8.24%	18 6.52%	5 7.35%	2 2.13%	4 4.65%
Bottom Two Box (%Never + %Sometimes)	3987 8.34%	1399 8.21%	476 8.32%	118 7.74%	16 6.45%	25 8.96%	21 7.61%	5 7.35%	4 4.26%	7 8.14%
Usually	7529 15.74%	2692 15.79%	907 15.86%	202 13.25%	29 11.69%	31 11.11%	31 11.23%	10 14.71%	4 4.26%	15 17.44%
	DFG	DEFG	DEFG					I		I
Always	36311 75.92%	12956 76.00%	4337 75.82%	1204 79.00%	203 81.85%	223 79.93%	224 81.16%	53 77.94%	86 91.49%	64 74.42%
				ABC	ABC		ABC		HJ	
CAHPS Rate (%Always + %Usually)	43840 91.66%	15648 91.79%	5244 91.68%	1406 92.26%	232 93.55%	254 91.04%	255 92.39%	63 92.65%	90 95.74%	79 91.86%
3-point composite mean	2.6758	2.6779	2.6750	2.7126 ABC	2.7540 ABC	2.7097	2.7355	2.7059	2.8723 J	2.6628
4-point composite mean	3.6612	3.6640	3.6610	3.6995 ABC	3.7339	3.7025	3.7246	3.7059	3.8511 J	3.6279
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	50 0.07%	1483 5.52%	463 5.25%	122 5.37%	20 4.83%	24 5.31%	13 3.04%	7 5.79%	9 5.73%	4 2.94%
		AG	AG	AG	A	A	A			
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	625 27.50%	146 35.27%	150 33.19%	139 32.48%	47 38.84%	54 34.39%	45 33.09%
	BCD	D	D		CD	D	D			
BASE = Those who responded	47820 67.52%	17066 63.55%	5718 64.84%	1526 67.14%	248 59.90%	278 61.50%	276 64.49%	67 55.37%	94 59.87%	87 63.97%
	BCEF		BE	BCEF						
Never	673 1.41%	249 1.46%	87 1.52%	19 1.25%	4 1.61%	2 0.72%	8 2.90%	1 1.49%	1 1.06%	2 2.30%
Sometimes	2663 5.57%	958 5.61%	328 5.74%	76 4.98%	10 4.03%	17 6.12%	11 3.99%	3 4.48%	3 3.19%	4 4.60%
Bottom Two Box (%Never + %Sometimes)	3336 6.98%	1207 7.07%	415 7.26%	95 6.23%	14 5.65%	19 6.83%	19 6.88%	4 5.97%	4 4.26%	6 6.90%
Usually	6233 13.03%	2242 13.14%	765 13.38%	185 12.12%	24 9.68%	22 7.91%	34 12.32%	8 11.94%	6 6.38%	10 11.49%
	F	F	F	F						
Always	38252 79.99%	13617 79.79%	4538 79.36%	1246 81.65%	210 84.68%	237 85.25%	223 80.80%	55 82.09%	84 89.36%	71 81.61%
				C	ABC	ABC				
CAHPS Rate (%Always + %Usually)	44485 93.02%	15859 92.93%	5303 92.74%	1431 93.77%	234 94.35%	259 93.17%	257 93.12%	63 94.03%	90 95.74%	81 93.10%
3-point composite mean	2.7302	2.7272	2.7211	2.7543 C	2.7903 C	2.7842	2.7391	2.7612	2.8511	2.7471
4-point composite mean	3.7161	3.7126	3.7058	3.7418 C	3.7742	3.7770 C	3.7101	3.7463	3.8404	3.7241
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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20. In the last 6 months, how often did your personal doctor spend enough time with you?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	21 0.03%	1498 5.58%	460 5.22%	123 5.41%	21 5.07%	22 4.87%	14 3.27%	7 5.79%	9 5.73%	5 3.68%
		AG	AG	AG	A	A	A			
Appropriately skipped	22954 32.41%	8305 30.93%	2637 29.90%	625 27.50%	146 35.27%	150 33.19%	139 32.48%	47 38.84%	54 34.39%	45 33.09%
	BCD	D	D		CD	D	D			
BASE = Those who responded	47849 67.56%	17051 63.50%	5721 64.88%	1525 67.09%	247 59.66%	280 61.95%	275 64.25%	67 55.37%	94 59.87%	86 63.24%
	BCEF		BE	BCEF						
Never	1020 2.13%	387 2.27%	127 2.22%	33 2.16%	4 1.62%	3 1.07%	8 2.91%	1 1.49%	1 1.06%	2 2.33%
Sometimes	4172 8.72%	1393 8.17%	483 8.44%	116 7.61%	18 7.29%	24 8.57%	30 10.91%	6 8.96%	2 2.13%	10 11.63%
										I
Bottom Two Box (%Never + %Sometimes)	5191 10.85%	1780 10.44%	610 10.66%	149 9.77%	22 8.91%	27 9.64%	38 13.82%	7 10.45%	3 3.19%	12 13.95%
										I
Usually	9816 20.52%	3464 20.32%	1146 20.03%	276 18.10%	44 17.81%	49 17.50%	38 13.82%	14 20.90%	13 13.83%	17 19.77%
	DG	DG	G							
Always	32841 68.64%	11807 69.25%	3965 69.31%	1100 72.13%	181 73.28%	204 72.86%	199 72.36%	46 68.66%	78 82.98%	57 66.28%
				ABC					HJ	
CAHPS Rate (%Always + %Usually)	42657 89.15%	15271 89.56%	5111 89.34%	1376 90.23%	225 91.09%	253 90.36%	237 86.18%	60 89.55%	91 96.81%	74 86.05%
									J	
3-point composite mean	2.5779	2.5881	2.5864	2.6236 AB	2.6437	2.6321	2.5855	2.5821	2.7979 HJ	2.5233
4-point composite mean	3.5565	3.5654	3.5642	3.6020 A	3.6275	3.6214	3.5564	3.5672	3.7872 HJ	3.5000
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1637 6.10% A	503 5.70% A	142 6.25% A	25 6.04% A	23 5.09% A	18 4.21% A	8 6.61%	12 7.64%	5 3.68%
Appropriately skipped	22954 32.41% BCD	8305 30.93% D	2637 29.90% D	625 27.50%	146 35.27% CD	150 33.19% D	139 32.48% D	47 38.84%	54 34.39%	45 33.09%
BASE = Those who responded	47870 67.59% BCDEFG	16912 62.98% EG	5678 64.39% EG	1506 66.26% BE	243 58.70%	279 61.73%	269 62.85%	66 54.55%	91 57.96%	86 63.24%
Yes	28755 60.07% EG	10269 60.72% EG	3466 61.04% EG	880 58.43%	129 53.09%	156 55.91%	141 52.42%	33 50.00%	49 53.85%	47 54.65%
No	19115 39.93%	6643 39.28%	2212 38.96%	626 41.57%	114 46.91% ABC	123 44.09%	128 47.58% ABC	33 50.00%	42 46.15%	39 45.35%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	64 0.09%	1878 6.99%	586 6.65%	158 6.95%	27 6.52%	26 5.75%	23 5.37%	9 7.44%	12 7.64%	6 4.41%
		A	A	A	A	A	A			
Appropriately skipped	42069 59.40%	14948 55.66%	4849 54.99%	1251 55.04%	260 62.80%	273 60.40%	267 62.38%	80 66.12%	96 61.15%	84 61.76%
	BCD				BCD	BCD	BCD			
BASE = Those who responded	28691 40.51%	10028 37.34%	3383 38.36%	864 38.01%	127 30.68%	153 33.85%	138 32.24%	32 26.45%	49 31.21%	46 33.82%
	BCDEFG	EG	EF	EG						
Never	1452 5.06%	504 5.03%	155 4.58%	37 4.28%	9 7.09%	11 7.19%	6 4.35%	2 6.25%	2 4.08%	5 10.87%
Sometimes	3357 11.70%	1210 12.07%	404 11.94%	106 12.27%	10 7.87%	16 10.46%	12 8.70%	4 12.50%	2 4.08%	4 8.70%
Bottom Two Box (%Never + %Sometimes)	4809 16.76%	1714 17.09%	559 16.52%	143 16.55%	19 14.96%	27 17.65%	18 13.04%	6 18.75%	4 8.16%	9 19.57%
Usually	7061 24.61%	2485 24.78%	835 24.68%	196 22.69%	25 19.69%	31 20.26%	33 23.91%	5 15.63%	13 26.53%	7 15.22%
Always	16821 58.63%	5829 58.13%	1989 58.79%	525 60.76%	83 65.35%	95 62.09%	87 63.04%	21 65.63%	32 65.31%	30 65.22%
CAHPS Rate (%Always + %Usually)	23882 83.24%	8314 82.91%	2824 83.48%	721 83.45%	108 85.04%	126 82.35%	120 86.96%	26 81.25%	45 91.84%	37 80.43%
3-point composite mean	2.4187	2.4104	2.4227	2.4421	2.5039	2.4444	2.5000	2.4688	2.5714	2.4565
4-point composite mean	3.3681	3.3601	3.3769	3.3993	3.4331	3.3725	3.4565	3.4063	3.5306	3.3478
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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23. 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 personal doctor?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	1329 4.95%	414 4.69%	102 4.49%	22 5.31%	25 5.53%	16 3.74%	9 7.44%	8 5.10%	5 3.68%
		A	A	A	A	A	A			
Appropriately skipped	13209 18.65%	4766 17.75%	1566 17.76%	424 18.65%	103 24.88%	106 23.45%	91 21.26%	30 24.79%	37 23.57%	36 26.47%
	B				ABCD	ABCD				
BASE = Those who responded	57587 81.31%	20759 77.30%	6838 77.55%	1747 76.86%	289 69.81%	321 71.02%	321 75.00%	82 67.77%	112 71.34%	95 69.85%
	BDEFG	EF	EF	EF						
10 - Best personal doctor possible	29456 51.15%	10856 52.30%	3640 53.23%	995 56.95%	173 59.86%	189 58.88%	182 56.70%	45 54.88%	74 66.07%	54 56.84%
			A	ABC	ABC	ABC	A			
9 -	8796 15.27%	3252 15.67%	1040 15.21%	225 12.88%	34 11.76%	43 13.40%	39 12.15%	10 12.20%	10 8.93%	14 14.74%
	D	DE	D							
Top Two Box	38252 66.42%	14108 67.96%	4680 68.44%	1220 69.83%	207 71.63%	232 72.27%	221 68.85%	55 67.07%	84 75.00%	68 71.58%
		A	A	A		A				
8 -	8499 14.76%	2989 14.40%	957 14.00%	223 12.76%	31 10.73%	37 11.53%	39 12.15%	11 13.41%	13 11.61%	7 7.37%
	DE	E								
CAHPS Rate (Top Three Box)	46751 81.18%	17097 82.36%	5637 82.44%	1443 82.60%	238 82.35%	269 83.80%	260 81.00%	66 80.49%	97 86.61%	75 78.95%
		A	A							
7 -	3945 6.85%	1310 6.31%	423 6.19%	99 5.67%	15 5.19%	16 4.98%	19 5.92%	4 4.88%	2 1.79%	9 9.47%
										I
6 -	1827 3.17%	614 2.96%	207 3.03%	52 2.98%	8 2.77%	11 3.43%	9 2.80%	3 3.66%	3 2.68%	2 2.11%
5 -	2514 4.37%	829 3.99%	281 4.11%	73 4.18%	14 4.84%	11 3.43%	10 3.12%	4 4.88%	5 4.46%	5 5.26%
4 -	758 1.32%	250 1.20%	84 1.23%	23 1.32%	4 1.38%	4 1.25%	7 2.18%	2 2.44%	1 0.89%	1 1.05%
3 -	574 1.00%	214 1.03%	72 1.05%	18 1.03%	3 1.04%	6 1.87%	4 1.25%	1 1.22%	1 0.89%	1 1.05%
2 -	411 0.71%	160 0.77%	44 0.64%	10 0.57%	1 0.35%	3 0.93%	4 1.25%	0 0.0%	1 0.89%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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23. 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 personal doctor?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
1 -	347 0.60%	103 0.50%	37 0.54%	9 0.52%	1 0.35%	1 0.31%	2 0.62%	0 0.0%	0 0.0%	1 1.05%
0 - Worst personal doctor possible	460 0.80% F	182 0.88% F	53 0.78% F	20 1.14% F	5 1.73% F	0 0.0%	6 1.87% F	2 2.44%	2 1.79%	1 1.05%
0-7 (NET)	10836 18.82% BC	3662 17.64%	1201 17.56%	304 17.40%	51 17.65%	52 16.20%	61 19.00%	16 19.51%	15 13.39%	20 21.05%
Bottom Three Box	1218 2.12%	445 2.14%	134 1.96%	39 2.23%	7 2.42%	4 1.25%	12 3.74% F	2 2.44%	3 2.68%	2 2.11%
Bottom Two Box	807 1.40% F	285 1.37% F	90 1.32% F	29 1.66% F	6 2.08% F	1 0.31%	8 2.49% F	2 2.44%	2 1.79%	2 2.11%
Average	8.6614	8.7097	8.7308 A	8.7602	8.7716	8.8692	8.6293	8.5976	8.9286	8.7368
Standard deviation	1.9680	1.9539	1.9372	2.0101	2.0971	1.8398	2.2485	2.2023	2.0560	2.0376
3-point composite mean	2.5446	2.5663 A	2.5706 A	2.5810 A	2.5917	2.6106	2.5576	2.5244	2.6339	2.6000
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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24. 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 to see a specialist?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	495 1.84% ACG	132 1.50% A	52 2.29% ACG	9 2.17% A	9 1.99% A	3 0.70%	2 1.65%	6 3.82%	1 0.74%
BASE = Those who responded	70824 100.00% BCDEF	26359 98.16%	8686 98.50% ED	2221 97.71%	405 97.83%	443 98.01%	425 99.30% ED	119 98.35%	151 96.18%	135 99.26%
Yes	30688 43.33% F	11988 45.48% AEFG	4005 46.11% AEFG	1016 45.75% AEFG	160 39.51%	169 38.15%	169 39.76%	46 38.66%	65 43.05%	49 36.30%
No	40136 56.67% BCD	14371 54.52%	4681 53.89%	1205 54.25%	245 60.49% BCD	274 61.85% ABCD	256 60.24% BCD	73 61.34%	86 56.95%	86 63.70%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	743 2.77%	218 2.47%	79 3.48%	13 3.14%	12 2.65%	6 1.40%	3 2.48%	8 5.10%	2 1.47%
Appropriately skipped	40136 56.67%	14371 53.52%	4681 53.08%	1205 53.01%	245 59.18%	274 60.62%	256 59.81%	73 60.33%	86 54.78%	86 63.24%
BASE = Those who responded	30660 43.29%	11740 43.72%	3919 44.44%	989 43.51%	156 37.68%	166 36.73%	165 38.55%	45 37.19%	63 40.13%	48 35.29%
Never	1282 4.18%	444 3.78%	138 3.52%	40 4.04%	8 5.13%	8 4.82%	9 5.45%	1 2.22%	5 7.94%	2 4.17%
Sometimes	4915 16.03%	1819 15.49%	599 15.28%	138 13.95%	28 17.95%	37 22.29%	29 17.58%	8 17.78%	9 14.29%	11 22.92%
Bottom Two Box (%Never + %Sometimes)	6197 20.21%	2263 19.28%	737 18.81%	178 18.00%	36 23.08%	45 27.11%	38 23.03%	9 20.00%	14 22.22%	13 27.08%
Usually	7791 25.41%	3143 26.77%	1041 26.56%	220 22.24%	36 23.08%	29 17.47%	45 27.27%	10 22.22%	16 25.40%	10 20.83%
Always	16672 54.38%	6334 53.95%	2141 54.63%	591 59.76%	84 53.85%	92 55.42%	82 49.70%	26 57.78%	33 52.38%	25 52.08%
CAHPS Rate (%Always + %Usually)	24463 79.79%	9477 80.72%	3182 81.19%	811 82.00%	120 76.92%	121 72.89%	127 76.97%	36 80.00%	49 77.78%	35 72.92%
3-point composite mean	2.3416	2.3468	2.3583	2.4176	2.3077	2.2831	2.2667	2.3778	2.3016	2.2500
4-point composite mean	3.2998	3.3089	3.3230	3.3771	3.2564	3.2349	3.2121	3.3556	3.2222	3.2083
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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26. How many specialists have you seen in the last 6 months?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	840 3.13%	247 2.80%	85 3.74%	13 3.14%	13 2.88%	6 1.40%	3 2.48%	8 5.10%	2 1.47%
		AG	AG	ACG	A	A	A			
Appropriately skipped	40136 56.67%	14371 53.52%	4681 53.08%	1205 53.01%	245 59.18%	274 60.62%	256 59.81%	73 60.33%	86 54.78%	86 63.24%
	BCD				BCD	BCD	BCD			
BASE = Those who responded	30674 43.31%	11643 43.36%	3890 44.11%	983 43.25%	156 37.68%	165 36.50%	166 38.79%	45 37.19%	63 40.13%	48 35.29%
	EF	EF	EF	EF						
None (v 0)	1360 4.43%	513 4.41%	162 4.16%	38 3.87%	5 3.21%	8 4.85%	6 3.61%	1 2.22%	1 1.59%	3 6.25%
Saw a specialist (NET)	29314 95.57%	11130 95.59%	3728 95.84%	945 96.13%	151 96.79%	157 95.15%	160 96.39%	44 97.78%	62 98.41%	45 93.75%
1 specialist (v 1)	14661 47.79%	5577 47.90%	1899 48.82%	475 48.32%	96 61.54%	82 49.70%	88 53.01%	32 71.11%	35 55.56%	29 60.42%
					ABCDF					
2 (v 2)	8322 27.13%	3051 26.20%	999 25.68%	256 26.04%	41 26.28%	39 23.64%	48 28.92%	7 15.56%	22 34.92%	12 25.00%
									H	
3 (v 3)	3740 12.19%	1432 12.30%	488 12.54%	127 12.92%	6 3.85%	21 12.73%	12 7.23%	2 4.44%	2 3.17%	2 4.17%
	EG	EG	EG	EG		E				
4 (v 4)	1438 4.69%	574 4.93%	186 4.78%	52 5.29%	5 3.21%	6 3.64%	5 3.01%	2 4.44%	1 1.59%	2 4.17%
5 or more specialists (v 6)	1154 3.76%	496 4.26%	156 4.01%	35 3.56%	3 1.92%	9 5.45%	7 4.22%	1 2.22%	2 3.17%	0 0.0%
		E								
Average	1.7996 E	1.8249 E	1.8100 E	1.8169 E	1.5000	1.8242 E	1.6988	1.4667	1.6032	1.3958
Standard deviation	1.2356	1.2753	1.2558	1.2308	0.9838	1.3437	1.2048	1.0456	1.0319	0.8352
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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27. We want to know your rating of the specialist you 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?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	35 0.05%	966 3.60%	286 3.24%	89 3.92%	15 3.62%	15 3.32%	7 1.64%	4 3.31%	9 5.73%	2 1.47%
Appropriately skipped	41496 58.59%	14884 55.43%	4843 54.92%	1243 54.69%	250 60.39%	282 62.39%	262 61.21%	74 61.16%	87 55.41%	89 65.44%
BASE = Those who responded	29293 41.36%	11004 40.98%	3689 41.83%	941 41.40%	149 35.99%	155 34.29%	159 37.15%	43 35.54%	61 38.85%	45 33.09%
10 - Best specialist possible	14661 50.05%	5643 51.28%	1918 51.99%	511 54.30%	88 59.06%	104 67.10%	89 55.97%	25 58.14%	38 62.30%	25 55.56%
9 -	5007 17.09%	1850 16.81%	629 17.05%	160 17.00%	20 13.42%	23 14.84%	18 11.32%	9 20.93%	6 9.84%	5 11.11%
Top Two Box	19668 67.14%	7493 68.09%	2547 69.04%	671 71.31%	108 72.48%	127 81.94%	107 67.30%	34 79.07%	44 72.13%	30 66.67%
8 -	4292 14.65%	1600 14.54%	513 13.91%	117 12.43%	20 13.42%	5 3.23%	22 13.84%	2 4.65%	7 11.48%	11 24.44%
CAHPS Rate (Top Three Box)	23960 81.79%	9093 82.63%	3060 82.95%	788 83.74%	128 85.91%	132 85.16%	129 81.13%	36 83.72%	51 83.61%	41 91.11%
7 -	2054 7.01%	680 6.18%	212 5.75%	50 5.31%	9 6.04%	8 5.16%	6 3.77%	2 4.65%	4 6.56%	3 6.67%
6 -	899 3.07%	307 2.79%	104 2.82%	25 2.66%	1 0.67%	3 1.94%	4 2.52%	0 0.0%	0 0.0%	1 2.22%
5 -	1112 3.80%	435 3.95%	144 3.90%	30 3.19%	4 2.68%	7 4.52%	5 3.14%	2 4.65%	2 3.28%	0 0.0%
4 -	368 1.26%	137 1.25%	45 1.22%	15 1.59%	4 2.68%	2 1.29%	3 1.89%	3 6.98%	1 1.64%	0 0.0%
3 -	290 0.99%	111 1.01%	36 0.98%	11 1.17%	2 1.34%	0 0.0%	4 2.52%	0 0.0%	2 3.28%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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27. We want to know your rating of the specialist you 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?

	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)	
2 -		241 0.82%	87 0.79%	34 0.92%	11 1.17%	1 0.67%	1 0.65%	1 0.63%	0 0.0%	1 1.64%	0 0.0%
1 -		135 0.46%	68 0.62%	26 0.70%	3 0.32%	0 0.0%	1 0.65%	1 0.63%	0 0.0%	0 0.0%	0 0.0%
0 - Worst specialist possible		234 0.80%	86 0.78%	28 0.76%	8 0.85%	0 0.0%	1 0.65%	6 3.77%	0 0.0%	0 0.0%	0 0.0%
0-7 (NET)	5333 18.21%	1911 17.37%	629 17.05%	153 16.26%	21 14.09%	23 14.84%	30 18.87%	7 16.28%	10 16.39%	4 8.89%	
Bottom Three Box	609 2.08%	241 2.19%	88 2.39%	22 2.34%	1 0.67%	3 1.94%	8 5.03%	0 0.0%	1 1.64%	0 0.0%	
Bottom Two Box	368 1.26%	154 1.40%	54 1.46%	11 1.17%	0 0.0%	2 1.29%	7 4.40%	0 0.0%	0 0.0%	0 0.0%	
Average	8.6813	8.7041	8.7165	8.7715	8.9463	9.0774	8.4654	8.9070	8.8525	9.1111	
Standard deviation	1.9297	1.9472	1.9648	1.9651	1.7137	1.8370	2.5372	1.8148	1.9739	1.1200	
3-point composite mean	2.5595	2.5691	2.5774	2.6036	2.6443	2.7226	2.5220	2.6744	2.6230	2.6444	
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%	

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	578 2.15% A	193 2.19% A	60 2.64% A	17 4.11% AB	10 2.21% A	10 2.34% A	1 0.83%	10 6.37% H	6 4.41%
BASE = Those who responded	70824 100.00% BCDEFG	26276 97.85% E	8625 97.81%	2213 97.36%	397 95.89%	442 97.79%	418 97.66%	120 99.17% I	147 93.63%	130 95.59%
Yes	15369 21.70% BCD	5453 20.75% D	1740 20.17%	409 18.48%	86 21.66%	109 24.66% CD	101 24.16% D	28 23.33%	32 21.77%	26 20.00%
No	55455 78.30%	20823 79.25% A	6885 79.83% AF	1804 81.52% ABFG	311 78.34%	333 75.34%	317 75.84%	92 76.67%	115 78.23%	104 80.00%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	50 0.07%	682 2.54%	229 2.60%	69 3.04%	19 4.59%	11 2.43%	15 3.50%	2 1.65%	10 6.37%	7 5.15%
Appropriately skipped	55455 78.30%	20823 77.54%	6885 78.08%	1804 79.37%	311 75.12%	333 73.67%	317 74.07%	92 76.03%	115 73.25%	104 76.47%
BASE = Those who responded	15319 21.63%	5349 19.92%	1704 19.32%	400 17.60%	84 20.29%	108 23.89%	96 22.43%	27 22.31%	32 20.38%	25 18.38%
Never	857 5.59%	312 5.83%	83 4.87%	20 5.00%	1 1.19%	5 4.63%	11 11.46%	1 3.70%	0 0.0%	0 0.0%
Sometimes	4016 26.21%	1397 26.12%	424 24.88%	90 22.50%	16 19.05%	23 21.30%	19 19.79%	5 18.52%	7 21.88%	4 16.00%
Bottom Two Box (%Never + %Sometimes)	4873 31.81%	1709 31.95%	507 29.75%	110 27.50%	17 20.24%	28 25.93%	30 31.25%	6 22.22%	7 21.88%	4 16.00%
Usually	4951 32.32%	1790 33.46%	589 34.57%	127 31.75%	29 34.52%	33 30.56%	23 23.96%	7 25.93%	11 34.38%	11 44.00%
Always	5496 35.88%	1850 34.59%	608 35.68%	163 40.75%	38 45.24%	47 43.52%	43 44.79%	14 51.85%	14 43.75%	10 40.00%
CAHPS Rate (%Always + %Usually)	10447 68.19%	3640 68.05%	1197 70.25%	290 72.50%	67 79.76%	80 74.07%	66 68.75%	21 77.78%	25 78.13%	21 84.00%
3-point composite mean	2.0407	2.0264	2.0593	2.1325	2.2500	2.1759	2.1354	2.2963	2.2188	2.2400
4-point composite mean	2.9847	2.9680	3.0106	3.0825	3.2381	3.1296	3.0208	3.2593	3.2188	3.2400
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	877 3.27% A	288 3.27% A	88 3.87% A	16 3.86% A	13 2.88% A	20 4.67% A	2 1.65%	11 7.01% HJ	3 2.21%
BASE = Those who responded	70824 100.00% BCDEFG	25977 96.73%	8530 96.73%	2185 96.13%	398 96.14%	439 97.12%	407 95.09%	119 98.35% I	146 92.99%	133 97.79% I
Yes	25228 35.62% BEG	8714 33.55%	2934 34.40%	738 33.78%	120 30.15%	157 35.76%	122 29.98%	36 30.25%	47 32.19%	37 27.82%
No	45596 64.38%	17263 66.45% A	5596 65.60%	1447 66.22%	278 69.85% A	282 64.24%	285 70.02% A	83 69.75%	99 67.81%	96 72.18%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	35 0.05%	1070 3.98%	356 4.04%	108 4.75%	19 4.59%	17 3.76%	22 5.14%	4 3.31%	12 7.64%	3 2.21%
Appropriately skipped	45596 64.38%	17263 64.28%	5596 63.46%	1447 63.66%	278 67.15%	282 62.39%	285 66.59%	83 68.60%	99 63.06%	96 70.59%
BASE = Those who responded	25192 35.57%	8521 31.73%	2866 32.50%	718 31.59%	117 28.26%	153 33.85%	120 28.04%	34 28.10%	46 29.30%	37 27.21%
Never	644 2.56%	218 2.56%	72 2.51%	10 1.39%	2 1.71%	3 1.96%	4 3.33%	1 2.94%	1 2.17%	0 0.0%
Sometimes	3881 15.41%	1273 14.94%	412 14.38%	109 15.18%	16 13.68%	25 16.34%	16 13.33%	5 14.71%	5 10.87%	6 16.22%
Bottom Two Box (%Never + %Sometimes)	4526 17.96%	1491 17.50%	484 16.89%	119 16.57%	18 15.38%	28 18.30%	20 16.67%	6 17.65%	6 13.04%	6 16.22%
Usually	5963 23.67%	2075 24.35%	668 23.31%	137 19.08%	20 17.09%	33 21.57%	23 19.17%	6 17.65%	7 15.22%	7 18.92%
Always	14703 58.36%	4955 58.15%	1714 59.80%	462 64.35%	79 67.52%	92 60.13%	77 64.17%	22 64.71%	33 71.74%	24 64.86%
CAHPS Rate (%Always + %Usually)	20666 82.04%	7030 82.50%	2382 83.11%	599 83.43%	99 84.62%	125 81.70%	100 83.33%	28 82.35%	40 86.96%	31 83.78%
3-point composite mean	2.4040	2.4065	2.4292	2.4777 AB	2.5214	2.4183	2.4750	2.4706	2.5870	2.4865
4-point composite mean	3.3784	3.3809	3.4040	3.4638 AB	3.5043	3.3987	3.4417	3.4412	3.5652	3.4865
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	1070 3.98%	355 4.03%	106 4.66%	18 4.35%	15 3.32%	24 5.61%	3 2.48%	12 7.64%	3 2.21%
		A	A	A	A	A	A		HJ	
Appropriately skipped	45596 64.38%	17263 64.28%	5596 63.46%	1447 63.66%	278 67.15%	282 62.39%	285 66.59%	83 68.60%	99 63.06%	96 70.59%
BASE = Those who responded	25213 35.60%	8521 31.73%	2867 32.51%	720 31.68%	118 28.50%	155 34.29%	118 27.57%	35 28.93%	46 29.30%	37 27.21%
		BCDEG	G			G				
Never	305 1.21%	102 1.20%	30 1.05%	7 0.97%	2 1.69%	1 0.65%	1 0.85%	1 2.86%	1 2.17%	0 0.0%
Sometimes	1140 4.52%	389 4.57%	123 4.29%	24 3.33%	2 1.69%	8 5.16%	3 2.54%	1 2.86%	1 2.17%	0 0.0%
		E	E	E						
Bottom Two Box (%Never + %Sometimes)	1445 5.73%	491 5.76%	153 5.34%	31 4.31%	4 3.39%	9 5.81%	4 3.39%	2 5.71%	2 4.35%	0 0.0%
Usually	3626 14.38%	1237 14.52%	368 12.84%	61 8.47%	14 11.86%	14 9.03%	14 11.86%	5 14.29%	3 6.52%	6 16.22%
		DF	D							
Always	20142 79.89%	6793 79.72%	2346 81.83%	628 87.22%	100 84.75%	132 85.16%	100 84.75%	28 80.00%	41 89.13%	31 83.78%
			AB	ABC						
CAHPS Rate (%Always + %Usually)	23769 94.27%	8030 94.24%	2714 94.66%	689 95.69%	114 96.61%	146 94.19%	114 96.61%	33 94.29%	44 95.65%	37 100.00%
3-point composite mean	2.7416	2.7396	2.7649 B	2.8292 ABC	2.8136	2.7935	2.8136	2.7429	2.8478	2.8378
4-point composite mean	3.7295	3.7276	3.7544 B	3.8194 ABC	3.7966	3.7871	3.8051	3.7143	3.8261	3.8378
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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33. In the last 6 months, did your health plan give you any forms to fill out?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1173 4.37% A	378 4.29% A	91 4.00% A	18 4.35% A	27 5.97% A	26 6.07% A	3 2.48%	13 8.28% HJ	2 1.47%
BASE = Those who responded	70824 100.00% BCDEFG	25681 95.63%	8440 95.71%	2182 96.00%	396 95.65%	425 94.03%	401 93.69%	118 97.52% I	144 91.72%	134 98.53% I
Yes	20638 29.14% CDEFG	7221 28.12% DEFG	2332 27.63% EFG	570 26.12% F	86 21.72%	90 21.18%	87 21.70%	22 18.64%	36 25.00%	28 20.90%
No	50186 70.86%	18460 71.88%	6108 72.37% A	1612 73.88% AB	310 78.28% ABC	335 78.82% ABCD	314 78.30% ABC	96 81.36%	108 75.00%	106 79.10%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	7 0.01%	1429 5.32%	470 5.33%	112 4.93%	22 5.31%	29 6.42%	28 6.54%	4 3.31%	14 8.92%	4 2.94%
		A	A	A	A	A	A		HJ	
BASE = Those who responded	70817 99.99%	25425 94.68%	8348 94.67%	2161 95.07%	392 94.69%	423 93.58%	399 93.22%	117 96.69%	143 91.08%	132 97.06%
	B	C	D	E	F	G	H	I		I
Never	793 1.12%	253 1.00%	89 1.07%	23 1.06%	5 1.28%	2 0.47%	4 1.00%	3 2.56%	2 1.40%	0 0.0%
Sometimes	3293 4.65%	1127 4.43%	352 4.22%	90 4.16%	11 2.81%	12 2.84%	13 3.26%	4 3.42%	4 2.80%	3 2.27%
	EF									
Bottom Two Box (%Never + %Sometimes)	4087 5.77%	1380 5.43%	441 5.28%	113 5.23%	16 4.08%	14 3.31%	17 4.26%	7 5.98%	6 4.20%	3 2.27%
	F	F	F							
Usually	6332 8.94%	2160 8.50%	675 8.09%	154 7.13%	20 5.10%	19 4.49%	13 3.26%	3 2.56%	9 6.29%	8 6.06%
	C	D	E	F						
Always	10213 14.42%	3425 13.47%	1124 13.46%	282 13.05%	46 11.73%	55 13.00%	55 13.78%	11 9.40%	20 13.99%	15 11.36%
	B									
Always - c33 = "No"	50186 70.87%	18460 72.61%	6108 73.17%	1612 74.60%	310 79.08%	335 79.20%	314 78.70%	96 82.05%	108 75.52%	106 80.30%
		A	A	AB	ABCD	ABCD	ABC			
Always (Net)	60399 85.29%	21885 86.08%	7232 86.63%	1894 87.64%	356 90.82%	390 92.20%	369 92.48%	107 91.45%	128 89.51%	121 91.67%
			A	AB	ABC	ABCD	ABCD			
CAHPS Rate (%Always+%Usually)	66730 94.23%	24045 94.57%	7907 94.72%	2048 94.77%	376 95.92%	409 96.69%	382 95.74%	110 94.02%	137 95.80%	129 97.73%
						ABC				
3-point composite mean	2.7952	2.8065	2.8135 A	2.8242 A	2.8673 ABC	2.8889 ABCD	2.8822 ABCD	2.8547	2.8531	2.8939
4-point composite mean	3.7840	3.7965	3.8028 A	3.8135 A	3.8546 ABC	3.8842 ABCD	3.8722 ABCD	3.8291	3.8392	3.8939
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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35. 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 health plan?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1027 3.82% AD	319 3.62% A	68 2.99% A	15 3.62% A	13 2.88% A	16 3.74% A	6 4.96%	5 3.18%	4 2.94%
BASE = Those who responded	70824 100.00% BCDEFG	25827 96.18%	8499 96.38%	2205 97.01% B	399 96.38%	439 97.12%	411 96.03%	115 95.04%	152 96.82%	132 97.06%
10 - Best health plan possible	30936 43.68%	11742 45.46% A	4052 47.68% AB	1157 52.47% ABC	216 54.14% ABC	234 53.30% ABC	204 49.64% A	60 52.17%	91 59.87%	65 49.24%
9 -	10843 15.31% EF	4034 15.62% DEF	1290 15.18% EF	307 13.92%	44 11.03%	51 11.62%	63 15.33%	13 11.30%	13 8.55%	18 13.64%
Top Two Box	41779 58.99%	15776 61.08% A	5342 62.85% AB	1464 66.39% ABC	260 65.16% A	285 64.92% A	267 64.96% A	73 63.48%	104 68.42%	83 62.88%
8 -	11962 16.89% DG	4334 16.78% DG	1380 16.24% DG	314 14.24%	62 15.54%	61 13.90%	47 11.44%	19 16.52%	19 12.50%	24 18.18%
CAHPS Rate (Top Three Box)	53741 75.88%	20110 77.86% A	6722 79.09% AB	1778 80.63% AB	322 80.70% A	346 78.82%	314 76.40%	92 80.00%	123 80.92%	107 81.06%
7 -	6487 9.16% BCDEFG	2159 8.36% DEG	668 7.86% DEG	146 6.62%	21 5.26%	29 6.61%	21 5.11%	6 5.22%	4 2.63%	11 8.33% I
6 -	3031 4.28% C	1022 3.96%	314 3.69%	80 3.63%	15 3.76%	15 3.42%	18 4.38%	6 5.22%	5 3.29%	4 3.03%
5 -	4285 6.05% BCD	1419 5.49%	435 5.12%	107 4.85%	22 5.51%	24 5.47%	32 7.79% CD	7 6.09%	12 7.89% J	3 2.27%
4 -	1020 1.44%	351 1.36%	117 1.38%	28 1.27%	6 1.50%	5 1.14%	6 1.46%	2 1.74%	3 1.97%	1 0.76%
3 -	737 1.04%	277 1.07%	82 0.96%	18 0.82%	7 1.75%	4 0.91%	6 1.46%	1 0.87%	3 1.97%	3 2.27%
2 -	453 0.64%	140 0.54%	39 0.46%	15 0.68%	2 0.50%	4 0.91%	4 0.97%	0 0.0%	1 0.66%	1 0.76%
1 -	361 0.51%	138 0.53%	49 0.58%	11 0.50%	3 0.75%	7 1.59%	3 0.73%	1 0.87%	1 0.66%	1 0.76%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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35. 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 health plan?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
0 - Worst health plan possible	708 1.00% E	211 0.82% E	73 0.86% E	22 1.00% E	1 0.25%	5 1.14%	7 1.70% E	0 0.0%	0 0.0%	1 0.76%
0-7 (NET)	17083 24.12% BCDE	5717 22.14% CD	1777 20.91%	427 19.37%	77 19.30%	93 21.18%	97 23.60%	23 20.00%	29 19.08%	25 18.94%
Bottom Three Box	1523 2.15%	489 1.89%	161 1.89%	48 2.18%	6 1.50%	16 3.64% E	14 3.41%	1 0.87%	2 1.32%	3 2.27%
Bottom Two Box	1069 1.51%	349 1.35%	122 1.44%	33 1.50%	4 1.00%	12 2.73%	10 2.43%	1 0.87%	1 0.66%	2 1.52%
Average	8.4043	8.4946 A	8.5594 AB	8.6571 ABCG	8.6491 A	8.5353	8.3966	8.6435	8.6908	8.6061
Standard deviation	2.0383	1.9829	1.9728	1.9974	1.9855	2.2147	2.3033	1.8752	2.0591	1.9915
3-point composite mean	2.4403	2.4731 A	2.4981 AB	2.5365 ABC	2.5113	2.5034	2.4647	2.4870	2.5197	2.5227
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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36. In general, how would you rate your overall health?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	644 2.40%	221 2.51%	58 2.55%	14 3.38%	10 2.21%	10 2.34%	6 4.96%	4 2.55%	4 2.94%
		A	A	A	A	A	A			
BASE = Those who responded	70824 100.00%	26210 97.60%	8597 97.49%	2215 97.45%	400 96.62%	442 97.79%	416 97.20%	115 95.04%	153 97.45%	132 97.06%
	BCDEFG									
5 - Excellent	7805 11.02%	2710 10.34%	856 9.96%	187 8.44%	46 11.50%	59 13.35%	59 14.18%	12 10.43%	18 11.76%	16 12.12%
	CD	D	D			CD	BCD			
4 - Very good	15270 21.56%	5643 21.53%	1763 20.51%	399 18.01%	96 24.00%	89 20.14%	80 19.23%	31 26.96%	35 22.88%	30 22.73%
	D	CD	D		D					
CAHPS Rate (Top Two Box)	23074 32.58%	8353 31.87%	2619 30.46%	586 26.46%	142 35.50%	148 33.48%	139 33.41%	43 37.39%	53 34.64%	46 34.85%
	CD	CD	D		CD	D	D			
3 - Good	23358 32.98%	8588 32.77%	2698 31.38%	634 28.62%	117 29.25%	140 31.67%	101 24.28%	34 29.57%	47 30.72%	36 27.27%
	CDG	CDG	DG			G				
2 - Fair	18209 25.71%	6878 26.24%	2380 27.68%	678 30.61%	101 25.25%	108 24.43%	118 28.37%	25 21.74%	36 23.53%	40 30.30%
			AB	ABCE						
1 - Poor	6183 8.73%	2391 9.12%	900 10.47%	317 14.31%	40 10.00%	46 10.41%	58 13.94%	13 11.30%	17 11.11%	10 7.58%
			AB	ABCE			ABC			
Bottom Two Box	24392 34.44%	9269 35.36%	3280 38.15%	995 44.92%	141 35.25%	154 34.84%	176 42.31%	38 33.04%	53 34.64%	50 37.88%
			AB	ABCE			ABEF			
Average	3.0043 BCD	2.9772 CD	2.9180 D	2.7567	3.0175 D	3.0158 D	2.9135 D	3.0348	3.0065	3.0152
Standard deviation	1.1237	1.1206	1.1368	1.1564	1.1628	1.1814	1.2623	1.1642	1.1743	1.1480
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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37. In general, how would you rate your overall mental or emotional health?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	637 2.37%	206 2.34%	49 2.16%	14 3.38%	11 2.43%	11 2.57%	4 3.31%	6 3.82%	4 2.94%
		A	A	A	A	A	A			
BASE = Those who responded	70824 100.00%	26217 97.63%	8612 97.66%	2224 97.84%	400 96.62%	441 97.57%	416 97.20%	117 96.69%	151 96.18%	132 97.06%
	BCDEFG									
5 - Excellent	14377 20.30%	4969 18.95%	1512 17.56%	339 15.24%	88 22.00%	112 25.40%	87 20.91%	20 17.09%	44 29.14%	24 18.18%
	BCD	CD	D		CD	ABCD	D		HJ	
4 - Very good	15702 22.17%	5848 22.31%	1891 21.96%	470 21.13%	100 25.00%	101 22.90%	80 19.23%	33 28.21%	31 20.53%	36 27.27%
					G					
CAHPS Rate (Top Two Box)	30079 42.47%	10817 41.26%	3403 39.51%	809 36.38%	188 47.00%	213 48.30%	167 40.14%	53 45.30%	75 49.67%	60 45.45%
	BCD	CD	D		BCDG	ABCDG				
3 - Good	20390 28.79%	7784 29.69%	2532 29.40%	628 28.24%	101 25.25%	98 22.22%	104 25.00%	34 29.06%	37 24.50%	30 22.73%
	F	EFG	FG	F						
2 - Fair	15277 21.57%	5706 21.76%	2015 23.40%	592 26.62%	90 22.50%	89 20.18%	102 24.52%	26 22.22%	27 17.88%	37 28.03%
			AB	ABCF						I
1 - Poor	5078 7.17%	1910 7.29%	662 7.69%	195 8.77%	21 5.25%	41 9.30%	43 10.34%	4 3.42%	12 7.95%	5 3.79%
			E	ABE		E	ABE			
Bottom Two Box	20355 28.74%	7616 29.05%	2677 31.08%	787 35.39%	111 27.75%	130 29.48%	145 34.86%	30 25.64%	39 25.83%	42 31.82%
			AB	ABCEF			ABE			
Average	3.2686 BCD	3.2388 CD	3.1830 D	3.0746	3.3600 BCDG	3.3492 CDG	3.1587	3.3333	3.4503	3.2803
Standard deviation	1.2100	1.1972	1.1957	1.1968	1.1981	1.3026	1.2893	1.1017	1.2903	1.1633
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	534 1.99% A	185 2.10% A	45 1.98% A	13 3.14% A	9 1.99% A	7 1.64% A	5 4.13%	4 2.55%	4 2.94%
Don't know	2026 2.86% BCE	569 2.12%	203 2.30%	66 2.90% BE	6 1.45%	20 4.42% BCE	15 3.50%	1 0.83%	3 1.91%	2 1.47%
BASE = Those who responded	68798 97.14% BCDFG	25751 95.89% F	8430 95.60%	2162 95.12%	395 95.41%	423 93.58%	406 94.86%	115 95.04%	150 95.54%	130 95.59%
Yes	26538 38.57% EF	11108 43.14% AEFG	3693 43.81% AEFG	906 41.91% AEFG	124 31.39%	128 30.26%	138 33.99%	32 27.83%	47 31.33%	45 34.62%
No	42261 61.43% BCD	14643 56.86%	4737 56.19%	1256 58.09%	271 68.61% ABCD	295 69.74% ABCD	268 66.01% BCD	83 72.17%	103 68.67%	85 65.38%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?  
 (THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	24125 100.00%	7845 100.00%	1957 100.00%	407 100.00%	442 100.00%	412 100.00%	120 100.00%	153 100.00%	134 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	463 1.92% A	157 2.00% A	37 1.89% A	13 3.19% A	9 2.04% A	7 1.70% A	5 4.17%	4 2.61%	4 2.99%
Don't know	2026 2.86% BCE	497 2.06%	173 2.21%	57 2.91% BE	5 1.23%	20 4.52% BCE	15 3.64% E	1 0.83%	2 1.31%	2 1.49%
BASE = Those who responded	68798 97.14% BCDFG	23165 96.02% F	7515 95.79% F	1863 95.20%	389 95.58%	413 93.44%	390 94.66%	114 95.00%	147 96.08%	128 95.52%
Yes	26538 38.57% EF	9498 41.00% AEFG	3154 41.97% AEFG	738 39.61% EF	121 31.11%	123 29.78%	136 34.87%	31 27.19%	46 31.29%	44 34.38%
No	42261 61.43% BC	13667 59.00%	4361 58.03%	1125 60.39%	268 68.89% ABCD	290 70.22% ABCD	254 65.13% BC	83 72.81%	101 68.71%	84 65.63%
Sigma	70824 100.00%	24125 100.00%	7845 100.00%	1957 100.00%	407 100.00%	442 100.00%	412 100.00%	120 100.00%	153 100.00%	134 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	689 2.57%	220 2.49%	53 2.33%	13 3.14%	13 2.88%	11 2.57%	3 2.48%	6 3.82%	4 2.94%
		A	A	A	A	A	A			
BASE = Those who responded	70824 100.00%	26165 97.43%	8598 97.51%	2220 97.67%	401 96.86%	439 97.12%	417 97.43%	118 97.52%	151 96.18%	132 97.06%
	B	C	D	E	F	G	H	I	J	
Every day	13719 19.37%	5002 19.12%	1675 19.48%	468 21.08%	78 19.45%	89 20.27%	81 19.42%	20 16.95%	30 19.87%	28 21.21%
				B						
Some days	8619 12.17%	2982 11.40%	1028 11.96%	300 13.51%	55 13.72%	69 15.72%	57 13.67%	14 11.86%	18 11.92%	23 17.42%
		B		B		ABC				
Every day + Some days (NET)	22338 31.54%	7984 30.51%	2703 31.44%	768 34.59%	133 33.17%	158 35.99%	138 33.09%	34 28.81%	48 31.79%	51 38.64%
				ABC		B				
Not at all	47927 67.67%	18035 68.93%	5853 68.07%	1438 64.77%	267 66.58%	281 64.01%	275 65.95%	83 70.34%	103 68.21%	81 61.36%
	D	ADF	D							
Don't know	560 0.79%	146 0.56%	42 0.49%	14 0.63%	1 0.25%	0 0.0%	4 0.96%	1 0.85%	0 0.0%	0 0.0%
	BCEF	F	F	F			F			
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	817 3.04%	274 3.11%	69 3.04%	17 4.11%	16 3.54%	11 2.57%	4 3.31%	9 5.73%	4 2.94%
		A	A	A	A	A	A			
Appropriately skipped	48486 68.46%	18181 67.70%	5895 66.85%	1452 63.88%	268 64.73%	281 62.17%	279 65.19%	84 69.42%	103 65.61%	81 59.56%
	CDF	DF	DF							
BASE = Those who responded	22310 31.50%	7856 29.25%	2649 30.04%	752 33.08%	129 31.16%	155 34.29%	138 32.24%	33 27.27%	45 28.66%	51 37.50%
	BC			BC		B				
Never	5298 23.75%	1853 23.59%	649 24.50%	180 23.94%	42 32.56%	42 27.10%	32 23.19%	9 27.27%	14 31.11%	19 37.25%
					AB					
Sometimes	4533 20.32%	1691 21.52%	587 22.16%	184 24.47%	33 25.58%	41 26.45%	32 23.19%	8 24.24%	15 33.33%	10 19.61%
				A						
Bottom Two Box (%Never + %Sometimes)	9830 44.06%	3544 45.11%	1236 46.66%	364 48.40%	75 58.14%	83 53.55%	64 46.38%	17 51.52%	29 64.44%	29 56.86%
			A	A	ABCD	AB				
Usually	3435 15.40%	1312 16.70%	441 16.65%	117 15.56%	15 11.63%	21 13.55%	22 15.94%	4 12.12%	5 11.11%	6 11.76%
Always	9044 40.54%	3000 38.19%	972 36.69%	271 36.04%	39 30.23%	51 32.90%	52 37.68%	12 36.36%	11 24.44%	16 31.37%
	BCDEF									
CAHPS Rate (%Always + %Usually + %Sometimes)	17012 76.25%	6003 76.41%	2000 75.50%	572 76.06%	87 67.44%	113 72.90%	106 76.81%	24 72.73%	31 68.89%	32 62.75%
	E	E								
3-point composite mean	1.9648 CDEF	1.9308 E	1.9003 E	1.8763	1.7209	1.7935	1.9130	1.8485	1.6000	1.7451
4-point composite mean	2.7273 CEF	2.6949 E	2.6553 E	2.6370 E	2.3953	2.5226	2.6812	2.5758	2.2889	2.3725
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	28 0.04%	864 3.22%	286 3.24%	67 2.95%	16 3.86%	19 4.20%	11 2.57%	5 4.13%	6 3.82%	5 3.68%
Appropriately skipped	48486 68.46% CDF	18181 67.70% DF	5895 66.85% DF	1452 63.88%	268 64.73%	281 62.17%	279 65.19%	84 69.42%	103 65.61%	81 59.56%
BASE = Those who responded	22310 31.50% BC	7809 29.08%	2637 29.90%	754 33.17% BC	130 31.40%	152 33.63% B	137 32.01%	32 26.45%	48 30.57%	50 36.76%
Never	11275 50.54% B	3784 48.46%	1303 49.41%	382 50.66%	74 56.92%	88 57.89%	83 60.58% BC	14 43.75%	29 60.42%	31 62.00%
Sometimes	4533 20.32% G	1620 20.75% G	556 21.08% FG	171 22.68% FG	23 17.69%	23 15.13%	17 12.41%	9 28.13% J	9 18.75%	5 10.00%
Bottom Two Box (%Never + %Sometimes)	15808 70.86%	5404 69.20%	1859 70.50%	553 73.34% B	97 74.62%	111 73.03%	100 72.99%	23 71.88%	38 79.17%	36 72.00%
Usually	2493 11.17%	928 11.88%	301 11.41%	79 10.48%	12 9.23%	12 7.89%	17 12.41%	5 15.63%	3 6.25%	4 8.00%
Always	4009 17.97%	1477 18.91%	477 18.09%	122 16.18%	21 16.15%	29 19.08%	20 14.60%	4 12.50%	7 14.58%	10 20.00%
CAHPS Rate (%Always + %Usually + %Sometimes)	11034 49.46% G	4025 51.54% AFG	1334 50.59% FG	372 49.34% G	56 43.08%	64 42.11%	54 39.42%	18 56.25%	19 39.58%	19 38.00%
3-point composite mean	1.4711	1.4971 D	1.4759	1.4284	1.4154	1.4605	1.4161	1.4063	1.3542	1.4800
4-point composite mean	1.9657	2.0125 DG	1.9818	1.9218	1.8462	1.8816	1.8102	1.9688	1.7500	1.8600
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	896 3.34%	308 3.49%	79 3.48%	18 4.35%	18 3.98%	12 2.80%	6 4.96%	6 3.82%	6 4.41%
Appropriately skipped	48486 68.46%	18181 67.70%	5895 66.85%	1452 63.88%	268 64.73%	281 62.17%	279 65.19%	84 69.42%	103 65.61%	81 59.56%
BASE = Those who responded	22324 31.52%	7777 28.96%	2615 29.66%	742 32.64%	128 30.92%	153 33.85%	136 31.78%	31 25.62%	48 30.57%	49 36.03%
Never	12479 55.90%	4257 54.74%	1470 56.21%	423 57.01%	75 58.59%	100 65.36%	78 57.35%	14 45.16%	32 66.67%	29 59.18%
Sometimes	4285 19.19%	1474 18.95%	492 18.81%	154 20.75%	22 17.19%	24 15.69%	23 16.91%	8 25.81%	7 14.58%	7 14.29%
Bottom Two Box (%Never + %Sometimes)	16764 75.10%	5731 73.69%	1962 75.03%	577 77.76%	97 75.78%	124 81.05%	101 74.26%	22 70.97%	39 81.25%	36 73.47%
Usually	2302 10.31%	845 10.87%	266 10.17%	61 8.22%	9 7.03%	11 7.19%	13 9.56%	3 9.68%	2 4.17%	4 8.16%
Always	3258 14.59%	1201 15.44%	387 14.80%	104 14.02%	22 17.19%	18 11.76%	22 16.18%	6 19.35%	7 14.58%	9 18.37%
CAHPS Rate (%Always + %Usually + %Sometimes)	9845 44.10%	3520 45.26%	1145 43.79%	319 42.99%	53 41.41%	53 34.64%	58 42.65%	17 54.84%	16 33.33%	20 40.82%
3-point composite mean	1.3950	1.4175	1.3977	1.3625	1.4141	1.3072	1.4191	1.4839	1.3333	1.4490
4-point composite mean	1.8360	1.8701	1.8356	1.7925	1.8281	1.6536	1.8456	2.0323	1.6667	1.8571
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	978 3.64% A	307 3.48% A	90 3.96% A	23 5.56% A	23 5.09% A	18 4.21% A	7 5.79%	9 5.73%	7 5.15%
BASE = Those who responded	70824 100.00% BCDEFG	25876 96.36%	8511 96.52%	2183 96.04%	391 94.44%	429 94.91%	410 95.79%	114 94.21%	148 94.27%	129 94.85%
Yes	24080 34.00%	9765 37.74% A	3326 39.08% ABF	955 43.75% ABCEFG	146 37.34%	146 34.03%	150 36.59%	42 36.84%	50 33.78%	54 41.86%
No	46744 66.00% BCD	16111 62.26% CD	5185 60.92% D	1228 56.25%	245 62.66% D	283 65.97% CD	260 63.41% D	72 63.16%	98 66.22%	75 58.14%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	1280 4.77%	426 4.83%	130 5.72%	25 6.04%	28 6.19%	21 4.91%	8 6.61%	10 6.37%	7 5.15%
Appropriately skipped	46744 66.00%	16111 59.99%	5185 58.80%	1228 54.03%	245 59.18%	283 62.61%	260 60.75%	72 59.50%	98 62.42%	75 55.15%
BASE = Those who responded	24066 33.98%	9463 35.24%	3207 36.37%	915 40.26%	144 34.78%	141 31.19%	147 34.35%	41 33.88%	49 31.21%	54 39.71%
Yes	20199 83.93%	7826 82.70%	2672 83.32%	779 85.14%	116 80.56%	116 82.27%	117 79.59%	31 75.61%	39 79.59%	46 85.19%
No	3867 16.07%	1637 17.30%	535 16.68%	136 14.86%	28 19.44%	25 17.73%	30 20.41%	10 24.39%	10 20.41%	8 14.81%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	862 3.21% A	271 3.07% A	77 3.39% A	22 5.31% AC	25 5.53% ABC	15 3.50% A	7 5.79%	7 4.46%	8 5.88%
BASE = Those who responded	70824 100.00% BCDEFG	25992 96.79% F	8547 96.93% EF	2196 96.61%	392 94.69%	427 94.47%	413 96.50%	114 94.21%	150 95.54%	128 94.12%
Yes	46432 65.56%	17712 68.14% AG	5971 69.86% ABG	1615 73.54% ABCEFG	255 65.05%	281 65.81%	259 62.71%	71 62.28%	97 64.67%	87 67.97%
No	24392 34.44% BCD	8280 31.86% CD	2576 30.14% D	581 26.46%	137 34.95% D	146 34.19% D	154 37.29% BCD	43 37.72%	53 35.33%	41 32.03%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	14 0.02%	1380 5.14%	432 4.90%	127 5.59%	32 7.73%	37 8.19%	21 4.91%	9 7.44%	14 8.92%	9 6.62%
		A	A	A	ABC	ABCG	A			
Appropriately skipped	24392 34.44%	8280 30.83%	2576 29.21%	581 25.56%	137 33.09%	146 32.30%	154 35.98%	43 35.54%	53 33.76%	41 30.15%
	BCD	CD	D		D	D	BCD			
BASE = Those who responded	46418 65.54%	17194 64.03%	5810 65.89%	1565 68.85%	245 59.18%	269 59.51%	253 59.11%	69 57.02%	90 57.32%	86 63.24%
	BEFG	EG	BEFG	ABCEFG						
Yes	42544 91.65%	15916 92.57%	5392 92.81%	1463 93.48%	223 91.02%	247 91.82%	230 90.91%	63 91.30%	80 88.89%	80 93.02%
		A	A	A						
No	3874 8.35%	1278 7.43%	418 7.19%	102 6.52%	22 8.98%	22 8.18%	23 9.09%	6 8.70%	10 11.11%	6 6.98%
	BCD									
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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47. What is your age?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	729 2.71% AC	203 2.30% A	54 2.38% A	17 4.11% A	16 3.54% A	14 3.27% A	5 4.13%	5 3.18%	7 5.15%
BASE = Those who responded	70824 100.00% BCDEFG	26125 97.29%	8615 97.70% B	2219 97.62%	397 95.89%	436 96.46%	414 96.73%	116 95.87%	152 96.82%	129 94.85%
18-34 (NET)	20426 28.84% BCD	6860 26.26% CD	2115 24.55%	531 23.93%	120 30.23% CD	152 34.86% ABCD	174 42.03% ABCDE	32 27.59%	47 30.92%	41 31.78%
18 to 24 (v 21)	8563 12.09% BCD	2818 10.79% C	841 9.76%	224 10.09%	51 12.85%	66 15.14% BCD	79 19.08% ABCDE	11 9.48%	20 13.16%	20 15.50%
25 to 34 (v 29.5)	11863 16.75% BCD	4042 15.47% D	1274 14.79%	307 13.84%	69 17.38%	86 19.72% BCD	95 22.95% ABCDE	21 18.10%	27 17.76%	21 16.28%
35 to 44 (v 39.5)	10333 14.59% B	3600 13.78%	1174 13.63%	325 14.65%	74 18.64% ABC	79 18.12% BC	76 18.36% BC	19 16.38%	33 21.71%	22 17.05%
45 to 54 (v 49.5)	14583 20.59% D	5206 19.93%	1698 19.71%	409 18.43%	85 21.41%	88 20.18%	74 17.87%	22 18.97%	35 23.03%	28 21.71%
55 or older (NET)	25482 35.98% EFG	10459 40.03% AEFG	3628 42.11% ABEFG	954 42.99% ABEFG	118 29.72% G	117 26.83%	90 21.74%	43 37.07% I	37 24.34%	38 29.46%
55 to 64 (v 59.5)	20178 28.49% G	7880 30.16% AFG	2683 31.14% AFG	652 29.38% G	114 28.72% G	110 25.23%	88 21.26%	41 35.34% I	36 23.68%	37 28.68%
65 to 74 (v 69.5)	3874 5.47% EFG	1444 5.53% EFG	539 6.26% ABEFG	163 7.35% ABEFG	3 0.76%	6 1.38%	2 0.48%	2 1.72%	0 0.0%	1 0.78%
75 or older (v 79.5)	1431 2.02% EFG	1135 4.34% AEFG	406 4.71% AEFG	139 6.26% ABCEFG	1 0.25%	1 0.23%	0 0.0%	0 0.0%	1 0.66%	0 0.0%
Average	45.7944 EFG	47.3785 AEFG	48.1769 ABEFG	48.6780 ABEFG	43.5970 G	42.2959 G	39.8587	45.4181	42.5921	43.1434
Standard deviation	15.3170	15.8162	15.7767	16.3232	13.8443	14.1729	13.9776	13.8346	13.4731	14.1237

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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47. What is your age?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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48. Are you male or female?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	658 2.45%	189 2.14%	47 2.07%	17 4.11%	99 21.90%	93 21.73%	7 5.79%	4 2.55%	6 4.41%
		A	A	A	ACD	ABCDE	ABCDE			
BASE = Those who responded	70824 100.00%	26196 97.55%	8629 97.86%	2226 97.93%	397 95.89%	353 78.10%	334 78.04%	114 94.21%	153 97.45%	130 95.59%
	BDEFG	FG	EFG	EFG	FG					
Male	27572 38.93%	10049 38.36%	3267 37.86%	753 33.83%	132 33.25%	116 32.86%	91 27.25%	36 31.58%	49 32.03%	47 36.15%
	DEFG	DEFG	DG	G						
Female	43252 61.07%	16147 61.64%	5362 62.14%	1473 66.17%	265 66.75%	237 67.14%	243 72.75%	78 68.42%	104 67.97%	83 63.85%
				ABC	AB	AB	ABCD			
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1098 4.09%	325 3.69%	82 3.61%	19 4.59%	24 5.31%	24 5.61%	5 4.13%	6 3.82%	8 5.88%
		A	A	A	A	A	A			
BASE = Those who responded	70824 100.00%	25756 95.91%	8493 96.31%	2191 96.39%	395 95.41%	428 94.69%	404 94.39%	116 95.87%	151 96.18%	128 94.12%
		BDEFG								
High school or less (NET)	44251 62.48%	15815 61.40%	5398 63.56%	1591 72.62%	270 68.35%	282 65.89%	286 70.79%	75 64.66%	104 68.87%	91 71.09%
			B	ABCF	ABC		ABC			
8th grade or less	5368 7.58%	1941 7.54%	729 8.58%	249 11.36%	20 5.06%	22 5.14%	41 10.15%	5 4.31%	9 5.96%	6 4.69%
		EF	ABEF	ABCEF			EF			
Some high school, but did not graduate	11856 16.74%	4017 15.60%	1347 15.86%	451 20.58%	82 20.76%	82 19.16%	84 20.79%	18 15.52%	37 24.50%	27 21.09%
		B		ABC	BC		ABC			
High school graduate or GED	27026 38.16%	9857 38.27%	3322 39.11%	891 40.67%	168 42.53%	178 41.59%	161 39.85%	52 44.83%	58 38.41%	58 45.31%
				AB						
Some college or 2-year degree	19300 27.25%	7176 27.86%	2286 26.92%	471 21.50%	102 25.82%	119 27.80%	91 22.52%	30 25.86%	40 26.49%	32 25.00%
		DG	DG			D				
College graduate or more (NET)	7274 10.27%	2765 10.74%	809 9.53%	129 5.89%	23 5.82%	27 6.31%	27 6.68%	11 9.48%	7 4.64%	5 3.91%
		DEFG	CDEFG	DEFG						
4-year college graduate	4589 6.48%	1746 6.78%	513 6.04%	85 3.88%	14 3.54%	20 4.67%	19 4.70%	6 5.17%	5 3.31%	3 2.34%
		DE	CDEF	DE						
More than 4-year college degree	2684 3.79%	1019 3.96%	296 3.49%	44 2.01%	9 2.28%	7 1.64%	8 1.98%	5 4.31%	2 1.32%	2 1.56%
		DFG	CDEFG	DFG						
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

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50. Are you of Hispanic or Latino origin or descent?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	1559 5.81% A	486 5.51% A	158 6.95% ABC	24 5.80% A	33 7.30% A	38 8.88% ABC	5 4.13%	6 3.82%	13 9.56%
BASE = Those who responded	70824 100.00% BCDEFG	25295 94.19% DG	8332 94.49% DG	2115 93.05%	390 94.20%	419 92.70%	389 90.89%	116 95.87%	151 96.18%	123 90.44%
Yes, Hispanic or Latino	13095 18.49% BCDEFG	4031 15.94% DEFG	1328 15.94% DEFG	163 7.71% EG	20 5.13%	23 5.49%	19 4.88%	9 7.76% J	9 5.96%	2 1.63%
No, not Hispanic or Latino	57729 81.51%	21264 84.06% A	7004 84.06% A	1952 92.29% ABC	370 94.87% ABCD	396 94.51% ABC	370 95.12% ABCD	107 92.24%	142 94.04%	121 98.37% H
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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51. What is your race?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
No response	0 0.0%	1541 5.74% ACD	436 4.94% AD	77 3.39% A	26 6.28% AD	19 4.20% A	21 4.91% A	10 8.26%	8 5.10%	8 5.88%
BASE = Those who responded	70824 100.00% BCDEFG	25313 94.26%	8382 95.06% B	2196 96.61% BCE	388 93.72%	433 95.80%	407 95.09%	111 91.74%	149 94.90%	128 94.12%
White	38521 54.39% EFG	16616 65.64% ADEF	5463 65.18% ADEF	1344 61.20% AEFG	187 48.20%	200 46.19%	186 45.70%	49 44.14%	72 48.32%	66 51.56%
Black or African-American	17883 25.25% BC	5609 22.16%	1827 21.80%	795 36.20% ABC	187 48.20% ABCD	225 51.96% ABCD	213 52.33% ABCD	53 47.75%	73 48.99%	61 47.66%
Asian	3371 4.76% DEFG	1469 5.80% ADEF	533 6.36% ADEF	42 1.91%	6 1.55%	8 1.85%	8 1.97%	5 4.50% I	0 0.0%	1 0.78%
Native Hawaiian or other Pacific Islander	1069 1.51% DEG	451 1.78% DEG	180 2.15% ABDEG	10 0.46% E	0 0.0%	5 1.15% E	2 0.49%	0 0.0%	0 0.0%	0 0.0%
American Indian or Alaska Native	2826 3.99%	1134 4.48% ADE	389 4.64% ADE	73 3.32%	10 2.58%	17 3.93%	14 3.44%	0 0.0%	6 4.03% H	4 3.13% H
Other	7153 10.10% DEFG	2733 10.80% DEFG	898 10.71% DEFG	111 5.05%	18 4.64%	25 5.77%	21 5.16%	6 5.41%	6 4.03%	6 4.69%
Sigma	70824 100.00%	29553 110.05%	9726 110.30%	2452 107.88%	434 104.83%	499 110.40%	465 108.64%	123 101.65%	165 105.10%	146 107.35%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

52. Did someone help you complete this survey?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	527 1.96% A	154 1.75% A	49 2.16% A	10 2.42% A	8 1.77% A	9 2.10% A	3 2.48%	4 2.55%	3 2.21%
Appropriately skipped	0 0.0%	8349 31.09% AC	2568 29.12% A	721 31.72% AC	183 44.20% ABCD	193 42.70% ABCD	196 45.79% ABCD	55 45.45%	73 46.50%	55 40.44%
BASE = Those who responded	70824 100.00% BCDEFG	17978 66.95% EFG	6096 69.13% BDEFG	1503 66.12% EFG	221 53.38%	251 55.53%	223 52.10%	63 52.07%	80 50.96%	78 57.35%
Yes	12593 17.78% E	3181 17.69% E	1196 19.62% ABEF	355 23.62% ABCEF	23 10.41%	36 14.34%	49 21.97% EF	6 9.52%	11 13.75%	6 7.69%
No	58231 82.22% CD	14797 82.31% CD	4900 80.38% D	1148 76.38%	198 89.59% ABCDG	215 85.66% CDG	174 78.03%	57 90.48%	69 86.25%	72 92.31%
Sigma	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

53. How did that person help you?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	70824 100.00%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
No response	35 0.05%	573 2.13% A	178 2.02% A	55 2.42% A	11 2.66% A	9 1.99% A	10 2.34% A	4 3.31%	4 2.55%	3 2.21%
Appropriately skipped	58231 82.22%	23146 86.19% ACD	7468 84.69% AD	1869 82.23%	381 92.03% ABCDG	408 90.27% ABCD	370 86.45% AD	112 92.56%	142 90.45%	127 93.38%
BASE = Those who responded	12557 17.73% BDEFG	3135 11.67% EF	1172 13.29% BEF	349 15.35% BCEFG	22 5.31%	35 7.74%	48 11.21% E	5 4.13%	11 7.01%	6 4.41%
Read the questions to me	4547 36.21%	1447 46.16% A	538 45.90% A	176 50.43% A	14 63.64%	23 65.71% ABC	27 56.25% A	4 80.00%	8 72.73%	2 33.33%
Wrote down the answers I gave	2982 23.75%	996 31.77% A	368 31.40% A	118 33.81% A	4 18.18%	7 20.00%	16 33.33%	1 20.00%	3 27.27%	0 0.0%
Answered the questions for me	2649 21.09%	1068 34.07% A	399 34.04% A	117 33.52% A	6 27.27%	8 22.86%	13 27.08%	1 20.00%	2 18.18%	3 50.00%
Translated the questions into my language	1346 10.72% DFG	423 13.49% ADFG	178 15.19% ADFG	17 4.87%	1 4.55%	1 2.86%	2 4.17%	1 20.00%	0 0.0%	0 0.0%
Helped in some other way	1034 8.23%	312 9.95% A	110 9.39%	25 7.16%	2 9.09%	7 20.00%	4 8.33%	0 0.0%	1 9.09%	1 16.67%
Sigma	70824 100.00%	27965 104.14%	9239 104.77%	2377 104.58%	419 101.21%	463 102.43%	442 103.27%	123 101.65%	160 101.91%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

54. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	12 2.80% CDEF	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	2127 29.19%	624 27.45%	108 26.09%	173 38.27% CDE	159 37.15% CDE	33 27.27%	40 25.48%	35 25.74%
I did not try to get any care, tests, or treatment in the last 6 months	0 0.0%	0 0.0%	2469 33.88% FG	794 34.93% FG	129 31.16% FG	102 22.57%	91 21.26%	37 30.58%	52 33.12%	40 29.41%
BASE = Those who responded	0 0.0%	0 0.0%	2691 36.93%	855 37.62%	177 42.75% C	177 39.16%	166 38.79%	51 42.15%	65 41.40%	61 44.85%
I had to wait too long for the health plan to give the OK	0 0.0%	0 0.0%	456 16.95%	151 17.66%	31 17.51%	23 12.99%	29 17.47%	10 19.61%	10 15.38%	11 18.03%
I did not know where to go to get a physician for care, lab work, or an x-ray, mammogram, etc. (NET)	0 0.0%	0 0.0%	141 5.24%	43 5.03%	8 4.52%	19 10.73% CDE	15 9.04%	3 5.88%	2 3.08%	3 4.92%
I did not know where to go to get a physician for care	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 9.04% CDE	12 7.23% CDE	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.13%	2 1.20%	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get an x-ray, mammogram, etc.	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.56%	1 0.60%	0 0.0%	0 0.0%	0 0.0%
I could not find a doctor, lab, or x-ray facility in my network	0 0.0%	0 0.0%	197 7.32%	77 9.01%	22 12.43% C	18 10.17%	17 10.24%	9 17.65%	6 9.23%	7 11.48%
I could not find a doctor, lab, or x-ray facility that was easy to get to (NET)	0 0.0%	0 0.0%	121 4.50%	39 4.56%	10 5.65%	10 5.65%	16 9.64% CD	6 11.76%	2 3.08%	2 3.28%
I could not find a doctor who was easy to get to	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	10 5.65% CDE	16 9.64% CDE	0 0.0%	0 0.0%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I had to wait too long to get an appointment	0 0.0%	0 0.0%	555 20.62% G	158 18.48% G	34 19.21%	46 25.99% DG	20 12.05%	5 9.80%	18 27.69% H	11 18.03%
I could not find someone who spoke my language	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.60%	0 0.0%	0 0.0%	0 0.0%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

54. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought you needed, what was the main reason for the difficulty?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Other, personal reason	0 0.0%	0 0.0%	1221 45.37% F	387 45.26% F	72 40.68%	61 34.46%	68 40.96%	18 35.29%	27 41.54%	27 44.26%
Sigma	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

55. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	648 8.89%	141 6.20%	33 7.97%	36 7.96%	38 8.88%	9 7.44%	13 8.28%	11 8.09%
I did not call after hours in the last 6 months	0 0.0%	0 0.0%	3422 46.96%	1083 47.65%	160 38.65%	4 0.88%	2 0.47%	54 44.63%	53 33.76%	53 38.97%
Appropriately skipped	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	372 82.30%	344 80.37%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	3217 44.15%	1049 46.15%	221 53.38%	40 8.85%	43 10.05%	58 47.93%	91 57.96%	72 52.94%
Never	0 0.0%	0 0.0%	669 20.80%	225 21.45%	47 21.27%	5 12.50%	6 13.95%	13 22.41%	16 17.58%	18 25.00%
Sometimes	0 0.0%	0 0.0%	479 14.89%	162 15.44%	38 17.19%	15 37.50%	11 25.58%	9 15.52%	18 19.78%	11 15.28%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	1148 35.69%	387 36.89%	85 38.46%	20 50.00%	17 39.53%	22 37.93%	34 37.36%	29 40.28%
Usually	0 0.0%	0 0.0%	640 19.89%	190 18.11%	39 17.65%	4 10.00%	8 18.60%	8 13.79%	15 16.48%	16 22.22%
Always	0 0.0%	0 0.0%	1429 44.42%	472 45.00%	97 43.89%	16 40.00%	18 41.86%	28 48.28%	42 46.15%	27 37.50%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	2069 64.31%	662 63.11%	136 61.54%	20 50.00%	26 60.47%	36 62.07%	57 62.64%	43 59.72%
4-point composite mean	0	0	2.8794	2.8665	2.8416	2.7750	2.8837	2.8793	2.9121	2.7222
Sigma	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
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56. In the last 6 months, how often was it hard to find a personal doctor who speaks your language?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.23%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	735 10.09% D	152 6.69%	36 8.70%	42 9.29%	34 7.94%	13 10.74%	12 7.64%	11 8.09%
BASE = Those who responded	0 0.0%	0 0.0%	6552 89.91%	2121 93.31% C	378 91.30%	410 90.71%	393 91.82%	108 89.26%	145 92.36%	125 91.91%
Never	0 0.0%	0 0.0%	5022 76.65%	1624 76.57%	277 73.28%	336 81.95% CDE	331 84.22% CDE	77 71.30%	111 76.55%	89 71.20%
Sometimes	0 0.0%	0 0.0%	415 6.33%	132 6.22%	29 7.67%	21 5.12%	17 4.33%	11 10.19%	6 4.14%	12 9.60%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	5437 82.98%	1756 82.79%	306 80.95%	357 87.07% CDE	348 88.55% CDE	88 81.48%	117 80.69%	101 80.80%
Usually	0 0.0%	0 0.0%	233 3.56% G	69 3.25%	11 2.91%	14 3.41%	8 2.04%	4 3.70%	3 2.07%	4 3.20%
Always	0 0.0%	0 0.0%	882 13.46% FG	296 13.96% FG	61 16.14% FG	39 9.51%	37 9.41%	16 14.81%	25 17.24%	20 16.00%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	1115 17.02% FG	365 17.21% FG	72 19.05% FG	53 12.93%	45 11.45%	20 18.52%	28 19.31%	24 19.20%
4-point composite mean	0	0	1.5383 FG	1.5460 FG	1.6190 FG	1.4049	1.3664	1.6204	1.6000	1.6400
Sigma	0 0.0%	0 0.0%	7287 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

57. In the last 6 months, how often was it hard to find a personal doctor who understands your culture?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	8183 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	850 10.39% D	163 7.17%	39 9.42%	41 9.07%	36 8.41%	13 10.74%	13 8.28%	13 9.56%
BASE = Those who responded	0 0.0%	0 0.0%	7333 89.61% C	2110 92.83%	375 90.58%	411 90.93%	392 91.59%	108 89.26%	144 91.72%	123 90.44%
Never	0 0.0%	0 0.0%	5418 73.89%	1550 73.46%	261 69.60%	333 81.02% CDE	319 81.38% CDE	74 68.52%	104 72.22%	83 67.48%
Sometimes	0 0.0%	0 0.0%	594 8.10% FG	162 7.68% FG	31 8.27%	20 4.87%	20 5.10%	11 10.19%	6 4.17%	14 11.38% I
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	6012 81.99%	1712 81.14%	292 77.87%	353 85.89% CDE	339 86.48% CDE	85 78.70%	110 76.39%	97 78.86%
Usually	0 0.0%	0 0.0%	371 5.06% F	89 4.22%	18 4.80%	12 2.92%	17 4.34%	1 0.93%	10 6.94% H	7 5.69% H
Always	0 0.0%	0 0.0%	950 12.96% G	309 14.64% FG	65 17.33% CFG	46 11.19%	36 9.18%	22 20.37%	24 16.67%	19 15.45%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	1321 18.01% FG	398 18.86% FG	83 22.13% FG	58 14.11%	53 13.52%	23 21.30%	34 23.61%	26 21.14%
4-point composite mean	0	0	1.5708 FG	1.6005 FG	1.6987 CFG	1.4428	1.4133	1.7315	1.6806	1.6911
Sigma	0 0.0%	0 0.0%	8183 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



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58. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital, what was the problem?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	6885 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
No response	0 0.0%	0 0.0%	856 12.43% D	212 9.33%	63 15.22% DFG	45 9.96%	42 9.81%	19 15.70%	25 15.92%	19 13.97%
I did not use the site	0 0.0%	0 0.0%	3778 54.87% EFG	1225 53.89% EFG	181 43.72% FG	4 0.88% G	0 0.0%	54 44.63%	67 42.68%	60 44.12%
Appropriately skipped	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	353 78.10% CDE	335 78.27% CDE	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	0 0.0%	2251 32.69% FG	836 36.78% CFG	170 41.06% CFG	50 11.06%	51 11.92%	48 39.67%	65 41.40%	57 41.91%
The print was too small	0 0.0%	0 0.0%	157 6.97%	49 5.86%	12 7.06%	4 8.00%	3 5.88%	5 10.42%	4 6.15%	3 5.26%
The information was hard to understand	0 0.0%	0 0.0%	228 10.13%	81 9.69%	20 11.76%	5 10.00%	5 9.80%	6 12.50%	9 13.85%	5 8.77%
It was hard to find the information I was looking for	0 0.0%	0 0.0%	407 18.08% D	126 15.07%	24 14.12%	12 24.00%	11 21.57%	8 16.67%	9 13.85%	7 12.28%
The information was wrong	0 0.0%	0 0.0%	195 8.66%	68 8.13%	10 5.88%	13 26.00% CDE	9 17.65% E	3 6.25%	2 3.08%	5 8.77%
It was not in my language	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 8.00% CDE	2 3.92%	0 0.0%	0 0.0%	0 0.0%
I did not have a problem	0 0.0%	0 0.0%	1433 63.66% F	561 67.11% F	115 67.65% F	20 40.00%	28 54.90%	31 64.58%	44 67.69%	40 70.18%
Sigma	0 0.0%	0 0.0%	7054 102.45%	2322 102.16%	425 102.66%	460 101.77%	435 101.64%	126 104.13%	160 101.91%	139 102.21%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

59. In the last 6 months, if you called customer service regarding mental health or substance abuse services, how often was the staff helpful and provided the help you needed?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	5445 100.00%	2031 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 1.17% CDEF	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	374 6.87%	148 7.29%	40 9.66%	46 10.18% C	38 8.88%	14 11.57%	13 8.28%	13 9.56%
I did not call customer service for mental health or substance abuse services in the last 6 months	0 0.0%	0 0.0%	3742 68.72% EFG	1371 67.50% EFG	242 58.45% FG	222 49.12%	212 49.53%	67 55.37%	90 57.32%	85 62.50%
BASE = Those who responded	0 0.0%	0 0.0%	1329 24.41%	512 25.21%	132 31.88% CD	184 40.71% CDE	173 40.42% CDE	40 33.06%	54 34.39%	38 27.94%
Never	0 0.0%	0 0.0%	470 35.36%	189 36.91%	46 34.85%	80 43.48% C	82 47.40% CDE	16 40.00%	16 29.63%	14 36.84%
Sometimes	0 0.0%	0 0.0%	123 9.26%	53 10.35%	16 12.12%	13 7.07%	19 10.98%	7 17.50%	4 7.41%	5 13.16%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	593 44.62%	242 47.27%	62 46.97%	93 50.54%	101 58.38% CDE	23 57.50% I	20 37.04%	19 50.00%
Usually	0 0.0%	0 0.0%	170 12.79% G	50 9.77%	13 9.85%	16 8.70%	14 8.09%	3 7.50%	8 14.81%	2 5.26%
Always	0 0.0%	0 0.0%	566 42.59% G	220 42.97% G	57 43.18%	75 40.76%	58 33.53%	14 35.00%	26 48.15%	17 44.74%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	736 55.38% G	270 52.73% G	70 53.03% G	91 49.46%	72 41.62%	17 42.50%	34 62.96% H	19 50.00%
4-point composite mean	0	0	2.6260 G	2.5879 G	2.6136 G	2.4674	2.2775	2.3750	2.8148	2.5789
Sigma	0 0.0%	0 0.0%	5445 100.00%	2031 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

60. Using any number from 0 to 10, where 0 is the worst mental health or substance abuse services possible and 10 is the best mental health or substance abuse services possible, what number would you use to rate all your mental health or substance abuse services in the last 6 months?

	2017 Quality Compass (A)	2018 DSS of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	5445 100.00%	2031 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 0.93% CDEF	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	531 9.75%	214 10.54%	54 13.04%	44 9.73%	47 10.98%	21 17.36%	17 10.83%	16 11.76%
I did not receive mental health or substance abuse services in the last 6 months	0 0.0%	0 0.0%	3298 60.57% EFG	1191 58.64% FG	230 55.56% FG	208 46.02%	182 42.52%	66 54.55%	87 55.41%	77 56.62%
BASE = Those who responded	0 0.0%	0 0.0%	1616 29.68%	626 30.82%	130 31.40%	200 44.25% CDE	195 45.56% CDE	34 28.10%	53 33.76%	43 31.62%
10 - Best mental health or substance abuse services possible	0 0.0%	0 0.0%	653 40.41%	260 41.53%	51 39.23%	96 48.00% C	87 44.62%	16 47.06%	21 39.62%	14 32.56%
9 -	0 0.0%	0 0.0%	160 9.90%	56 8.95%	11 8.46%	19 9.50%	19 9.74%	3 8.82%	3 5.66%	5 11.63%
Top Two Box	0 0.0%	0 0.0%	813 50.31%	316 50.48%	62 47.69%	115 57.50%	106 54.36%	19 55.88%	24 45.28%	19 44.19%
8 -	0 0.0%	0 0.0%	203 12.56%	67 10.70%	15 11.54%	21 10.50%	22 11.28%	4 11.76%	7 13.21%	4 9.30%
Rate (Top Three Box)	0 0.0%	0 0.0%	1016 62.87%	383 61.18%	77 59.23%	136 68.00%	128 65.64%	23 67.65%	31 58.49%	23 53.49%
7 -	0 0.0%	0 0.0%	137 8.48% E	45 7.19% E	4 3.08%	14 7.00%	19 9.74% E	1 2.94%	2 3.77%	1 2.33%
6 -	0 0.0%	0 0.0%	78 4.83%	23 3.67%	5 3.85%	8 4.00%	10 5.13%	1 2.94%	1 1.89%	3 6.98%
5 -	0 0.0%	0 0.0%	129 7.98%	54 8.63%	15 11.54%	13 6.50%	14 7.18%	4 11.76%	5 9.43%	6 13.95%
4 -	0 0.0%	0 0.0%	43 2.66%	16 2.56%	3 2.31%	6 3.00%	5 2.56%	0 0.0%	2 3.77%	1 2.33%
3 -	0 0.0%	0 0.0%	33 2.04% F	18 2.88% F	5 3.85%	1 0.50%	2 1.03%	1 2.94%	2 3.77%	2 4.65%
2 -	0 0.0%	0 0.0%	27 1.67%	11 1.76%	2 1.54%	4 2.00%	2 1.03%	0 0.0%	1 1.89%	1 2.33%
1 -	0 0.0%	0 0.0%	31 1.92%	16 2.56%	3 2.31%	4 2.00%	2 1.03%	1 2.94%	1 1.89%	1 2.33%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

60. Using any number from 0 to 10, where 0 is the worst mental health or substance abuse services possible and 10 is the best mental health or substance abuse services possible, what number would you use to rate all your mental health or substance abuse services in the last 6 months?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
0 - Worst mental health or substance abuse services possible	0	0	122	60	16	14	13	3	8	5
	0.0%	0.0%	7.55%	9.58%	12.31%	7.00%	6.67%	8.82%	15.09%	11.63%
0-7 (NET)	0	0	600	243	53	64	67	11	22	20
	0.0%	0.0%	37.13%	38.82%	40.77%	32.00%	34.36%	32.35%	41.51%	46.51%
Bottom Three Box	0	0	180	87	21	22	17	4	10	7
	0.0%	0.0%	11.14%	13.90%	16.15%	11.00%	8.72%	11.76%	18.87%	16.28%
				G						
Bottom Two Box	0	0	153	76	19	18	15	4	9	6
	0.0%	0.0%	9.47%	12.14%	14.62%	9.00%	7.69%	11.76%	16.98%	13.95%
Average	0	0	7.4394	7.2188	6.8923	7.7450	7.7538	7.5294	6.6981	6.6279
						DE	DE			
Standard deviation	0	0	3.1156	3.3590	3.5415	3.0903	2.9284	3.2831	3.7041	3.4710
Sigma	0	0	5445	2031	414	452	428	121	157	136
	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

61. In the last 6 months, if you needed to see a mental health or substance abuse specialist, how often was it easy to get an appointment as soon as needed?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	1858 100.00%	868 100.00%	130 100.00%	452 100.00%	428 100.00%	34 100.00%	53 100.00%	43 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.47%	0 0.0%	0 0.0%	0 0.0%
No response	0 0.0%	0 0.0%	86 4.63%	41 4.72%	7 5.38%	51 11.28%	51 11.92%	3 8.82%	3 5.66%	1 2.33%
I did not see a mental health or substance abuse specialist in the last 6 months	0 0.0%	0 0.0%	373 20.08%	246 28.34%	23 17.69%	215 47.57%	190 44.39%	8 23.53%	7 13.21%	8 18.60%
BASE = Those who responded	0 0.0%	0 0.0%	1399 75.30%	581 66.94%	100 76.92%	186 41.15%	185 43.22%	23 67.65%	43 81.13%	34 79.07%
Never	0 0.0%	0 0.0%	251 17.94%	125 21.51%	24 24.00%	55 29.57%	63 34.05%	5 21.74%	9 20.93%	10 29.41%
Sometimes	0 0.0%	0 0.0%	185 13.22%	71 12.22%	13 13.00%	18 9.68%	28 15.14%	4 17.39%	5 11.63%	4 11.76%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	436 31.17%	196 33.73%	37 37.00%	73 39.25%	91 49.19%	9 39.13%	14 32.56%	14 41.18%
Usually	0 0.0%	0 0.0%	271 19.37%	98 16.87%	13 13.00%	20 10.75%	26 14.05%	1 4.35%	6 13.95%	6 17.65%
Always	0 0.0%	0 0.0%	692 49.46%	287 49.40%	50 50.00%	93 50.00%	68 36.76%	13 56.52%	23 53.49%	14 41.18%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	963 68.83%	385 66.27%	63 63.00%	113 60.75%	94 50.81%	14 60.87%	29 67.44%	20 58.82%
4-point composite mean	0	0	3.0036	2.9415	2.8900	2.8118	2.5351	2.9565	3.0000	2.7059
Sigma	0 0.0%	0 0.0%	1858 100.00%	868 100.00%	130 100.00%	452 100.00%	428 100.00%	34 100.00%	53 100.00%	43 100.00%

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62. In the last 6 months, if you needed to see a mental health or substance abuse specialist, how often were these providers helpful to you?

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	1616 100.00%	626 100.00%	130 100.00%	0 0.0%	0 0.0%	34 100.00%	53 100.00%	43 100.00%
No response	0 0.0%	0 0.0%	69 4.27%	25 3.99%	8 6.15%	0 0.0%	0 0.0%	3 8.82%	4 7.55%	1 2.33%
I did not see a mental health or substance abuse specialist in the last 6 months	0 0.0%	0 0.0%	246 15.22%	111 17.73%	24 18.46%	0 0.0%	0 0.0%	8 23.53%	9 16.98%	7 16.28%
BASE = Those who responded	0 0.0%	0 0.0%	1301 80.51%	490 78.27%	98 75.38%	0 0.0%	0 0.0%	23 67.65%	40 75.47%	35 81.40%
Never	0 0.0%	0 0.0%	184 14.14%	77 15.71%	21 21.43%	0 0.0%	0 0.0%	4 17.39%	8 20.00%	9 25.71%
Sometimes	0 0.0%	0 0.0%	155 11.91%	50 10.20%	7 7.14%	0 0.0%	0 0.0%	3 13.04%	1 2.50%	3 8.57%
Bottom Two Box (%Never + %Sometimes)	0 0.0%	0 0.0%	339 26.06%	127 25.92%	28 28.57%	0 0.0%	0 0.0%	7 30.43%	9 22.50%	12 34.29%
Usually	0 0.0%	0 0.0%	256 19.68%	81 16.53%	19 19.39%	0 0.0%	0 0.0%	1 4.35%	9 22.50%	9 25.71%
Always	0 0.0%	0 0.0%	706 54.27%	282 57.55%	51 52.04%	0 0.0%	0 0.0%	15 65.22%	22 55.00%	14 40.00%
Top Two Box (%Always + %Usually)	0 0.0%	0 0.0%	962 73.94%	363 74.08%	70 71.43%	0 0.0%	0 0.0%	16 69.57%	31 77.50%	23 65.71%
4-point composite mean	0	0	3.1407	3.1592	3.0204	0	0	3.1739	3.1250	2.8000
Sigma	0 0.0%	0 0.0%	1616 100.00%	626 100.00%	130 100.00%	0 0.0%	0 0.0%	34 100.00%	53 100.00%	43 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

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 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

63. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	0 0.0%	6784 100.00%	2273 100.00%	414 100.00%	0 0.0%	0 0.0%	121 100.00%	157 100.00%	136 100.00%
No response	0 0.0%	0 0.0%	693 10.22% D	159 7.00%	52 12.56% D	0 0.0%	0 0.0%	23 19.01% I	16 10.19%	13 9.56% J
BASE = Those who responded	0 0.0%	0 0.0%	6091 89.78%	2114 93.00% CE	362 87.44%	0 0.0%	0 0.0%	98 80.99%	141 89.81% H	123 90.44% H
10 - Extremely likely	0 0.0%	0 0.0%	3402 55.85%	1270 60.08% C	223 61.60% C	0 0.0%	0 0.0%	59 60.20%	91 64.54%	73 59.35%
9 -	0 0.0%	0 0.0%	691 11.34% DE	206 9.74% E	24 6.63%	0 0.0%	0 0.0%	10 10.20%	7 4.96%	7 5.69%
Top Two Box	0 0.0%	0 0.0%	4093 67.20%	1476 69.82% C	247 68.23%	0 0.0%	0 0.0%	69 70.41%	98 69.50%	80 65.04%
8 -	0 0.0%	0 0.0%	710 11.66% D	210 9.93%	43 11.88%	0 0.0%	0 0.0%	11 11.22%	17 12.06%	15 12.20%
Rate (Top Three Box)	0 0.0%	0 0.0%	4803 78.85%	1686 79.75%	290 80.11%	0 0.0%	0 0.0%	80 81.63%	115 81.56%	95 77.24%
7 -	0 0.0%	0 0.0%	397 6.52%	119 5.63%	21 5.80%	0 0.0%	0 0.0%	5 5.10%	8 5.67%	8 6.50%
6 -	0 0.0%	0 0.0%	195 3.20%	73 3.45%	12 3.31%	0 0.0%	0 0.0%	1 1.02%	3 2.13%	8 6.50% H
5 -	0 0.0%	0 0.0%	338 5.55%	106 5.01%	20 5.52%	0 0.0%	0 0.0%	7 7.14%	10 7.09%	3 2.44%
4 -	0 0.0%	0 0.0%	78 1.28%	27 1.28%	6 1.66%	0 0.0%	0 0.0%	1 1.02%	2 1.42%	3 2.44%
3 -	0 0.0%	0 0.0%	50 0.82%	16 0.76%	1 0.28%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.81%
2 -	0 0.0%	0 0.0%	37 0.61%	17 0.80%	4 1.10%	0 0.0%	0 0.0%	1 1.02%	1 0.71%	2 1.63%
1 -	0 0.0%	0 0.0%	25 0.41% E	9 0.43% E	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
0 - Not at all likely	0 0.0%	0 0.0%	168 2.76%	61 2.89%	8 2.21%	0 0.0%	0 0.0%	3 3.06%	2 1.42%	3 2.44%

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63. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
0-7 (NET)	0 0.0%	0 0.0%	1288 21.15%	428 20.25%	72 19.89%	0 0.0%	0 0.0%	18 18.37%	26 18.44%	28 22.76%
Bottom Three Box	0 0.0%	0 0.0%	230 3.78%	87 4.12%	12 3.31%	0 0.0%	0 0.0%	4 4.08%	3 2.13%	5 4.07%
Bottom Two Box	0 0.0%	0 0.0%	193 3.17%	70 3.31%	8 2.21%	0 0.0%	0 0.0%	3 3.06%	2 1.42%	3 2.44%
Promoters (9-10)	0 0.0%	0 0.0%	4093 67.20%	1476 69.82%	247 68.23%	0 0.0%	0 0.0%	69 70.41%	98 69.50%	80 65.04%
Passives (7-8)	0 0.0%	0 0.0%	1107 18.17%	329 15.56%	64 17.68%	0 0.0%	0 0.0%	16 16.33%	25 17.73%	23 18.70%
Detractor (0-6)	0 0.0%	0 0.0%	891 14.63%	309 14.62%	51 14.09%	0 0.0%	0 0.0%	13 13.27%	18 12.77%	20 16.26%
NPS (Promoters-Detractors)	0 0.0%	0 0.0%	3202 52.57%	1167 55.20%	196 54.14%	0 0.0%	0 0.0%	56 57.14%	80 56.74%	60 48.78%
Average	0	0	8.5567	8.6254	8.6851	0	0	8.6735	8.8156	8.5447
Standard deviation	0	0	2.3077	2.3438	2.2125	0	0	2.2981	2.0338	2.3278
Sigma	0 0.0%	0 0.0%	6784 100.00%	2273 100.00%	414 100.00%	0 0.0%	0 0.0%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J



12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Net Promoter Score

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Base	0	7279	6091	2114	362	0	0	98	141	123
Promoters (%9-10)	0.0%	67.89%	67.20%	69.82%	68.23%	0.0%	0.0%	70.41%	69.50%	65.04%
				C						
Passives (%7-8)	0.0%	17.72%	18.17%	15.56%	17.68%	0.0%	0.0%	16.33%	17.73%	18.70%
		D	D							
Detractor (%0-6)	0.0%	14.38%	14.63%	14.62%	14.09%	0.0%	0.0%	13.27%	12.77%	16.26%
NPS (Promoters-Detractors)	0.0%	53.51%	52.57%	55.20%	54.14%	0.0%	0.0%	57.14%	56.74%	48.78%
				C						

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Survey Language

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Total	0 0.0%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	0 0.0%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%
English	0 0.0%	25630 95.44%	8421 95.50%	2197 96.66% BC	412 99.52% BCD	452 100.00% BCD	427 99.77% BCD	119 98.35%	157 100.00%	136 100.00%
Spanish	0 0.0%	1224 4.56% DEFG	397 4.50% DEFG	76 3.34% EFG	2 0.48%	0 0.0%	1 0.23%	2 1.65%	0 0.0%	0 0.0%
Sigma	0 0.0%	26854 100.00%	8818 100.00%	2273 100.00%	414 100.00%	452 100.00%	428 100.00%	121 100.00%	157 100.00%	136 100.00%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Customer Service Composite Score

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Customer Service Composite Score (BASE)	25213	8582	2884	725	118	155	122	35	46	37
NEVER/SOMETIMES COMPOSITE	11.85%	11.63%	11.11%	10.44%	9.39%	12.05%	10.03%	11.68%	8.70%	8.11%
USUALLY COMPOSITE	19.03%	19.43%	18.07%	13.78%	14.48%	15.30%	15.52%	15.97%	10.87%	17.57%
	D	D	D							
ALWAYS COMPOSITE	69.13%	68.94%	70.82%	75.78%	76.13%	72.65%	74.46%	72.35%	80.43%	74.32%
				ABC						
CAHPS RATE	88.15%	88.37%	88.89%	89.56%	90.61%	87.95%	89.97%	88.32%	91.30%	91.89%
AVERAGE	2.5728	2.5731	2.5970	2.6534	2.6675	2.6059	2.6443	2.6067	2.7174	2.6622
Standard deviation	0.6640	0.6619	0.6493	0.6197	0.6075	0.6549	0.6159	0.6642	0.5871	0.5632

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Getting Needed Care Composite Score

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Getting Needed Care Composite Score (BASE)	70824	20961	7005	1853	327	354	341	93	123	111
NEVER/SOMETIMES COMPOSITE	18.02% BCD	16.96%	16.55%	16.16%	19.71%	20.17%	22.22% BCD	18.43%	18.90%	21.95%
USUALLY COMPOSITE	26.18% DEF	27.18% DEF	26.56% DEF	21.54%	20.50%	20.50%	23.88%	18.41%	23.35%	18.83%
ALWAYS COMPOSITE	55.80%	55.85%	56.89%	62.30% ABCG	59.78%	59.33%	53.90%	63.16%	57.75%	59.22%
CAHPS RATE	81.98%	83.04% AG	83.45% AG	83.84% AG	80.29%	79.83%	77.78%	81.57%	81.10%	78.05%
AVERAGE	2.3778	2.3889	2.4034	2.4613	2.4007	2.3916	2.3168	2.4473	2.3885	2.3727
Standard deviation	0.7705	0.7580	0.7544	0.7545	0.7905	0.7903	0.8114	0.7815	0.7791	0.8098

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Getting Care Quickly Composite Score

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Getting Care Quickly Composite Score (BASE)	51680	20165	6775	1780	316	355	333	89	122	105
NEVER/SOMETIMES COMPOSITE	18.17%	17.38%	17.06%	17.05%	19.48%	20.70%	17.26%	21.60%	17.94%	19.51%
USUALLY COMPOSITE	21.66%	21.88%	21.24%	17.16%	18.77%	17.93%	19.87%	17.82%	14.90%	23.74%
	D	D	D							
ALWAYS COMPOSITE	60.17%	60.74%	61.70%	65.79%	61.75%	61.37%	62.87%	60.58%	67.16%	56.76%
				ABC						
CAHPS RATE	81.83%	82.62%	82.94%	82.95%	80.52%	79.30%	82.74%	78.40%	82.06%	80.49%
AVERAGE	2.4200	2.4337	2.4464	2.4874	2.4227	2.4067	2.4561	2.3898	2.4923	2.3725
Standard deviation	0.7763	0.7671	0.7650	0.7686	0.7959	0.8095	0.7702	0.8171	0.7799	0.7894

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

How Well Doctors Communicate Composite Score

	2017 Quality Compass (A)	2018 DSS Book of Bus. (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
How Well Doctors Communicate Composite Score (BASE)	47870	17130	5741	1531	249	280	277	68	94	87
NEVER/SOMETIMES COMPOSITE	8.62%	8.42%	8.55%	7.77%	7.38%	8.51%	9.70%	8.55%	4.26%	9.86%
USUALLY COMPOSITE	16.58%	16.61%	16.58%	14.55%	12.23%	11.46%	12.32%	13.38%	7.18%	16.83%
		DEFG	DEFG							I
ALWAYS COMPOSITE	74.80%	74.97%	74.88%	77.68%	80.40%	80.03%	77.98%	78.07%	88.56%	73.31%
				ABC	ABC	ABC			J	
CAHPS RATE	91.38%	91.58%	91.45%	92.23%	92.62%	91.49%	90.30%	91.45%	95.74%	90.14%
AVERAGE	2.6619	2.6655	2.6633	2.6992	2.7302	2.7152	2.6829	2.6951	2.8431	2.6345
Standard deviation	0.6260	0.6225	0.6253	0.6018	0.5830	0.6079	0.6350	0.6134	0.4652	0.6475

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.

A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12430 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Adult Medicaid Satisfaction Survey (UH25842)

Shared Decision Making Composite Score

	2017 Quality Compass (A)	2018 DSS Book (B)	2018 UHC National Average (C)	2018 Regional Average Southeast (D)	2018 Plan Total (E)	2017 Plan Total (F)	2016 Plan Total (G)	GSA A (H)	GSA B (I)	GSA C (J)
Shared Decision Making Composite Score (BASE)	25929	9293	3132	793	158	145	144	50	62	46
YES COMPOSITE	79.76%	79.59%	79.44%	77.38%	78.71%	78.24%	77.97%	81.18%	77.72%	77.29%

Note: The Quality Compass 2017 average distributions for individual questions are estimated from aggregate data from NOQA rather than raw data. As a result, HEDIS composite scores and some other measures may vary slightly from figures published in Quality Compass.  
 A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G, H/I/J

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
BASE = Those who responded	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Yes	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. (I)	2017 CCC Pop. Qual. (J)	2016 CCC Pop. Qual. (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	11	19	23	126	5	10	6	60	5	4	8	27	1	2	2	
	0.98%	1.48%	1.86%	1.00%	0.98%	1.72%	1.02%	0.87%	0.97%	0.73%	1.50%	1.00%	0.76%	0.86%	1.38%	
BASE = Those who responded	1113	1268	1213	12530	504	572	580	6832	513	543	524	2669	131	230	143	
	99.02%	98.52%	98.14%	99.00%	99.02%	98.28%	98.98%	99.13%	99.03%	99.27%	98.50%	99.00%	99.24%	99.14%	98.62%	
Yes	476	541	479	4542	198	241	209	3201	252	262	223	1345	46	90	62	
	42.77%	42.67%	39.49%	36.25%	39.29%	42.13%	36.03%	46.85%	49.12%	48.25%	42.56%	50.39%	35.11%	39.13%	43.36%	
						G				KE						
No	637	727	734	7988	306	331	371	3631	261	281	301	1324	85	140	81	
	57.23%	57.33%	60.51%	63.75%	60.71%	57.87%	63.97%	53.15%	50.88%	51.75%	57.44%	49.61%	64.89%	60.87%	56.64%	
					I		F				I					
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	30	45	42	298	12	17	15	183	18	20	19	84	2	5	5	
	2.67%	3.50%	3.40%	2.35%	2.36%	2.92%	2.56%	2.66%	3.47%	3.66%	3.57%	3.12%	1.52%	2.16%	3.45%	
Appropriately skipped	637	727	734	7988	306	331	371	3631	261	281	301	1324	85	140	81	
	56.67%	56.49%	59.39%	63.12%	60.12%	56.87%	63.31%	52.68%	50.39%	51.37%	56.58%	49.11%	64.39%	60.34%	55.86%	
					I		F				I					
BASE = Those who responded	457	515	460	4370	191	234	200	3078	239	246	212	1288	45	87	59	
	40.66%	40.02%	37.22%	34.53%	37.52%	40.21%	34.13%	44.66%	46.14%	44.97%	39.85%	47.77%	34.09%	37.50%	40.69%	
						G		KE								
Never	5	1	4	37	1	1	1	17	3	1	3	7	0	1	0	
	1.09%	0.19%	0.87%	0.85%	0.52%	0.43%	0.50%	0.55%	1.26%	0.41%	1.42%	0.54%	0.0%	1.15%	0.0%	
Sometimes	29	36	22	321	10	23	11	150	18	15	9	55	2	4	4	
	6.35%	6.99%	4.78%	7.35%	5.24%	9.83%	5.50%	4.87%	7.53%	6.10%	4.25%	4.27%	4.44%	4.60%	6.78%	
Bottom Two Box (%Never + %Sometimes)	34	37	26	358	11	24	12	167	21	16	12	62	2	5	4	
	7.44%	7.18%	5.65%	8.19%	5.76%	10.26%	6.00%	5.43%	8.79%	6.50%	5.66%	4.81%	4.44%	5.75%	6.78%	
Usually	38	47	36	485	19	18	12	339	17	26	15	104	8	8	3	
	8.32%	9.13%	7.83%	11.10%	9.95%	7.69%	6.00%	11.01%	7.11%	10.57%	7.08%	8.07%	17.78%	9.20%	5.08%	
								I				O				
Always	385	431	398	3527	161	192	176	2572	201	204	185	1122	35	74	52	
	84.25%	83.69%	86.52%	80.71%	84.29%	82.05%	88.00%	83.56%	84.10%	82.93%	87.26%	87.11%	77.78%	85.06%	88.14%	
CAHPS Rate (%Always + %Usually)	423	478	434	4012	180	210	188	2911	218	230	200	1226	43	82	55	
	92.56%	92.82%	94.35%	91.81%	94.24%	89.74%	94.00%	94.57%	91.21%	93.50%	94.34%	95.19%	95.56%	94.25%	93.22%	
3-point composite mean	2.7681	2.7650	2.8087	2.7252	2.7853	2.7179	2.8200	2.7814	2.7531	2.7642	2.8160	2.8230	2.7333	2.7931	2.8136	
4-point composite mean	3.7571	3.7631	3.8000	3.7167	3.7801	3.7137	3.8150	3.7758	3.7406	3.7602	3.8019	3.8175	3.7333	3.7816	3.8136	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	8	20	14	189	3	9	6	76	5	4	6	29	1	2	0	
	0.71%	1.55%	1.13%	1.49%	0.59%	1.55%	1.02%	1.10%	0.97%	0.73%	1.13%	1.08%	0.76%	0.86%	0.0%	
		A		E												
BASE = Those who responded	1116	1267	1221	12467	506	573	580	6816	513	543	526	2667	131	230	145	
	99.29%	98.45%	98.79%	98.51%	99.41%	98.45%	98.98%	98.90%	99.03%	99.27%	98.87%	98.92%	99.24%	99.14%	100.00%	
	B			D												
Yes	888	993	963	9055	381	436	443	5622	447	458	456	2240	94	186	101	
	79.57%	78.37%	78.87%	72.63%	75.30%	76.09%	76.38%	82.48%	87.13%	84.35%	86.69%	83.99%	71.76%	80.87%	69.66%	
								HE						O		
No	228	274	258	3412	125	137	137	1194	66	85	70	427	37	44	44	
	20.43%	21.63%	21.13%	27.37%	24.70%	23.91%	23.62%	17.52%	12.87%	15.65%	13.31%	16.01%	28.24%	19.13%	30.34%	
				I				I							N	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	43	48	42	502	18	20	18	276	29	24	16	116	2	9	7
	3.83%	3.73%	3.40%	3.97%	3.54%	3.44%	3.07%	4.00%	5.60%	4.39%	3.01%	4.30%	1.52%	3.88%	4.83%
Appropriately skipped	228	274	258	3412	125	137	137	1194	66	85	70	427	37	44	44
	20.28%	21.29%	20.87%	26.96%	24.56%	23.54%	23.38%	17.32%	12.74%	15.54%	13.16%	15.84%	28.03%	18.97%	30.34%
BASE = Those who responded	853	965	936	8742	366	425	431	5422	423	438	446	2153	93	179	94
	75.89%	74.98%	75.73%	69.07%	71.91%	73.02%	73.55%	78.67%	81.66%	80.07%	83.83%	79.86%	70.45%	77.16%	64.83%
Never	5	7	6	69	1	4	2	24	3	2	3	10	0	1	0
	0.59%	0.73%	0.64%	0.79%	0.27%	0.94%	0.46%	0.44%	0.71%	0.46%	0.67%	0.46%	0.0%	0.56%	0.0%
Sometimes	51	87	42	857	18	42	19	347	22	39	20	112	6	8	4
	5.98%	9.02%	4.49%	9.80%	4.92%	9.88%	4.41%	6.40%	5.20%	8.90%	4.48%	5.20%	6.45%	4.47%	4.26%
Bottom Two Box (%Never + %Sometimes)	56	94	48	926	19	46	21	371	25	41	23	122	6	9	4
	6.57%	9.74%	5.13%	10.59%	5.19%	10.82%	4.87%	6.84%	5.91%	9.36%	5.16%	5.67%	6.45%	5.03%	4.26%
Usually	123	152	122	1712	53	61	52	1103	69	82	59	350	15	25	13
	14.42%	15.75%	13.03%	19.58%	14.48%	14.35%	12.06%	20.34%	16.31%	18.72%	13.23%	16.26%	16.13%	13.97%	13.83%
Always	674	719	766	6104	294	318	358	3948	329	315	364	1681	72	145	77
	79.02%	74.51%	81.84%	69.82%	80.33%	74.82%	83.06%	72.81%	77.78%	71.92%	81.61%	78.08%	77.42%	81.01%	81.91%
CAHPS Rate (%Always + %Usually)	797	871	888	7816	347	379	410	5051	398	397	423	2031	87	170	90
	93.43%	90.26%	94.87%	89.41%	94.81%	89.18%	95.13%	93.16%	94.09%	90.64%	94.84%	94.33%	93.55%	94.97%	95.74%
3-point composite mean	2.7245	2.6477	2.7671	2.5923	2.7514	2.6400	2.7819	2.6597	2.7187	2.6256	2.7646	2.7241	2.7097	2.7598	2.7766
	B	B	B	DF	DF	F	F	J	J	J	J	J	J	J	J
4-point composite mean	3.7186	3.6404	3.7607	3.5844	3.7486	3.6306	3.7773	3.6553	3.7116	3.6210	3.7578	3.7195	3.7097	3.7542	3.7766
	B	B	B	DF	DF	F	F	J	J	J	J	J	J	J	J
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop													GSA A			GSA B			GSA C		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	(M)	(N)	(O)	(P)	(Q)	(R)				
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	100.00%	100.00%	100.00%				
Multiple mark	0	0	4	0	0	0	2	0	0	0	3	0	0	0	0	0.0%	0.0%	0.32%				
No response	31	56	58	458	14	25	20	220	12	22	28	61	4	8	2	2.76%	4.35%	4.69%				
BASE = Those who responded	1093	1231	1174	12198	495	557	564	6672	506	525	501	2635	128	224	143	97.24%	95.65%	94.98%				
None	167	169	182	2844	89	84	100	795	40	36	41	257	27	32	30	15.28%	13.73%	15.50%				
1 time	213	258	238	3107	97	135	135	1258	86	81	76	457	28	44	25	19.49%	20.96%	20.27%				
2	288	310	287	2743	147	152	134	1653	137	125	119	680	39	72	36	26.35%	25.18%	24.45%				
3	185	218	195	1558	77	73	92	1114	90	122	101	486	18	33	26	16.93%	17.71%	16.61%				
4	88	112	106	853	34	57	39	667	52	55	60	281	6	20	8	8.05%	9.10%	9.03%				
5 to 9	118	130	132	862	44	43	50	886	76	80	82	355	10	21	13	10.80%	10.56%	11.24%				
10 or more times	34	34	34	231	7	13	14	299	25	26	22	119	0	2	5	3.11%	2.76%	2.90%				
Average number of times	2.6962	2.6929	2.7002	2.0987	2.3303	2.4228	2.4113	3.0746	3.3251	3.4324	3.4052	3.1770	1.9844	2.4063	2.5210							
Standard deviation	2.6346	2.5505	2.6199	2.3323	2.2400	2.3896	2.4844	2.8875	2.9191	2.8806	2.8493	2.8524	1.8285	2.1060	2.6974							
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	100.00%	100.00%	100.00%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	41	66	83	592	19	29	27	274	17	26	40	79	5	11	3	
	3.65%	5.13%	6.72%	4.68%	3.73%	4.98%	4.61%	3.98%	3.28%	4.75%	7.52%	2.93%	3.79%	4.74%	2.07%	
				A							I					
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	27	32	30	
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	20.45%	13.79%	20.69%	
				E	I			I								
BASE = Those who responded	916	1052	971	9220	401	469	459	5823	461	485	451	2360	100	189	112	
	81.49%	81.74%	78.56%	72.85%	78.78%	80.58%	78.33%	84.49%	89.00%	88.67%	84.77%	87.54%	75.76%	81.47%	77.24%	
				C	D			HKE								
Yes	670	757	698	6607	290	319	319	4481	355	364	330	1827	67	138	85	
	73.14%	71.96%	71.88%	71.66%	72.32%	68.02%	69.50%	76.95%	77.01%	75.05%	73.17%	77.42%	67.00%	73.02%	75.89%	
No	246	295	273	2613	111	150	140	1342	106	121	121	533	33	51	27	
	26.86%	28.04%	28.12%	28.34%	27.68%	31.98%	30.50%	23.05%	22.99%	24.95%	26.83%	22.58%	33.00%	26.98%	24.11%	
3-point composite mean	2.4629	2.4392	2.4377	2.4332	2.4464	2.3603	2.3900	2.5391	2.5401	2.5010	2.4634	2.5483	2.3400	2.4603	2.5179	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	40	64	71	294	17	29	24	264	16	26	35	78	4	10	3	
	3.56%	4.97%	5.74%	3.84%	3.34%	4.98%	4.10%	3.83%	3.09%	4.75%	6.58%	2.89%	3.03%	4.31%	2.07%	
			A								I					
Appropriately skipped	167	169	182	1750	89	84	100	795	40	36	41	257	27	32	30	
	14.86%	13.13%	14.72%	22.87%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	20.45%	13.79%	20.69%	
			E			I		I								
BASE = Those who responded	917	1054	983	5607	403	469	462	5833	462	485	456	2361	101	190	112	
	81.58%	81.90%	79.53%	73.28%	79.17%	80.58%	78.84%	84.63%	89.19%	88.67%	85.71%	87.57%	76.52%	81.90%	77.24%	
				D				HE								
Never	24	25	31	149	12	17	18	93	9	11	11	37	3	5	4	
	2.62%	2.37%	3.15%	2.66%	2.98%	3.62%	3.90%	1.59%	1.95%	2.27%	2.41%	1.57%	2.97%	2.63%	3.57%	
Sometimes	97	92	78	498	44	38	35	396	43	37	40	165	7	26	11	
	10.58%	8.73%	7.93%	8.88%	10.92%	8.10%	7.58%	6.79%	9.31%	7.63%	8.77%	6.99%	6.93%	13.68%	9.82%	
	C															
Bottom Two Box (%Never + %Sometimes)	121	117	109	647	56	55	53	489	52	48	51	202	10	31	15	
	13.20%	11.10%	11.09%	11.54%	13.90%	11.73%	11.47%	8.38%	11.26%	9.90%	11.18%	8.56%	9.90%	16.32%	13.39%	
Usually	119	127	109	915	56	52	48	997	65	62	52	350	22	20	14	
	12.98%	12.05%	11.09%	16.32%	13.90%	11.09%	10.39%	17.09%	14.07%	12.78%	11.40%	14.82%	21.78%	10.53%	12.50%	
													N			
Always	677	810	765	4045	291	362	361	4347	345	375	353	1809	69	139	83	
	73.83%	76.85%	77.82%	72.14%	72.21%	77.19%	78.14%	74.52%	74.68%	77.32%	77.41%	76.62%	68.32%	73.16%	74.11%	
			A				E									
CAHPS Rate (%Always + %Usually)	796	937	874	4960	347	414	409	5344	410	437	405	2159	91	159	97	
	86.80%	88.90%	88.91%	88.46%	86.10%	88.27%	88.53%	91.62%	88.74%	90.10%	88.82%	91.44%	90.10%	83.68%	86.61%	
3-point composite mean	2.6063	2.6575	2.6673	2.6060	2.5831	2.6546	2.6667	2.6614	2.6342	2.6742	2.6623	2.6806	2.5842	2.5684	2.6071	
4-point composite mean	3.5802	3.6338	3.6358	3.5795	3.5533	3.6183	3.6277	3.6455	3.6147	3.6515	3.6382	3.6650	3.5545	3.5421	3.5714	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	44	68	78	616	18	30	26	286	19	28	38	92	5	11	2
	3.91%	5.28%	6.31%	4.87%	3.54%	5.15%	4.44%	4.15%	3.67%	5.12%	7.14%	3.41%	3.79%	4.74%	1.38%
			A								I				O
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	27	32	30
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	20.45%	13.79%	20.69%
			E			I					I				
BASE = Those who responded	913	1050	975	9196	402	468	460	5811	459	483	452	2347	100	189	113
	81.23%	81.59%	78.88%	72.66%	78.98%	80.41%	78.50%	84.32%	88.61%	88.30%	84.96%	87.05%	75.76%	81.47%	77.93%
				D					HE						
Yes	329	380	343	2880	137	156	153	2804	205	227	182	1115	34	71	32
	36.04%	36.19%	35.18%	31.32%	34.08%	33.33%	33.26%	48.25%	44.66%	47.00%	40.27%	47.51%	34.00%	37.57%	28.32%
									E		K				
No	584	670	632	6316	265	312	307	3007	254	256	270	1232	66	118	81
	63.96%	63.81%	64.82%	68.68%	65.92%	66.67%	66.74%	51.75%	55.34%	53.00%	59.73%	52.49%	66.00%	62.43%	71.68%
					I						J				
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Total (I)	2017 CCC Total (J)	2016 CCC Total (K)	2018 CCC Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	47	70	83	651	19	31	29	314	20	30	40	104	5	12	2	
	4.18%	5.44%	6.72%	5.14%	3.73%	5.33%	4.95%	4.56%	3.86%	5.48%	7.52%	3.86%	3.79%	5.17%	1.38%	
				A							I				O	
Appropriately skipped	751	839	814	9160	354	396	407	3802	294	292	311	1489	93	150	111	
	66.81%	65.19%	65.86%	72.38%	69.55%	68.04%	69.45%	55.17%	56.76%	53.38%	58.46%	55.23%	70.45%	64.66%	76.55%	
				I											N	
BASE = Those who responded	326	378	339	2845	136	155	150	2776	204	225	181	1103	34	70	32	
	29.00%	29.37%	27.43%	22.48%	26.72%	26.63%	25.60%	40.28%	39.38%	41.13%	34.02%	40.91%	25.76%	30.17%	22.07%	
				D					E	K						
Yes	296	347	318	2612	121	140	141	2666	192	212	177	1067	32	60	29	
	90.80%	91.80%	93.81%	91.81%	88.97%	90.32%	94.00%	96.04%	94.12%	94.22%	97.79%	96.74%	94.12%	85.71%	90.63%	
No	30	31	21	233	15	15	9	110	12	13	4	36	2	10	3	
	9.20%	8.20%	6.19%	8.19%	11.03%	9.68%	6.00%	3.96%	5.88%	5.78%	2.21%	3.26%	5.88%	14.29%	9.38%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	47	70	86	662	20	31	31	329	21	30	42	110	6	12	2	
	4.18%	5.44%	6.96%	5.23%	3.93%	5.33%	5.29%	4.77%	4.05%	5.48%	7.89%	4.08%	4.55%	5.17%	1.38%	
			A								I				O	
Appropriately skipped	751	839	814	9160	354	396	407	3802	294	292	311	1489	93	150	111	
	66.81%	65.19%	65.86%	72.38%	69.55%	68.04%	69.45%	55.17%	56.76%	53.38%	58.46%	55.23%	70.45%	64.66%	76.55%	
				I											N	
BASE = Those who responded	326	378	336	2834	135	155	148	2761	203	225	179	1097	33	70	32	
	29.00%	29.37%	27.18%	22.39%	26.52%	26.63%	25.26%	40.06%	39.19%	41.13%	33.65%	40.69%	25.00%	30.17%	22.07%	
				D					E		K					
Yes	209	263	221	1874	81	105	99	2052	139	163	130	809	21	42	18	
	64.11%	69.58%	65.77%	66.13%	60.00%	67.74%	66.89%	74.32%	68.47%	72.44%	72.63%	73.75%	63.64%	60.00%	56.25%	
No	117	115	115	960	54	50	49	709	64	62	49	288	12	28	14	
	35.89%	30.42%	34.23%	33.87%	40.00%	32.26%	33.11%	25.68%	31.53%	27.56%	27.37%	26.25%	36.36%	40.00%	43.75%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	50	74	85	669	21	34	30	335	24	32	42	110	6	13	2
	4.45%	5.75%	6.88%	5.29%	4.13%	5.84%	5.12%	4.86%	4.63%	5.85%	7.89%	4.08%	4.55%	5.60%	1.38%
				A							I				O
Appropriately skipped	751	839	814	9160	354	396	407	3802	294	292	311	1489	93	150	111
	66.81%	65.19%	65.86%	72.38%	69.55%	68.04%	69.45%	55.17%	56.76%	53.38%	58.46%	55.23%	70.45%	64.66%	76.55%
				I											N
BASE = Those who responded	323	374	337	2827	134	152	149	2755	200	223	179	1097	33	69	32
	28.74%	29.06%	27.27%	22.34%	26.33%	26.12%	25.43%	39.97%	38.61%	40.77%	33.65%	40.69%	25.00%	29.74%	22.07%
				D					E	K					
Yes	265	308	255	2247	106	123	116	2367	172	191	144	930	26	55	25
	82.04%	82.35%	75.67%	79.48%	79.10%	80.92%	77.85%	85.92%	86.00%	85.65%	80.45%	84.78%	78.79%	79.71%	78.13%
	C	C													
No	58	66	82	580	28	29	33	388	28	32	35	167	7	14	7
	17.96%	17.65%	24.33%	20.52%	20.90%	19.08%	22.15%	14.08%	14.00%	14.35%	19.55%	15.22%	21.21%	20.29%	21.88%
				AB											
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	40	66	73	570	19	28	26	275	19	26	36	86	5	10	4
	3.56%	5.13%	5.91%	4.50%	3.73%	4.81%	4.44%	3.99%	3.67%	4.75%	6.77%	3.19%	3.79%	4.31%	2.76%
				A							I				
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	27	32	30
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	20.45%	13.79%	20.69%
				E	I			I							
BASE = Those who responded	917	1052	980	9242	401	470	460	5822	459	485	454	2353	100	190	111
	81.58%	81.74%	79.29%	73.02%	78.78%	80.76%	78.50%	84.47%	88.61%	88.67%	85.34%	87.28%	75.76%	81.90%	76.55%
				D				HE							
10 - Best health care possible	534	623	576	4877	240	291	272	3008	262	276	259	1285	58	115	67
	58.23%	59.22%	58.78%	52.77%	59.85%	61.91%	59.13%	51.67%	57.08%	56.91%	57.05%	54.61%	58.00%	60.53%	60.36%
				D				H							
9 -	137	151	126	1707	57	66	54	1006	73	75	58	394	23	25	9
	14.94%	14.35%	12.86%	18.47%	14.21%	14.04%	11.74%	17.28%	15.90%	15.46%	12.78%	16.74%	23.00%	13.16%	8.11%
				E									NO		
Top Two Box	671	774	702	6584	297	357	326	4014	335	351	317	1679	81	140	76
	73.17%	73.57%	71.63%	71.24%	74.06%	75.96%	70.87%	68.95%	72.98%	72.37%	69.82%	71.36%	81.00%	73.68%	68.47%
													O		
8 -	132	138	139	1520	62	54	79	1058	66	61	60	399	13	32	17
	14.39%	13.12%	14.18%	16.45%	15.46%	11.49%	17.17%	18.17%	14.38%	12.58%	13.22%	16.96%	13.00%	16.84%	15.32%
							F	I							
CAHPS Rate (Top Three Box)	803	912	841	8104	359	411	405	5072	401	412	377	2078	94	172	93
	87.57%	86.69%	85.82%	87.69%	89.53%	87.45%	88.04%	87.12%	87.36%	84.95%	83.04%	88.31%	94.00%	90.53%	83.78%
													O		
7 -	45	66	63	552	17	25	29	370	21	32	38	126	4	8	5
	4.91%	6.27%	6.43%	5.97%	4.24%	5.32%	6.30%	6.36%	4.58%	6.60%	8.37%	5.35%	4.00%	4.21%	4.50%
											I				
6 -	24	25	29	228	5	12	8	143	12	15	17	47	1	1	3
	2.62%	2.38%	2.96%	2.47%	1.25%	2.55%	1.74%	2.46%	2.61%	3.09%	3.74%	2.00%	1.00%	0.53%	2.70%
				E											
5 -	28	25	26	216	15	11	9	140	15	14	11	60	1	7	7
	3.05%	2.38%	2.65%	2.34%	3.74%	2.34%	1.96%	2.40%	3.27%	2.89%	2.42%	2.55%	1.00%	3.68%	6.31%
															M
4 -	9	9	7	46	3	6	3	34	7	4	7	18	0	1	2
	0.98%	0.86%	0.71%	0.50%	0.75%	1.28%	0.65%	0.58%	1.53%	0.82%	1.54%	0.76%	0.0%	0.53%	1.80%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
3 -	4 0.44%	4 0.38%	6 0.61%	28 0.30% E	0 0.0%	2 0.43%	1 0.22%	28 0.48%	2 0.44%	1 0.21%	2 0.44%	9 0.38%	0 0.0%	0 0.0%	0 0.0%
2 -	2 0.22%	7 0.67%	4 0.41%	22 0.24% E	0 0.0%	2 0.43%	3 0.65%	16 0.27%	1 0.22%	5 1.03%	1 0.22%	9 0.38%	0 0.0%	0 0.0%	0 0.0%
1 -	2 0.22%	1 0.10%	3 0.31%	24 0.26%	2 0.50%	1 0.21%	1 0.22%	9 0.15% I	0 0.0%	0 0.0%	1 0.22%	3 0.13%	0 0.0%	1 0.53%	1 0.90%
0 - Worst health care possible	0 0.0%	3 0.29%	1 0.10%	22 0.24% E	0 0.0%	0 0.0%	1 0.22%	10 0.17% I	0 0.0%	2 0.41%	0 0.0%	3 0.13%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	4 0.44%	11 1.05%	8 0.82%	68 0.74%	2 0.50%	3 0.64%	5 1.09%	35 0.60%	1 0.22%	7 1.44% I	2 0.44%	15 0.64%	0 0.0%	1 0.53%	1 0.90%
Bottom Two Box	2 0.22%	4 0.38%	4 0.41%	46 0.50%	2 0.50%	1 0.21%	2 0.43%	19 0.33% I	0 0.0%	2 0.41%	1 0.22%	6 0.25%	0 0.0%	1 0.53%	1 0.90%
Average rating	9.0316	9.0238	8.9878	8.9744	9.0948	9.0915	9.0348	8.9328	9.0087	8.9402	8.9251	8.9979	9.3000 O	9.1211	8.8649
Standard deviation	1.5148	1.5926	1.5984	1.4952	1.4597	1.5361	1.5361	1.4986	1.5168	1.6778	1.5967	1.4896	1.0149	1.4257	1.7883
3-point composite mean	2.6565	2.6654	2.6388	2.6490	2.6783	2.6872	2.6522	2.6242	2.6492	2.6392	2.6123	2.6502	2.7900 O	2.6842	2.5676
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	67	73	580	16	29	25	279	18	30	36	83	4	9	3
	3.47%	5.21%	5.91%	4.58%	3.14%	4.98%	4.27%	4.05%	3.47%	5.48%	6.77%	3.08%	3.03%	3.88%	2.07%
		A	A								I				
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	27	32	30
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	20.45%	13.79%	20.69%
				E	I			I							
BASE = Those who responded	918	1051	981	9232	404	469	461	5818	460	481	455	2356	101	191	112
	81.67%	81.66%	79.37%	72.95%	79.37%	80.58%	78.67%	84.42%	88.80%	87.93%	85.53%	87.39%	76.52%	82.33%	77.24%
					D				HE						
Never	11	11	6	161	9	9	3	43	2	5	3	15	1	6	2
	1.20%	1.05%	0.61%	1.74%	2.23%	1.92%	0.65%	0.74%	0.43%	1.04%	0.66%	0.64%	0.99%	3.14%	1.79%
					I										
Sometimes	58	79	62	701	23	38	21	377	36	36	36	137	6	10	7
	6.32%	7.52%	6.32%	7.59%	5.69%	8.10%	4.56%	6.48%	7.83%	7.48%	7.91%	5.81%	5.94%	5.24%	6.25%
						G									
Bottom Two Box (%Never + %Sometimes)	69	90	68	862	32	47	24	420	38	41	39	152	7	16	9
	7.52%	8.56%	6.93%	9.34%	7.92%	10.02%	5.21%	7.22%	8.26%	8.52%	8.57%	6.45%	6.93%	8.38%	8.04%
						G									
Usually	142	172	169	2048	59	75	69	1400	81	86	87	470	17	24	18
	15.47%	16.37%	17.23%	22.18%	14.60%	15.99%	14.97%	24.06%	17.61%	17.88%	19.12%	19.95%	16.83%	12.57%	16.07%
				E				I							
Always	707	789	744	6322	313	347	368	3998	341	354	329	1734	77	151	85
	77.02%	75.07%	75.84%	68.48%	77.48%	73.99%	79.83%	68.72%	74.13%	73.60%	72.31%	73.60%	76.24%	79.06%	75.89%
					D		F		H						
CAHPS Rate (%Always + %Usually)	849	961	913	8370	372	422	437	5398	422	440	416	2204	94	175	103
	92.48%	91.44%	93.07%	90.66%	92.08%	89.98%	94.79%	92.78%	91.74%	91.48%	91.43%	93.55%	93.07%	91.62%	91.96%
							F								
3-point composite mean	2.6950	2.6651	2.6891	2.5914	2.6955	2.6397	2.7462	2.6150	2.6587	2.6507	2.6374	2.6715	2.6931	2.7068	2.6786
					D		F								
4-point composite mean	3.6830	3.6546	3.6830	3.5740	3.6733	3.6205	3.7397	3.6076	3.6543	3.6403	3.6308	3.6651	3.6832	3.6754	3.6607
					D		F								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	12	13	18	120	6	5	7	83	6	5	11	24	2	1	3	
	1.07%	1.01%	1.46%	1.57%	1.18%	0.86%	1.19%	1.20%	1.16%	0.91%	2.07%	0.89%	1.52%	0.43%	2.07%	
BASE = Those who responded	1112	1274	1216	7531	503	577	578	6809	512	542	520	2672	130	231	142	
	98.93%	98.99%	98.38%	98.43%	98.82%	99.14%	98.63%	98.80%	98.84%	99.09%	97.74%	99.11%	98.48%	99.57%	97.93%	
Yes	904	977	944	5540	405	423	448	5882	460	482	449	2356	102	187	116	
	81.29%	76.69%	77.63%	73.56%	80.52%	73.31%	77.51%	86.39%	89.84%	88.93%	86.35%	88.17%	78.46%	80.95%	81.69%	
		BC			DF				HE							
No	208	297	272	1991	98	154	130	927	52	60	71	316	28	44	26	
	18.71%	23.31%	22.37%	26.44%	19.48%	26.69%	22.49%	13.61%	10.16%	11.07%	13.65%	11.83%	21.54%	19.05%	18.31%	
		A	A	E	I	E		I								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	40	44	43	321	16	14	15	261	24	22	20	106	4	6	6	
	3.56%	3.42%	3.48%	4.20%	3.14%	2.41%	2.56%	3.79%	4.63%	4.02%	3.76%	3.93%	3.03%	2.59%	4.14%	
Appropriately skipped	208	297	272	1991	98	154	130	927	52	60	71	316	28	44	26	
	18.51%	23.08%	22.01%	26.02%	19.25%	26.46%	22.18%	13.45%	10.04%	10.97%	13.35%	11.72%	21.21%	18.97%	17.93%	
		A	A	E	I	E		I								
BASE = Those who responded	876	946	920	5339	395	414	441	5704	442	465	440	2274	100	182	113	
	77.94%	73.50%	74.43%	69.78%	77.60%	71.13%	75.26%	82.76%	85.33%	85.01%	82.71%	84.35%	75.76%	78.45%	77.93%	
	BC			DF				E								
Yes	121	105	122	595	46	38	52	1108	95	82	78	398	10	18	18	
	13.81%	11.10%	13.26%	11.14%	11.65%	9.18%	11.79%	19.42%	21.49%	17.63%	17.73%	17.50%	10.00%	9.89%	15.93%	
								E								
No	755	841	798	4744	349	376	389	4596	347	383	362	1876	90	164	95	
	86.19%	88.90%	86.74%	88.86%	88.35%	90.82%	88.21%	80.58%	78.51%	82.37%	82.27%	82.50%	90.00%	90.11%	84.07%	
					I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	42	45	47	330	16	14	16	274	26	23	21	110	4	6	6	
	3.74%	3.50%	3.80%	4.31%	3.14%	2.41%	2.73%	3.98%	5.02%	4.20%	3.95%	4.08%	3.03%	2.59%	4.14%	
Appropriately skipped	963	1138	1070	6735	447	530	519	5523	399	443	433	2192	118	208	121	
	85.68%	88.42%	86.57%	88.03%	87.82%	91.07%	88.57%	80.14%	77.03%	80.99%	81.39%	81.31%	89.39%	89.66%	83.45%	
		A			I											
BASE = Those who responded	119	104	119	586	46	38	51	1095	93	81	78	394	10	18	18	
	10.59%	8.08%	9.63%	7.66%	9.04%	6.53%	8.70%	15.89%	17.95%	14.81%	14.66%	14.61%	7.58%	7.76%	12.41%	
		B							E							
Yes	112	100	114	535	44	35	50	1017	90	79	74	362	10	17	17	
	94.12%	96.15%	95.80%	91.30%	95.65%	92.11%	98.04%	92.88%	96.77%	97.53%	94.87%	91.88%	100.00%	94.44%	94.44%	
No	7	4	5	51	2	3	1	78	3	2	4	32	0	1	1	
	5.88%	3.85%	4.20%	8.70%	4.35%	7.89%	1.96%	7.12%	3.23%	2.47%	5.13%	8.12%	0.0%	5.56%	5.56%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	14	24	105	6	6	7	82	8	4	9	33	1	4	1
	1.51%	1.09%	1.94%	1.37%	1.18%	1.03%	1.19%	1.19%	1.54%	0.73%	1.69%	1.22%	0.76%	1.72%	0.69%
BASE = Those who responded	1107	1273	1212	7546	503	576	579	6810	510	543	523	2663	131	228	144
	98.49%	98.91%	98.06%	98.63%	98.82%	98.97%	98.81%	98.81%	98.46%	99.27%	98.31%	98.78%	99.24%	98.28%	99.31%
Yes	99	93	92	427	37	32	35	786	65	55	61	273	9	14	14
	8.94%	7.31%	7.59%	5.66%	7.36%	5.56%	6.04%	11.54%	12.75%	10.13%	11.66%	10.25%	6.87%	6.14%	9.72%
No	1008	1180	1120	7119	466	544	544	6024	445	488	462	2390	122	214	130
	91.06%	92.69%	92.41%	94.34%	92.64%	94.44%	93.96%	88.46%	87.25%	89.87%	88.34%	89.75%	93.13%	93.86%	90.28%
					I										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	19 1.69%	14 1.09%	26 2.10%	119 1.56%	7 1.38%	6 1.03%	8 1.37%	98 1.42%	9 1.74%	4 0.73%	11 2.07%	38 1.41%	1 0.76%	5 2.16%	1 0.69%	
Appropriately skipped	1008 89.68%	1180 91.69%	1120 90.61%	7119 93.05%	466 91.55%	544 93.47%	544 92.83%	6024 87.41%	445 85.91%	488 89.21%	462 86.84%	2390 88.65%	122 92.42%	214 92.24%	130 89.66%	
BASE = Those who responded	97 8.63%	93 7.23%	90 7.28%	413 5.40%	36 7.07%	32 5.50%	34 5.80%	770 11.17%	64 12.36%	55 10.05%	59 11.09%	268 9.94%	9 6.82%	13 5.60%	14 9.66%	
Never	10 10.31%	10 10.75%	12 13.33%	35 8.47%	3 8.33%	0 0.0%	4 11.76%	77 10.00%	5 7.81%	6 10.91%	8 13.56%	27 10.07%	2 22.22%	0 0.0%	1 7.14%	
Sometimes	9 9.28%	16 17.20%	15 16.67%	50 12.11%	3 8.33%	4 12.50%	6 17.65%	117 15.19%	8 12.50%	11 20.00%	11 18.64%	35 13.06%	1 11.11%	0 0.0%	2 14.29%	
Bottom Two Box (%Never + %Sometimes)	19 19.59%	26 27.96%	27 30.00%	85 20.58%	6 16.67%	4 12.50%	10 29.41%	194 25.19%	13 20.31%	17 30.91%	19 32.20%	62 23.13%	3 33.33%	0 0.0%	3 21.43%	
Usually	15 15.46%	13 13.98%	14 15.56%	67 16.22%	5 13.89%	5 15.63%	5 14.71%	177 22.99%	12 18.75%	7 12.73%	8 13.56%	57 21.27%	1 11.11%	2 15.38%	2 14.29%	
Always	63 64.95%	54 58.06%	49 54.44%	261 63.20%	25 69.44%	23 71.88%	19 55.88%	399 51.82%	39 60.94%	31 56.36%	32 54.24%	149 55.60%	5 55.56%	11 84.62%	9 64.29%	
CAHPS Rate (%Always + %Usually)	78 80.41%	67 72.04%	63 70.00%	328 79.42%	30 83.33%	28 87.50%	24 70.59%	576 74.81%	51 79.69%	38 69.09%	40 67.80%	206 76.87%	6 66.67%	13 100.00%	11 78.57%	
3-point composite mean	2.4536	2.3011	2.2444	2.4262	2.5278	2.5938	2.2647	2.2662	2.4063	2.2545	2.2203	2.3246	2.2222	2.8462	2.4286	
4-point composite mean	3.3505	3.1935	3.1111	3.3414	3.4444	3.5938	3.1471	3.1662	3.3281	3.1455	3.0847	3.2239	3.0000	3.8462	3.3571	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Total (I)	2017 CCC Total (J)	2016 CCC Total (K)	2018 CCC Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	19	14	26	119	8	6	8	95	9	4	10	36	2	5	1	
	1.69%	1.09%	2.10%	1.56%	1.57%	1.03%	1.37%	1.38%	1.74%	0.73%	1.88%	1.34%	1.52%	2.16%	0.69%	
				B												
Appropriately skipped	1008	1180	1120	7119	466	544	544	6024	445	488	462	2390	122	214	130	
	89.68%	91.69%	90.61%	93.05%	91.55%	93.47%	92.83%	87.41%	85.91%	89.21%	86.84%	88.65%	92.42%	92.24%	89.66%	
				I												
BASE = Those who responded	97	93	90	413	35	32	34	773	64	55	60	270	8	13	14	
	8.63%	7.23%	7.28%	5.40%	6.88%	5.50%	5.80%	11.22%	12.36%	10.05%	11.28%	10.01%	6.06%	5.60%	9.66%	
				E												
Yes	75	74	67	334	31	27	26	634	51	44	45	223	8	11	12	
	77.32%	79.57%	74.44%	80.87%	88.57%	84.38%	76.47%	82.02%	79.69%	80.00%	75.00%	82.59%	100.00%	84.62%	85.71%	
No	22	19	23	79	4	5	8	139	13	11	15	47	0	2	2	
	22.68%	20.43%	25.56%	19.13%	11.43%	15.63%	23.53%	17.98%	20.31%	20.00%	25.00%	17.41%	0.0%	15.38%	14.29%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	15	18	22	122	4	7	5	104	9	10	12	32	2	2	0	
	1.33%	1.40%	1.78%	1.59%	0.79%	1.20%	0.85%	1.51%	1.74%	1.83%	2.26%	1.19%	1.52%	0.86%	0.0%	
BASE = Those who responded	1109	1269	1214	7529	505	575	581	6788	509	537	520	2664	130	230	145	
	98.67%	98.60%	98.22%	98.41%	99.21%	98.80%	99.15%	98.49%	98.26%	98.17%	97.74%	98.81%	98.48%	99.14%	100.00%	
Yes	146	136	130	835	66	44	49	1602	109	95	88	474	18	27	21	
	13.17%	10.72%	10.71%	11.09%	13.07%	7.65%	8.43%	23.60%	21.41%	17.69%	16.92%	17.79%	13.85%	11.74%	14.48%	
					FG				E							
No	963	1133	1084	6694	439	531	532	5186	400	442	432	2190	112	203	124	
	86.83%	89.28%	89.29%	88.91%	86.93%	92.35%	91.57%	76.40%	78.59%	82.31%	83.08%	82.21%	86.15%	88.26%	85.52%	
					I	E	E									
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	17	29	29	146	6	8	7	141	10	15	16	46	2	3	1	
	1.51%	2.25%	2.35%	1.91%	1.18%	1.37%	1.19%	2.05%	1.93%	2.74%	3.01%	1.71%	1.52%	1.29%	0.69%	
Appropriately skipped	963	1133	1084	6694	439	531	532	5186	400	442	432	2190	112	203	124	
	85.68%	88.03%	87.70%	87.49%	86.25%	91.24%	90.78%	75.25%	77.22%	80.80%	81.20%	81.23%	84.85%	87.50%	85.52%	
					I	E	E									
BASE = Those who responded	144	125	123	811	64	43	47	1565	108	90	84	460	18	26	20	
	12.81%	9.71%	9.95%	10.60%	12.57%	7.39%	8.02%	22.71%	20.85%	16.45%	15.79%	17.06%	13.64%	11.21%	13.79%	
	BC				FG			KE								
Never	12	15	20	65	8	6	12	121	7	9	12	36	3	3	2	
	8.33%	12.00%	16.26%	8.01%	12.50%	13.95%	25.53%	7.73%	6.48%	10.00%	14.29%	7.83%	16.67%	11.54%	10.00%	
Sometimes	20	20	17	109	5	8	5	204	15	12	15	57	0	2	3	
	13.89%	16.00%	13.82%	13.44%	7.81%	18.60%	10.64%	13.04%	13.89%	13.33%	17.86%	12.39%	0.0%	7.69%	15.00%	
Bottom Two Box (%Never + %Sometimes)	32	35	37	174	13	14	17	325	22	21	27	93	3	5	5	
	22.22%	28.00%	30.08%	21.45%	20.31%	32.56%	36.17%	20.77%	20.37%	23.33%	32.14%	20.22%	16.67%	19.23%	25.00%	
Usually	28	19	19	142	9	8	5	306	24	19	15	88	3	4	2	
	19.44%	15.20%	15.45%	17.51%	14.06%	18.60%	10.64%	19.55%	22.22%	21.11%	17.86%	19.13%	16.67%	15.38%	10.00%	
Always	84	71	67	495	42	21	25	934	62	50	42	279	12	17	13	
	58.33%	56.80%	54.47%	61.04%	65.63%	48.84%	53.19%	59.68%	57.41%	55.56%	50.00%	60.65%	66.67%	65.38%	65.00%	
CAHPS Rate (%Always + %Usually)	112	90	86	637	51	29	30	1240	86	69	57	367	15	21	15	
	77.78%	72.00%	69.92%	78.55%	79.69%	67.44%	63.83%	79.23%	79.63%	76.67%	67.86%	79.78%	83.33%	80.77%	75.00%	
3-point composite mean	2.3611	2.2880	2.2439	2.3958	2.4531	2.1628	2.1702	2.3891	2.3704	2.3222	2.1786	2.4043	2.5000	2.4615	2.4000	
4-point composite mean	3.2778	3.1680	3.0813	3.3157	3.3281	3.0233	2.9149	3.3118	3.3056	3.2222	3.0357	3.3261	3.3333	3.3462	3.3000	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	16	24	27	134	4	7	7	134	9	14	15	44	2	2	0	
	1.42%	1.86%	2.18%	1.75%	0.79%	1.20%	1.19%	1.94%	1.74%	2.56%	2.82%	1.63%	1.52%	0.86%	0.0%	
Appropriately skipped	963	1133	1084	6694	439	531	532	5186	400	442	432	2190	112	203	124	
	85.68%	88.03%	87.70%	87.49%	86.25%	91.24%	90.78%	75.25%	77.22%	80.80%	81.20%	81.23%	84.85%	87.50%	85.52%	
BASE = Those who responded	145	130	125	823	66	44	47	1572	109	91	85	462	18	27	21	
	12.90%	10.10%	10.11%	10.76%	12.97%	7.56%	8.02%	22.81%	21.04%	16.64%	15.98%	17.14%	13.64%	11.64%	14.48%	
Yes	106	92	70	576	48	33	21	1146	82	65	45	345	11	21	16	
	73.10%	70.77%	56.00%	69.99%	72.73%	75.00%	44.68%	72.90%	75.23%	71.43%	52.94%	74.68%	61.11%	77.78%	76.19%	
No	39	38	55	247	18	11	26	426	27	26	40	117	7	6	5	
	26.90%	29.23%	44.00%	30.01%	27.27%	25.00%	55.32%	27.10%	24.77%	28.57%	47.06%	25.32%	38.89%	22.22%	23.81%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	17	24	25	121	9	11	8	105	8	11	17	41	3	5	1	
	1.51%	1.86%	2.02%	1.58%	1.77%	1.89%	1.37%	1.52%	1.54%	2.01%	3.20%	1.52%	2.27%	2.16%	0.69%	
BASE = Those who responded	1107	1263	1210	7530	500	571	577	6787	510	536	514	2655	129	227	144	
	98.49%	98.14%	97.90%	98.42%	98.23%	98.11%	98.46%	98.48%	98.46%	97.99%	96.62%	98.48%	97.73%	97.84%	99.31%	
Yes	264	252	223	1134	90	65	76	2870	224	204	178	1014	24	33	33	
	23.85%	19.95%	18.43%	15.06%	18.00%	11.38%	13.17%	42.29%	43.92%	38.06%	34.63%	38.19%	18.60%	14.54%	22.92%	
		BC			FG				KE						N	
No	843	1011	987	6396	410	506	501	3917	286	332	336	1641	105	194	111	
	76.15%	80.05%	81.57%	84.94%	82.00%	88.62%	86.83%	57.71%	56.08%	61.94%	65.37%	61.81%	81.40%	85.46%	77.08%	
		A	A		I	E	E				I			O		
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	23	29	34	138	9	12	12	161	13	14	22	64	3	5	1	
	2.05%	2.25%	2.75%	1.80%	1.77%	2.06%	2.05%	2.34%	2.51%	2.56%	4.14%	2.37%	2.27%	2.16%	0.69%	
Appropriately skipped	843	1011	987	6396	410	506	501	3917	286	332	336	1641	105	194	111	
	75.00%	78.55%	79.85%	83.60%	80.55%	86.94%	85.49%	56.83%	55.21%	60.69%	63.16%	60.87%	79.55%	83.62%	76.55%	
		A	A		I	E	E				I					
BASE = Those who responded	258	247	215	1117	90	64	73	2814	219	201	174	991	24	33	33	
	22.95%	19.19%	17.39%	14.60%	17.68%	11.00%	12.46%	40.83%	42.28%	36.75%	32.71%	36.76%	18.18%	14.22%	22.76%	
	BC				FG			KE							N	
Never	22	24	27	91	10	6	10	195	17	21	21	70	2	4	4	
	8.53%	9.72%	12.56%	8.15%	11.11%	9.38%	13.70%	6.93%	7.76%	10.45%	12.07%	7.06%	8.33%	12.12%	12.12%	
Sometimes	31	30	31	144	7	10	8	363	27	22	27	118	2	3	2	
	12.02%	12.15%	14.42%	12.89%	7.78%	15.63%	10.96%	12.90%	12.33%	10.95%	15.52%	11.91%	8.33%	9.09%	6.06%	
Bottom Two Box (%Never + %Sometimes)	53	54	58	235	17	16	18	558	44	43	48	188	4	7	6	
	20.54%	21.86%	26.98%	21.04%	18.89%	25.00%	24.66%	19.83%	20.09%	21.39%	27.59%	18.97%	16.67%	21.21%	18.18%	
Usually	43	52	34	225	12	16	7	580	40	42	29	187	7	1	4	
	16.67%	21.05%	15.81%	20.14%	13.33%	25.00%	9.59%	20.61%	18.26%	20.90%	16.67%	18.87%	29.17%	3.03%	12.12%	
					G											
Always	162	141	123	657	61	32	48	1676	135	116	97	616	13	25	23	
	62.79%	57.09%	57.21%	58.82%	67.78%	50.00%	65.75%	59.56%	61.64%	57.71%	55.75%	62.16%	54.17%	75.76%	69.70%	
					F											
CAHPS Rate (%Always + %Usually)	205	193	157	882	73	48	55	2256	175	158	126	803	20	26	27	
	79.46%	78.14%	73.02%	78.96%	81.11%	75.00%	75.34%	80.17%	79.91%	78.61%	72.41%	81.03%	83.33%	78.79%	81.82%	
3-point composite mean	2.4225	2.3522	2.3023	2.3778	2.4889	2.2500	2.4110	2.3973	2.4155	2.3632	2.2816	2.4319	2.3750	2.5455	2.5152	
4-point composite mean	3.3372	3.2551	3.1767	3.2963	3.3778	3.1563	3.2740	3.3280	3.3379	3.2587	3.1609	3.3613	3.2917	3.4242	3.3939	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Total (I)	2017 CCC Total (J)	2016 CCC Total (K)	2018 CCC Southeast Qual. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	23	28	30	146	12	11	10	148	13	14	20	56	4	6	2	
	2.05%	2.18%	2.43%	1.91%	2.36%	1.89%	1.71%	2.15%	2.51%	2.56%	3.76%	2.08%	3.03%	2.59%	1.38%	
Appropriately skipped	843	1011	987	6396	410	506	501	3917	286	332	336	1641	105	194	111	
	75.00%	78.55%	79.85%	83.60%	80.55%	86.94%	85.49%	56.83%	55.21%	60.69%	63.16%	60.87%	79.55%	83.62%	76.55%	
		A	A		I	E	E				I					
BASE = Those who responded	258	248	219	1109	87	65	75	2827	219	201	176	999	23	32	32	
	22.95%	19.27%	17.72%	14.49%	17.09%	11.17%	12.80%	41.02%	42.28%	36.75%	33.08%	37.05%	17.42%	13.79%	22.07%	
	BC				FG				KE						N	
Yes	163	159	132	634	63	39	42	1650	142	137	109	618	17	23	23	
	63.18%	64.11%	60.27%	57.17%	72.41%	60.00%	56.00%	58.37%	64.84%	68.16%	61.93%	61.86%	73.91%	71.88%	71.88%	
					DG											
No	95	89	87	475	24	26	33	1177	77	64	67	381	6	9	9	
	36.82%	35.89%	39.73%	42.83%	27.59%	40.00%	44.00%	41.63%	35.16%	31.84%	38.07%	38.14%	26.09%	28.13%	28.13%	
				E			E									
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	21	26	30	138	7	14	13	134	11	12	11	50	3	2	2	
	1.87%	2.02%	2.43%	1.80%	1.38%	2.41%	2.22%	1.94%	2.12%	2.19%	2.07%	1.85%	2.27%	0.86%	1.38%	
BASE = Those who responded	1103	1261	1206	7513	502	568	573	6758	507	535	521	2646	129	230	143	
	98.13%	97.98%	97.57%	98.20%	98.62%	97.59%	97.78%	98.06%	97.88%	97.81%	97.93%	98.15%	97.73%	99.14%	98.62%	
Yes	302	325	292	1769	125	114	123	3110	217	208	188	1130	37	55	33	
	27.38%	25.77%	24.21%	23.55%	24.90%	20.07%	21.47%	46.02%	42.80%	38.88%	36.08%	42.71%	28.68%	23.91%	23.08%	
								KE								
No	801	936	914	5744	377	454	450	3648	290	327	333	1516	92	175	110	
	72.62%	74.23%	75.79%	76.45%	75.10%	79.93%	78.53%	53.98%	57.20%	61.12%	63.92%	57.29%	71.32%	76.09%	76.92%	
					I						I					
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. (I)	2017 CCC Pop. Qual. (J)	2016 CCC Pop. Qual. (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	30	34	38	187	11	15	16	202	17	16	16	70	4	4	3	
	2.67%	2.64%	3.07%	2.44%	2.16%	2.58%	2.73%	2.93%	3.28%	2.93%	3.01%	2.60%	3.03%	1.72%	2.07%	
Appropriately skipped	801	936	914	5744	377	454	450	3648	290	327	333	1516	92	175	110	
	71.26%	72.73%	73.95%	75.08%	74.07%	78.01%	76.79%	52.93%	55.98%	59.78%	62.59%	56.23%	69.70%	75.43%	75.86%	
					I						I					
BASE = Those who responded	293	317	284	1720	121	113	120	3042	211	204	183	1110	36	53	32	
	26.07%	24.63%	22.98%	22.48%	23.77%	19.42%	20.48%	44.14%	40.73%	37.29%	34.40%	41.17%	27.27%	22.84%	22.07%	
								KE								
Yes	184	194	169	1022	77	70	67	1897	133	125	111	696	24	33	20	
	62.80%	61.20%	59.51%	59.42%	63.64%	61.95%	55.83%	62.36%	63.03%	61.27%	60.66%	62.70%	66.67%	62.26%	62.50%	
No	109	123	115	698	44	43	53	1145	78	79	72	414	12	20	12	
	37.20%	38.80%	40.49%	40.58%	36.36%	38.05%	44.17%	37.64%	36.97%	38.73%	39.34%	37.30%	33.33%	37.74%	37.50%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	
Multiple mark	0 0.0%	0 0.0%	5 0.40% AB	0 0.0%	0 0.0%	0 0.0%	3 0.51%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	5 0.44%	5 0.39%	11 0.89%	154 1.22% E	1 0.20%	1 0.17%	6 1.02%	59 0.86%	4 0.77%	2 0.37%	4 0.75%	26 0.96%	0 0.0%	1 0.43%	0 0.0%	
BASE = Those who responded	1119 99.56% C	1282 99.61% C	1220 98.71%	12502 98.78%	508 99.80%	581 99.83%	577 98.46% DG	6833 99.14%	514 99.23%	545 99.63%	526 98.87%	2670 99.04%	132 100.00%	231 99.57%	145 100.00%	
Yes	1013 90.53%	1174 91.58%	1111 91.07%	10912 87.28%	448 88.19%	519 89.33%	527 91.33%	6340 92.79%	482 93.77% E	520 95.41%	487 92.59%	2464 92.28%	116 87.88%	206 89.18%	126 86.90%	
No	106 9.47%	108 8.42%	109 8.93%	1590 12.72%	60 11.81%	62 10.67%	50 8.67% I	493 7.21%	32 6.23%	25 4.59%	39 7.41%	206 7.72%	16 12.12%	25 10.82%	19 13.10%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	4	0	0	0	2	0	0	0	4	0	0	0	0
	0.0%	0.0%	0.32%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75%	0.0%	0.0%	0.0%	0.0%
			AB								IJ				
No response	29	52	60	512	10	25	27	200	15	15	17	60	3	5	2
	2.58%	4.04%	4.85%	4.05%	1.96%	4.30%	4.61%	2.90%	2.90%	2.74%	3.20%	2.23%	2.27%	2.16%	1.38%
		A	A	E		E	E								
Appropriately skipped	106	108	109	1590	60	62	50	493	32	25	39	206	16	25	19
	9.43%	8.39%	8.82%	12.56%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	12.12%	10.78%	13.10%
					I										
BASE = Those who responded	989	1127	1063	10554	439	495	507	6199	471	507	472	2430	113	202	124
	87.99%	87.57%	86.00%	83.39%	86.25%	85.05%	86.52%	89.94%	90.93%	92.69%	88.72%	90.13%	85.61%	87.07%	85.52%
								E		K					
None	123	133	135	2019	72	62	72	741	32	30	37	228	23	24	25
	12.44%	11.80%	12.70%	19.13%	16.40%	12.53%	14.20%	11.95%	6.79%	5.92%	7.84%	9.38%	20.35%	11.88%	20.16%
					I			I							
1 time	259	285	266	3440	117	143	144	1673	108	98	96	566	29	62	26
	26.19%	25.29%	25.02%	32.59%	26.65%	28.89%	28.40%	26.99%	22.93%	19.33%	20.34%	23.29%	25.66%	30.69%	20.97%
				E				I						O	
2	229	285	273	2459	105	131	128	1609	114	138	130	676	34	45	26
	23.15%	25.29%	25.68%	23.30%	23.92%	26.46%	25.25%	25.96%	24.20%	27.22%	27.54%	27.82%	30.09%	22.28%	20.97%
3	169	187	170	1283	68	69	75	942	96	101	93	416	13	34	21
	17.09%	16.59%	15.99%	12.16%	15.49%	13.94%	14.79%	15.20%	20.38%	19.92%	19.70%	17.12%	11.50%	16.83%	16.94%
									H						
4	75	85	86	638	31	32	35	544	37	44	35	239	3	18	10
	7.58%	7.54%	8.09%	6.05%	7.06%	6.46%	6.90%	8.78%	7.86%	8.68%	7.42%	9.84%	2.65%	8.91%	8.06%
														M	
5 to 9	113	133	109	588	40	49	46	572	68	82	67	258	10	18	12
	11.43%	11.80%	10.25%	5.57%	9.11%	9.90%	9.07%	9.23%	14.44%	16.17%	14.19%	10.62%	8.85%	8.91%	9.68%
					D				HE						
10 or more times	21	19	24	127	6	9	7	118	16	14	14	47	1	1	4
	2.12%	1.69%	2.26%	1.20%	1.37%	1.82%	1.38%	1.90%	3.40%	2.76%	2.97%	1.93%	0.88%	0.50%	3.23%
								E							
Average	2.6062	2.5949	2.5673	1.9388	2.3007	2.4152	2.3166	2.4798	3.0743	3.1598	3.0064	2.6813	2.0398	2.2995	2.5403
					D				HE						
Standard deviation	2.4624	2.3765	2.4439	2.0421	2.2482	2.3441	2.2285	2.3294	2.6869	2.5921	2.6109	2.3442	2.1162	1.9977	2.6818
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	31	56	69	560	10	28	32	223	16	18	23	66	3	5	2	
	2.76%	4.35%	5.58%	4.42%	1.96%	4.81%	5.46%	3.24%	3.09%	3.29%	4.32%	2.45%	2.27%	2.16%	1.38%	
		A	A	E		E	E									
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44	
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%	
					GI			I			J			N		
BASE = Those who responded	864	990	923	8487	367	430	432	5435	438	474	433	2196	90	178	99	
	76.87%	76.92%	74.68%	67.06%	72.10%	73.88%	73.72%	78.86%	84.56%	86.65%	81.39%	81.45%	68.18%	76.72%	68.28%	
					D				HE	K						
Never	7	15	12	110	5	12	8	41	2	5	5	14	0	3	2	
	0.81%	1.52%	1.30%	1.30%	1.36%	2.79%	1.85%	0.75%	0.46%	1.05%	1.15%	0.64%	0.0%	1.69%	2.02%	
Sometimes	37	43	32	370	19	18	15	192	16	22	17	68	6	8	5	
	4.28%	4.34%	3.47%	4.36%	5.18%	4.19%	3.47%	3.53%	3.65%	4.64%	3.93%	3.10%	6.67%	4.49%	5.05%	
Bottom Two Box (%Never + %Sometimes)	44	58	44	480	24	30	23	233	18	27	22	82	6	11	7	
	5.09%	5.86%	4.77%	5.66%	6.54%	6.98%	5.32%	4.29%	4.11%	5.70%	5.08%	3.73%	6.67%	6.18%	7.07%	
Usually	93	95	76	1161	36	36	39	702	51	49	36	248	7	17	12	
	10.76%	9.60%	8.23%	13.68%	9.81%	8.37%	9.03%	12.92%	11.64%	10.34%	8.31%	11.29%	7.78%	9.55%	12.12%	
				E												
Always	727	837	803	6846	307	364	370	4500	369	398	375	1866	77	150	80	
	84.14%	84.55%	87.00%	80.66%	83.65%	84.65%	85.65%	82.80%	84.25%	83.97%	86.61%	84.97%	85.56%	84.27%	80.81%	
CAHPS Rate (%Always + %Usually)	820	932	879	8007	343	400	409	5202	420	447	411	2114	84	167	92	
	94.91%	94.14%	95.23%	94.34%	93.46%	93.02%	94.68%	95.71%	95.89%	94.30%	94.92%	96.27%	93.33%	93.82%	92.93%	
3-point composite mean	2.7905	2.7869	2.8223	2.7501	2.7711	2.7767	2.8032	2.7851	2.8014	2.7827	2.8152	2.8124	2.7889	2.7809	2.7374	
4-point composite mean	3.7824	3.7717	3.8093	3.7371	3.7575	3.7488	3.7847	3.7776	3.7968	3.7722	3.8037	3.8060	3.7889	3.7640	3.7172	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	34	57	68	558	11	27	31	220	18	18	23	69	3	6	2	
	3.02%	4.43%	5.50%	4.41%	2.16%	4.64%	5.29%	3.19%	3.47%	3.29%	4.32%	2.56%	2.27%	2.59%	1.38%	
			A	E		E	E									
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44	
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%	
				GI				I			J			N		
BASE = Those who responded	861	989	924	8489	366	431	433	5438	436	474	433	2193	90	177	99	
	76.60%	76.85%	74.76%	67.07%	71.91%	74.05%	73.89%	78.90%	84.17%	86.65%	81.39%	81.34%	68.18%	76.29%	68.28%	
				D				HE		K						
Never	6	10	11	71	4	7	7	31	2	5	7	9	0	3	1	
	0.70%	1.01%	1.19%	0.84%	1.09%	1.62%	1.62%	0.57%	0.46%	1.05%	1.62%	0.41%	0.0%	1.69%	1.01%	
Sometimes	31	38	28	319	12	18	13	209	16	18	11	80	3	6	3	
	3.60%	3.84%	3.03%	3.76%	3.28%	4.18%	3.00%	3.84%	3.67%	3.80%	2.54%	3.65%	3.33%	3.39%	3.03%	
Bottom Two Box (%Never + %Sometimes)	37	48	39	390	16	25	20	240	18	23	18	89	3	9	4	
	4.30%	4.85%	4.22%	4.59%	4.37%	5.80%	4.62%	4.41%	4.13%	4.85%	4.16%	4.06%	3.33%	5.08%	4.04%	
Usually	70	87	84	1051	33	30	35	641	29	47	47	208	7	19	7	
	8.13%	8.80%	9.09%	12.38%	9.02%	6.96%	8.08%	11.79%	6.65%	9.92%	10.85%	9.48%	7.78%	10.73%	7.07%	
				E				I			I					
Always	754	854	801	7048	317	376	378	4557	389	404	368	1896	80	149	88	
	87.57%	86.35%	86.69%	83.03%	86.61%	87.24%	87.30%	83.80%	89.22%	85.23%	84.99%	86.46%	88.89%	84.18%	88.89%	
				D				H								
CAHPS Rate (%Always + %Usually)	824	941	885	8099	350	406	413	5198	418	451	415	2104	87	168	95	
	95.70%	95.15%	95.78%	95.41%	95.63%	94.20%	95.38%	95.59%	95.87%	95.15%	95.84%	95.94%	96.67%	94.92%	95.96%	
3-point composite mean	2.8328	2.8150	2.8247	2.7843	2.8224	2.8144	2.8268	2.7939	2.8509	2.8038	2.8083	2.8240	2.8556	2.7910	2.8485	
								H								
4-point composite mean	3.8258	3.8049	3.8128	3.7759	3.8115	3.7981	3.8106	3.7882	3.8463	3.7932	3.7921	3.8199	3.8556	3.7740	3.8384	
								H								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	57	69	561	11	27	32	224	17	18	24	70	3	5	3
	3.02%	4.43%	5.58%	4.43%	2.16%	4.64%	5.46%	3.25%	3.28%	3.29%	4.51%	2.60%	2.27%	2.16%	2.07%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%
					GI			I			J			N	
BASE = Those who responded	861	989	923	8486	366	431	432	5434	437	474	432	2192	90	178	98
	76.60%	76.85%	74.68%	67.05%	71.91%	74.05%	73.72%	78.85%	84.36%	86.65%	81.20%	81.31%	68.18%	76.72%	67.59%
					D				HE	K					
Never	8	7	7	53	4	5	4	33	2	4	4	12	2	2	0
	0.93%	0.71%	0.76%	0.62%	1.09%	1.16%	0.93%	0.61%	0.46%	0.84%	0.93%	0.55%	2.22%	1.12%	0.0%
Sometimes	22	36	24	258	13	10	10	163	8	18	13	63	3	7	3
	2.56%	3.64%	2.60%	3.04%	3.55%	2.32%	2.31%	3.00%	1.83%	3.80%	3.01%	2.87%	3.33%	3.93%	3.06%
Bottom Two Box (%Never + %Sometimes)	30	43	31	311	17	15	14	196	10	22	17	75	5	9	3
	3.48%	4.35%	3.36%	3.66%	4.64%	3.48%	3.24%	3.61%	2.29%	4.64%	3.94%	3.42%	5.56%	5.06%	3.06%
Usually	59	76	69	847	25	30	29	500	34	40	30	167	5	13	7
	6.85%	7.68%	7.48%	9.98%	6.83%	6.96%	6.71%	9.20%	7.78%	8.44%	6.94%	7.62%	5.56%	7.30%	7.14%
				E											
Always	772	870	823	7328	324	386	389	4738	393	412	385	1950	80	156	88
	89.66%	87.97%	89.17%	86.35%	88.52%	89.56%	90.05%	87.19%	89.93%	86.92%	89.12%	88.96%	88.89%	87.64%	89.80%
CAHPS Rate (%Always + %Usually)	831	946	892	8175	349	416	418	5238	427	452	415	2117	85	169	95
	96.52%	95.65%	96.64%	96.34%	95.36%	96.52%	96.76%	96.39%	97.71%	95.36%	96.06%	96.58%	94.44%	94.94%	96.94%
3-point composite mean	2.8618	2.8362	2.8581	2.8269	2.8388	2.8608	2.8681	2.8358	2.8764	2.8228	2.8519	2.8554	2.8333	2.8258	2.8673
									H						
4-point composite mean	3.8525	3.8291	3.8505	3.8206	3.8279	3.8492	3.8588	3.8298	3.8719	3.8143	3.8426	3.8499	3.8111	3.8146	3.8673
									H						
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	41	65	75	604	15	28	34	250	21	24	24	83	5	6	4	
	3.65%	5.05%	6.07%	4.77%	2.95%	4.81%	5.80%	3.63%	4.05%	4.39%	4.51%	3.08%	3.79%	2.59%	2.76%	
			A	E			E									
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44	
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%	
				GI				I			J			N		
BASE = Those who responded	854	981	916	8443	362	430	429	5408	433	468	432	2179	88	177	97	
	75.98%	76.22%	74.11%	66.71%	71.12%	73.88%	73.21%	78.47%	83.59%	85.56%	81.20%	80.82%	66.67%	76.29%	66.90%	
				D				HE								
Yes	624	689	660	5591	267	299	307	3938	344	378	336	1694	68	128	71	
	73.07%	70.23%	72.05%	66.22%	73.76%	69.53%	71.56%	72.82%	79.45%	80.77%	77.78%	77.74%	77.27%	72.32%	73.20%	
				D				H								
No	230	292	256	2852	95	131	122	1470	89	90	96	485	20	49	26	
	26.93%	29.77%	27.95%	33.78%	26.24%	30.47%	28.44%	27.18%	20.55%	19.23%	22.22%	22.26%	22.73%	27.68%	26.80%	
				E				I								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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36. 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?

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	49	71	82	669	19	31	37	293	25	29	27	98	5	7	7
	4.36%	5.52%	6.63%	5.29%	3.73%	5.33%	6.31%	4.25%	4.83%	5.30%	5.08%	3.64%	3.79%	3.02%	4.83%
			A				E								
Appropriately skipped	459	533	500	6461	227	255	244	2704	153	145	172	919	59	98	70
	40.84%	41.41%	40.45%	51.05%	44.60%	43.81%	41.64%	39.23%	29.54%	26.51%	32.33%	34.09%	44.70%	42.24%	48.28%
			E		I		I				J				
BASE = Those who responded	616	683	654	5526	263	296	305	3895	340	373	333	1679	68	127	68
	54.80%	53.07%	52.91%	43.66%	51.67%	50.86%	52.05%	56.51%	65.64%	68.19%	62.59%	62.28%	51.52%	54.74%	46.90%
				D				HE							
Never	7	12	10	54	3	7	4	29	4	8	3	13	1	1	1
	1.14%	1.76%	1.53%	0.98%	1.14%	2.36%	1.31%	0.74%	1.18%	2.14%	0.90%	0.77%	1.47%	0.79%	1.47%
Sometimes	40	42	42	328	21	10	22	197	22	25	17	78	5	11	5
	6.49%	6.15%	6.42%	5.94%	7.98%	3.38%	7.21%	5.06%	6.47%	6.70%	5.11%	4.65%	7.35%	8.66%	7.35%
				F			F								
Bottom Two Box (%Never + %Sometimes)	47	54	52	382	24	17	26	226	26	33	20	91	6	12	6
	7.63%	7.91%	7.95%	6.91%	9.13%	5.74%	8.52%	5.80%	7.65%	8.85%	6.01%	5.42%	8.82%	9.45%	8.82%
Usually	88	88	74	992	32	41	30	691	47	49	38	279	8	13	11
	14.29%	12.88%	11.31%	17.95%	12.17%	13.85%	9.84%	17.74%	13.82%	13.14%	11.41%	16.62%	11.76%	10.24%	16.18%
				E				I							
Always	481	541	528	4152	207	238	249	2978	267	291	275	1309	54	102	51
	78.08%	79.21%	80.73%	75.14%	78.71%	80.41%	81.64%	76.46%	78.53%	78.02%	82.58%	77.96%	79.41%	80.31%	75.00%
CAHPS Rate (%Always + %Usually)	569	629	602	5144	239	279	279	3669	314	340	313	1588	62	115	62
	92.37%	92.09%	92.05%	93.09%	90.87%	94.26%	91.48%	94.20%	92.35%	91.15%	93.99%	94.58%	91.18%	90.55%	91.18%
3-point composite mean	2.7045	2.7130	2.7278	2.6822	2.6958	2.7466	2.7311	2.7065	2.7088	2.6917	2.7658	2.7254	2.7059	2.7087	2.6618
4-point composite mean	3.6932	3.6955	3.7125	3.6725	3.6844	3.7230	3.7180	3.6991	3.6971	3.6702	3.7568	3.7177	3.6912	3.7008	3.6471
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	61	70	597	13	30	31	246	19	22	23	80	4	6	3
	3.47%	4.74%	5.66%	4.72%	2.55%	5.15%	5.29%	3.57%	3.67%	4.02%	4.32%	2.97%	3.03%	2.59%	2.07%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%
				GI				I			J			N	
BASE = Those who responded	856	985	921	8450	364	428	432	5412	435	470	433	2182	89	177	98
	76.16%	76.53%	74.51%	66.77%	71.51%	73.54%	73.72%	78.53%	83.98%	85.92%	81.39%	80.93%	67.42%	76.29%	67.59%
				D				HE	HE	K					
Never	16	30	22	178	8	19	8	82	6	14	9	31	3	2	3
	1.87%	3.05%	2.39%	2.11%	2.20%	4.44%	1.85%	1.52%	1.38%	2.98%	2.08%	1.42%	3.37%	1.13%	3.06%
						G									
Sometimes	63	66	65	754	35	24	37	380	28	32	28	135	7	24	4
	7.36%	6.70%	7.06%	8.92%	9.62%	5.61%	8.56%	7.02%	6.44%	6.81%	6.47%	6.19%	7.87%	13.56%	4.08%
				F										O	
Bottom Two Box (%Never + %Sometimes)	79	96	87	932	43	43	45	462	34	46	37	166	10	26	7
	9.23%	9.75%	9.45%	11.03%	11.81%	10.05%	10.42%	8.54%	7.82%	9.79%	8.55%	7.61%	11.24%	14.69%	7.14%
														O	
Usually	145	153	148	1721	59	55	69	989	78	73	76	366	15	26	18
	16.94%	15.53%	16.07%	20.37%	16.21%	12.85%	15.97%	18.27%	17.93%	15.53%	17.55%	16.77%	16.85%	14.69%	18.37%
				E											
Always	632	736	686	5797	262	330	318	3961	323	351	320	1650	64	125	73
	73.83%	74.72%	74.48%	68.60%	71.98%	77.10%	73.61%	73.19%	74.25%	74.68%	73.90%	75.62%	71.91%	70.62%	74.49%
CAHPS Rate (%Always + %Usually)	777	889	834	7518	321	385	387	4950	401	424	396	2016	79	151	91
	90.77%	90.25%	90.55%	88.97%	88.19%	89.95%	89.58%	91.46%	92.18%	90.21%	91.45%	92.39%	88.76%	85.31%	92.86%
															N
3-point composite mean	2.6460	2.6497	2.6504	2.5757	2.6016	2.6706	2.6319	2.6465	2.6644	2.6489	2.6536	2.6801	2.6067	2.5593	2.6735
4-point composite mean	3.6273	3.6193	3.6265	3.5547	3.5797	3.6262	3.6134	3.6314	3.6506	3.6191	3.6328	3.6659	3.5730	3.5480	3.6429
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	2	0	0	0	2	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	
No response	38	63	70	590	12	31	34	252	23	20	22	85	3	6	3	
	3.38%	4.90%	5.66%	4.66%	2.36%	5.33%	5.80%	3.66%	4.44%	3.66%	4.14%	3.15%	2.27%	2.59%	2.07%	
			A	E		E	E									
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44	
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%	
				GI				I			J				N	
BASE = Those who responded	857	983	920	8457	365	427	428	5406	431	472	432	2177	90	177	98	
	76.25%	76.38%	74.43%	66.82%	71.71%	73.37%	73.04%	78.44%	83.20%	86.29%	81.20%	80.75%	68.18%	76.29%	67.59%	
				D				HE	HE	K						
Yes	754	857	794	7494	321	376	364	4805	389	418	382	1943	79	158	84	
	87.98%	87.18%	86.30%	88.61%	87.95%	88.06%	85.05%	88.88%	90.26%	88.56%	88.43%	89.25%	87.78%	89.27%	85.71%	
No	103	126	126	963	44	51	64	601	42	54	50	234	11	19	14	
	12.02%	12.82%	13.70%	11.39%	12.05%	11.94%	14.95%	11.12%	9.74%	11.44%	11.57%	10.75%	12.22%	10.73%	14.29%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	32	58	76	617	11	29	32	251	16	18	32	82	3	5	3	
	2.85%	4.51%	6.15%	4.88%	2.16%	4.98%	5.46%	3.64%	3.09%	3.29%	6.02%	3.04%	2.27%	2.16%	2.07%	
		A	A	E		E	E				IJ					
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	39	49	44	
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	29.55%	21.12%	30.34%	
					GI			I			J			N		
BASE = Those who responded	863	988	916	8430	366	429	432	5407	438	474	424	2180	90	178	98	
	76.78%	76.77%	74.11%	66.61%	71.91%	73.71%	73.72%	78.45%	84.56%	86.65%	79.70%	80.86%	68.18%	76.72%	67.59%	
					D				HKE	K						
Yes	388	417	361	3804	149	156	147	3295	244	243	202	1261	46	62	41	
	44.96%	42.21%	39.41%	45.12%	40.71%	36.36%	34.03%	60.94%	55.71%	51.27%	47.64%	57.84%	51.11%	34.83%	41.84%	
	C							I	KE				N			
No	475	571	555	4626	217	273	285	2112	194	231	222	919	44	116	57	
	55.04%	57.79%	60.59%	54.88%	59.29%	63.64%	65.97%	39.06%	44.29%	48.73%	52.36%	42.16%	48.89%	65.17%	58.16%	
			A		I				H		I			M		
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	39 3.47%	65 5.05%	80 6.47%	689 5.44%	12 2.36%	32 5.50%	35 5.97%	310 4.50%	21 4.05%	21 3.84%	35 6.58%	110 4.08%	3 2.27%	5 2.16%	4 2.76%
Appropriately skipped	704 62.63%	812 63.09%	799 64.64%	8235 65.07%	349 68.57%	397 68.21%	407 69.45%	3346 48.55%	258 49.81%	286 52.29%	298 56.02%	1353 50.19%	83 62.88%	165 71.12%	101 69.66%
BASE = Those who responded	381 33.90%	410 31.86%	357 28.88%	3732 29.49%	148 29.08%	153 26.29%	144 24.57%	3236 46.95%	239 46.14%	240 43.88%	199 37.41%	1233 45.73%	46 34.85%	62 26.72%	40 27.59%
Never	23 6.04%	30 7.32%	24 6.72%	205 5.49%	6 4.05%	15 9.80%	14 9.72%	167 5.16%	13 5.44%	21 8.75%	14 7.04%	73 5.92%	3 6.52%	1 1.61%	2 5.00%
Sometimes	31 8.14%	41 10.00%	39 10.92%	446 11.95%	11 7.43%	11 7.19%	16 11.11%	330 10.20%	28 11.72%	25 10.42%	22 11.06%	115 9.33%	1 2.17%	7 11.29%	3 7.50%
Bottom Two Box (%Never + %Sometimes)	54 14.17%	71 17.32%	63 17.65%	651 17.44%	17 11.49%	26 16.99%	30 20.83%	497 15.36%	41 17.15%	46 19.17%	36 18.09%	188 15.25%	4 8.70%	8 12.90%	5 12.50%
Usually	74 19.42%	72 17.56%	69 19.33%	911 24.41%	33 22.30%	24 15.69%	29 20.14%	779 24.07%	44 18.41%	45 18.75%	41 20.60%	281 22.79%	12 26.09%	10 16.13%	11 27.50%
Always	253 66.40%	267 65.12%	225 63.03%	2170 58.15%	98 66.22%	103 67.32%	85 59.03%	1960 60.57%	154 64.44%	149 62.08%	122 61.31%	764 61.96%	30 65.22%	44 70.97%	24 60.00%
CAHPS Rate (%Always + %Usually)	327 85.83%	339 82.68%	294 82.35%	3081 82.56%	131 88.51%	127 83.01%	114 79.17%	2739 84.64%	198 82.85%	194 80.83%	163 81.91%	1045 84.75%	42 91.30%	54 87.10%	35 87.50%
3-point composite mean	2.5223	2.4780	2.4538	2.4070	2.5473	2.5033	2.3819	2.4521	2.4728	2.4292	2.4322	2.4672	2.5652	2.5806	2.4750
4-point composite mean	3.4619	3.4049	3.3866	3.3521	3.5068	3.4052	3.2847	3.4005	3.4184	3.3417	3.3618	3.4079	3.5000	3.5645	3.4250
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	30	37	412	9	15	20	162	13	9	10	57	2	3	4
	1.96%	2.33%	2.99%	3.26%	1.77%	2.58%	3.41%	2.35%	2.51%	1.65%	1.88%	2.11%	1.52%	1.29%	2.76%
Appropriately skipped	106	108	109	1590	60	62	50	493	32	25	39	206	16	25	19
	9.43%	8.39%	8.82%	12.56%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	12.12%	10.78%	13.10%
BASE = Those who responded	996	1149	1090	10654	440	505	516	6237	473	513	483	2433	114	204	122
	88.61%	89.28%	88.19%	84.18%	86.44%	86.77%	88.05%	90.50%	91.31%	93.78%	90.79%	90.24%	86.36%	87.93%	84.14%
10 - Best personal doctor possible	675	786	718	6397	307	349	326	3874	318	340	321	1584	80	144	83
	67.77%	68.41%	65.87%	60.04%	69.77%	69.11%	63.18%	62.11%	67.23%	66.28%	66.46%	65.10%	70.18%	70.59%	68.03%
9 -	121	138	135	1859	52	61	67	995	60	68	61	351	20	20	12
	12.15%	12.01%	12.39%	17.45%	11.82%	12.08%	12.98%	15.95%	12.68%	13.26%	12.63%	14.43%	17.54%	9.80%	9.84%
Top Two Box	796	924	853	8256	359	410	393	4869	378	408	382	1935	100	164	95
	79.92%	80.42%	78.26%	77.49%	81.59%	81.19%	76.16%	78.07%	79.92%	79.53%	79.09%	79.53%	87.72%	80.39%	77.87%
8 -	87	101	126	1356	34	38	65	750	43	46	54	271	5	18	11
	8.73%	8.79%	11.56%	12.73%	7.73%	7.52%	12.60%	12.03%	9.09%	8.97%	11.18%	11.14%	4.39%	8.82%	9.02%
CAHPS Rate (Top Three Box)	883	1025	979	9612	393	448	458	5619	421	454	436	2206	105	182	106
	88.65%	89.21%	89.82%	90.22%	89.32%	88.71%	88.76%	90.09%	89.01%	88.50%	90.27%	90.67%	92.11%	89.22%	86.89%
7 -	49	51	47	503	23	23	28	268	20	21	18	104	6	10	7
	4.92%	4.44%	4.31%	4.72%	5.23%	4.55%	5.43%	4.30%	4.23%	4.09%	3.73%	4.27%	5.26%	4.90%	5.74%
6 -	22	23	22	172	5	10	11	94	12	13	11	34	0	3	2
	2.21%	2.00%	2.02%	1.61%	1.14%	1.98%	2.13%	1.51%	2.54%	2.53%	2.28%	1.40%	0.0%	1.47%	1.64%
5 -	23	23	17	212	10	13	7	138	9	11	8	50	2	4	4
	2.31%	2.00%	1.56%	1.99%	2.27%	2.57%	1.36%	2.21%	1.90%	2.14%	1.66%	2.06%	1.75%	1.96%	3.28%
4 -	3	11	8	50	3	2	4	35	3	7	2	13	0	2	1
	0.30%	0.96%	0.73%	0.47%	0.68%	0.40%	0.78%	0.56%	0.63%	1.36%	0.41%	0.53%	0.0%	0.98%	0.82%
3 -	4	3	8	36	2	2	2	29	2	1	4	11	0	1	1
	0.40%	0.26%	0.73%	0.34%	0.45%	0.40%	0.39%	0.46%	0.42%	0.19%	0.83%	0.45%	0.0%	0.49%	0.82%
2 -	6	2	5	27	1	0	2	29	3	1	2	8	0	0	1
	0.60%	0.17%	0.46%	0.25%	0.23%	0.0%	0.39%	0.46%	0.63%	0.19%	0.41%	0.33%	0.0%	0.0%	0.82%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
1 -	2	6	3	18	1	5	3	13	1	2	1	3	0	1	0	
0 - Worst personal doctor possible	4	5	1	24	2	2	1	12	2	3	1	4	1	1	0	
Bottom Three Box	12	13	9	69	4	7	6	54	6	6	4	15	1	2	1	
Bottom Two Box	6	11	4	42	3	7	4	25	3	5	2	7	1	2	0	
Average rating	9.1998	9.2106	9.1908	9.1554	9.2545	9.2040	9.1260	9.1587	9.1882	9.1520	9.2091	9.2285	9.4035	9.2353	9.1475	
Standard deviation	1.5681	1.5846	1.5048	1.4177	1.5311	1.6411	1.5557	1.4841	1.5903	1.6414	1.5022	1.4161	1.3359	1.5853	1.5975	
3-point composite mean	2.7349	2.7406	2.7239	2.7243	2.7614	2.7446	2.7035	2.7245	2.7315	2.7212	2.7308	2.7448	2.8509	2.7451	2.7049	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	24	34	47	218	10	15	24	189	14	12	14	72	3	6	1
	2.14%	2.64%	3.80%	2.85%	1.96%	2.58%	4.10%	2.74%	2.70%	2.19%	2.63%	2.67%	2.27%	2.59%	0.69%
			A				E								
Appropriately skipped	106	108	109	1077	60	62	50	493	32	25	39	206	16	25	19
	9.43%	8.39%	8.82%	14.08%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	12.12%	10.78%	13.10%
				I											
BASE = Those who responded	994	1145	1078	6356	439	505	512	6210	472	510	478	2418	113	201	125
	88.43%	88.97%	87.22%	83.07%	86.25%	86.77%	87.37%	90.10%	91.12%	93.24%	89.85%	89.69%	85.61%	86.64%	86.21%
				D					E		K				
Yes	389	431	397	1747	127	128	128	4550	335	367	341	1683	29	60	38
	39.13%	37.64%	36.83%	27.49%	28.93%	25.35%	25.00%	73.27%	70.97%	71.96%	71.34%	69.60%	25.66%	29.85%	30.40%
									E						
No	605	714	681	4609	312	377	384	1660	137	143	137	735	84	141	87
	60.87%	62.36%	63.17%	72.51%	71.07%	74.65%	75.00%	26.73%	29.03%	28.04%	28.66%	30.40%	74.34%	70.15%	69.60%
					I										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	34	41	59	249	12	17	29	269	21	18	22	93	3	6	3	
	3.02%	3.19%	4.77%	3.25%	2.36%	2.92%	4.95%	3.90%	4.05%	3.29%	4.14%	3.45%	2.27%	2.59%	2.07%	
			AB				E									
Appropriately skipped	711	822	790	5686	372	439	434	2153	169	168	176	941	100	166	106	
	63.26%	63.87%	63.92%	74.32%	73.08%	75.43%	74.06%	31.24%	32.63%	30.71%	33.08%	34.90%	75.76%	71.55%	73.10%	
					I											
BASE = Those who responded	379	424	386	1716	125	126	122	4470	328	361	333	1662	29	60	36	
	33.72%	32.94%	31.23%	22.43%	24.56%	21.65%	20.82%	64.86%	63.32%	66.00%	62.59%	61.65%	21.97%	25.86%	24.83%	
								E								
Yes	352	400	360	1595	116	117	110	4215	310	343	311	1570	27	55	34	
	92.88%	94.34%	93.26%	92.95%	92.80%	92.86%	90.16%	94.30%	94.51%	95.01%	93.39%	94.46%	93.10%	91.67%	94.44%	
No	27	24	26	121	9	9	12	255	18	18	22	92	2	5	2	
	7.12%	5.66%	6.74%	7.05%	7.20%	7.14%	9.84%	5.70%	5.49%	4.99%	6.61%	5.54%	6.90%	8.33%	5.56%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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44. 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?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	35	46	58	254	13	19	28	283	22	22	22	101	4	6	3	
	3.11%	3.57%	4.69%	3.32%	2.55%	3.26%	4.78%	4.11%	4.25%	4.02%	4.14%	3.75%	3.03%	2.59%	2.07%	
			A				E									
Appropriately skipped	711	822	790	5686	372	439	434	2153	169	168	176	941	100	166	106	
	63.26%	63.87%	63.92%	74.32%	73.08%	75.43%	74.06%	31.24%	32.63%	30.71%	33.08%	34.90%	75.76%	71.55%	73.10%	
				I												
BASE = Those who responded	378	419	387	1711	124	124	123	4456	327	357	333	1654	28	60	36	
	33.63%	32.56%	31.31%	22.36%	24.36%	21.31%	20.99%	64.65%	63.13%	65.27%	62.59%	61.35%	21.21%	25.86%	24.83%	
							E									
Yes	342	383	347	1551	114	114	102	4069	298	329	298	1526	24	56	34	
	90.48%	91.41%	89.66%	90.65%	91.94%	91.94%	82.93%	91.32%	91.13%	92.16%	89.49%	92.26%	85.71%	93.33%	94.44%	
				G	G											
No	36	36	40	160	10	10	21	387	29	28	35	128	4	4	2	
	9.52%	8.59%	10.34%	9.35%	8.06%	8.06%	17.07%	8.68%	8.87%	7.84%	10.51%	7.74%	14.29%	6.67%	5.56%	
							EF									
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	16	16	123	6	10	8	61	4	6	7	23	1	2	3
	1.16%	1.24%	1.29%	0.97%	1.18%	1.72%	1.37%	0.89%	0.77%	1.10%	1.32%	0.85%	0.76%	0.86%	2.07%
BASE = Those who responded	1111	1271	1220	12533	503	572	578	6831	514	541	525	2673	131	230	142
	98.84%	98.76%	98.71%	99.03%	98.82%	98.28%	98.63%	99.11%	99.23%	98.90%	98.68%	99.15%	99.24%	99.14%	97.93%
Yes	332	344	312	3141	123	123	117	3139	225	218	183	1125	31	63	29
	29.88%	27.07%	25.57%	25.06%	24.45%	21.50%	20.24%	45.95%	43.77%	40.30%	34.86%	42.09%	23.66%	27.39%	20.42%
		C							KE						
No	779	927	908	9392	380	449	461	3692	289	323	342	1548	100	167	113
	70.12%	72.93%	74.43%	74.94%	75.55%	78.50%	79.76%	54.05%	56.23%	59.70%	65.14%	57.91%	76.34%	72.61%	79.58%
			A		I						I				
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	20	24	19	170	10	14	9	90	7	11	7	32	2	4	4	
	1.78%	1.86%	1.54%	1.34%	1.96%	2.41%	1.54%	1.31%	1.35%	2.01%	1.32%	1.19%	1.52%	1.72%	2.76%	
Appropriately skipped	779	927	908	9392	380	449	461	3692	289	323	342	1548	100	167	113	
	69.31%	72.03%	73.46%	74.21%	74.66%	77.15%	78.67%	53.57%	55.79%	59.05%	64.29%	57.42%	75.76%	71.98%	77.93%	
			A		I						I					
BASE = Those who responded	325	336	309	3094	119	119	116	3110	222	213	183	1116	30	61	28	
	28.91%	26.11%	25.00%	24.45%	23.38%	20.45%	19.80%	45.12%	42.86%	38.94%	34.40%	41.39%	22.73%	26.29%	19.31%	
	C							KE								
Never	19	15	4	119	9	4	1	98	13	9	3	37	5	1	3	
	5.85%	4.46%	1.29%	3.85%	7.56%	3.36%	0.86%	3.15%	5.86%	4.23%	1.64%	3.32%	16.67%	1.64%	10.71%	
	C	C			G				K				N			
Sometimes	33	45	37	474	14	13	17	363	20	24	24	99	2	6	6	
	10.15%	13.39%	11.97%	15.32%	11.76%	10.92%	14.66%	11.67%	9.01%	11.27%	13.11%	8.87%	6.67%	9.84%	21.43%	
Bottom Two Box (%Never + %Sometimes)	52	60	41	593	23	17	18	461	33	33	27	136	7	7	9	
	16.00%	17.86%	13.27%	19.17%	19.33%	14.29%	15.52%	14.82%	14.86%	15.49%	14.75%	12.19%	23.33%	11.48%	32.14%	
Usually	62	62	53	736	21	21	22	774	46	45	31	236	5	13	3	
	19.08%	18.45%	17.15%	23.79%	17.65%	17.65%	18.97%	24.89%	20.72%	21.13%	16.94%	21.15%	16.67%	21.31%	10.71%	
Always	211	214	215	1765	75	81	76	1875	143	135	125	744	18	41	16	
	64.92%	63.69%	69.58%	57.05%	63.03%	68.07%	65.52%	60.29%	64.41%	63.38%	68.31%	66.67%	60.00%	67.21%	57.14%	
CAHPS Rate (%Always + %Usually)	273	276	268	2501	96	102	98	2649	189	180	156	980	23	54	19	
	84.00%	82.14%	86.73%	80.83%	80.67%	85.71%	84.48%	85.18%	85.14%	84.51%	85.25%	87.81%	76.67%	88.52%	67.86%	
3-point composite mean	2.4892	2.4583	2.5631	2.3788	2.4370	2.5378	2.5000	2.4547	2.4955	2.4789	2.5355	2.5448	2.3667	2.5574	2.2500	
4-point composite mean	3.4308	3.4137	3.5502	3.3403	3.3613	3.5042	3.4914	3.4232	3.4369	3.4366	3.5191	3.5116	3.2000	3.5410	3.1429	
			B													
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	16	23	20	174	7	13	8	105	5	9	8	30	2	2	3
	1.42%	1.79%	1.62%	1.37%	1.38%	2.23%	1.37%	1.52%	0.97%	1.65%	1.50%	1.11%	1.52%	0.86%	2.07%
Appropriately skipped	779	927	908	9392	380	449	461	3692	289	323	342	1548	100	167	113
	69.31%	72.03%	73.46%	74.21%	74.66%	77.15%	78.67%	53.57%	55.79%	59.05%	64.29%	57.42%	75.76%	71.98%	77.93%
			A		I						I				
BASE = Those who responded	329	337	306	3090	122	120	117	3095	224	215	181	1118	30	63	29
	29.27%	26.18%	24.76%	24.42%	23.97%	20.62%	19.97%	44.91%	43.24%	39.31%	34.02%	41.47%	22.73%	27.16%	20.00%
	C							KE							
None (v 0)	20	18	16	175	11	4	7	115	8	8	10	48	3	4	4
	6.08%	5.34%	5.23%	5.66%	9.02%	3.33%	5.98%	3.72%	3.57%	3.72%	5.52%	4.29%	10.00%	6.35%	13.79%
Saw a specialist (NET)	309	319	290	2915	111	116	110	2980	216	207	171	1070	27	59	25
	93.92%	94.66%	94.77%	94.34%	90.98%	96.67%	94.02%	96.28%	96.43%	96.28%	94.48%	95.71%	90.00%	93.65%	86.21%
1 specialist (v 1)	194	203	213	1835	75	80	85	1590	122	119	115	630	17	41	17
	58.97%	60.24%	69.61%	59.39%	61.48%	66.67%	72.65%	51.37%	54.46%	55.35%	63.54%	56.35%	56.67%	65.08%	58.62%
			AB												
2 (v 2)	72	76	57	654	21	20	19	796	57	56	44	282	7	11	3
	21.88%	22.55%	18.63%	21.17%	17.21%	16.67%	16.24%	25.72%	25.45%	26.05%	24.31%	25.22%	23.33%	17.46%	10.34%
3 (v 3)	31	26	14	226	9	9	4	321	25	21	7	98	1	3	5
	9.42%	7.72%	4.58%	7.31%	7.38%	7.50%	3.42%	10.37%	11.16%	9.77%	3.87%	8.77%	3.33%	4.76%	17.24%
	C							K		K					
4 (v 4)	6	7	2	82	2	4	0	125	6	5	2	30	1	1	0
	1.82%	2.08%	0.65%	2.65%	1.64%	3.33%	0.0%	4.04%	2.68%	2.33%	1.10%	2.68%	3.33%	1.59%	0.0%
						G									
5 or more specialists (v 6)	6	7	4	118	4	3	2	148	6	6	3	30	1	3	0
	1.82%	2.08%	1.31%	3.82%	3.28%	2.50%	1.71%	4.78%	2.68%	2.79%	1.66%	2.68%	3.33%	4.76%	0.0%
Average	1.4924	1.4926	1.3105	1.5718	1.4426	1.5083	1.2564	1.7877	1.6563	1.6279	1.3812	1.5993	1.4667	1.4921	1.3103
	C	C				G			K	K					
Standard deviation	1.0169	1.0252	0.8431	1.1947	1.1527	1.0801	0.8489	1.2836	1.1030	1.0959	0.9064	1.0950	1.1757	1.2328	0.9136
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	20	30	24	217	10	15	9	135	7	12	10	38	3	2	5
	1.78%	2.33%	1.94%	1.71%	1.96%	2.58%	1.54%	1.96%	1.35%	2.19%	1.88%	1.41%	2.27%	0.86%	3.45%
Appropriately skipped	799	945	924	9567	391	453	468	3807	297	331	352	1596	103	171	117
	71.09%	73.43%	74.76%	75.59%	76.82%	77.84%	79.86%	55.24%	57.34%	60.51%	66.17%	59.20%	78.03%	73.71%	80.69%
			A		I						I				
BASE = Those who responded	305	312	288	2872	108	114	109	2950	214	204	170	1062	26	59	23
	27.14%	24.24%	23.30%	22.69%	21.22%	19.59%	18.60%	42.80%	41.31%	37.29%	31.95%	39.39%	19.70%	25.43%	15.86%
	C							KE						O	
10 - Best specialist possible	195	194	174	1632	71	74	67	1670	131	121	99	634	15	42	14
	63.93%	62.18%	60.42%	56.82%	65.74%	64.91%	61.47%	56.61%	61.21%	59.31%	58.24%	59.70%	57.69%	71.19%	60.87%
9 -	42	34	47	492	14	15	15	503	30	19	29	173	2	7	5
	13.77%	10.90%	16.32%	17.13%	12.96%	13.16%	13.76%	17.05%	14.02%	9.31%	17.06%	16.29%	7.69%	11.86%	21.74%
										J					
Top Two Box	237	228	221	2124	85	89	82	2173	161	140	128	807	17	49	19
	77.70%	73.08%	76.74%	73.96%	78.70%	78.07%	75.23%	73.66%	75.23%	68.63%	75.29%	75.99%	65.38%	83.05%	82.61%
8 -	25	48	32	383	9	17	14	369	19	36	17	124	4	5	0
	8.20%	15.38%	11.11%	13.34%	8.33%	14.91%	12.84%	12.51%	8.88%	17.65%	10.00%	11.68%	15.38%	8.47%	0.0%
	A							IK							
CAHPS Rate (Top Three Box)	262	276	253	2507	94	106	96	2542	180	176	145	931	21	54	19
	85.90%	88.46%	87.85%	87.29%	87.04%	92.98%	88.07%	86.17%	84.11%	86.27%	85.29%	87.66%	80.77%	91.53%	82.61%
7 -	17	12	10	152	3	3	4	169	12	10	6	46	1	1	1
	5.57%	3.85%	3.47%	5.29%	2.78%	2.63%	3.67%	5.73%	5.61%	4.90%	3.53%	4.33%	3.85%	1.69%	4.35%
6 -	9	5	5	69	5	1	1	86	6	4	3	28	1	2	2
	2.95%	1.60%	1.74%	2.40%	4.63%	0.88%	0.92%	2.92%	2.80%	1.96%	1.76%	2.64%	3.85%	3.39%	8.70%
5 -	8	8	9	78	3	0	5	78	7	6	6	27	1	1	1
	2.62%	2.56%	3.13%	2.72%	2.78%	0.0%	4.59%	2.64%	3.27%	2.94%	3.53%	2.54%	3.85%	1.69%	4.35%
							F								
4 -	2	5	2	22	1	1	0	23	2	3	2	10	1	0	0
	0.66%	1.60%	0.69%	0.77%	0.93%	0.88%	0.0%	0.78%	0.93%	1.47%	1.18%	0.94%	3.85%	0.0%	0.0%
3 -	2	2	1	9	0	0	1	19	2	2	1	8	0	0	0
	0.66%	0.64%	0.35%	0.31%	0.0%	0.0%	0.92%	0.64%	0.93%	0.98%	0.59%	0.75%	0.0%	0.0%	0.0%
				E											

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

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

	GSA - Gen Pop													GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
2 -	0	1	3	14	0	0	1	13	0	1	3	3	0	0	0	
	0.0%	0.32%	1.04%	0.49% E	0.0%	0.0%	0.92%	0.44% I	0.0%	0.49%	1.76%	0.28%	0.0%	0.0%	0.0%	
1 -	1	1	4	10	1	1	1	10	1	1	3	3	1	0	0	
	0.33%	0.32%	1.39%	0.35%	0.93%	0.88%	0.92%	0.34%	0.47%	0.49%	1.76%	0.28%	3.85%	0.0%	0.0%	
0 - Worst specialist possible	4	2	1	11	1	2	0	10	4	1	1	6	0	1	0	
	1.31%	0.64%	0.35%	0.38%	0.93%	1.75%	0.0%	0.34%	1.87%	0.49%	0.59%	0.56%	0.0%	1.69%	0.0%	
Bottom Three Box	5	4	8	35	2	3	2	33	5	3	7	12	1	1	0	
	1.64%	1.28%	2.78%	1.22%	1.85%	2.63%	1.83%	1.12%	2.34%	1.47%	4.12%	1.13%	3.85%	1.69%	0.0%	
Bottom Two Box	5	3	5	21	2	3	1	20	5	2	4	9	1	1	0	
	1.64%	0.96%	1.74%	0.73%	1.85%	2.63%	0.92%	0.68%	2.34%	0.98%	2.35%	0.85%	3.85%	1.69%	0.0%	
Average rating	9.0361	9.0160	8.9757	8.9948	9.0648	9.1491	9.0092	8.9671	8.8879	8.8922	8.8059	9.0273	8.5769	9.2712	9.0870	
Standard deviation	1.8167	1.7311	1.8679	1.6249	1.8119	1.7782	1.7531	1.6550	2.0178	1.8091	2.1180	1.6774	2.2562	1.6553	1.5011	
3-point composite mean	2.6918	2.6538	2.6806	2.6654	2.6852	2.7368	2.6697	2.6556	2.6495	2.5980	2.6412	2.6798	2.5000	2.7627	2.6957	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	2	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	
No response	30	26	32	258	17	13	16	107	7	4	6	44	5	7	5	
	2.67%	2.02%	2.59%	2.04%	3.34%	2.23%	2.73%	1.55%	1.35%	0.73%	1.13%	1.63%	3.79%	3.02%	3.45%	
					I											
BASE = Those who responded	1094	1261	1202	12398	492	569	569	6785	511	543	524	2652	127	225	140	
	97.33%	97.98%	97.25%	97.96%	96.66%	97.77%	97.10%	98.45%	98.65%	99.27%	98.50%	98.37%	96.21%	96.98%	96.55%	
									E							
Yes	273	340	331	3809	119	142	155	2212	144	155	147	759	32	57	30	
	24.95%	26.96%	27.54%	30.72%	24.19%	24.96%	27.24%	32.60%	28.18%	28.55%	28.05%	28.62%	25.20%	25.33%	21.43%	
					E											
No	821	921	871	8589	373	427	414	4573	367	388	377	1893	95	168	110	
	75.05%	73.04%	72.46%	69.28%	75.81%	75.04%	72.76%	67.40%	71.82%	71.45%	71.95%	71.38%	74.80%	74.67%	78.57%	
					D				H							
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	34	34	39	350	18	13	21	146	8	8	9	60	5	7	6	
	3.02%	2.64%	3.16%	2.77%	3.54%	2.23%	3.58%	2.12%	1.54%	1.46%	1.69%	2.23%	3.79%	3.02%	4.14%	
				I												
Appropriately skipped	821	921	871	8589	373	427	414	4573	367	388	377	1893	95	168	110	
	73.04%	71.56%	70.47%	67.87%	73.28%	73.37%	70.65%	66.35%	70.85%	70.93%	70.86%	70.22%	71.97%	72.41%	75.86%	
				D				H								
BASE = Those who responded	269	332	326	3717	118	142	151	2173	143	151	146	743	32	57	29	
	23.93%	25.80%	26.38%	29.37%	23.18%	24.40%	25.77%	31.53%	27.61%	27.61%	27.44%	27.56%	24.24%	24.57%	20.00%	
				E												
Never	6	7	5	76	1	4	3	55	3	3	2	20	0	1	0	
	2.23%	2.11%	1.53%	2.04%	0.85%	2.82%	1.99%	2.53%	2.10%	1.99%	1.37%	2.69%	0.0%	1.75%	0.0%	
Sometimes	32	49	31	510	16	25	14	272	19	19	12	93	2	8	6	
	11.90%	14.76%	9.51%	13.72%	13.56%	17.61%	9.27%	12.52%	13.29%	12.58%	8.22%	12.52%	6.25%	14.04%	20.69%	
				C				G								
Bottom Two Box (%Never + %Sometimes)	38	56	36	586	17	29	17	327	22	22	14	113	2	9	6	
	14.13%	16.87%	11.04%	15.77%	14.41%	20.42%	11.26%	15.05%	15.38%	14.57%	9.59%	15.21%	6.25%	15.79%	20.69%	
				C				G								
Usually	42	70	73	948	18	26	32	510	28	37	35	162	8	5	5	
	15.61%	21.08%	22.39%	25.50%	15.25%	18.31%	21.19%	23.47%	19.58%	24.50%	23.97%	21.80%	25.00%	8.77%	17.24%	
				A				E								
Always	189	206	217	2183	83	87	102	1336	93	92	97	468	22	43	18	
	70.26%	62.05%	66.56%	58.73%	70.34%	61.27%	67.55%	61.48%	65.03%	60.93%	66.44%	62.99%	68.75%	75.44%	62.07%	
				B				D								
CAHPS Rate (%Always + %Usually)	231	276	290	3131	101	113	134	1846	121	129	132	630	30	48	23	
	85.87%	83.13%	88.96%	84.23%	85.59%	79.58%	88.74%	84.95%	84.62%	85.43%	90.41%	84.79%	93.75%	84.21%	79.31%	
				B				F								
3-point composite mean	2.5613	2.4518	2.5552	2.4296	2.5593	2.4085	2.5629	2.4643	2.4965	2.4636	2.5685	2.4778	2.6250	2.5965	2.4138	
4-point composite mean	3.5390	3.4307	3.5399	3.4092	3.5508	3.3803	3.5430	3.4390	3.4755	3.4437	3.5548	3.4509	3.6250	3.5789	3.4138	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	38	32	42	351	19	14	21	151	8	7	10	62	6	7	6	
	3.38%	2.49%	3.40%	2.77%	3.73%	2.41%	3.58%	2.19%	1.54%	1.28%	1.88%	2.30%	4.55%	3.02%	4.14%	
					I											
Appropriately skipped	821	921	871	8589	373	427	414	4573	367	388	377	1893	95	168	110	
	73.04%	71.56%	70.47%	67.87%	73.28%	73.37%	70.65%	66.35%	70.85%	70.93%	70.86%	70.22%	71.97%	72.41%	75.86%	
					D				H							
BASE = Those who responded	265	334	323	3716	117	141	151	2168	143	152	145	741	31	57	29	
	23.58%	25.95%	26.13%	29.36%	22.99%	24.23%	25.77%	31.46%	27.61%	27.79%	27.26%	27.49%	23.48%	24.57%	20.00%	
				E												
Never	4	3	2	51	2	2	2	21	1	0	1	11	0	1	1	
	1.51%	0.90%	0.62%	1.37%	1.71%	1.42%	1.32%	0.97%	0.70%	0.0%	0.69%	1.48%	0.0%	1.75%	3.45%	
Sometimes	11	16	10	160	6	10	4	80	3	7	4	27	1	2	3	
	4.15%	4.79%	3.10%	4.31%	5.13%	7.09%	2.65%	3.69%	2.10%	4.61%	2.76%	3.64%	3.23%	3.51%	10.34%	
Bottom Two Box (%Never + %Sometimes)	15	19	12	211	8	12	6	101	4	7	5	38	1	3	4	
	5.66%	5.69%	3.72%	5.68%	6.84%	8.51%	3.97%	4.66%	2.80%	4.61%	3.45%	5.13%	3.23%	5.26%	13.79%	
Usually	24	52	33	541	11	23	15	296	15	27	15	98	3	5	3	
	9.06%	15.57%	10.22%	14.56%	9.40%	16.31%	9.93%	13.65%	10.49%	17.76%	10.34%	13.23%	9.68%	8.77%	10.34%	
		AC														
Always	226	263	278	2964	98	106	130	1771	124	118	125	605	27	49	22	
	85.28%	78.74%	86.07%	79.76%	83.76%	75.18%	86.09%	81.69%	86.71%	77.63%	86.21%	81.65%	87.10%	85.96%	75.86%	
		B		B			F		J							
CAHPS Rate (%Always + %Usually)	250	315	311	3505	109	129	145	2067	139	145	140	703	30	54	25	
	94.34%	94.31%	96.28%	94.32%	93.16%	91.49%	96.03%	95.34%	97.20%	95.39%	96.55%	94.87%	96.77%	94.74%	86.21%	
3-point composite mean	2.7962	2.7305	2.8235	2.7409	2.7692	2.6667	2.8212	2.7703	2.8392	2.7303	2.8276	2.7652	2.8387	2.8070	2.6207	
			B				F									
4-point composite mean	3.7811	3.7216	3.8173	3.7271	3.7521	3.6525	3.8079	3.7606	3.8322	3.7303	3.8207	3.7503	3.8387	3.7895	3.5862	
			B				F									
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	43	50	62	419	20	22	28	196	14	16	19	82	7	8	5	
	3.83%	3.89%	5.02%	3.31%	3.93%	3.78%	4.78%	2.84%	2.70%	2.93%	3.57%	3.04%	5.30%	3.45%	3.45%	
BASE = Those who responded	1081	1237	1173	12237	489	560	558	6696	504	531	512	2614	125	224	140	
	96.17%	96.11%	94.90%	96.69%	96.07%	96.22%	95.22%	97.16%	97.30%	97.07%	96.24%	96.96%	94.70%	96.55%	96.55%	
Yes	254	291	269	3568	114	121	135	2073	134	133	119	855	32	55	27	
	23.50%	23.52%	22.93%	29.16%	23.31%	21.61%	24.19%	30.96%	26.59%	25.05%	23.24%	32.71%	25.60%	24.55%	19.29%	
				E				I								
No	827	946	904	8669	375	439	423	4623	370	398	393	1759	93	169	113	
	76.50%	76.48%	77.07%	70.84%	76.69%	78.39%	75.81%	69.04%	73.41%	74.95%	76.76%	67.29%	74.40%	75.45%	80.71%	
				D				H								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Pop. Qual. UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	54	61	68	531	26	26	33	243	18	21	22	103	8	10	8
	4.80%	4.74%	5.50%	4.20%	5.11%	4.47%	5.63%	3.53%	3.47%	3.84%	4.14%	3.82%	6.06%	4.31%	5.52%
BASE = Those who responded	1070	1226	1167	12125	483	556	553	6649	500	526	509	2593	124	222	137
	95.20%	95.26%	94.42%	95.80%	94.89%	95.53%	94.37%	96.47%	96.53%	96.16%	95.68%	96.18%	93.94%	95.69%	94.48%
Never	9	13	9	123	2	6	5	72	4	4	3	42	0	2	0
	0.84%	1.06%	0.77%	1.01%	0.41%	1.08%	0.90%	1.08%	0.80%	0.76%	0.59%	1.62%	0.0%	0.90%	0.0%
				E											
Sometimes	27	33	25	523	11	15	10	271	18	14	9	115	4	6	1
	2.52%	2.69%	2.14%	4.31%	2.28%	2.70%	1.81%	4.08%	3.60%	2.66%	1.77%	4.44%	3.23%	2.70%	0.73%
				E											
Bottom Two Box (%Never + %Sometimes)	36	46	34	646	13	21	15	343	22	18	12	157	4	8	1
	3.36%	3.75%	2.91%	5.33%	2.69%	3.78%	2.71%	5.16%	4.40%	3.42%	2.36%	6.05%	3.23%	3.60%	0.73%
				E										O	
Usually	34	61	53	1010	16	24	25	601	20	30	24	227	8	5	3
	3.18%	4.98%	4.54%	8.33%	3.31%	4.32%	4.52%	9.04%	4.00%	5.70%	4.72%	8.75%	6.45%	2.25%	2.19%
		A		E				I							
Always	173	173	176	1800	79	72	90	1082	88	80	80	450	19	40	20
	16.17%	14.11%	15.08%	14.85%	16.36%	12.95%	16.27%	16.27%	17.60%	15.21%	15.72%	17.35%	15.32%	18.02%	14.60%
Always - q52 = "No"	827	946	904	8669	375	439	423	4623	370	398	393	1759	93	169	113
	77.29%	77.16%	77.46%	71.50%	77.64%	78.96%	76.49%	69.53%	74.00%	75.67%	77.21%	67.84%	75.00%	76.13%	82.48%
				D				H							
Always (Net)	1000	1119	1080	10469	454	511	513	5705	458	478	473	2209	112	209	133
	93.46%	91.27%	92.54%	86.34%	94.00%	91.91%	92.77%	85.80%	91.60%	90.87%	92.93%	85.19%	90.32%	94.14%	97.08%
		B		D				H							M
CAHPS Rate (%Always+%Usually)	1034	1180	1133	11479	470	535	538	6306	478	508	497	2436	120	214	136
	96.64%	96.25%	97.09%	94.67%	97.31%	96.22%	97.29%	94.84%	95.60%	96.58%	97.64%	93.95%	96.77%	96.40%	99.27%
				D											N
3-point composite mean	2.9009	2.8752	2.8963	2.8101	2.9130	2.8813	2.9005	2.8064	2.8720	2.8745	2.9057	2.7914	2.8710	2.9054	2.9635
				D				H							M
4-point composite mean	3.8925	3.8646	3.8886	3.8000	3.9089	3.8705	3.8915	3.7956	3.8640	3.8669	3.8998	3.7752	3.8710	3.8964	3.9635
				D				H							M
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	33	33	41	311	15	18	17	122	8	11	7	44	4	6	5	
	2.94%	2.56%	3.32%	2.46%	2.95%	3.09%	2.90%	1.77%	1.54%	2.01%	1.32%	1.63%	3.03%	2.59%	3.45%	
BASE = Those who responded	1091	1254	1194	12345	494	564	569	6770	510	536	525	2652	128	226	140	
	97.06%	97.44%	96.60%	97.54%	97.05%	96.91%	97.10%	98.23%	98.46%	97.99%	98.68%	98.37%	96.97%	97.41%	96.55%	
10 - Best health plan possible	654	799	726	6906	302	371	345	3606	293	311	294	1500	72	149	81	
	59.95%	63.72%	60.80%	55.94%	61.13%	65.78%	60.63%	53.26%	57.45%	58.02%	56.00%	56.56%	56.25%	65.93%	57.86%	
					D											
9 -	158	155	174	2141	69	66	86	1178	74	71	86	444	24	31	14	
	14.48%	12.36%	14.57%	17.34%	13.97%	11.70%	15.11%	17.40%	14.51%	13.25%	16.38%	16.74%	18.75%	13.72%	10.00%	
				E									O			
Top Two Box	812	954	900	9047	371	437	431	4784	367	382	380	1944	96	180	95	
	74.43%	76.08%	75.38%	73.28%	75.10%	77.48%	75.75%	70.66%	71.96%	71.27%	72.38%	73.30%	75.00%	79.65%	67.86%	
														O		
8 -	142	157	137	1723	67	71	68	1041	64	79	62	379	17	24	26	
	13.02%	12.52%	11.47%	13.96%	13.56%	12.59%	11.95%	15.38%	12.55%	14.74%	11.81%	14.29%	13.28%	10.62%	18.57%	
														N		
CAHPS Rate (Top Three Box)	954	1111	1037	10770	438	508	499	5825	431	461	442	2323	113	204	121	
	87.44%	88.60%	86.85%	87.24%	88.66%	90.07%	87.70%	86.04%	84.51%	86.01%	84.19%	87.59%	88.28%	90.27%	86.43%	
7 -	59	69	63	730	26	27	30	412	33	40	31	134	8	11	7	
	5.41%	5.50%	5.28%	5.91%	5.26%	4.79%	5.27%	6.09%	6.47%	7.46%	5.90%	5.05%	6.25%	4.87%	5.00%	
6 -	21	15	31	296	6	6	13	176	14	5	15	70	2	2	2	
	1.92%	1.20%	2.60%	2.40%	1.21%	1.06%	2.28%	2.60%	2.75%	0.93%	2.86%	2.64%	1.56%	0.88%	1.43%	
			B	E					J		J					
5 -	31	35	43	357	17	13	18	204	18	19	27	70	5	5	7	
	2.84%	2.79%	3.60%	2.89%	3.44%	2.30%	3.16%	3.01%	3.53%	3.54%	5.14%	2.64%	3.91%	2.21%	5.00%	
4 -	4	10	5	68	1	4	1	56	3	5	3	18	0	0	1	
	0.37%	0.80%	0.42%	0.55%	0.20%	0.71%	0.18%	0.83%	0.59%	0.93%	0.57%	0.68%	0.0%	0.0%	0.71%	
3 -	4	4	5	42	0	2	3	29	1	2	3	7	0	0	0	
	0.37%	0.32%	0.42%	0.34%	0.0%	0.35%	0.53%	0.43%	0.20%	0.37%	0.57%	0.26%	0.0%	0.0%	0.0%	
				E												
2 -	8	5	5	26	2	3	3	34	5	2	1	15	0	1	1	
	0.73%	0.40%	0.42%	0.21%	0.40%	0.53%	0.53%	0.50%	0.98%	0.37%	0.19%	0.57%	0.0%	0.44%	0.71%	
1 -	3	3	1	16	1	0	1	12	1	1	1	5	0	1	0	
	0.27%	0.24%	0.08%	0.13%	0.20%	0.0%	0.18%	0.18%	0.20%	0.19%	0.19%	0.19%	0.0%	0.44%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
0 - Worst health plan possible	7 0.64%	2 0.16%	4 0.34%	40 0.32%	3 0.61%	1 0.18%	1 0.18%	22 0.32%	4 0.78%	1 0.19%	2 0.38%	10 0.38%	0 0.0%	2 0.88%	1 0.71%	
0-7 (NET)	137 12.56%	143 11.40%	157 13.15%	1575 12.76%	56 11.34%	56 9.93%	70 12.30%	945 13.96%	79 15.49%	75 13.99%	83 15.81%	329 12.41%	15 11.72%	22 9.73%	19 13.57%	
Bottom Three Box	18 1.65%	10 0.80%	10 0.84%	82 0.66%	6 1.21%	4 0.71%	5 0.88%	68 1.00%	10 1.96%	4 0.75%	4 0.76%	30 1.13%	0 0.0%	4 1.77%	2 1.43%	
Bottom Two Box	10 0.92%	5 0.40%	5 0.42%	56 0.45%	4 0.81%	1 0.18%	2 0.35%	34 0.50%	5 0.98%	2 0.37%	3 0.57%	15 0.57%	0 0.0%	3 1.33%	1 0.71%	
Average rating	9.0183	9.1340	9.0536	9.0117	9.0870	9.2021	9.0791	8.9130	8.9000	8.9869	8.9067	8.9985	9.1016	9.1947	8.9000	
Standard deviation	1.6888	1.5201	1.5895	1.5240	1.5749	1.4519	1.5457	1.6193	1.7943	1.5805	1.6905	1.5933	1.3041	1.6040	1.7292	
3-point composite mean	2.6728	2.7018	2.6750	2.6644	2.6903	2.7234	2.6872	2.6279	2.6294	2.6474	2.6248	2.6595	2.6953	2.7478	2.5929	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	20	21	33	128	12	11	15	31	1	0	4	12	2	5	5	
	1.78%	1.63%	2.67%	1.67%	2.36%	1.89%	2.56%	0.45%	0.19%	0.0%	0.75%	0.45%	1.52%	2.16%	3.45%	
					I						J					
BASE = Those who responded	1104	1266	1202	7523	497	571	571	6861	517	547	527	2684	130	227	140	
	98.22%	98.37%	97.25%	98.33%	97.64%	98.11%	97.44%	99.55%	99.81%	100.00%	99.06%	99.55%	98.48%	97.84%	96.55%	
								E		K						
Yes	770	894	864	3992	309	366	373	5798	449	496	479	2362	73	148	88	
	69.75%	70.62%	71.88%	53.06%	62.17%	64.10%	65.32%	84.51%	86.85%	90.68%	90.89%	88.00%	56.15%	65.20%	62.86%	
					D				E	I	I					
No	334	372	338	3531	188	205	198	1063	68	51	48	322	57	79	52	
	30.25%	29.38%	28.12%	46.94%	37.83%	35.90%	34.68%	15.49%	13.15%	9.32%	9.11%	12.00%	43.85%	34.80%	37.14%	
				E	I				JK							
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	24	33	40	167	13	15	20	71	3	4	6	27	3	5	5	
	2.14%	2.56%	3.24%	2.18%	2.55%	2.58%	3.41%	1.03%	0.58%	0.73%	1.13%	1.00%	2.27%	2.16%	3.45%	
				I												
Appropriately skipped	334	372	338	3531	188	205	198	1063	68	51	48	322	57	79	52	
	29.72%	28.90%	27.35%	46.15%	36.94%	35.22%	33.79%	15.42%	13.13%	9.32%	9.02%	11.94%	43.18%	34.05%	35.86%	
				E	I			JK								
BASE = Those who responded	766	882	858	3953	308	362	368	5758	447	492	478	2347	72	148	88	
	68.15%	68.53%	69.42%	51.67%	60.51%	62.20%	62.80%	83.55%	86.29%	89.95%	89.85%	87.05%	54.55%	63.79%	60.69%	
				D				E								
Never	10	14	3	44	5	7	1	47	6	8	1	19	1	3	1	
	1.31%	1.59%	0.35%	1.11%	1.62%	1.93%	0.27%	0.82%	1.34%	1.63%	0.21%	0.81%	1.39%	2.03%	1.14%	
	C	C				G				K						
Sometimes	39	68	67	219	11	28	18	384	22	44	46	120	2	8	1	
	5.09%	7.71%	7.81%	5.54%	3.57%	7.73%	4.89%	6.67%	4.92%	8.94%	9.62%	5.11%	2.78%	5.41%	1.14%	
		A	A			E				I	I					
Bottom Two Box (%Never + %Sometimes)	49	82	70	263	16	35	19	431	28	52	47	139	3	11	2	
	6.40%	9.30%	8.16%	6.65%	5.19%	9.67%	5.16%	7.49%	6.26%	10.57%	9.83%	5.92%	4.17%	7.43%	2.27%	
		A				EG				I	I					
Usually	128	139	148	689	45	54	61	1166	81	99	83	422	11	20	14	
	16.71%	15.76%	17.25%	17.43%	14.61%	14.92%	16.58%	20.25%	18.12%	20.12%	17.36%	17.98%	15.28%	13.51%	15.91%	
Always	589	661	640	3001	247	273	288	4161	338	341	348	1786	58	117	72	
	76.89%	74.94%	74.59%	75.92%	80.19%	75.41%	78.26%	72.26%	75.62%	69.31%	72.80%	76.10%	80.56%	79.05%	81.82%	
								J								
CAHPS Rate (%Always + %Usually)	717	800	788	3690	292	327	349	5327	419	440	431	2208	69	137	86	
	93.60%	90.70%	91.84%	93.35%	94.81%	90.33%	94.84%	92.51%	93.74%	89.43%	90.17%	94.08%	95.83%	92.57%	97.73%	
	B			F		F		JK								
3-point composite mean	2.7050	2.6565	2.6643	2.6926	2.7500	2.6575	2.7310	2.6478	2.6935	2.5874	2.6297	2.7017	2.7639	2.7162	2.7955	
					F				J							
4-point composite mean	3.6919	3.6406	3.6608	3.6815	3.7338	3.6381	3.7283	3.6396	3.6801	3.5711	3.6276	3.6937	3.7500	3.6959	3.7841	
									J							
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

													GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	51	55	75	236	26	26	34	152	15	17	26	66	4	9	13
	4.54%	4.27%	6.07%	3.08%	5.11%	4.47%	5.80%	2.21%	2.90%	3.11%	4.89%	2.45%	3.03%	3.88%	8.97%
			B		D										M
Appropriately skipped	334	372	338	3531	188	205	198	1063	68	51	48	322	57	79	52
	29.72%	28.90%	27.35%	46.15%	36.94%	35.22%	33.79%	15.42%	13.13%	9.32%	9.02%	11.94%	43.18%	34.05%	35.86%
				E	I			JK							
BASE = Those who responded	739	860	823	3884	295	351	354	5677	435	479	458	2308	71	144	80
	65.75%	66.82%	66.59%	50.76%	57.96%	60.31%	60.41%	82.37%	83.98%	87.57%	86.09%	85.61%	53.79%	62.07%	55.17%
				D				E							
Yes	425	464	430	2233	177	189	172	3391	267	270	256	1332	40	95	42
	57.51%	53.95%	52.25%	57.49%	60.00%	53.85%	48.59%	59.73%	61.38%	56.37%	55.90%	57.71%	56.34%	65.97%	52.50%
	C				G										
No	314	396	393	1651	118	162	182	2286	168	209	202	976	31	49	38
	42.49%	46.05%	47.75%	42.51%	40.00%	46.15%	51.41%	40.27%	38.62%	43.63%	44.10%	42.29%	43.66%	34.03%	47.50%
			A				E								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%
No response	29	25	28	209	14	13	11	50	3	2	2	20	2	6	6
	2.58%	1.94%	2.27%	1.65%	2.75%	2.23%	1.88%	0.73%	0.58%	0.37%	0.38%	0.74%	1.52%	2.59%	4.14%
					I										
BASE = Those who responded	1095	1262	1206	12447	495	569	575	6842	515	545	528	2676	130	226	139
	97.42%	98.06%	97.57%	98.35%	97.25%	97.77%	98.12%	99.27%	99.42%	99.63%	99.25%	99.26%	98.48%	97.41%	95.86%
									E						
5 - Excellent	364	462	419	4878	191	243	233	1328	100	124	110	553	57	80	54
	33.24%	36.61%	34.74%	39.19%	38.59%	42.71%	40.52%	19.41%	19.42%	22.75%	20.83%	20.67%	43.85%	35.40%	38.85%
					I										
4 - Very good	375	401	438	4286	165	182	214	2425	186	162	194	976	40	81	44
	34.25%	31.77%	36.32%	34.43%	33.33%	31.99%	37.22%	35.44%	36.12%	29.72%	36.74%	36.47%	30.77%	35.84%	31.65%
				B					J		J				
CAHPS Rate (Top Two Box)	739	863	857	9164	356	425	447	3753	286	286	304	1529	97	161	98
	67.49%	68.38%	71.06%	73.62%	71.92%	74.69%	77.74%	54.85%	55.53%	52.48%	57.58%	57.14%	74.62%	71.24%	70.50%
					I										
3 - Good	273	298	255	2547	115	110	100	2192	168	178	150	849	28	54	33
	24.93%	23.61%	21.14%	20.46%	23.23%	19.33%	17.39%	32.04%	32.62%	32.66%	28.41%	31.73%	21.54%	23.89%	23.74%
		C			G				E						
Top Three Box	1012	1161	1112	11711	471	535	547	5945	454	464	454	2378	125	215	131
	92.42%	92.00%	92.21%	94.09%	95.15%	94.02%	95.13%	86.89%	88.16%	85.14%	85.98%	88.86%	96.15%	95.13%	94.24%
					I										
2 - Fair	77	95	83	664	20	32	27	808	56	76	64	269	4	8	8
	7.03%	7.53%	6.88%	5.33%	4.04%	5.62%	4.70%	11.81%	10.87%	13.94%	12.12%	10.05%	3.08%	3.54%	5.76%
									E						
1 - Poor	6	6	11	72	4	2	1	89	5	5	10	29	1	3	0
	0.55%	0.48%	0.91%	0.58%	0.81%	0.35%	0.17%	1.30%	0.97%	0.92%	1.89%	1.08%	0.77%	1.33%	0.0%
Bottom Two Box	83	101	94	736	24	34	28	897	61	81	74	298	5	11	8
	7.58%	8.00%	7.79%	5.91%	4.85%	5.98%	4.87%	13.11%	11.84%	14.86%	14.02%	11.14%	3.85%	4.87%	5.76%
									E						
Average rating	3.9260	3.9651	3.9710	4.0632	4.0485	4.1107	4.1322	3.5985	3.6214	3.5945	3.6250	3.6558	4.1385	4.0044	4.0360
					I										
Standard deviation	0.9523	0.9721	0.9568	0.9263	0.9220	0.9299	0.8747	0.9709	0.9483	1.0149	1.0035	0.9514	0.9094	0.9241	0.9246
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	36	22	28	261	19	13	11	63	7	2	2	22	3	7	9	
	3.20%	1.71%	2.27%	2.06%	3.73%	2.23%	1.88%	0.91%	1.35%	0.37%	0.38%	0.82%	2.27%	3.02%	6.21%	
		B			DI											
BASE = Those who responded	1088	1265	1208	12395	490	569	575	6829	511	545	530	2674	129	225	136	
	96.80%	98.29%	97.73%	97.94%	96.27%	97.77%	98.12%	99.09%	98.65%	99.63%	99.62%	99.18%	97.73%	96.98%	93.79%	
		A		E					E							
5 - Excellent	431	537	540	5628	229	287	308	1276	108	123	131	616	64	103	62	
	39.61%	42.45%	44.70%	45.41%	46.73%	50.44%	53.57%	18.69%	21.14%	22.57%	24.72%	23.04%	49.61%	45.78%	45.59%	
			A		I		E									
4 - Very good	234	266	259	3282	93	127	121	1538	101	103	106	635	26	47	20	
	21.51%	21.03%	21.44%	26.48%	18.98%	22.32%	21.04%	22.52%	19.77%	18.90%	20.00%	23.75%	20.16%	20.89%	14.71%	
				E												
CAHPS Rate (Top Two Box)	665	803	799	8910	322	414	429	2814	209	226	237	1251	90	150	82	
	61.12%	63.48%	66.14%	71.88%	65.71%	72.76%	74.61%	41.21%	40.90%	41.47%	44.72%	46.78%	69.77%	66.67%	60.29%	
			A	E	I		E									
3 - Good	257	269	268	2329	117	99	94	2158	156	153	176	825	28	57	32	
	23.62%	21.26%	22.19%	18.79%	23.88%	17.40%	16.35%	31.60%	30.53%	28.07%	33.21%	30.85%	21.71%	25.33%	23.53%	
				DFG	E				E							
Top Three Box	922	1072	1067	11239	439	513	523	4972	365	379	413	2076	118	207	114	
	84.74%	84.74%	88.33%	90.67%	89.59%	90.16%	90.96%	72.81%	71.43%	69.54%	77.92%	77.64%	91.47%	92.00%	83.82%	
			AB		I						IJ			O		
2 - Fair	135	155	114	947	42	42	40	1473	117	132	92	481	7	17	18	
	12.41%	12.25%	9.44%	7.64%	8.57%	7.38%	6.96%	21.57%	22.90%	24.22%	17.36%	17.99%	5.43%	7.56%	13.24%	
		C	C						KE	K					M	
1 - Poor	31	38	27	209	9	14	12	384	29	34	25	117	4	1	4	
	2.85%	3.00%	2.24%	1.69%	1.84%	2.46%	2.09%	5.62%	5.68%	6.24%	4.72%	4.38%	3.10%	0.44%	2.94%	
									E							
Bottom Two Box	166	193	141	1156	51	56	52	1857	146	166	117	598	11	18	22	
	15.26%	15.26%	11.67%	9.33%	10.41%	9.84%	9.04%	27.19%	28.57%	30.46%	22.08%	22.36%	8.53%	8.00%	16.18%	
		C	C						KE	K					N	
Average	3.8263	3.8767	3.9694	4.0628	4.0020	4.1090	4.1704	3.2708	3.2779	3.2734	3.4264	3.4308	4.0775	4.0400	3.8676	
			AB		I		E				IJ					
Standard deviation	1.1640	1.1758	1.1165	1.0466	1.1019	1.0878	1.0659	1.1576	1.1924	1.2283	1.1701	1.1525	1.0969	1.0255	1.2115	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	33	24	30	162	18	16	13	40	3	2	0	12	2	8	8	
	2.94%	1.86%	2.43%	2.12%	3.54%	2.75%	2.22%	0.58%	0.58%	0.37%	0.0%	0.45%	1.52%	3.45%	5.52%	
					I											
BASE = Those who responded	1091	1263	1204	7489	491	566	572	6852	515	545	531	2684	130	224	137	
	97.06%	98.14%	97.41%	97.88%	96.46%	97.25%	97.61%	99.42%	99.42%	99.63%	99.81%	99.55%	98.48%	96.55%	94.48%	
									E							
Yes	568	624	622	2467	206	212	227	5550	446	470	460	2281	53	102	51	
	52.06%	49.41%	51.66%	32.94%	41.96%	37.46%	39.69%	81.00%	86.60%	86.24%	86.63%	84.99%	40.77%	45.54%	37.23%	
					D				HE							
No	523	639	582	5022	285	354	345	1302	69	75	71	403	77	122	86	
	47.94%	50.59%	48.34%	67.06%	58.04%	62.54%	60.31%	19.00%	13.40%	13.76%	13.37%	15.01%	59.23%	54.46%	62.77%	
				E	I			I								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	41	42	44	210	22	20	19	69	4	9	4	20	2	11	9	
	3.65%	3.26%	3.56%	2.74%	4.32%	3.44%	3.24%	1.00%	0.77%	1.65%	0.75%	0.74%	1.52%	4.74%	6.21%	
					I										M	
Appropriately skipped	523	639	582	5022	285	354	345	1302	69	75	71	403	77	122	86	
	46.53%	49.65%	47.09%	65.64%	55.99%	60.82%	58.87%	18.89%	13.32%	13.71%	13.35%	14.95%	58.33%	52.59%	59.31%	
				E	I			I								
BASE = Those who responded	560	606	610	2419	202	208	222	5521	445	463	457	2273	53	99	50	
	49.82%	47.09%	49.35%	31.62%	39.69%	35.74%	37.88%	80.11%	85.91%	84.64%	85.90%	84.31%	40.15%	42.67%	34.48%	
					D			HE								
Yes	457	504	503	1937	158	162	174	5340	428	449	447	2206	38	77	43	
	81.61%	83.17%	82.46%	80.07%	78.22%	77.88%	78.38%	96.72%	96.18%	96.98%	97.81%	97.05%	71.70%	77.78%	86.00%	
								E								
No	103	102	107	482	44	46	48	181	17	14	10	67	15	22	7	
	18.39%	16.83%	17.54%	19.93%	21.78%	22.12%	21.62%	3.28%	3.82%	3.02%	2.19%	2.95%	28.30%	22.22%	14.00%	
					I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	53	54	55	250	26	23	25	107	9	11	5	33	4	11	11	
	4.72%	4.20%	4.45%	3.27%	5.11%	3.95%	4.27%	1.55%	1.74%	2.01%	0.94%	1.22%	3.03%	4.74%	7.59%	
					I											
Appropriately skipped	626	741	689	5504	329	400	393	1483	86	89	81	470	92	144	93	
	55.69%	57.58%	55.74%	71.94%	64.64%	68.73%	67.06%	21.52%	16.60%	16.27%	15.23%	17.43%	69.70%	62.07%	64.14%	
				E	I			I								
BASE = Those who responded	445	492	492	1897	154	159	168	5302	423	447	446	2193	36	77	41	
	39.59%	38.23%	39.81%	24.79%	30.26%	27.32%	28.67%	76.93%	81.66%	81.72%	83.83%	81.34%	27.27%	33.19%	28.28%	
					D				HE							
Yes	415	442	440	1716	135	135	145	5238	415	442	440	2166	31	69	35	
	93.26%	89.84%	89.43%	90.46%	87.66%	84.91%	86.31%	98.79%	98.11%	98.88%	98.65%	98.77%	86.11%	89.61%	85.37%	
	C								E							
No	30	50	52	181	19	24	23	64	8	5	6	27	5	8	6	
	6.74%	10.16%	10.57%	9.54%	12.34%	15.09%	13.69%	1.21%	1.89%	1.12%	1.35%	1.23%	13.89%	10.39%	14.63%	
			A		I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%
Multiple mark	0 0.0%	0 0.0%	2 0.16%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	56 4.98%	33 2.56%	54 4.37%	222 2.90%	26 5.11%	20 3.44%	29 4.95%	148 2.15%	13 2.51%	5 0.91%	14 2.63%	62 2.30%	3 2.27%	13 5.60%	10 6.90%
BASE = Those who responded	1068 95.02%	1254 97.44%	1180 95.47%	7429 97.10%	483 94.89%	562 96.56%	557 95.05%	6744 97.85%	505 97.49%	542 99.09%	516 96.99%	2634 97.70%	129 97.73%	219 94.40%	135 93.10%
Yes	315 29.49%	318 25.36%	272 23.05%	1381 18.59%	106 21.95%	86 15.30%	81 14.54%	3825 56.72%	289 57.23%	292 53.87%	246 47.67%	1296 49.20%	30 23.26%	49 22.37%	27 20.00%
No	753 70.51%	936 74.64%	908 76.95%	6048 81.41%	377 78.05%	476 84.70%	476 85.46%	2919 43.28%	216 42.77%	250 46.13%	270 52.33%	1338 50.80%	99 76.74%	170 77.63%	108 80.00%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	58	37	60	252	28	21	29	199	15	7	17	82	5	13	10	
	5.16%	2.87%	4.85%	3.29%	5.50%	3.61%	4.95%	2.89%	2.90%	1.28%	3.20%	3.04%	3.79%	5.60%	6.90%	
	B		B		DI						J					
Appropriately skipped	753	936	908	6048	377	476	476	2919	216	250	270	1338	99	170	108	
	66.99%	72.73%	73.46%	79.05%	74.07%	81.79%	81.23%	42.35%	41.70%	45.70%	50.75%	49.63%	75.00%	73.28%	74.48%	
		A	A	E	I	E	E				I					
BASE = Those who responded	313	314	268	1351	104	85	81	3774	287	290	245	1276	28	49	27	
	27.85%	24.40%	21.68%	17.66%	20.43%	14.60%	13.82%	54.76%	55.41%	53.02%	46.05%	47.33%	21.21%	21.12%	18.62%	
	C				FG				KE	K						
Yes	271	281	238	1189	83	75	70	3599	267	273	233	1195	22	37	24	
	86.58%	89.49%	88.81%	88.01%	79.81%	88.24%	86.42%	95.36%	93.03%	94.14%	95.10%	93.65%	78.57%	75.51%	88.89%	
				E					E							
No	42	33	30	162	21	10	11	175	20	17	12	81	6	12	3	
	13.42%	10.51%	11.19%	11.99%	20.19%	11.76%	13.58%	4.64%	6.97%	5.86%	4.90%	6.35%	21.43%	24.49%	11.11%	
					DI											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	66	41	63	270	31	21	31	229	20	9	18	93	6	14	11	
	5.87%	3.19%	5.10%	3.53%	6.09%	3.61%	5.29%	3.32%	3.86%	1.65%	3.38%	3.45%	4.55%	6.03%	7.59%	
		B	B		D				J							
Appropriately skipped	795	969	938	6210	398	486	487	3094	236	267	282	1419	105	182	111	
	70.73%	75.29%	75.89%	81.17%	78.19%	83.51%	83.11%	44.89%	45.56%	48.81%	53.01%	52.63%	79.55%	78.45%	76.55%	
		A	A		I	E	E				I					
BASE = Those who responded	263	277	235	1171	80	75	68	3569	262	271	232	1184	21	36	23	
	23.40%	21.52%	19.01%	15.31%	15.72%	12.89%	11.60%	51.78%	50.58%	49.54%	43.61%	43.92%	15.91%	15.52%	15.86%	
		C			G				KE							
Yes	259	266	231	1124	79	73	67	3537	259	266	231	1176	21	36	22	
	98.48%	96.03%	98.30%	95.99%	98.75%	97.33%	98.53%	99.10%	98.85%	98.15%	99.57%	99.32%	100.00%	100.00%	95.65%	
				D												
No	4	11	4	47	1	2	1	32	3	5	1	8	0	0	1	
	1.52%	3.97%	1.70%	4.01%	1.25%	2.67%	1.47%	0.90%	1.15%	1.85%	0.43%	0.68%	0.0%	0.0%	4.35%	
				E												
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	41	48	46	218	20	25	23	107	9	8	6	49	4	8	8
	3.65%	3.73%	3.72%	2.85%	3.93%	4.30%	3.92%	1.55%	1.74%	1.46%	1.13%	1.82%	3.03%	3.45%	5.52%
					I										
BASE = Those who responded	1083	1239	1189	7433	489	557	562	6785	509	539	525	2647	128	224	137
	96.35%	96.27%	96.20%	97.15%	96.07%	95.70%	95.90%	98.45%	98.26%	98.54%	98.68%	98.18%	96.97%	96.55%	94.48%
									E						
Yes	229	236	232	1112	90	80	78	2606	183	182	184	848	23	35	32
	21.14%	19.05%	19.51%	14.96%	18.40%	14.36%	13.88%	38.41%	35.95%	33.77%	35.05%	32.04%	17.97%	15.63%	23.36%
					G				E						
No	854	1003	957	6321	399	477	484	4179	326	357	341	1799	105	189	105
	78.86%	80.95%	80.49%	85.04%	81.60%	85.64%	86.12%	61.59%	64.05%	66.23%	64.95%	67.96%	82.03%	84.38%	76.64%
					I				E						
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	46	56	52	258	24	29	27	145	11	9	8	66	5	9	10	
	4.09%	4.35%	4.21%	3.37%	4.72%	4.98%	4.61%	2.10%	2.12%	1.65%	1.50%	2.45%	3.79%	3.88%	6.90%	
					I											
Appropriately skipped	854	1003	957	6321	399	477	484	4179	326	357	341	1799	105	189	105	
	75.98%	77.93%	77.43%	82.62%	78.39%	81.96%	82.59%	60.64%	62.93%	65.27%	64.10%	66.73%	79.55%	81.47%	72.41%	
				E	I									O		
BASE = Those who responded	224	228	227	1072	86	76	75	2568	181	181	183	831	22	34	30	
	19.93%	17.72%	18.37%	14.01%	16.90%	13.06%	12.80%	37.26%	34.94%	33.09%	34.40%	30.82%	16.67%	14.66%	20.69%	
								E								
Yes	168	170	173	820	63	52	50	2413	165	165	169	750	16	25	22	
	75.00%	74.56%	76.21%	76.49%	73.26%	68.42%	66.67%	93.96%	91.16%	91.16%	92.35%	90.25%	72.73%	73.53%	73.33%	
								E								
No	56	58	54	252	23	24	25	155	16	16	14	81	6	9	8	
	25.00%	25.44%	23.79%	23.51%	26.74%	31.58%	33.33%	6.04%	8.84%	8.84%	7.65%	9.75%	27.27%	26.47%	26.67%	
					I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	49	60	54	267	25	30	27	165	13	11	10	73	5	10	10	
	4.36%	4.66%	4.37%	3.49%	4.91%	5.15%	4.61%	2.39%	2.51%	2.01%	1.88%	2.71%	3.79%	4.31%	6.90%	
					I											
Appropriately skipped	910	1061	1011	6573	422	501	509	4334	342	373	355	1880	111	198	113	
	80.96%	82.44%	81.80%	85.91%	82.91%	86.08%	86.86%	62.88%	66.02%	68.19%	66.73%	69.73%	84.09%	85.34%	77.93%	
					I											
BASE = Those who responded	165	166	171	811	62	51	50	2393	163	163	167	743	16	24	22	
	14.68%	12.90%	13.83%	10.60%	12.18%	8.76%	8.53%	34.72%	31.47%	29.80%	31.39%	27.56%	12.12%	10.34%	15.17%	
					G					E						
Yes	158	163	162	789	58	49	49	2368	158	163	162	733	16	22	20	
	95.76%	98.19%	94.74%	97.29%	93.55%	96.08%	98.00%	98.96%	96.93%	100.00%	97.01%	98.65%	100.00%	91.67%	90.91%	
										IK						
No	7	3	9	22	4	2	1	25	5	0	5	10	0	2	2	
	4.24%	1.81%	5.26%	2.71%	6.45%	3.92%	2.00%	1.04%	3.07%	0.0%	2.99%	1.35%	0.0%	8.33%	9.09%	
									J		J					
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	40	40	48	195	20	22	22	72	4	5	10	23	5	7	8	
	3.56%	3.11%	3.88%	2.55%	3.93%	3.78%	3.75%	1.04%	0.77%	0.91%	1.88%	0.85%	3.79%	3.02%	5.52%	
					I											
BASE = Those who responded	1084	1247	1188	7456	489	560	564	6820	514	542	522	2673	127	225	137	
	96.44%	96.89%	96.12%	97.45%	96.07%	96.22%	96.25%	98.96%	99.23%	99.09%	98.12%	99.15%	96.21%	96.98%	94.48%	
								E								
Yes	167	176	157	968	66	50	56	2191	144	143	134	644	19	28	19	
	15.41%	14.11%	13.22%	12.98%	13.50%	8.93%	9.93%	32.13%	28.02%	26.38%	25.67%	24.09%	14.96%	12.44%	13.87%	
					F			I	E							
No	917	1071	1031	6488	423	510	508	4629	370	399	388	2029	108	197	118	
	84.59%	85.89%	86.78%	87.02%	86.50%	91.07%	90.07%	67.87%	71.98%	73.62%	74.33%	75.91%	85.04%	87.56%	86.13%	
					I	E		H								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	43	41	54	214	22	23	26	100	5	6	15	36	5	9	8	
	3.83%	3.19%	4.37%	2.80%	4.32%	3.95%	4.44%	1.45%	0.97%	1.10%	2.82%	1.34%	3.79%	3.88%	5.52%	
					I						IJ					
Appropriately skipped	917	1071	1031	6488	423	510	508	4629	370	399	388	2029	108	197	118	
	81.58%	83.22%	83.41%	84.80%	83.10%	87.63%	86.69%	67.16%	71.43%	72.94%	72.93%	75.26%	81.82%	84.91%	81.38%	
					I	E			H							
BASE = Those who responded	164	175	151	949	64	49	52	2163	143	142	129	631	19	26	19	
	14.59%	13.60%	12.22%	12.40%	12.57%	8.42%	8.87%	31.38%	27.61%	25.96%	24.25%	23.41%	14.39%	11.21%	13.10%	
					FG				E							
Yes	130	129	120	716	50	39	36	1973	128	121	118	550	16	17	17	
	79.27%	73.71%	79.47%	75.45%	78.13%	79.59%	69.23%	91.22%	89.51%	85.21%	91.47%	87.16%	84.21%	65.38%	89.47%	
								E								
No	34	46	31	233	14	10	16	190	15	21	11	81	3	9	2	
	20.73%	26.29%	20.53%	24.55%	21.88%	20.41%	30.77%	8.78%	10.49%	14.79%	8.53%	12.84%	15.79%	34.62%	10.53%	
					I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	45	43	56	224	23	25	26	114	6	6	17	42	5	10	8	
	4.00%	3.34%	4.53%	2.93%	4.52%	4.30%	4.44%	1.65%	1.16%	1.10%	3.20%	1.56%	3.79%	4.31%	5.52%	
					I						IJ					
Appropriately skipped	951	1117	1062	6721	437	520	524	4819	385	420	399	2110	111	206	120	
	84.61%	86.79%	85.92%	87.84%	85.85%	89.35%	89.42%	69.92%	74.32%	76.78%	75.00%	78.26%	84.09%	88.79%	82.76%	
					I				H							
BASE = Those who responded	128	127	118	706	49	37	36	1959	127	121	116	544	16	16	17	
	11.39%	9.87%	9.55%	9.23%	9.63%	6.36%	6.14%	28.42%	24.52%	22.12%	21.80%	20.18%	12.12%	6.90%	11.72%	
					FG			I	E							
Yes	124	119	112	666	45	33	36	1911	124	119	112	528	15	15	15	
	96.88%	93.70%	94.92%	94.33%	91.84%	89.19%	100.00%	97.55%	97.64%	98.35%	96.55%	97.06%	93.75%	93.75%	88.24%	
							EF									
No	4	8	6	40	4	4	0	48	3	2	4	16	1	1	2	
	3.13%	6.30%	5.08%	5.67%	8.16%	10.81%	0.0%	2.45%	2.36%	1.65%	3.45%	2.94%	6.25%	6.25%	11.76%	
					G	G										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	43	46	236	25	24	19	105	5	8	6	33	6	9	10
	4.09%	3.34%	3.72%	3.08%	4.91%	4.12%	3.24%	1.52%	0.97%	1.46%	1.13%	1.22%	4.55%	3.88%	6.90%
					I										
BASE = Those who responded	1078	1244	1190	7415	484	558	567	6787	513	539	526	2663	126	223	135
	95.91%	96.66%	96.28%	96.92%	95.09%	95.88%	96.76%	98.48%	99.03%	98.54%	98.87%	98.78%	95.45%	96.12%	93.10%
								E							
Yes	306	323	270	1333	100	90	98	3836	287	301	254	1338	28	39	33
	28.39%	25.96%	22.69%	17.98%	20.66%	16.13%	17.28%	56.52%	55.95%	55.84%	48.29%	50.24%	22.22%	17.49%	24.44%
	C								KE	K					
No	772	921	920	6082	384	468	469	2951	226	238	272	1325	98	184	102
	71.61%	74.04%	77.31%	82.02%	79.34%	83.87%	82.72%	43.48%	44.05%	44.16%	51.71%	49.76%	77.78%	82.51%	75.56%
			A		I						IJ				
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	61	61	58	295	30	29	27	187	13	20	11	69	6	12	12	
	5.43%	4.74%	4.69%	3.86%	5.89%	4.98%	4.61%	2.71%	2.51%	3.66%	2.07%	2.56%	4.55%	5.17%	8.28%	
					I											
Appropriately skipped	772	921	920	6082	384	468	469	2951	226	238	272	1325	98	184	102	
	68.68%	71.56%	74.43%	79.49%	75.44%	80.41%	80.03%	42.82%	43.63%	43.51%	51.13%	49.15%	74.24%	79.31%	70.34%	
			A	E	I	E					IJ					
BASE = Those who responded	291	305	258	1274	95	85	90	3754	279	289	249	1302	28	36	31	
	25.89%	23.70%	20.87%	16.65%	18.66%	14.60%	15.36%	54.47%	53.86%	52.83%	46.80%	48.29%	21.21%	15.52%	21.38%	
	C							KE	K							
Yes	266	281	238	1164	87	79	83	3650	266	281	238	1257	25	34	28	
	91.41%	92.13%	92.25%	91.37%	91.58%	92.94%	92.22%	97.23%	95.34%	97.23%	95.58%	96.54%	89.29%	94.44%	90.32%	
No	25	24	20	110	8	6	7	104	13	8	11	45	3	2	3	
	8.59%	7.87%	7.75%	8.63%	8.42%	7.06%	7.78%	2.77%	4.66%	2.77%	4.42%	3.46%	10.71%	5.56%	9.68%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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74. What is your child's age?

	GSA - Gen Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	59	51	48	474	27	30	22	118	15	11	6	39	4	14	9
	5.25%	3.96%	3.88%	3.75%	5.30%	5.15%	3.75%	1.71%	2.90%	2.01%	1.13%	1.45%	3.03%	6.03%	6.21%
BASE = Those who responded	1065	1236	1188	12182	482	552	564	6774	503	536	526	2657	128	218	136
	94.75%	96.04%	96.12%	96.25%	94.70%	94.85%	96.25%	98.29%	97.10%	97.99%	98.87%	98.55%	96.97%	93.97%	93.79%
Less than 1 year old	36	17	16	300	15	9	8	56	7	5	3	29	3	8	4
	3.38%	1.38%	1.35%	2.46%	3.11%	1.63%	1.42%	0.83%	1.39%	0.93%	0.57%	1.09%	2.34%	3.67%	2.94%
	BC														
1 year or more (NET)	1029	1219	1172	11882	467	543	556	6718	496	531	523	2628	125	210	132
	96.62%	98.62%	98.65%	97.54%	96.89%	98.37%	98.58%	99.17%	98.61%	99.07%	99.43%	98.91%	97.66%	96.33%	97.06%
	A	A	A												
1 - 5 years old	256	361	327	3391	121	183	170	1066	77	72	80	428	32	54	35
	24.04%	29.21%	27.53%	27.84%	25.10%	33.15%	30.14%	15.74%	15.31%	13.43%	15.21%	16.11%	25.00%	24.77%	25.74%
	A	A	A		I	E									
6 - 10 years old	276	335	336	3433	120	145	155	2027	134	167	181	830	34	60	26
	25.92%	27.10%	28.28%	28.18%	24.90%	26.27%	27.48%	29.92%	26.64%	31.16%	34.41%	31.24%	26.56%	27.52%	19.12%
												I			
11 - 15 years old	342	350	362	3487	155	145	170	2516	213	202	183	971	37	67	51
	32.11%	28.32%	30.47%	28.62%	32.16%	26.27%	30.14%	37.14%	42.35%	37.69%	34.79%	36.54%	28.91%	30.73%	37.50%
	B				F				HKE						
Over 15 years old	155	173	147	1571	71	70	61	1109	72	90	79	399	22	29	20
	14.55%	14.00%	12.37%	12.90%	14.73%	12.68%	10.82%	16.37%	14.31%	16.79%	15.02%	15.02%	17.19%	13.30%	14.71%
2 years or more (NET)	985	1151	1114	11296	443	515	532	6620	489	524	516	2585	115	200	128
	92.49%	93.12%	93.77%	92.73%	91.91%	93.30%	94.33%	97.73%	97.22%	97.76%	98.10%	97.29%	89.84%	91.74%	94.12%
								E							
Average age	9.4535	9.0380	9.0699	8.9895	9.3838	8.6377	8.8599	10.5493	10.6064	10.6437	10.2947	10.3508	9.4375	9.2064	9.6176
					F				E						
Standard deviation	5.1682	5.0934	5.0125	5.0988	5.1545	5.1315	4.9890	4.5183	4.5080	4.3634	4.4164	4.5113	5.2213	5.0989	5.1693
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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75. Is your child male or female?

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	5	0	0	0	2	0	0	0	2	0	0	0	0
	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%
			AB												
No response	49	47	36	327	25	25	16	85	11	13	4	23	5	12	8
	4.36%	3.65%	2.91%	2.58%	4.91%	4.30%	2.73%	1.23%	2.12%	2.38%	0.75%	0.85%	3.79%	5.17%	5.52%
					DI					K					
BASE = Those who responded	1075	1240	1195	12329	484	557	568	6807	507	534	526	2673	127	220	137
	95.64%	96.35%	96.68%	97.42%	95.09%	95.70%	96.93%	98.77%	97.88%	97.62%	98.87%	99.15%	96.21%	94.83%	94.48%
				E				E							
Male	589	660	639	6504	252	266	289	4091	308	317	328	1605	67	114	71
	54.79%	53.23%	53.47%	52.75%	52.07%	47.76%	50.88%	60.10%	60.75%	59.36%	62.36%	60.04%	52.76%	51.82%	51.82%
								E							
Female	486	580	556	5825	232	291	279	2716	199	217	198	1068	60	106	66
	45.21%	46.77%	46.53%	47.25%	47.93%	52.24%	49.12%	39.90%	39.25%	40.64%	37.64%	39.96%	47.24%	48.18%	48.18%
					I										
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	80 7.12%	70 5.44%	54 4.37%	522 4.12%	39 7.66%	32 5.50%	22 3.75%	171 2.48%	21 4.05%	16 2.93%	16 3.01%	72 2.67%	11 8.33%	16 6.90%	12 8.28%	
BASE = Those who responded	1044 92.88%	1217 94.56%	1182 95.63%	12134 95.88%	470 92.34%	550 94.50%	564 96.25%	6721 97.52%	497 95.95%	531 97.07%	516 96.99%	2624 97.33%	121 91.67%	216 93.10%	133 91.72%	
Yes, Hispanic or Latino	103 9.87%	159 13.06%	99 8.38%	4202 34.63%	59 12.55%	77 14.00%	48 8.51%	1430 21.28%	24 4.83%	33 6.21%	31 6.01%	196 7.47%	30 24.79%	20 9.26%	9 6.77%	
No, not Hispanic or Latino	941 90.13%	1058 86.94%	1083 91.62%	7932 65.37%	411 87.45%	473 86.00%	516 91.49%	5291 78.72%	473 95.17%	498 93.79%	485 93.99%	2428 92.53%	91 75.21%	196 90.74%	124 93.23%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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77. What is your child's race?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	
No response	73 6.49%	79 6.14%	61 4.94%	1065 8.41%	41 8.06%	34 5.84%	23 3.92%	285 4.14%	13 2.51%	21 3.84%	11 2.07%	62 2.30%	13 9.85%	17 7.33%	11 7.59%	
BASE = Those who responded	1051 93.51%	1208 93.86%	1175 95.06%	11591 91.59%	468 91.94%	548 94.16%	563 96.08%	6607 95.86%	505 97.49%	526 96.16%	521 97.93%	2634 97.70%	119 90.15%	215 92.67%	134 92.41%	
White	476 45.29%	618 51.16%	602 51.23%	7429 64.09%	200 42.74%	279 50.91%	293 52.04%	4624 69.99%	240 47.52%	281 53.42%	277 53.17%	1635 62.07%	54 45.38%	79 36.74%	67 50.00%	
Black or African-American	545 51.86%	535 44.29%	551 46.89%	2416 20.84%	246 52.56%	238 43.43%	256 45.47%	1710 25.88%	262 51.88%	241 45.82%	251 48.18%	979 37.17%	58 48.74%	123 57.21%	65 48.51%	
Asian	35 3.33%	43 3.56%	38 3.23%	801 6.91%	17 3.63%	22 4.01%	21 3.73%	161 2.44%	8 1.58%	10 1.90%	10 1.92%	43 1.63%	8 6.72%	7 3.26%	2 1.49%	
Native Hawaiian or other Pacific Islander	9 0.86%	11 0.91%	4 0.34%	231 1.99%	3 0.64%	8 1.46%	1 0.18%	68 1.03%	4 0.79%	3 0.57%	2 0.38%	15 0.57%	0 0.0%	3 1.40%	0 0.0%	
American Indian or Alaska Native	48 4.57%	63 5.22%	62 5.28%	454 3.92%	20 4.27%	29 5.29%	36 6.39%	274 4.15%	31 6.14%	30 5.70%	30 5.76%	84 3.19%	6 5.04%	12 5.58%	2 1.49%	
Other	78 7.42%	113 9.35%	70 5.96%	1970 17.00%	34 7.26%	63 11.50%	33 5.86%	684 10.35%	30 5.94%	27 5.13%	23 4.41%	156 5.92%	10 8.40%	15 6.98%	9 6.72%	
Sigma	1264 112.46%	1462 113.60%	1388 112.30%	14366 113.51%	561 110.22%	673 115.64%	663 113.14%	7806 113.26%	588 113.51%	613 112.07%	604 113.53%	2974 110.31%	149 112.88%	256 110.34%	156 107.59%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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78. What is your age?

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	5	0	0	0	2	0	0	0	3	0	0	0	0
	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.56%	0.0%	0.0%	0.0%	0.0%
			AB												
No response	69	54	47	408	36	32	19	124	20	14	9	49	11	13	12
	6.14%	4.20%	3.80%	3.22%	7.07%	5.50%	3.24%	1.80%	3.86%	2.56%	1.69%	1.82%	8.33%	5.60%	8.28%
	BC			DGI				HK							
BASE = Those who responded	1055	1233	1184	12248	473	550	565	6768	498	533	520	2647	121	219	133
	93.86%	95.80%	95.79%	96.78%	92.93%	94.50%	96.42%	98.20%	96.14%	97.44%	97.74%	98.18%	91.67%	94.40%	91.72%
		A	A	E				I	E						
Under 18 (v 16)	102	104	103	862	45	38	41	578	51	54	41	246	8	23	14
	9.67%	8.43%	8.70%	7.04%	9.51%	6.91%	7.26%	8.54%	10.24%	10.13%	7.88%	9.29%	6.61%	10.50%	10.53%
18 to 24 (v 21)	61	76	72	633	30	39	32	173	11	14	18	89	4	15	11
	5.78%	6.16%	6.08%	5.17%	6.34%	7.09%	5.66%	2.56%	2.21%	2.63%	3.46%	3.36%	3.31%	6.85%	8.27%
					I										
25 to 34 (v 29.5)	326	427	401	3545	148	200	203	1522	139	151	160	604	40	68	40
	30.90%	34.63%	33.87%	28.94%	31.29%	36.36%	35.93%	22.49%	27.91%	28.33%	30.77%	22.82%	33.06%	31.05%	30.08%
								H							
35 to 44 (v 39.5)	324	376	396	4084	137	179	202	2186	161	188	184	830	36	66	35
	30.71%	30.49%	33.45%	33.34%	28.96%	32.55%	35.75%	32.30%	32.33%	35.27%	35.38%	31.36%	29.75%	30.14%	26.32%
				E			E								
45 to 54 (v 49.5)	143	135	126	2023	68	56	54	1298	77	66	72	461	20	27	21
	13.55%	10.95%	10.64%	16.52%	14.38%	10.18%	9.56%	19.18%	15.46%	12.38%	13.85%	17.42%	16.53%	12.33%	15.79%
	C			FG				I							
55 to 64 (v 59.5)	64	79	49	723	32	25	21	657	39	44	28	265	11	17	4
	6.07%	6.41%	4.14%	5.90%	6.77%	4.55%	3.72%	9.71%	7.83%	8.26%	5.38%	10.01%	9.09%	7.76%	3.01%
	C	C		G								O	O		
65 to 74 (v 69.5)	29	32	29	311	10	12	7	285	18	14	16	122	2	3	5
	2.75%	2.60%	2.45%	2.54%	2.11%	2.18%	1.24%	4.21%	3.61%	2.63%	3.08%	4.61%	1.65%	1.37%	3.76%
75 or older (v 79.5)	6	4	8	67	3	1	5	69	2	2	1	30	0	0	3
	0.57%	0.32%	0.68%	0.55%	0.63%	0.18%	0.88%	1.02%	0.40%	0.38%	0.19%	1.13%	0.0%	0.0%	2.26%
								I							
Average age	36.6891	36.1991	35.8408	37.8085	36.6406	35.5827	35.5788	40.3018	38.2510	37.6276	37.3913	39.9921	37.9959	35.8562	36.6992
				E				I							
Standard deviation	12.9553	12.5115	12.2223	12.4246	12.9605	11.5910	11.3906	13.7832	13.2744	12.8379	12.1600	14.2297	12.0992	12.4467	14.3671
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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79. Are you male or female?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	63	44	48	392	29	25	21	116	13	11	7	39	10	10	9	
	5.60%	3.42%	3.88%	3.10%	5.70%	4.30%	3.58%	1.68%	2.51%	2.01%	1.32%	1.45%	7.58%	4.31%	6.21%	
	B				DI											
BASE = Those who responded	1061	1243	1187	12264	480	557	564	6776	505	536	524	2657	122	222	136	
	94.40%	96.58%	96.04%	96.90%	94.30%	95.70%	96.25%	98.32%	97.49%	97.99%	98.50%	98.55%	92.42%	95.69%	93.79%	
		A		E				E								
Male	89	104	80	1638	43	52	45	678	37	38	35	254	14	16	13	
	8.39%	8.37%	6.74%	13.36%	8.96%	9.34%	7.98%	10.01%	7.33%	7.09%	6.68%	9.56%	11.48%	7.21%	9.56%	
				E				I								
Female	972	1139	1107	10626	437	505	519	6098	468	498	489	2403	108	206	123	
	91.61%	91.63%	93.26%	86.64%	91.04%	90.66%	92.02%	89.99%	92.67%	92.91%	93.32%	90.44%	88.52%	92.79%	90.44%	
				D				H								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - Gen Pop		
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
No response	73	73	61	605	36	35	25	173	17	19	11	59	10	17	9	
	6.49%	5.67%	4.94%	4.78%	7.07%	6.01%	4.27%	2.51%	3.28%	3.47%	2.07%	2.19%	7.58%	7.33%	6.21%	
	DGI															
BASE = Those who responded	1051	1214	1175	12051	473	547	561	6719	501	528	521	2637	122	215	136	
	93.51%	94.33%	95.06%	95.22%	92.93%	93.99%	95.73%	97.49%	96.72%	96.53%	97.93%	97.81%	92.42%	92.67%	93.79%	
	E															
High school or less (NET)	540	645	617	6198	259	282	291	3047	222	266	270	1182	66	121	72	
	51.38%	53.13%	52.51%	51.43%	54.76%	51.55%	51.87%	45.35%	44.31%	50.38%	51.82%	44.82%	54.10%	56.28%	52.94%	
	I															
8th grade or less	58	77	41	880	27	35	19	319	23	22	19	111	9	12	6	
	5.52%	6.34%	3.49%	7.30%	5.71%	6.40%	3.39%	4.75%	4.59%	4.17%	3.65%	4.21%	7.38%	5.58%	4.41%	
	C															
Some high school, but did not graduate	120	163	156	1356	51	69	67	677	49	69	71	246	10	26	15	
	11.42%	13.43%	13.28%	11.25%	10.78%	12.61%	11.94%	10.08%	9.78%	13.07%	13.63%	9.33%	8.20%	12.09%	11.03%	
	DI															
High school graduate or GED	362	405	420	3962	181	178	205	2051	150	175	180	825	47	83	51	
	34.44%	33.36%	35.74%	32.88%	38.27%	32.54%	36.54%	30.53%	29.94%	33.14%	34.55%	31.29%	38.52%	38.60%	37.50%	
	DI															
Some college or more (NET)	511	569	558	5853	214	265	270	3672	279	262	251	1455	56	94	64	
	48.62%	46.87%	47.49%	48.57%	45.24%	48.45%	48.13%	54.65%	55.69%	49.62%	48.18%	55.18%	45.90%	43.72%	47.06%	
	KE															
Some college or 2-year degree	385	414	416	3863	155	183	202	2559	211	197	192	1074	38	66	51	
	36.63%	34.10%	35.40%	32.06%	32.77%	33.46%	36.01%	38.09%	42.12%	37.31%	36.85%	40.73%	31.15%	30.70%	37.50%	
	E															
4-year college graduate	88	92	84	1260	38	49	41	675	46	38	39	230	13	18	7	
	8.37%	7.58%	7.15%	10.46%	8.03%	8.96%	7.31%	10.05%	9.18%	7.20%	7.49%	8.72%	10.66%	8.37%	5.15%	
	I															
More than 4-year college degree	38	63	58	730	21	33	27	438	22	27	20	151	5	10	6	
	3.62%	5.19%	4.94%	6.06%	4.44%	6.03%	4.81%	6.52%	4.39%	5.11%	3.84%	5.73%	4.10%	4.65%	4.41%	
	I															
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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81. How are you related to the child?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	17	0	0	0	12	0	0	0	11	0	0	0	0	
	0.0%	0.0%	1.38%	0.0%	0.0%	0.0%	2.05%	0.0%	0.0%	0.0%	2.07%	0.0%	0.0%	0.0%	0.0%	
			AB				EF				IJ					
No response	84	68	50	596	40	36	19	354	30	25	9	137	14	14	12	
	7.47%	5.28%	4.05%	4.71%	7.86%	6.19%	3.24%	5.14%	5.79%	4.57%	1.69%	5.08%	10.61%	6.03%	8.28%	
	BC			DG		G			K	K						
BASE = Those who responded	1040	1219	1169	12060	469	546	555	6538	488	522	512	2559	118	218	133	
	92.53%	94.72%	94.58%	95.29%	92.14%	93.81%	94.71%	94.86%	94.21%	95.43%	96.24%	94.92%	89.39%	93.97%	91.72%	
		A	A	E												
Mother or father	933	1095	1058	11065	420	497	514	5601	422	461	453	2160	110	194	116	
	89.71%	89.83%	90.50%	91.75%	89.55%	91.03%	92.61%	85.67%	86.48%	88.31%	88.48%	84.41%	93.22%	88.99%	87.22%	
Grandparent	68	92	82	659	32	40	29	598	38	49	44	271	6	17	9	
	6.54%	7.55%	7.01%	5.46%	6.82%	7.33%	5.23%	9.15%	7.79%	9.39%	8.59%	10.59%	5.08%	7.80%	6.77%	
Other (NET)	39	32	29	336	17	9	12	339	28	12	15	128	2	7	8	
	3.75%	2.63%	2.48%	2.79%	3.62%	1.65%	2.16%	5.19%	5.74%	2.30%	2.93%	5.00%	1.69%	3.21%	6.02%	
									JK							
Aunt or uncle	10	5	6	94	6	1	3	78	6	0	1	35	2	1	3	
	0.96%	0.41%	0.51%	0.78%	1.28%	0.18%	0.54%	1.19%	1.23%	0.0%	0.20%	1.37%	1.69%	0.46%	2.26%	
					F				J							
Older brother or sister	2	1	1	28	1	0	0	12	1	0	0	7	0	0	1	
	0.19%	0.08%	0.09%	0.23%	0.21%	0.0%	0.0%	0.18%	0.20%	0.0%	0.0%	0.27%	0.0%	0.0%	0.75%	
Other relative	2	2	6	15	2	1	3	13	2	1	3	5	0	0	2	
	0.19%	0.16%	0.51%	0.12%	0.43%	0.18%	0.54%	0.20%	0.41%	0.19%	0.59%	0.20%	0.0%	0.0%	1.50%	
Legal guardian	24	20	15	155	8	5	5	185	18	10	11	79	0	6	2	
	2.31%	1.64%	1.28%	1.29%	1.71%	0.92%	0.90%	2.83%	3.69%	1.92%	2.15%	3.09%	0.0%	2.75%	1.50%	
														M		
Someone else	1	4	1	44	0	2	1	51	1	1	0	2	0	0	0	
	0.10%	0.33%	0.09%	0.36%	0.0%	0.37%	0.18%	0.78%	0.20%	0.19%	0.0%	0.08%	0.0%	0.0%	0.0%	
				E				I								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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82. Did someone help you complete this survey?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	11	10	8	169	4	4	2	62	9	5	2	21	2	1	1	
	0.98%	0.78%	0.65%	1.34%	0.79%	0.69%	0.34%	0.90%	1.74%	0.91%	0.38%	0.78%	1.52%	0.43%	0.69%	
									K							
Appropriately skipped	608	642	693	5331	280	293	345	2553	241	250	284	1063	75	135	70	
	54.09%	49.88%	56.07%	42.12%	55.01%	50.34%	58.87%	37.04%	46.53%	45.70%	53.38%	39.43%	56.82%	58.19%	48.28%	
	B		B		DI		F		H		IJ					
BASE = Those who responded	505	635	535	7156	225	285	239	4277	268	292	246	1612	55	96	74	
	44.93%	49.34%	43.28%	56.54%	44.20%	48.97%	40.78%	62.06%	51.74%	53.38%	46.24%	59.79%	41.67%	41.38%	51.03%	
		AC		E		G		I	E	K						
Yes	16	32	17	338	10	14	8	161	7	6	6	69	3	4	3	
	3.17%	5.04%	3.18%	4.72%	4.44%	4.91%	3.35%	3.76%	2.61%	2.05%	2.44%	4.28%	5.45%	4.17%	4.05%	
No	489	603	518	6818	215	271	231	4116	261	286	240	1543	52	92	71	
	96.83%	94.96%	96.82%	95.28%	95.56%	95.09%	96.65%	96.24%	97.39%	97.95%	97.56%	95.72%	94.55%	95.83%	95.95%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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83. How did that person help you?

														GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	
No response	11 0.98%	10 0.78%	9 0.73%	179 1.41%	4 0.79%	4 0.69%	2 0.34%	64 0.93%	9 1.74%	5 0.91%	2 0.38%	22 0.82%	2 1.52%	1 0.43%	1 0.69%	
Appropriately skipped	1097 97.60%	1245 96.74%	1211 97.98%	12149 95.99%	495 97.25%	564 96.91%	576 98.29%	6669 96.76%	502 96.91%	536 97.99%	524 98.50%	2606 96.66%	127 96.21%	227 97.84%	141 97.24%	
BASE = Those who responded	16 1.42%	32 2.49%	16 1.29%	328 2.59%	10 1.96%	14 2.41%	8 1.37%	159 2.31%	7 1.35%	6 1.10%	6 1.13%	68 2.52%	3 2.27%	4 1.72%	3 2.07%	
Read the questions to me	7 43.75%	16 50.00%	8 50.00%	149 45.43%	4 40.00%	7 50.00%	3 37.50%	74 46.54%	2 28.57%	3 50.00%	5 83.33%	31 45.59%	2 66.67%	2 50.00%	0 0.0%	
Wrote down the answers I gave	4 25.00%	1 3.13%	2 12.50%	79 24.09%	3 30.00%	0 0.0%	0 0.0%	52 32.70%	1 14.29%	0 0.0%	1 16.67%	25 36.76%	1 33.33%	1 25.00%	1 33.33%	
Answered the questions for me	3 18.75%	12 37.50%	3 18.75%	43 13.11%	2 20.00%	5 35.71%	1 12.50%	34 21.38%	3 42.86%	2 33.33%	2 33.33%	13 19.12%	0 0.0%	1 25.00%	1 33.33%	
Translated the questions into my language	4 25.00%	10 31.25%	6 37.50%	162 49.39%	3 30.00%	3 21.43%	3 37.50%	43 27.04%	1 14.29%	2 33.33%	0 0.0%	23 33.82%	2 66.67%	0 0.0%	1 33.33%	
Helped in some other way	3 18.75%	4 12.50%	2 12.50%	30 9.15%	1 10.00%	2 14.29%	2 25.00%	23 14.47%	2 28.57%	1 16.67%	0 0.0%	7 10.29%	0 0.0%	1 25.00%	0 0.0%	
Sigma	1129 100.44%	1298 100.85%	1241 100.40%	12791 101.07%	512 100.59%	585 100.52%	587 100.17%	6959 100.97%	520 100.39%	549 100.37%	534 100.38%	2727 101.15%	134 101.52%	233 100.43%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%
Multiple mark	0 0.0%	0 0.0%	9 0.73% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	8 1.50% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	314 27.94%	475 36.91% A	413 33.41% A	3459 27.45%	142 27.90%	206 35.40% E	208 35.49% E	1967 28.76% I	125 24.13%	191 34.92% I	167 31.39% I	745 27.63%	34 25.76%	66 28.45%	42 28.97%
I did not try to get any care, tests, or treatment for my child in the last 6 months	484 43.06% C	505 39.24%	479 38.75%	5876 46.63%	226 44.40%	250 42.96%	232 39.59%	2574 37.63%	211 40.73% JK	187 34.19%	179 33.65%	1136 42.14%	54 40.91%	105 45.26%	67 46.21%
BASE = Those who responded	326 29.00% B	307 23.85%	335 27.10%	3267 25.92%	141 27.70% F	126 21.65%	144 24.57%	2299 33.61% E	182 35.14%	169 30.90%	178 33.46%	815 30.23%	44 33.33%	61 26.29%	36 24.83%
I had to wait too long for the health plan to give the OK	38 11.66%	40 13.03%	48 14.33%	456 13.96%	19 13.48%	17 13.49%	18 12.50%	347 15.09%	20 10.99%	23 13.61%	30 16.85%	111 13.62%	9 20.45%	7 11.48%	3 8.33%
I did not know where to go to get a physician for care, lab work, or an x-ray (NET)	10 3.07%	12 3.91%	18 5.37%	130 3.98%	4 2.84%	4 3.17%	8 5.56%	82 3.57%	7 3.85%	7 4.14%	10 5.62%	33 4.05%	0 0.0%	1 1.64%	3 8.33%
I did not know where to go to get a physician for care	0 0.0%	11 3.58% A	17 5.07% A	0 0.0%	0 0.0%	3 2.38%	7 4.86% E	0 0.0%	0 0.0%	7 4.14% I	10 5.62% I	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	1 0.33%	1 0.30%	0 0.0%	0 0.0%	1 0.79%	1 0.69%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I could not find a doctor, lab, or x-ray facility in my child's network	19 5.83%	12 3.91%	23 6.87%	200 6.12%	9 6.38%	4 3.17%	9 6.25%	191 8.31%	14 7.69%	6 3.55%	13 7.30%	74 9.08%	2 4.55%	5 8.20%	2 5.56%
I could not find a doctor, lab, or x-ray facility that was easy to get to (NET)	15 4.60%	19 6.19%	24 7.16%	137 4.19%	5 3.55%	5 3.97%	7 4.86%	87 3.78%	7 3.85%	16 9.47% I	11 6.18%	33 4.05%	1 2.27%	0 0.0%	4 11.11% N
I could not find a doctor who was easy to get to	0 0.0%	16 5.21% A	22 6.57% A	0 0.0%	0 0.0%	3 2.38%	7 4.86% E	0 0.0%	0 0.0%	14 8.28% I	10 5.62% I	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	3 0.98%	2 0.60%	0 0.0%	0 0.0%	2 1.59%	0 0.0%	0 0.0%	0 0.0%	2 1.18%	1 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I had to wait too long to get an appointment	68 20.86%	76 24.76%	73 21.79%	890 27.24% E	24 17.02%	32 25.40%	40 27.78% E	635 27.62%	45 24.73%	44 26.04%	38 21.35%	201 24.66%	10 22.73%	10 16.39%	4 11.11%
I could not find someone who spoke my language	0 0.0%	12 3.91% A	5 1.49% A	0 0.0%	0 0.0%	6 4.76% E	2 1.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Other, personal reason	176	136	144	1454	80	58	60	957	89	73	76	363	22	38	20
	53.99%	44.30%	42.99%	44.51%	56.74%	46.03%	41.67%	41.63%	48.90%	43.20%	42.70%	44.54%	50.00%	62.30%	55.56%
	BC				DG										
Sigma	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

85. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	GSA - Gen Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	86 7.65%	72 5.59%	81 6.55%	691 5.48%	43 8.45%	38 6.53%	35 5.97%	209 3.06%	18 3.47%	14 2.56%	23 4.32%	69 2.56%	11 8.33%	17 7.33%	15 10.34%		
I did not call after hours in the last 6 months	437 38.88%	7 0.54%	6 0.49%	5495 43.60%	203 39.88%	2 0.34%	3 0.51%	3126 45.70%	203 39.19%	3 0.55%	2 0.38%	1278 47.40%	48 36.36%	93 40.09%	62 42.76%		
Appropriately skipped	0 0.0%	1078 83.76%	1047 84.71%	0 0.0%	0 0.0%	477 81.96%	506 86.35%	0 0.0%	0 0.0%	470 85.92%	456 85.71%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
BASE = Those who responded	601 53.47%	130 10.10%	102 8.25%	6416 50.91%	263 51.67%	65 11.17%	42 7.17%	3505 51.24%	297 57.34%	60 10.97%	51 9.59%	1349 50.04%	73 55.30%	122 52.59%	68 46.90%		
Never	83 13.81%	10 7.69%	10 9.80%	860 13.40%	35 13.31%	5 7.69%	5 11.90%	403 11.50%	48 16.16%	3 5.00%	5 9.80%	156 11.56%	11 15.07%	15 12.30%	9 13.24%		
Sometimes	71 11.81%	9 6.92%	12 11.76%	820 12.78%	35 13.31%	5 7.69%	6 14.29%	388 11.07%	33 11.11%	6 10.00%	5 9.80%	146 10.82%	10 13.70%	16 13.11%	9 13.24%		
Bottom Two Box (%Never + %Sometimes)	154 25.62%	19 14.62%	22 21.57%	1680 26.18%	70 26.62%	10 15.38%	11 26.19%	791 22.57%	81 27.27%	9 15.00%	10 19.61%	302 22.39%	21 28.77%	31 25.41%	18 26.47%		
Usually	98 16.31%	25 19.23%	13 12.75%	1294 20.17%	39 14.83%	12 18.46%	4 9.52%	750 21.40%	54 18.18%	13 21.67%	7 13.73%	249 18.46%	13 17.81%	16 13.11%	10 14.71%		
Always	349 58.07%	86 66.15%	67 65.69%	3442 53.65%	154 58.56%	43 66.15%	27 64.29%	1964 56.03%	162 54.55%	38 63.33%	34 66.67%	798 59.15%	39 53.42%	75 61.48%	40 58.82%		
Top Two Box (%Always + %Usually)	447 74.38%	111 85.38%	80 78.43%	4736 73.82%	193 73.38%	55 84.62%	31 73.81%	2714 77.43%	216 72.73%	51 85.00%	41 80.39%	1047 77.61%	52 71.23%	91 74.59%	50 73.53%		
4-point composite mean	3.1864	3.4385	3.3431	3.1406	3.1863	3.4308	3.2619	3.2197	3.1111	3.4333	3.3725	3.2520	3.0959	3.2377	3.1912		
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

86. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

	2018													GSA - Gen Pop		
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. Qual. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	111	80	81	888	54	44	36	275	29	16	18	94	14	24	16	
	9.88%	6.22%	6.55%	7.05%	10.61%	7.56%	6.14%	4.02%	5.60%	2.93%	3.38%	3.49%	10.61%	10.34%	11.03%	
	BC				DGI				J							
BASE = Those who responded	1013	1207	1154	11714	455	538	549	6565	489	531	514	2602	118	208	129	
	90.12%	93.78%	93.37%	92.95%	89.39%	92.44%	93.69%	95.98%	94.40%	97.07%	96.62%	96.51%	89.39%	89.66%	88.97%	
		A	A	E			E		E	I						
Never	780	1048	1035	8836	344	467	485	5322	395	465	467	2155	87	160	97	
	77.00%	86.83%	89.69%	75.43%	75.60%	86.80%	88.34%	81.07%	80.78%	87.57%	90.86%	82.82%	73.73%	76.92%	75.19%	
		A	AB			E	E			I	I					
Sometimes	36	47	24	832	11	24	14	263	16	16	11	69	6	3	2	
	3.55%	3.89%	2.08%	7.10%	2.42%	4.46%	2.55%	4.01%	3.27%	3.01%	2.14%	2.65%	5.08%	1.44%	1.55%	
	C	C		E												
Bottom Two Box (%Never + %Sometimes)	816	1095	1059	9668	355	491	499	5585	411	481	478	2224	93	163	99	
	80.55%	90.72%	91.77%	82.53%	78.02%	91.26%	90.89%	85.07%	84.05%	90.58%	93.00%	85.47%	78.81%	78.37%	76.74%	
		A	A	E		E	E		E	I	I					
Usually	17	19	19	427	8	8	11	181	3	6	6	61	2	2	4	
	1.68%	1.57%	1.65%	3.65%	1.76%	1.49%	2.00%	2.76%	0.61%	1.13%	1.17%	2.34%	1.69%	0.96%	3.10%	
				E				I								
Always	180	93	76	1619	92	39	39	799	75	44	30	317	23	43	26	
	17.77%	7.71%	6.59%	13.82%	20.22%	7.25%	7.10%	12.17%	15.34%	8.29%	5.84%	12.18%	19.49%	20.67%	20.16%	
	BC			DFG				JK								
Top Two Box (%Always + %Usually)	197	112	95	2046	100	47	50	980	78	50	36	378	25	45	30	
	19.45%	9.28%	8.23%	17.47%	21.98%	8.74%	9.11%	14.93%	15.95%	9.42%	7.00%	14.53%	21.19%	21.63%	23.26%	
	BC			DFGI				JK								
4-point composite mean	1.6022	1.3016	1.2513	1.5586	1.6659	1.2918	1.2787	1.4603	1.5051	1.3013	1.2198	1.4389	1.6695	1.6538	1.6822	
	BC				FGI				JK							
Sigma	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

87. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

														GSA - Gen Pop		
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	115	86	81	901	58	45	37	289	32	19	20	109	16	27	15	
	10.23%	6.68%	6.55%	7.15%	11.39%	7.73%	6.31%	4.23%	6.18%	3.47%	3.76%	4.04%	12.12%	11.64%	10.34%	
	BC				DFGI				J							
BASE = Those who responded	1009	1201	1154	11701	451	537	549	6551	486	528	512	2587	116	205	130	
	89.77%	93.32%	93.37%	92.85%	88.61%	92.27%	93.69%	95.77%	93.82%	96.53%	96.24%	95.96%	87.88%	88.36%	89.66%	
		A	A	E		E	E		E	I						
Never	762	1037	1019	8933	338	453	475	5324	385	464	457	2140	87	155	96	
	75.52%	86.34%	88.30%	76.34%	74.94%	84.36%	86.52%	81.27%	79.22%	87.88%	89.26%	82.72%	75.00%	75.61%	73.85%	
		A	A			E	E			I	I					
Sometimes	41	38	26	877	14	18	15	304	15	13	15	85	2	9	3	
	4.06%	3.16%	2.25%	7.50%	3.10%	3.35%	2.73%	4.64%	3.09%	2.46%	2.93%	3.29%	1.72%	4.39%	2.31%	
	C			E												
Bottom Two Box (%Never + %Sometimes)	803	1075	1045	9810	352	471	490	5628	400	477	472	2225	89	164	99	
	79.58%	89.51%	90.55%	83.84%	78.05%	87.71%	89.25%	85.91%	82.30%	90.34%	92.19%	86.01%	76.72%	80.00%	76.15%	
		A	A	E		E	E	I		I	I					
Usually	28	25	32	532	15	11	19	224	9	8	8	78	7	4	4	
	2.78%	2.08%	2.77%	4.55%	3.33%	2.05%	3.46%	3.42%	1.85%	1.52%	1.56%	3.02%	6.03%	1.95%	3.08%	
								I								
Always	178	101	77	1359	84	55	40	699	77	43	32	284	20	37	27	
	17.64%	8.41%	6.67%	11.61%	18.63%	10.24%	7.29%	10.67%	15.84%	8.14%	6.25%	10.98%	17.24%	18.05%	20.77%	
	BC			DFG					HJK							
Top Two Box (%Always + %Usually)	206	126	109	1891	99	66	59	923	86	51	40	362	27	41	31	
	20.42%	10.49%	9.45%	16.16%	21.95%	12.29%	10.75%	14.09%	17.70%	9.66%	7.81%	13.99%	23.28%	20.00%	23.85%	
	BC			DFG					HJK							
4-point composite mean	1.6254	1.3256	1.2782	1.5143	1.6563	1.3818	1.3151	1.4349	1.5432	1.2992	1.2480	1.4225	1.6552	1.6244	1.7077	
	BC				DFG				HJK							
Sigma	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	132	232	145	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

88. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

	GSA - Gen Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124 100.00%	1287 100.00%	1236 100.00%	12301 100.00%	509 100.00%	582 100.00%	586 100.00%	6494 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		
No response	158 14.06%	79 6.14%	94 7.61%	1876 15.25%	75 14.73%	42 7.22%	41 7.00%	644 9.92%	52 10.04%	19 3.47%	28 5.26%	200 7.42%	19 14.39%	31 13.36%	25 17.24%		
I did not use the site	504 44.84%	2 0.16%	0 0.0%	6502 52.86%	220 43.22%	1 0.17%	0 0.0%	3805 58.59%	263 50.77%	1 0.18%	0 0.0%	1552 57.57%	50 37.88%	100 43.10%	70 48.28%		
Appropriately skipped	0 0.0%	1135 88.19%	1072 86.73%	0 0.0%	0 0.0%	505 86.77%	515 87.88%	0 0.0%	0 0.0%	487 89.03%	467 87.78%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
BASE = Those who responded	462 41.10%	71 5.52%	70 5.66%	3923 31.89%	214 42.04%	34 5.84%	30 5.12%	2045 31.49%	203 39.19%	40 7.31%	37 6.95%	944 35.01%	63 47.73%	101 43.53%	50 34.48%		
The print was too small	17 3.68%	2 2.82%	5 7.14%	242 6.17%	7 3.27%	2 5.88%	3 10.00%	113 5.53%	8 3.94%	0 0.0%	1 2.70%	36 3.81%	3 4.76%	4 3.96%	0 0.0%		
The information was hard to understand	26 5.63%	6 8.45%	8 11.43%	404 10.30%	11 5.14%	2 5.88%	4 13.33%	147 7.19%	9 4.43%	5 12.50%	3 8.11%	47 4.98%	6 9.52%	4 3.96%	1 2.00%		
It was hard to find the information I was looking for	58 12.55%	19 26.76%	14 20.00%	647 16.49%	23 10.75%	8 23.53%	6 20.00%	321 15.70%	28 13.79%	14 35.00%	9 24.32%	126 13.35%	8 12.70%	8 7.92%	7 14.00%		
The information was wrong	33 7.14%	8 11.27%	9 12.86%	255 6.50%	12 5.61%	2 5.88%	3 10.00%	135 6.60%	18 8.87%	6 15.00%	7 18.92%	66 6.99%	2 3.17%	7 6.93%	3 6.00%		
It was not in my language	0 0.0%	5 7.04%	3 4.29%	0 0.0%	0 0.0%	5 14.71%	1 3.33%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
I did not have a problem	342 74.03%	42 59.15%	47 67.14%	2767 70.53%	166 77.57%	20 58.82%	20 66.67%	1468 71.78%	145 71.43%	23 57.50%	24 64.86%	706 74.79%	47 74.60%	80 79.21%	39 78.00%		
Sigma	1138 101.25%	1298 100.85%	1252 101.29%	12693 103.19%	514 100.98%	587 100.86%	593 101.19%	6633 102.14%	523 100.97%	556 101.65%	539 101.32%	2733 101.37%	135 102.27%	234 100.86%	145 100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

89. In the last 6 months, if you called customer service regarding mental health or substance abuse services for your child, how often was the staff helpful and provided the help you needed?

	GSA - Gen Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124 100.00%	1287 100.00%	1236 100.00%	9528 100.00%	509 100.00%	582 100.00%	586 100.00%	5296 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		
Multiple mark	0 0.0%	0 0.0%	5 0.40% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	4 0.75% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	124 11.03% BC	102 7.93%	94 7.61%	713 7.48%	61 11.98% DGI	56 9.62%	46 7.85%	263 4.97%	38 7.34% HJ	24 4.39%	27 5.08%	125 4.64%	16 12.12%	26 11.21%	19 13.10%		
I did not call customer service for my child's mental health or substance abuse services in the last 6 months	671 59.70% B	706 54.86%	713 57.69%	6622 69.50% E	300 58.94%	315 54.12%	351 59.90% F	3846 72.62% I	331 63.90% K	321 58.68%	308 57.89%	1979 73.41%	71 53.79%	145 62.50%	84 57.93%		
BASE = Those who responded	329 29.27%	479 37.22% A	424 34.30% A	2193 23.02%	148 29.08% D	211 36.25% E	187 31.91%	1187 22.41%	149 28.76% H	202 36.93% I	193 36.28% I	592 21.96%	45 34.09%	61 26.29%	42 28.97%		
Never	116 35.26%	218 45.51% A	195 45.99% A	862 39.31%	47 31.76%	98 46.45% E	93 49.73% E	344 28.98%	46 30.87%	78 38.61%	77 39.90%	173 29.22%	11 24.44%	22 36.07%	14 33.33%		
Sometimes	21 6.38%	37 7.72%	26 6.13%	198 9.03% E	5 3.38%	15 7.11%	8 4.28%	104 8.76%	14 9.40% E	18 8.91%	11 5.70%	45 7.60%	2 4.44%	1 1.64%	2 4.76%		
Bottom Two Box (%Never + %Sometimes)	137 41.64%	255 53.24% A	221 52.12% A	1060 48.34% E	52 35.14%	113 53.55% E	101 54.01% E	448 37.74%	60 40.27%	96 47.52%	88 45.60%	218 36.82%	13 28.89%	23 37.70%	16 38.10%		
Usually	38 11.55% C	49 10.23%	30 7.08%	264 12.04%	20 13.51%	22 10.43%	14 7.49%	170 14.32%	17 11.41%	24 11.88%	15 7.77%	71 11.99%	7 15.56%	9 14.75%	4 9.52%		
Always	154 46.81% B	175 36.53%	173 40.80%	869 39.63%	76 51.35% DFG	76 36.02%	72 38.50%	569 47.94%	72 48.32%	82 40.59%	90 46.63%	303 51.18%	25 55.56%	29 47.54%	22 52.38%		
Top Two Box (%Always + %Usually)	192 58.36% BC	224 46.76%	203 47.88%	1133 51.66%	96 64.86% DFG	98 46.45%	86 45.99%	739 62.26%	89 59.73%	106 52.48%	105 54.40%	374 63.18%	32 71.11%	38 62.30%	26 61.90%		
4-point composite mean	2.6991 BC	2.3779	2.4269	2.5198	2.8446 DFG	2.3602	2.3476	2.8121	2.7718	2.5446	2.6114	2.8514	3.0222	2.7377	2.8095		
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	9528 100.00%	509 100.00%	582 100.00%	586 100.00%	5296 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	9528	509	582	586	5296	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	6	0	0	0	1	0	0	0	3	0	0	0	0
	0.0%	0.0%	0.49%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.56%	0.0%	0.0%	0.0%	0.0%
			AB												
No response	144	147	142	1007	72	76	74	379	42	41	43	188	19	26	27
	12.81%	11.42%	11.49%	10.57%	14.15%	13.06%	12.63%	7.16%	8.11%	7.50%	8.08%	6.97%	14.39%	11.21%	18.62%
				DI											
My child did not receive mental health or substance abuse services in the last 6 months	608	625	626	6324	282	305	309	2775	251	222	230	1547	71	137	74
	54.09%	48.56%	50.65%	66.37%	55.40%	52.41%	52.73%	52.40%	48.46%	40.59%	43.23%	57.38%	53.79%	59.05%	51.03%
	B			E	I			J							
BASE = Those who responded	372	515	462	2197	155	201	202	2142	225	284	256	961	42	69	44
	33.10%	40.02%	37.38%	23.06%	30.45%	34.54%	34.47%	40.45%	43.44%	51.92%	48.12%	35.65%	31.82%	29.74%	30.34%
	A	A	A	D				E	I						
10 - Best mental health or substance abuse services possible	181	293	260	1054	83	124	108	862	99	133	135	422	19	40	24
	48.66%	56.89%	56.28%	47.97%	53.55%	61.69%	53.47%	40.24%	44.00%	46.83%	52.73%	43.91%	45.24%	57.97%	54.55%
	A	A	A												
9 -	32	55	48	273	14	22	17	276	21	40	30	110	9	2	3
	8.60%	10.68%	10.39%	12.43%	9.03%	10.95%	8.42%	12.89%	9.33%	14.08%	11.72%	11.45%	21.43%	2.90%	6.82%
													N		
Top Two Box	213	348	308	1327	97	146	125	1138	120	173	165	532	28	42	27
	57.26%	67.57%	66.67%	60.40%	62.58%	72.64%	61.88%	53.13%	53.33%	60.92%	64.45%	55.36%	66.67%	60.87%	61.36%
	A	A	A			EG					I				
8 -	45	53	46	255	15	15	19	324	26	30	28	126	5	5	5
	12.10%	10.29%	9.96%	11.61%	9.68%	7.46%	9.41%	15.13%	11.56%	10.56%	10.94%	13.11%	11.90%	7.25%	11.36%
Top Three Box	258	401	354	1582	112	161	144	1462	146	203	193	658	33	47	32
	69.35%	77.86%	76.62%	72.01%	72.26%	80.10%	71.29%	68.25%	64.89%	71.48%	75.39%	68.47%	78.57%	68.12%	72.73%
	A	A	A			G					I				
7 -	24	26	27	164	11	9	17	212	21	18	15	75	1	7	3
	6.45%	5.05%	5.84%	7.46%	7.10%	4.48%	8.42%	9.90%	9.33%	6.34%	5.86%	7.80%	2.38%	10.14%	6.82%
6 -	14	24	8	76	3	6	3	104	12	19	6	44	1	0	2
	3.76%	4.66%	1.73%	3.46%	1.94%	2.99%	1.49%	4.86%	5.33%	6.69%	2.34%	4.58%	2.38%	0.0%	4.55%
		C								K					
5 -	15	23	22	115	7	8	6	115	10	16	13	46	2	3	2
	4.03%	4.47%	4.76%	5.23%	4.52%	3.98%	2.97%	5.37%	4.44%	5.63%	5.08%	4.79%	4.76%	4.35%	4.55%
4 -	11	12	5	29	2	6	2	51	8	10	4	27	1	0	1
	2.96%	2.33%	1.08%	1.32%	1.29%	2.99%	0.99%	2.38%	3.56%	3.52%	1.56%	2.81%	2.38%	0.0%	2.27%
3 -	6	4	5	25	1	2	5	46	5	3	5	22	0	0	1
	1.61%	0.78%	1.08%	1.14%	0.65%	1.00%	2.48%	2.15%	2.22%	1.06%	1.95%	2.29%	0.0%	0.0%	2.27%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - Gen Pop													GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
2 -	2 0.54%	7 1.36%	5 1.08%	17 0.77% E	0 0.0%	3 1.49%	4 1.98% E	27 1.26%	1 0.44%	6 2.11%	4 1.56%	12 1.25%	0 0.0%	0 0.0%	0 0.0%	
1 -	3 0.81%	2 0.39%	5 1.08%	15 0.68%	1 0.65%	0 0.0%	3 1.49%	24 1.12%	2 0.89%	2 0.70%	2 0.78%	12 1.25%	0 0.0%	1 1.45%	0 0.0%	
0 - Worst mental health or substance abuse services possible	39 10.48% B	16 3.11%	31 6.71% B	174 7.92%	18 11.61% F	6 2.99%	18 8.91% F	101 4.72%	20 8.89% HJ	7 2.46%	14 5.47%	65 6.76%	4 9.52%	11 15.94%	3 6.82%	
0-7 (NET)	114 30.65% EC	114 22.14%	108 23.38%	615 27.99%	43 27.74%	40 19.90%	58 28.71% F	680 31.75%	79 35.11% K	81 28.52%	63 24.61%	303 31.53%	9 21.43%	22 31.88%	12 27.27%	
Bottom Three Box	44 11.83% B	25 4.85%	41 8.87% B	206 9.38%	19 12.26% F	9 4.48%	25 12.38% F	152 7.10%	23 10.22% J	15 5.28%	20 7.81%	89 9.26%	4 9.52%	12 17.39%	3 6.82%	
Bottom Two Box	42 11.29% B	18 3.50%	36 7.79% B	189 8.60%	19 12.26% F	6 2.99%	21 10.40% F	125 5.84%	22 9.78% J	9 3.17%	16 6.25%	77 8.01%	4 9.52%	12 17.39%	3 6.82%	
Average rating	7.6720	8.4777 A	8.2186 A	7.9454	7.8581	8.6219 EG	7.8515	7.8427	7.5867	8.1444 I	8.1680 I	7.7492	8.0476	7.5797	8.1136	
Standard deviation	3.2676	2.4552	2.9192	2.9836	3.2990	2.4263	3.2454	2.7255	3.1302	2.5183	2.8269	2.9853	3.0075	3.6847	2.8621	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	9528 100.00%	509 100.00%	582 100.00%	586 100.00%	5296 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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91. In the last 6 months, if your child needed to see a mental health or substance abuse specialist how often was it easy to get an appointment as soon as your child needed?

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	372	190	0	2710	155	66	0	2142	225	141	0	961	42	69	44
	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%
No response	14	2	0	414	6	1	0	57	8	2	0	24	1	2	3
	3.76%	1.05%	0.0%	15.28%	3.87%	1.52%	0.0%	2.66%	3.56%	1.42%	0.0%	2.50%	2.38%	2.90%	6.82%
		B		E											
My child did not see a mental health or substance abuse specialist in the last 6 months	55	7	0	571	22	3	0	196	22	3	0	101	3	9	10
	14.78%	3.68%	0.0%	21.07%	14.19%	4.55%	0.0%	9.15%	9.78%	2.13%	0.0%	10.51%	7.14%	13.04%	22.73%
		B		E	F				J						M
BASE = Those who responded	303	181	0	1725	127	62	0	1889	195	136	0	836	38	58	31
	81.45%	95.26%	0.0%	63.65%	81.94%	93.94%	0.0%	88.19%	86.67%	96.45%	0.0%	86.99%	90.48%	84.06%	70.45%
		A		D	E				I				O		
Never	67	22	0	441	30	12	0	205	37	11	0	109	11	13	6
	22.11%	12.15%	0.0%	25.57%	23.62%	19.35%	0.0%	10.85%	18.97%	8.09%	0.0%	13.04%	28.95%	22.41%	19.35%
		B							HI						
Sometimes	31	24	0	214	7	11	0	224	20	17	0	85	1	5	1
	10.23%	13.26%	0.0%	12.41%	5.51%	17.74%	0.0%	11.86%	10.26%	12.50%	0.0%	10.17%	2.63%	8.62%	3.23%
				E		E									
Bottom Two Box (%Never + %Sometimes)	98	46	0	655	37	23	0	429	57	28	0	194	12	18	7
	32.34%	25.41%	0.0%	37.97%	29.13%	37.10%	0.0%	22.71%	29.23%	20.59%	0.0%	23.21%	31.58%	31.03%	22.58%
				E											
Usually	49	27	0	296	19	7	0	429	33	24	0	156	4	7	8
	16.17%	14.92%	0.0%	17.16%	14.96%	11.29%	0.0%	22.71%	16.92%	17.65%	0.0%	18.66%	10.53%	12.07%	25.81%
								I							
Always	156	108	0	774	71	32	0	1031	105	84	0	486	22	33	16
	51.49%	59.67%	0.0%	44.87%	55.91%	51.61%	0.0%	54.58%	53.85%	61.76%	0.0%	58.13%	57.89%	56.90%	51.61%
					D										
Top Two Box (%Always + %Usually)	205	135	0	1070	90	39	0	1460	138	108	0	642	26	40	24
	67.66%	74.59%	0.0%	62.03%	70.87%	62.90%	0.0%	77.29%	70.77%	79.41%	0.0%	76.79%	68.42%	68.97%	77.42%
					D										
4-point composite mean	2.9703	3.2210	0	2.8133	3.0315	2.9516	0	3.2102	3.0564	3.3309	0	3.2189	2.9737	3.0345	3.0968
		A								I					
Sigma	372	190	0	2710	155	66	0	2142	225	141	0	961	42	69	44
	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

92. In the last 6 months, if your child needed to see a mental health or substance abuse specialist, how often were these providers helpful to your child?

															GSA - Gen Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	372	0	0	2345	155	0	0	2142	225	0	0	961	42	69	44		
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%		
No response	19	0	0	393	5	0	0	66	12	0	0	27	1	2	2		
	5.11%	0.0%	0.0%	16.76%	3.23%	0.0%	0.0%	3.08%	5.33%	0.0%	0.0%	2.81%	2.38%	2.90%	4.55%		
				E													
My child did not see a mental health or substance abuse specialist in the last 6 months	56	0	0	326	23	0	0	195	25	0	0	106	3	9	11		
	15.05%	0.0%	0.0%	13.90%	14.84%	0.0%	0.0%	9.10%	11.11%	0.0%	0.0%	11.03%	7.14%	13.04%	25.00%		
															M		
BASE = Those who responded	297	0	0	1626	127	0	0	1881	188	0	0	828	38	58	31		
	79.84%	0.0%	0.0%	69.34%	81.94%	0.0%	0.0%	87.82%	83.56%	0.0%	0.0%	86.16%	90.48%	84.06%	70.45%		
					D										O		
Never	63	0	0	375	29	0	0	151	28	0	0	89	11	14	4		
	21.21%	0.0%	0.0%	23.06%	22.83%	0.0%	0.0%	8.03%	14.89%	0.0%	0.0%	10.75%	28.95%	24.14%	12.90%		
									H								
Sometimes	26	0	0	203	10	0	0	243	20	0	0	92	2	6	2		
	8.75%	0.0%	0.0%	12.48%	7.87%	0.0%	0.0%	12.92%	10.64%	0.0%	0.0%	11.11%	5.26%	10.34%	6.45%		
Bottom Two Box (%Never + %Sometimes)	89	0	0	578	39	0	0	394	48	0	0	181	13	20	6		
	29.97%	0.0%	0.0%	35.55%	30.71%	0.0%	0.0%	20.95%	25.53%	0.0%	0.0%	21.86%	34.21%	34.48%	19.35%		
Usually	46	0	0	272	19	0	0	379	28	0	0	144	6	8	5		
	15.49%	0.0%	0.0%	16.73%	14.96%	0.0%	0.0%	20.15%	14.89%	0.0%	0.0%	17.39%	15.79%	13.79%	16.13%		
Always	162	0	0	776	69	0	0	1108	112	0	0	503	19	30	20		
	54.55%	0.0%	0.0%	47.72%	54.33%	0.0%	0.0%	58.90%	59.57%	0.0%	0.0%	60.75%	50.00%	51.72%	64.52%		
Top Two Box (%Always + %Usually)	208	0	0	1048	88	0	0	1487	140	0	0	647	25	38	25		
	70.03%	0.0%	0.0%	64.45%	69.29%	0.0%	0.0%	79.05%	74.47%	0.0%	0.0%	78.14%	65.79%	65.52%	80.65%		
4-point composite mean	3.0337	0	0	2.8911	3.0079	0	0	3.2993	3.1915	0	0	3.2814	2.8684	2.9310	3.3226		
Sigma	372	0	0	2345	155	0	0	2142	225	0	0	961	42	69	44		
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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93. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. (I)	2017 CCC Pop. Qual. (J)	2016 CCC Pop. Qual. (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	0 0.0%	0 0.0%	10541 100.00%	509 100.00%	0 0.0%	0 0.0%	6280 100.00%	518 100.00%	0 0.0%	0 0.0%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%
No response	133 11.83%	0 0.0%	0 0.0%	789 7.49%	66 12.97%	0 0.0%	0 0.0%	360 5.73%	46 8.88%	0 0.0%	0 0.0%	163 6.05%	17 12.88%	24 10.34%	25 17.24%
BASE = Those who responded	991 88.17%	0 0.0%	0 0.0%	9752 92.51%	443 87.03%	0 0.0%	0 0.0%	5920 94.27%	472 91.12%	0 0.0%	0 0.0%	2533 93.95%	115 87.12%	208 89.66%	120 82.76%
10 - Extremely likely	690 69.63%	0 0.0%	0 0.0%	5991 61.43%	311 70.20%	0 0.0%	0 0.0%	3518 59.43%	316 66.95%	0 0.0%	0 0.0%	1656 65.38%	76 66.09%	154 74.04%	81 67.50%
9 -	87 8.78%	0 0.0%	0 0.0%	1307 13.40%	42 9.48%	0 0.0%	0 0.0%	742 12.53%	46 9.75%	0 0.0%	0 0.0%	262 10.34%	11 9.57%	21 10.10%	10 8.33%
Top Two Box	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68%	0 0.0%	0 0.0%	4260 71.96%	362 76.69%	0 0.0%	0 0.0%	1918 75.72%	87 75.65%	175 84.13%	91 75.83%
8 -	102 10.29%	0 0.0%	0 0.0%	1140 11.69%	40 9.03%	0 0.0%	0 0.0%	748 12.64%	51 10.81%	0 0.0%	0 0.0%	266 10.50%	10 8.70%	16 7.69%	14 11.67%
Top Three Box	879 88.70%	0 0.0%	0 0.0%	8438 86.53%	393 88.71%	0 0.0%	0 0.0%	5008 84.59%	413 87.50%	0 0.0%	0 0.0%	2184 86.22%	97 84.35%	191 91.83%	105 87.50%
7 -	32 3.23%	0 0.0%	0 0.0%	483 4.95%	10 2.26%	0 0.0%	0 0.0%	317 5.35%	14 2.97%	0 0.0%	0 0.0%	109 4.30%	4 3.48%	1 0.48%	5 4.17%
6 -	15 1.51%	0 0.0%	0 0.0%	218 2.24%	6 1.35%	0 0.0%	0 0.0%	176 2.97%	10 2.12%	0 0.0%	0 0.0%	61 2.41%	1 0.87%	1 0.48%	4 3.33%
5 -	31 3.13%	0 0.0%	0 0.0%	351 3.60%	17 3.84%	0 0.0%	0 0.0%	220 3.72%	19 4.03%	0 0.0%	0 0.0%	83 3.28%	8 6.96%	5 2.40%	4 3.33%
4 -	3 0.30%	0 0.0%	0 0.0%	46 0.47%	0 0.0%	0 0.0%	0 0.0%	45 0.76%	1 0.21%	0 0.0%	0 0.0%	21 0.83%	0 0.0%	0 0.0%	0 0.0%
3 -	8 0.81%	0 0.0%	0 0.0%	30 0.31%	3 0.68%	0 0.0%	0 0.0%	28 0.47%	5 1.06%	0 0.0%	0 0.0%	14 0.55%	1 0.87%	2 0.96%	0 0.0%
2 -	5 0.50%	0 0.0%	0 0.0%	35 0.36%	1 0.23%	0 0.0%	0 0.0%	28 0.47%	2 0.42%	0 0.0%	0 0.0%	16 0.63%	1 0.87%	0 0.0%	0 0.0%
1 -	2 0.20%	0 0.0%	0 0.0%	37 0.38%	2 0.45%	0 0.0%	0 0.0%	22 0.37%	0 0.0%	0 0.0%	0 0.0%	7 0.28%	0 0.0%	2 0.96%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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93. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	GSA - Gen Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Pop. Qual. UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
0 - Not at all likely	16 1.61%	0 0.0%	0 0.0%	114 1.17%	11 2.48%	0 0.0%	0 0.0%	76 1.28%	8 1.69%	0 0.0%	0 0.0%	38 1.50%	3 2.61%	6 2.88%	2 1.67%		
0-7 (NET)	112 11.30%	0 0.0%	0 0.0%	1314 13.47%	50 11.29%	0 0.0%	0 0.0%	912 15.41%	59 12.50%	0 0.0%	0 0.0%	349 13.78%	18 15.65%	17 8.17%	15 12.50%		
Bottom Three Box	23 2.32%	0 0.0%	0 0.0%	186 1.91%	14 3.16%	0 0.0%	0 0.0%	126 2.13%	10 2.12%	0 0.0%	0 0.0%	61 2.41%	4 3.48%	8 3.85%	2 1.67%		
Bottom Two Box	18 1.82%	0 0.0%	0 0.0%	151 1.55%	13 2.93%	0 0.0%	0 0.0%	98 1.66%	8 1.69%	0 0.0%	0 0.0%	45 1.78%	3 2.61%	8 3.85%	2 1.67%		
Promoters (9-10)	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68% D	0 0.0%	0 0.0%	4260 71.96%	362 76.69% H	0 0.0%	0 0.0%	1918 75.72%	87 75.65%	175 84.13%	91 75.83%		
Passives (7-8)	134 13.52%	0 0.0%	0 0.0%	1623 16.64% E	50 11.29%	0 0.0%	0 0.0%	1065 17.99% I	65 13.77%	0 0.0%	0 0.0%	375 14.80%	14 12.17%	17 8.17%	19 15.83% N		
Detractor (0-6)	80 8.07%	0 0.0%	0 0.0%	831 8.52%	40 9.03%	0 0.0%	0 0.0%	595 10.05%	45 9.53%	0 0.0%	0 0.0%	240 9.47%	14 12.17%	16 7.69%	10 8.33%		
NPS (Promoters-Detractors)	697 70.33%	0 0.0%	0 0.0%	6467 66.31%	313 70.65%	0 0.0%	0 0.0%	3665 61.91% H	317 67.16% H	0 0.0%	0 0.0%	1678 66.25%	73 63.48%	159 76.44% M	81 67.50%		
Average rating	9.0979	0	0	8.9846	9.0564	0	0	8.8782	9.0212	0	0	8.9834	8.8522	9.1490	9.0917		
Standard deviation	1.8989	0	0	1.8167	2.0664	0	0	1.9110	1.9353	0	0	1.9441	2.2155	2.1308	1.7701		
Sigma	1124 100.00%	0 0.0%	0 0.0%	10541 100.00%	509 100.00%	0 0.0%	0 0.0%	6280 100.00%	518 100.00%	0 0.0%	0 0.0%	2696 100.00%	132 100.00%	232 100.00%	145 100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Net Promoter Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====		
													GSA A (M)	GSA B (N)	GSA C (O)
Base	991	0	0	9752	443	0	0	5920	472	0	0	2533	115	208	120
Promoters (%9-10)	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68% D	0 0.0%	0 0.0%	4260 71.96%	362 76.69% H	0 0.0%	0 0.0%	1918 75.72%	87 75.65%	175 84.13%	91 75.83%
Passives (%7-8)	134 13.52%	0 0.0%	0 0.0%	1623 16.64% E	50 11.29%	0 0.0%	0 0.0%	1065 17.99% I	65 13.77%	0 0.0%	0 0.0%	375 14.80%	14 12.17%	17 8.17%	19 15.83% N
Detractor (%0-6)	80 8.07%	0 0.0%	0 0.0%	831 8.52%	40 9.03%	0 0.0%	0 0.0%	595 10.05%	45 9.53%	0 0.0%	0 0.0%	240 9.47%	14 12.17%	16 7.69%	10 8.33%
NPS (Promoters-Detractors)	697 70.33%	0 0.0%	0 0.0%	6467 66.31%	313 70.65%	0 0.0%	0 0.0%	3665 61.91%	317 67.16% H	0 0.0%	0 0.0%	1678 66.25%	73 63.48%	159 76.44% M	81 67.50%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Survey Language

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Southeast (L)	GSA - Gen Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
English	1098	1232	1211	10756	492	559	577	6384	515	535	528	2644	122	225	145
	97.69%	95.73%	97.98%	84.99%	96.66%	96.05%	98.46%	92.63%	99.42%	97.81%	99.25%	98.07%	92.42%	96.98%	100.00%
	B		B		D		F		HJE		J				MM
Spanish	26	55	25	1900	17	23	9	508	3	12	4	52	10	7	0
	2.31%	4.27%	2.02%	15.01%	3.34%	3.95%	1.54%	7.37%	0.58%	2.19%	0.75%	1.93%	7.58%	3.02%	0.0%
		AC		E	I	G		I		IK			O	O	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	132	232	145
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Customer Service Composite Score

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Customer Service Composite Score (BASE)	269	336	327	3751 E	118	142	152	2185 I	143	154	146	747	32	57	29
NEVER/SOMETIMES COMPOSITE	9.89%	11.28%	7.38%	10.72%	10.62%	14.47%	7.62%	9.85%	9.09%	9.59%	6.52%	10.17%	4.74%	10.53%	17.24%
USUALLY COMPOSITE	12.33%	18.33% A	16.30%	20.03% E	12.33%	17.31%	15.56%	18.56%	15.03%	21.13%	17.16%	17.51%	17.34%	8.77%	13.79%
ALWAYS COMPOSITE	77.77% B	70.40%	76.32%	69.25%	77.05% D	68.22%	76.82%	71.59%	75.87%	69.28%	76.32%	72.32%	77.92%	80.70%	68.97%
CAHPS RATE	90.11%	88.72%	92.62%	89.28%	89.38%	85.53%	92.38%	90.15%	90.91%	90.41%	93.48%	89.83%	95.26%	89.47%	82.76%
AVERAGE	2.6788	2.5912	2.6894	2.5852	2.6643	2.5376	2.6921	2.6173	2.6678	2.5969	2.6980	2.6215	2.7319	2.7018	2.5172
Standard deviation	0.6260	0.6611	0.5763	0.6507	0.6459	0.7164	0.5811	0.6306	0.5919	0.6363	0.5606	0.6377	0.5232	0.6284	0.7626

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

Getting Needed Care Composite Score

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Getting Needed Care Composite Score (BASE)	947	1081	1020	9627	415 D	484	475	6118	477 HE	495	476	2445	105	196	114
NEVER/SOMETIMES COMPOSITE	11.76%	13.21% C	10.10%	14.25%	13.62%	12.15%	10.36%	11.02%	11.56%	12.01%	11.66%	9.32%	15.13%	9.93%	20.09% N
USUALLY COMPOSITE	17.27%	17.41%	17.19%	22.99% E	16.13%	16.82%	16.97%	24.48% I	19.16%	19.50%	18.03%	20.55%	16.75%	16.94%	13.39%
ALWAYS COMPOSITE	70.97%	69.38%	72.71%	62.76%	70.25% D	71.03%	72.67%	64.50%	69.27% H	68.49%	70.31%	70.13%	68.12%	73.14%	66.52%
CAHPS RATE	88.24%	86.79%	89.90% B	85.75%	86.38%	87.85%	89.64%	88.98%	88.44%	87.99%	88.34%	90.68%	84.87%	90.07% O	79.91%
AVERAGE	2.5921	2.5617	2.6261	2.4851	2.5663	2.5887	2.6231	2.5348	2.5771	2.5648	2.5864	2.6081	2.5299	2.6321	2.4643
Standard deviation	0.6784	0.7029	0.6546	0.7205	0.7019	0.6937	0.6452	0.6776	0.6822	0.6893	0.6860	0.6463	0.7144	0.6511	0.7634

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
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 Children With Chronic Conditions

Getting Care Quickly Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====		
													GSA A (M)	GSA B (N)	GSA C (O)
Getting Care Quickly Composite Score (BASE)	923	1062	1021	9612	401	474	472	5911	456 E	477	474	2346	106	188	107
NEVER/SOMETIMES COMPOSITE	7.00%	8.46% C	5.39%	9.39% E	5.48%	10.54% EG	5.44%	6.13%	7.35%	7.93%	5.41%	5.24%	5.45%	5.39%	5.52%
USUALLY COMPOSITE	11.37%	12.44%	10.43%	15.34%	12.21%	11.02%	9.03%	15.68% I	11.71%	14.65% K	10.15%	12.17%	16.95%	11.58%	9.46%
ALWAYS COMPOSITE	81.63%	79.10%	84.18% B	75.27%	82.31% D	78.44%	85.53% F	78.19%	80.94%	77.42%	84.44% J	82.59%	77.60%	83.03%	85.03%
CAHPS RATE	93.00%	91.54%	94.61% B	90.61%	94.52% DF	89.46%	94.56% F	93.87%	92.65%	92.07%	94.59%	94.76%	94.55%	94.61%	94.48%
AVERAGE	2.7463	2.7064	2.7879	2.6587	2.7684	2.6790	2.8010	2.7205	2.7359	2.6949	2.7903	2.7735	2.7215	2.7764	2.7951
Standard deviation	0.5735	0.6096	0.5239	0.6380	0.5359	0.6535	0.5175	0.5648	0.5837	0.6031	0.5226	0.5257	0.5561	0.5301	0.5223

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

How Well Doctors Communicate Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====		
													GSA A (M)	GSA B (N)	GSA C (O)
How Well Doctors Communicate Composite Score (BASE)	865	991	927	8520	367 D	431	434	5446	438 HE	475 K	434	2198	90	178	99
NEVER/SOMETIMES COMPOSITE	5.53%	6.20%	5.45%	6.24%	6.84%	6.58%	5.90%	5.21%	4.59%	6.24%	5.43%	4.71%	6.70%	7.75%	5.33%
USUALLY COMPOSITE	10.67%	10.40%	10.22%	14.10%	10.47% E	8.79%	9.95%	13.04%	11.00%	11.06%	10.92%	11.29%	9.49%	10.57%	11.18%
ALWAYS COMPOSITE	83.80%	83.40%	84.33%	79.66%	82.69%	84.64%	84.15%	81.74%	84.41%	82.70%	83.65%	84.00%	83.81%	81.68%	83.50%
CAHPS RATE	94.47%	93.80%	94.55%	93.76%	93.16%	93.42%	94.10%	94.79%	95.41%	93.76%	94.57%	95.29%	93.30%	92.25%	94.67%
AVERAGE	2.7828	2.7719	2.7889	2.7343	2.7585	2.7806	2.7825	2.7653	2.7983	2.7646	2.7822	2.7930	2.7711	2.7393	2.7817
Standard deviation	0.5173	0.5387	0.5125	0.5516	0.5513	0.5403	0.5218	0.5239	0.4893	0.5442	0.5183	0.4996	0.5411	0.5724	0.5146

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

Shared Decision Making Composite Score

													GSA - Gen Pop		
													=====		
2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Shared Decision Making Composite Score (BASE)	328	378	340	2859	137 D	155	151	2784	204 E	225 K	181	1106	34	71	32
YES COMPOSITE	78.98%	81.24%	78.42%	79.14%	76.03%	79.66%	79.58%	85.42%	82.86%	84.11%	83.62%	85.09%	78.85%	75.14%	75.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Access to Prescription Medicine Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - Gen Pop =====		
													GSA A (M)	GSA B (N)	GSA C (O)
Access to Prescription Medicine Composite Score (Base)	766	882	858	3953	308	362	368	5758	447	492	478	2347	72	148	88
NEVER/SOMETIMES COMPOSITE	6.40%	9.30% A	8.16%	6.65%	5.19%	9.67% EG	5.16%	7.49%	6.26%	10.57% I	9.83% I	5.92%	4.17%	7.43%	2.27%
USUALLY COMPOSITE	16.71%	15.76%	17.25%	17.43%	14.61%	14.92%	16.58%	20.25%	18.12%	20.12%	17.36%	17.98%	15.28%	13.51%	15.91%
ALWAYS COMPOSITE	76.89%	74.94%	74.59%	75.92%	80.19%	75.41%	78.26%	72.26%	75.62% J	69.31%	72.80%	76.10%	80.56%	79.05%	81.82%
CAHPS RATE	93.60% B	90.70%	91.84%	93.35%	94.81% F	90.33%	94.84% F	92.51%	93.74% JK	89.43%	90.17%	94.08%	95.83%	92.57%	97.73%
AVERAGE	2.7050	2.6565	2.6643	2.6926	2.7500 F	2.6575	2.7310	2.6478	2.6935 J	2.5874	2.6297	2.7017	2.7639	2.7162	2.7955
Standard deviation	0.5796	0.6415	0.6214	0.5882	0.5398	0.6470	0.5476	0.6147	0.5812	0.6736	0.6556	0.5725	0.5135	0.5932	0.4562

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Access to Specialized Services Composite Score

	GSA - Gen Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Access to Specialized Services Composite Score (BASE)	383 BC	379	348	1835	142 DFG	117	129	3892	287 KE	273	248	1334	34	58	50
NEVER/SOMETIMES COMPOSITE	20.78%	25.94%	29.02% A	21.02%	18.62%	23.35%	30.08% E	21.93%	20.26%	25.21%	30.64% I	20.77%	22.22%	13.48%	21.54%
USUALLY COMPOSITE	17.19%	16.74%	15.61%	17.96%	13.76%	19.74%	11.64%	21.05%	19.75%	18.24%	16.03%	19.76%	18.98%	11.27%	12.14%
ALWAYS COMPOSITE	62.02%	57.32%	55.38%	61.02%	67.62%	56.90%	58.28%	57.02%	60.00%	56.54%	53.33%	59.47%	58.80%	75.25%	66.33%
CAHPS RATE	79.22% C	74.06%	70.98%	78.98%	81.38% G	76.65%	69.92%	78.07%	79.74% K	74.79%	69.36%	79.23%	77.78%	86.52%	78.46%
AVERAGE	2.4124	2.3138	2.2636	2.3999	2.4899	2.3355	2.2820	2.3509	2.3974	2.3133	2.2268	2.3870	2.3657	2.6177	2.4479
Standard deviation	0.8102	0.8559	0.8796	0.8124	0.7881	0.8058	0.8907	0.8139	0.8027	0.8461	0.8867	0.8065	0.8112	0.6588	0.8214

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Family Centered Care: Personal Doctor Who Knows Child Composite Score

													GSA - Gen Pop		
													=====		
2018	2017	2016	2018	2018	2017	2016	2018	2018	2017	2016	2018				
Plan	Plan	Plan	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.				
Total	Total	Total	UHC Avg.	Total	Total	Total	UHC Avg.	Total	Total	Total	Total	Southeast	GSA A	GSA B	GSA C
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	889	1018	964	8707	379	441	442	5998	456	496	465	2353	92	185	102
					D				E					MO	
YES COMPOSITE	90.44%	90.98%	89.74%	90.74%	90.89%	90.95%	86.05%	91.50%	91.97%	91.91%	90.44%	91.99%	88.87%	91.42%	91.53%
					G	G									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Family Centered Care: Getting Needed Information Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA - Gen Pop =====		
													GSA A (M)	GSA B (N)	GSA C (O)
Family Centered Care: Getting Needed Information Composite Score(Base)	917	1054	983	5607	403	469	462	5833	462	485	456	2361	101	190	112
NEVER/SOMETIMES COMPOSITE	13.20%	11.10%	11.09%	11.54%	13.90%	11.73%	11.47%	8.38%	11.26%	9.90%	11.18%	8.56%	9.90%	16.32%	13.39%
USUALLY COMPOSITE	12.98%	12.05%	11.09%	16.32%	13.90%	11.09%	10.39%	17.09%	14.07%	12.78%	11.40%	14.82%	21.78%	10.53%	12.50%
ALWAYS COMPOSITE	73.83%	76.85%	77.82% A	72.14%	72.21%	77.19%	78.14% E	74.52%	74.68%	77.32%	77.41%	76.62%	68.32%	73.16%	74.11%
CAHPS RATE	86.80%	88.90%	88.91%	88.46%	86.10%	88.27%	88.53%	91.62%	88.74%	90.10%	88.82%	91.44%	90.10%	83.68%	86.61%
AVERAGE	2.6063	2.6575	2.6673	2.6060	2.5831	2.6546	2.6667	2.6614	2.6342	2.6742	2.6623	2.6806	2.5842	2.5684	2.6071
Standard deviation	0.7089	0.6687	0.6662	0.6852	0.7218	0.6787	0.6721	0.6258	0.6761	0.6462	0.6688	0.6233	0.6640	0.7561	0.7116

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													GSA - Gen Pop		
													=====		
2018	2017	2016	2018	2018	2017	2016	2018	2018	2017	2016	2018				
Plan	Plan	Plan	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.				
Total	Total	Total	UHC Avg.	Total	Total	Total	UHC Avg.	Total	Total	Total	Total	Southeast	GSA A	GSA B	GSA C
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	350	369	352	2037	141 D	134	149	3495	250 KE	240	223	1286	39	61	41
YES COMPOSITE	78.46%	78.68%	77.65%	75.36%	79.64%	77.03%	76.94%	77.62%	79.90%	79.40%	77.76%	77.29%	83.33%	78.35%	78.47%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	11	19	23	126	5	10	6	60	5	4	8	27	0	4	1	
	0.98%	1.48%	1.86%	1.00%	0.98%	1.72%	1.02%	0.87%	0.97%	0.73%	1.50%	1.00%	0.0%	1.73%	0.63%	
														M		
BASE = Those who responded	1113	1268	1213	12530	504	572	580	6832	513	543	524	2669	128	227	158	
	99.02%	98.52%	98.14%	99.00%	99.02%	98.28%	98.98%	99.13%	99.03%	99.27%	98.50%	99.00%	100.00%	98.27%	99.37%	
														N		
Yes	476	541	479	4542	198	241	209	3201	252	262	223	1345	65	100	87	
	42.77%	42.67%	39.49%	36.25%	39.29%	42.13%	36.03%	46.85%	49.12%	48.25%	42.56%	50.39%	50.78%	44.05%	55.06%	
						G			KE						N	
No	637	727	734	7988	306	331	371	3631	261	281	301	1324	63	127	71	
	57.23%	57.33%	60.51%	63.75%	60.71%	57.87%	63.97%	53.15%	50.88%	51.75%	57.44%	49.61%	49.22%	55.95%	44.94%	
					I		F				I			O		
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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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?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	30	45	42	298	12	17	15	183	18	20	19	84	5	9	4
	2.67%	3.50%	3.40%	2.35%	2.36%	2.92%	2.56%	2.66%	3.47%	3.66%	3.57%	3.12%	3.91%	3.90%	2.52%
Appropriately skipped	637	727	734	7988	306	331	371	3631	261	281	301	1324	63	127	71
	56.67%	56.49%	59.39%	63.12%	60.12%	56.87%	63.31%	52.68%	50.39%	51.37%	56.58%	49.11%	49.22%	54.98%	44.65%
					I		F				I			O	
BASE = Those who responded	457	515	460	4370	191	234	200	3078	239	246	212	1288	60	95	84
	40.66%	40.02%	37.22%	34.53%	37.52%	40.21%	34.13%	44.66%	46.14%	44.97%	39.85%	47.77%	46.88%	41.13%	52.83%
						G			KE					N	
Never	5	1	4	37	1	1	1	17	3	1	3	7	1	2	0
	1.09%	0.19%	0.87%	0.85%	0.52%	0.43%	0.50%	0.55%	1.26%	0.41%	1.42%	0.54%	1.67%	2.11%	0.0%
Sometimes	29	36	22	321	10	23	11	150	18	15	9	55	2	7	9
	6.35%	6.99%	4.78%	7.35%	5.24%	9.83%	5.50%	4.87%	7.53%	6.10%	4.25%	4.27%	3.33%	7.37%	10.71%
Bottom Two Box (%Never + %Sometimes)	34	37	26	358	11	24	12	167	21	16	12	62	3	9	9
	7.44%	7.18%	5.65%	8.19%	5.76%	10.26%	6.00%	5.43%	8.79%	6.50%	5.66%	4.81%	5.00%	9.47%	10.71%
Usually	38	47	36	485	19	18	12	339	17	26	15	104	7	7	3
	8.32%	9.13%	7.83%	11.10%	9.95%	7.69%	6.00%	11.01%	7.11%	10.57%	7.08%	8.07%	11.67%	7.37%	3.57%
								I							
Always	385	431	398	3527	161	192	176	2572	201	204	185	1122	50	79	72
	84.25%	83.69%	86.52%	80.71%	84.29%	82.05%	88.00%	83.56%	84.10%	82.93%	87.26%	87.11%	83.33%	83.16%	85.71%
CAHPS Rate (%Always + %Usually)	423	478	434	4012	180	210	188	2911	218	230	200	1226	57	86	75
	92.56%	92.82%	94.35%	91.81%	94.24%	89.74%	94.00%	94.57%	91.21%	93.50%	94.34%	95.19%	95.00%	90.53%	89.29%
3-point composite mean	2.7681	2.7650	2.8087	2.7252	2.7853	2.7179	2.8200	2.7814	2.7531	2.7642	2.8160	2.8230	2.7833	2.7368	2.7500
4-point composite mean	3.7571	3.7631	3.8000	3.7167	3.7801	3.7137	3.8150	3.7758	3.7406	3.7602	3.8019	3.8175	3.7667	3.7158	3.7500
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	20	14	189	3	9	6	76	5	4	6	29	3	2	0
	0.71%	1.55%	1.13%	1.49%	0.59%	1.55%	1.02%	1.10%	0.97%	0.73%	1.13%	1.08%	2.34%	0.87%	0.0%
		A		E											
BASE = Those who responded	1116	1267	1221	12467	506	573	580	6816	513	543	526	2667	125	229	159
	99.29%	98.45%	98.79%	98.51%	99.41%	98.45%	98.98%	98.90%	99.03%	99.27%	98.87%	98.92%	97.66%	99.13%	100.00%
	B			D											
Yes	888	993	963	9055	381	436	443	5622	447	458	456	2240	101	209	137
	79.57%	78.37%	78.87%	72.63%	75.30%	76.09%	76.38%	82.48%	87.13%	84.35%	86.69%	83.99%	80.80%	91.27%	86.16%
								HE						M	
No	228	274	258	3412	125	137	137	1194	66	85	70	427	24	20	22
	20.43%	21.63%	21.13%	27.37%	24.70%	23.91%	23.62%	17.52%	12.87%	15.65%	13.31%	16.01%	19.20%	8.73%	13.84%
					I			I					N		
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	43	48	42	502	18	20	18	276	29	24	16	116	6	16	7
	3.83%	3.73%	3.40%	3.97%	3.54%	3.44%	3.07%	4.00%	5.60%	4.39%	3.01%	4.30%	4.69%	6.93%	4.40%
Appropriately skipped	228	274	258	3412	125	137	137	1194	66	85	70	427	24	20	22
	20.28%	21.29%	20.87%	26.96%	24.56%	23.54%	23.38%	17.32%	12.74%	15.54%	13.16%	15.84%	18.75%	8.66%	13.84%
BASE = Those who responded	853	965	936	8742	366	425	431	5422	423	438	446	2153	98	195	130
	75.89%	74.98%	75.73%	69.07%	71.91%	73.02%	73.55%	78.67%	81.66%	80.07%	83.83%	79.86%	76.56%	84.42%	81.76%
Never	5	7	6	69	1	4	2	24	3	2	3	10	0	2	1
	0.59%	0.73%	0.64%	0.79%	0.27%	0.94%	0.46%	0.44%	0.71%	0.46%	0.67%	0.46%	0.0%	1.03%	0.77%
Sometimes	51	87	42	857	18	42	19	347	22	39	20	112	6	11	5
	5.98%	9.02%	4.49%	9.80%	4.92%	9.88%	4.41%	6.40%	5.20%	8.90%	4.48%	5.20%	6.12%	5.64%	3.85%
Bottom Two Box (%Never + %Sometimes)	56	94	48	926	19	46	21	371	25	41	23	122	6	13	6
	6.57%	9.74%	5.13%	10.59%	5.19%	10.82%	4.87%	6.84%	5.91%	9.36%	5.16%	5.67%	6.12%	6.67%	4.62%
Usually	123	152	122	1712	53	61	52	1103	69	82	59	350	12	38	19
	14.42%	15.75%	13.03%	19.58%	14.48%	14.35%	12.06%	20.34%	16.31%	18.72%	13.23%	16.26%	12.24%	19.49%	14.62%
Always	674	719	766	6104	294	318	358	3948	329	315	364	1681	80	144	105
	79.02%	74.51%	81.84%	69.82%	80.33%	74.82%	83.06%	72.81%	77.78%	71.92%	81.61%	78.08%	81.63%	73.85%	80.77%
CAHPS Rate (%Always + %Usually)	797	871	888	7816	347	379	410	5051	398	397	423	2031	92	182	124
	93.43%	90.26%	94.87%	89.41%	94.81%	89.18%	95.13%	93.16%	94.09%	90.64%	94.84%	94.33%	93.88%	93.33%	95.38%
3-point composite mean	2.7245	2.6477	2.7671	2.5923	2.7514	2.6400	2.7819	2.6597	2.7187	2.6256	2.7646	2.7241	2.7551	2.6718	2.7615
	B	B	B	DF	DF	F	F	J	J	J	J	J	J	J	J
4-point composite mean	3.7186	3.6404	3.7607	3.5844	3.7486	3.6306	3.7773	3.6553	3.7116	3.6210	3.7578	3.7195	3.7551	3.6615	3.7538
	B	B	B	DF	DF	F	F	J	J	J	J	J	J	J	J
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	4 0.32% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	3 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	31 2.76%	56 4.35% A	58 4.69% A	458 3.62%	14 2.75%	25 4.30%	20 3.41%	220 3.19%	12 2.32%	22 4.02%	28 5.26% I	61 2.26%	3 2.34%	7 3.03%	2 1.26%
BASE = Those who responded	1093 97.24% BC	1231 95.65%	1174 94.98%	12198 96.38%	495 97.25%	557 95.70%	564 96.25%	6672 96.81% K	506 97.68%	525 95.98%	501 94.17%	2635 97.74%	125 97.66%	224 96.97%	157 98.74%
None	167 15.28%	169 13.73%	182 15.50%	2844 23.32% E	89 17.98% I	84 15.08%	100 17.73%	795 11.92% I	40 7.91%	36 6.86%	41 8.18%	257 9.75%	12 9.60%	16 7.14%	12 7.64%
1 time	213 19.49%	258 20.96%	238 20.27%	3107 25.47% E	97 19.60%	135 24.24%	135 23.94%	1258 18.85%	86 17.00%	81 15.43%	76 15.17%	457 17.34%	32 25.60% NO	29 12.95%	25 15.92%
2	288 26.35%	310 25.18%	287 24.45%	2743 22.49%	147 29.70% DG	152 27.29%	134 23.76%	1653 24.78%	137 27.08%	125 23.81%	119 23.75%	680 25.81%	24 19.20%	68 30.36% M	45 28.66%
3	185 16.93%	218 17.71%	195 16.61%	1558 12.77%	77 15.56%	73 13.11%	92 16.31%	1114 16.70%	90 17.79%	122 23.24% I	101 20.16%	486 18.44%	22 17.60%	43 19.20%	25 15.92%
4	88 8.05%	112 9.10%	106 9.03%	853 6.99%	34 6.87%	57 10.23% G	39 6.91%	667 10.00%	52 10.28%	55 10.48%	60 11.98%	281 10.66%	13 10.40%	26 11.61%	13 8.28%
5 to 9	118 10.80%	130 10.56%	132 11.24%	862 7.07%	44 8.89%	43 7.72%	50 8.87%	886 13.28%	76 15.02% E	80 15.24%	82 16.37%	355 13.47%	19 15.20%	28 12.50%	29 18.47%
10 or more times	34 3.11%	34 2.76%	34 2.90%	231 1.89%	7 1.41%	13 2.33%	14 2.48%	299 4.48%	25 4.94% E	26 4.95%	22 4.39%	119 4.52%	3 2.40%	14 6.25%	8 5.10%
Average number of times	2.6962	2.6929	2.7002	2.0987	2.3303 D	2.4228	2.4113	3.0746	3.3251 E	3.4324	3.4052	3.1770	2.9480	3.4330	3.4713
Standard deviation	2.6346	2.5505	2.6199	2.3323	2.2400	2.3896	2.4844	2.8875	2.9191	2.8806	2.8493	2.8524	2.6037	3.0056	3.0044
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	41	66	83	592	19	29	27	274	17	26	40	79	4	9	4
	3.65%	5.13%	6.72%	4.68%	3.73%	4.98%	4.61%	3.98%	3.28%	4.75%	7.52%	2.93%	3.13%	3.90%	2.52%
				A							I				
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	12	16	12
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	9.38%	6.93%	7.55%
				E	I			I							
BASE = Those who responded	916	1052	971	9220	401	469	459	5823	461	485	451	2360	112	206	143
	81.49%	81.74%	78.56%	72.85%	78.78%	80.58%	78.33%	84.49%	89.00%	88.67%	84.77%	87.54%	87.50%	89.18%	89.94%
			C		D				HKE						
Yes	670	757	698	6607	290	319	319	4481	355	364	330	1827	83	154	118
	73.14%	71.96%	71.88%	71.66%	72.32%	68.02%	69.50%	76.95%	77.01%	75.05%	73.17%	77.42%	74.11%	74.76%	82.52%
No	246	295	273	2613	111	150	140	1342	106	121	121	533	29	52	25
	26.86%	28.04%	28.12%	28.34%	27.68%	31.98%	30.50%	23.05%	22.99%	24.95%	26.83%	22.58%	25.89%	25.24%	17.48%
3-point composite mean	2.4629	2.4392	2.4377	2.4332	2.4464	2.3603	2.3900	2.5391	2.5401	2.5010	2.4634	2.5483	2.4821	2.4951	2.6503
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	64	71	294	17	29	24	264	16	26	35	78	3	10	3
	3.56%	4.97%	5.74%	3.84%	3.34%	4.98%	4.10%	3.83%	3.09%	4.75%	6.58%	2.89%	2.34%	4.33%	1.89%
			A								I				
Appropriately skipped	167	169	182	1750	89	84	100	795	40	36	41	257	12	16	12
	14.86%	13.13%	14.72%	22.87%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	9.38%	6.93%	7.55%
			E		I			I							
BASE = Those who responded	917	1054	983	5607	403	469	462	5833	462	485	456	2361	113	205	144
	81.58%	81.90%	79.53%	73.28%	79.17%	80.58%	78.84%	84.63%	89.19%	88.67%	85.71%	87.57%	88.28%	88.74%	90.57%
				D				HE							
Never	24	25	31	149	12	17	18	93	9	11	11	37	1	6	2
	2.62%	2.37%	3.15%	2.66%	2.98%	3.62%	3.90%	1.59%	1.95%	2.27%	2.41%	1.57%	0.88%	2.93%	1.39%
Sometimes	97	92	78	498	44	38	35	396	43	37	40	165	5	23	15
	10.58%	8.73%	7.93%	8.88%	10.92%	8.10%	7.58%	6.79%	9.31%	7.63%	8.77%	6.99%	4.42%	11.22%	10.42%
	C												M		
Bottom Two Box (%Never + %Sometimes)	121	117	109	647	56	55	53	489	52	48	51	202	6	29	17
	13.20%	11.10%	11.09%	11.54%	13.90%	11.73%	11.47%	8.38%	11.26%	9.90%	11.18%	8.56%	5.31%	14.15%	11.81%
														M	
Usually	119	127	109	915	56	52	48	997	65	62	52	350	21	24	20
	12.98%	12.05%	11.09%	16.32%	13.90%	11.09%	10.39%	17.09%	14.07%	12.78%	11.40%	14.82%	18.58%	11.71%	13.89%
Always	677	810	765	4045	291	362	361	4347	345	375	353	1809	86	152	107
	73.83%	76.85%	77.82%	72.14%	72.21%	77.19%	78.14%	74.52%	74.68%	77.32%	77.41%	76.62%	76.11%	74.15%	74.31%
			A				E								
CAHPS Rate (%Always + %Usually)	796	937	874	4960	347	414	409	5344	410	437	405	2159	107	176	127
	86.80%	88.90%	88.91%	88.46%	86.10%	88.27%	88.53%	91.62%	88.74%	90.10%	88.82%	91.44%	94.69%	85.85%	88.19%
													N		
3-point composite mean	2.6063	2.6575	2.6673	2.6060	2.5831	2.6546	2.6667	2.6614	2.6342	2.6742	2.6623	2.6806	2.7080	2.6000	2.6250
4-point composite mean	3.5802	3.6338	3.6358	3.5795	3.5533	3.6183	3.6277	3.6455	3.6147	3.6515	3.6382	3.6650	3.6991	3.5707	3.6111
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	1 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	44 3.91%	68 5.28%	78 6.31%	616 4.87%	18 3.54%	30 5.15%	26 4.44%	286 4.15%	19 3.67%	28 5.12%	38 7.14%	92 3.41%	5 3.91%	11 4.76%	3 1.89%
Appropriately skipped	167 14.86%	169 13.13%	182 14.72%	2844 22.47%	89 17.49%	84 14.43%	100 17.06%	795 11.54%	40 7.72%	36 6.58%	41 7.71%	257 9.53%	12 9.38%	16 6.93%	12 7.55%
BASE = Those who responded	913 81.23%	1050 81.59%	975 78.88%	9196 72.66%	402 78.98%	468 80.41%	460 78.50%	5811 84.32%	459 88.61%	483 88.30%	452 84.96%	2347 87.05%	111 86.72%	204 88.31%	144 90.57%
Yes	329 36.04%	380 36.19%	343 35.18%	2880 31.32%	137 34.08%	156 33.33%	153 33.26%	2804 48.25%	205 44.66%	227 47.00%	182 40.27%	1115 47.51%	43 38.74%	99 48.53%	63 43.75%
No	584 63.96%	670 63.81%	632 64.82%	6316 68.68%	265 65.92%	312 66.67%	307 66.74%	3007 51.75%	254 55.34%	256 53.00%	270 59.73%	1232 52.49%	68 61.26%	105 51.47%	81 56.25%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	70	83	651	19	31	29	314	20	30	40	104	5	12	3
	4.18%	5.44%	6.72%	5.14%	3.73%	5.33%	4.95%	4.56%	3.86%	5.48%	7.52%	3.86%	3.91%	5.19%	1.89%
			A								I				
Appropriately skipped	751	839	814	9160	354	396	407	3802	294	292	311	1489	80	121	93
	66.81%	65.19%	65.86%	72.38%	69.55%	68.04%	69.45%	55.17%	56.76%	53.38%	58.46%	55.23%	62.50%	52.38%	58.49%
				I											
BASE = Those who responded	326	378	339	2845	136	155	150	2776	204	225	181	1103	43	98	63
	29.00%	29.37%	27.43%	22.48%	26.72%	26.63%	25.60%	40.28%	39.38%	41.13%	34.02%	40.91%	33.59%	42.42%	39.62%
				D					E	K					
Yes	296	347	318	2612	121	140	141	2666	192	212	177	1067	40	93	59
	90.80%	91.80%	93.81%	91.81%	88.97%	90.32%	94.00%	96.04%	94.12%	94.22%	97.79%	96.74%	93.02%	94.90%	93.65%
No	30	31	21	233	15	15	9	110	12	13	4	36	3	5	4
	9.20%	8.20%	6.19%	8.19%	11.03%	9.68%	6.00%	3.96%	5.88%	5.78%	2.21%	3.26%	6.98%	5.10%	6.35%
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	47	70	86	662	20	31	31	329	21	30	42	110	6	12	3
	4.18%	5.44%	6.96%	5.23%	3.93%	5.33%	5.29%	4.77%	4.05%	5.48%	7.89%	4.08%	4.69%	5.19%	1.89%
			A								I				
Appropriately skipped	751	839	814	9160	354	396	407	3802	294	292	311	1489	80	121	93
	66.81%	65.19%	65.86%	72.38%	69.55%	68.04%	69.45%	55.17%	56.76%	53.38%	58.46%	55.23%	62.50%	52.38%	58.49%
				I											
BASE = Those who responded	326	378	336	2834	135	155	148	2761	203	225	179	1097	42	98	63
	29.00%	29.37%	27.18%	22.39%	26.52%	26.63%	25.26%	40.06%	39.19%	41.13%	33.65%	40.69%	32.81%	42.42%	39.62%
				D					E	K					
Yes	209	263	221	1874	81	105	99	2052	139	163	130	809	30	62	47
	64.11%	69.58%	65.77%	66.13%	60.00%	67.74%	66.89%	74.32%	68.47%	72.44%	72.63%	73.75%	71.43%	63.27%	74.60%
No	117	115	115	960	54	50	49	709	64	62	49	288	12	36	16
	35.89%	30.42%	34.23%	33.87%	40.00%	32.26%	33.11%	25.68%	31.53%	27.56%	27.37%	26.25%	28.57%	36.73%	25.40%
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	50 4.45%	74 5.75%	85 6.88%	669 5.29%	21 4.13%	34 5.84%	30 5.12%	335 4.86%	24 4.63%	32 5.85%	42 7.89%	110 4.08%	6 4.69%	14 6.06%	4 2.52%
Appropriately skipped	751 66.81%	839 65.19%	814 65.86%	9160 72.38%	354 69.55%	396 68.04%	407 69.45%	3802 55.17%	294 56.76%	292 53.38%	311 58.46%	1489 55.23%	80 62.50%	121 52.38%	93 58.49%
BASE = Those who responded	323 28.74%	374 29.06%	337 27.27%	2827 22.34%	134 26.33%	152 26.12%	149 25.43%	2755 39.97%	200 38.61%	223 40.77%	179 33.65%	1097 40.69%	42 32.81%	96 41.56%	62 38.99%
Yes	265 82.04%	308 82.35%	255 75.67%	2247 79.48%	106 79.10%	123 80.92%	116 77.85%	2367 85.92%	172 86.00%	191 85.65%	144 80.45%	930 84.78%	34 80.95%	82 85.42%	56 90.32%
No	58 17.96%	66 17.65%	82 24.33%	580 20.52%	28 20.90%	29 19.08%	33 22.15%	388 14.08%	28 14.00%	32 14.35%	35 19.55%	167 15.22%	8 19.05%	14 14.58%	6 9.68%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	40	66	73	570	19	28	26	275	19	26	36	86	4	10	5
	3.56%	5.13%	5.91%	4.50%	3.73%	4.81%	4.44%	3.99%	3.67%	4.75%	6.77%	3.19%	3.13%	4.33%	3.14%
			A								I				
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	12	16	12
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	9.38%	6.93%	7.55%
			E			I		I							
BASE = Those who responded	917	1052	980	9242	401	470	460	5822	459	485	454	2353	112	205	142
	81.58%	81.74%	79.29%	73.02%	78.78%	80.76%	78.50%	84.47%	88.61%	88.67%	85.34%	87.28%	87.50%	88.74%	89.31%
				D				HE							
10 - Best health care possible	534	623	576	4877	240	291	272	3008	262	276	259	1285	63	119	80
	58.23%	59.22%	58.78%	52.77%	59.85%	61.91%	59.13%	51.67%	57.08%	56.91%	57.05%	54.61%	56.25%	58.05%	56.34%
				D				H							
9 -	137	151	126	1707	57	66	54	1006	73	75	58	394	23	31	19
	14.94%	14.35%	12.86%	18.47%	14.21%	14.04%	11.74%	17.28%	15.90%	15.46%	12.78%	16.74%	20.54%	15.12%	13.38%
				E											
Top Two Box	671	774	702	6584	297	357	326	4014	335	351	317	1679	86	150	99
	73.17%	73.57%	71.63%	71.24%	74.06%	75.96%	70.87%	68.95%	72.98%	72.37%	69.82%	71.36%	76.79%	73.17%	69.72%
8 -	132	138	139	1520	62	54	79	1058	66	61	60	399	16	31	19
	14.39%	13.12%	14.18%	16.45%	15.46%	11.49%	17.17%	18.17%	14.38%	12.58%	13.22%	16.96%	14.29%	15.12%	13.38%
							F	I							
CAHPS Rate (Top Three Box)	803	912	841	8104	359	411	405	5072	401	412	377	2078	102	181	118
	87.57%	86.69%	85.82%	87.69%	89.53%	87.45%	88.04%	87.12%	87.36%	84.95%	83.04%	88.31%	91.07%	88.29%	83.10%
7 -	45	66	63	552	17	25	29	370	21	32	38	126	5	11	5
	4.91%	6.27%	6.43%	5.97%	4.24%	5.32%	6.30%	6.36%	4.58%	6.60%	8.37%	5.35%	4.46%	5.37%	3.52%
											I				
6 -	24	25	29	228	5	12	8	143	12	15	17	47	2	3	7
	2.62%	2.38%	2.96%	2.47%	1.25%	2.55%	1.74%	2.46%	2.61%	3.09%	3.74%	2.00%	1.79%	1.46%	4.93%
				E											
5 -	28	25	26	216	15	11	9	140	15	14	11	60	3	5	7
	3.05%	2.38%	2.65%	2.34%	3.74%	2.34%	1.96%	2.40%	3.27%	2.89%	2.42%	2.55%	2.68%	2.44%	4.93%
4 -	9	9	7	46	3	6	3	34	7	4	7	18	0	4	3
	0.98%	0.86%	0.71%	0.50%	0.75%	1.28%	0.65%	0.58%	1.53%	0.82%	1.54%	0.76%	0.0%	1.95%	2.11%
														M	
3 -	4	4	6	28	0	2	1	28	2	1	2	9	0	1	1
	0.44%	0.38%	0.61%	0.30%	0.0%	0.43%	0.22%	0.48%	0.44%	0.21%	0.44%	0.38%	0.0%	0.49%	0.70%
				E											

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
2 -	2 0.22%	7 0.67%	4 0.41%	22 0.24%	0 0.0%	2 0.43%	3 0.65%	16 0.27%	1 0.22%	5 1.03%	1 0.22%	9 0.38%	0 0.0%	0 0.0%	1 0.70%
1 -	2 0.22%	1 0.10%	3 0.31%	24 0.26%	2 0.50%	1 0.21%	1 0.22%	9 0.15%	0 0.0%	0 0.0%	1 0.22%	3 0.13%	0 0.0%	0 0.0%	0 0.0%
0 - Worst health care possible	0 0.0%	3 0.29%	1 0.10%	22 0.24%	0 0.0%	0 0.0%	1 0.22%	10 0.17%	0 0.0%	2 0.41%	0 0.0%	3 0.13%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	4 0.44%	11 1.05%	8 0.82%	68 0.74%	2 0.50%	3 0.64%	5 1.09%	35 0.60%	1 0.22%	7 1.44%	2 0.44%	15 0.64%	0 0.0%	0 0.0%	1 0.70%
Bottom Two Box	2 0.22%	4 0.38%	4 0.41%	46 0.50%	2 0.50%	1 0.21%	2 0.43%	19 0.33%	0 0.0%	2 0.41%	1 0.22%	6 0.25%	0 0.0%	0 0.0%	0 0.0%
Average rating	9.0316	9.0238	8.9878	8.9744	9.0948	9.0915	9.0348	8.9328	9.0087	8.9402	8.9251	8.9979	9.1696	9.0537	8.8169
Standard deviation	1.5148	1.5926	1.5984	1.4952	1.4597	1.5361	1.5361	1.4986	1.5168	1.6778	1.5967	1.4896	1.2018	1.4591	1.7787
3-point composite mean	2.6565	2.6654	2.6388	2.6490	2.6783	2.6872	2.6522	2.6242	2.6492	2.6392	2.6123	2.6502	2.7232	2.6683	2.5634
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	67	73	580	16	29	25	279	18	30	36	83	3	11	4
	3.47%	5.21%	5.91%	4.58%	3.14%	4.98%	4.27%	4.05%	3.47%	5.48%	6.77%	3.08%	2.34%	4.76%	2.52%
		A	A								I				
Appropriately skipped	167	169	182	2844	89	84	100	795	40	36	41	257	12	16	12
	14.86%	13.13%	14.72%	22.47%	17.49%	14.43%	17.06%	11.54%	7.72%	6.58%	7.71%	9.53%	9.38%	6.93%	7.55%
				E	I			I							
BASE = Those who responded	918	1051	981	9232	404	469	461	5818	460	481	455	2356	113	204	143
	81.67%	81.66%	79.37%	72.95%	79.37%	80.58%	78.67%	84.42%	88.80%	87.93%	85.53%	87.39%	88.28%	88.31%	89.94%
					D			HE							
Never	11	11	6	161	9	9	3	43	2	5	3	15	0	0	2
	1.20%	1.05%	0.61%	1.74%	2.23%	1.92%	0.65%	0.74%	0.43%	1.04%	0.66%	0.64%	0.0%	0.0%	1.40%
					I										
Sometimes	58	79	62	701	23	38	21	377	36	36	36	137	11	14	11
	6.32%	7.52%	6.32%	7.59%	5.69%	8.10%	4.56%	6.48%	7.83%	7.48%	7.91%	5.81%	9.73%	6.86%	7.69%
						G									
Bottom Two Box (%Never + %Sometimes)	69	90	68	862	32	47	24	420	38	41	39	152	11	14	13
	7.52%	8.56%	6.93%	9.34%	7.92%	10.02%	5.21%	7.22%	8.26%	8.52%	8.57%	6.45%	9.73%	6.86%	9.09%
						G									
Usually	142	172	169	2048	59	75	69	1400	81	86	87	470	20	33	28
	15.47%	16.37%	17.23%	22.18%	14.60%	15.99%	14.97%	24.06%	17.61%	17.88%	19.12%	19.95%	17.70%	16.18%	19.58%
				E				I							
Always	707	789	744	6322	313	347	368	3998	341	354	329	1734	82	157	102
	77.02%	75.07%	75.84%	68.48%	77.48%	73.99%	79.83%	68.72%	74.13%	73.60%	72.31%	73.60%	72.57%	76.96%	71.33%
					D		F		H						
CAHPS Rate (%Always + %Usually)	849	961	913	8370	372	422	437	5398	422	440	416	2204	102	190	130
	92.48%	91.44%	93.07%	90.66%	92.08%	89.98%	94.79%	92.78%	91.74%	91.48%	91.43%	93.55%	90.27%	93.14%	90.91%
							F								
3-point composite mean	2.6950	2.6651	2.6891	2.5914	2.6955	2.6397	2.7462	2.6150	2.6587	2.6507	2.6374	2.6715	2.6283	2.7010	2.6224
					D		F								
4-point composite mean	3.6830	3.6546	3.6830	3.5740	3.6733	3.6205	3.7397	3.6076	3.6543	3.6403	3.6308	3.6651	3.6283	3.7010	3.6084
					D		F								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	12	13	18	120	6	5	7	83	6	5	11	24	0	2	4
	1.07%	1.01%	1.46%	1.57%	1.18%	0.86%	1.19%	1.20%	1.16%	0.91%	2.07%	0.89%	0.0%	0.87%	2.52%
															M
BASE = Those who responded	1112	1274	1216	7531	503	577	578	6809	512	542	520	2672	128	229	155
	98.93%	98.99%	98.38%	98.43%	98.82%	99.14%	98.63%	98.80%	98.84%	99.09%	97.74%	99.11%	100.00%	99.13%	97.48%
													O		
Yes	904	977	944	5540	405	423	448	5882	460	482	449	2356	113	207	140
	81.29%	76.69%	77.63%	73.56%	80.52%	73.31%	77.51%	86.39%	89.84%	88.93%	86.35%	88.17%	88.28%	90.39%	90.32%
		BC			DF				HE						
No	208	297	272	1991	98	154	130	927	52	60	71	316	15	22	15
	18.71%	23.31%	22.37%	26.44%	19.48%	26.69%	22.49%	13.61%	10.16%	11.07%	13.65%	11.83%	11.72%	9.61%	9.68%
		A	A	E	I	E		I							
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	40	44	43	321	16	14	15	261	24	22	20	106	5	12	7
	3.56%	3.42%	3.48%	4.20%	3.14%	2.41%	2.56%	3.79%	4.63%	4.02%	3.76%	3.93%	3.91%	5.19%	4.40%
Appropriately skipped	208	297	272	1991	98	154	130	927	52	60	71	316	15	22	15
	18.51%	23.08%	22.01%	26.02%	19.25%	26.46%	22.18%	13.45%	10.04%	10.97%	13.35%	11.72%	11.72%	9.52%	9.43%
		A	A	E	I	E		I							
BASE = Those who responded	876	946	920	5339	395	414	441	5704	442	465	440	2274	108	197	137
	77.94%	73.50%	74.43%	69.78%	77.60%	71.13%	75.26%	82.76%	85.33%	85.01%	82.71%	84.35%	84.38%	85.28%	86.16%
	BC				DF			E							
Yes	121	105	122	595	46	38	52	1108	95	82	78	398	17	42	36
	13.81%	11.10%	13.26%	11.14%	11.65%	9.18%	11.79%	19.42%	21.49%	17.63%	17.73%	17.50%	15.74%	21.32%	26.28%
								E							M
No	755	841	798	4744	349	376	389	4596	347	383	362	1876	91	155	101
	86.19%	88.90%	86.74%	88.86%	88.35%	90.82%	88.21%	80.58%	78.51%	82.37%	82.27%	82.50%	84.26%	78.68%	73.72%
					I								O		
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	42	45	47	330	16	14	16	274	26	23	21	110	5	14	7
	3.74%	3.50%	3.80%	4.31%	3.14%	2.41%	2.73%	3.98%	5.02%	4.20%	3.95%	4.08%	3.91%	6.06%	4.40%
Appropriately skipped	963	1138	1070	6735	447	530	519	5523	399	443	433	2192	106	177	116
	85.68%	88.42%	86.57%	88.03%	87.82%	91.07%	88.57%	80.14%	77.03%	80.99%	81.39%	81.31%	82.81%	76.62%	72.96%
		A			I								O		
BASE = Those who responded	119	104	119	586	46	38	51	1095	93	81	78	394	17	40	36
	10.59%	8.08%	9.63%	7.66%	9.04%	6.53%	8.70%	15.89%	17.95%	14.81%	14.66%	14.61%	13.28%	17.32%	22.64%
		B							E						M
Yes	112	100	114	535	44	35	50	1017	90	79	74	362	17	39	34
	94.12%	96.15%	95.80%	91.30%	95.65%	92.11%	98.04%	92.88%	96.77%	97.53%	94.87%	91.88%	100.00%	97.50%	94.44%
No	7	4	5	51	2	3	1	78	3	2	4	32	0	1	2
	5.88%	3.85%	4.20%	8.70%	4.35%	7.89%	1.96%	7.12%	3.23%	2.47%	5.13%	8.12%	0.0%	2.50%	5.56%
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	17 1.51%	14 1.09%	24 1.94%	105 1.37%	6 1.18%	6 1.03%	7 1.19%	82 1.19%	8 1.54%	4 0.73%	9 1.69%	33 1.22%	0 0.0%	6 2.60%	2 1.26%	
BASE = Those who responded	1107 98.49%	1273 98.91%	1212 98.06%	7546 98.63%	503 98.82%	576 98.97%	579 98.81%	6810 98.81%	510 98.46%	543 99.27%	523 98.31%	2663 98.78%	128 100.00%	225 97.40%	157 98.74%	
Yes	99 8.94%	93 7.31%	92 7.59%	427 5.66%	37 7.36%	32 5.56%	35 6.04%	786 11.54%	65 12.75%	55 10.13%	61 11.66%	273 10.25%	12 9.38%	27 12.00%	26 16.56%	
No	1008 91.06%	1180 92.69%	1120 92.41%	7119 94.34%	466 92.64%	544 94.44%	544 93.96%	6024 88.46%	445 87.25%	488 89.87%	462 88.34%	2390 89.75%	116 90.63%	198 88.00%	131 83.44%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	19 1.69%	14 1.09%	26 2.10%	119 1.56%	7 1.38%	6 1.03%	8 1.37%	98 1.42%	9 1.74%	4 0.73%	11 2.07%	38 1.41%	0 0.0%	7 3.03%	2 1.26%
Appropriately skipped	1008 89.68%	1180 91.69%	1120 90.61%	7119 93.05%	466 91.55%	544 93.47%	544 92.83%	6024 87.41%	445 85.91%	488 89.21%	462 86.84%	2390 88.65%	116 90.63%	198 85.71%	131 82.39%
BASE = Those who responded	97 8.63%	93 7.23%	90 7.28%	413 5.40%	36 7.07%	32 5.50%	34 5.80%	770 11.17%	64 12.36%	55 10.05%	59 11.09%	268 9.94%	12 9.38%	26 11.26%	26 16.35%
Never	10 10.31%	10 10.75%	12 13.33%	35 8.47%	3 8.33%	0 0.0%	4 11.76%	77 10.00%	5 7.81%	6 10.91%	8 13.56%	27 10.07%	2 16.67%	2 7.69%	1 3.85%
Sometimes	9 9.28%	16 17.20%	15 16.67%	50 12.11%	3 8.33%	4 12.50%	6 17.65%	117 15.19%	8 12.50%	11 20.00%	11 18.64%	35 13.06%	1 8.33%	3 11.54%	4 15.38%
Bottom Two Box (%Never + %Sometimes)	19 19.59%	26 27.96%	27 30.00%	85 20.58%	6 16.67%	4 12.50%	10 29.41%	194 25.19%	13 20.31%	17 30.91%	19 32.20%	62 23.13%	3 25.00%	5 19.23%	5 19.23%
Usually	15 15.46%	13 13.98%	14 15.56%	67 16.22%	5 13.89%	5 15.63%	5 14.71%	177 22.99%	12 18.75%	7 12.73%	8 13.56%	57 21.27%	3 25.00%	2 7.69%	7 26.92%
Always	63 64.95%	54 58.06%	49 54.44%	261 63.20%	25 69.44%	23 71.88%	19 55.88%	399 51.82%	39 60.94%	31 56.36%	32 54.24%	149 55.60%	6 50.00%	19 73.08%	14 53.85%
CAHPS Rate (%Always + %Usually)	78 80.41%	67 72.04%	63 70.00%	328 79.42%	30 83.33%	28 87.50%	24 70.59%	576 74.81%	51 79.69%	38 69.09%	40 67.80%	206 76.87%	9 75.00%	21 80.77%	21 80.77%
3-point composite mean	2.4536	2.3011	2.2444	2.4262	2.5278	2.5938	2.2647	2.2662	2.4063	2.2545	2.2203	2.3246	2.2500	2.5385	2.3462
4-point composite mean	3.3505	3.1935	3.1111	3.3414	3.4444	3.5938	3.1471	3.1662	3.3281	3.1455	3.0847	3.2239	3.0833	3.4615	3.3077
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	19	14	26	119	8	6	8	95	9	4	10	36	0	7	2	
	1.69%	1.09%	2.10%	1.56%	1.57%	1.03%	1.37%	1.38%	1.74%	0.73%	1.88%	1.34%	0.0%	3.03%	1.26%	
				B										M		
Appropriately skipped	1008	1180	1120	7119	466	544	544	6024	445	488	462	2390	116	198	131	
	89.68%	91.69%	90.61%	93.05%	91.55%	93.47%	92.83%	87.41%	85.91%	89.21%	86.84%	88.65%	90.63%	85.71%	82.39%	
				I									O			
BASE = Those who responded	97	93	90	413	35	32	34	773	64	55	60	270	12	26	26	
	8.63%	7.23%	7.28%	5.40%	6.88%	5.50%	5.80%	11.22%	12.36%	10.05%	11.28%	10.01%	9.38%	11.26%	16.35%	
								E								
Yes	75	74	67	334	31	27	26	634	51	44	45	223	9	21	21	
	77.32%	79.57%	74.44%	80.87%	88.57%	84.38%	76.47%	82.02%	79.69%	80.00%	75.00%	82.59%	75.00%	80.77%	80.77%	
No	22	19	23	79	4	5	8	139	13	11	15	47	3	5	5	
	22.68%	20.43%	25.56%	19.13%	11.43%	15.63%	23.53%	17.98%	20.31%	20.00%	25.00%	17.41%	25.00%	19.23%	19.23%	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	15	18	22	122	4	7	5	104	9	10	12	32	2	5	2		
	1.33%	1.40%	1.78%	1.59%	0.79%	1.20%	0.85%	1.51%	1.74%	1.83%	2.26%	1.19%	1.56%	2.16%	1.26%		
BASE = Those who responded	1109	1269	1214	7529	505	575	581	6788	509	537	520	2664	126	226	157		
	98.67%	98.60%	98.22%	98.41%	99.21%	98.80%	99.15%	98.49%	98.26%	98.17%	97.74%	98.81%	98.44%	97.84%	98.74%		
Yes	146	136	130	835	66	44	49	1602	109	95	88	474	31	46	32		
	13.17%	10.72%	10.71%	11.09%	13.07%	7.65%	8.43%	23.60%	21.41%	17.69%	16.92%	17.79%	24.60%	20.35%	20.38%		
					FG				E								
No	963	1133	1084	6694	439	531	532	5186	400	442	432	2190	95	180	125		
	86.83%	89.28%	89.29%	88.91%	86.93%	92.35%	91.57%	76.40%	78.59%	82.31%	83.08%	82.21%	75.40%	79.65%	79.62%		
					I	E	E										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	29	29	146	6	8	7	141	10	15	16	46	2	6	2
	1.51%	2.25%	2.35%	1.91%	1.18%	1.37%	1.19%	2.05%	1.93%	2.74%	3.01%	1.71%	1.56%	2.60%	1.26%
Appropriately skipped	963	1133	1084	6694	439	531	532	5186	400	442	432	2190	95	180	125
	85.68%	88.03%	87.70%	87.49%	86.25%	91.24%	90.78%	75.25%	77.22%	80.80%	81.20%	81.23%	74.22%	77.92%	78.62%
					I	E	E								
BASE = Those who responded	144	125	123	811	64	43	47	1565	108	90	84	460	31	45	32
	12.81%	9.71%	9.95%	10.60%	12.57%	7.39%	8.02%	22.71%	20.85%	16.45%	15.79%	17.06%	24.22%	19.48%	20.13%
	BC				FG			KE							
Never	12	15	20	65	8	6	12	121	7	9	12	36	2	3	2
	8.33%	12.00%	16.26%	8.01%	12.50%	13.95%	25.53%	7.73%	6.48%	10.00%	14.29%	7.83%	6.45%	6.67%	6.25%
Sometimes	20	20	17	109	5	8	5	204	15	12	15	57	3	7	5
	13.89%	16.00%	13.82%	13.44%	7.81%	18.60%	10.64%	13.04%	13.89%	13.33%	17.86%	12.39%	9.68%	15.56%	15.63%
Bottom Two Box (%Never + %Sometimes)	32	35	37	174	13	14	17	325	22	21	27	93	5	10	7
	22.22%	28.00%	30.08%	21.45%	20.31%	32.56%	36.17%	20.77%	20.37%	23.33%	32.14%	20.22%	16.13%	22.22%	21.88%
Usually	28	19	19	142	9	8	5	306	24	19	15	88	7	13	4
	19.44%	15.20%	15.45%	17.51%	14.06%	18.60%	10.64%	19.55%	22.22%	21.11%	17.86%	19.13%	22.58%	28.89%	12.50%
Always	84	71	67	495	42	21	25	934	62	50	42	279	19	22	21
	58.33%	56.80%	54.47%	61.04%	65.63%	48.84%	53.19%	59.68%	57.41%	55.56%	50.00%	60.65%	61.29%	48.89%	65.63%
CAHPS Rate (%Always + %Usually)	112	90	86	637	51	29	30	1240	86	69	57	367	26	35	25
	77.78%	72.00%	69.92%	78.55%	79.69%	67.44%	63.83%	79.23%	79.63%	76.67%	67.86%	79.78%	83.87%	77.78%	78.13%
3-point composite mean	2.3611	2.2880	2.2439	2.3958	2.4531	2.1628	2.1702	2.3891	2.3704	2.3222	2.1786	2.4043	2.4516	2.2667	2.4375
4-point composite mean	3.2778	3.1680	3.0813	3.3157	3.3281	3.0233	2.9149	3.3118	3.3056	3.2222	3.0357	3.3261	3.3871	3.2000	3.3750
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 1.42%	24 1.86%	27 2.18%	134 1.75% E	4 0.79%	7 1.20%	7 1.19%	134 1.94%	9 1.74%	14 2.56%	15 2.82%	44 1.63%	2 1.56%	5 2.16%	2 1.26%
Appropriately skipped	963 85.68%	1133 88.03%	1084 87.70%	6694 87.49%	439 86.25% I	531 91.24% E	532 90.78% E	5186 75.25%	400 77.22%	442 80.80%	432 81.20%	2190 81.23%	95 74.22%	180 77.92%	125 78.62%
BASE = Those who responded	145 12.90% BC	130 10.10%	125 10.11%	823 10.76%	66 12.97% FG	44 7.56%	47 8.02%	1572 22.81%	109 21.04% KE	91 16.64%	85 15.98%	462 17.14%	31 24.22%	46 19.91%	32 20.13%
Yes	106 73.10% C	92 70.77% C	70 56.00%	576 69.99%	48 72.73% G	33 75.00% G	21 44.68%	1146 72.90%	82 75.23% K	65 71.43% K	45 52.94%	345 74.68%	22 70.97%	40 86.96% O	20 62.50%
No	39 26.90%	38 29.23%	55 44.00% AB	247 30.01%	18 27.27%	11 25.00%	26 55.32% EF	426 27.10%	27 24.77%	26 28.57%	40 47.06% IJ	117 25.32%	9 29.03%	6 13.04%	12 37.50% N
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	17	24	25	121	9	11	8	105	8	11	17	41	1	5	2
	1.51%	1.86%	2.02%	1.58%	1.77%	1.89%	1.37%	1.52%	1.54%	2.01%	3.20%	1.52%	0.78%	2.16%	1.26%
BASE = Those who responded	1107	1263	1210	7530	500	571	577	6787	510	536	514	2655	127	226	157
	98.49%	98.14%	97.90%	98.42%	98.23%	98.11%	98.46%	98.48%	98.46%	97.99%	96.62%	98.48%	99.22%	97.84%	98.74%
Yes	264	252	223	1134	90	65	76	2870	224	204	178	1014	62	85	77
	23.85%	19.95%	18.43%	15.06%	18.00%	11.38%	13.17%	42.29%	43.92%	38.06%	34.63%	38.19%	48.82%	37.61%	49.04%
No	843	1011	987	6396	410	506	501	3917	286	332	336	1641	65	141	80
	76.15%	80.05%	81.57%	84.94%	82.00%	88.62%	86.83%	57.71%	56.08%	61.94%	65.37%	61.81%	51.18%	62.39%	50.96%
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	29	34	138	9	12	12	161	13	14	22	64	2	7	4
	2.05%	2.25%	2.75%	1.80%	1.77%	2.06%	2.05%	2.34%	2.51%	2.56%	4.14%	2.37%	1.56%	3.03%	2.52%
Appropriately skipped	843	1011	987	6396	410	506	501	3917	286	332	336	1641	65	141	80
	75.00%	78.55%	79.85%	83.60%	80.55%	86.94%	85.49%	56.83%	55.21%	60.69%	63.16%	60.87%	50.78%	61.04%	50.31%
		A	A		I	E	E				I			O	
BASE = Those who responded	258	247	215	1117	90	64	73	2814	219	201	174	991	61	83	75
	22.95%	19.19%	17.39%	14.60%	17.68%	11.00%	12.46%	40.83%	42.28%	36.75%	32.71%	36.76%	47.66%	35.93%	47.17%
	BC				FG			KE					N		N
Never	22	24	27	91	10	6	10	195	17	21	21	70	7	6	4
	8.53%	9.72%	12.56%	8.15%	11.11%	9.38%	13.70%	6.93%	7.76%	10.45%	12.07%	7.06%	11.48%	7.23%	5.33%
Sometimes	31	30	31	144	7	10	8	363	27	22	27	118	7	8	12
	12.02%	12.15%	14.42%	12.89%	7.78%	15.63%	10.96%	12.90%	12.33%	10.95%	15.52%	11.91%	11.48%	9.64%	16.00%
Bottom Two Box (%Never + %Sometimes)	53	54	58	235	17	16	18	558	44	43	48	188	14	14	16
	20.54%	21.86%	26.98%	21.04%	18.89%	25.00%	24.66%	19.83%	20.09%	21.39%	27.59%	18.97%	22.95%	16.87%	21.33%
Usually	43	52	34	225	12	16	7	580	40	42	29	187	16	12	12
	16.67%	21.05%	15.81%	20.14%	13.33%	25.00%	9.59%	20.61%	18.26%	20.90%	16.67%	18.87%	26.23%	14.46%	16.00%
					F	G									
Always	162	141	123	657	61	32	48	1676	135	116	97	616	31	57	47
	62.79%	57.09%	57.21%	58.82%	67.78%	50.00%	65.75%	59.56%	61.64%	57.71%	55.75%	62.16%	50.82%	68.67%	62.67%
					F									M	
CAHPS Rate (%Always + %Usually)	205	193	157	882	73	48	55	2256	175	158	126	803	47	69	59
	79.46%	78.14%	73.02%	78.96%	81.11%	75.00%	75.34%	80.17%	79.91%	78.61%	72.41%	81.03%	77.05%	83.13%	78.67%
3-point composite mean	2.4225	2.3522	2.3023	2.3778	2.4889	2.2500	2.4110	2.3973	2.4155	2.3632	2.2816	2.4319	2.2787	2.5181	2.4133
4-point composite mean	3.3372	3.2551	3.1767	3.2963	3.3778	3.1563	3.2740	3.3280	3.3379	3.2587	3.1609	3.3613	3.1639	3.4458	3.3600
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	28	30	146	12	11	10	148	13	14	20	56	3	6	4
	2.05%	2.18%	2.43%	1.91%	2.36%	1.89%	1.71%	2.15%	2.51%	2.56%	3.76%	2.08%	2.34%	2.60%	2.52%
Appropriately skipped	843	1011	987	6396	410	506	501	3917	286	332	336	1641	65	141	80
	75.00%	78.55%	79.85%	83.60%	80.55%	86.94%	85.49%	56.83%	55.21%	60.69%	63.16%	60.87%	50.78%	61.04%	50.31%
		A	A		I	E	E				I			O	
BASE = Those who responded	258	248	219	1109	87	65	75	2827	219	201	176	999	60	84	75
	22.95%	19.27%	17.72%	14.49%	17.09%	11.17%	12.80%	41.02%	42.28%	36.75%	33.08%	37.05%	46.88%	36.36%	47.17%
	BC				FG				KE						N
Yes	163	159	132	634	63	39	42	1650	142	137	109	618	40	52	50
	63.18%	64.11%	60.27%	57.17%	72.41%	60.00%	56.00%	58.37%	64.84%	68.16%	61.93%	61.86%	66.67%	61.90%	66.67%
					DG										
No	95	89	87	475	24	26	33	1177	77	64	67	381	20	32	25
	36.82%	35.89%	39.73%	42.83%	27.59%	40.00%	44.00%	41.63%	35.16%	31.84%	38.07%	38.14%	33.33%	38.10%	33.33%
				E			E								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	21	26	30	138	7	14	13	134	11	12	11	50	4	4	3	
	1.87%	2.02%	2.43%	1.80%	1.38%	2.41%	2.22%	1.94%	2.12%	2.19%	2.07%	1.85%	3.13%	1.73%	1.89%	
BASE = Those who responded	1103	1261	1206	7513	502	568	573	6758	507	535	521	2646	124	227	156	
	98.13%	97.98%	97.57%	98.20%	98.62%	97.59%	97.78%	98.06%	97.88%	97.81%	97.93%	98.15%	96.88%	98.27%	98.11%	
Yes	302	325	292	1769	125	114	123	3110	217	208	188	1130	55	98	64	
	27.38%	25.77%	24.21%	23.55%	24.90%	20.07%	21.47%	46.02%	42.80%	38.88%	36.08%	42.71%	44.35%	43.17%	41.03%	
								KE								
No	801	936	914	5744	377	454	450	3648	290	327	333	1516	69	129	92	
	72.62%	74.23%	75.79%	76.45%	75.10%	79.93%	78.53%	53.98%	57.20%	61.12%	63.92%	57.29%	55.65%	56.83%	58.97%	
					I						I					
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	30	34	38	187	11	15	16	202	17	16	16	70	6	6	5
	2.67%	2.64%	3.07%	2.44%	2.16%	2.58%	2.73%	2.93%	3.28%	2.93%	3.01%	2.60%	4.69%	2.60%	3.14%
Appropriately skipped	801	936	914	5744	377	454	450	3648	290	327	333	1516	69	129	92
	71.26%	72.73%	73.95%	75.08%	74.07%	78.01%	76.79%	52.93%	55.98%	59.78%	62.59%	56.23%	53.91%	55.84%	57.86%
					I						I				
BASE = Those who responded	293	317	284	1720	121	113	120	3042	211	204	183	1110	53	96	62
	26.07%	24.63%	22.98%	22.48%	23.77%	19.42%	20.48%	44.14%	40.73%	37.29%	34.40%	41.17%	41.41%	41.56%	38.99%
								KE							
Yes	184	194	169	1022	77	70	67	1897	133	125	111	696	37	57	39
	62.80%	61.20%	59.51%	59.42%	63.64%	61.95%	55.83%	62.36%	63.03%	61.27%	60.66%	62.70%	69.81%	59.38%	62.90%
No	109	123	115	698	44	43	53	1145	78	79	72	414	16	39	23
	37.20%	38.80%	40.49%	40.58%	36.36%	38.05%	44.17%	37.64%	36.97%	38.73%	39.34%	37.30%	30.19%	40.63%	37.10%
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	5 0.40% AB	0 0.0%	0 0.0%	0 0.0%	3 0.51%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	5 0.44%	5 0.39%	11 0.89%	154 1.22% E	1 0.20%	1 0.17%	6 1.02%	59 0.86%	4 0.77%	2 0.37%	4 0.75%	26 0.96%	2 1.56%	2 0.87%	0 0.0%
BASE = Those who responded	1119 99.56% C	1282 99.61% C	1220 98.71%	12502 98.78%	508 99.80%	581 99.83%	577 98.46% DG	6833 99.14%	514 99.23%	545 99.63%	526 98.87%	2670 99.04%	126 98.44%	229 99.13%	159 100.00%
Yes	1013 90.53%	1174 91.58%	1111 91.07%	10912 87.28%	448 88.19%	519 89.33%	527 91.33%	6340 92.79%	482 93.77% E	520 95.41%	487 92.59%	2464 92.28%	120 95.24%	213 93.01%	149 93.71%
No	106 9.47%	108 8.42%	109 8.93%	1590 12.72%	60 11.81% I	62 10.67%	50 8.67%	493 7.21%	32 6.23%	25 4.59%	39 7.41%	206 7.72%	6 4.76%	16 6.99%	10 6.29%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	4	0	0	0	2	0	0	0	4	0	0	0	0
	0.0%	0.0%	0.32%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.75%	0.0%	0.0%	0.0%	0.0%
			AB								IJ				
No response	29	52	60	512	10	25	27	200	15	15	17	60	5	7	3
	2.58%	4.04%	4.85%	4.05%	1.96%	4.30%	4.61%	2.90%	2.90%	2.74%	3.20%	2.23%	3.91%	3.03%	1.89%
		A	A	E		E	E								
Appropriately skipped	106	108	109	1590	60	62	50	493	32	25	39	206	6	16	10
	9.43%	8.39%	8.82%	12.56%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	4.69%	6.93%	6.29%
					I										
BASE = Those who responded	989	1127	1063	10554	439	495	507	6199	471	507	472	2430	117	208	146
	87.99%	87.57%	86.00%	83.39%	86.25%	85.05%	86.52%	89.94%	90.93%	92.69%	88.72%	90.13%	91.41%	90.04%	91.82%
								E		K					
None	123	133	135	2019	72	62	72	741	32	30	37	228	7	14	11
	12.44%	11.80%	12.70%	19.13%	16.40%	12.53%	14.20%	11.95%	6.79%	5.92%	7.84%	9.38%	5.98%	6.73%	7.53%
					I			I							
1 time	259	285	266	3440	117	143	144	1673	108	98	96	566	35	48	25
	26.19%	25.29%	25.02%	32.59%	26.65%	28.89%	28.40%	26.99%	22.93%	19.33%	20.34%	23.29%	29.91%	23.08%	17.12%
				E				I					O		
2	229	285	273	2459	105	131	128	1609	114	138	130	676	26	52	36
	23.15%	25.29%	25.68%	23.30%	23.92%	26.46%	25.25%	25.96%	24.20%	27.22%	27.54%	27.82%	22.22%	25.00%	24.66%
3	169	187	170	1283	68	69	75	942	96	101	93	416	23	42	31
	17.09%	16.59%	15.99%	12.16%	15.49%	13.94%	14.79%	15.20%	20.38%	19.92%	19.70%	17.12%	19.66%	20.19%	21.23%
									H						
4	75	85	86	638	31	32	35	544	37	44	35	239	8	16	13
	7.58%	7.54%	8.09%	6.05%	7.06%	6.46%	6.90%	8.78%	7.86%	8.68%	7.42%	9.84%	6.84%	7.69%	8.90%
5 to 9	113	133	109	588	40	49	46	572	68	82	67	258	15	31	22
	11.43%	11.80%	10.25%	5.57%	9.11%	9.90%	9.07%	9.23%	14.44%	16.17%	14.19%	10.62%	12.82%	14.90%	15.07%
					D				HE						
10 or more times	21	19	24	127	6	9	7	118	16	14	14	47	3	5	8
	2.12%	1.69%	2.26%	1.20%	1.37%	1.82%	1.38%	1.90%	3.40%	2.76%	2.97%	1.93%	2.56%	2.40%	5.48%
									E						
Average	2.6062	2.5949	2.5673	1.9388	2.3007	2.4152	2.3166	2.4798	3.0743	3.1598	3.0064	2.6813	2.8248	2.9880	3.3973
					D				HE						
Standard deviation	2.4624	2.3765	2.4439	2.0421	2.2482	2.3441	2.2285	2.3294	2.6869	2.5921	2.6109	2.3442	2.5220	2.5317	2.9828
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	56	69	560	10	28	32	223	16	18	23	66	5	8	3
	2.76%	4.35%	5.58%	4.42%	1.96%	4.81%	5.46%	3.24%	3.09%	3.29%	4.32%	2.45%	3.91%	3.46%	1.89%
		A	A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
					GI			I			J				
BASE = Those who responded	864	990	923	8487	367	430	432	5435	438	474	433	2196	110	193	135
	76.87%	76.92%	74.68%	67.06%	72.10%	73.88%	73.72%	78.86%	84.56%	86.65%	81.39%	81.45%	85.94%	83.55%	84.91%
					D				HE	K					
Never	7	15	12	110	5	12	8	41	2	5	5	14	1	1	0
	0.81%	1.52%	1.30%	1.30%	1.36%	2.79%	1.85%	0.75%	0.46%	1.05%	1.15%	0.64%	0.91%	0.52%	0.0%
Sometimes	37	43	32	370	19	18	15	192	16	22	17	68	5	8	3
	4.28%	4.34%	3.47%	4.36%	5.18%	4.19%	3.47%	3.53%	3.65%	4.64%	3.93%	3.10%	4.55%	4.15%	2.22%
Bottom Two Box (%Never + %Sometimes)	44	58	44	480	24	30	23	233	18	27	22	82	6	9	3
	5.09%	5.86%	4.77%	5.66%	6.54%	6.98%	5.32%	4.29%	4.11%	5.70%	5.08%	3.73%	5.45%	4.66%	2.22%
Usually	93	95	76	1161	36	36	39	702	51	49	36	248	8	19	24
	10.76%	9.60%	8.23%	13.68%	9.81%	8.37%	9.03%	12.92%	11.64%	10.34%	8.31%	11.29%	7.27%	9.84%	17.78%
				E											MN
Always	727	837	803	6846	307	364	370	4500	369	398	375	1866	96	165	108
	84.14%	84.55%	87.00%	80.66%	83.65%	84.65%	85.65%	82.80%	84.25%	83.97%	86.61%	84.97%	87.27%	85.49%	80.00%
CAHPS Rate (%Always + %Usually)	820	932	879	8007	343	400	409	5202	420	447	411	2114	104	184	132
	94.91%	94.14%	95.23%	94.34%	93.46%	93.02%	94.68%	95.71%	95.89%	94.30%	94.92%	96.27%	94.55%	95.34%	97.78%
3-point composite mean	2.7905	2.7869	2.8223	2.7501	2.7711	2.7767	2.8032	2.7851	2.8014	2.7827	2.8152	2.8124	2.8182	2.8083	2.7778
4-point composite mean	3.7824	3.7717	3.8093	3.7371	3.7575	3.7488	3.7847	3.7776	3.7968	3.7722	3.8037	3.8060	3.8091	3.8031	3.7778
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	57	68	558	11	27	31	220	18	18	23	69	6	9	3
	3.02%	4.43%	5.50%	4.41%	2.16%	4.64%	5.29%	3.19%	3.47%	3.29%	4.32%	2.56%	4.69%	3.90%	1.89%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
				GI				I			J				
BASE = Those who responded	861	989	924	8489	366	431	433	5438	436	474	433	2193	109	192	135
	76.60%	76.85%	74.76%	67.07%	71.91%	74.05%	73.89%	78.90%	84.17%	86.65%	81.39%	81.34%	85.16%	83.12%	84.91%
				D				HE		K					
Never	6	10	11	71	4	7	7	31	2	5	7	9	1	1	0
	0.70%	1.01%	1.19%	0.84%	1.09%	1.62%	1.62%	0.57%	0.46%	1.05%	1.62%	0.41%	0.92%	0.52%	0.0%
Sometimes	31	38	28	319	12	18	13	209	16	18	11	80	3	10	3
	3.60%	3.84%	3.03%	3.76%	3.28%	4.18%	3.00%	3.84%	3.67%	3.80%	2.54%	3.65%	2.75%	5.21%	2.22%
Bottom Two Box (%Never + %Sometimes)	37	48	39	390	16	25	20	240	18	23	18	89	4	11	3
	4.30%	4.85%	4.22%	4.59%	4.37%	5.80%	4.62%	4.41%	4.13%	4.85%	4.16%	4.06%	3.67%	5.73%	2.22%
Usually	70	87	84	1051	33	30	35	641	29	47	47	208	5	13	11
	8.13%	8.80%	9.09%	12.38%	9.02%	6.96%	8.08%	11.79%	6.65%	9.92%	10.85%	9.48%	4.59%	6.77%	8.15%
				E				I			I				
Always	754	854	801	7048	317	376	378	4557	389	404	368	1896	100	168	121
	87.57%	86.35%	86.69%	83.03%	86.61%	87.24%	87.30%	83.80%	89.22%	85.23%	84.99%	86.46%	91.74%	87.50%	89.63%
				D				H							
CAHPS Rate (%Always + %Usually)	824	941	885	8099	350	406	413	5198	418	451	415	2104	105	181	132
	95.70%	95.15%	95.78%	95.41%	95.63%	94.20%	95.38%	95.59%	95.87%	95.15%	95.84%	95.94%	96.33%	94.27%	97.78%
3-point composite mean	2.8328	2.8150	2.8247	2.7843	2.8224	2.8144	2.8268	2.7939	2.8509	2.8038	2.8083	2.8240	2.8807	2.8177	2.8741
								H							
4-point composite mean	3.8258	3.8049	3.8128	3.7759	3.8115	3.7981	3.8106	3.7882	3.8463	3.7932	3.7921	3.8199	3.8716	3.8125	3.8741
								H							
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	57	69	561	11	27	32	224	17	18	24	70	5	9	3
	3.02%	4.43%	5.58%	4.43%	2.16%	4.64%	5.46%	3.25%	3.28%	3.29%	4.51%	2.60%	3.91%	3.90%	1.89%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
					GI			I			J				
BASE = Those who responded	861	989	923	8486	366	431	432	5434	437	474	432	2192	110	192	135
	76.60%	76.85%	74.68%	67.05%	71.91%	74.05%	73.72%	78.85%	84.36%	86.65%	81.20%	81.31%	85.94%	83.12%	84.91%
					D				HE	K					
Never	8	7	7	53	4	5	4	33	2	4	4	12	1	1	0
	0.93%	0.71%	0.76%	0.62%	1.09%	1.16%	0.93%	0.61%	0.46%	0.84%	0.93%	0.55%	0.91%	0.52%	0.0%
Sometimes	22	36	24	258	13	10	10	163	8	18	13	63	1	4	3
	2.56%	3.64%	2.60%	3.04%	3.55%	2.32%	2.31%	3.00%	1.83%	3.80%	3.01%	2.87%	0.91%	2.08%	2.22%
Bottom Two Box (%Never + %Sometimes)	30	43	31	311	17	15	14	196	10	22	17	75	2	5	3
	3.48%	4.35%	3.36%	3.66%	4.64%	3.48%	3.24%	3.61%	2.29%	4.64%	3.94%	3.42%	1.82%	2.60%	2.22%
Usually	59	76	69	847	25	30	29	500	34	40	30	167	7	17	10
	6.85%	7.68%	7.48%	9.98%	6.83%	6.96%	6.71%	9.20%	7.78%	8.44%	6.94%	7.62%	6.36%	8.85%	7.41%
				E											
Always	772	870	823	7328	324	386	389	4738	393	412	385	1950	101	170	122
	89.66%	87.97%	89.17%	86.35%	88.52%	89.56%	90.05%	87.19%	89.93%	86.92%	89.12%	88.96%	91.82%	88.54%	90.37%
CAHPS Rate (%Always + %Usually)	831	946	892	8175	349	416	418	5238	427	452	415	2117	108	187	132
	96.52%	95.65%	96.64%	96.34%	95.36%	96.52%	96.76%	96.39%	97.71%	95.36%	96.06%	96.58%	98.18%	97.40%	97.78%
3-point composite mean	2.8618	2.8362	2.8581	2.8269	2.8388	2.8608	2.8681	2.8358	2.8764	2.8228	2.8519	2.8554	2.9000	2.8594	2.8815
									H						
4-point composite mean	3.8525	3.8291	3.8505	3.8206	3.8279	3.8492	3.8588	3.8298	3.8719	3.8143	3.8426	3.8499	3.8909	3.8542	3.8815
									H						
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	41	65	75	604	15	28	34	250	21	24	24	83	7	11	3
	3.65%	5.05%	6.07%	4.77%	2.95%	4.81%	5.80%	3.63%	4.05%	4.39%	4.51%	3.08%	5.47%	4.76%	1.89%
			A	E			E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
				GI				I			J				
BASE = Those who responded	854	981	916	8443	362	430	429	5408	433	468	432	2179	108	190	135
	75.98%	76.22%	74.11%	66.71%	71.12%	73.88%	73.21%	78.47%	83.59%	85.56%	81.20%	80.82%	84.38%	82.25%	84.91%
				D				HE							
Yes	624	689	660	5591	267	299	307	3938	344	378	336	1694	82	152	110
	73.07%	70.23%	72.05%	66.22%	73.76%	69.53%	71.56%	72.82%	79.45%	80.77%	77.78%	77.74%	75.93%	80.00%	81.48%
				D				H							
No	230	292	256	2852	95	131	122	1470	89	90	96	485	26	38	25
	26.93%	29.77%	27.95%	33.78%	26.24%	30.47%	28.44%	27.18%	20.55%	19.23%	22.22%	22.26%	24.07%	20.00%	18.52%
				E				I							
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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36. 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?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	49	71	82	669	19	31	37	293	25	29	27	98	8	12	5
	4.36%	5.52%	6.63%	5.29%	3.73%	5.33%	6.31%	4.25%	4.83%	5.30%	5.08%	3.64%	6.25%	5.19%	3.14%
			A				E								
Appropriately skipped	459	533	500	6461	227	255	244	2704	153	145	172	919	39	68	46
	40.84%	41.41%	40.45%	51.05%	44.60%	43.81%	41.64%	39.23%	29.54%	26.51%	32.33%	34.09%	30.47%	29.44%	28.93%
				E	I			I			J				
BASE = Those who responded	616	683	654	5526	263	296	305	3895	340	373	333	1679	81	151	108
	54.80%	53.07%	52.91%	43.66%	51.67%	50.86%	52.05%	56.51%	65.64%	68.19%	62.59%	62.28%	63.28%	65.37%	67.92%
					D				HE						
Never	7	12	10	54	3	7	4	29	4	8	3	13	2	2	0
	1.14%	1.76%	1.53%	0.98%	1.14%	2.36%	1.31%	0.74%	1.18%	2.14%	0.90%	0.77%	2.47%	1.32%	0.0%
Sometimes	40	42	42	328	21	10	22	197	22	25	17	78	5	12	5
	6.49%	6.15%	6.42%	5.94%	7.98%	3.38%	7.21%	5.06%	6.47%	6.70%	5.11%	4.65%	6.17%	7.95%	4.63%
					F		F								
Bottom Two Box (%Never + %Sometimes)	47	54	52	382	24	17	26	226	26	33	20	91	7	14	5
	7.63%	7.91%	7.95%	6.91%	9.13%	5.74%	8.52%	5.80%	7.65%	8.85%	6.01%	5.42%	8.64%	9.27%	4.63%
Usually	88	88	74	992	32	41	30	691	47	49	38	279	6	19	22
	14.29%	12.88%	11.31%	17.95%	12.17%	13.85%	9.84%	17.74%	13.82%	13.14%	11.41%	16.62%	7.41%	12.58%	20.37%
					E				I					M	
Always	481	541	528	4152	207	238	249	2978	267	291	275	1309	68	118	81
	78.08%	79.21%	80.73%	75.14%	78.71%	80.41%	81.64%	76.46%	78.53%	78.02%	82.58%	77.96%	83.95%	78.15%	75.00%
CAHPS Rate (%Always + %Usually)	569	629	602	5144	239	279	279	3669	314	340	313	1588	74	137	103
	92.37%	92.09%	92.05%	93.09%	90.87%	94.26%	91.48%	94.20%	92.35%	91.15%	93.99%	94.58%	91.36%	90.73%	95.37%
3-point composite mean	2.7045	2.7130	2.7278	2.6822	2.6958	2.7466	2.7311	2.7065	2.7088	2.6917	2.7658	2.7254	2.7531	2.6887	2.7037
4-point composite mean	3.6932	3.6955	3.7125	3.6725	3.6844	3.7230	3.7180	3.6991	3.6971	3.6702	3.7568	3.7177	3.7284	3.6755	3.7037
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	61	70	597	13	30	31	246	19	22	23	80	5	9	5
	3.47%	4.74%	5.66%	4.72%	2.55%	5.15%	5.29%	3.57%	3.67%	4.02%	4.32%	2.97%	3.91%	3.90%	3.14%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
					GI			I			J				
BASE = Those who responded	856	985	921	8450	364	428	432	5412	435	470	433	2182	110	192	133
	76.16%	76.53%	74.51%	66.77%	71.51%	73.54%	73.72%	78.53%	83.98%	85.92%	81.39%	80.93%	85.94%	83.12%	83.65%
					D				HE	K					
Never	16	30	22	178	8	19	8	82	6	14	9	31	2	2	2
	1.87%	3.05%	2.39%	2.11%	2.20%	4.44%	1.85%	1.52%	1.38%	2.98%	2.08%	1.42%	1.82%	1.04%	1.50%
						G									
Sometimes	63	66	65	754	35	24	37	380	28	32	28	135	5	19	4
	7.36%	6.70%	7.06%	8.92%	9.62%	5.61%	8.56%	7.02%	6.44%	6.81%	6.47%	6.19%	4.55%	9.90%	3.01%
					F									O	
Bottom Two Box (%Never + %Sometimes)	79	96	87	932	43	43	45	462	34	46	37	166	7	21	6
	9.23%	9.75%	9.45%	11.03%	11.81%	10.05%	10.42%	8.54%	7.82%	9.79%	8.55%	7.61%	6.36%	10.94%	4.51%
														O	
Usually	145	153	148	1721	59	55	69	989	78	73	76	366	21	26	31
	16.94%	15.53%	16.07%	20.37%	16.21%	12.85%	15.97%	18.27%	17.93%	15.53%	17.55%	16.77%	19.09%	13.54%	23.31%
				E										N	
Always	632	736	686	5797	262	330	318	3961	323	351	320	1650	82	145	96
	73.83%	74.72%	74.48%	68.60%	71.98%	77.10%	73.61%	73.19%	74.25%	74.68%	73.90%	75.62%	74.55%	75.52%	72.18%
CAHPS Rate (%Always + %Usually)	777	889	834	7518	321	385	387	4950	401	424	396	2016	103	171	127
	90.77%	90.25%	90.55%	88.97%	88.19%	89.95%	89.58%	91.46%	92.18%	90.21%	91.45%	92.39%	93.64%	89.06%	95.49%
															N
3-point composite mean	2.6460	2.6497	2.6504	2.5757	2.6016	2.6706	2.6319	2.6465	2.6644	2.6489	2.6536	2.6801	2.6818	2.6458	2.6767
4-point composite mean	3.6273	3.6193	3.6265	3.5547	3.5797	3.6262	3.6134	3.6314	3.6506	3.6191	3.6328	3.6659	3.6636	3.6354	3.6617
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	2	0	0	0	2	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%
No response	38	63	70	590	12	31	34	252	23	20	22	85	5	10	8
	3.38%	4.90%	5.66%	4.66%	2.36%	5.33%	5.80%	3.66%	4.44%	3.66%	4.14%	3.15%	3.91%	4.33%	5.03%
			A	E		E	E								
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
					GI			I			J				
BASE = Those who responded	857	983	920	8457	365	427	428	5406	431	472	432	2177	110	191	130
	76.25%	76.38%	74.43%	66.82%	71.71%	73.37%	73.04%	78.44%	83.20%	86.29%	81.20%	80.75%	85.94%	82.68%	81.76%
					D				HE	K					
Yes	754	857	794	7494	321	376	364	4805	389	418	382	1943	98	171	120
	87.98%	87.18%	86.30%	88.61%	87.95%	88.06%	85.05%	88.88%	90.26%	88.56%	88.43%	89.25%	89.09%	89.53%	92.31%
No	103	126	126	963	44	51	64	601	42	54	50	234	12	20	10
	12.02%	12.82%	13.70%	11.39%	12.05%	11.94%	14.95%	11.12%	9.74%	11.44%	11.57%	10.75%	10.91%	10.47%	7.69%
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	58	76	617	11	29	32	251	16	18	32	82	5	8	3
	2.85%	4.51%	6.15%	4.88%	2.16%	4.98%	5.46%	3.64%	3.09%	3.29%	6.02%	3.04%	3.91%	3.46%	1.89%
		A	A	E		E	E				IJ				
Appropriately skipped	229	241	244	3609	132	124	122	1234	64	55	76	434	13	30	21
	20.37%	18.73%	19.74%	28.52%	25.93%	21.31%	20.82%	17.90%	12.36%	10.05%	14.29%	16.10%	10.16%	12.99%	13.21%
					GI			I			J				
BASE = Those who responded	863	988	916	8430	366	429	432	5407	438	474	424	2180	110	193	135
	76.78%	76.77%	74.11%	66.61%	71.91%	73.71%	73.72%	78.45%	84.56%	86.65%	79.70%	80.86%	85.94%	83.55%	84.91%
					D				HKE	K					
Yes	388	417	361	3804	149	156	147	3295	244	243	202	1261	65	100	79
	44.96%	42.21%	39.41%	45.12%	40.71%	36.36%	34.03%	60.94%	55.71%	51.27%	47.64%	57.84%	59.09%	51.81%	58.52%
	C							I	KE						
No	475	571	555	4626	217	273	285	2112	194	231	222	919	45	93	56
	55.04%	57.79%	60.59%	54.88%	59.29%	63.64%	65.97%	39.06%	44.29%	48.73%	52.36%	42.16%	40.91%	48.19%	41.48%
			A		I				H		I				
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	39 3.47%	65 5.05%	80 6.47%	689 5.44%	12 2.36%	32 5.50%	35 5.97%	310 4.50%	21 4.05%	21 3.84%	35 6.58%	110 4.08%	6 4.69%	9 3.90%	6 3.77%
Appropriately skipped	704 62.63%	812 63.09%	799 64.64%	8235 65.07%	349 68.57%	397 68.21%	407 69.45%	3346 48.55%	258 49.81%	286 52.29%	298 56.02%	1353 50.19%	58 45.31%	123 53.25%	77 48.43%
BASE = Those who responded	381 33.90%	410 31.86%	357 28.88%	3732 29.49%	148 29.08%	153 26.29%	144 24.57%	3236 46.95%	239 46.14%	240 43.88%	199 37.41%	1233 45.73%	64 50.00%	99 42.86%	76 47.80%
Never	23 6.04%	30 7.32%	24 6.72%	205 5.49%	6 4.05%	15 9.80%	14 9.72%	167 5.16%	13 5.44%	21 8.75%	14 7.04%	73 5.92%	6 9.38%	4 4.04%	3 3.95%
Sometimes	31 8.14%	41 10.00%	39 10.92%	446 11.95%	11 7.43%	11 7.19%	16 11.11%	330 10.20%	28 11.72%	25 10.42%	22 11.06%	115 9.33%	3 4.69%	14 14.14%	11 14.47%
Bottom Two Box (%Never + %Sometimes)	54 14.17%	71 17.32%	63 17.65%	651 17.44%	17 11.49%	26 16.99%	30 20.83%	497 15.36%	41 17.15%	46 19.17%	36 18.09%	188 15.25%	9 14.06%	18 18.18%	14 18.42%
Usually	74 19.42%	72 17.56%	69 19.33%	911 24.41%	33 22.30%	24 15.69%	29 20.14%	779 24.07%	44 18.41%	45 18.75%	41 20.60%	281 22.79%	14 21.88%	15 15.15%	15 19.74%
Always	253 66.40%	267 65.12%	225 63.03%	2170 58.15%	98 66.22%	103 67.32%	85 59.03%	1960 60.57%	154 64.44%	149 62.08%	122 61.31%	764 61.96%	41 64.06%	66 66.67%	47 61.84%
CAHPS Rate (%Always + %Usually)	327 85.83%	339 82.68%	294 82.35%	3081 82.56%	131 88.51%	127 83.01%	114 79.17%	2739 84.64%	198 82.85%	194 80.83%	163 81.91%	1045 84.75%	55 85.94%	81 81.82%	62 81.58%
3-point composite mean	2.5223	2.4780	2.4538	2.4070	2.5473	2.5033	2.3819	2.4521	2.4728	2.4292	2.4322	2.4672	2.5000	2.4848	2.4342
4-point composite mean	3.4619	3.4049	3.3866	3.3521	3.5068	3.4052	3.2847	3.4005	3.4184	3.3417	3.3618	3.4079	3.4063	3.4444	3.3947
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	30	37	412	9	15	20	162	13	9	10	57	5	5	3
	1.96%	2.33%	2.99%	3.26%	1.77%	2.58%	3.41%	2.35%	2.51%	1.65%	1.88%	2.11%	3.91%	2.16%	1.89%
				E											
Appropriately skipped	106	108	109	1590	60	62	50	493	32	25	39	206	6	16	10
	9.43%	8.39%	8.82%	12.56%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	4.69%	6.93%	6.29%
					I										
BASE = Those who responded	996	1149	1090	10654	440	505	516	6237	473	513	483	2433	117	210	146
	88.61%	89.28%	88.19%	84.18%	86.44%	86.77%	88.05%	90.50%	91.31%	93.78%	90.79%	90.24%	91.41%	90.91%	91.82%
								E							
10 - Best personal doctor possible	675	786	718	6397	307	349	326	3874	318	340	321	1584	80	140	98
	67.77%	68.41%	65.87%	60.04%	69.77%	69.11%	63.18%	62.11%	67.23%	66.28%	66.46%	65.10%	68.38%	66.67%	67.12%
					DG				H						
9 -	121	138	135	1859	52	61	67	995	60	68	61	351	21	27	12
	12.15%	12.01%	12.39%	17.45%	11.82%	12.08%	12.98%	15.95%	12.68%	13.26%	12.63%	14.43%	17.95%	12.86%	8.22%
				E				I					O		
Top Two Box	796	924	853	8256	359	410	393	4869	378	408	382	1935	101	167	110
	79.92%	80.42%	78.26%	77.49%	81.59%	81.19%	76.16%	78.07%	79.92%	79.53%	79.09%	79.53%	86.32%	79.52%	75.34%
					DG		G						O		
8 -	87	101	126	1356	34	38	65	750	43	46	54	271	8	18	17
	8.73%	8.79%	11.56%	12.73%	7.73%	7.52%	12.60%	12.03%	9.09%	8.97%	11.18%	11.14%	6.84%	8.57%	11.64%
			AB	E			EF	I							
CAHPS Rate (Top Three Box)	883	1025	979	9612	393	448	458	5619	421	454	436	2206	109	185	127
	88.65%	89.21%	89.82%	90.22%	89.32%	88.71%	88.76%	90.09%	89.01%	88.50%	90.27%	90.67%	93.16%	88.10%	86.99%
7 -	49	51	47	503	23	23	28	268	20	21	18	104	4	11	5
	4.92%	4.44%	4.31%	4.72%	5.23%	4.55%	5.43%	4.30%	4.23%	4.09%	3.73%	4.27%	3.42%	5.24%	3.42%
6 -	22	23	22	172	5	10	11	94	12	13	11	34	0	6	6
	2.21%	2.00%	2.02%	1.61%	1.14%	1.98%	2.13%	1.51%	2.54%	2.53%	2.28%	1.40%	0.0%	2.86%	4.11%
														M	M
5 -	23	23	17	212	10	13	7	138	9	11	8	50	2	4	3
	2.31%	2.00%	1.56%	1.99%	2.27%	2.57%	1.36%	2.21%	1.90%	2.14%	1.66%	2.06%	1.71%	1.90%	2.05%
4 -	3	11	8	50	3	2	4	35	3	7	2	13	0	2	1
	0.30%	0.96%	0.73%	0.47%	0.68%	0.40%	0.78%	0.56%	0.63%	1.36%	0.41%	0.53%	0.0%	0.95%	0.68%
3 -	4	3	8	36	2	2	2	29	2	1	4	11	0	1	1
	0.40%	0.26%	0.73%	0.34%	0.45%	0.40%	0.39%	0.46%	0.42%	0.19%	0.83%	0.45%	0.0%	0.48%	0.68%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
2 -	6 0.60%	2 0.17%	5 0.46%	27 0.25%	1 0.23%	0 0.0%	2 0.39%	29 0.46%	3 0.63%	1 0.19%	2 0.41%	8 0.33%	1 0.85%	0 0.0%	2 1.37%
1 -	2 0.20%	6 0.52%	3 0.28%	18 0.17%	1 0.23%	5 0.99%	3 0.58%	13 0.21%	1 0.21%	2 0.39%	1 0.21%	3 0.12%	0 0.0%	0 0.0%	1 0.68%
0 - Worst personal doctor possible	4 0.40%	5 0.44%	1 0.09%	24 0.23%	2 0.45%	2 0.40%	1 0.19%	12 0.19%	2 0.42%	3 0.58%	1 0.21%	4 0.16%	1 0.85%	1 0.48%	0 0.0%
Bottom Three Box	12 1.20%	13 1.13%	9 0.83%	69 0.65%	4 0.91%	7 1.39%	6 1.16%	54 0.87%	6 1.27%	6 1.17%	4 0.83%	15 0.62%	2 1.71%	1 0.48%	3 2.05%
Bottom Two Box	6 0.60%	11 0.96%	4 0.37%	42 0.39%	3 0.68%	7 1.39%	4 0.78%	25 0.40%	3 0.63%	5 0.97%	2 0.41%	7 0.29%	1 0.85%	1 0.48%	1 0.68%
Average rating	9.1998	9.2106	9.1908	9.1554	9.2545	9.2040	9.1260	9.1587	9.1882	9.1520	9.2091	9.2285	9.3419	9.1952	9.0548
Standard deviation	1.5681	1.5846	1.5048	1.4177	1.5311	1.6411	1.5557	1.4841	1.5903	1.6414	1.5022	1.4161	1.4685	1.5103	1.7742
3-point composite mean	2.7349	2.7406	2.7239	2.7243	2.7614	2.7446	2.7035	2.7245	2.7315	2.7212	2.7308	2.7448	2.8291	2.7286	2.6575
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	24	34	47	218	10	15	24	189	14	12	14	72	4	7	3
	2.14%	2.64%	3.80%	2.85%	1.96%	2.58%	4.10%	2.74%	2.70%	2.19%	2.63%	2.67%	3.13%	3.03%	1.89%
			A				E								
Appropriately skipped	106	108	109	1077	60	62	50	493	32	25	39	206	6	16	10
	9.43%	8.39%	8.82%	14.08%	11.79%	10.65%	8.53%	7.15%	6.18%	4.57%	7.33%	7.64%	4.69%	6.93%	6.29%
				I											
BASE = Those who responded	994	1145	1078	6356	439	505	512	6210	472	510	478	2418	118	208	146
	88.43%	88.97%	87.22%	83.07%	86.25%	86.77%	87.37%	90.10%	91.12%	93.24%	89.85%	89.69%	92.19%	90.04%	91.82%
				D					E		K				
Yes	389	431	397	1747	127	128	128	4550	335	367	341	1683	76	154	105
	39.13%	37.64%	36.83%	27.49%	28.93%	25.35%	25.00%	73.27%	70.97%	71.96%	71.34%	69.60%	64.41%	74.04%	71.92%
								E							
No	605	714	681	4609	312	377	384	1660	137	143	137	735	42	54	41
	60.87%	62.36%	63.17%	72.51%	71.07%	74.65%	75.00%	26.73%	29.03%	28.04%	28.66%	30.40%	35.59%	25.96%	28.08%
				I											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	1 0.08%	0 0.0%	0 0.0%	0 0.0%	1 0.17%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	34 3.02%	41 3.19%	59 4.77% AB	249 3.25%	12 2.36%	17 2.92%	29 4.95% E	269 3.90%	21 4.05%	18 3.29%	22 4.14%	93 3.45%	7 5.47%	8 3.46%	6 3.77%
Appropriately skipped	711 63.26%	822 63.87%	790 63.92%	5686 74.32%	372 73.08%	439 75.43%	434 74.06%	2153 31.24%	169 32.63%	168 30.71%	176 33.08%	941 34.90%	48 37.50%	70 30.30%	51 32.08%
BASE = Those who responded	379 33.72%	424 32.94%	386 31.23%	1716 22.43%	125 24.56%	126 21.65%	122 20.82%	4470 64.86%	328 63.32% E	361 66.00%	333 62.59%	1662 61.65%	73 57.03%	153 66.23%	102 64.15%
Yes	352 92.88%	400 94.34%	360 93.26%	1595 92.95%	116 92.80%	117 92.86%	110 90.16%	4215 94.30%	310 94.51%	343 95.01%	311 93.39%	1570 94.46%	71 97.26%	144 94.12%	95 93.14%
No	27 7.12%	24 5.66%	26 6.74%	121 7.05%	9 7.20%	9 7.14%	12 9.84%	255 5.70%	18 5.49%	18 4.99%	22 6.61%	92 5.54%	2 2.74%	9 5.88%	7 6.86%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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44. 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?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	35	46	58	254	13	19	28	283	22	22	22	101	7	9	6
	3.11%	3.57%	4.69%	3.32%	2.55%	3.26%	4.78%	4.11%	4.25%	4.02%	4.14%	3.75%	5.47%	3.90%	3.77%
			A				E								
Appropriately skipped	711	822	790	5686	372	439	434	2153	169	168	176	941	48	70	51
	63.26%	63.87%	63.92%	74.32%	73.08%	75.43%	74.06%	31.24%	32.63%	30.71%	33.08%	34.90%	37.50%	30.30%	32.08%
				I											
BASE = Those who responded	378	419	387	1711	124	124	123	4456	327	357	333	1654	73	152	102
	33.63%	32.56%	31.31%	22.36%	24.36%	21.31%	20.99%	64.65%	63.13%	65.27%	62.59%	61.35%	57.03%	65.80%	64.15%
							E								
Yes	342	383	347	1551	114	114	102	4069	298	329	298	1526	63	142	93
	90.48%	91.41%	89.66%	90.65%	91.94%	91.94%	82.93%	91.32%	91.13%	92.16%	89.49%	92.26%	86.30%	93.42%	91.18%
				G	G										
No	36	36	40	160	10	10	21	387	29	28	35	128	10	10	9
	9.52%	8.59%	10.34%	9.35%	8.06%	8.06%	17.07%	8.68%	8.87%	7.84%	10.51%	7.74%	13.70%	6.58%	8.82%
							EF								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop													GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	13	16	16	123	6	10	8	61	4	6	7	23	1	2	1	
	1.16%	1.24%	1.29%	0.97%	1.18%	1.72%	1.37%	0.89%	0.77%	1.10%	1.32%	0.85%	0.78%	0.87%	0.63%	
BASE = Those who responded	1111	1271	1220	12533	503	572	578	6831	514	541	525	2673	127	229	158	
	98.84%	98.76%	98.71%	99.03%	98.82%	98.28%	98.63%	99.11%	99.23%	98.90%	98.68%	99.15%	99.22%	99.13%	99.37%	
Yes	332	344	312	3141	123	123	117	3139	225	218	183	1125	59	103	63	
	29.88%	27.07%	25.57%	25.06%	24.45%	21.50%	20.24%	45.95%	43.77%	40.30%	34.86%	42.09%	46.46%	44.98%	39.87%	
		C							KE							
No	779	927	908	9392	380	449	461	3692	289	323	342	1548	68	126	95	
	70.12%	72.93%	74.43%	74.94%	75.55%	78.50%	79.76%	54.05%	56.23%	59.70%	65.14%	57.91%	53.54%	55.02%	60.13%	
			A		I						I					
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	20 1.78%	24 1.86%	19 1.54%	170 1.34%	10 1.96%	14 2.41%	9 1.54%	90 1.31%	7 1.35%	11 2.01%	7 1.32%	32 1.19%	2 1.56%	3 1.30%	2 1.26%
Appropriately skipped	779 69.31%	927 72.03%	908 73.46%	9392 74.21%	380 74.66%	449 77.15%	461 78.67%	3692 53.57%	289 55.79%	323 59.05%	342 64.29%	1548 57.42%	68 53.13%	126 54.55%	95 59.75%
			A		I						I				
BASE = Those who responded	325 28.91%	336 26.11%	309 25.00%	3094 24.45%	119 23.38%	119 20.45%	116 19.80%	3110 45.12%	222 42.86%	213 38.94%	183 34.40%	1116 41.39%	58 45.31%	102 44.16%	62 38.99%
	C							KE							
Never	19 5.85%	15 4.46%	4 1.29%	119 3.85%	9 7.56%	4 3.36%	1 0.86%	98 3.15%	13 5.86%	9 4.23%	3 1.64%	37 3.32%	5 8.62%	3 2.94%	5 8.06%
	C	C			G				K						
Sometimes	33 10.15%	45 13.39%	37 11.97%	474 15.32%	14 11.76%	13 10.92%	17 14.66%	363 11.67%	20 9.01%	24 11.27%	24 13.11%	99 8.87%	6 10.34%	8 7.84%	6 9.68%
Bottom Two Box (%Never + %Sometimes)	52 16.00%	60 17.86%	41 13.27%	593 19.17%	23 19.33%	17 14.29%	18 15.52%	461 14.82%	33 14.86%	33 15.49%	27 14.75%	136 12.19%	11 18.97%	11 10.78%	11 17.74%
Usually	62 19.08%	62 18.45%	53 17.15%	736 23.79%	21 17.65%	21 17.65%	22 18.97%	774 24.89%	46 20.72%	45 21.13%	31 16.94%	236 21.15%	12 20.69%	24 23.53%	10 16.13%
Always	211 64.92%	214 63.69%	215 69.58%	1765 57.05%	75 63.03%	81 68.07%	76 65.52%	1875 60.29%	143 64.41%	135 63.38%	125 68.31%	744 66.67%	35 60.34%	67 65.69%	41 66.13%
CAHPS Rate (%Always + %Usually)	273 84.00%	276 82.14%	268 86.73%	2501 80.83%	96 80.67%	102 85.71%	98 84.48%	2649 85.18%	189 85.14%	180 84.51%	156 85.25%	980 87.81%	47 81.03%	91 89.22%	51 82.26%
3-point composite mean	2.4892	2.4583	2.5631	2.3788	2.4370	2.5378	2.5000	2.4547	2.4955	2.4789	2.5355	2.5448	2.4138	2.5490	2.4839
4-point composite mean	3.4308	3.4137	3.5502	3.3403	3.3613	3.5042	3.4914	3.4232	3.4369	3.4366	3.5191	3.5116	3.3276	3.5196	3.4032
			B												
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	16	23	20	174	7	13	8	105	5	9	8	30	2	2	1
	1.42%	1.79%	1.62%	1.37%	1.38%	2.23%	1.37%	1.52%	0.97%	1.65%	1.50%	1.11%	1.56%	0.87%	0.63%
Appropriately skipped	779	927	908	9392	380	449	461	3692	289	323	342	1548	68	126	95
	69.31%	72.03%	73.46%	74.21%	74.66%	77.15%	78.67%	53.57%	55.79%	59.05%	64.29%	57.42%	53.13%	54.55%	59.75%
			A			I					I				
BASE = Those who responded	329	337	306	3090	122	120	117	3095	224	215	181	1118	58	103	63
	29.27%	26.18%	24.76%	24.42%	23.97%	20.62%	19.97%	44.91%	43.24%	39.31%	34.02%	41.47%	45.31%	44.59%	39.62%
	C							KE							
None (v 0)	20	18	16	175	11	4	7	115	8	8	10	48	3	0	5
	6.08%	5.34%	5.23%	5.66%	9.02%	3.33%	5.98%	3.72%	3.57%	3.72%	5.52%	4.29%	5.17%	0.0%	7.94%
															N
Saw a specialist (NET)	309	319	290	2915	111	116	110	2980	216	207	171	1070	55	103	58
	93.92%	94.66%	94.77%	94.34%	90.98%	96.67%	94.02%	96.28%	96.43%	96.28%	94.48%	95.71%	94.83%	100.00%	92.06%
															O
1 specialist (v 1)	194	203	213	1835	75	80	85	1590	122	119	115	630	36	55	31
	58.97%	60.24%	69.61%	59.39%	61.48%	66.67%	72.65%	51.37%	54.46%	55.35%	63.54%	56.35%	62.07%	53.40%	49.21%
			AB												
2 (v 2)	72	76	57	654	21	20	19	796	57	56	44	282	14	27	16
	21.88%	22.55%	18.63%	21.17%	17.21%	16.67%	16.24%	25.72%	25.45%	26.05%	24.31%	25.22%	24.14%	26.21%	25.40%
3 (v 3)	31	26	14	226	9	9	4	321	25	21	7	98	3	16	6
	9.42%	7.72%	4.58%	7.31%	7.38%	7.50%	3.42%	10.37%	11.16%	9.77%	3.87%	8.77%	5.17%	15.53%	9.52%
	C							K	K	K				M	
4 (v 4)	6	7	2	82	2	4	0	125	6	5	2	30	1	1	4
	1.82%	2.08%	0.65%	2.65%	1.64%	3.33%	0.0%	4.04%	2.68%	2.33%	1.10%	2.68%	1.72%	0.97%	6.35%
						G									
5 or more specialists (v 6)	6	7	4	118	4	3	2	148	6	6	3	30	1	4	1
	1.82%	2.08%	1.31%	3.82%	3.28%	2.50%	1.71%	4.78%	2.68%	2.79%	1.66%	2.68%	1.72%	3.88%	1.59%
Average	1.4924	1.4926	1.3105	1.5718	1.4426	1.5083	1.2564	1.7877	1.6563	1.6279	1.3812	1.5993	1.4310	1.7961	1.6349
	C	C				G			K	K				M	
Standard deviation	1.0169	1.0252	0.8431	1.1947	1.1527	1.0801	0.8489	1.2836	1.1030	1.0959	0.9064	1.0950	0.9489	1.1437	1.1311
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Qual. Total (I)	2017 CCC Qual. Total (J)	2016 CCC Qual. Total (K)	2018 CCC Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	20	30	24	217	10	15	9	135	7	12	10	38	2	2	3
	1.78%	2.33%	1.94%	1.71%	1.96%	2.58%	1.54%	1.96%	1.35%	2.19%	1.88%	1.41%	1.56%	0.87%	1.89%
Appropriately skipped	799	945	924	9567	391	453	468	3807	297	331	352	1596	71	126	100
	71.09%	73.43%	74.76%	75.59%	76.82%	77.84%	79.86%	55.24%	57.34%	60.51%	66.17%	59.20%	55.47%	54.55%	62.89%
			A		I						I				
BASE = Those who responded	305	312	288	2872	108	114	109	2950	214	204	170	1062	55	103	56
	27.14%	24.24%	23.30%	22.69%	21.22%	19.59%	18.60%	42.80%	41.31%	37.29%	31.95%	39.39%	42.97%	44.59%	35.22%
	C							KE							
10 - Best specialist possible	195	194	174	1632	71	74	67	1670	131	121	99	634	30	66	35
	63.93%	62.18%	60.42%	56.82%	65.74%	64.91%	61.47%	56.61%	61.21%	59.31%	58.24%	59.70%	54.55%	64.08%	62.50%
9 -	42	34	47	492	14	15	15	503	30	19	29	173	8	16	6
	13.77%	10.90%	16.32%	17.13%	12.96%	13.16%	13.76%	17.05%	14.02%	9.31%	17.06%	16.29%	14.55%	15.53%	10.71%
										J					
Top Two Box	237	228	221	2124	85	89	82	2173	161	140	128	807	38	82	41
	77.70%	73.08%	76.74%	73.96%	78.70%	78.07%	75.23%	73.66%	75.23%	68.63%	75.29%	75.99%	69.09%	79.61%	73.21%
8 -	25	48	32	383	9	17	14	369	19	36	17	124	6	7	6
	8.20%	15.38%	11.11%	13.34%	8.33%	14.91%	12.84%	12.51%	8.88%	17.65%	10.00%	11.68%	10.91%	6.80%	10.71%
		A						IK							
CAHPS Rate (Top Three Box)	262	276	253	2507	94	106	96	2542	180	176	145	931	44	89	47
	85.90%	88.46%	87.85%	87.29%	87.04%	92.98%	88.07%	86.17%	84.11%	86.27%	85.29%	87.66%	80.00%	86.41%	83.93%
7 -	17	12	10	152	3	3	4	169	12	10	6	46	4	5	3
	5.57%	3.85%	3.47%	5.29%	2.78%	2.63%	3.67%	5.73%	5.61%	4.90%	3.53%	4.33%	7.27%	4.85%	5.36%
6 -	9	5	5	69	5	1	1	86	6	4	3	28	1	3	2
	2.95%	1.60%	1.74%	2.40%	4.63%	0.88%	0.92%	2.92%	2.80%	1.96%	1.76%	2.64%	1.82%	2.91%	3.57%
5 -	8	8	9	78	3	0	5	78	7	6	6	27	2	3	2
	2.62%	2.56%	3.13%	2.72%	2.78%	0.0%	4.59%	2.64%	3.27%	2.94%	3.53%	2.54%	3.64%	2.91%	3.57%
							F								
4 -	2	5	2	22	1	1	0	23	2	3	2	10	1	1	0
	0.66%	1.60%	0.69%	0.77%	0.93%	0.88%	0.0%	0.78%	0.93%	1.47%	1.18%	0.94%	1.82%	0.97%	0.0%
3 -	2	2	1	9	0	0	1	19	2	2	1	8	0	1	1
	0.66%	0.64%	0.35%	0.31%	0.0%	0.0%	0.92%	0.64%	0.93%	0.98%	0.59%	0.75%	0.0%	0.97%	1.79%
				E											

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop													GSA A - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
2 -		0 0.0%	1 0.32%	3 1.04%	14 0.49% E	0 0.0%	0 0.0%	1 0.92%	13 0.44% I	0 0.0%	1 0.49%	3 1.76%	3 0.28%	0 0.0%	0 0.0%	0 0.0%
1 -		1 0.33%	1 0.32%	4 1.39%	10 0.35%	1 0.93%	1 0.88%	1 0.92%	10 0.34%	1 0.47%	1 0.49%	3 1.76%	3 0.28%	1 1.82%	0 0.0%	0 0.0%
0 - Worst specialist possible		4 1.31%	2 0.64%	1 0.35%	11 0.38%	1 0.93%	2 1.75%	0 0.0%	10 0.34%	4 1.87%	1 0.49%	1 0.59%	6 0.56%	2 3.64%	1 0.97%	1 1.79%
Bottom Three Box		5 1.64%	4 1.28%	8 2.78%	35 1.22%	2 1.85%	3 2.63%	2 1.83%	33 1.12%	5 2.34%	3 1.47%	7 4.12%	12 1.13%	3 5.45%	1 0.97%	1 1.79%
Bottom Two Box		5 1.64%	3 0.96%	5 1.74%	21 0.73%	2 1.85%	3 2.63%	1 0.92%	20 0.68%	5 2.34%	2 0.98%	4 2.35%	9 0.85%	3 5.45%	1 0.97%	1 1.79%
Average rating		9.0361	9.0160	8.9757	8.9948	9.0648	9.1491	9.0092	8.9671	8.8879	8.8922	8.8059	9.0273	8.5273	9.0777	8.8929
Standard deviation		1.8167	1.7311	1.8679	1.6249	1.8119	1.7782	1.7531	1.6550	2.0178	1.8091	2.1180	1.6774	2.4558	1.7331	1.9792
3-point composite mean		2.6918	2.6538	2.6806	2.6654	2.6852	2.7368	2.6697	2.6556	2.6495	2.5980	2.6412	2.6798	2.5636	2.7087	2.6250
Sigma		1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	2	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	
No response	30	26	32	258	17	13	16	107	7	4	6	44	1	6	0	
	2.67%	2.02%	2.59%	2.04%	3.34%	2.23%	2.73%	1.55%	1.35%	0.73%	1.13%	1.63%	0.78%	2.60%	0.0%	
					I									O		
BASE = Those who responded	1094	1261	1202	12398	492	569	569	6785	511	543	524	2652	127	225	159	
	97.33%	97.98%	97.25%	97.96%	96.66%	97.77%	97.10%	98.45%	98.65%	99.27%	98.50%	98.37%	99.22%	97.40%	100.00%	
									E						N	
Yes	273	340	331	3809	119	142	155	2212	144	155	147	759	30	71	43	
	24.95%	26.96%	27.54%	30.72%	24.19%	24.96%	27.24%	32.60%	28.18%	28.55%	28.05%	28.62%	23.62%	31.56%	27.04%	
				E					I							
No	821	921	871	8589	373	427	414	4573	367	388	377	1893	97	154	116	
	75.05%	73.04%	72.46%	69.28%	75.81%	75.04%	72.76%	67.40%	71.82%	71.45%	71.95%	71.38%	76.38%	68.44%	72.96%	
					D				H							
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	34	34	39	350	18	13	21	146	8	8	9	60	1	7	0
	3.02%	2.64%	3.16%	2.77%	3.54%	2.23%	3.58%	2.12%	1.54%	1.46%	1.69%	2.23%	0.78%	3.03%	0.0%
					I									O	
Appropriately skipped	821	921	871	8589	373	427	414	4573	367	388	377	1893	97	154	116
	73.04%	71.56%	70.47%	67.87%	73.28%	73.37%	70.65%	66.35%	70.85%	70.93%	70.86%	70.22%	75.78%	66.67%	72.96%
					D				H						
BASE = Those who responded	269	332	326	3717	118	142	151	2173	143	151	146	743	30	70	43
	23.93%	25.80%	26.38%	29.37%	23.18%	24.40%	25.77%	31.53%	27.61%	27.61%	27.44%	27.56%	23.44%	30.30%	27.04%
					E										
Never	6	7	5	76	1	4	3	55	3	3	2	20	1	2	0
	2.23%	2.11%	1.53%	2.04%	0.85%	2.82%	1.99%	2.53%	2.10%	1.99%	1.37%	2.69%	3.33%	2.86%	0.0%
Sometimes	32	49	31	510	16	25	14	272	19	19	12	93	2	12	5
	11.90%	14.76%	9.51%	13.72%	13.56%	17.61%	9.27%	12.52%	13.29%	12.58%	8.22%	12.52%	6.67%	17.14%	11.63%
						G									
Bottom Two Box (%Never + %Sometimes)	38	56	36	586	17	29	17	327	22	22	14	113	3	14	5
	14.13%	16.87%	11.04%	15.77%	14.41%	20.42%	11.26%	15.05%	15.38%	14.57%	9.59%	15.21%	10.00%	20.00%	11.63%
						G									
Usually	42	70	73	948	18	26	32	510	28	37	35	162	9	10	9
	15.61%	21.08%	22.39%	25.50%	15.25%	18.31%	21.19%	23.47%	19.58%	24.50%	23.97%	21.80%	30.00%	14.29%	20.93%
					A										
Always	189	206	217	2183	83	87	102	1336	93	92	97	468	18	46	29
	70.26%	62.05%	66.56%	58.73%	70.34%	61.27%	67.55%	61.48%	65.03%	60.93%	66.44%	62.99%	60.00%	65.71%	67.44%
						D									
CAHPS Rate (%Always + %Usually)	231	276	290	3131	101	113	134	1846	121	129	132	630	27	56	38
	85.87%	83.13%	88.96%	84.23%	85.59%	79.58%	88.74%	84.95%	84.62%	85.43%	90.41%	84.79%	90.00%	80.00%	88.37%
					B										
3-point composite mean	2.5613	2.4518	2.5552	2.4296	2.5593	2.4085	2.5629	2.4643	2.4965	2.4636	2.5685	2.4778	2.5000	2.4571	2.5581
4-point composite mean	3.5390	3.4307	3.5399	3.4092	3.5508	3.3803	3.5430	3.4390	3.4755	3.4437	3.5548	3.4509	3.4667	3.4286	3.5581
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	32	42	351	19	14	21	151	8	7	10	62	1	7	0
	3.38%	2.49%	3.40%	2.77%	3.73%	2.41%	3.58%	2.19%	1.54%	1.28%	1.88%	2.30%	0.78%	3.03%	0.0%
						I									O
Appropriately skipped	821	921	871	8589	373	427	414	4573	367	388	377	1893	97	154	116
	73.04%	71.56%	70.47%	67.87%	73.28%	73.37%	70.65%	66.35%	70.85%	70.93%	70.86%	70.22%	75.78%	66.67%	72.96%
					D				H						
BASE = Those who responded	265	334	323	3716	117	141	151	2168	143	152	145	741	30	70	43
	23.58%	25.95%	26.13%	29.36%	22.99%	24.23%	25.77%	31.46%	27.61%	27.79%	27.26%	27.49%	23.44%	30.30%	27.04%
				E											
Never	4	3	2	51	2	2	2	21	1	0	1	11	0	0	1
	1.51%	0.90%	0.62%	1.37%	1.71%	1.42%	1.32%	0.97%	0.70%	0.0%	0.69%	1.48%	0.0%	0.0%	2.33%
Sometimes	11	16	10	160	6	10	4	80	3	7	4	27	0	2	1
	4.15%	4.79%	3.10%	4.31%	5.13%	7.09%	2.65%	3.69%	2.10%	4.61%	2.76%	3.64%	0.0%	2.86%	2.33%
Bottom Two Box (%Never + %Sometimes)	15	19	12	211	8	12	6	101	4	7	5	38	0	2	2
	5.66%	5.69%	3.72%	5.68%	6.84%	8.51%	3.97%	4.66%	2.80%	4.61%	3.45%	5.13%	0.0%	2.86%	4.65%
Usually	24	52	33	541	11	23	15	296	15	27	15	98	2	7	6
	9.06%	15.57%	10.22%	14.56%	9.40%	16.31%	9.93%	13.65%	10.49%	17.76%	10.34%	13.23%	6.67%	10.00%	13.95%
		AC													
Always	226	263	278	2964	98	106	130	1771	124	118	125	605	28	61	35
	85.28%	78.74%	86.07%	79.76%	83.76%	75.18%	86.09%	81.69%	86.71%	77.63%	86.21%	81.65%	93.33%	87.14%	81.40%
		B		B			F		J						
CAHPS Rate (%Always + %Usually)	250	315	311	3505	109	129	145	2067	139	145	140	703	30	68	41
	94.34%	94.31%	96.28%	94.32%	93.16%	91.49%	96.03%	95.34%	97.20%	95.39%	96.55%	94.87%	100.00%	97.14%	95.35%
3-point composite mean	2.7962	2.7305	2.8235	2.7409	2.7692	2.6667	2.8212	2.7703	2.8392	2.7303	2.8276	2.7652	2.9333	2.8429	2.7674
				B			F								
4-point composite mean	3.7811	3.7216	3.8173	3.7271	3.7521	3.6525	3.8079	3.7606	3.8322	3.7303	3.8207	3.7503	3.9333	3.8429	3.7442
				B			F								
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	1 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	43 3.83%	50 3.89%	62 5.02%	419 3.31%	20 3.93%	22 3.78%	28 4.78%	196 2.84%	14 2.70%	16 2.93%	19 3.57%	82 3.04%	4 3.13%	9 3.90%	1 0.63%	
BASE = Those who responded	1081 96.17%	1237 96.11%	1173 94.90%	12237 96.69%	489 96.07%	560 96.22%	558 95.22%	6696 97.16%	504 97.30%	531 97.07%	512 96.24%	2614 96.96%	124 96.88%	222 96.10%	158 99.37%	
Yes	254 23.50%	291 23.52%	269 22.93%	3568 29.16%	114 23.31%	121 21.61%	135 24.19%	2073 30.96%	134 26.59%	133 25.05%	119 23.24%	855 32.71%	35 28.23%	59 26.58%	40 25.32%	
No	827 76.50%	946 76.48%	904 77.07%	8669 70.84%	375 76.69%	439 78.39%	423 75.81%	4623 69.04%	370 73.41%	398 74.95%	393 76.76%	1759 67.29%	89 71.77%	163 73.42%	118 74.68%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	54	61	68	531	26	26	33	243	18	21	22	103	5	11	2
	4.80%	4.74%	5.50%	4.20%	5.11%	4.47%	5.63%	3.53%	3.47%	3.84%	4.14%	3.82%	3.91%	4.76%	1.26%
BASE = Those who responded	1070	1226	1167	12125	483	556	553	6649	500	526	509	2593	123	220	157
	95.20%	95.26%	94.42%	95.80%	94.89%	95.53%	94.37%	96.47%	96.53%	96.16%	95.68%	96.18%	96.09%	95.24%	98.74%
Never	9	13	9	123	2	6	5	72	4	4	3	42	0	3	1
	0.84%	1.06%	0.77%	1.01%	0.41%	1.08%	0.90%	1.08%	0.80%	0.76%	0.59%	1.62%	0.0%	1.36%	0.64%
Sometimes	27	33	25	523	11	15	10	271	18	14	9	115	7	9	2
	2.52%	2.69%	2.14%	4.31%	2.28%	2.70%	1.81%	4.08%	3.60%	2.66%	1.77%	4.44%	5.69%	4.09%	1.27%
Bottom Two Box (%Never + %Sometimes)	36	46	34	646	13	21	15	343	22	18	12	157	7	12	3
	3.36%	3.75%	2.91%	5.33%	2.69%	3.78%	2.71%	5.16%	4.40%	3.42%	2.36%	6.05%	5.69%	5.45%	1.91%
Usually	34	61	53	1010	16	24	25	601	20	30	24	227	5	9	6
	3.18%	4.98%	4.54%	8.33%	3.31%	4.32%	4.52%	9.04%	4.00%	5.70%	4.72%	8.75%	4.07%	4.09%	3.82%
Always	173	173	176	1800	79	72	90	1082	88	80	80	450	22	36	30
	16.17%	14.11%	15.08%	14.85%	16.36%	12.95%	16.27%	16.27%	17.60%	15.21%	15.72%	17.35%	17.89%	16.36%	19.11%
Always - q52 = "No"	827	946	904	8669	375	439	423	4623	370	398	393	1759	89	163	118
	77.29%	77.16%	77.46%	71.50%	77.64%	78.96%	76.49%	69.53%	74.00%	75.67%	77.21%	67.84%	72.36%	74.09%	75.16%
Always (Net)	1000	1119	1080	10469	454	511	513	5705	458	478	473	2209	111	199	148
	93.46%	91.27%	92.54%	86.34%	94.00%	91.91%	92.77%	85.80%	91.60%	90.87%	92.93%	85.19%	90.24%	90.45%	94.27%
CAHPS Rate (%Always+%Usually)	1034	1180	1133	11479	470	535	538	6306	478	508	497	2436	116	208	154
	96.64%	96.25%	97.09%	94.67%	97.31%	96.22%	97.29%	94.84%	95.60%	96.58%	97.64%	93.95%	94.31%	94.55%	98.09%
3-point composite mean	2.9009	2.8752	2.8963	2.8101	2.9130	2.8813	2.9005	2.8064	2.8720	2.8745	2.9057	2.7914	2.8455	2.8500	2.9236
4-point composite mean	3.8925	3.8646	3.8886	3.8000	3.9089	3.8705	3.8915	3.7956	3.8640	3.8669	3.8998	3.7752	3.8455	3.8364	3.9172
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	33	33	41	311	15	18	17	122	8	11	7	44	3	4	1
	2.94%	2.56%	3.32%	2.46%	2.95%	3.09%	2.90%	1.77%	1.54%	2.01%	1.32%	1.63%	2.34%	1.73%	0.63%
BASE = Those who responded	1091	1254	1194	12345	494	564	569	6770	510	536	525	2652	125	227	158
	97.06%	97.44%	96.60%	97.54%	97.05%	96.91%	97.10%	98.23%	98.46%	97.99%	98.68%	98.37%	97.66%	98.27%	99.37%
10 - Best health plan possible	654	799	726	6906	302	371	345	3606	293	311	294	1500	69	141	83
	59.95%	63.72%	60.80%	55.94%	61.13%	65.78%	60.63%	53.26%	57.45%	58.02%	56.00%	56.56%	55.20%	62.11%	52.53%
					D										
9 -	158	155	174	2141	69	66	86	1178	74	71	86	444	20	34	20
	14.48%	12.36%	14.57%	17.34%	13.97%	11.70%	15.11%	17.40%	14.51%	13.25%	16.38%	16.74%	16.00%	14.98%	12.66%
				E											
Top Two Box	812	954	900	9047	371	437	431	4784	367	382	380	1944	89	175	103
	74.43%	76.08%	75.38%	73.28%	75.10%	77.48%	75.75%	70.66%	71.96%	71.27%	72.38%	73.30%	71.20%	77.09%	65.19%
														O	
8 -	142	157	137	1723	67	71	68	1041	64	79	62	379	18	22	24
	13.02%	12.52%	11.47%	13.96%	13.56%	12.59%	11.95%	15.38%	12.55%	14.74%	11.81%	14.29%	14.40%	9.69%	15.19%
CAHPS Rate (Top Three Box)	954	1111	1037	10770	438	508	499	5825	431	461	442	2323	107	197	127
	87.44%	88.60%	86.85%	87.24%	88.66%	90.07%	87.70%	86.04%	84.51%	86.01%	84.19%	87.59%	85.60%	86.78%	80.38%
7 -	59	69	63	730	26	27	30	412	33	40	31	134	7	13	13
	5.41%	5.50%	5.28%	5.91%	5.26%	4.79%	5.27%	6.09%	6.47%	7.46%	5.90%	5.05%	5.60%	5.73%	8.23%
6 -	21	15	31	296	6	6	13	176	14	5	15	70	4	7	3
	1.92%	1.20%	2.60%	2.40%	1.21%	1.06%	2.28%	2.60%	2.75%	0.93%	2.86%	2.64%	3.20%	3.08%	1.90%
			B	E					J		J				
5 -	31	35	43	357	17	13	18	204	18	19	27	70	7	2	9
	2.84%	2.79%	3.60%	2.89%	3.44%	2.30%	3.16%	3.01%	3.53%	3.54%	5.14%	2.64%	5.60%	0.88%	5.70%
													N		N
4 -	4	10	5	68	1	4	1	56	3	5	3	18	0	2	1
	0.37%	0.80%	0.42%	0.55%	0.20%	0.71%	0.18%	0.83%	0.59%	0.93%	0.57%	0.68%	0.0%	0.88%	0.63%
3 -	4	4	5	42	0	2	3	29	1	2	3	7	0	1	0
	0.37%	0.32%	0.42%	0.34%	0.0%	0.35%	0.53%	0.43%	0.20%	0.37%	0.57%	0.26%	0.0%	0.44%	0.0%
				E											
2 -	8	5	5	26	2	3	3	34	5	2	1	15	0	2	3
	0.73%	0.40%	0.42%	0.21%	0.40%	0.53%	0.53%	0.50%	0.98%	0.37%	0.19%	0.57%	0.0%	0.88%	1.90%
1 -	3	3	1	16	1	0	1	12	1	1	1	5	0	0	1
	0.27%	0.24%	0.08%	0.13%	0.20%	0.0%	0.18%	0.18%	0.20%	0.19%	0.19%	0.19%	0.0%	0.0%	0.63%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
0 - Worst health plan possible	7 0.64%	2 0.16%	4 0.34%	40 0.32%	3 0.61%	1 0.18%	1 0.18%	22 0.32%	4 0.78%	1 0.19%	2 0.38%	10 0.38%	0 0.0%	3 1.32%	1 0.63%	
0-7 (NET)	137 12.56%	143 11.40%	157 13.15%	1575 12.76%	56 11.34%	56 9.93%	70 12.30%	945 13.96%	79 15.49%	75 13.99%	83 15.81%	329 12.41%	18 14.40%	30 13.22%	31 19.62%	
Bottom Three Box	18 1.65%	10 0.80%	10 0.84%	82 0.66%	6 1.21%	4 0.71%	5 0.88%	68 1.00%	10 1.96%	4 0.75%	4 0.76%	30 1.13%	0 0.0%	5 2.20%	5 3.16%	
Bottom Two Box	10 0.92%	5 0.40%	5 0.42%	56 0.45%	4 0.81%	1 0.18%	2 0.35%	34 0.50%	5 0.98%	2 0.37%	3 0.57%	15 0.57%	0 0.0%	3 1.32%	2 1.27%	
Average rating	9.0183	9.1340	9.0536	9.0117	9.0870	9.2021	9.0791	8.9130	8.9000	8.9869	8.9067	8.9985	8.9760	9.0308	8.6519	
Standard deviation	1.6888	1.5201	1.5895	1.5240	1.5749	1.4519	1.5457	1.6193	1.7943	1.5805	1.6905	1.5933	1.4503	1.8016	1.9934	
3-point composite mean	2.6728	2.7018	2.6750	2.6644	2.6903	2.7234	2.6872	2.6279	2.6294	2.6474	2.6248	2.6595	2.6240	2.6960	2.5380	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%
No response	20	21	33	128	12	11	15	31	1	0	4	12	0	1	0
	1.78%	1.63%	2.67%	1.67%	2.36%	1.89%	2.56%	0.45%	0.19%	0.0%	0.75%	0.45%	0.0%	0.43%	0.0%
					I						J				
BASE = Those who responded	1104	1266	1202	7523	497	571	571	6861	517	547	527	2684	128	230	159
	98.22%	98.37%	97.25%	98.33%	97.64%	98.11%	97.44%	99.55%	99.81%	100.00%	99.06%	99.55%	100.00%	99.57%	100.00%
								E		K					
Yes	770	894	864	3992	309	366	373	5798	449	496	479	2362	107	204	138
	69.75%	70.62%	71.88%	53.06%	62.17%	64.10%	65.32%	84.51%	86.85%	90.68%	90.89%	88.00%	83.59%	88.70%	86.79%
					D				E	I	I				
No	334	372	338	3531	188	205	198	1063	68	51	48	322	21	26	21
	30.25%	29.38%	28.12%	46.94%	37.83%	35.90%	34.68%	15.49%	13.15%	9.32%	9.11%	12.00%	16.41%	11.30%	13.21%
				E	I				JK						
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	24	33	40	167	13	15	20	71	3	4	6	27	2	1	0
	2.14%	2.56%	3.24%	2.18%	2.55%	2.58%	3.41%	1.03%	0.58%	0.73%	1.13%	1.00%	1.56%	0.43%	0.0%
				I											
Appropriately skipped	334	372	338	3531	188	205	198	1063	68	51	48	322	21	26	21
	29.72%	28.90%	27.35%	46.15%	36.94%	35.22%	33.79%	15.42%	13.13%	9.32%	9.02%	11.94%	16.41%	11.26%	13.21%
				E	I			JK							
BASE = Those who responded	766	882	858	3953	308	362	368	5758	447	492	478	2347	105	204	138
	68.15%	68.53%	69.42%	51.67%	60.51%	62.20%	62.80%	83.55%	86.29%	89.95%	89.85%	87.05%	82.03%	88.31%	86.79%
				D				E							
Never	10	14	3	44	5	7	1	47	6	8	1	19	2	3	1
	1.31%	1.59%	0.35%	1.11%	1.62%	1.93%	0.27%	0.82%	1.34%	1.63%	0.21%	0.81%	1.90%	1.47%	0.72%
	C	C				G				K					
Sometimes	39	68	67	219	11	28	18	384	22	44	46	120	2	13	7
	5.09%	7.71%	7.81%	5.54%	3.57%	7.73%	4.89%	6.67%	4.92%	8.94%	9.62%	5.11%	1.90%	6.37%	5.07%
		A	A			E				I	I			M	
Bottom Two Box (%Never + %Sometimes)	49	82	70	263	16	35	19	431	28	52	47	139	4	16	8
	6.40%	9.30%	8.16%	6.65%	5.19%	9.67%	5.16%	7.49%	6.26%	10.57%	9.83%	5.92%	3.81%	7.84%	5.80%
		A				EG				I	I				
Usually	128	139	148	689	45	54	61	1166	81	99	83	422	22	33	26
	16.71%	15.76%	17.25%	17.43%	14.61%	14.92%	16.58%	20.25%	18.12%	20.12%	17.36%	17.98%	20.95%	16.18%	18.84%
Always	589	661	640	3001	247	273	288	4161	338	341	348	1786	79	155	104
	76.89%	74.94%	74.59%	75.92%	80.19%	75.41%	78.26%	72.26%	75.62%	69.31%	72.80%	76.10%	75.24%	75.98%	75.36%
								J							
CAHPS Rate (%Always + %Usually)	717	800	788	3690	292	327	349	5327	419	440	431	2208	101	188	130
	93.60%	90.70%	91.84%	93.35%	94.81%	90.33%	94.84%	92.51%	93.74%	89.43%	90.17%	94.08%	96.19%	92.16%	94.20%
	B				F		F		JK						
3-point composite mean	2.7050	2.6565	2.6643	2.6926	2.7500	2.6575	2.7310	2.6478	2.6935	2.5874	2.6297	2.7017	2.7143	2.6814	2.6957
					F				J						
4-point composite mean	3.6919	3.6406	3.6608	3.6815	3.7338	3.6381	3.7283	3.6396	3.6801	3.5711	3.6276	3.6937	3.6952	3.6667	3.6884
									J						
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop													GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	51 4.54%	55 4.27%	75 6.07%	236 3.08%	26 5.11%	26 4.47%	34 5.80%	152 2.21%	15 2.90%	17 3.11%	26 4.89%	66 2.45%	2 1.56%	7 3.03%	6 3.77%	
Appropriately skipped	334 29.72%	372 28.90%	338 27.35%	3531 46.15%	188 36.94%	205 35.22%	198 33.79%	1063 15.42%	68 13.13%	51 9.32%	48 9.02%	322 11.94%	21 16.41%	26 11.26%	21 13.21%	
BASE = Those who responded	739 65.75%	860 66.82%	823 66.59%	3884 50.76%	295 57.96%	351 60.31%	354 60.41%	5677 82.37%	435 83.98%	479 87.57%	458 86.09%	2308 85.61%	105 82.03%	198 85.71%	132 83.02%	
Yes	425 57.51%	464 53.95%	430 52.25%	2233 57.49%	177 60.00%	189 53.85%	172 48.59%	3391 59.73%	267 61.38%	270 56.37%	256 55.90%	1332 57.71%	56 53.33%	134 67.68%	77 58.33%	
No	314 42.49%	396 46.05%	393 47.75%	1651 42.51%	118 40.00%	162 46.15%	182 51.41%	2286 40.27%	168 38.62%	209 43.63%	202 44.10%	976 42.29%	49 46.67%	64 32.32%	55 41.67%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	2 0.16%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	29 2.58%	25 1.94%	28 2.27%	209 1.65%	14 2.75%	13 2.23%	11 1.88%	50 0.73%	3 0.58%	2 0.37%	2 0.38%	20 0.74%	0 0.0%	2 0.87%	1 0.63%
BASE = Those who responded	1095 97.42%	1262 98.06%	1206 97.57%	12447 98.35%	495 97.25%	569 97.77%	575 98.12%	6842 99.27%	515 99.42%	545 99.63%	528 99.25%	2676 99.26%	128 100.00%	229 99.13%	158 99.37%
5 - Excellent	364 33.24%	462 36.61%	419 34.74%	4878 39.19%	191 38.59%	243 42.71%	233 40.52%	1328 19.41%	100 19.42%	124 22.75%	110 20.83%	553 20.67%	27 21.09%	51 22.27%	22 13.92%
4 - Very good	375 34.25%	401 31.77%	438 36.32%	4286 34.43%	165 33.33%	182 31.99%	214 37.22%	2425 35.44%	186 36.12%	162 29.72%	194 36.74%	976 36.47%	48 37.50%	82 35.81%	56 35.44%
CAHPS Rate (Top Two Box)	739 67.49%	863 68.38%	857 71.06%	9164 73.62%	356 71.92%	425 74.69%	447 77.74%	3753 54.85%	286 55.53%	286 52.48%	304 57.58%	1529 57.14%	75 58.59%	133 58.08%	78 49.37%
3 - Good	273 24.93%	298 23.61%	255 21.14%	2547 20.46%	115 23.23%	110 19.33%	100 17.39%	2192 32.04%	168 32.62%	178 32.66%	150 28.41%	849 31.73%	43 33.59%	68 29.69%	57 36.08%
Top Three Box	1012 92.42%	1161 92.00%	1112 92.21%	11711 94.09%	471 95.15%	535 94.02%	547 95.13%	5945 86.89%	454 88.16%	464 85.14%	454 85.98%	2378 88.86%	118 92.19%	201 87.77%	135 85.44%
2 - Fair	77 7.03%	95 7.53%	83 6.88%	664 5.33%	20 4.04%	32 5.62%	27 4.70%	808 11.81%	56 10.87%	76 13.94%	64 12.12%	269 10.05%	9 7.03%	25 10.92%	22 13.92%
1 - Poor	6 0.55%	6 0.48%	11 0.91%	72 0.58%	4 0.81%	2 0.35%	1 0.17%	89 1.30%	5 0.97%	5 0.92%	10 1.89%	29 1.08%	1 0.78%	3 1.31%	1 0.63%
Bottom Two Box	83 7.58%	101 8.00%	94 7.79%	736 5.91%	24 4.85%	34 5.98%	28 4.87%	897 13.11%	61 11.84%	81 14.86%	74 14.02%	298 11.14%	10 7.81%	28 12.23%	23 14.56%
Average rating	3.9260	3.9651	3.9710	4.0632	4.0485	4.1107	4.1322	3.5985	3.6214	3.5945	3.6250	3.6558	3.7109	3.6681	3.4810
Standard deviation	0.9523	0.9721	0.9568	0.9263	0.9220	0.9299	0.8747	0.9709	0.9483	1.0149	1.0035	0.9514	0.9027	0.9819	0.9190
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	22	28	261	19	13	11	63	7	2	2	22	2	2	3
	3.20%	1.71%	2.27%	2.06%	3.73%	2.23%	1.88%	0.91%	1.35%	0.37%	0.38%	0.82%	1.56%	0.87%	1.89%
		B			DI										
BASE = Those who responded	1088	1265	1208	12395	490	569	575	6829	511	545	530	2674	126	229	156
	96.80%	98.29%	97.73%	97.94%	96.27%	97.77%	98.12%	99.09%	98.65%	99.63%	99.62%	99.18%	98.44%	99.13%	98.11%
		A		E					E						
5 - Excellent	431	537	540	5628	229	287	308	1276	108	123	131	616	25	55	28
	39.61%	42.45%	44.70%	45.41%	46.73%	50.44%	53.57%	18.69%	21.14%	22.57%	24.72%	23.04%	19.84%	24.02%	17.95%
			A		I		E								
4 - Very good	234	266	259	3282	93	127	121	1538	101	103	106	635	29	52	20
	21.51%	21.03%	21.44%	26.48%	18.98%	22.32%	21.04%	22.52%	19.77%	18.90%	20.00%	23.75%	23.02%	22.71%	12.82%
				E									O	O	
CAHPS Rate (Top Two Box)	665	803	799	8910	322	414	429	2814	209	226	237	1251	54	107	48
	61.12%	63.48%	66.14%	71.88%	65.71%	72.76%	74.61%	41.21%	40.90%	41.47%	44.72%	46.78%	42.86%	46.72%	30.77%
			A	E	I		E						O	O	
3 - Good	257	269	268	2329	117	99	94	2158	156	153	176	825	44	61	51
	23.62%	21.26%	22.19%	18.79%	23.88%	17.40%	16.35%	31.60%	30.53%	28.07%	33.21%	30.85%	34.92%	26.64%	32.69%
				DFG					E						
Top Three Box	922	1072	1067	11239	439	513	523	4972	365	379	413	2076	98	168	99
	84.74%	84.74%	88.33%	90.67%	89.59%	90.16%	90.96%	72.81%	71.43%	69.54%	77.92%	77.64%	77.78%	73.36%	63.46%
			AB		I						IJ		O	O	
2 - Fair	135	155	114	947	42	42	40	1473	117	132	92	481	21	49	47
	12.41%	12.25%	9.44%	7.64%	8.57%	7.38%	6.96%	21.57%	22.90%	24.22%	17.36%	17.99%	16.67%	21.40%	30.13%
		C	C						KE	K					M
1 - Poor	31	38	27	209	9	14	12	384	29	34	25	117	7	12	10
	2.85%	3.00%	2.24%	1.69%	1.84%	2.46%	2.09%	5.62%	5.68%	6.24%	4.72%	4.38%	5.56%	5.24%	6.41%
									E						
Bottom Two Box	166	193	141	1156	51	56	52	1857	146	166	117	598	28	61	57
	15.26%	15.26%	11.67%	9.33%	10.41%	9.84%	9.04%	27.19%	28.57%	30.46%	22.08%	22.36%	22.22%	26.64%	36.54%
		C	C						KE	K					MN
Average	3.8263	3.8767	3.9694	4.0628	4.0020	4.1090	4.1704	3.2708	3.2779	3.2734	3.4264	3.4308	3.3492	3.3886	3.0577
			AB		I		E				IJ		O	O	
Standard deviation	1.1640	1.1758	1.1165	1.0466	1.1019	1.0878	1.0659	1.1576	1.1924	1.2283	1.1701	1.1525	1.1361	1.2084	1.1834
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.16%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	33	24	30	162	18	16	13	40	3	2	0	12	1	0	2	
	2.94%	1.86%	2.43%	2.12%	3.54%	2.75%	2.22%	0.58%	0.58%	0.37%	0.0%	0.45%	0.78%	0.0%	1.26%	
						I										
BASE = Those who responded	1091	1263	1204	7489	491	566	572	6852	515	545	531	2684	127	231	157	
	97.06%	98.14%	97.41%	97.88%	96.46%	97.25%	97.61%	99.42%	99.42%	99.63%	99.81%	99.55%	99.22%	100.00%	98.74%	
									E							
Yes	568	624	622	2467	206	212	227	5550	446	470	460	2281	111	199	136	
	52.06%	49.41%	51.66%	32.94%	41.96%	37.46%	39.69%	81.00%	86.60%	86.24%	86.63%	84.99%	87.40%	86.15%	86.62%	
					D				HE							
No	523	639	582	5022	285	354	345	1302	69	75	71	403	16	32	21	
	47.94%	50.59%	48.34%	67.06%	58.04%	62.54%	60.31%	19.00%	13.40%	13.76%	13.37%	15.01%	12.60%	13.85%	13.38%	
				E	I			I								
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	41	42	44	210	22	20	19	69	4	9	4	20	1	0	3
	3.65%	3.26%	3.56%	2.74%	4.32%	3.44%	3.24%	1.00%	0.77%	1.65%	0.75%	0.74%	0.78%	0.0%	1.89%
					I										
Appropriately skipped	523	639	582	5022	285	354	345	1302	69	75	71	403	16	32	21
	46.53%	49.65%	47.09%	65.64%	55.99%	60.82%	58.87%	18.89%	13.32%	13.71%	13.35%	14.95%	12.50%	13.85%	13.21%
				E	I			I							
BASE = Those who responded	560	606	610	2419	202	208	222	5521	445	463	457	2273	111	199	135
	49.82%	47.09%	49.35%	31.62%	39.69%	35.74%	37.88%	80.11%	85.91%	84.64%	85.90%	84.31%	86.72%	86.15%	84.91%
					D			HE							
Yes	457	504	503	1937	158	162	174	5340	428	449	447	2206	103	191	134
	81.61%	83.17%	82.46%	80.07%	78.22%	77.88%	78.38%	96.72%	96.18%	96.98%	97.81%	97.05%	92.79%	95.98%	99.26%
								E							MN
No	103	102	107	482	44	46	48	181	17	14	10	67	8	8	1
	18.39%	16.83%	17.54%	19.93%	21.78%	22.12%	21.62%	3.28%	3.82%	3.02%	2.19%	2.95%	7.21%	4.02%	0.74%
					I								O	O	
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	53	54	55	250	26	23	25	107	9	11	5	33	3	0	6
	4.72%	4.20%	4.45%	3.27%	5.11%	3.95%	4.27%	1.55%	1.74%	2.01%	0.94%	1.22%	2.34%	0.0%	3.77%
					I										N
Appropriately skipped	626	741	689	5504	329	400	393	1483	86	89	81	470	24	40	22
	55.69%	57.58%	55.74%	71.94%	64.64%	68.73%	67.06%	21.52%	16.60%	16.27%	15.23%	17.43%	18.75%	17.32%	13.84%
				E	I			I							
BASE = Those who responded	445	492	492	1897	154	159	168	5302	423	447	446	2193	101	191	131
	39.59%	38.23%	39.81%	24.79%	30.26%	27.32%	28.67%	76.93%	81.66%	81.72%	83.83%	81.34%	78.91%	82.68%	82.39%
					D			HE							
Yes	415	442	440	1716	135	135	145	5238	415	442	440	2166	99	188	128
	93.26%	89.84%	89.43%	90.46%	87.66%	84.91%	86.31%	98.79%	98.11%	98.88%	98.65%	98.77%	98.02%	98.43%	97.71%
	C							E							
No	30	50	52	181	19	24	23	64	8	5	6	27	2	3	3
	6.74%	10.16%	10.57%	9.54%	12.34%	15.09%	13.69%	1.21%	1.89%	1.12%	1.35%	1.23%	1.98%	1.57%	2.29%
			A		I										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%		
Multiple mark	0 0.0%	0 0.0%	2 0.16%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%		
No response	56 4.98%	33 2.56%	54 4.37%	222 2.90%	26 5.11%	20 3.44%	29 4.95%	148 2.15%	13 2.51%	5 0.91%	14 2.63%	62 2.30%	6 4.69%	6 2.60%	1 0.63%		
BASE = Those who responded	1068 95.02%	1254 97.44%	1180 95.47%	7429 97.10%	483 94.89%	562 96.56%	557 95.05%	6744 97.85%	505 97.49%	542 99.09%	516 96.99%	2634 97.70%	122 95.31%	225 97.40%	158 99.37%		
Yes	315 29.49%	318 25.36%	272 23.05%	1381 18.59%	106 21.95%	86 15.30%	81 14.54%	3825 56.72%	289 57.23%	292 53.87%	246 47.67%	1296 49.20%	77 63.11%	125 55.56%	87 55.06%		
No	753 70.51%	936 74.64%	908 76.95%	6048 81.41%	377 78.05%	476 84.70%	476 85.46%	2919 43.28%	216 42.77%	250 46.13%	270 52.33%	1338 50.80%	45 36.89%	100 44.44%	71 44.94%		
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	58	37	60	252	28	21	29	199	15	7	17	82	8	6	1
	5.16%	2.87%	4.85%	3.29%	5.50%	3.61%	4.95%	2.89%	2.90%	1.28%	3.20%	3.04%	6.25%	2.60%	0.63%
	B		B		DI						J		O		
Appropriately skipped	753	936	908	6048	377	476	476	2919	216	250	270	1338	45	100	71
	66.99%	72.73%	73.46%	79.05%	74.07%	81.79%	81.23%	42.35%	41.70%	45.70%	50.75%	49.63%	35.16%	43.29%	44.65%
		A	A	E	I	E	E				I				
BASE = Those who responded	313	314	268	1351	104	85	81	3774	287	290	245	1276	75	125	87
	27.85%	24.40%	21.68%	17.66%	20.43%	14.60%	13.82%	54.76%	55.41%	53.02%	46.05%	47.33%	58.59%	54.11%	54.72%
	C				FG				KE	K					
Yes	271	281	238	1189	83	75	70	3599	267	273	233	1195	68	117	82
	86.58%	89.49%	88.81%	88.01%	79.81%	88.24%	86.42%	95.36%	93.03%	94.14%	95.10%	93.65%	90.67%	93.60%	94.25%
				E					E						
No	42	33	30	162	21	10	11	175	20	17	12	81	7	8	5
	13.42%	10.51%	11.19%	11.99%	20.19%	11.76%	13.58%	4.64%	6.97%	5.86%	4.90%	6.35%	9.33%	6.40%	5.75%
					DI										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

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

	GSA - CCC Qual Pop													GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	66 5.87%	41 3.19%	63 5.10%	270 3.53%	31 6.09%	21 3.61%	31 5.29%	229 3.32%	20 3.86%	9 1.65%	18 3.38%	93 3.45%	9 7.03%	7 3.03%	4 2.52%	
Appropriately skipped	795 70.73%	969 75.29%	938 75.89%	6210 81.17%	398 78.19%	486 83.51%	487 83.11%	3094 44.89%	236 45.56%	267 48.81%	282 53.01%	1419 52.63%	52 40.63%	108 46.75%	76 47.80%	
BASE = Those who responded	263 23.40%	277 21.52%	235 19.01%	1171 15.31%	80 15.72%	75 12.89%	68 11.60%	3569 51.78%	262 50.58%	271 49.54%	232 43.61%	1184 43.92%	67 52.34%	116 50.22%	79 49.69%	
Yes	259 98.48%	266 96.03%	231 98.30%	1124 95.99%	79 98.75%	73 97.33%	67 98.53%	3537 99.10%	259 98.85%	266 98.15%	231 99.57%	1176 99.32%	66 98.51%	115 99.14%	78 98.73%	
No	4 1.52%	11 3.97%	4 1.70%	47 4.01%	1 1.25%	2 2.67%	1 1.47%	32 0.90%	3 1.15%	5 1.85%	1 0.43%	8 0.68%	1 1.49%	1 0.86%	1 1.27%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	7651 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop													GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.19%	0.0%	0.0%	0.0%	0.0%	
No response	41	48	46	218	20	25	23	107	9	8	6	49	1	4	4	
	3.65%	3.73%	3.72%	2.85%	3.93%	4.30%	3.92%	1.55%	1.74%	1.46%	1.13%	1.82%	0.78%	1.73%	2.52%	
					I											
BASE = Those who responded	1083	1239	1189	7433	489	557	562	6785	509	539	525	2647	127	227	155	
	96.35%	96.27%	96.20%	97.15%	96.07%	95.70%	95.90%	98.45%	98.26%	98.54%	98.68%	98.18%	99.22%	98.27%	97.48%	
									E							
Yes	229	236	232	1112	90	80	78	2606	183	182	184	848	49	77	57	
	21.14%	19.05%	19.51%	14.96%	18.40%	14.36%	13.88%	38.41%	35.95%	33.77%	35.05%	32.04%	38.58%	33.92%	36.77%	
					G				E							
No	854	1003	957	6321	399	477	484	4179	326	357	341	1799	78	150	98	
	78.86%	80.95%	80.49%	85.04%	81.60%	85.64%	86.12%	61.59%	64.05%	66.23%	64.95%	67.96%	61.42%	66.08%	63.23%	
					I				E							
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	56	52	258	24	29	27	145	11	9	8	66	1	4	6
	4.09%	4.35%	4.21%	3.37%	4.72%	4.98%	4.61%	2.10%	2.12%	1.65%	1.50%	2.45%	0.78%	1.73%	3.77%
					I										
Appropriately skipped	854	1003	957	6321	399	477	484	4179	326	357	341	1799	78	150	98
	75.98%	77.93%	77.43%	82.62%	78.39%	81.96%	82.59%	60.64%	62.93%	65.27%	64.10%	66.73%	60.94%	64.94%	61.64%
				E	I										
BASE = Those who responded	224	228	227	1072	86	76	75	2568	181	181	183	831	49	77	55
	19.93%	17.72%	18.37%	14.01%	16.90%	13.06%	12.80%	37.26%	34.94%	33.09%	34.40%	30.82%	38.28%	33.33%	34.59%
								E							
Yes	168	170	173	820	63	52	50	2413	165	165	169	750	46	71	48
	75.00%	74.56%	76.21%	76.49%	73.26%	68.42%	66.67%	93.96%	91.16%	91.16%	92.35%	90.25%	93.88%	92.21%	87.27%
								E							
No	56	58	54	252	23	24	25	155	16	16	14	81	3	6	7
	25.00%	25.44%	23.79%	23.51%	26.74%	31.58%	33.33%	6.04%	8.84%	8.84%	7.65%	9.75%	6.12%	7.79%	12.73%
					I										
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	49	60	54	267	25	30	27	165	13	11	10	73	1	5	7
	4.36%	4.66%	4.37%	3.49%	4.91%	5.15%	4.61%	2.39%	2.51%	2.01%	1.88%	2.71%	0.78%	2.16%	4.40%
					I										M
Appropriately skipped	910	1061	1011	6573	422	501	509	4334	342	373	355	1880	81	156	105
	80.96%	82.44%	81.80%	85.91%	82.91%	86.08%	86.86%	62.88%	66.02%	68.19%	66.73%	69.73%	63.28%	67.53%	66.04%
					I										
BASE = Those who responded	165	166	171	811	62	51	50	2393	163	163	167	743	46	70	47
	14.68%	12.90%	13.83%	10.60%	12.18%	8.76%	8.53%	34.72%	31.47%	29.80%	31.39%	27.56%	35.94%	30.30%	29.56%
					G					E					
Yes	158	163	162	789	58	49	49	2368	158	163	162	733	46	67	45
	95.76%	98.19%	94.74%	97.29%	93.55%	96.08%	98.00%	98.96%	96.93%	100.00%	97.01%	98.65%	100.00%	95.71%	95.74%
										IK					
No	7	3	9	22	4	2	1	25	5	0	5	10	0	3	2
	4.24%	1.81%	5.26%	2.71%	6.45%	3.92%	2.00%	1.04%	3.07%	0.0%	2.99%	1.35%	0.0%	4.29%	4.26%
									J		J				
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	40	48	195	20	22	22	72	4	5	10	23	2	1	1
	3.56%	3.11%	3.88%	2.55%	3.93%	3.78%	3.75%	1.04%	0.77%	0.91%	1.88%	0.85%	1.56%	0.43%	0.63%
					I										
BASE = Those who responded	1084	1247	1188	7456	489	560	564	6820	514	542	522	2673	126	230	158
	96.44%	96.89%	96.12%	97.45%	96.07%	96.22%	96.25%	98.96%	99.23%	99.09%	98.12%	99.15%	98.44%	99.57%	99.37%
								E							
Yes	167	176	157	968	66	50	56	2191	144	143	134	644	42	64	38
	15.41%	14.11%	13.22%	12.98%	13.50%	8.93%	9.93%	32.13%	28.02%	26.38%	25.67%	24.09%	33.33%	27.83%	24.05%
					F			I	E						
No	917	1071	1031	6488	423	510	508	4629	370	399	388	2029	84	166	120
	84.59%	85.89%	86.78%	87.02%	86.50%	91.07%	90.07%	67.87%	71.98%	73.62%	74.33%	75.91%	66.67%	72.17%	75.95%
					I	E		H							
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	43	41	54	214	22	23	26	100	5	6	15	36	2	2	1
	3.83%	3.19%	4.37%	2.80%	4.32% I	3.95%	4.44%	1.45%	0.97%	1.10%	2.82% IJ	1.34%	1.56%	0.87%	0.63%
Appropriately skipped	917	1071	1031	6488	423	510	508	4629	370	399	388	2029	84	166	120
	81.58%	83.22%	83.41%	84.80%	83.10% I	87.63% E	86.69%	67.16%	71.43% H	72.94%	72.93%	75.26%	65.63%	71.86%	75.47%
BASE = Those who responded	164	175	151	949	64	49	52	2163	143	142	129	631	42	63	38
	14.59%	13.60%	12.22%	12.40%	12.57% FG	8.42%	8.87%	31.38%	27.61% E	25.96%	24.25%	23.41%	32.81%	27.27%	23.90%
Yes	130	129	120	716	50	39	36	1973	128	121	118	550	40	53	35
	79.27%	73.71%	79.47%	75.45%	78.13%	79.59%	69.23%	91.22%	89.51% E	85.21%	91.47%	87.16%	95.24%	84.13%	92.11%
No	34	46	31	233	14	10	16	190	15	21	11	81	2	10	3
	20.73%	26.29%	20.53%	24.55%	21.88% I	20.41%	30.77%	8.78%	10.49%	14.79%	8.53%	12.84%	4.76%	15.87%	7.89%
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)		
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	45	43	56	224	23	25	26	114	6	6	17	42	3	2	1		
	4.00%	3.34%	4.53%	2.93%	4.52%	4.30%	4.44%	1.65%	1.16%	1.10%	3.20%	1.56%	2.34%	0.87%	0.63%		
					I						IJ						
Appropriately skipped	951	1117	1062	6721	437	520	524	4819	385	420	399	2110	86	176	123		
	84.61%	86.79%	85.92%	87.84%	85.85%	89.35%	89.42%	69.92%	74.32%	76.78%	75.00%	78.26%	67.19%	76.19%	77.36%		
					I				H								
BASE = Those who responded	128	127	118	706	49	37	36	1959	127	121	116	544	39	53	35		
	11.39%	9.87%	9.55%	9.23%	9.63%	6.36%	6.14%	28.42%	24.52%	22.12%	21.80%	20.18%	30.47%	22.94%	22.01%		
					FG			I	E								
Yes	124	119	112	666	45	33	36	1911	124	119	112	528	38	52	34		
	96.88%	93.70%	94.92%	94.33%	91.84%	89.19%	100.00%	97.55%	97.64%	98.35%	96.55%	97.06%	97.44%	98.11%	97.14%		
							EF										
No	4	8	6	40	4	4	0	48	3	2	4	16	1	1	1		
	3.13%	6.30%	5.08%	5.67%	8.16%	10.81%	0.0%	2.45%	2.36%	1.65%	3.45%	2.94%	2.56%	1.89%	2.86%		
					G	G											
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	46	43	46	236	25	24	19	105	5	8	6	33	2	2	1
	4.09%	3.34%	3.72%	3.08%	4.91%	4.12%	3.24%	1.52%	0.97%	1.46%	1.13%	1.22%	1.56%	0.87%	0.63%
					I										
BASE = Those who responded	1078	1244	1190	7415	484	558	567	6787	513	539	526	2663	126	229	158
	95.91%	96.66%	96.28%	96.92%	95.09%	95.88%	96.76%	98.48%	99.03%	98.54%	98.87%	98.78%	98.44%	99.13%	99.37%
									E						
Yes	306	323	270	1333	100	90	98	3836	287	301	254	1338	76	116	95
	28.39%	25.96%	22.69%	17.98%	20.66%	16.13%	17.28%	56.52%	55.95%	55.84%	48.29%	50.24%	60.32%	50.66%	60.13%
	C								KE	K					
No	772	921	920	6082	384	468	469	2951	226	238	272	1325	50	113	63
	71.61%	74.04%	77.31%	82.02%	79.34%	83.87%	82.72%	43.48%	44.05%	44.16%	51.71%	49.76%	39.68%	49.34%	39.87%
			A		I						IJ				
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	61	61	58	295	30	29	27	187	13	20	11	69	2	7	4
	5.43%	4.74%	4.69%	3.86%	5.89%	4.98%	4.61%	2.71%	2.51%	3.66%	2.07%	2.56%	1.56%	3.03%	2.52%
				I											
Appropriately skipped	772	921	920	6082	384	468	469	2951	226	238	272	1325	50	113	63
	68.68%	71.56%	74.43%	79.49%	75.44%	80.41%	80.03%	42.82%	43.63%	43.51%	51.13%	49.15%	39.06%	48.92%	39.62%
			A	E	I	E					IJ				
BASE = Those who responded	291	305	258	1274	95	85	90	3754	279	289	249	1302	76	111	92
	25.89%	23.70%	20.87%	16.65%	18.66%	14.60%	15.36%	54.47%	53.86%	52.83%	46.80%	48.29%	59.38%	48.05%	57.86%
	C							KE	K				N		
Yes	266	281	238	1164	87	79	83	3650	266	281	238	1257	71	109	86
	91.41%	92.13%	92.25%	91.37%	91.58%	92.94%	92.22%	97.23%	95.34%	97.23%	95.58%	96.54%	93.42%	98.20%	93.48%
No	25	24	20	110	8	6	7	104	13	8	11	45	5	2	6
	8.59%	7.87%	7.75%	8.63%	8.42%	7.06%	7.78%	2.77%	4.66%	2.77%	4.42%	3.46%	6.58%	1.80%	6.52%
Sigma	1124	1287	1236	7651	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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74. What is your child's age?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	59	51	48	474	27	30	22	118	15	11	6	39	4	7	4
	5.25%	3.96%	3.88%	3.75%	5.30%	5.15%	3.75%	1.71%	2.90%	2.01%	1.13%	1.45%	3.13%	3.03%	2.52%
BASE = Those who responded	1065	1236	1188	12182	482	552	564	6774	503	536	526	2657	124	224	155
	94.75%	96.04%	96.12%	96.25%	94.70%	94.85%	96.25%	98.29%	97.10%	97.99%	98.87%	98.55%	96.88%	96.97%	97.48%
Less than 1 year old	36	17	16	300	15	9	8	56	7	5	3	29	1	3	3
	3.38%	1.38%	1.35%	2.46%	3.11%	1.63%	1.42%	0.83%	1.39%	0.93%	0.57%	1.09%	0.81%	1.34%	1.94%
	BC														
1 year or more (NET)	1029	1219	1172	11882	467	543	556	6718	496	531	523	2628	123	221	152
	96.62%	98.62%	98.65%	97.54%	96.89%	98.37%	98.58%	99.17%	98.61%	99.07%	99.43%	98.91%	99.19%	98.66%	98.06%
		A	A												
1 - 5 years old	256	361	327	3391	121	183	170	1066	77	72	80	428	19	36	22
	24.04%	29.21%	27.53%	27.84%	25.10%	33.15%	30.14%	15.74%	15.31%	13.43%	15.21%	16.11%	15.32%	16.07%	14.19%
		A			I	E									
6 - 10 years old	276	335	336	3433	120	145	155	2027	134	167	181	830	33	60	41
	25.92%	27.10%	28.28%	28.18%	24.90%	26.27%	27.48%	29.92%	26.64%	31.16%	34.41%	31.24%	26.61%	26.79%	26.45%
											I				
11 - 15 years old	342	350	362	3487	155	145	170	2516	213	202	183	971	53	93	67
	32.11%	28.32%	30.47%	28.62%	32.16%	26.27%	30.14%	37.14%	42.35%	37.69%	34.79%	36.54%	42.74%	41.52%	43.23%
	B				F				HKE						
Over 15 years old	155	173	147	1571	71	70	61	1109	72	90	79	399	18	32	22
	14.55%	14.00%	12.37%	12.90%	14.73%	12.68%	10.82%	16.37%	14.31%	16.79%	15.02%	15.02%	14.52%	14.29%	14.19%
2 years or more (NET)	985	1151	1114	11296	443	515	532	6620	489	524	516	2585	118	220	151
	92.49%	93.12%	93.77%	92.73%	91.91%	93.30%	94.33%	97.73%	97.22%	97.76%	98.10%	97.29%	95.16%	98.21%	97.42%
								E							
Average age	9.4535	9.0380	9.0699	8.9895	9.3838	8.6377	8.8599	10.5493	10.6064	10.6437	10.2947	10.3508	10.7258	10.3839	10.8323
					F				E						
Standard deviation	5.1682	5.0934	5.0125	5.0988	5.1545	5.1315	4.9890	4.5183	4.5080	4.3634	4.4164	4.5113	4.6287	4.4144	4.5292
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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75. Is your child male or female?

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA - CCC Qual Pop			
												GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	5 0.40% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	2 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	49 4.36%	47 3.65%	36 2.91%	327 2.58%	25 4.91% DI	25 4.30%	16 2.73%	85 1.23%	11 2.12%	13 2.38% K	4 0.75%	23 0.85%	2 1.56%	6 2.60%	3 1.89%
BASE = Those who responded	1075 95.64%	1240 96.35%	1195 96.68%	12329 97.42% E	484 95.09%	557 95.70%	568 96.93%	6807 98.77%	507 97.88% E	534 98.87%	526 98.87%	2673 99.15%	126 98.44%	225 97.40%	156 98.11%
Male	589 54.79%	660 53.23%	639 53.47%	6504 52.75%	252 52.07%	266 47.76%	289 50.88%	4091 60.10%	308 60.75% E	317 59.36%	328 62.36%	1605 60.04%	72 57.14%	141 62.67%	95 60.90%
Female	486 45.21%	580 46.77%	556 46.53%	5825 47.25%	232 47.93%	291 52.24%	279 49.12%	2716 39.90%	199 39.25%	217 40.64%	198 37.64% I	1068 39.96%	54 42.86%	84 37.33%	61 39.10%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

														GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	80 7.12%	70 5.44%	54 4.37%	522 4.12%	39 7.66%	32 5.50%	22 3.75%	171 2.48%	21 4.05%	16 2.93%	16 3.01%	72 2.67%	5 3.91%	8 3.46%	8 5.03%	
BASE = Those who responded	1044 92.88%	1217 94.56%	1182 95.63%	12134 95.88%	470 92.34%	550 94.50%	564 96.25%	6721 97.52%	497 95.95%	531 97.07%	516 96.99%	2624 97.33%	123 96.09%	223 96.54%	151 94.97%	
Yes, Hispanic or Latino	103 9.87%	159 13.06%	99 8.38%	4202 34.63%	59 12.55%	77 14.00%	48 8.51%	1430 21.28%	24 4.83%	33 6.21%	31 6.01%	196 7.47%	11 8.94%	9 4.04%	4 2.65%	
No, not Hispanic or Latino	941 90.13%	1058 86.94%	1083 91.62%	7932 65.37%	411 87.45%	473 86.00%	516 91.49%	5291 78.72%	473 95.17%	498 93.79%	485 93.99%	2428 92.53%	112 91.06%	214 95.96%	147 97.35%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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77. What is your child's race?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
No response	73	79	61	1065	41	34	23	285	13	21	11	62	3	5	5
	6.49%	6.14%	4.94%	8.41%	8.06%	5.84%	3.92%	4.14%	2.51%	3.84%	2.07%	2.30%	2.34%	2.16%	3.14%
						GI		I							
BASE = Those who responded	1051	1208	1175	11591	468	548	563	6607	505	526	521	2634	125	226	154
	93.51%	93.86%	95.06%	91.59%	91.94%	94.16%	96.08%	95.86%	97.49%	96.16%	97.93%	97.70%	97.66%	97.84%	96.86%
							E		HE						
White	476	618	602	7429	200	279	293	4624	240	281	277	1635	61	105	74
	45.29%	51.16%	51.23%	64.09%	42.74%	50.91%	52.04%	69.99%	47.52%	53.42%	53.17%	62.07%	48.80%	46.46%	48.05%
		A	A	E		E	E		I						
Black or African-American	545	535	551	2416	246	238	256	1710	262	241	251	979	59	116	87
	51.86%	44.29%	46.89%	20.84%	52.56%	43.43%	45.47%	25.88%	51.88%	45.82%	48.18%	37.17%	47.20%	51.33%	56.49%
		BC		DFG					H						
Asian	35	43	38	801	17	22	21	161	8	10	10	43	4	2	2
	3.33%	3.56%	3.23%	6.91%	3.63%	4.01%	3.73%	2.44%	1.58%	1.90%	1.92%	1.63%	3.20%	0.88%	1.30%
				E	I										
Native Hawaiian or other Pacific Islander	9	11	4	231	3	8	1	68	4	3	2	15	1	3	0
	0.86%	0.91%	0.34%	1.99%	0.64%	1.46%	0.18%	1.03%	0.79%	0.57%	0.38%	0.57%	0.80%	1.33%	0.0%
				E		G									
American Indian or Alaska Native	48	63	62	454	20	29	36	274	31	30	30	84	5	19	7
	4.57%	5.22%	5.28%	3.92%	4.27%	5.29%	6.39%	4.15%	6.14%	5.70%	5.76%	3.19%	4.00%	8.41%	4.55%
Other	78	113	70	1970	34	63	33	684	30	27	23	156	7	15	8
	7.42%	9.35%	5.96%	17.00%	7.26%	11.50%	5.86%	10.35%	5.94%	5.13%	4.41%	5.92%	5.60%	6.64%	5.19%
		C		E		EG		I							
Sigma	1264	1462	1388	14366	561	673	663	7806	588	613	604	2974	140	265	183
	112.46%	113.60%	112.30%	113.51%	110.22%	115.64%	113.14%	113.26%	113.51%	112.07%	113.53%	110.31%	109.38%	114.72%	115.09%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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78. What is your age?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	5	0	0	0	2	0	0	0	3	0	0	0	0
	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.56%	0.0%	0.0%	0.0%	0.0%
No response	69	54	47	408	36	32	19	124	20	14	9	49	5	10	5
	6.14%	4.20%	3.80%	3.22%	7.07%	5.50%	3.24%	1.80%	3.86%	2.56%	1.69%	1.82%	3.91%	4.33%	3.14%
	BC				DGI				HK						
BASE = Those who responded	1055	1233	1184	12248	473	550	565	6768	498	533	520	2647	123	221	154
	93.86%	95.80%	95.79%	96.78%	92.93%	94.50%	96.42%	98.20%	96.14%	97.44%	97.74%	98.18%	96.09%	95.67%	96.86%
		A	A	E				I	E						
Under 18 (v 16)	102	104	103	862	45	38	41	578	51	54	41	246	14	22	15
	9.67%	8.43%	8.70%	7.04%	9.51%	6.91%	7.26%	8.54%	10.24%	10.13%	7.88%	9.29%	11.38%	9.95%	9.74%
18 to 24 (v 21)	61	76	72	633	30	39	32	173	11	14	18	89	4	3	4
	5.78%	6.16%	6.08%	5.17%	6.34%	7.09%	5.66%	2.56%	2.21%	2.63%	3.46%	3.36%	3.25%	1.36%	2.60%
					I										
25 to 34 (v 29.5)	326	427	401	3545	148	200	203	1522	139	151	160	604	22	75	42
	30.90%	34.63%	33.87%	28.94%	31.29%	36.36%	35.93%	22.49%	27.91%	28.33%	30.77%	22.82%	17.89%	33.94%	27.27%
									H					M	
35 to 44 (v 39.5)	324	376	396	4084	137	179	202	2186	161	188	184	830	40	70	51
	30.71%	30.49%	33.45%	33.34%	28.96%	32.55%	35.75%	32.30%	32.33%	35.27%	35.38%	31.36%	32.52%	31.67%	33.12%
				E			E								
45 to 54 (v 49.5)	143	135	126	2023	68	56	54	1298	77	66	72	461	23	28	26
	13.55%	10.95%	10.64%	16.52%	14.38%	10.18%	9.56%	19.18%	15.46%	12.38%	13.85%	17.42%	18.70%	12.67%	16.88%
	C				FG			I							
55 to 64 (v 59.5)	64	79	49	723	32	25	21	657	39	44	28	265	15	19	5
	6.07%	6.41%	4.14%	5.90%	6.77%	4.55%	3.72%	9.71%	7.83%	8.26%	5.38%	10.01%	12.20%	8.60%	3.25%
	C	C			G								O	O	
65 to 74 (v 69.5)	29	32	29	311	10	12	7	285	18	14	16	122	5	4	9
	2.75%	2.60%	2.45%	2.54%	2.11%	2.18%	1.24%	4.21%	3.61%	2.63%	3.08%	4.61%	4.07%	1.81%	5.84%
75 or older (v 79.5)	6	4	8	67	3	1	5	69	2	2	1	30	0	0	2
	0.57%	0.32%	0.68%	0.55%	0.63%	0.18%	0.88%	1.02%	0.40%	0.38%	0.19%	1.13%	0.0%	0.0%	1.30%
								I							
Average age	36.6891	36.1991	35.8408	37.8085	36.6406	35.5827	35.5788	40.3018	38.2510	37.6276	37.3913	39.9921	39.9634	37.0452	38.6136
				E				I							
Standard deviation	12.9553	12.5115	12.2223	12.4246	12.9605	11.5910	11.3906	13.7832	13.2744	12.8379	12.1600	14.2297	13.9901	12.2833	13.8713
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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79. Are you male or female?

														GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	
Multiple mark	0 0.0%	0 0.0%	1 0.08%	0 0.0%	0 0.0%	0 0.0%	1 0.17%	0 0.0%	0 0.0%	0 0.0%	1 0.19%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No response	63 5.60%	44 3.42%	48 3.88%	392 3.10%	29 5.70%	25 4.30%	21 3.58%	116 1.68%	13 2.51%	11 2.01%	7 1.32%	39 1.45%	5 3.91%	5 2.16%	3 1.89%	
BASE = Those who responded	1061 94.40%	1243 96.58%	1187 96.04%	12264 96.90%	480 94.30%	557 95.70%	564 96.25%	6776 98.32%	505 97.49%	536 97.99%	524 98.50%	2657 98.55%	123 96.09%	226 97.84%	156 98.11%	
Male	89 8.39%	104 8.37%	80 6.74%	1638 13.36%	43 8.96%	52 9.34%	45 7.98%	678 10.01%	37 7.33%	38 7.09%	35 6.68%	254 9.56%	12 9.76%	13 5.75%	12 7.69%	
Female	972 91.61%	1139 91.63%	1107 93.26%	10626 86.64%	437 91.04%	505 90.66%	519 92.02%	6098 89.99%	468 92.67%	498 92.91%	489 93.32%	2403 90.44%	111 90.24%	213 94.25%	144 92.31%	
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
No response	73 6.49%	73 5.67%	61 4.94%	605 4.78%	36 7.07%	35 6.01%	25 4.27%	173 2.51%	17 3.28%	19 3.47%	11 2.07%	59 2.19%	6 4.69%	8 3.46%	3 1.89%
DGI															
BASE = Those who responded	1051 93.51%	1214 94.33%	1175 95.06%	12051 95.22%	473 92.93%	547 93.99%	561 95.73%	6719 97.49%	501 96.72%	528 96.53%	521 97.93%	2637 97.81%	122 95.31%	223 96.54%	156 98.11%
E															
High school or less (NET)	540 51.38%	645 53.13%	617 52.51%	6198 51.43%	259 54.76%	282 51.55%	291 51.87%	3047 45.35%	222 44.31%	266 50.38%	270 51.82%	1182 44.82%	47 38.52%	107 47.98%	68 43.59%
I															
8th grade or less	58 5.52%	77 6.34%	41 3.49%	880 7.30%	27 5.71%	35 6.40%	19 3.39%	319 4.75%	23 4.59%	22 4.17%	19 3.65%	111 4.21%	9 7.38%	6 2.69%	8 5.13%
C															
Some high school, but did not graduate	120 11.42%	163 13.43%	156 13.28%	1356 11.25%	51 10.78%	69 12.61%	67 11.94%	677 10.08%	49 9.78%	69 13.07%	71 13.63%	246 9.33%	9 7.38%	26 11.66%	14 8.97%
High school graduate or GED	362 34.44%	405 33.36%	420 35.74%	3962 32.88%	181 38.27%	178 32.54%	205 36.54%	2051 30.53%	150 29.94%	175 33.14%	180 34.55%	825 31.29%	29 23.77%	75 33.63%	46 29.49%
DI															
Some college or more (NET)	511 48.62%	569 46.87%	558 47.49%	5853 48.57%	214 45.24%	265 48.45%	270 48.13%	3672 54.65%	279 55.69%	262 49.62%	251 48.18%	1455 55.18%	75 61.48%	116 52.02%	88 56.41%
KE															
Some college or 2-year degree	385 36.63%	414 34.10%	416 35.40%	3863 32.06%	155 32.77%	183 33.46%	202 36.01%	2559 38.09%	211 42.12%	197 37.31%	192 36.85%	1074 40.73%	55 45.08%	84 37.67%	72 46.15%
E															
4-year college graduate	88 8.37%	92 7.58%	84 7.15%	1260 10.46%	38 8.03%	49 8.96%	41 7.31%	675 10.05%	46 9.18%	38 7.20%	39 7.49%	230 8.72%	11 9.02%	25 11.21%	10 6.41%
More than 4-year college degree	38 3.62%	63 5.19%	58 4.94%	730 6.06%	21 4.44%	33 6.03%	27 4.81%	438 6.52%	22 4.39%	27 5.11%	20 3.84%	151 5.73%	9 7.38%	7 3.14%	6 3.85%
I															
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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81. How are you related to the child?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	17 1.38% AB	0 0.0%	0 0.0%	0 0.0%	12 2.05% EF	0 0.0%	0 0.0%	0 0.0%	11 2.07% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	84 7.47% BC	68 5.28%	50 4.05%	596 4.71%	40 7.86% DG	36 6.19%	19 3.24% G	354 5.14%	30 5.79% K	25 4.57% K	9 1.69%	137 5.08%	11 8.59%	11 4.76%	8 5.03%
BASE = Those who responded	1040 92.53%	1219 94.72% A	1169 94.58% A	12060 95.29% E	469 92.14%	546 93.81%	555 94.71%	6538 94.86%	488 94.21%	522 95.43%	512 96.24%	2559 94.92%	117 91.41%	220 95.24%	151 94.97%
Mother or father	933 89.71%	1095 89.83%	1058 90.50%	11065 91.75%	420 89.55%	497 91.03%	514 92.61%	5601 85.67%	422 86.48%	461 88.31%	453 88.48%	2160 84.41%	102 87.18%	197 89.55% O	123 81.46%
Grandparent	68 6.54%	92 7.55%	82 7.01%	659 5.46%	32 6.82%	40 7.33%	29 5.23%	598 9.15%	38 7.79%	49 9.39%	44 8.59%	271 10.59%	8 6.84%	15 6.82%	15 9.93%
Other (NET)	39 3.75%	32 2.63%	29 2.48%	336 2.79%	17 3.62%	9 1.65%	12 2.16%	339 5.19%	28 5.74% JK	12 2.30%	15 2.93%	128 5.00%	7 5.98%	8 3.64%	13 8.61%
Aunt or uncle	10 0.96%	5 0.41%	6 0.51%	94 0.78%	6 1.28% F	1 0.18%	3 0.54%	78 1.19%	6 1.23% J	0 0.0%	1 0.20%	35 1.37%	2 1.71%	2 0.91%	2 1.32%
Older brother or sister	2 0.19%	1 0.08%	1 0.09%	28 0.23%	1 0.21%	0 0.0%	0 0.0%	12 0.18%	1 0.20%	0 0.0%	0 0.0%	7 0.27%	0 0.0%	1 0.45%	0 0.0%
Other relative	2 0.19%	2 0.16%	6 0.51%	15 0.12%	2 0.43%	1 0.18%	3 0.54%	13 0.20%	2 0.41%	1 0.19%	3 0.59%	5 0.20%	0 0.0%	0 0.0%	2 1.32%
Legal guardian	24 2.31%	20 1.64%	15 1.28%	155 1.29%	8 1.71%	5 0.92%	5 0.90%	185 2.83%	18 3.69%	10 1.92%	11 2.15%	79 3.09%	5 4.27%	5 2.27%	8 5.30%
Someone else	1 0.10%	4 0.33%	1 0.09%	44 0.36% E	0 0.0%	2 0.37%	1 0.18%	51 0.78% I	1 0.20%	1 0.19%	0 0.0%	2 0.08%	0 0.0%	0 0.0%	1 0.66%
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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82. Did someone help you complete this survey?

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	11	10	8	169	4	4	2	62	9	5	2	21	1	6	2	
	0.98%	0.78%	0.65%	1.34%	0.79%	0.69%	0.34%	0.90%	1.74%	0.91%	0.38%	0.78%	0.78%	2.60%	1.26%	
Appropriately skipped	608	642	693	5331	280	293	345	2553	241	250	284	1063	55	109	77	
	54.09%	49.88%	56.07%	42.12%	55.01%	50.34%	58.87%	37.04%	46.53%	45.70%	53.38%	39.43%	42.97%	47.19%	48.43%	
	B	B	B	DI	DI	F	F	H	H	IJ	IJ	IJ	M	N	O	
BASE = Those who responded	505	635	535	7156	225	285	239	4277	268	292	246	1612	72	116	80	
	44.93%	49.34%	43.28%	56.54%	44.20%	48.97%	40.78%	62.06%	51.74%	53.38%	46.24%	59.79%	56.25%	50.22%	50.31%	
		AC		E		G		I	E	K						
Yes	16	32	17	338	10	14	8	161	7	6	6	69	1	4	2	
	3.17%	5.04%	3.18%	4.72%	4.44%	4.91%	3.35%	3.76%	2.61%	2.05%	2.44%	4.28%	1.39%	3.45%	2.50%	
No	489	603	518	6818	215	271	231	4116	261	286	240	1543	71	112	78	
	96.83%	94.96%	96.82%	95.28%	95.56%	95.09%	96.65%	96.24%	97.39%	97.95%	97.56%	95.72%	98.61%	96.55%	97.50%	
Sigma	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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83. How did that person help you?

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	1124	1287	1236	12656	509	582	586	6892	518	547	532	2696	128	231	159	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
No response	11	10	9	179	4	4	2	64	9	5	2	22	1	6	2	
	0.98%	0.78%	0.73%	1.41%	0.79%	0.69%	0.34%	0.93%	1.74%	0.91%	0.38%	0.82%	0.78%	2.60%	1.26%	
									K							
Appropriately skipped	1097	1245	1211	12149	495	564	576	6669	502	536	524	2606	126	221	155	
	97.60%	96.74%	97.98%	95.99%	97.25%	96.91%	98.29%	96.76%	96.91%	97.99%	98.50%	96.66%	98.44%	95.67%	97.48%	
BASE = Those who responded	16	32	16	328	10	14	8	159	7	6	6	68	1	4	2	
	1.42%	2.49%	1.29%	2.59%	1.96%	2.41%	1.37%	2.31%	1.35%	1.10%	1.13%	2.52%	0.78%	1.73%	1.26%	
			C													
Read the questions to me	7	16	8	149	4	7	3	74	2	3	5	31	0	1	1	
	43.75%	50.00%	50.00%	45.43%	40.00%	50.00%	37.50%	46.54%	28.57%	50.00%	83.33%	45.59%	0.0%	25.00%	50.00%	
Wrote down the answers I gave	4	1	2	79	3	0	0	52	1	0	1	25	0	0	1	
	25.00%	3.13%	12.50%	24.09%	30.00%	0.0%	0.0%	32.70%	14.29%	0.0%	16.67%	36.76%	0.0%	0.0%	50.00%	
Answered the questions for me	3	12	3	43	2	5	1	34	3	2	2	13	0	2	1	
	18.75%	37.50%	18.75%	13.11%	20.00%	35.71%	12.50%	21.38%	42.86%	33.33%	33.33%	19.12%	0.0%	50.00%	50.00%	
Translated the questions into my language	4	10	6	162	3	3	3	43	1	2	0	23	1	0	0	
	25.00%	31.25%	37.50%	49.39%	30.00%	21.43%	37.50%	27.04%	14.29%	33.33%	0.0%	33.82%	100.00%	0.0%	0.0%	
Helped in some other way	3	4	2	30	1	2	2	23	2	1	0	7	0	1	1	
	18.75%	12.50%	12.50%	9.15%	10.00%	14.29%	25.00%	14.47%	28.57%	16.67%	0.0%	10.29%	0.0%	25.00%	50.00%	
Sigma	1129	1298	1241	12791	512	585	587	6959	520	549	534	2727	128	231	161	
	100.44%	100.85%	100.40%	101.07%	100.59%	100.52%	100.17%	100.97%	100.39%	100.37%	100.38%	101.15%	100.00%	100.00%	101.26%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	9 0.73% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	8 1.50% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	314 27.94%	475 36.91%	413 33.41% A	3459 27.45%	142 27.90%	206 35.40% E	208 35.49% E	1967 28.76% I	125 24.13%	191 34.92% I	167 31.39% I	745 27.63%	37 28.91%	51 22.08%	37 23.27%
I did not try to get any care, tests, or treatment for my child in the last 6 months	484 43.06% C	505 39.24%	479 38.75%	5876 46.63%	226 44.40%	250 42.96%	232 39.59%	2574 37.63%	211 40.73% JK	187 34.19%	179 33.65%	1136 42.14%	52 40.63%	103 44.59%	56 35.22%
BASE = Those who responded	326 29.00% B	307 23.85%	335 27.10%	3267 25.92%	141 27.70% F	126 21.65%	144 24.57%	2299 33.61%	182 35.14% E	169 30.90%	178 33.46%	815 30.23%	39 30.47%	77 33.33%	66 41.51%
I had to wait too long for the health plan to give the OK	38 11.66%	40 13.03%	48 14.33%	456 13.96%	19 13.48%	17 13.49%	18 12.50%	347 15.09%	20 10.99%	23 13.61%	30 16.85%	111 13.62%	6 15.38%	5 6.49%	9 13.64%
I did not know where to go to get a physician for care, lab work, or an x-ray (NET)	10 3.07%	12 3.91%	18 5.37%	130 3.98%	4 2.84%	4 3.17%	8 5.56%	82 3.57%	7 3.85%	7 4.14%	10 5.62%	33 4.05%	0 0.0%	3 3.90%	4 6.06% M
I did not know where to go to get a physician for care	0 0.0%	11 3.58% A	17 5.07% A	0 0.0%	0 0.0%	3 2.38%	7 4.86% E	0 0.0%	0 0.0%	7 4.14% I	10 5.62% I	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I did not know where to go to get lab work done	0 0.0%	1 0.33%	1 0.30%	0 0.0%	0 0.0%	1 0.79%	1 0.69%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I could not find a doctor, lab, or x-ray facility in my child's network	19 5.83%	12 3.91%	23 6.87%	200 6.12%	9 6.38%	4 3.17%	9 6.25%	191 8.31%	14 7.69%	6 3.55%	13 7.30%	74 9.08%	2 5.13%	8 10.39%	4 6.06%
I could not find a doctor, lab, or x-ray facility that was easy to get to (NET)	15 4.60%	19 6.19%	24 7.16%	137 4.19%	5 3.55%	5 3.97%	7 4.86%	87 3.78%	7 3.85%	16 9.47% I	11 6.18%	33 4.05%	0 0.0%	3 3.90%	4 6.06% M
I could not find a doctor who was easy to get to	0 0.0%	16 5.21% A	22 6.57% A	0 0.0%	0 0.0%	3 2.38%	7 4.86% E	0 0.0%	0 0.0%	14 8.28% I	10 5.62% I	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I could not find a lab or x-ray facility that was easy to get to	0 0.0%	3 0.98%	2 0.60%	0 0.0%	0 0.0%	2 1.59%	0 0.0%	0 0.0%	0 0.0%	2 1.18%	1 0.56%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I had to wait too long to get an appointment	68 20.86%	76 24.76%	73 21.79%	890 27.24% E	24 17.02%	32 25.40%	40 27.78% E	635 27.62%	45 24.73%	44 26.04%	38 21.35%	201 24.66%	12 30.77%	21 27.27%	12 18.18%
I could not find someone who spoke my language	0 0.0%	12 3.91% A	5 1.49% A	0 0.0%	0 0.0%	6 4.76% E	2 1.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Other, personal reason	176	136	144	1454	80	58	60	957	89	73	76	363	19	37	33
	53.99%	44.30%	42.99%	44.51%	56.74%	46.03%	41.67%	41.63%	48.90%	43.20%	42.70%	44.54%	48.72%	48.05%	50.00%
		BC			DG										
Sigma	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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85. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	GSA - CCC Qual Pop														
	2018 Plan (A)	2017 Plan (B)	2016 Plan (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	86 7.65%	72 5.59%	81 6.55%	691 5.48%	43 8.45%	38 6.53%	35 5.97%	209 3.06%	18 3.47%	14 2.56%	23 4.32%	69 2.56%	8 6.25%	6 2.60%	4 2.52%
I did not call after hours in the last 6 months	437 38.88%	7 0.54%	6 0.49%	5495 43.60%	203 39.88%	2 0.34%	3 0.51%	3126 45.70%	203 39.19%	3 0.55%	2 0.38%	1278 47.40%	53 41.41%	89 38.53%	61 38.36%
Appropriately skipped	0 0.0%	1078 83.76%	1047 84.71%	0 0.0%	0 0.0%	477 81.96%	506 86.35%	0 0.0%	0 0.0%	470 85.92%	456 85.71%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	601 53.47%	130 10.10%	102 8.25%	6416 50.91%	263 51.67%	65 11.17%	42 7.17%	3505 51.24%	297 57.34%	60 10.97%	51 9.59%	1349 50.04%	67 52.34%	136 58.87%	94 59.12%
Never	83 13.81%	10 7.69%	10 9.80%	860 13.40%	35 13.31%	5 7.69%	5 11.90%	403 11.50%	48 16.16%	3 5.00%	5 9.80%	156 11.56%	11 16.42%	22 16.18%	15 15.96%
Sometimes	71 11.81%	9 6.92%	12 11.76%	820 12.78%	35 13.31%	5 7.69%	6 14.29%	388 11.07%	33 11.11%	6 10.00%	5 9.80%	146 10.82%	7 10.45%	17 12.50%	9 9.57%
Bottom Two Box (%Never + %Sometimes)	154 25.62%	19 14.62%	22 21.57%	1680 26.18%	70 26.62%	10 15.38%	11 26.19%	791 22.57%	81 27.27%	9 15.00%	10 19.61%	302 22.39%	18 26.87%	39 28.68%	24 25.53%
Usually	98 16.31%	25 19.23%	13 12.75%	1294 20.17%	39 14.83%	12 18.46%	4 9.52%	750 21.40%	54 18.18%	13 21.67%	7 13.73%	249 18.46%	10 14.93%	26 19.12%	18 19.15%
Always	349 58.07%	86 66.15%	67 65.69%	3442 53.65%	154 58.56%	43 66.15%	27 64.29%	1964 56.03%	162 54.55%	38 63.33%	34 66.67%	798 59.15%	39 58.21%	71 52.21%	52 55.32%
Top Two Box (%Always + %Usually)	447 74.38%	111 85.38%	80 78.43%	4736 73.82%	193 73.38%	55 84.62%	31 73.81%	2714 77.43%	216 72.73%	51 85.00%	41 80.39%	1047 77.61%	49 73.13%	97 71.32%	70 74.47%
4-point composite mean	3.1864	3.4385	3.3431	3.1406	3.1863	3.4308	3.2619	3.2197	3.1111	3.4333	3.3725	3.2520	3.1493	3.0735	3.1383
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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86. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	80	81	888	54	44	36	275	29	16	18	94	11	11	7
	9.88%	6.22%	6.55%	7.05%	10.61%	7.56%	6.14%	4.02%	5.60%	2.93%	3.38%	3.49%	8.59%	4.76%	4.40%
	BC				DGI				J						
BASE = Those who responded	1013	1207	1154	11714	455	538	549	6565	489	531	514	2602	117	220	152
	90.12%	93.78%	93.37%	92.95%	89.39%	92.44%	93.69%	95.98%	94.40%	97.07%	96.62%	96.51%	91.41%	95.24%	95.60%
		A	A	E			E		E	I					
Never	780	1048	1035	8836	344	467	485	5322	395	465	467	2155	98	181	116
	77.00%	86.83%	89.69%	75.43%	75.60%	86.80%	88.34%	81.07%	80.78%	87.57%	90.86%	82.82%	83.76%	82.27%	76.32%
		A	AB			E	E			I	I				
Sometimes	36	47	24	832	11	24	14	263	16	16	11	69	4	4	8
	3.55%	3.89%	2.08%	7.10%	2.42%	4.46%	2.55%	4.01%	3.27%	3.01%	2.14%	2.65%	3.42%	1.82%	5.26%
	C	C		E											
Bottom Two Box (%Never + %Sometimes)	816	1095	1059	9668	355	491	499	5585	411	481	478	2224	102	185	124
	80.55%	90.72%	91.77%	82.53%	78.02%	91.26%	90.89%	85.07%	84.05%	90.58%	93.00%	85.47%	87.18%	84.09%	81.58%
		A	A	E		E	E		E	I	I				
Usually	17	19	19	427	8	8	11	181	3	6	6	61	0	2	1
	1.68%	1.57%	1.65%	3.65%	1.76%	1.49%	2.00%	2.76%	0.61%	1.13%	1.17%	2.34%	0.0%	0.91%	0.66%
				E				I							
Always	180	93	76	1619	92	39	39	799	75	44	30	317	15	33	27
	17.77%	7.71%	6.59%	13.82%	20.22%	7.25%	7.10%	12.17%	15.34%	8.29%	5.84%	12.18%	12.82%	15.00%	17.76%
	BC			DFG				JK							
Top Two Box (%Always + %Usually)	197	112	95	2046	100	47	50	980	78	50	36	378	15	35	28
	19.45%	9.28%	8.23%	17.47%	21.98%	8.74%	9.11%	14.93%	15.95%	9.42%	7.00%	14.53%	12.82%	15.91%	18.42%
	BC			DFGI				JK							
4-point composite mean	1.6022	1.3016	1.2513	1.5586	1.6659	1.2918	1.2787	1.4603	1.5051	1.3013	1.2198	1.4389	1.4188	1.4864	1.5987
	BC				FGI				JK						
Sigma	1124	1287	1236	12602	509	582	586	6840	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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87. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	1 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	115 10.23% BC	86 6.68%	81 6.55%	901 7.15%	58 11.39% DFGI	45 7.73%	37 6.31%	289 4.23%	32 6.18% J	19 3.47%	20 3.76%	109 4.04%	13 10.16% O	13 5.63%	6 3.77%
BASE = Those who responded	1009 89.77%	1201 93.32% A	1154 93.37% A	11701 92.85% E	451 88.61%	537 92.27% E	549 93.69% E	6551 95.77%	486 93.82% E	528 96.53% I	512 96.24% I	2587 95.96%	115 89.84%	218 94.37%	153 96.23% M
Never	762 75.52%	1037 86.34% A	1019 88.30% A	8933 76.34% E	338 74.94%	453 84.36% E	475 86.52% E	5324 81.27%	385 79.22%	464 87.88% I	457 89.26% I	2140 82.72%	89 77.39%	179 82.11%	117 76.47%
Sometimes	41 4.06% C	38 3.16%	26 2.25%	877 7.50% E	14 3.10%	18 3.35%	15 2.73%	304 4.64%	15 3.09%	13 2.46%	15 2.93%	85 3.29%	6 5.22%	4 1.83%	5 3.27%
Bottom Two Box (%Never + %Sometimes)	803 79.58%	1075 89.51% A	1045 90.55% A	9810 83.84% E	352 78.05%	471 87.71% E	490 89.25% E	5628 85.91% I	400 82.30%	477 90.34% I	472 92.19% I	2225 86.01%	95 82.61%	183 83.94%	122 79.74%
Usually	28 2.78%	25 2.08%	32 2.77%	532 4.55% E	15 3.33%	11 2.05%	19 3.46%	224 3.42% I	9 1.85%	8 1.52%	8 1.56%	78 3.02%	2 1.74%	3 1.38%	4 2.61%
Always	178 17.64% BC	101 8.41%	77 6.67%	1359 11.61%	84 18.63% DFG	55 10.24%	40 7.29%	699 10.67%	77 15.84% HJK	43 8.14%	32 6.25%	284 10.98%	18 15.65%	32 14.68%	27 17.65%
Top Two Box (%Always + %Usually)	206 20.42% BC	126 10.49%	109 9.45%	1891 16.16%	99 21.95% DFG	66 12.29%	59 10.75%	923 14.09%	86 17.70% HJK	51 9.66%	40 7.81%	362 13.99%	20 17.39%	35 16.06%	31 20.26%
4-point composite mean	1.6254 BC	1.3256	1.2782	1.5143	1.6563 DFG	1.3818	1.3151	1.4349	1.5432 HJK	1.2992	1.2480	1.4225	1.5565	1.4862	1.6144
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12602 100.00%	509 100.00%	582 100.00%	586 100.00%	6840 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

88. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12301 100.00%	509 100.00%	582 100.00%	586 100.00%	6494 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
No response	158 14.06%	79 6.14%	94 7.61%	1876 15.25%	75 14.73%	42 7.22%	41 7.00%	644 9.92%	52 10.04%	19 3.47%	28 5.26%	200 7.42%	19 14.84%	17 7.36%	16 10.06%
I did not use the site	504 44.84%	2 0.16%	0 0.0%	6502 52.86%	220 43.22%	1 0.17%	0 0.0%	3805 58.59%	263 50.77%	1 0.18%	0 0.0%	1552 57.57%	69 53.91%	121 52.38%	73 45.91%
Appropriately skipped	0 0.0%	1135 88.19%	1072 86.73%	0 0.0%	0 0.0%	505 86.77%	515 87.88%	0 0.0%	0 0.0%	487 89.03%	467 87.78%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	462 41.10%	71 5.52%	70 5.66%	3923 31.89%	214 42.04%	34 5.84%	30 5.12%	2045 31.49%	203 39.19%	40 7.31%	37 6.95%	944 35.01%	40 31.25%	93 40.26%	70 44.03%
The print was too small	17 3.68%	2 2.82%	5 7.14%	242 6.17%	7 3.27%	2 5.88%	3 10.00%	113 5.53%	8 3.94%	0 0.0%	1 2.70%	36 3.81%	2 5.00%	1 1.08%	5 7.14%
The information was hard to understand	26 5.63%	6 8.45%	8 11.43%	404 10.30%	11 5.14%	2 5.88%	4 13.33%	147 7.19%	9 4.43%	5 12.50%	3 8.11%	47 4.98%	3 7.50%	3 3.23%	3 4.29%
It was hard to find the information I was looking for	58 12.55%	19 26.76%	14 20.00%	647 16.49%	23 10.75%	8 23.53%	6 20.00%	321 15.70%	28 13.79%	14 35.00%	9 24.32%	126 13.35%	2 5.00%	12 12.90%	14 20.00%
The information was wrong	33 7.14%	8 11.27%	9 12.86%	255 6.50%	12 5.61%	2 5.88%	3 10.00%	135 6.60%	18 8.87%	6 15.00%	7 18.92%	66 6.99%	4 10.00%	9 9.68%	5 7.14%
It was not in my language	0 0.0%	5 7.04%	3 4.29%	0 0.0%	0 0.0%	5 14.71%	1 3.33%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
I did not have a problem	342 74.03%	42 59.15%	47 67.14%	2767 70.53%	166 77.57%	20 58.82%	20 66.67%	1468 71.78%	145 71.43%	23 57.50%	24 64.86%	706 74.79%	30 75.00%	72 77.42%	43 61.43%
Sigma	1138 101.25%	1298 100.85%	1252 101.29%	12693 103.19%	514 100.98%	587 100.86%	593 101.19%	6633 102.14%	523 100.97%	556 101.65%	539 101.32%	2733 101.37%	129 100.78%	235 101.73%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

89. In the last 6 months, if you called customer service regarding mental health or substance abuse services for your child, how often was the staff helpful and provided the help you needed?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. Total (I)	2017 CCC Pop. Qual. Total (J)	2016 CCC Pop. Qual. Total (K)	2018 CCC Pop. Qual. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	9528 100.00%	509 100.00%	582 100.00%	586 100.00%	5296 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
Multiple mark	0 0.0%	0 0.0%	5 0.40% AB	0 0.0%	0 0.0%	0 0.0%	2 0.34%	0 0.0%	0 0.0%	0 0.0%	4 0.75% IJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	124 11.03% BC	102 7.93%	94 7.61%	713 7.48%	61 11.98% DGI	56 9.62%	46 7.85%	263 4.97%	38 7.34% HJ	24 4.39%	27 5.08%	125 4.64%	14 10.94%	15 6.49%	9 5.66%
I did not call customer service for my child's mental health or substance abuse services in the last 6 months	671 59.70% B	706 54.86%	713 57.69%	6622 69.50% E	300 58.94%	315 54.12%	351 59.90% F	3846 72.62% I	331 63.90% K	321 58.68%	308 57.89%	1979 73.41%	81 63.28%	153 66.23%	97 61.01%
BASE = Those who responded	329 29.27%	479 37.22% A	424 34.30% A	2193 23.02%	148 29.08% D	211 36.25% E	187 31.91%	1187 22.41%	149 28.76% H	202 36.93% I	193 36.28% I	592 21.96%	33 25.78%	63 27.27%	53 33.33%
Never	116 35.26%	218 45.51% A	195 45.99% A	862 39.31%	47 31.76%	98 46.45% E	93 49.73% E	344 28.98%	46 30.87%	78 38.61%	77 39.90%	173 29.22%	10 30.30%	25 39.68% O	11 20.75%
Sometimes	21 6.38%	37 7.72%	26 6.13%	198 9.03% E	5 3.38%	15 7.11%	8 4.28%	104 8.76%	14 9.40% E	18 8.91%	11 5.70%	45 7.60%	3 9.09%	3 4.76%	8 15.09%
Bottom Two Box (%Never + %Sometimes)	137 41.64% A	255 53.24% A	221 52.12% A	1060 48.34% E	52 35.14%	113 53.55% E	101 54.01% E	448 37.74%	60 40.27%	96 47.52%	88 45.60%	218 36.82%	13 39.39%	28 44.44%	19 35.85%
Usually	38 11.55% C	49 10.23%	30 7.08%	264 12.04%	20 13.51%	22 10.43%	14 7.49%	170 14.32%	17 11.41%	24 11.88%	15 7.77%	71 11.99%	3 9.09%	7 11.11%	7 13.21%
Always	154 46.81% B	175 36.53%	173 40.80%	869 39.63%	76 51.35% DFG	76 36.02%	72 38.50%	569 47.94%	72 48.32%	82 40.59%	90 46.63%	303 51.18%	17 51.52%	28 44.44%	27 50.94%
Top Two Box (%Always + %Usually)	192 58.36% BC	224 46.76%	203 47.88%	1133 51.66%	96 64.86% DFG	98 46.45%	86 45.99%	739 62.26%	89 59.73%	106 52.48%	105 54.40%	374 63.18%	20 60.61%	35 55.56%	34 64.15%
4-point composite mean	2.6991 BC	2.3779	2.4269	2.5198	2.8446 DFG	2.3602	2.3476	2.8121	2.7718	2.5446	2.6114	2.8514	2.8182	2.6032	2.9434
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	9528 100.00%	509 100.00%	582 100.00%	586 100.00%	5296 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124	1287	1236	9528	509	582	586	5296	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Multiple mark	0	0	6	0	0	0	1	0	0	0	3	0	0	0	0
	0.0%	0.0%	0.49%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.56%	0.0%	0.0%	0.0%	0.0%
			AB												
No response	144	147	142	1007	72	76	74	379	42	41	43	188	16	14	12
	12.81%	11.42%	11.49%	10.57%	14.15%	13.06%	12.63%	7.16%	8.11%	7.50%	8.08%	6.97%	12.50%	6.06%	7.55%
				DI											
My child did not receive mental health or substance abuse services in the last 6 months	608	625	626	6324	282	305	309	2775	251	222	230	1547	59	124	68
	54.09%	48.56%	50.65%	66.37%	55.40%	52.41%	52.73%	52.40%	48.46%	40.59%	43.23%	57.38%	46.09%	53.68%	42.77%
	B			E	I				J					O	
BASE = Those who responded	372	515	462	2197	155	201	202	2142	225	284	256	961	53	93	79
	33.10%	40.02%	37.38%	23.06%	30.45%	34.54%	34.47%	40.45%	43.44%	51.92%	48.12%	35.65%	41.41%	40.26%	49.69%
		A	A		D				E	I					
10 - Best mental health or substance abuse services possible	181	293	260	1054	83	124	108	862	99	133	135	422	22	44	33
	48.66%	56.89%	56.28%	47.97%	53.55%	61.69%	53.47%	40.24%	44.00%	46.83%	52.73%	43.91%	41.51%	47.31%	41.77%
		A	A												
9 -	32	55	48	273	14	22	17	276	21	40	30	110	10	7	4
	8.60%	10.68%	10.39%	12.43%	9.03%	10.95%	8.42%	12.89%	9.33%	14.08%	11.72%	11.45%	18.87%	7.53%	5.06%
													O		
Top Two Box	213	348	308	1327	97	146	125	1138	120	173	165	532	32	51	37
	57.26%	67.57%	66.67%	60.40%	62.58%	72.64%	61.88%	53.13%	53.33%	60.92%	64.45%	55.36%	60.38%	54.84%	46.84%
		A	A			EG					I				
8 -	45	53	46	255	15	15	19	324	26	30	28	126	7	8	11
	12.10%	10.29%	9.96%	11.61%	9.68%	7.46%	9.41%	15.13%	11.56%	10.56%	10.94%	13.11%	13.21%	8.60%	13.92%
Top Three Box	258	401	354	1582	112	161	144	1462	146	203	193	658	39	59	48
	69.35%	77.86%	76.62%	72.01%	72.26%	80.10%	71.29%	68.25%	64.89%	71.48%	75.39%	68.47%	73.58%	63.44%	60.76%
		A	A			G					I				
7 -	24	26	27	164	11	9	17	212	21	18	15	75	5	11	5
	6.45%	5.05%	5.84%	7.46%	7.10%	4.48%	8.42%	9.90%	9.33%	6.34%	5.86%	7.80%	9.43%	11.83%	6.33%
6 -	14	24	8	76	3	6	3	104	12	19	6	44	3	2	7
	3.76%	4.66%	1.73%	3.46%	1.94%	2.99%	1.49%	4.86%	5.33%	6.69%	2.34%	4.58%	5.66%	2.15%	8.86%
		C								K					
5 -	15	23	22	115	7	8	6	115	10	16	13	46	2	3	5
	4.03%	4.47%	4.76%	5.23%	4.52%	3.98%	2.97%	5.37%	4.44%	5.63%	5.08%	4.79%	3.77%	3.23%	6.33%
4 -	11	12	5	29	2	6	2	51	8	10	4	27	1	1	6
	2.96%	2.33%	1.08%	1.32%	1.29%	2.99%	0.99%	2.38%	3.56%	3.52%	1.56%	2.81%	1.89%	1.08%	7.59%
															N

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Qual. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
3 -	6	4	5	25	1	2	5	46	5	3	5	22	0	3	2
	1.61%	0.78%	1.08%	1.14%	0.65%	1.00%	2.48%	2.15%	2.22%	1.06%	1.95%	2.29%	0.0%	3.23%	2.53%
2 -	2	7	5	17	0	3	4	27	1	6	4	12	0	1	0
	0.54%	1.36%	1.08%	0.77%	0.0%	1.49%	1.98%	1.26%	0.44%	2.11%	1.56%	1.25%	0.0%	1.08%	0.0%
1 -	3	2	5	15	1	0	3	24	2	2	2	12	1	1	0
	0.81%	0.39%	1.08%	0.68%	0.65%	0.0%	1.49%	1.12%	0.89%	0.70%	0.78%	1.25%	1.89%	1.08%	0.0%
0 - Worst mental health or substance abuse services possible	39	16	31	174	18	6	18	101	20	7	14	65	2	12	6
	10.48%	3.11%	6.71%	7.92%	11.61%	2.99%	8.91%	4.72%	8.89%	2.46%	5.47%	6.76%	3.77%	12.90%	7.59%
0-7 (NET)	114	114	108	615	43	40	58	680	79	81	63	303	14	34	31
	30.65%	22.14%	23.38%	27.99%	27.74%	19.90%	28.71%	31.75%	35.11%	28.52%	24.61%	31.53%	26.42%	36.56%	39.24%
Bottom Three Box	44	25	41	206	19	9	25	152	23	15	20	89	3	14	6
	11.83%	4.85%	8.87%	9.38%	12.26%	4.48%	12.38%	7.10%	10.22%	5.28%	7.81%	9.26%	5.66%	15.05%	7.59%
Bottom Two Box	42	18	36	189	19	6	21	125	22	9	16	77	3	13	6
	11.29%	3.50%	7.79%	8.60%	12.26%	2.99%	10.40%	5.84%	9.78%	3.17%	6.25%	8.01%	5.66%	13.98%	7.59%
Average rating	7.6720	8.4777	8.2186	7.9454	7.8581	8.6219	7.8515	7.8427	7.5867	8.1444	8.1680	7.7492	8.1887	7.3871	7.4177
		A	A			EG				I	I				
Standard deviation	3.2676	2.4552	2.9192	2.9836	3.2990	2.4263	3.2454	2.7255	3.1302	2.5183	2.8269	2.9853	2.4729	3.4982	3.0131
Sigma	1124	1287	1236	9528	509	582	586	5296	518	547	532	2696	128	231	159
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

91. In the last 6 months, if your child needed to see a mental health or substance abuse specialist how often was it easy to get an appointment as soon as your child needed?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC UHC Avg. Qual. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	372	190	0	2710	155	66	0	2142	225	141	0	961	53	93	79
	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%
No response	14	2	0	414	6	1	0	57	8	2	0	24	1	3	4
	3.76%	1.05%	0.0%	15.28%	3.87%	1.52%	0.0%	2.66%	3.56%	1.42%	0.0%	2.50%	1.89%	3.23%	5.06%
		B		E											
My child did not see a mental health or substance abuse specialist in the last 6 months	55	7	0	571	22	3	0	196	22	3	0	101	5	11	6
	14.78%	3.68%	0.0%	21.07%	14.19%	4.55%	0.0%	9.15%	9.78%	2.13%	0.0%	10.51%	9.43%	11.83%	7.59%
		B		E	F				J						
BASE = Those who responded	303	181	0	1725	127	62	0	1889	195	136	0	836	47	79	69
	81.45%	95.26%	0.0%	63.65%	81.94%	93.94%	0.0%	88.19%	86.67%	96.45%	0.0%	86.99%	88.68%	84.95%	87.34%
		A		D	E				I						
Never	67	22	0	441	30	12	0	205	37	11	0	109	7	17	13
	22.11%	12.15%	0.0%	25.57%	23.62%	19.35%	0.0%	10.85%	18.97%	8.09%	0.0%	13.04%	14.89%	21.52%	18.84%
		B							HI						
Sometimes	31	24	0	214	7	11	0	224	20	17	0	85	4	7	9
	10.23%	13.26%	0.0%	12.41%	5.51%	17.74%	0.0%	11.86%	10.26%	12.50%	0.0%	10.17%	8.51%	8.86%	13.04%
				E		E									
Bottom Two Box (%Never + %Sometimes)	98	46	0	655	37	23	0	429	57	28	0	194	11	24	22
	32.34%	25.41%	0.0%	37.97%	29.13%	37.10%	0.0%	22.71%	29.23%	20.59%	0.0%	23.21%	23.40%	30.38%	31.88%
				E											
Usually	49	27	0	296	19	7	0	429	33	24	0	156	7	13	13
	16.17%	14.92%	0.0%	17.16%	14.96%	11.29%	0.0%	22.71%	16.92%	17.65%	0.0%	18.66%	14.89%	16.46%	18.84%
								I							
Always	156	108	0	774	71	32	0	1031	105	84	0	486	29	42	34
	51.49%	59.67%	0.0%	44.87%	55.91%	51.61%	0.0%	54.58%	53.85%	61.76%	0.0%	58.13%	61.70%	53.16%	49.28%
					D										
Top Two Box (%Always + %Usually)	205	135	0	1070	90	39	0	1460	138	108	0	642	36	55	47
	67.66%	74.59%	0.0%	62.03%	70.87%	62.90%	0.0%	77.29%	70.77%	79.41%	0.0%	76.79%	76.60%	69.62%	68.12%
					D										
4-point composite mean	2.9703	3.2210	0	2.8133	3.0315	2.9516	0	3.2102	3.0564	3.3309	0	3.2189	3.2340	3.0127	2.9855
		A								I					
Sigma	372	190	0	2710	155	66	0	2142	225	141	0	961	53	93	79
	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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92. In the last 6 months, if your child needed to see a mental health or substance abuse specialist, how often were these providers helpful to your child?

	GSA - CCC Qual Pop													=====		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Total	372 100.00%	0 0.0%	0 0.0%	2345 100.00%	155 100.00%	0 0.0%	0 0.0%	2142 100.00%	225 100.00%	0 0.0%	0 0.0%	961 100.00%	53 100.00%	93 100.00%	79 100.00%	
No response	19 5.11%	0 0.0%	0 0.0%	393 16.76%	5 3.23%	0 0.0%	0 0.0%	66 3.08%	12 5.33%	0 0.0%	0 0.0%	27 2.81%	3 5.66%	5 5.38%	4 5.06%	
				E												
My child did not see a mental health or substance abuse specialist in the last 6 months	56 15.05%	0 0.0%	0 0.0%	326 13.90%	23 14.84%	0 0.0%	0 0.0%	195 9.10%	25 11.11%	0 0.0%	0 0.0%	106 11.03%	4 7.55%	12 12.90%	9 11.39%	
BASE = Those who responded	297 79.84%	0 0.0%	0 0.0%	1626 69.34%	127 81.94%	0 0.0%	0 0.0%	1881 87.82%	188 83.56%	0 0.0%	0 0.0%	828 86.16%	46 86.79%	76 81.72%	66 83.54%	
				D												
Never	63 21.21%	0 0.0%	0 0.0%	375 23.06%	29 22.83%	0 0.0%	0 0.0%	151 8.03%	28 14.89%	0 0.0%	0 0.0%	89 10.75%	6 13.04%	13 17.11%	9 13.64%	
									H							
Sometimes	26 8.75%	0 0.0%	0 0.0%	203 12.48%	10 7.87%	0 0.0%	0 0.0%	243 12.92%	20 10.64%	0 0.0%	0 0.0%	92 11.11%	4 8.70%	8 10.53%	8 12.12%	
Bottom Two Box (%Never + %Sometimes)	89 29.97%	0 0.0%	0 0.0%	578 35.55%	39 30.71%	0 0.0%	0 0.0%	394 20.95%	48 25.53%	0 0.0%	0 0.0%	181 21.86%	10 21.74%	21 27.63%	17 25.76%	
Usually	46 15.49%	0 0.0%	0 0.0%	272 16.73%	19 14.96%	0 0.0%	0 0.0%	379 20.15%	28 14.89%	0 0.0%	0 0.0%	144 17.39%	7 15.22%	14 18.42%	7 10.61%	
Always	162 54.55%	0 0.0%	0 0.0%	776 47.72%	69 54.33%	0 0.0%	0 0.0%	1108 58.90%	112 59.57%	0 0.0%	0 0.0%	503 60.75%	29 63.04%	41 53.95%	42 63.64%	
Top Two Box (%Always + %Usually)	208 70.03%	0 0.0%	0 0.0%	1048 64.45%	88 69.29%	0 0.0%	0 0.0%	1487 79.05%	140 74.47%	0 0.0%	0 0.0%	647 78.14%	36 78.26%	55 72.37%	49 74.24%	
4-point composite mean	3.0337	0	0	2.8911	3.0079	0	0	3.2993	3.1915	0	0	3.2814	3.2826	3.0921	3.2424	
Sigma	372 100.00%	0 0.0%	0 0.0%	2345 100.00%	155 100.00%	0 0.0%	0 0.0%	2142 100.00%	225 100.00%	0 0.0%	0 0.0%	961 100.00%	53 100.00%	93 100.00%	79 100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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93. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Pop. Qual. UHC Avg. (H)	2018 CCC Pop. Qual. (I)	2017 CCC Pop. Qual. (J)	2016 CCC Pop. Qual. (K)	2018 CCC Pop. Qual. Southeast UHC Avg. (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	0 0.0%	0 0.0%	10541 100.00%	509 100.00%	0 0.0%	0 0.0%	6280 100.00%	518 100.00%	0 0.0%	0 0.0%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
No response	133 11.83%	0 0.0%	0 0.0%	789 7.49%	66 12.97%	0 0.0%	0 0.0%	360 5.73%	46 8.88%	0 0.0%	0 0.0%	163 6.05%	15 11.72%	16 6.93%	15 9.43%
BASE = Those who responded	991 88.17%	0 0.0%	0 0.0%	9752 92.51%	443 87.03%	0 0.0%	0 0.0%	5920 94.27%	472 91.12%	0 0.0%	0 0.0%	2533 93.95%	113 88.28%	215 93.07%	144 90.57%
10 - Extremely likely	690 69.63%	0 0.0%	0 0.0%	5991 61.43%	311 70.20%	0 0.0%	0 0.0%	3518 59.43%	316 66.95%	0 0.0%	0 0.0%	1656 65.38%	67 59.29%	156 72.56%	93 64.58%
9 -	87 8.78%	0 0.0%	0 0.0%	1307 13.40%	42 9.48%	0 0.0%	0 0.0%	742 12.53%	46 9.75%	0 0.0%	0 0.0%	262 10.34%	13 11.50%	19 8.84%	14 9.72%
Top Two Box	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68%	0 0.0%	0 0.0%	4260 71.96%	362 76.69%	0 0.0%	0 0.0%	1918 75.72%	80 70.80%	175 81.40%	107 74.31%
8 -	102 10.29%	0 0.0%	0 0.0%	1140 11.69%	40 9.03%	0 0.0%	0 0.0%	748 12.64%	51 10.81%	0 0.0%	0 0.0%	266 10.50%	15 13.27%	21 9.77%	15 10.42%
Top Three Box	879 88.70%	0 0.0%	0 0.0%	8438 86.53%	393 88.71%	0 0.0%	0 0.0%	5008 84.59%	413 87.50%	0 0.0%	0 0.0%	2184 86.22%	95 84.07%	196 91.16%	122 84.72%
7 -	32 3.23%	0 0.0%	0 0.0%	483 4.95%	10 2.26%	0 0.0%	0 0.0%	317 5.35%	14 2.97%	0 0.0%	0 0.0%	109 4.30%	4 3.54%	4 1.86%	6 4.17%
6 -	15 1.51%	0 0.0%	0 0.0%	218 2.24%	6 1.35%	0 0.0%	0 0.0%	176 2.97%	10 2.12%	0 0.0%	0 0.0%	61 2.41%	4 3.54%	2 0.93%	4 2.78%
5 -	31 3.13%	0 0.0%	0 0.0%	351 3.60%	17 3.84%	0 0.0%	0 0.0%	220 3.72%	19 4.03%	0 0.0%	0 0.0%	83 3.28%	7 6.19%	4 1.86%	8 5.56%
4 -	3 0.30%	0 0.0%	0 0.0%	46 0.47%	0 0.0%	0 0.0%	0 0.0%	45 0.76%	1 0.21%	0 0.0%	0 0.0%	21 0.83%	0 0.0%	0 0.0%	1 0.69%
3 -	8 0.81%	0 0.0%	0 0.0%	30 0.31%	3 0.68%	0 0.0%	0 0.0%	28 0.47%	5 1.06%	0 0.0%	0 0.0%	14 0.55%	2 1.77%	2 0.93%	1 0.69%
2 -	5 0.50%	0 0.0%	0 0.0%	35 0.36%	1 0.23%	0 0.0%	0 0.0%	28 0.47%	2 0.42%	0 0.0%	0 0.0%	16 0.63%	0 0.0%	1 0.47%	1 0.69%
1 -	2 0.20%	0 0.0%	0 0.0%	37 0.38%	2 0.45%	0 0.0%	0 0.0%	22 0.37%	0 0.0%	0 0.0%	0 0.0%	7 0.28%	0 0.0%	0 0.0%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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93. Using any number from 0 to 10, where 0 is not at all likely and 10 is extremely likely, based on your overall experience with your health plan, how likely are you to recommend this plan to your family or friends?

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. (E)	2017 Gen. Pop. (F)	2016 Gen. Pop. (G)	2018 CCC Qual. UHC Avg. (H)	2018 CCC Pop. (I)	2017 CCC Pop. (J)	2016 CCC Pop. (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
0 - Not at all likely	16 1.61%	0 0.0%	0 0.0%	114 1.17%	11 2.48%	0 0.0%	0 0.0%	76 1.28%	8 1.69%	0 0.0%	0 0.0%	38 1.50%	1 0.88%	6 2.79%	1 0.69%
0-7 (NET)	112 11.30%	0 0.0%	0 0.0%	1314 13.47%	50 11.29%	0 0.0%	0 0.0%	912 15.41%	59 12.50%	0 0.0%	0 0.0%	349 13.78%	18 15.93%	19 8.84%	22 15.28%
Bottom Three Box	23 2.32%	0 0.0%	0 0.0%	186 1.91%	14 3.16%	0 0.0%	0 0.0%	126 2.13%	10 2.12%	0 0.0%	0 0.0%	61 2.41%	1 0.88%	7 3.26%	2 1.39%
Bottom Two Box	18 1.82%	0 0.0%	0 0.0%	151 1.55%	13 2.93%	0 0.0%	0 0.0%	98 1.66%	8 1.69%	0 0.0%	0 0.0%	45 1.78%	1 0.88%	6 2.79%	1 0.69%
Promoters (9-10)	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68% D	0 0.0%	0 0.0%	4260 71.96%	362 76.69% H	0 0.0%	0 0.0%	1918 75.72%	80 70.80%	175 81.40% M	107 74.31%
Passives (7-8)	134 13.52%	0 0.0%	0 0.0%	1623 16.64% E	50 11.29%	0 0.0%	0 0.0%	1065 17.99% I	65 13.77%	0 0.0%	0 0.0%	375 14.80%	19 16.81%	25 11.63%	21 14.58%
Detractor (0-6)	80 8.07%	0 0.0%	0 0.0%	831 8.52%	40 9.03%	0 0.0%	0 0.0%	595 10.05%	45 9.53%	0 0.0%	0 0.0%	240 9.47%	14 12.39%	15 6.98%	16 11.11%
NPS (Promoters-Detractors)	697 70.33%	0 0.0%	0 0.0%	6467 66.31%	313 70.65%	0 0.0%	0 0.0%	3665 61.91% H	317 67.16%	0 0.0%	0 0.0%	1678 66.25%	66 58.41%	160 74.42% M	91 63.19% M
Average rating	9.0979	0	0	8.9846	9.0564	0	0	8.8782	9.0212	0	0	8.9834	8.8496	9.1488	8.9653
Standard deviation	1.8989	0	0	1.8167	2.0664	0	0	1.9110	1.9353	0	0	1.9441	1.8731	2.0199	1.8387
Sigma	1124 100.00%	0 0.0%	0 0.0%	10541 100.00%	509 100.00%	0 0.0%	0 0.0%	6280 100.00%	518 100.00%	0 0.0%	0 0.0%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Net Promoter Score

														GSA - CCC Qual Pop		
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Base	991	0	0	9752	443	0	0	5920	472	0	0	2533	113	215	144	
Promoters (%9-10)	777 78.41%	0 0.0%	0 0.0%	7298 74.84%	353 79.68% D	0 0.0%	0 0.0%	4260 71.96%	362 76.69% H	0 0.0%	0 0.0%	1918 75.72%	80 70.80%	175 81.40% M	107 74.31%	
Passives (%7-8)	134 13.52%	0 0.0%	0 0.0%	1623 16.64% E	50 11.29%	0 0.0%	0 0.0%	1065 17.99% I	65 13.77%	0 0.0%	0 0.0%	375 14.80%	19 16.81%	25 11.63%	21 14.58%	
Detractor (%0-6)	80 8.07%	0 0.0%	0 0.0%	831 8.52%	40 9.03%	0 0.0%	0 0.0%	595 10.05%	45 9.53%	0 0.0%	0 0.0%	240 9.47%	14 12.39%	15 6.98%	16 11.11%	
NPS (Promoters-Detractors)	697 70.33%	0 0.0%	0 0.0%	6467 66.31%	313 70.65%	0 0.0%	0 0.0%	3665 61.91%	317 67.16% H	0 0.0%	0 0.0%	1678 66.25%	66 58.41%	160 74.42%	91 63.19% MO	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Survey Language

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Total	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
No response	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
BASE = Those who responded	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%
English	1098 97.69%	1232 95.73%	1211 97.98%	10756 84.99%	492 96.66%	559 96.05%	577 98.46%	6384 92.63%	515 99.42%	535 97.81%	528 99.25%	2644 98.07%	126 98.44%	230 99.57%	159 100.00%
	B		B		D		F		HJE		J				
Spanish	26 2.31%	55 4.27%	25 2.02%	1900 15.01%	17 3.34%	23 3.95%	9 1.54%	508 7.37%	3 0.58%	12 2.19%	4 0.75%	52 1.93%	2 1.56%	1 0.43%	0 0.0%
		AC		E	I	G		I		IK					
Sigma	1124 100.00%	1287 100.00%	1236 100.00%	12656 100.00%	509 100.00%	582 100.00%	586 100.00%	6892 100.00%	518 100.00%	547 100.00%	532 100.00%	2696 100.00%	128 100.00%	231 100.00%	159 100.00%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Customer Service Composite Score

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA - CCC Qual Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Customer Service Composite Score (BASE)	269	336	327	3751 E	118	142	152	2185 I	143	154	146	747	30	70	43
NEVER/SOMETIMES COMPOSITE	9.89%	11.28%	7.38%	10.72%	10.62%	14.47%	7.62%	9.85%	9.09%	9.59%	6.52%	10.17%	5.00%	11.43%	8.14%
USUALLY COMPOSITE	12.33%	18.33% A	16.30%	20.03% E	12.33%	17.31%	15.56%	18.56%	15.03%	21.13%	17.16%	17.51%	18.33%	12.14%	17.44%
ALWAYS COMPOSITE	77.77% B	70.40%	76.32%	69.25%	77.05% D	68.22%	76.82%	71.59%	75.87%	69.28%	76.32%	72.32%	76.67%	76.43%	74.42%
CAHPS RATE	90.11%	88.72%	92.62%	89.28%	89.38%	85.53%	92.38%	90.15%	90.91%	90.41%	93.48%	89.83%	95.00%	88.57%	91.86%
AVERAGE	2.6788	2.5912	2.6894	2.5852	2.6643	2.5376	2.6921	2.6173	2.6678	2.5969	2.6980	2.6215	2.7167	2.6500	2.6628
Standard deviation	0.6260	0.6611	0.5763	0.6507	0.6459	0.7164	0.5811	0.6306	0.5919	0.6363	0.5606	0.6377	0.4601	0.6203	0.6066

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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Getting Needed Care Composite Score

2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA - CCC Qual Pop =====			
												GSA A (M)	GSA B (N)	GSA C (O)	
Getting Needed Care Composite Score (BASE)	947	1081	1020	9627	415 D	484	475	6118	477 HE	495	476	2445	118	211	148
NEVER/SOMETIMES COMPOSITE	11.76%	13.21% C	10.10%	14.25%	13.62%	12.15%	10.36%	11.02%	11.56%	12.01%	11.66%	9.32%	14.35%	8.82%	13.42%
USUALLY COMPOSITE	17.27%	17.41%	17.19%	22.99% E	16.13%	16.82%	16.97%	24.48% I	19.16%	19.50%	18.03%	20.55%	19.19%	19.85%	17.85%
ALWAYS COMPOSITE	70.97%	69.38%	72.71%	62.76%	70.25% D	71.03%	72.67%	64.50%	69.27% H	68.49%	70.31%	70.13%	66.46%	71.32%	68.73%
CAHPS RATE	88.24%	86.79%	89.90% B	85.75%	86.38%	87.85%	89.64%	88.98%	88.44%	87.99%	88.34%	90.68%	85.65%	91.18%	86.58%
AVERAGE	2.5921	2.5617	2.6261	2.4851	2.5663	2.5887	2.6231	2.5348	2.5771	2.5648	2.5864	2.6081	2.5211	2.6250	2.5531
Standard deviation	0.6784	0.7029	0.6546	0.7205	0.7019	0.6937	0.6452	0.6776	0.6822	0.6893	0.6860	0.6463	0.7215	0.6348	0.7116

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Getting Care Quickly Composite Score

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Getting Care Quickly Composite Score (BASE)	923	1062	1021	9612	401	474	472	5911	456 E	477	474	2346	109	203	144
NEVER/SOMETIMES COMPOSITE	7.00%	8.46% C	5.39%	9.39% E	5.48%	10.54% EG	5.44%	6.13%	7.35%	7.93%	5.41%	5.24%	5.56%	8.07%	7.66%
USUALLY COMPOSITE	11.37%	12.44%	10.43%	15.34%	12.21%	11.02%	9.03%	15.68% I	11.71%	14.65% K	10.15%	12.17%	11.96%	13.43%	9.09%
ALWAYS COMPOSITE	81.63%	79.10%	84.18% B	75.27%	82.31% D	78.44%	85.53% F	78.19%	80.94%	77.42%	84.44% J	82.59%	82.48%	78.50%	83.24%
CAHPS RATE	93.00%	91.54%	94.61% B	90.61%	94.52% DF	89.46%	94.56% F	93.87%	92.65%	92.07%	94.59%	94.76%	94.44%	91.93%	92.34%
AVERAGE	2.7463	2.7064	2.7879	2.6587	2.7684	2.6790	2.8010	2.7205	2.7359	2.6949	2.7903	2.7735	2.7692	2.7043	2.7558
Standard deviation	0.5735	0.6096	0.5239	0.6380	0.5359	0.6535	0.5175	0.5648	0.5837	0.6031	0.5226	0.5257	0.5369	0.6070	0.5786

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

12470 - UNITEDHEALTHCARE COMMUNITY PLAN (LA)  
 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

How Well Doctors Communicate Composite Score

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
How Well Doctors Communicate Composite Score (BASE)	865	991	927	8520	367 D	431	434	5446	438 HE	475 K	434	2198	110	193	135
NEVER/SOMETIMES COMPOSITE	5.53%	6.20%	5.45%	6.24%	6.84%	6.58%	5.90%	5.21%	4.59%	6.24%	5.43%	4.71%	4.33%	5.98%	2.79%
USUALLY COMPOSITE	10.67%	10.40%	10.22%	14.10%	10.47% E	8.79%	9.95%	13.04%	11.00%	11.06%	10.92%	11.29%	9.33%	9.75%	14.16%
ALWAYS COMPOSITE	83.80%	83.40%	84.33%	79.66%	82.69%	84.64%	84.15%	81.74%	84.41%	82.70%	83.65%	84.00%	86.34%	84.26%	83.05%
CAHPS RATE	94.47%	93.80%	94.55%	93.76%	93.16%	93.42%	94.10%	94.79%	95.41%	93.76%	94.57%	95.29%	95.67%	94.02%	97.21%
AVERAGE	2.7828	2.7719	2.7889	2.7343	2.7585	2.7806	2.7825	2.7653	2.7983	2.7646	2.7822	2.7930	2.8202	2.7828	2.8025
Standard deviation	0.5173	0.5387	0.5125	0.5516	0.5513	0.5403	0.5218	0.5239	0.4893	0.5442	0.5183	0.4996	0.4681	0.5241	0.4502

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 2018 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH25877)  
 Children With Chronic Conditions

Shared Decision Making Composite Score

													GSA - CCC Qual Pop		
													=====		
2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)	
Shared Decision Making Composite Score (BASE)	328	378	340	2859	137 D	155	151	2784	204 E	225 K	181	1106	43	98	63
YES COMPOSITE	78.98%	81.24%	78.42%	79.14%	76.03%	79.66%	79.58%	85.42%	82.86%	84.11%	83.62%	85.09%	81.80%	81.19%	86.19%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O



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 Children With Chronic Conditions

Access to Prescription Medicine Composite Score

	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA - CCC Qual Pop		
													GSA A (M)	GSA B (N)	GSA C (O)
Access to Prescription Medicine Composite Score (Base)	766	882	858	3953	308	362	368	5758	447	492	478	2347	105	204	138
NEVER/SOMETIMES COMPOSITE	6.40%	9.30% A	8.16%	6.65%	5.19%	9.67% EG	5.16%	7.49%	6.26%	10.57% I	9.83% I	5.92%	3.81%	7.84%	5.80%
USUALLY COMPOSITE	16.71%	15.76%	17.25%	17.43%	14.61%	14.92%	16.58%	20.25%	18.12%	20.12%	17.36%	17.98%	20.95%	16.18%	18.84%
ALWAYS COMPOSITE	76.89%	74.94%	74.59%	75.92%	80.19%	75.41%	78.26%	72.26%	75.62% J	69.31%	72.80%	76.10%	75.24%	75.98%	75.36%
CAHPS RATE	93.60% B	90.70%	91.84%	93.35%	94.81% F	90.33%	94.84% F	92.51%	93.74% JK	89.43%	90.17%	94.08%	96.19%	92.16%	94.20%
AVERAGE	2.7050	2.6565	2.6643	2.6926	2.7500 F	2.6575	2.7310	2.6478	2.6935 J	2.5874	2.6297	2.7017	2.7143	2.6814	2.6957
Standard deviation	0.5796	0.6415	0.6214	0.5882	0.5398	0.6470	0.5476	0.6147	0.5812	0.6736	0.6556	0.5725	0.5294	0.6115	0.5724

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Access to Specialized Services Composite Score

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Access to Specialized Services Composite Score (BASE)	383 BC	379	348	1835	142 DFG	117	129	3892	287 KE	273	248	1334	76	116	95
NEVER/SOMETIMES COMPOSITE	20.78%	25.94%	29.02% A	21.02%	18.62%	23.35%	30.08% E	21.93%	20.26%	25.21%	30.64% I	20.77%	21.36%	19.44%	20.81%
USUALLY COMPOSITE	17.19%	16.74%	15.61%	17.96%	13.76%	19.74%	11.64%	21.05%	19.75%	18.24%	16.03%	19.76%	24.60%	17.01%	18.47%
ALWAYS COMPOSITE	62.02%	57.32%	55.38%	61.02%	67.62%	56.90%	58.28%	57.02%	60.00%	56.54%	53.33%	59.47%	54.04%	63.55%	60.71%
CAHPS RATE	79.22% C	74.06%	70.98%	78.98%	81.38% G	76.65%	69.92%	78.07%	79.74% K	74.79%	69.36%	79.23%	78.64%	80.56%	79.19%
AVERAGE	2.4124	2.3138	2.2636	2.3999	2.4899	2.3355	2.2820	2.3509	2.3974	2.3133	2.2268	2.3870	2.3268	2.4411	2.3990
Standard deviation	0.8102	0.8559	0.8796	0.8124	0.7881	0.8058	0.8907	0.8139	0.8027	0.8461	0.8867	0.8065	0.7989	0.7873	0.8088

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													GSA - CCC Qual Pop		
													=====		
2018	2017	2016	2018	2018	2017	2016	2018	2018	2017	2016	2018				
Plan	Plan	Plan	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.				
Total	Total	Total	UHC Avg.	Total	Total	Total	UHC Avg.	Total	Total	Total	Total	Southeast	GSA A	GSA B	GSA C
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	889	1018	964	8707	379 D	441	442	5998	456 E	496	465	2353	114	202	140
YES COMPOSITE	90.44%	90.98%	89.74%	90.74%	90.89% G	90.95% G	86.05%	91.50%	91.97%	91.91%	90.44%	91.99%	90.88%	92.36%	92.21%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

	GSA - CCC Qual Pop														
	2018 Plan Total (A)	2017 Plan Total (B)	2016 Plan Total (C)	2018 Gen. Pop. UHC Avg. (D)	2018 Gen. Pop. Total (E)	2017 Gen. Pop. Total (F)	2016 Gen. Pop. Total (G)	2018 CCC Pop. UHC Avg. (H)	2018 CCC Pop. Total (I)	2017 CCC Pop. Total (J)	2016 CCC Pop. Total (K)	2018 CCC Pop. UHC Avg. Southeast (L)	GSA A (M)	GSA B (N)	GSA C (O)
Family Centered Care: Getting Needed Information Composite Score(Base)	917	1054	983	5607	403	469	462	5833	462	485	456	2361	113	205	144
NEVER/SOMETIMES COMPOSITE	13.20%	11.10%	11.09%	11.54%	13.90%	11.73%	11.47%	8.38%	11.26%	9.90%	11.18%	8.56%	5.31%	14.15%	11.81%
USUALLY COMPOSITE	12.98%	12.05%	11.09%	16.32%	13.90%	11.09%	10.39%	17.09%	14.07%	12.78%	11.40%	14.82%	18.58%	11.71%	13.89%
ALWAYS COMPOSITE	73.83%	76.85%	77.82% A	72.14%	72.21%	77.19%	78.14% E	74.52%	74.68%	77.32%	77.41%	76.62%	76.11%	74.15%	74.31%
CAHPS RATE	86.80%	88.90%	88.91%	88.46%	86.10%	88.27%	88.53%	91.62%	88.74%	90.10%	88.82%	91.44%	94.69% N	85.85%	88.19%
AVERAGE	2.6063	2.6575	2.6673	2.6060	2.5831	2.6546	2.6667	2.6614	2.6342	2.6742	2.6623	2.6806	2.7080	2.6000	2.6250
Standard deviation	0.7089	0.6687	0.6662	0.6852	0.7218	0.6787	0.6721	0.6258	0.6761	0.6462	0.6688	0.6233	0.5594	0.7231	0.6859

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O

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 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													GSA - CCC Qual Pop		
													=====		
2018	2017	2016	2018	2018	2017	2016	2018	2018	2017	2016	2018				
Plan	Plan	Plan	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	CCC Pop. Qual.	GSA A	GSA B	GSA C
Total	Total	Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	UHC Avg. Total	Southeast	(M)	(N)	(O)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)				
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	350	369	352	2037	141 D	134	149	3495	250 KE	240	223	1286	60	112	78
YES COMPOSITE	78.46%	78.68%	77.65%	75.36%	79.64%	77.03%	76.94%	77.62%	79.90%	79.40%	77.76%	77.29%	84.91%	78.44%	78.67%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, E/I, M/N/O