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# 2019 CAHPS® 5.0H Member Survey

Adult Medicaid

Prepared for:

**12430 - UnitedHealthcare Community Plan (LA)**  
June 2019

Prepared by:

**DSS Research**



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## Background and objectives

**Background.** DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2019 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

**Objectives.** Specific objectives of the 2019 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Health Promotion and Education (HPE)
- Coordination of Care (CoC)

Measurement of the percent of members who receive flu shots or sprays.

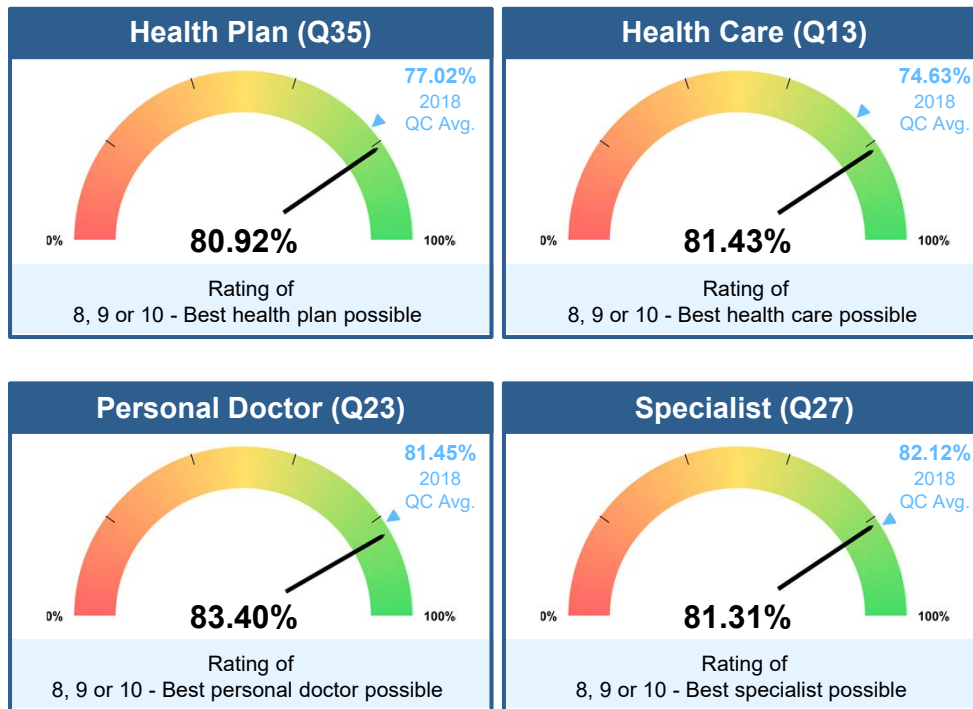
Evaluation of assistance with smoking and tobacco use cessation measures.

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

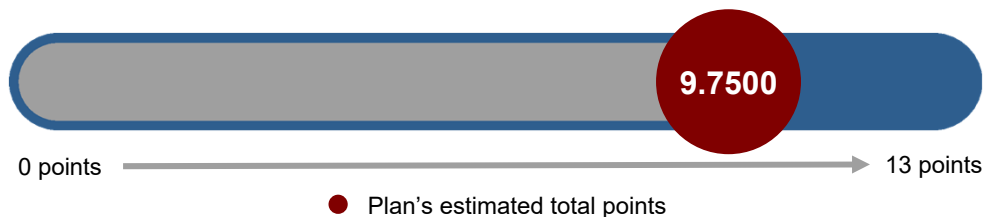
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# 2019 Dashboard

## Overall ratings



## Accreditation Score



## Resource for improvement: AHRQ best practices

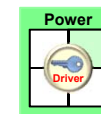
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

## NCQA Health Insurance Plan Ratings

|                                   | Rating     |
|-----------------------------------|------------|
| <b>Consumer Satisfaction</b>      | <b>3.0</b> |
| Getting Care                      | 3.0        |
| Satisfaction with Plan Physicians | 3.0        |
| Satisfaction with Plan Services   | 4.0        |
| Flu shots for adults (ages 18-64) | 3.0        |

## SatisAction™ key driver statistical model Key drivers of the rating of the health plan



### Power - Promote and leverage strengths

- Q60 Mental health services overall
- Q59 CS helpful with mental health services
- Q14 Got care/tests/treatment



### Opportunities for improvement - Focus resources on improving processes that underlie these items

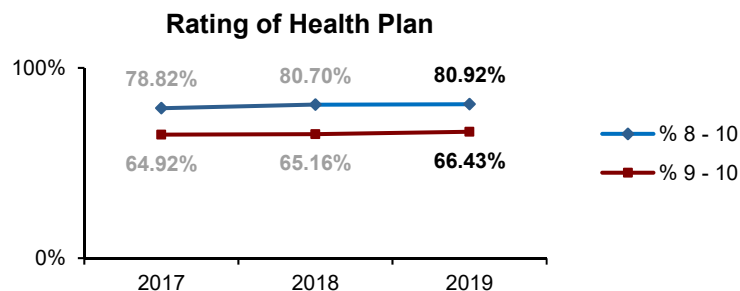
- Q6 Got routine care
- Q27 Specialist overall
- Q4 Got urgent care
- Q19 Dr. showed respect
- Q18 Dr. listened carefully
- Q29 Info. provided in materials
- Q20 Dr. spent enough time

\* Overall ratings are top 3 scores (% 8, 9 and 10).

## Executive summary

**12430 - UnitedHealthcare Community Plan (LA) performed similar to last year and performed similar to two years ago on the rating of the health plan.**

- About eight in 10 (80.92%) gave their health plan a rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year and not significantly different from two years ago.
- About two-thirds (66.43%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.



↑ ↓ Indicates a significantly higher or lower score than 2018.  
 ↑ ↓ Indicates a significantly higher or lower score than 2017.

| 2017                             | 2018  | 2019    |
|----------------------------------|-------|---------|
| <b>Net Promoter Score (NPS)*</b> |       |         |
| ---                              | 54.14 | 63.30 ↑ |

\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q63) where 0 is not at all likely and 10 is extremely likely.

**No significant improvements were seen compared to the 2018 plan result, but there was a significant improvement compared to two years ago on the following key measure:**

- Health Promotion and Education

| Significant changes                                | Compared to: |               |
|----------------------------------------------------|--------------|---------------|
|                                                    | Last year    | Two years ago |
| <b>Overall ratings</b>                             |              |               |
| Rating of Health Plan (Q35) (% 8, 9 or 10)         |              |               |
| Rating of Health Care (Q13) (% 8, 9 or 10)         |              |               |
| Rating of Personal Doctor (Q23) (% 8, 9 or 10)     |              |               |
| Rating of Specialist (Q27) (% 8, 9 or 10)          |              |               |
| <b>Composite global proportions</b>                |              |               |
| Customer Service (% Always or Usually)             |              |               |
| Getting Needed Care (% Always or Usually)          |              |               |
| Getting Care Quickly (% Always or Usually)         |              |               |
| How Well Doctors Communicate (% Always or Usually) |              |               |
| Shared Decision Making (% Yes)                     |              |               |
| Health Promotion and Education (Q8) (% Yes)        |              | ✓             |
| Coordination of Care (Q22) (% Always or Usually)   |              |               |

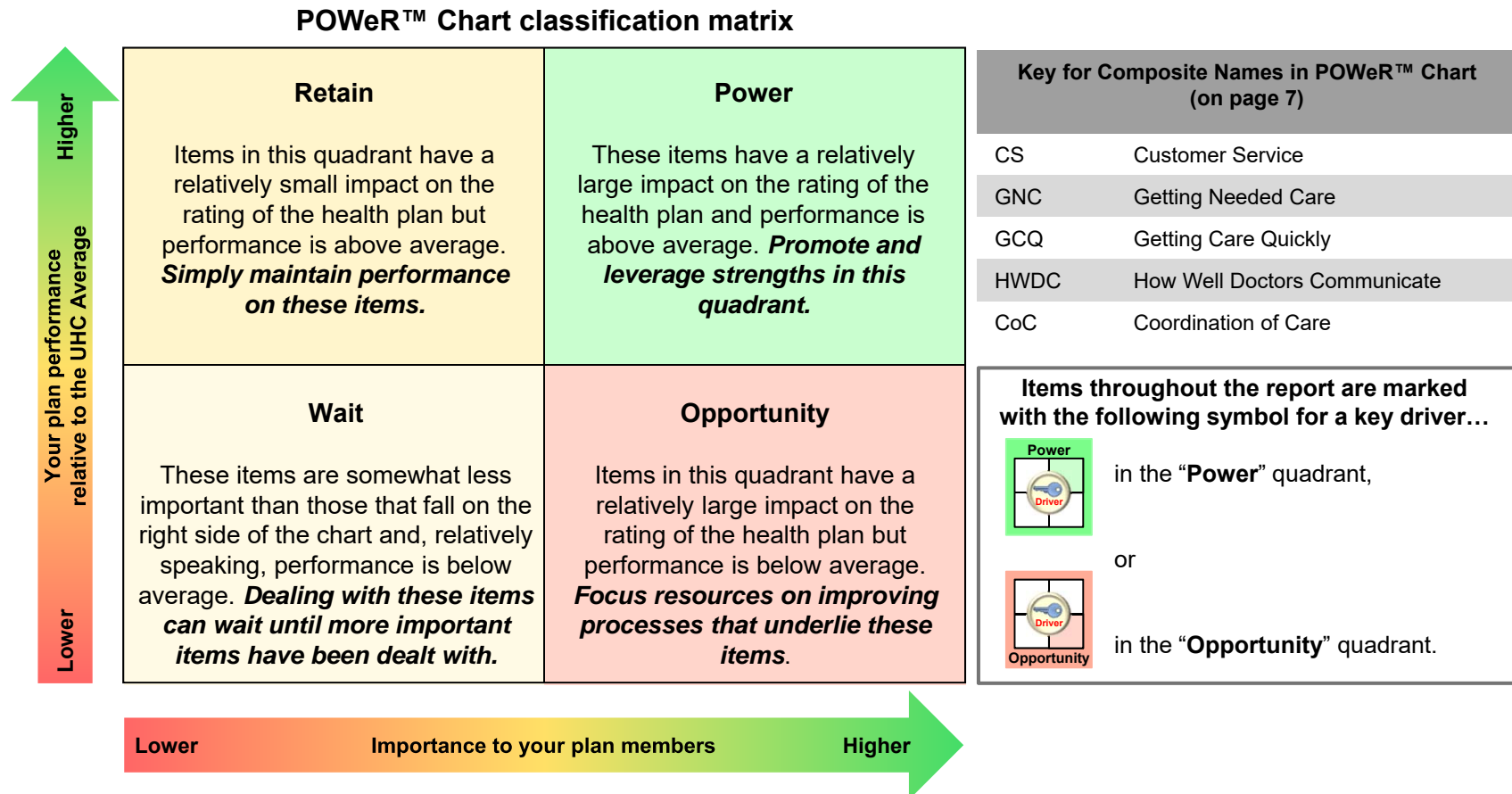
✓ ✗ Indicates a significantly higher or lower 2019 result than the corresponding previous year.

Please refer to page 14 for statistical references and footnotes.

## Executive summary

### Key drivers of the rating of the health plan

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWeR™ Chart classification matrix on the following page.



## Executive summary

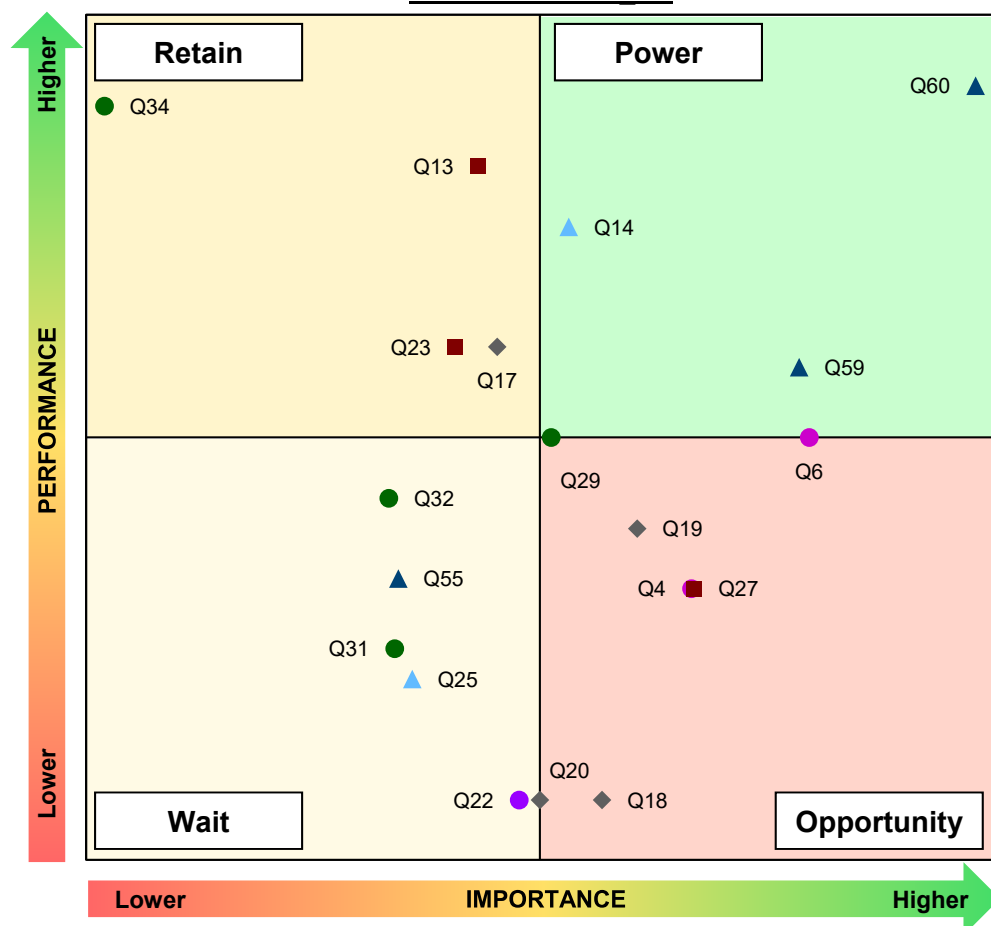
### Key drivers, estimated percentiles and estimated ratings

The key drivers of the rating of the health plan are presented in the POWeR™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.

See [Appendix C](#) for more details.

#### POWeR™ Chart classification matrix

##### 12430 - UHC CP LA



| Survey Measure                             | Score  | Estimated Percentile | Estimated Rating |
|--------------------------------------------|--------|----------------------|------------------|
| <b>Power</b>                               |        |                      |                  |
| Q60 Mental health services overall*        | 71.84% | ---                  | ---              |
| Q59 CS helpful with mental health services | 55.24% | ---                  | ---              |
| Q14 Got care/tests/treatment               | 88.14% | 75th                 | 4                |
| <b>Opportunity</b>                         |        |                      |                  |
| Q6 Got routine care                        | 80.65% | 50th                 | 3                |
| Q27 Specialist overall*                    | 81.31% | 33rd                 | 3                |
| Q4 Got urgent care                         | 83.58% | 33rd                 | 3                |
| Q19 Dr. showed respect                     | 93.00% | 33rd                 | 3                |
| Q18 Dr. listened carefully                 | 88.61% | 5th                  | 1                |
| Q29 Info. provided in materials            | 68.25% | 33rd                 | 3                |
| Q20 Dr. spent enough time                  | 86.63% | 10th                 | 2                |
| <b>Wait</b>                                |        |                      |                  |
| Q22 Dr. informed about care                | 75.44% | <5th                 | 1                |
| Q25 Got specialist appt.                   | 77.97% | 25th                 | 2                |
| Q55 Got after-hours care                   | 66.22% | ---                  | ---              |
| Q31 CS provided info./help                 | 80.49% | 25th                 | 2                |
| Q32 CS courtesy/respect                    | 95.12% | 50th                 | 3                |
| <b>Retain</b>                              |        |                      |                  |
| Q17 Dr. explained things                   | 93.10% | 50th                 | 3                |
| Q13 Health care overall*                   | 81.43% | 90th                 | 5                |
| Q23 Personal doctor overall*               | 83.40% | 67th                 | 4                |
| Q34 Easy to fill out forms                 | 97.11% | 95th                 | 5                |

\* Overall ratings are top 3 scores (% 8, 9 and 10).

## Executive summary

### Estimated accreditation score

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the *NCQA Benchmarks and Thresholds*. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls. This plan currently oversamples at a rate of 20%.

| Survey Measure                     | Mean Score <sup>1</sup> | Estimated Percentile <sup>2</sup> | Percentile Threshold <sup>2</sup> | Points <sup>3</sup> |           |
|------------------------------------|-------------------------|-----------------------------------|-----------------------------------|---------------------|-----------|
|                                    |                         |                                   |                                   | 2019 Standards      | IF no NAs |
| Overall mean ratings               |                         |                                   |                                   |                     |           |
| Rating of Health Plan <sup>4</sup> | 2.5406                  | 81.18%                            | 75th                              | 2.8600              | 2.5422    |
| Rating of Health Care              | 2.5021                  | 90.24%                            | 90th                              | 1.6250              | 1.4444    |
| Rating of Personal Doctor          | 2.6000                  | 90.70%                            | 90th                              | 1.6250              | 1.4444    |
| Rating of Specialist               | 2.5514                  | 70.70%                            | 50th                              | 1.1050              | 0.9822    |
| Composite mean scores              |                         |                                   |                                   |                     |           |
| Customer Service                   | 2.6037                  | 86.85%                            | 75th                              | NA                  | 1.2711    |
| Getting Needed Care                | 2.4068                  | 61.17%                            | 50th                              | 1.1050              | 0.9822    |
| Getting Care Quickly               | 2.4677                  | 65.71%                            | 50th                              | 1.1050              | 0.9822    |
| Coordination of Care               | 2.2368                  | 21.42%                            | <25th                             | 0.3250              | 0.2889    |
| Total points                       |                         |                                   |                                   | 9.7500              | 9.9376    |

**Estimated total**  
oversample needed  
to achieve maximum  
measure of points in 2020,  
based on 2019 performance:

**46%**

**Additional  
oversampling  
IS  
recommended**

**Points are assigned by percentile threshold as follows** (if all measures are valid – denominator of at least 100)<sup>3</sup>:

| Percentile Threshold            | Percentile                                                                                     | Points <sup>3</sup> |
|---------------------------------|------------------------------------------------------------------------------------------------|---------------------|
| 90 <sup>th</sup>                | Greater than or equal to 90 <sup>th</sup> percentile                                           | 1.4444              |
| 75 <sup>th</sup>                | Greater than or equal to 75 <sup>th</sup> percentile but less than 90 <sup>th</sup> percentile | 1.2711              |
| 50 <sup>th</sup>                | Greater than or equal to 50 <sup>th</sup> percentile but less than 75 <sup>th</sup> percentile | 0.9822              |
| 25 <sup>th</sup>                | Greater than or equal to 25 <sup>th</sup> percentile but less than 50 <sup>th</sup> percentile | 0.5778              |
| <25 <sup>th</sup>               | Less than 25 <sup>th</sup> percentile                                                          | 0.2889              |
| <b>Maximum number of points</b> |                                                                                                | <b>13.0000</b>      |

#### Notes:

<sup>1</sup> Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.

<sup>2</sup> The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.

<sup>3</sup> NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

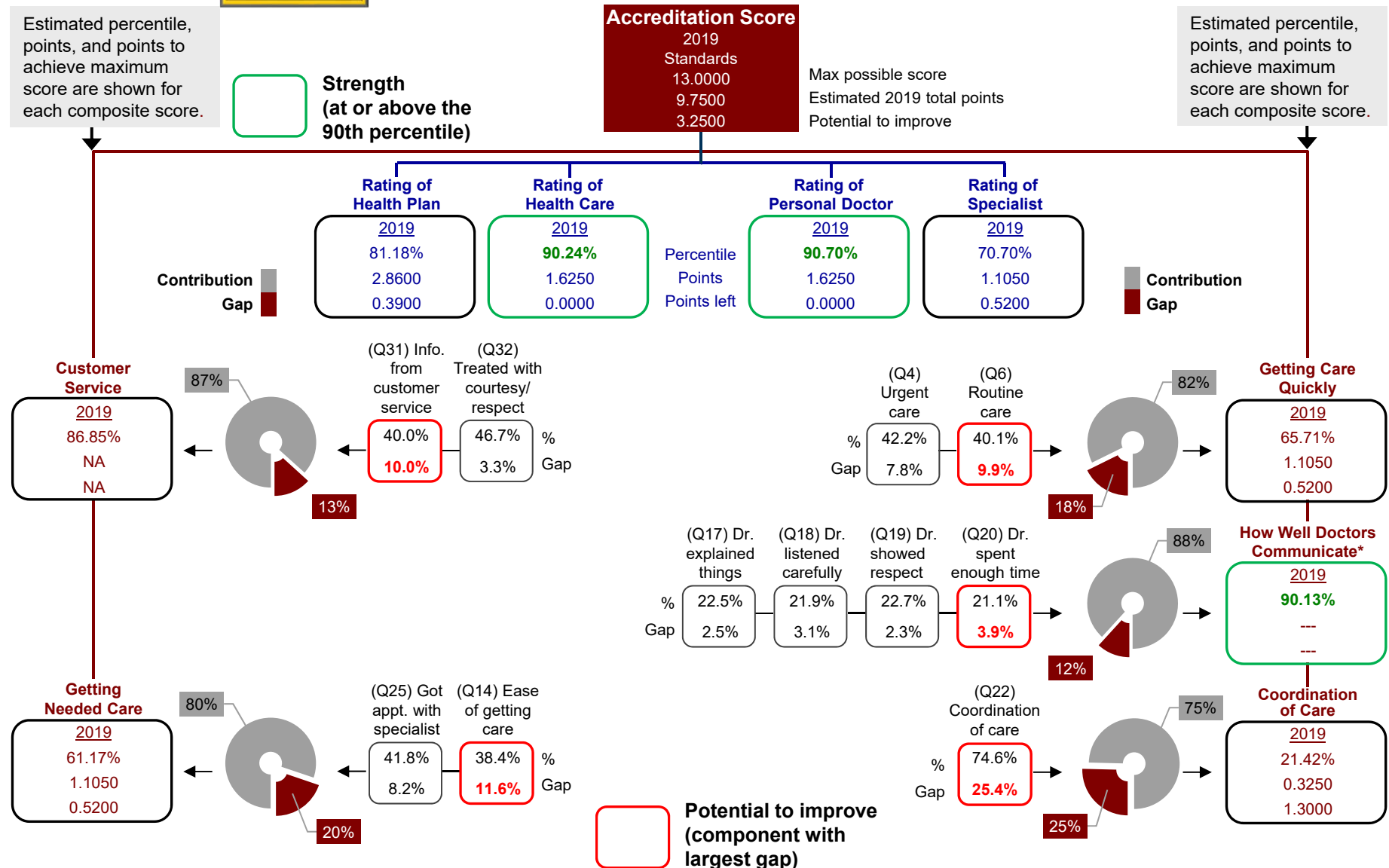
<sup>4</sup> Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.6000, 2.2880, 1.7680, 1.0400 and 0.5200, respectively.

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## Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2019 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.



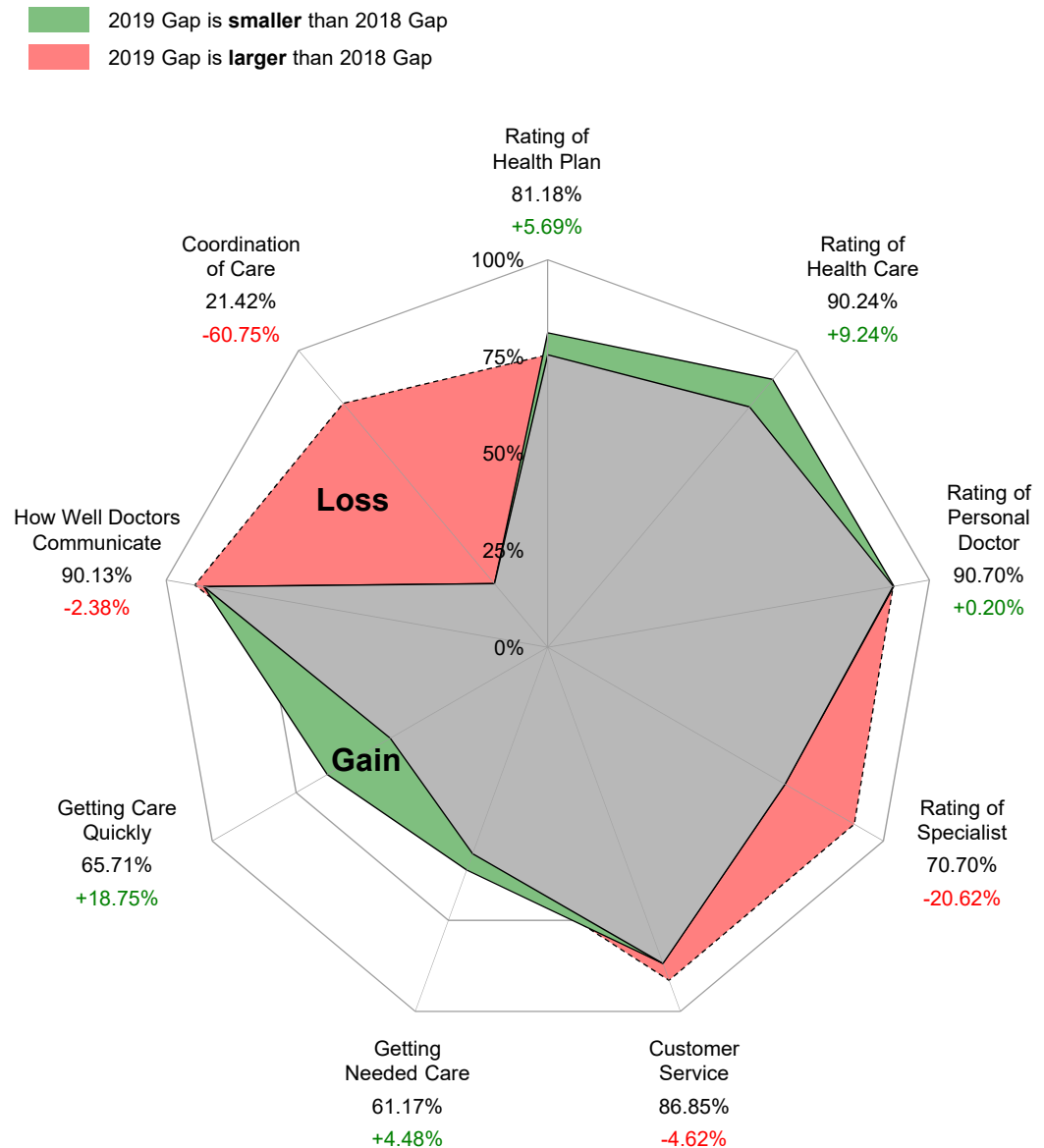
Please refer to page 14 for statistical references and footnotes.

\* The How Well Doctors Communicate composite was removed from accreditation scoring in 2015.

## Executive summary

**Percentile gap analysis.** The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
  - Getting Care Quickly
  - Rating of Health Care
  - Rating of Health Plan
  - Getting Needed Care
  - Rating of Personal Doctor
- However, the percentile gap increased on these measures:
  - Coordination of Care
  - Rating of Specialist
  - Customer Service
  - How Well Doctors Communicate



## Executive summary

### NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. The flu shot measure from the CAHPS survey is also one item in the clinical quality – prevention category of the rating. Percentiles and ratings are **estimated** based on the 2018 Quality Compass® National All Lines of Business (LOB) data since the 2019 data were not available at the time of this report.

|                                   | Score* | Percentile | Rating     |
|-----------------------------------|--------|------------|------------|
| <b>Consumer Satisfaction</b>      |        |            | <b>3.0</b> |
| Getting Care                      |        |            | 3.0        |
| Getting care easily               | 83.05% | 33rd       | 3.0        |
| Getting care quickly              | 82.11% | 33rd       | 3.0        |
| Satisfaction with Plan Physicians |        |            | 3.0        |
| Rating of primary-care doctor     | 67.66% | 33rd       | 3.0        |
| Rating of specialists             | 68.22% | 33rd       | 3.0        |
| Rating of care                    | 60.34% | 67th       | 4.0        |
| Coordination of care              | 75.44% | <10th      | 1.0        |
| Health promotion and education    | 77.35% | 67th       | 4.0        |
| Satisfaction with Plan Services** |        |            | 4.0        |
| Rating of health plan             | 66.43% | 67th       | 4.0        |
| Customer service                  | 87.80% | 33rd       | NA         |
| <b>Prevention</b>                 |        |            |            |
| Flu shots for adults (ages 18-64) | 39.41% | 33rd       | 3.0        |

| Percentile | Rating |
|------------|--------|
| <10th      | = 1    |
| 10th       | = 2    |
| 33rd       | = 3    |
| 67th       | = 4    |
| 90th       | = 5    |

| Lower Performance |     |     | Higher Performance |     |     |     |     |     |  |
|-------------------|-----|-----|--------------------|-----|-----|-----|-----|-----|--|
| ≤1.0              | 1.5 | 2.0 | 2.5                | 3.0 | 3.5 | 4.0 | 4.5 | 5.0 |  |

- \* Scores are top-two-box ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category, % Yes for the health promotion and education measure and % Yes for the flu shot measure.
- \*\* NCQA removed the customer service measure from the commercial product line due to insufficient data in 2017.
- NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

## Methodology



**Questionnaire.** The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. See [Appendix F](#) for more details.

**Data collection.** The methodology detailed in *HEDIS® 2019 Volume 3: Specifications for Survey Measures* was used. A synopsis of the survey protocol, timeframe and fulfillment dates are outlined below.



**Staffing of the toll-free help line.** DSS staffed a toll-free phone line for members to call if they had any questions.





**Data processing and analysis.** DSS processed all completed surveys and analyzed the results.



**Comparison averages.** Most measures are compared to the 2018 Quality Compass (2018 QC Avg.), which is displayed as a light blue line throughout the report, and the 2019 UHC Adult Medicaid Average (2019 UHC Avg.), which is displayed as a blue bar throughout the report.

## Methodology

 **Qualified respondents.** Members eligible for the survey were those 18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan, allowing for one gap of up to 45 days during the measurement year, between January 1 and December 31, 2018.

 **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one adult per household was included in the sample.


### Sample size/sampling error.

| Item                     | 2017     | 2018     | 2019     |
|--------------------------|----------|----------|----------|
| Total mailed             | 1,890    | 1,620    | 1,620    |
| Required sample          | 1,350    | 1,350    | 1,350    |
| Oversample               | 540      | 270      | 270      |
| Undeliverable            | 266      | 194      | 159      |
| Total ineligible         | 29       | 17       | 37       |
| Total completed surveys  | 452      | 414      | 295      |
| Mail completes           | 259      | 231      | 170      |
| Wave 1                   | 164      | 130      | 113      |
| Wave 2                   | 95       | 101      | 57       |
| Phone completes          | 193      | 183      | 125      |
| Adjusted response rate*  | 24.29%   | 25.83%   | 18.64%   |
| Overall sampling error** | +/- 4.6% | +/- 4.8% | +/- 5.7% |

\* Adjusted response rate is calculated using the following formula:

$$\frac{\text{Total completed surveys}}{\text{Total mailed} - \text{Total ineligible}} \times 100$$

\*\* 95% confidence level, using the most pessimistic assumption regarding variance (p=0.5).

 **Spanish surveys.** Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were no surveys completed in Spanish.

## Research findings

### Statistical references and footnotes

*All statistical testing is performed at the 95% confidence level.*

↑ ↓ Indicates a significant difference between the 2019 plan result and the 2018 plan result.  
(For two-year average - 2018/2019 vs 2017/2018)

◆ ◆ Indicates a significant difference between the 2019 plan result and the 2018 QC Average.  
(For two-year average - 2018/2019 vs 2018 QC Average)

⚙ ⚙ Indicates a significant difference between the 2019 plan result and the 2019 UHC Average.  
(For two-year average - 2018/2019 vs 2019 UHC Average)

A capital letter and green font indicates that result is significantly higher than the corresponding column.

**NA** Indicates base less than 100, NCQA will assign an NA.

**^** Indicates a base size smaller than 20. Interpret results with caution.

NR Not reportable. Base size < 11.

NQ New question. (If applicable)

*Percentages lower than five percent are not labeled in charts or graphs where space does not permit.*

## Overall ratings

### Compared to the 2018 plan result:

- None of the differences are significant.

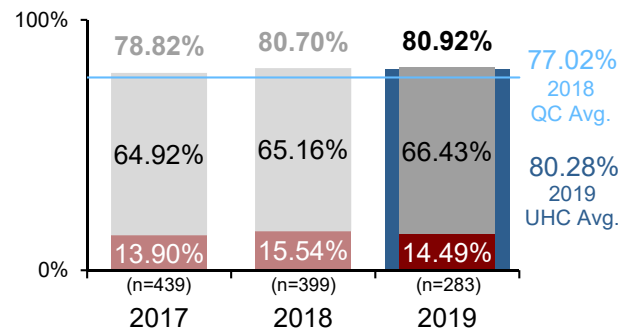
### Compared to the 2018 QC Average:

- Health care is significantly higher.

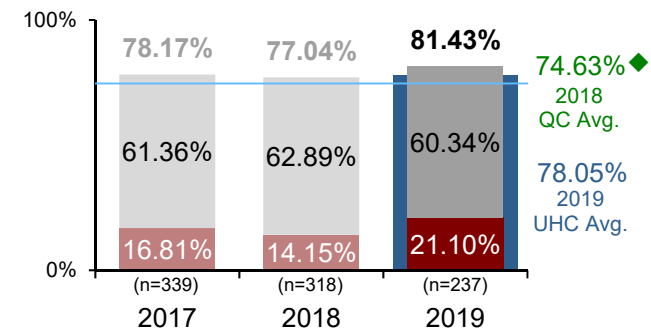
### Compared to the 2019 UHC Average:

- None of the differences are significant.

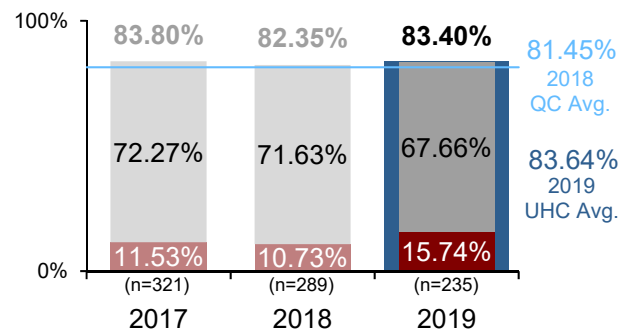
**Q35. Rating of Health Plan**



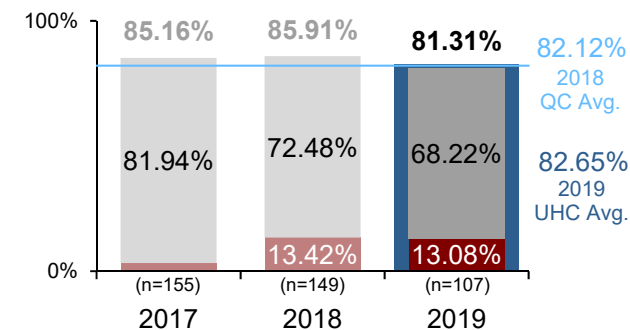
**Q13. Rating of Health Care**



**Q23. Rating of Personal Doctor**



**Q27. Rating of Specialist**



Please refer to page 14 for statistical references and footnotes.

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q35. Rating of Health Plan

##### Improvement action

Provide helpful customer service.

Be proactive to ensure patients get quality care.

Promote healthy behavior using goal setting and incentives.

Ensure there are enough specialists in the network.

Maintain up-to-date network information.

Provide detailed cost summaries after visits.

"I have gotten so many inconsistent responses about coverage from different customer representatives at my insurance. I can't get answers. Then I express my frustration, so they empathize and say they'll help, and I never hear back from them. I end up talking to someone different and have to start all over again. I have different and have to start all over again. I have serious health issues I've been trying to get addressed a year ago."

"Because they are proactive. They tend to make sure that I am making my appointments, and from time to time they will send me information on how to improve my health with diet and exercise."



Selected comments

"The current websites format with physician search features has been a welcome replacement for the member's provider handbook, which was frequently outdated. I have yet to see if the plan is keeping up with updating which practitioners are accepting new patients."

"I like that I get a summary in the mail every few months on visits that I have had, and I like how I can see how the cost was broken down, as well."

"I can't see the specialists I need to. Either they won't cover them or I have to go through this approval process."

"They provide an annual goal sheet for me to fill out, which holds me accountable for my health. It helps me regulate my daily actions, which helps me meet my desired goals."



## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q13. Rating of Health Care

##### Improvement action

Ensure that patients can get needed care quickly.

Promote continuity of care by minimizing staff turnover and coordinating any necessary handoffs.

"The only thing I haven't liked is the long wait times to be seen by appointment."

"While treating multiple medical issues, all treatment and appointments have been timely, and scheduling has been tweaked to meet my needs. So, I'll give my care a solid 10."



Selected comments

"I am still trying to figure out how to help my health issues right now by trying to find a doctor who will stick around the practice, so I can trust they will be concerned with how to take care of my health and help me be aware of what to expect."

"I had a much better doctor prior to the last two, who are okay, but they don't read medical files and it's like stepping back in time."

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q23. Rating of Personal Doctor

##### Improvement action

#### PRIMARY CARE DOCTOR VISIT

Demonstrate interest, caring and empathy.

Collaborate with patients' other providers.

"Overall, the doctors knew what they were doing. However, I would have given them a higher rating if my doctor truly cared about me as a person. My example for this was when I asked her questions, she made it out like I didn't know what I was talking about."

"He is truly concerned with helping each of his patients and he listens to what you have to say."

"My doctor listens to me and it feels like we're a team when it comes to my health."

Selected comments

"My primary care doctor, thankfully, has Socratic wisdom and admits when he doesn't know something. This has led to a lot of collaboration between him and my GI specialist to ensure I'm never prescribed anything that would affect my other medications. There honestly isn't much he could do to improve. There was one instance where, due to scheduling conflicts, I saw a different doctor in the same clinic, and before I got the prescription filled at the pharmacy, the usual primary care doctor had called and changed the prescription so that I wouldn't have a seizure from medications that shouldn't be taken together."

"I don't care for the new doctor. They don't look at my old records to give me what I want. She doesn't understand I have too much pain to work and I can't concentrate."

"My doctor actually steps up to tell me about my weight and how I should watch it. Even though I am pretty much healthy, I like that she talks to me as we can work on a plan to lose it. But I have had doctors who just see me for who I am and don't really pay attention to me or my concerns."

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q27. Rating of Specialist

##### Improvement action

#### SPECIALIST VISIT

Allow adequate time to listen to the patient's concerns.

Inform patients about what to expect with invasive or uncomfortable procedures.

"Some are good, some are not so good. My cancer specialists also takes the time and listens, so I'm satisfied."

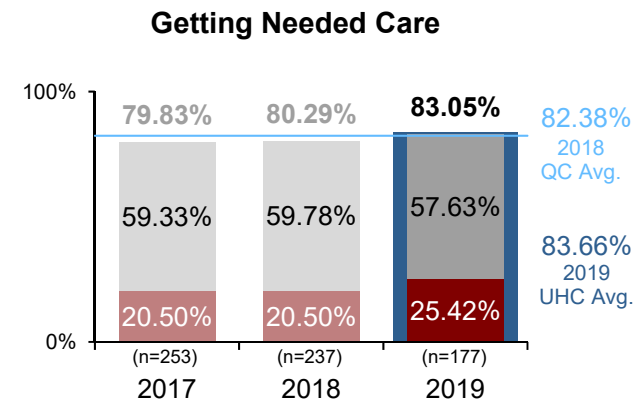
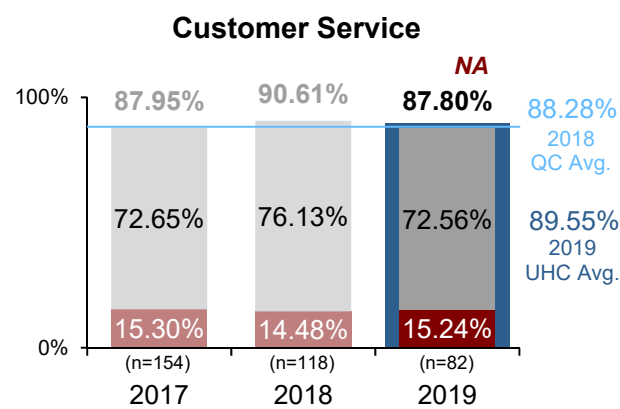
"My endocrinologist is too fast talking and doesn't seem to want to listen to me when I talk about possible hormone issues. He brushes my symptoms off as not related to my condition when I know they are!"

"I recently saw an OB/GYN that did a biopsy of my cervix. It was a difficult procedure emotionally, as the findings are to determine if the tissue is cancerous or not. The doctor did the procedure and I like the professional demeanor that he held. He reassured me not with words to me, but by explaining the procedure itself, which helped put me at ease."

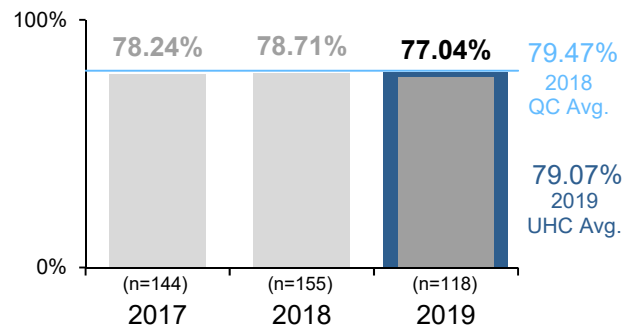


Selected comments

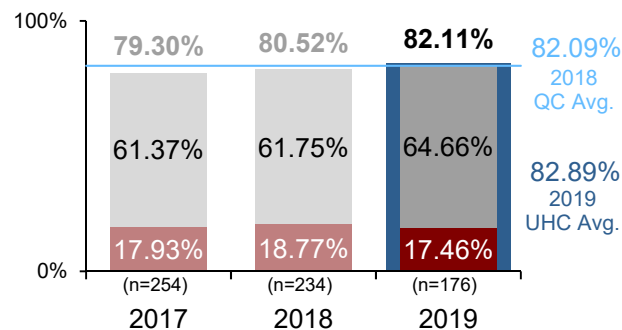
## Composite global proportions



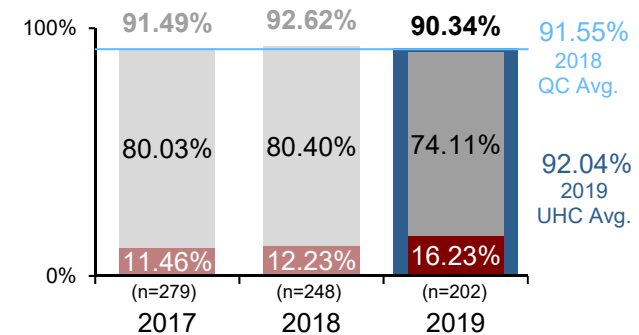
### Shared Decision Making (% Yes)



### Getting Care Quickly



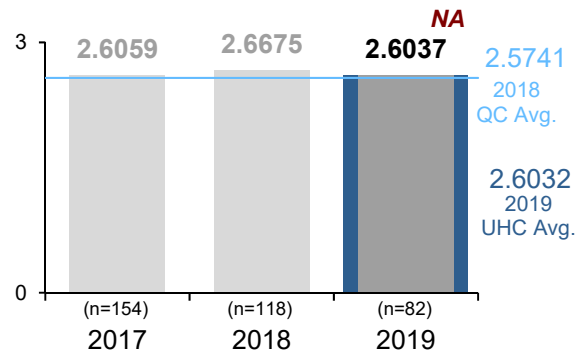
### How Well Doctors Communicate



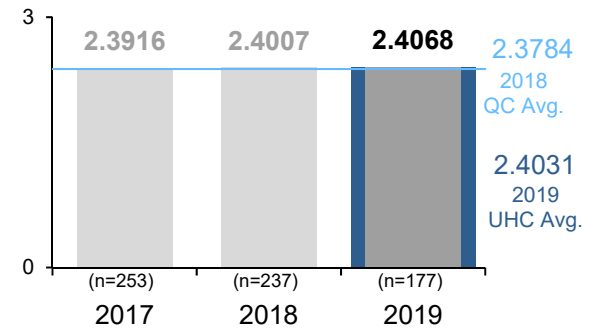
Please refer to page 14 for statistical references and footnotes.

## Composite mean scores

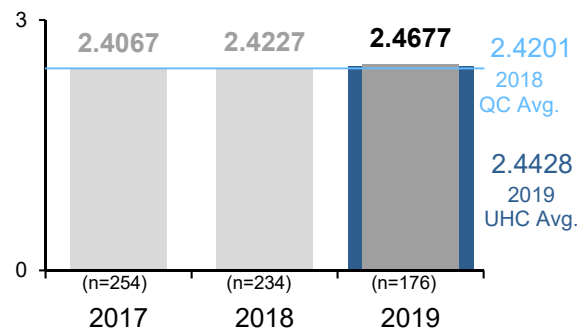
Customer Service



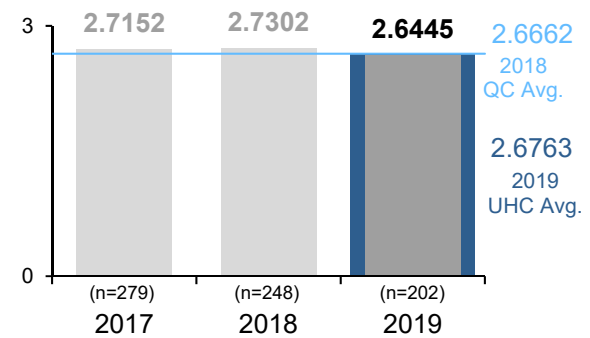
Getting Needed Care



Getting Care Quickly



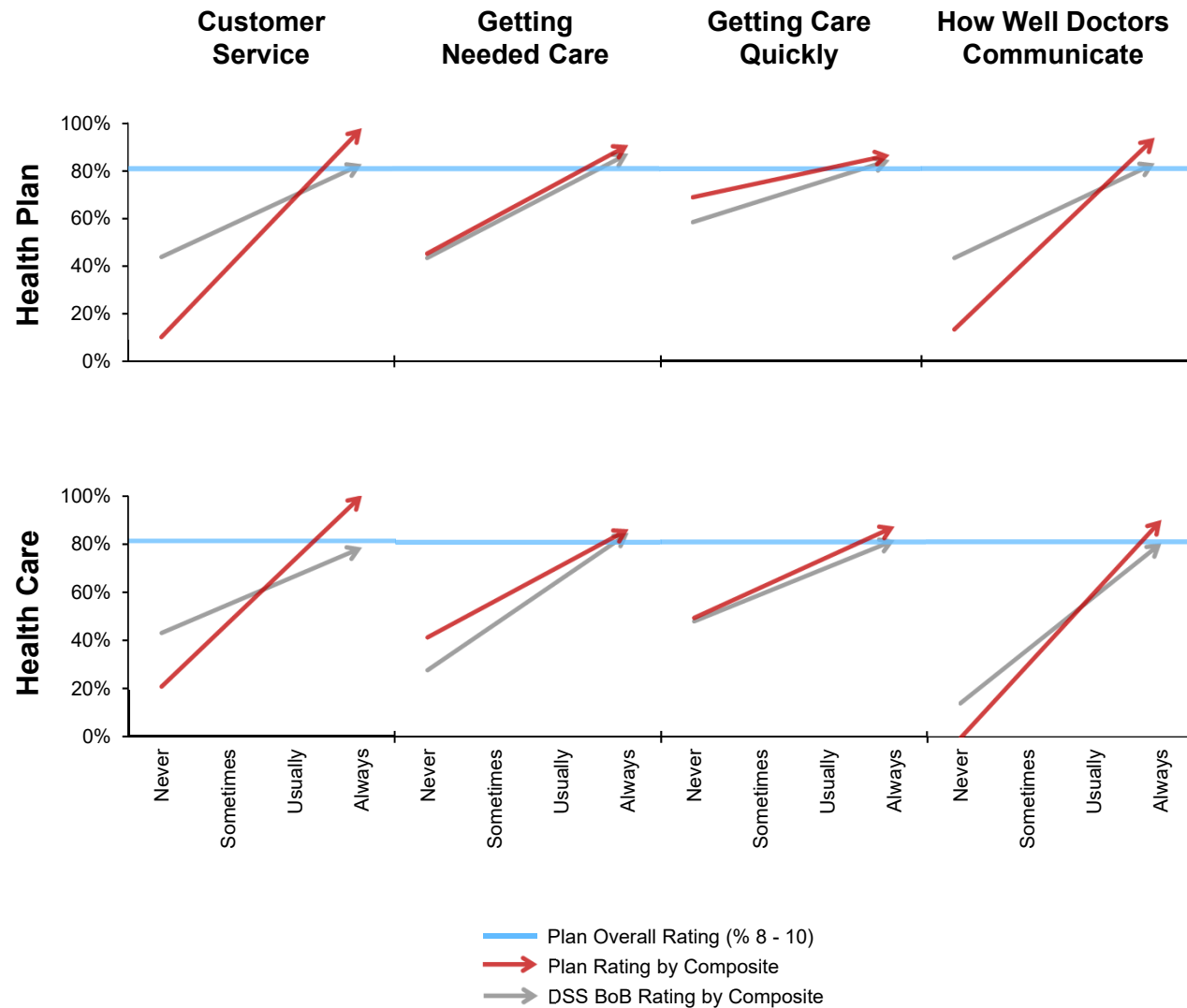
How Well Doctors Communicate



Please refer to page 14 for statistical references and footnotes.

## Overall ratings by composites (plan vs. BoB)

The charts below show the relationships between the two overall ratings and the four composite measures. The steeper the line, the stronger the relationship.



## Customer Service

### Compared to the 2018 plan result:

- None of the differences are significant.

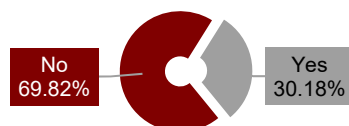
### Compared to the 2018 QC Average:

- None of the differences are significant.

### Compared to the 2019 UHC Average:

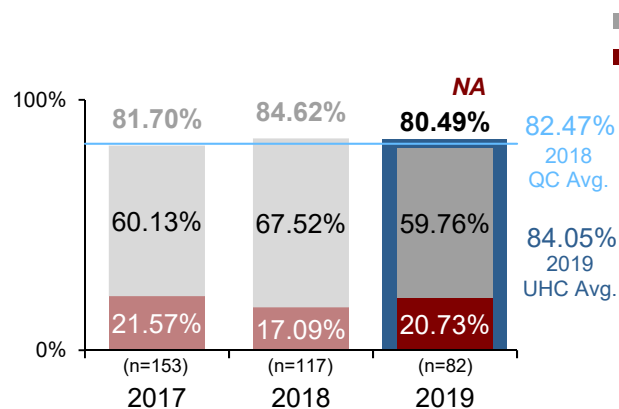
- None of the differences are significant.

Q30. Tried to get information or help from health plan's customer service

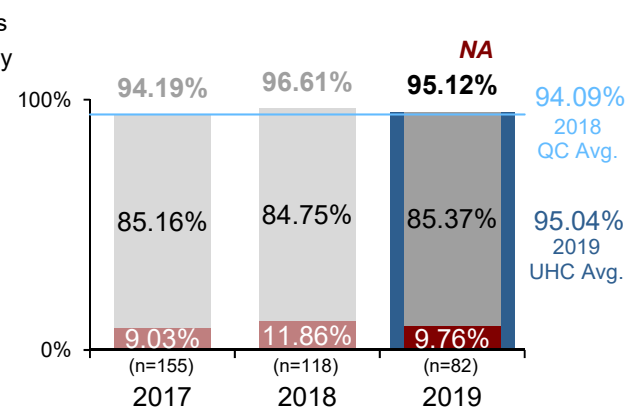


| (% Yes) |        |              |        |               |
|---------|--------|--------------|--------|---------------|
| 2017    | 2018   | 2018 QC Avg. | 2019   | 2019 UHC Avg. |
| 35.76%  | 30.15% | 34.65%       | 33.66% |               |

### Q31. Customer service provided needed information or help



### Q32. Customer service treated member with courtesy and respect



### Customer Service Composite

|                   | 2017   | 2018   | 2019   | 2018 QC Avg. | 2019 UHC Avg. |
|-------------------|--------|--------|--------|--------------|---------------|
| Global proportion | 87.95% | 90.61% | 87.80% | 88.28%       | 89.55%        |
| Mean score        | 2.6059 | 2.6675 | 2.6037 | 2.5741       | 2.6032        |

Please refer to page 14 for statistical references and footnotes.

## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q31. Customer service provided needed information or help

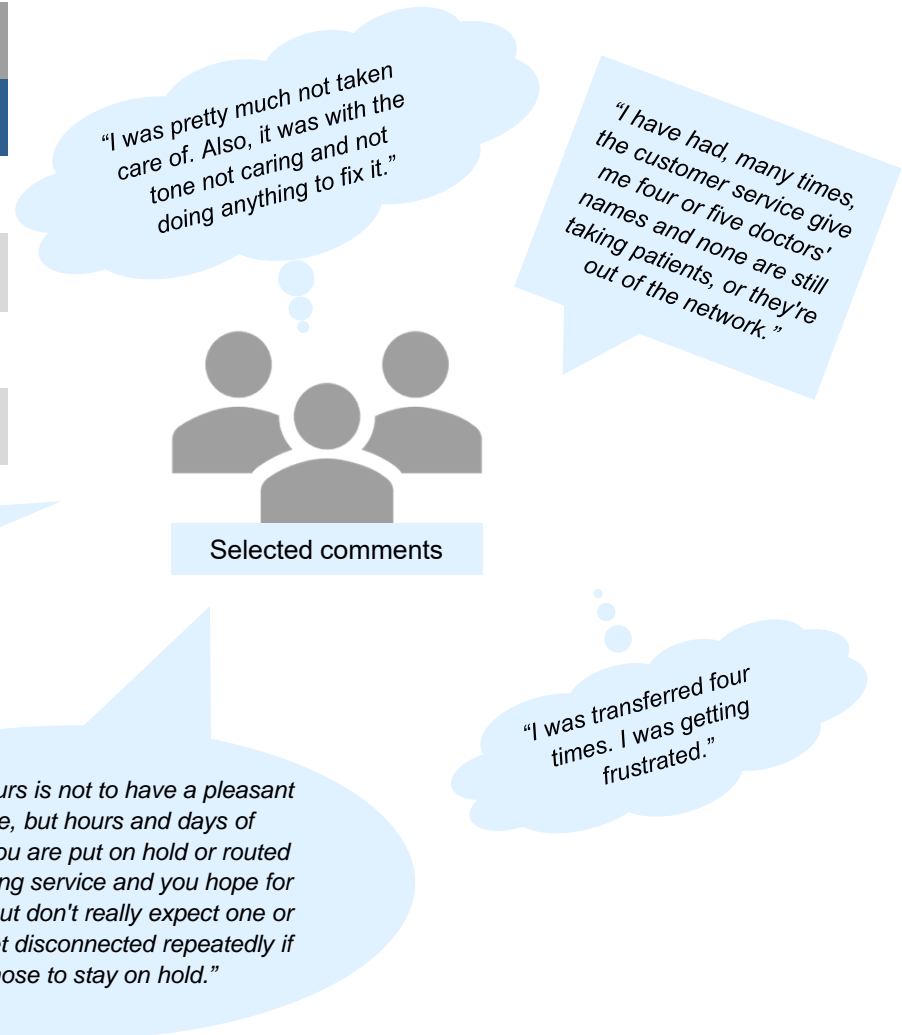
##### Improvement action

Ensure that representatives exhibit a helpful and caring attitude.

Ensure that representatives have access to the most current information available.

Minimize call transfers and hold time.

Follow up in a timely manner.





## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q32. Customer service treated member with courtesy and respect

##### Improvement action

Ensure that representatives listen to all concerns and show a willingness to find a solution.

Resolve issues with a polite and friendly attitude.

Be willing to work with members to find a satisfactory way to resolve an issue.

"I contacted them because when I received my health insurance card in the mail, the wrong primary care provider was on it. I called them and told them who I wanted instead and they were very nice and efficient and quickly updated my information and sent out a new card."

"I have recently contacted my plan to change my contact information. The exchange went very smoothly, and the customer service representative went the extra mile by connecting me with Medi-Cal in order to make the changes permanent in both systems."



Selected comments

"When I got my coverage through the state, the doctor I was connected to was six blocks away from the bus stop. I have arthritis in both knees and that didn't stop. I called and talked with a representative to find a better fit for me. It took a while because the representative was not located in my home state. I felt very well taken care of by the representative, respectfully and with courtesy, when we were finished. He listened to every concern I had."

"My last interaction with them was when they called me to make sure my information was up to date. Because I don't give out personal information over the phone, they politely stated that they understood and told me to call their 800 number and leave my information with them that way, which I did. Again, they were very polite and professional, which made me feel respected."

## Customer Service

### Compared to the 2018 plan result:

- None of the differences are significant.

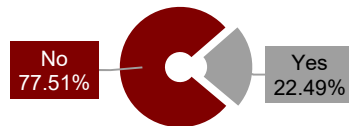
### Compared to the 2018 QC Average:

- Ease of filling out forms is significantly higher.

### Compared to the 2019 UHC Average:

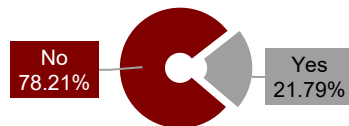
- Ease of filling out forms is significantly higher.

Q28. Looked for information in written materials/on the Internet



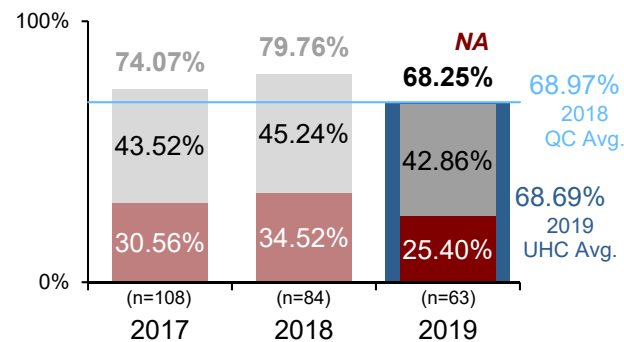
| (% Yes) |        |              |               |  |
|---------|--------|--------------|---------------|--|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |  |
| 24.66%  | 21.66% | 21.29%       | 20.81%        |  |

Q33. Health plan gave forms to fill out



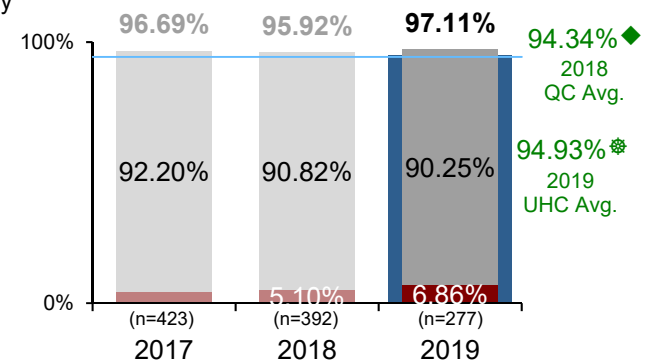
| (% Yes) |        |              |               |  |
|---------|--------|--------------|---------------|--|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |  |
| 21.18%  | 21.72% | 29.33% ♦     | 27.86% ✱      |  |

### Q29. Written materials or Internet provided needed information



### Q34. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q33.



Please refer to page 14 for statistical references and footnotes.

## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q29. Written materials or Internet provided needed information

##### Improvement action

Ensure that formulary information is complete and up-to-date.

Provide information about additional services covered by the plan.

Make it easy for members to learn about the providers available to them.

Ensure that all written communication is clear and easy to understand.

Add links on the website to additional information and navigation tools.

Reduce calls to customer service by ensuring that the information in printed materials and online is worded clearly and updated regularly.

Provide clear information about referrals and authorizations.

Provide detailed cost information.

"It is important that protocols for special cases and services outside of the service area are detailed."

"I would like to know if my health plan covers free health clubs."



Selected comments

"It is nice to know what you are paying for up front instead of getting sticker shocked with bill."

"What is covered and what isn't, with a simple list and not overcrowded with a bunch of words that I have no idea what they really mean towards my health."

"I expect to be able to find more of the information that I'm looking for online without having to call the office for everything, but nine times out of 10 I can't ever find what I'm looking for. I have looked up information regarding whether or not I qualified for Medicaid and couldn't find the information out on the website, or it was worded in a way that didn't make sense."

## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q34. Health plan forms were easy to fill out

##### Improvement action

Ensure that the language used in the forms is clear and straightforward.

Give members the option to complete forms online or by phone.

Provide resources and representatives to assist members when filling out forms.

Develop resources to help members reference their medical history.

"I would make the question more straightforward for any improvements."

"I didn't have any difficulties filling out forms. My local family services office handled most of the paperwork. I just provided basic information."



Selected comments

"The part that was difficult was the medical history part, as you don't always have access to your current information at the touch of your fingertips all of the time."

"None of the questions were hard but it would be much easier if they just had everyone fill out paperwork on the internet, as it saves them money and paper since they don't have to mail everyone everything."

## Getting Needed Care

### Compared to the 2018 plan result:

- None of the differences are significant.

### Compared to the 2018 QC Average:

- None of the differences are significant.

### Compared to the 2019 UHC Average:

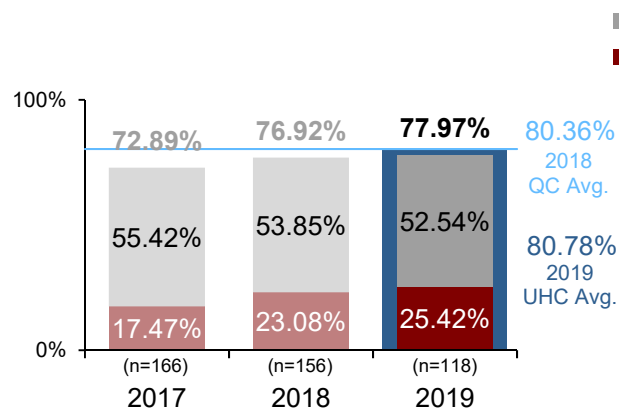
- None of the differences are significant.

Q24. Made appointment to see a specialist

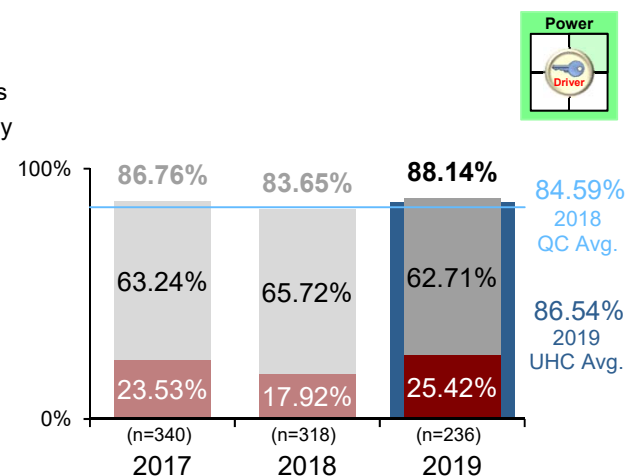


| (% Yes) |        |              |        |               |
|---------|--------|--------------|--------|---------------|
| 2017    | 2018   | 2018 QC Avg. | 2019   | 2019 UHC Avg. |
| 38.15%  | 39.51% | 43.77%       | 47.41% |               |

Q25. Got appointment with specialist as soon as needed



Q14. Ease of getting care, tests or treatment



| Getting Needed Care Composite |        |        |        |              |               |
|-------------------------------|--------|--------|--------|--------------|---------------|
|                               | 2017   | 2018   | 2019   | 2018 QC Avg. | 2019 UHC Avg. |
| Global proportion             | 79.83% | 80.29% | 83.05% | 82.38%       | 83.66%        |
| Mean score                    | 2.3916 | 2.4007 | 2.4068 | 2.3784       | 2.4031        |

Please refer to page 14 for statistical references and footnotes.

## Getting Needed Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### **Q25. Got appointment with specialist as soon as needed** (Got urgent care as soon as needed - Specialist)

##### **Member poll**

#### **SPECIALIST VISIT**

How long do members expect to wait for an URGENT CARE appointment to see a specialist?

Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to three weeks for an appointment.

#### **Q25. Got appointment with specialist as soon as needed** (Got check-up or routine care as soon as needed - Specialist)

##### **Member poll**

#### **SPECIALIST VISIT**

How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?

Most expect to see a specialist within four weeks for a routine care appointment, but would wait up to three months for an appointment.

## Getting Needed Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q14. Ease of getting care, tests or treatment

##### Improvement action

Listen to patients' concerns.

Provide care and services quickly.

Communicate with patients courteously when overbooking or scheduling conflicts will delay their care.

Identify obstacles to timely care and help patients overcome them.

*"She spends time with me, listens to what I say or how I feel, and does all the things I didn't know I needed. She ran a ton of tests on me when I first started seeing her and found out things that were making me feel like death warmed over."*

*"My provider network seems to be pretty timely in making progress. My primary doctor discovered something with a blood test and I was seeing the specialist within a couple of weeks. Did a test procedure the next week and was referred to the cancer center within about another week. All the appointments actually happened much faster than I imagined."*



Selected comments

*"I went in to have my birth control put back in, but because I was going through Medicaid they couldn't do it all in one day. For just having the birth control taken out and put back in, it ended up taking four visits to them, because that's what the insurance required them to do. So, I would say, make it to where I don't have to make four trips for one thing."*

*"I had an appointment, and not only were they rude, I wasn't taken care of. I had an appointment and they didn't seem to care. Instead of trying to fit me in, they told me they would reschedule me to come back another time. Along with being very rude, no one there helped, not a doctor or office staff, they just sent me home."*

## Getting Care Quickly

### Compared to the 2018 plan result:

- None of the differences are significant.

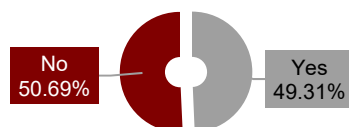
### Compared to the 2018 QC Average:

- None of the differences are significant.

### Compared to the 2019 UHC Average:

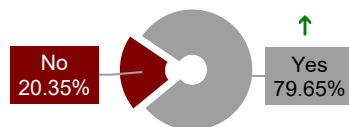
- None of the differences are significant.

Q3. Had illness/injury/condition that needed care right away



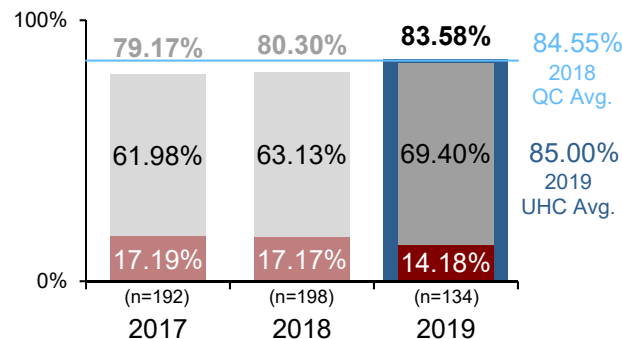
| (% Yes) |        |              |               |  |
|---------|--------|--------------|---------------|--|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |  |
| 44.70%  | 50.50% | 41.37%       | 41.65%        |  |

Q5. Made appointments for health care at doctor's office or clinic

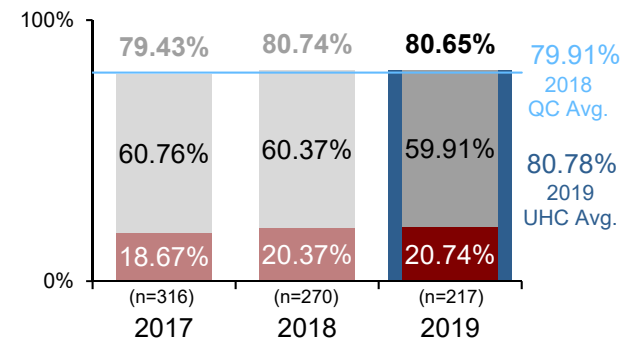
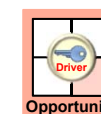


| (% Yes) |        |              |               |  |
|---------|--------|--------------|---------------|--|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |  |
| 72.81%  | 69.38% | 72.94%       | 75.21%        |  |

Q4. Got urgent care as soon as needed



Q6. Got check-up or routine appointment as soon as needed



### Getting Care Quickly Composite

|                   | 2017   | 2018   | 2019   | 2018 QC Avg. | 2019 UHC Avg. |
|-------------------|--------|--------|--------|--------------|---------------|
| Global proportion | 79.30% | 80.52% | 82.11% | 82.09%       | 82.89%        |
| Mean score        | 2.4067 | 2.4227 | 2.4677 | 2.4201       | 2.4428        |

Please refer to page 14 for statistical references and footnotes.



## Getting Care Quickly

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q4. Got urgent care as soon as needed

(Got urgent care as soon as needed - PCP)

##### Member poll

#### PRIMARY CARE DOCTOR VISIT

How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?

Most expect to see a primary care doctor within two days for an urgent care issue.

#### Q6. Got check-up or routine appointment as soon as

**needed** (Got check-up or routine care as soon as needed - PCP)

##### Member poll

#### PRIMARY CARE DOCTOR VISIT

How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?

Most expect to wait one to two weeks for a routine care appointment with a primary care doctor, but would wait up to three months for an appointment.

## Doctor or specialist visits

### Compared to the 2018 plan result:

- None of the differences are significant.

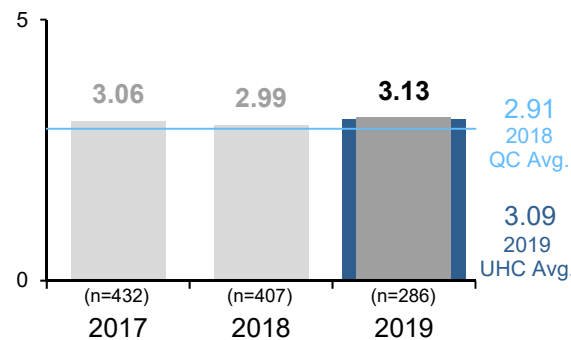
### Compared to the 2018 QC Average:

- None of the differences are significant.

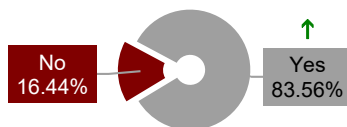
### Compared to the 2019 UHC Average:

- None of the differences are significant.

**Q7. Average number of visits to doctor's office or clinic**

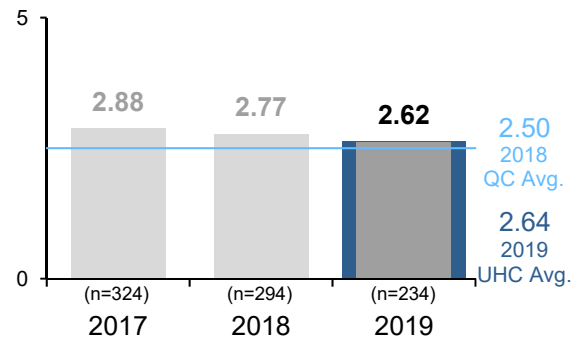


**Q15. Have a personal doctor**

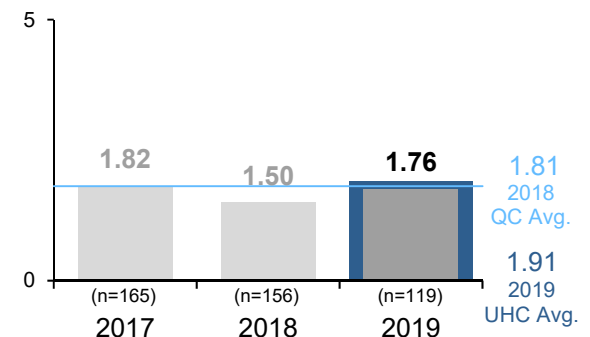


| (% Yes) |        |              |               |
|---------|--------|--------------|---------------|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |
| 76.18%  | 74.88% | 81.04%       | 83.38%        |

**Q16. Average number of visits to personal doctor**



**Q26. Average number of specialists seen**



Please refer to page 14 for statistical references and footnotes.

## How Well Doctors Communicate

### Compared to the 2018 plan result:

- None of the differences are significant.

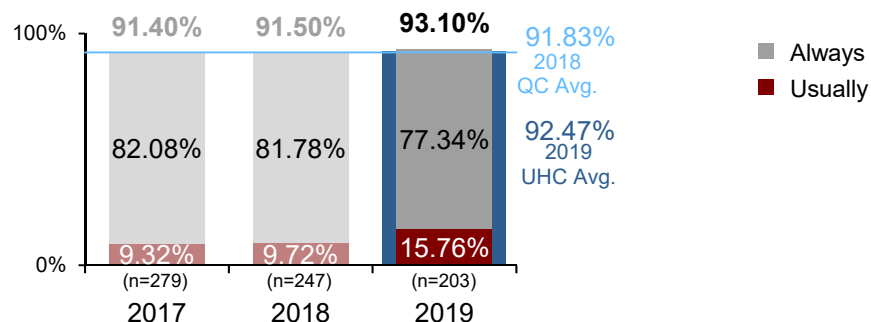
### Compared to the 2018 QC Average:

- None of the differences are significant.

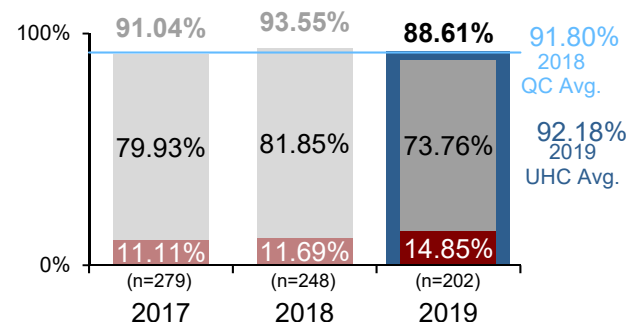
### Compared to the 2019 UHC Average:

- None of the differences are significant.

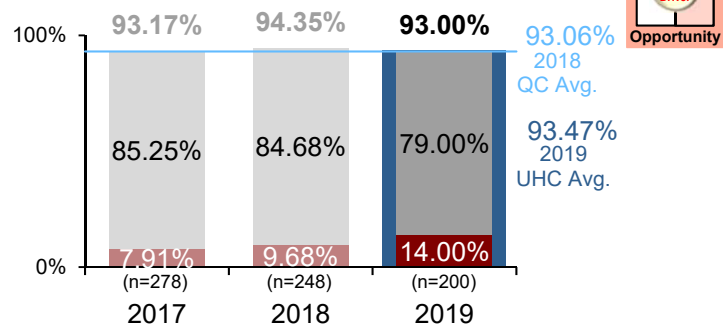
#### Q17. Personal doctor explained things



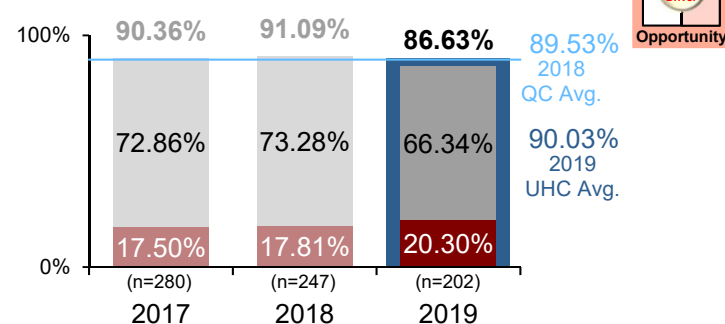
#### Q18. Personal doctor listened carefully



#### Q19. Personal doctor showed respect



#### Q20. Personal doctor spent enough time



### How Well Doctors Communicate Composite

|                   | 2017   | 2018   | 2019   | 2018 QC Avg. | 2019 UHC Avg. |
|-------------------|--------|--------|--------|--------------|---------------|
| Global proportion | 91.49% | 92.62% | 90.34% | 91.55%       | 92.04%        |
| Mean score        | 2.7152 | 2.7302 | 2.6445 | 2.6662       | 2.6763        |

Please refer to page 14 for statistical references and footnotes.

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q17. Personal doctor explained things

##### Improvement action

Provide clear explanation of treatments and procedures.

Use simple terms to ensure patients have a firm understanding of concepts.

Avoid actions or language that can be interpreted as condescending.

Collaborate with patients to find the best solution.

Listen to all of the patient's concerns.

Thoroughly answer all of the patient's questions related to their health care.

Make accommodations to overcome language barriers.

*"My primary care physician was also acting as my OB/GYN. He explained that the abnormal results of a PAP required a visual inspection. That inspection warranted a biopsy of tissue. He was to the point and realistically described what it would feel like while he performed the procedures. He also further explained what the treatment would entail."*

*"My psychiatrist is an amazing doctor. Every time I see him, he talks in layman's terms so I can understand. But he never treats you or talks to you as if you're inferior."*

*"No matter how trivial or how serious I thought something was, he wanted to hear about anything I perceived to be a health issue or emerging problem. It was a very refreshing approach."*



Selected comments

*"I was having a difficult time understanding what the doctor was actually saying because of the language barriers and inability to actually hear what he was saying. After having him repeat several times, I still could not understand."*

*"Last time I was there, she told me I didn't need to use a certain brand and in order to save me money, she told me to pick up the store brand and said it is just as good as the high dollar brand and will work just as well. I kind of always knew this and she was really showing how much she cared for me and helped in saving me money."*

*"We need to ask questions or we don't get a response. I usually go in with a little notebook that I have made notes in so I don't forget about something that is bothering me. That way I feel like I have more control over my health."*

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q18. Personal doctor listened carefully

##### Improvement action

Maintain eye contact.

Demonstrate active listening by asking questions and making confirmatory statements.

Ensure that patients do not feel rushed when discussing their health.

Don't allow note taking or typing to become a distraction.

*"A doctor should not rush their explanations or rush me if I have questions."*

*"Probably should wait to have a conversation with the patient until after the furious note taking has occurred."*



Selected comments

*"Always look at me when I'm talking and not be looking at their computer. I want a conversation with my doctors, where they engage and ask questions about what I'm telling them to be sure they get all the facts."*

*"They shouldn't be messing with computers and tablets while we're talking. Taking notes on those devices is okay, but don't stare at the screen too much."*

*"If they branch off from what you say, it means that they are actually listening to you. This is good, as they are trying to process what you are saying and build off of it."*

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q19. Personal doctor showed respect

##### Improvement action

Show empathy for the patient's concerns.

Spend enough time with patients.

Encourage a dialog with the patient.

Greet patients courteously.

Demonstrate familiarity with the patient's history.

"I would like a doctor to pencil in a little more time for the office visit. One thing I don't like is when a doctor is juggling two or three patients at the same time."

"For me, doctors show respect when they acknowledge me by giving me eye contact and waiting for an answer when they ask a question. They also show respect when they engage me in a dialogue to help resolve an issue or concern."



Selected comments

"Any mention of something that I have said previously makes me feel like they are listening, and I feel like a valued and respected patient."

"It would be nice if they said hello, looked at me and asked me why I am there that day."

"My last doctor didn't respect me. I had a problem with my wrist hurting from arthritis. I was asking her questions about it and she was like, 'Well, it's probably this kind of arthritis,' and just moved on and didn't speak of anything else about it, and just told me how concerned she was with something else that I wasn't having a problem with."

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q20. Personal doctor spent enough time

##### Improvement action

Be thorough to avoid the appearance of rushing the visit.

Ensure that all of the patients' concerns are addressed before concluding the visit.

*"At the very least, I don't think a doctor should leave the exam room until he asks the patient if he or she has any other concerns or if they are satisfied with the appointment. That should be required!!"*



Selected comments

*"He never asked how I was feeling and was never there long enough. He could have listened, asked how I was feeling and when I asked him about my shoulder, he could have at least looked at it. I spent more time with the nurse and, as a matter of fact, he opened the door, stood there and said he would write up new scripts for my meds, and left."*

*"My gastroenterologist tends to cut me off, rush my questions and answers, and is ready to shove me out the door within 15 minutes. This is a specialist I only see every three months. There is no way everything gets discussed in 15 minutes."*

*"I have felt many times that I have been rushed out by a doctor. Basically, have the doctor there and take care of me, and after that, ask me if I have any concerns or questions about the issue, in a positive, overall caring attitude to help me out."*

# Shared Decision Making

## Compared to the 2018 plan result:

- None of the differences are significant.

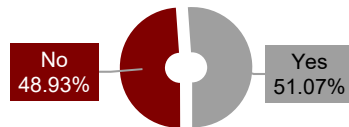
## Compared to the 2018 QC Average:

- None of the differences are significant.

## Compared to the 2019 UHC Average:

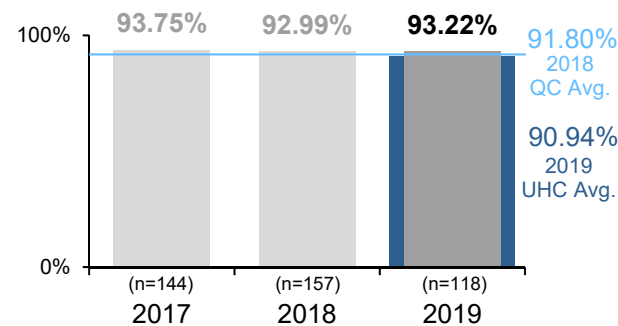
- None of the differences are significant.

Q9. Doctor discussed starting or stopping a prescription medicine

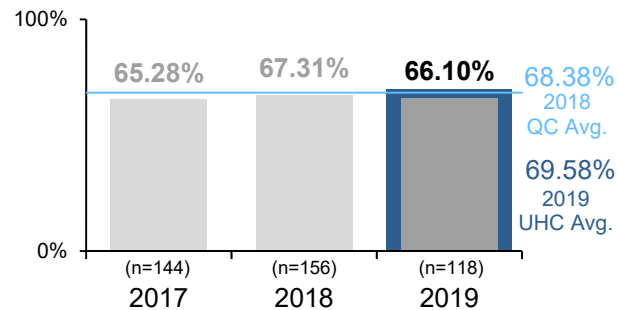


| (% Yes) |        |              |        |               |
|---------|--------|--------------|--------|---------------|
| 2017    | 2018   | 2018 QC Avg. | 2019   | 2019 UHC Avg. |
| 44.01%  | 50.48% | 47.46%       | 49.06% |               |

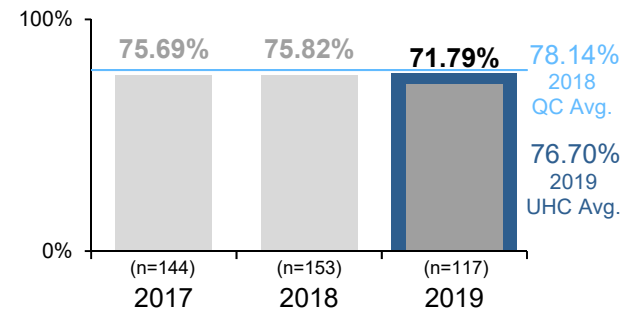
Q10. Doctor discussed reasons to take a medicine  
(% Yes)



Q11. Doctor discussed reasons not to take a medicine  
(% Yes)



Q12. Doctor asked what you thought was best  
(% Yes)



## Shared Decision Making Composite\*

|                   | 2017   | 2018   | 2019   | 2018 QC Avg. | 2019 UHC Avg. |
|-------------------|--------|--------|--------|--------------|---------------|
| Global proportion | 78.24% | 78.71% | 77.04% | 79.47%       | 79.07%        |

Please refer to page 14 for statistical references and footnotes.

\*Composite mean scores are not calculated for Yes/No composites.



## Shared Decision Making

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

**Q10. Doctor discussed reasons to take a medicine**

**Q11. Doctor discussed reasons not to take a medicine**

#### Improvement action

Discuss potential side effects and involve the patient in the decision.

Build trust between the patient and doctor by involving the patient in the treatment plan.

Discuss various options with patients, including generic, over-the-counter and natural alternatives.



Selected comments

*"I would like it if they considered that we know the long-term effects of taking some medications better than they do, and accepted that we might know whether something is still working."*

*"She usually leads with a prescription, but because she knows I'm not interested in taking medication, she often follows up with a list of natural remedies or vitamins that will also provide the desired result."*

*"I believe it's very important that your physician is a partner with you in helping to improve your health."*

*"I feel that this is very important. You should be able to speak with your doctor about those kinds of things and be heard. If my doctor told me I needed something, I would trust him or her on that medication."*

## Shared Decision Making

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q12. Doctor asked what you thought was best

##### Improvement action

Build trust by promoting collaboration between doctors and patients.

Discuss lifestyle changes and natural alternatives.

Engage in a dialog about the patient's experience with their medications.

*"Whether they ask me or not, I always tell them what I think about the medications they want to give me. I refuse to take any medications without trying to naturally help myself with diet, exercise or specific supplements."*

*"My OB/GYN always took cues from me. While trying to treat my bipolar safely in pregnancy, if I wanted to up my dose, he did within safe parameters. It helps that I was always up front and honest with him. When I had gestational diabetes I tracked my sugars manually, but he trusted me to say if my sugars had been high."*

*"I think most doctors don't listen. They often think they understand the medication better than we do, but they don't always understand the effects of taking meds over a long period. We become immune and it is no longer as effective."*



Selected comments

*"I am usually the one who initiates the medication talk about what I feel isn't working or is working. It is rare that any doctor has asked me my opinion of my medication. I wish they would."*

## Health Promotion and Education

### Compared to the 2018 plan result:

- The difference is not significant.

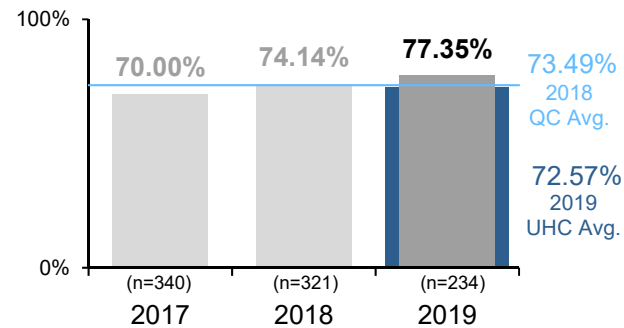
### Compared to the 2018 QC Average:

- The difference is not significant.

### Compared to the 2019 UHC Average:

- The difference is not significant.

### Q8. Doctor discussed ways to prevent illness (% Yes)



Please refer to page 14 for statistical references and footnotes.

## Coordination of Care

### Compared to the 2018 plan result:

- The difference is not significant.

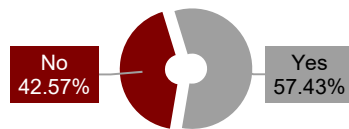
### Compared to the 2018 QC Average:

- The difference is not significant.

### Compared to the 2019 UHC Average:

- Doctor seemed informed about care from other providers is significantly lower.

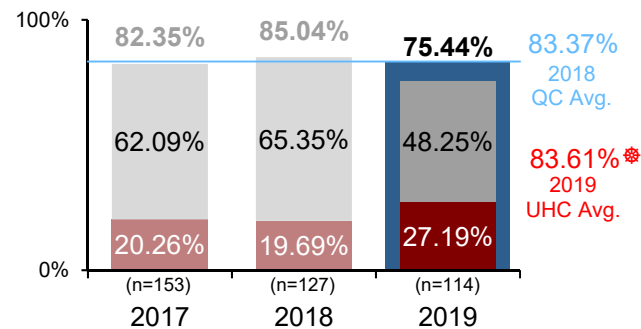
Q21. Received care from doctor or health provider besides personal doctor



| (% Yes) |        |              |               |  |
|---------|--------|--------------|---------------|--|
| 2017    | 2018   | 2018 QC Avg. | 2019 UHC Avg. |  |
| 55.91%  | 53.09% | 60.32%       | 63.00%        |  |

Q22. Personal doctor seemed informed about care from other providers

Always  
Usually



Please refer to page 14 for statistical references and footnotes.

## Coordination of Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from adult consumers across the country with Medicaid coverage

#### Q22. Personal doctor seemed informed about care from other providers

##### Improvement action

Review records to avoid misstatements.

Ensure that medical records are up to date.



Selected comments

*"Last summer, I had allergies so bad I had to go into urgent care for a fix. I went to my regular doctor and several follow ups during the next few months and he had all the information he needed to help me out."*

*"I saw an ENT who literally lied about speaking with my dentist. Physicians need to understand that they must build trust with a new patient, and they won't do that if they're lying about another medical provider that the patient already knows well."*

## Flu Vaccinations for Adults Ages 18-64

### Compared to the 2018 plan result:

- Flu shot is significantly higher.

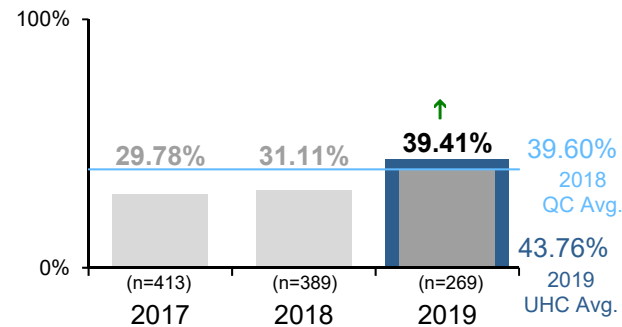
### Compared to the 2018 QC Average:

- The difference is not significant.

### Compared to the 2019 UHC Average:

- The difference is not significant.

### Q38. Received a flu shot or spray since July 1 (of previous year) (% Yes)



Please refer to page 14 for statistical references and footnotes.

# Medical Assistance with Smoking and Tobacco Use Cessation

## 2018/2019 compared to the 2017/2018 plan result:

- None of the differences are significant.

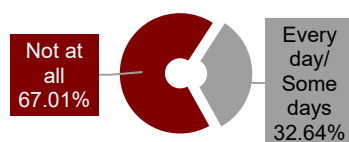
## 2018/2019 compared to the 2018 QC Average:

- Advising smokers and tobacco users to quit and discussing cessation medications are significantly lower.

## 2018/2019 compared to the 2019 UHC Average:

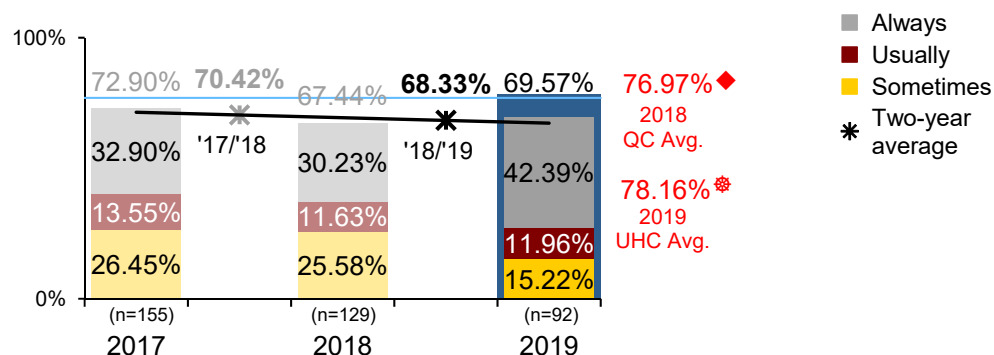
- Advising smokers and tobacco users to quit and discussing cessation medications are significantly lower.

Q39. Currently smoke cigarettes/use tobacco

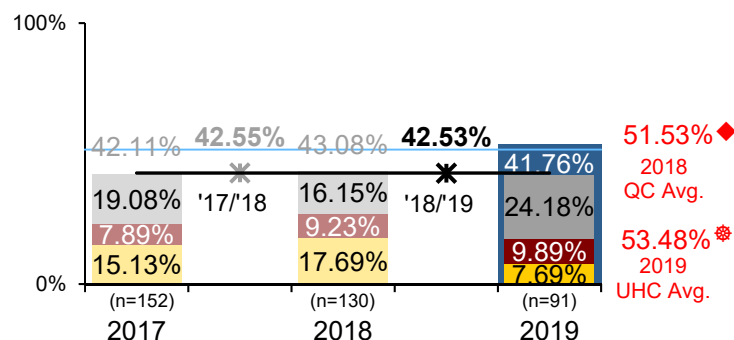


| (% Every day or Some days) |        |              |        |               |
|----------------------------|--------|--------------|--------|---------------|
| 2017                       | 2018   | 2018 QC Avg. | 2019   | 2019 UHC Avg. |
| 35.99%                     | 33.17% | 30.86%       | 30.52% |               |

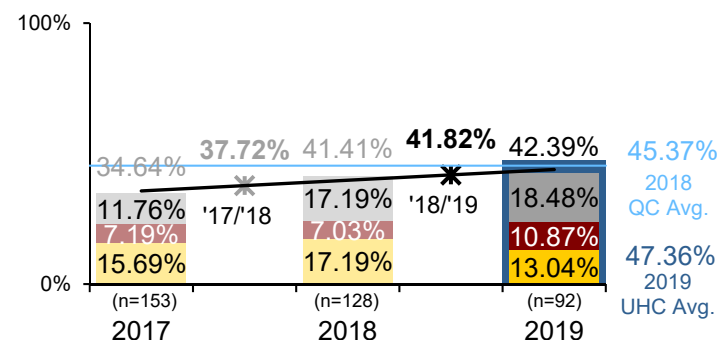
## Q40. Advising Smokers and Tobacco Users to Quit\*



## Q41. Discussing Cessation Medications\*



## Q42. Discussing Cessation Strategies\*



Please refer to page 14 for statistical references and footnotes.

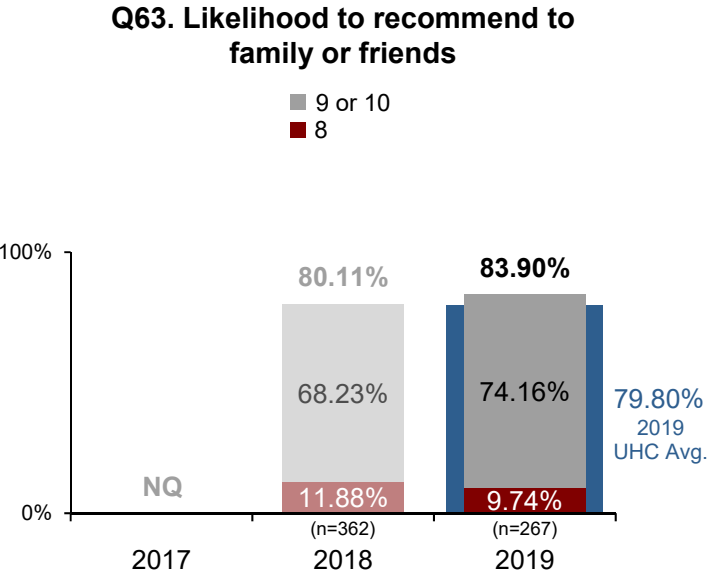
\* Only the results from significance tests to the two-year averages are shown.

## **Additional questions**



Additional questions

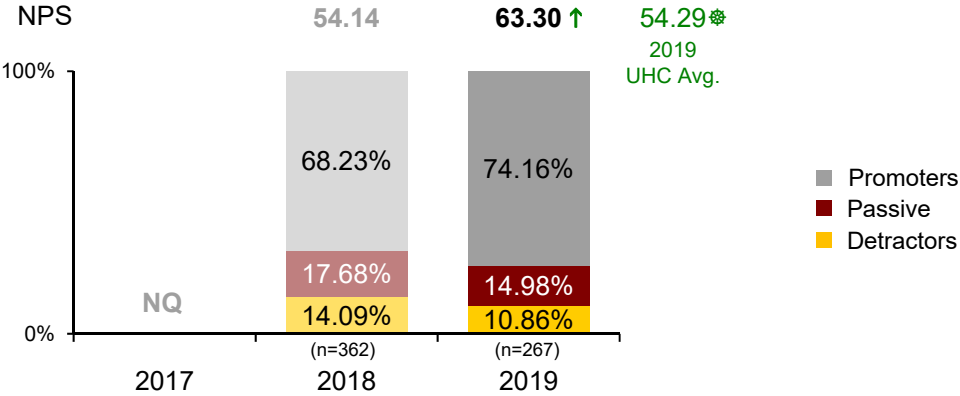
Health plan loyalty



Please refer to page 14 for statistical references and footnotes.

Additional questions

Net Promoter Score (NPS)\*



\* NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q63) where 0 is not at all likely and 10 is extremely likely. Please refer to page 14 for statistical references and footnotes.

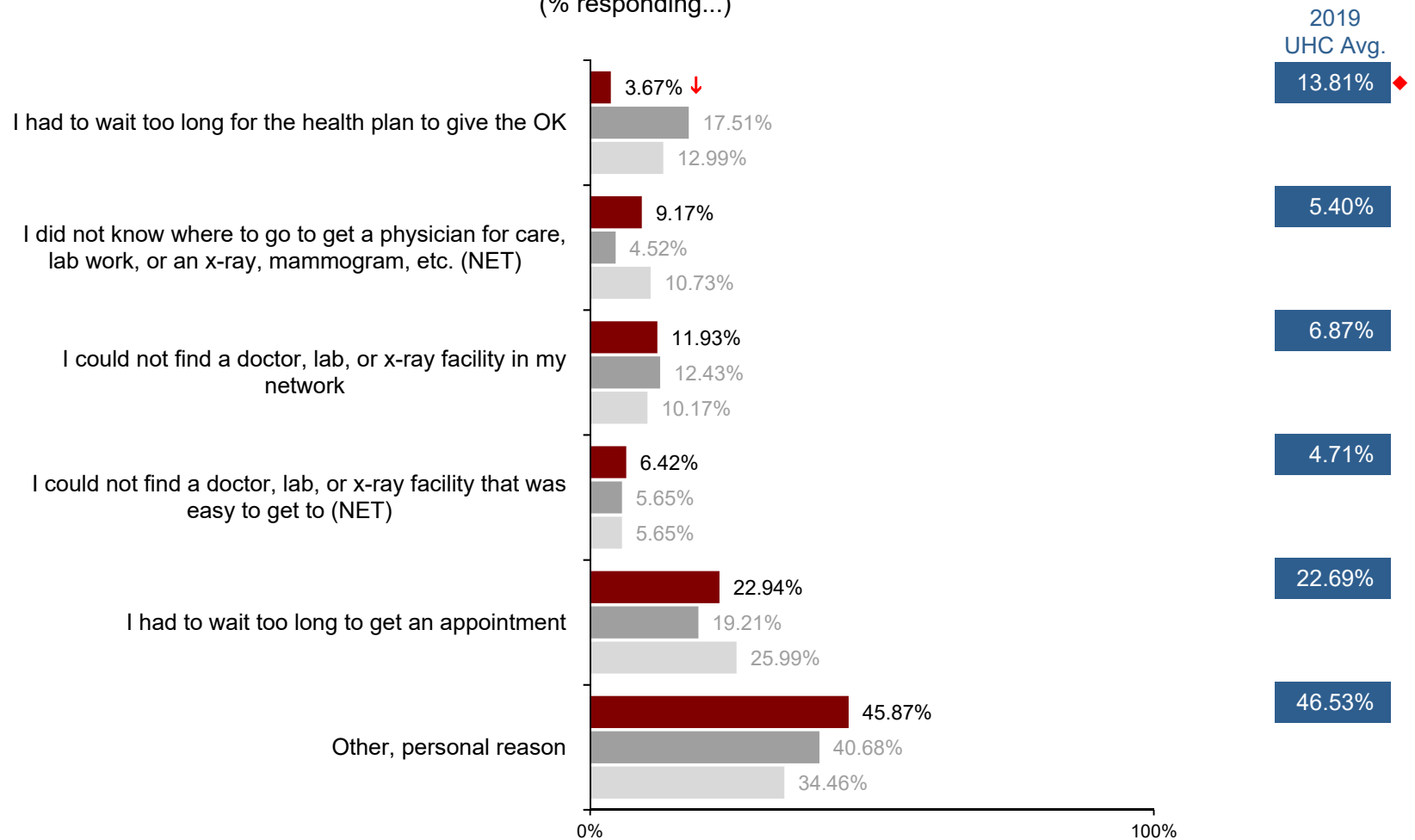
## Additional questions

### Getting needed care

29.83% did not have difficulty getting care, tests or treatment.

#### Q54. Problems with getting the care, tests or treatment you thought you needed (% responding...)

■ 2019 (n=109)  
■ 2018 (n=177)  
■ 2017 (n=177)



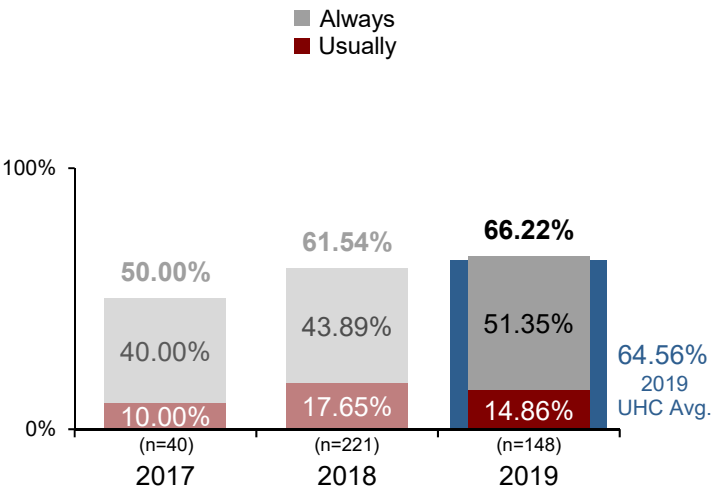
Please refer to page 14 for statistical references and footnotes.

Additional questions

After-hours care

44.75% did not call after hours.

Q55. Got the help you wanted

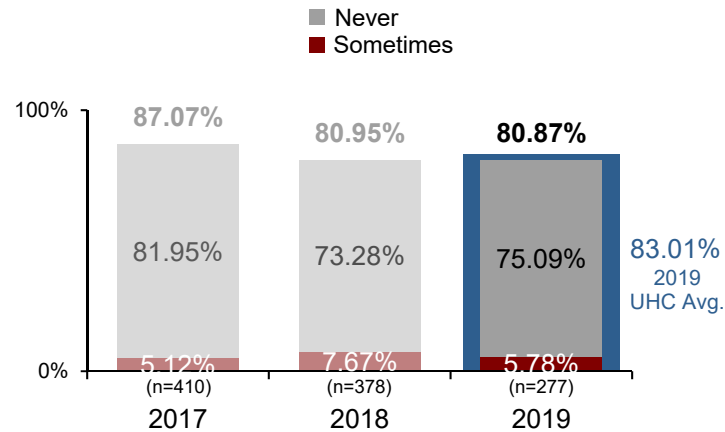


Please refer to page 14 for statistical references and footnotes.

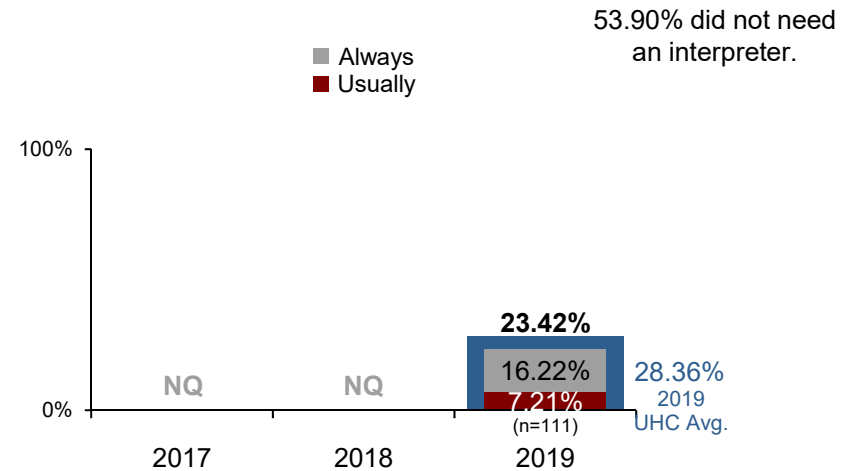
## Additional questions

### Language or cultural barriers

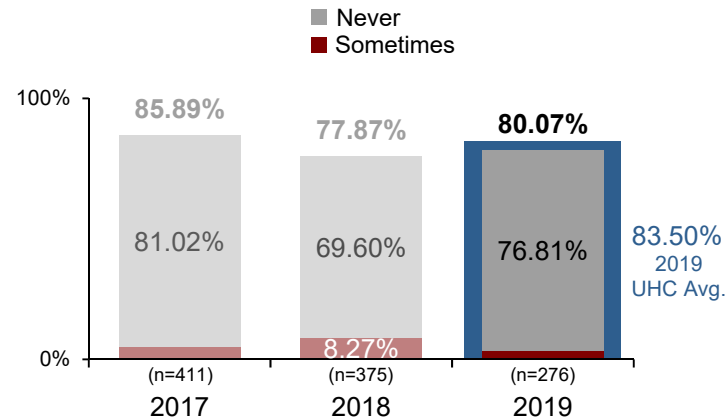
**Q56. Hard to find a doctor who speaks your preferred language**



**Q57. Got an interpreter when needed**



**Q58. Hard to find a doctor who understands your culture**



Please refer to page 14 for statistical references and footnotes.

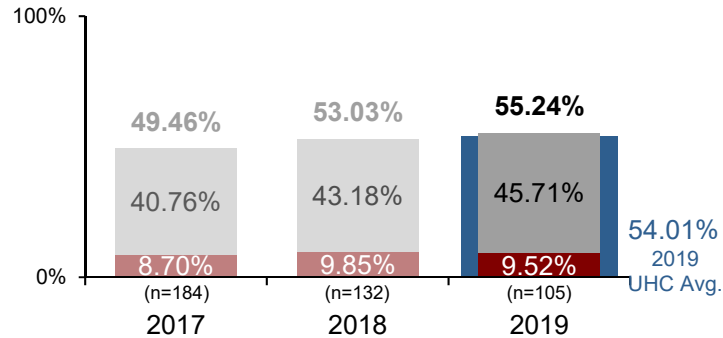
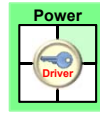
## Additional questions

### Mental health or substance abuse services

**Q59. Customer service staff was helpful and provided help needed**

57.63% did not call customer service.

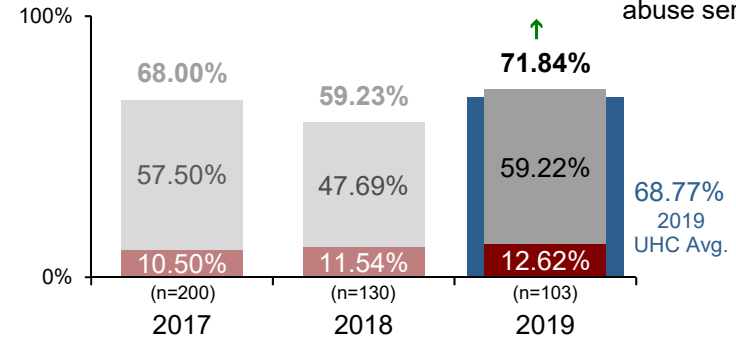
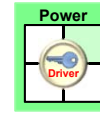
■ Always  
■ Usually



**Q60. Mental health or substance abuse services overall**

53.90% did not receive mental health or substance abuse services.

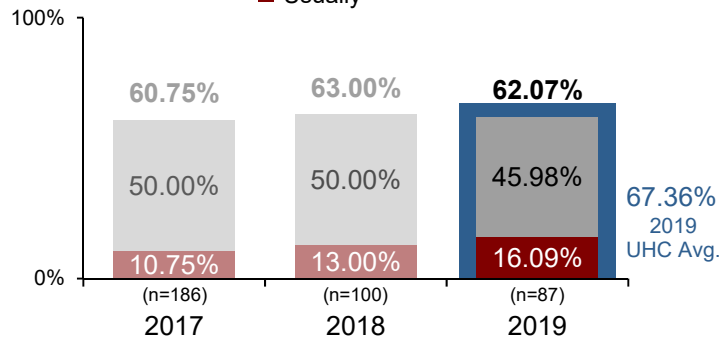
■ 9 or 10  
■ 8



**Q61. Easy to get appointment with mental health specialist**

11.65% did not see a specialist.

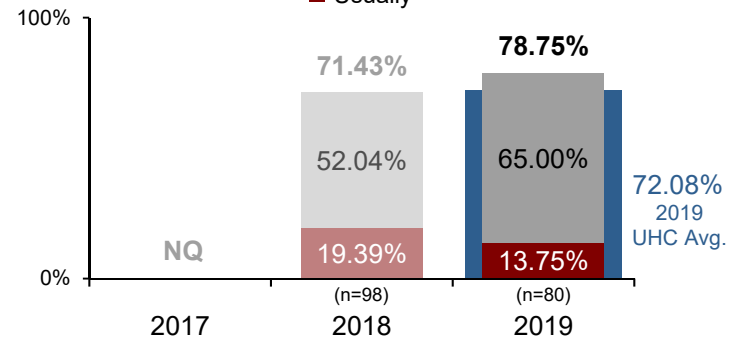
■ Always  
■ Usually



**Q62. Providers were helpful**

15.53% did not see a specialist.

■ Always  
■ Usually



Please refer to page 14 for statistical references and footnotes.

## **Appendix A**

### **Member profile**

## Member profile

|                                                                                                                         | 2017   | 2018   | 2019    | 2018<br>QC Avg. | 2019<br>UHC Avg. |
|-------------------------------------------------------------------------------------------------------------------------|--------|--------|---------|-----------------|------------------|
| <b>Member health</b>                                                                                                    |        |        |         |                 |                  |
| <b>Overall health (Q36)</b>                                                                                             |        |        |         |                 |                  |
| Excellent/Very good                                                                                                     | 33.48% | 35.50% | 32.98%  | 32.88%          | 29.75%           |
| Good                                                                                                                    | 31.67% | 29.25% | 28.42%  | 33.07%          | 33.36%           |
| Fair/Poor                                                                                                               | 34.84% | 35.25% | 38.60%  | 34.05%          | 36.89%           |
| <b>Overall mental/emotional health (Q37)</b>                                                                            |        |        |         |                 |                  |
| Excellent/Very good                                                                                                     | 48.30% | 47.00% | 37.15%↓ | 42.71%          | 38.35%           |
| Good                                                                                                                    | 22.22% | 25.25% | 31.60%  | 29.07%          | 30.38%           |
| Fair/Poor                                                                                                               | 29.48% | 27.75% | 31.25%  | 28.22%          | 31.27%           |
| Got health care three or more times for the same condition or problem in the last six months (Q43)                      | 34.03% | 37.34% | 41.26%  | 36.76%          | 39.07%           |
| Condition or problem has lasted for at least three months (not including pregnancy or menopause) (Q44)                  | 82.27% | 80.56% | 82.30%  | 83.18%          | 83.33%           |
| Now need or take medicine prescribed by a doctor (not including birth control) (Q45)                                    | 65.81% | 65.05% | 75.97%↑ | 66.47%◆         | 70.77%⚙          |
| Medicine is to treat a condition that has lasted for at least three months (not including pregnancy or menopause) (Q46) | 91.82% | 91.02% | 89.95%  | 91.97%          | 91.61%           |

Please refer to page 14 for statistical references and footnotes.



## Member profile

|                                           | 2017   | 2018   | 2019     | 2018<br>QC Avg. | 2019<br>UHC Avg. |
|-------------------------------------------|--------|--------|----------|-----------------|------------------|
| <b>Member demographics</b>                |        |        |          |                 |                  |
| <b>Age (Q47)</b>                          |        |        |          |                 |                  |
| 18-34                                     | 34.86% | 30.23% | 27.84%   | 27.89%          | 23.31%           |
| 35-44                                     | 18.12% | 18.64% | 14.78%   | 14.50%          | 12.93%           |
| 45-54                                     | 20.18% | 21.41% | 16.15%   | 19.71%          | 17.36%           |
| 55 or older                               | 26.83% | 29.72% | 41.24% ↑ | 37.90%          | 46.40%           |
| <b>Gender (Q48)</b>                       |        |        |          |                 |                  |
| Male                                      | 32.86% | 33.25% | 31.14%   | 38.29% ♦        | 36.69% ❄         |
| Female                                    | 67.14% | 66.75% | 68.86%   | 61.71% ♦        | 63.31% ❄         |
| <b>Education (Q49)</b>                    |        |        |          |                 |                  |
| High school or less                       | 65.89% | 68.35% | 66.90%   | 61.48%          | 61.84%           |
| Some college                              | 27.80% | 25.82% | 25.17%   | 27.50%          | 28.06%           |
| College graduate or more                  | 6.31%  | 5.82%  | 7.93%    | 11.02%          | 10.10%           |
| <b>Race/ethnicity (Q50/Q51)</b>           |        |        |          |                 |                  |
| White                                     | 46.19% | 48.20% | 50.18%   | 55.26%          | 65.76% ❄         |
| Hispanic or Latino                        | 5.49%  | 5.13%  | 3.72%    | 18.27% ♦        | 13.99% ❄         |
| Black or African-American                 | 51.96% | 48.20% | 48.76%   | 24.16% ♦        | 20.97% ❄         |
| Asian                                     | 1.85%  | 1.55%  | 1.06%    | 4.87% ♦         | 7.17% ❄          |
| Native Hawaiian or other Pacific Islander | 1.15%  | 0.00%  | 0.35%    | 1.33% ♦         | 2.21% ❄          |
| American Indian or Alaska Native          | 3.93%  | 2.58%  | 4.59%    | 3.89%           | 4.32%            |
| Other                                     | 5.77%  | 4.64%  | 5.30%    | 10.48% ♦        | 10.75% ❄         |

Please refer to page 14 for statistical references and footnotes.

## **Appendix B**

### **Overall ratings and composite score summary tables**

## Overall ratings and composites – global proportions and summary rates

|                                                    | 2017   | 2018   | 2019   | 2018<br>QC Avg.       | 2019<br>UHC Avg.      |
|----------------------------------------------------|--------|--------|--------|-----------------------|-----------------------|
| <b>Overall ratings</b>                             |        |        |        |                       |                       |
| Rating of Health Plan (Q35) (% 8, 9 or 10)         | 78.82% | 80.70% | 80.92% | 77.02%                | 80.28%                |
| Rating of Health Care (Q13) (% 8, 9 or 10)         | 78.17% | 77.04% | 81.43% | 74.63% <span>◆</span> | 78.05%                |
| Rating of Personal Doctor (Q23) (% 8, 9 or 10)     | 83.80% | 82.35% | 83.40% | 81.45%                | 83.64%                |
| Rating of Specialist (Q27) (% 8, 9 or 10)          | 85.16% | 85.91% | 81.31% | 82.12%                | 82.65%                |
| <b>Overall ratings and composite scores</b>        |        |        |        |                       |                       |
| Rating of Health Plan (Q35) (% 9 or 10)            | 64.92% | 65.16% | 66.43% | 60.11% <span>◆</span> | 64.54%                |
| Rating of Health Care (Q13) (% 9 or 10)            | 61.36% | 62.89% | 60.34% | 55.18%                | 57.98%                |
| Rating of Personal Doctor (Q23) (% 9 or 10)        | 72.27% | 71.63% | 67.66% | 67.14%                | 70.36%                |
| Rating of Specialist (Q27) (% 9 or 10)             | 81.94% | 72.48% | 68.22% | 67.06%                | 67.51%                |
| Customer Service (% Always or Usually)             | 87.95% | 90.61% | 87.80% | 88.28%                | 89.55%                |
| Getting Needed Care (% Always or Usually)          | 79.83% | 80.29% | 83.05% | 82.38%                | 83.66%                |
| Getting Care Quickly (% Always or Usually)         | 79.30% | 80.52% | 82.11% | 82.09%                | 82.89%                |
| How Well Doctors Communicate (% Always or Usually) | 91.49% | 92.62% | 90.34% | 91.55%                | 92.04%                |
| Shared Decision Making (% Yes)                     | 78.24% | 78.71% | 77.04% | 79.47%                | 79.07%                |
| Health Promotion and Education (Q8) (% Yes)        | 70.00% | 74.14% | 77.35% | 73.49%                | 72.57%                |
| Coordination of Care (Q22) (% Always or Usually)   | 82.35% | 85.04% | 75.44% | 83.37%                | 83.61% <span>✱</span> |

Please refer to page 14 for statistical references and footnotes.

## Overall ratings and composites – mean scores

|                                                                      | 2017   | 2018   | 2019                  | 2018<br>QC Avg.       | 2019<br>UHC Avg.      |
|----------------------------------------------------------------------|--------|--------|-----------------------|-----------------------|-----------------------|
| <b>Overall mean ratings: 0 - 10 scale</b>                            |        |        |                       |                       |                       |
| Rating of Health Plan (Q35)                                          | 8.5353 | 8.6491 | 8.7527                | 8.4605 <span>◆</span> | 8.6444                |
| Rating of Health Care (Q13)                                          | 8.5988 | 8.4245 | 8.6709                | 8.3278 <span>◆</span> | 8.4680                |
| Rating of Personal Doctor (Q23)                                      | 8.8692 | 8.7716 | 8.8213                | 8.6666                | 8.7982                |
| Rating of Specialist (Q27)                                           | 9.0774 | 8.9463 | 8.4299                | 8.6928                | 8.6979                |
| <b>Overall ratings and composite scores: Three-point mean scores</b> |        |        |                       |                       |                       |
| Rating of Health Plan (Q35)                                          | 2.5034 | 2.5113 | 2.5406                | 2.4600                | 2.5291                |
| Rating of Health Care (Q13)                                          | 2.4956 | 2.4560 | 2.5021                | 2.4000 <span>◆</span> | 2.4523                |
| Rating of Personal Doctor (Q23)                                      | 2.6106 | 2.5917 | 2.6000                | 2.5500                | 2.6017                |
| Rating of Specialist (Q27)                                           | 2.7226 | 2.6443 | 2.5514                | 2.5599                | 2.5662                |
| Customer Service                                                     | 2.6059 | 2.6675 | 2.6037                | 2.5741                | 2.6032                |
| Getting Needed Care                                                  | 2.3916 | 2.4007 | 2.4068                | 2.3784                | 2.4031                |
| Getting Care Quickly                                                 | 2.4067 | 2.4227 | 2.4677                | 2.4201                | 2.4428                |
| How Well Doctors Communicate                                         | 2.7152 | 2.7302 | 2.6445                | 2.6662                | 2.6763                |
| Health Promotion and Education (Q8)                                  | 2.4000 | 2.4829 | 2.5470                | 2.4698                | 2.4514                |
| Coordination of Care (Q22)                                           | 2.4444 | 2.5039 | 2.2368 <span>↓</span> | 2.4201 <span>◆</span> | 2.4287 <span>⚙</span> |

Please refer to page 14 for statistical references and footnotes.

## Key measures – global proportions and summary rates

|                                                                  | 2017          | 2018             | 2019             | 2019<br>Num. | 2019<br>Den. | 2018<br>QC Avg. | 2019<br>UHC Avg. |
|------------------------------------------------------------------|---------------|------------------|------------------|--------------|--------------|-----------------|------------------|
| <b>Rating of Health Plan (Q35) (% 8, 9 or 10)</b>                | <b>78.82%</b> | <b>80.70%</b>    | <b>80.92%</b>    | <b>229</b>   | <b>283</b>   | <b>77.02%</b>   | <b>80.28%</b>    |
| <b>Rating of Health Care (Q13) (% 8, 9 or 10)</b>                | <b>78.17%</b> | <b>77.04%</b>    | <b>81.43%</b>    | <b>193</b>   | <b>237</b>   | <b>74.63%</b> ◆ | <b>78.05%</b>    |
| <b>Rating of Personal Doctor (Q23) (% 8, 9 or 10)</b>            | <b>83.80%</b> | <b>82.35%</b>    | <b>83.40%</b>    | <b>196</b>   | <b>235</b>   | <b>81.45%</b>   | <b>83.64%</b>    |
| <b>Rating of Specialist (Q27) (% 8, 9 or 10)</b>                 | <b>85.16%</b> | <b>85.91%</b>    | <b>81.31%</b>    | <b>87</b>    | <b>107</b>   | <b>82.12%</b>   | <b>82.65%</b>    |
| <b>Net Promoter Score (NPS)*</b>                                 | ---           | <b>54.14</b>     | <b>63.30</b> ↑   | ---          | <b>267</b>   | ---             | <b>54.29</b> 🌿   |
| <b>Customer Service (% Always or Usually)</b>                    | <b>87.95%</b> | <b>90.61%</b>    | <b>87.80%</b>    | ---          | <b>82</b>    | <b>88.28%</b>   | <b>89.55%</b>    |
| Q31. CS provided needed information or help                      | 81.70%        | 84.62%           | 80.49%           | 66           | 82           | 82.47%          | 84.05%           |
| Q32. CS treated member with courtesy and respect                 | 94.19%        | 96.61%           | 95.12%           | 78           | 82           | 94.09%          | 95.04%           |
| <b>Getting Needed Care (% Always or Usually)</b>                 | <b>79.83%</b> | <b>80.29%</b>    | <b>83.05%</b>    | ---          | <b>177</b>   | <b>82.38%</b>   | <b>83.66%</b>    |
| Q25. Got appointment with specialist as soon as needed           | 72.89%        | 76.92%           | 77.97%           | 92           | 118          | 80.36%          | 80.78%           |
| Q14. Ease of getting care, tests or treatment                    | 86.76%        | 83.65%           | 88.14%           | 208          | 236          | 84.59%          | 86.54%           |
| <b>Getting Care Quickly (% Always or Usually)</b>                | <b>79.30%</b> | <b>80.52%</b>    | <b>82.11%</b>    | ---          | <b>176</b>   | <b>82.09%</b>   | <b>82.89%</b>    |
| Q4. Got urgent care as soon as needed                            | 79.17%        | 80.30%           | 83.58%           | 112          | 134          | 84.55%          | 85.00%           |
| Q6. Got check-up or routine appointment as soon as needed        | 79.43%        | 80.74%           | 80.65%           | 175          | 217          | 79.91%          | 80.78%           |
| <b>How Well Doctors Communicate (% Always or Usually)</b>        | <b>91.49%</b> | <b>92.62%</b>    | <b>90.34%</b>    | ---          | <b>202</b>   | <b>91.55%</b>   | <b>92.04%</b>    |
| Q17. Personal doctor explained things                            | 91.40%        | 91.50%           | 93.10%           | 189          | 203          | 91.83%          | 92.47%           |
| Q18. Personal doctor listened carefully                          | 91.04%        | 93.55%           | 88.61%           | 179          | 202          | 91.80%          | 92.18%           |
| Q19. Personal doctor showed respect                              | 93.17%        | 94.35%           | 93.00%           | 186          | 200          | 93.06%          | 93.47%           |
| Q20. Personal doctor spent enough time                           | 90.36%        | 91.09%           | 86.63%           | 175          | 202          | 89.53%          | 90.03%           |
| <b>Shared Decision Making (% Yes)</b>                            | <b>78.24%</b> | <b>78.71%</b>    | <b>77.04%</b>    | ---          | <b>118</b>   | <b>79.47%</b>   | <b>79.07%</b>    |
| Q10. Doctor discussed reasons to take a medicine                 | 93.75%        | 92.99%           | 93.22%           | 110          | 118          | 91.80%          | 90.94%           |
| Q11. Doctor discussed reasons not to take a medicine             | 65.28%        | 67.31%           | 66.10%           | 78           | 118          | 68.38%          | 69.58%           |
| Q12. Doctor asked what you thought was best                      | 75.69%        | 75.82%           | 71.79%           | 84           | 117          | 78.14%          | 76.70%           |
| <b>Health Promotion and Education (Q8) (% Yes)</b>               | <b>70.00%</b> | <b>74.14%</b>    | <b>77.35%</b>    | <b>181</b>   | <b>234</b>   | <b>73.49%</b>   | <b>72.57%</b>    |
| <b>Coordination of Care (Q22) (% Always or Usually)</b>          | <b>82.35%</b> | <b>85.04%</b>    | <b>75.44%</b>    | <b>86</b>    | <b>114</b>   | <b>83.37%</b>   | <b>83.61%</b> 🌿  |
| <b>Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)</b>      | <b>29.78%</b> | <b>31.11%</b>    | <b>39.41%</b> ↑  | <b>106</b>   | <b>269</b>   | <b>39.60%</b>   | <b>43.76%</b>    |
| <b>Medical Assistance with Smoking and Tobacco Use Cessation</b> |               |                  |                  |              |              |                 |                  |
| <b>(% Always, Usually or Sometimes) (Two-year average)</b>       |               | <b>2017/2018</b> | <b>2018/2019</b> |              |              |                 |                  |
| Q40. Advising Smokers and Tobacco Users to Quit                  | ---           | 70.42%           | 68.33%           | 151          | 221          | 76.97% ◆        | 78.16% 🌿         |
| Q41. Discussing Cessation Medications                            | ---           | 42.55%           | 42.53%           | 94           | 221          | 51.53% ◆        | 53.48% 🌿         |
| Q42. Discussing Cessation Strategies                             | ---           | 37.72%           | 41.82%           | 92           | 220          | 45.37%          | 47.36%           |

\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q63) where 0 is not at all likely and 10 is extremely likely.

Please refer to page 14 for statistical references and footnotes.

## Overall ratings and composites – percentiles

|                                                                                                                          | 2019 Plan     |                | National Percentiles from<br>2018 Quality Compass (Adult Medicaid) |                  |                  |                  |                  |                  |                  |                  |                  |
|--------------------------------------------------------------------------------------------------------------------------|---------------|----------------|--------------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                                                                                                          | Score         | Percentile     | 5 <sup>th</sup>                                                    | 10 <sup>th</sup> | 25 <sup>th</sup> | 33 <sup>rd</sup> | 50 <sup>th</sup> | 67 <sup>th</sup> | 75 <sup>th</sup> | 90 <sup>th</sup> | 95 <sup>th</sup> |
| <b>Rating of Health Plan (Q35) (% 8, 9 or 10)</b>                                                                        | <b>80.92%</b> | <b>75th</b>    | <b>68.69</b>                                                       | <b>71.51</b>     | <b>74.13</b>     | <b>74.64</b>     | <b>77.47</b>     | <b>79.30</b>     | <b>80.19</b>     | <b>82.41</b>     | <b>84.73</b>     |
| <b>Rating of Health Care (Q13) (% 8, 9 or 10)</b>                                                                        | <b>81.43%</b> | <b>90th</b>    | <b>67.43</b>                                                       | <b>69.36</b>     | <b>71.72</b>     | <b>72.87</b>     | <b>74.80</b>     | <b>76.47</b>     | <b>77.37</b>     | <b>80.00</b>     | <b>81.65</b>     |
| <b>Rating of Personal Doctor (Q23) (% 8, 9 or 10)</b>                                                                    | <b>83.40%</b> | <b>67th</b>    | <b>75.22</b>                                                       | <b>75.84</b>     | <b>78.94</b>     | <b>80.37</b>     | <b>81.76</b>     | <b>83.33</b>     | <b>83.80</b>     | <b>85.71</b>     | <b>87.37</b>     |
| <b>Rating of Specialist (Q27) (% 8, 9 or 10)</b>                                                                         | <b>81.31%</b> | <b>33rd</b>    | <b>76.28</b>                                                       | <b>77.60</b>     | <b>79.63</b>     | <b>80.59</b>     | <b>82.39</b>     | <b>83.66</b>     | <b>84.16</b>     | <b>86.55</b>     | <b>87.80</b>     |
| <b>Customer Service (% Always or Usually)</b>                                                                            | <b>87.80%</b> | <b>33rd</b>    | <b>84.45</b>                                                       | <b>85.02</b>     | <b>86.34</b>     | <b>87.40</b>     | <b>88.52</b>     | <b>89.58</b>     | <b>90.03</b>     | <b>90.69</b>     | <b>91.73</b>     |
| Q31. CS provided needed information or help                                                                              | 80.49%        | 25th           | 76.47                                                              | 77.68            | 80.13            | 80.67            | 82.93            | 84.03            | 84.96            | 87.07            | 87.67            |
| Q32. CS treated member with courtesy and respect                                                                         | 95.12%        | 50th           | 90.73                                                              | 91.35            | 92.40            | 93.20            | 94.50            | 95.39            | 95.80            | 96.84            | 97.04            |
| <b>Getting Needed Care (% Always or Usually)</b>                                                                         | <b>83.05%</b> | <b>33rd</b>    | <b>74.38</b>                                                       | <b>76.87</b>     | <b>79.87</b>     | <b>81.11</b>     | <b>83.12</b>     | <b>84.71</b>     | <b>85.19</b>     | <b>86.89</b>     | <b>88.48</b>     |
| Q25. Got appointment with specialist as soon as needed                                                                   | 77.97%        | 25th           | 71.19                                                              | 74.23            | 77.30            | 78.28            | 80.53            | 82.61            | 83.93            | 85.84            | 86.92            |
| Q14. Ease of getting care, tests or treatment                                                                            | 88.14%        | 75th           | 76.65                                                              | 78.07            | 81.86            | 83.49            | 85.23            | 87.33            | 87.80            | 89.81            | 90.67            |
| <b>Getting Care Quickly (% Always or Usually)</b>                                                                        | <b>82.11%</b> | <b>33rd</b>    | <b>74.41</b>                                                       | <b>75.73</b>     | <b>79.51</b>     | <b>81.25</b>     | <b>82.48</b>     | <b>84.38</b>     | <b>84.76</b>     | <b>86.96</b>     | <b>88.35</b>     |
| Q4. Got urgent care as soon as needed                                                                                    | 83.58%        | 33rd           | 76.74                                                              | 78.10            | 81.76            | 82.83            | 84.78            | 86.86            | 87.36            | 90.37            | 92.12            |
| Q6. Got check-up or routine appointment as soon as needed                                                                | 80.65%        | 50th           | 71.72                                                              | 73.08            | 76.71            | 78.41            | 80.26            | 82.41            | 83.33            | 85.55            | 86.70            |
| <b>How Well Doctors Communicate (% Always or Usually)</b>                                                                | <b>90.34%</b> | <b>25th</b>    | <b>87.55</b>                                                       | <b>88.61</b>     | <b>90.17</b>     | <b>90.69</b>     | <b>91.62</b>     | <b>92.64</b>     | <b>93.11</b>     | <b>94.08</b>     | <b>94.93</b>     |
| Q17. Personal doctor explained things                                                                                    | 93.10%        | 50th           | 87.86                                                              | 88.50            | 90.24            | 90.80            | 92.00            | 93.24            | 93.82            | 94.85            | 95.31            |
| Q18. Personal doctor listened carefully                                                                                  | 88.61%        | 5th            | 87.82                                                              | 88.63            | 90.00            | 90.79            | 92.04            | 93.07            | 93.53            | 94.79            | 95.63            |
| Q19. Personal doctor showed respect                                                                                      | 93.00%        | 33rd           | 89.20                                                              | 90.58            | 91.77            | 92.20            | 93.13            | 93.99            | 94.43            | 95.56            | 96.21            |
| Q20. Personal doctor spent enough time                                                                                   | 86.63%        | 10th           | 84.21                                                              | 85.55            | 87.80            | 88.48            | 89.80            | 90.99            | 91.40            | 92.69            | 93.80            |
| <b>Shared Decision Making (% Yes)</b>                                                                                    | <b>77.04%</b> | <b>10th</b>    | <b>73.51</b>                                                       | <b>75.23</b>     | <b>77.89</b>     | <b>78.71</b>     | <b>79.84</b>     | <b>80.74</b>     | <b>81.91</b>     | <b>83.05</b>     | <b>84.17</b>     |
| Q10. Doctor discussed reasons to take a medicine                                                                         | 93.22%        | 50th           | 85.91                                                              | 88.32            | 89.93            | 90.58            | 92.24            | 93.55            | 93.91            | 95.02            | 96.12            |
| Q11. Doctor discussed reasons not to take a medicine                                                                     | 66.10%        | 25th           | 59.30                                                              | 61.12            | 65.89            | 66.88            | 69.60            | 71.05            | 71.94            | 73.57            | 75.23            |
| Q12. Doctor asked what you thought was best                                                                              | 71.79%        | 5th            | 70.53                                                              | 73.68            | 75.55            | 76.40            | 78.14            | 80.13            | 80.76            | 83.49            | 84.18            |
| <b>Health Promotion and Education (Q8) (% Yes)</b>                                                                       | <b>77.35%</b> | <b>75th</b>    | <b>66.67</b>                                                       | <b>68.54</b>     | <b>71.03</b>     | <b>72.07</b>     | <b>73.57</b>     | <b>75.14</b>     | <b>76.10</b>     | <b>78.43</b>     | <b>79.87</b>     |
| <b>Coordination of Care (Q22) (% Always or Usually)</b>                                                                  | <b>75.44%</b> | <b>&lt;5th</b> | <b>77.27</b>                                                       | <b>78.41</b>     | <b>80.75</b>     | <b>82.35</b>     | <b>83.33</b>     | <b>85.04</b>     | <b>86.10</b>     | <b>87.68</b>     | <b>88.68</b>     |
| <b>Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)</b>                                                              | <b>39.41%</b> | <b>50th</b>    | <b>27.84</b>                                                       | <b>31.37</b>     | <b>34.66</b>     | <b>35.98</b>     | <b>38.95</b>     | <b>42.57</b>     | <b>44.30</b>     | <b>48.66</b>     | <b>50.82</b>     |
| <b>Medical Assistance with Smoking and Tobacco Use Cessation<br/>(% Always, Usually or Sometimes) (Two-year average)</b> |               |                |                                                                    |                  |                  |                  |                  |                  |                  |                  |                  |
| Q40. Advising Smokers and Tobacco Users to Quit                                                                          | 68.33%        | 5th            | 65.31                                                              | 70.42            | 73.84            | 75.50            | 77.50            | 79.37            | 80.87            | 83.47            | 85.10            |
| Q41. Discussing Cessation Medications                                                                                    | 42.53%        | 10th           | 35.94                                                              | 40.94            | 46.71            | 48.98            | 51.07            | 54.55            | 57.63            | 62.57            | 65.79            |
| Q42. Discussing Cessation Strategies                                                                                     | 41.82%        | 25th           | 33.33                                                              | 36.36            | 40.52            | 42.40            | 44.76            | 47.69            | 49.68            | 57.26            | 58.15            |
| <b>Other reported measures (% Always or Usually)</b>                                                                     |               |                |                                                                    |                  |                  |                  |                  |                  |                  |                  |                  |
| Q29. Written materials or Internet provided needed information                                                           | 68.25%        | 33rd           | 60.78                                                              | 61.07            | 66.94            | 67.35            | 68.55            | 70.75            | 71.90            | 75.19            | 75.63            |
| Q34. Health plan forms were easy to fill out                                                                             | 97.11%        | 95th           | 91.32                                                              | 91.89            | 93.17            | 93.58            | 94.53            | 95.29            | 95.68            | 96.34            | 96.88            |

Shading indicates that the plan has achieved the percentile level in the column header.

## Overall ratings and composites – demographic analysis

|                                                                                                               | Rating of Health Plan |        | Rating of Health Care |        | Health Status          |                    | Mental Health Status   |                    | Survey Type |        |
|---------------------------------------------------------------------------------------------------------------|-----------------------|--------|-----------------------|--------|------------------------|--------------------|------------------------|--------------------|-------------|--------|
|                                                                                                               | 8-10                  | 0-7    | 8-10                  | 0-7    | Excellent or Very good | Good, Fair or Poor | Excellent or Very good | Good, Fair or Poor | Mail        | Phone  |
|                                                                                                               | (A)                   | (B)    | (C)                   | (D)    | (E)                    | (F)                | (G)                    | (H)                | (I)         | (J)    |
| Total respondents                                                                                             | 229                   | 54     | 193                   | 44     | 94                     | 191                | 107                    | 181                | 170         | 125    |
| Rating of Health Plan (Q35) (% 8, 9 or 10)                                                                    | 100% B                | 0.00%  | 91.85% D              | 51.16% | 84.78%                 | 78.69%             | 83.96%                 | 78.61%             | 81.25%      | 80.49% |
| Rating of Health Care (Q13) (% 8, 9 or 10)                                                                    | 88.48% B              | 41.67% | 100% D                | 0.00%  | 92.54% F               | 77.30%             | 91.14% H               | 75.82%             | 79.86%      | 83.67% |
| Rating of Personal Doctor (Q23) (% 8, 9 or 10)                                                                | 88.59% B              | 60.47% | 91.46% D              | 54.05% | 87.84%                 | 80.65%             | 87.65%                 | 80.79%             | 84.89%      | 81.25% |
| Rating of Specialist (Q27) (% 8, 9 or 10)                                                                     | 88.10%                | 50.00% | 87.34%                | 66.67% | 82.61%                 | 79.75%             | 84.62%                 | 78.46%             | 85.07%      | 75.00% |
| Customer Service (% Always or Usually)                                                                        | 90.28%                | 73.90% | 89.66%                | 85.45% | 81.58%                 | 89.34%             | 85.04%                 | 88.92%             | 90.20%      | 85.92% |
| Q31. CS provided needed information or help                                                                   | 82.09%                | 69.23% | 82.76%                | NR     | 68.42%                 | 83.61%             | 77.78%                 | 81.48%             | 86.11%      | 76.09% |
| Q32. CS treated member with courtesy and respect                                                              | 98.46%                | 78.57% | 96.55%                | 90.91% | 94.74%                 | 95.08%             | 92.31%                 | 96.36%             | 94.29%      | 95.74% |
| Getting Needed Care (% Always or Usually)                                                                     | 86.43% B              | 65.28% | 87.51% D              | 69.81% | 82.39%                 | 83.10%             | 84.60%                 | 82.43%             | 86.86% J    | 76.87% |
| Q25. Got appointment with specialist as soon as needed                                                        | 80.22%                | 66.67% | 81.82%                | 71.43% | 70.83%                 | 79.78%             | 75.61%                 | 78.67%             | 83.78%      | 68.18% |
| Q14. Ease of getting care, tests or treatment                                                                 | 92.63% B              | 63.89% | 93.19% D              | 68.18% | 93.94%                 | 86.42%             | 93.59%                 | 86.18%             | 89.93%      | 85.57% |
| Getting Care Quickly (% Always or Usually)                                                                    | 85.07% B              | 64.58% | 89.40% D              | 66.90% | 81.32%                 | 81.91%             | 82.89%                 | 81.57%             | 86.43%      | 76.36% |
| Q4. Got urgent care as soon as needed                                                                         | 87.85%                | 62.50% | 93.62%                | 65.38% | 83.33%                 | 83.02%             | 86.84%                 | 81.52%             | 88.31%      | 77.19% |
| Q6. Got check-up or routine appointment as soon as needed                                                     | 82.29%                | 66.67% | 85.19% D              | 68.42% | 79.31%                 | 80.79%             | 78.95%                 | 81.62%             | 84.55%      | 75.53% |
| How Well Doctors Communicate (% Always or Usually)                                                            | 92.15%                | 81.43% | 94.62% D              | 71.97% | 97.70% F               | 87.62%             | 96.43% H               | 87.50%             | 92.06%      | 87.84% |
| Q17. Personal doctor explained things                                                                         | 95.00%                | 82.86% | 96.08% D              | 81.58% | 98.18% F               | 91.55%             | 96.88%                 | 91.91%             | 95.83%      | 89.16% |
| Q18. Personal doctor listened carefully                                                                       | 89.38%                | 82.86% | 92.90% D              | 69.44% | 98.18% F               | 85.11%             | 95.31% H               | 85.19%             | 90.83%      | 85.37% |
| Q19. Personal doctor showed respect                                                                           | 94.94%                | 85.71% | 96.69% D              | 76.32% | 98.15% F               | 90.71%             | 98.36% H               | 90.44%             | 93.22%      | 92.68% |
| Q20. Personal doctor spent enough time                                                                        | 89.31%                | 74.29% | 92.81% D              | 60.53% | 96.30% F               | 83.10%             | 95.16% H               | 82.48%             | 88.33%      | 84.15% |
| Shared Decision Making (% Yes)                                                                                | 76.37%                | 79.87% | 79.65%                | 69.22% | 82.33%                 | 75.98%             | 77.79%                 | 76.47%             | 80.76%      | 70.67% |
| Q10. Doctor discussed reasons to take a medicine                                                              | 92.47%                | 100%   | 93.55%                | 91.67% | 93.10%                 | 93.10%             | 96.88%                 | 91.76%             | 98.65% J    | 84.09% |
| Q11. Doctor discussed reasons not to take a medicine                                                          | 64.89%                | 71.43% | 69.57%                | 56.00% | 72.41%                 | 65.52%             | 68.75%                 | 64.71%             | 70.67%      | 58.14% |
| Q12. Doctor asked what you thought was best                                                                   | 71.74%                | 68.18% | 75.82%                | 60.00% | 81.48%                 | 69.32%             | 67.74%                 | 72.94%             | 72.97%      | 69.77% |
| Health Promotion and Education (Q8) (% Yes)                                                                   | 77.78%                | 72.22% | 79.37%                | 67.44% | 84.85% F               | 73.75%             | 79.49%                 | 75.33%             | 81.62%      | 71.43% |
| Coordination of Care (Q22) (% Always or Usually)                                                              | 74.12%                | 76.00% | 79.76%                | 62.96% | 82.61%                 | 73.56%             | 75.86%                 | 75.90%             | 75.00%      | 76.09% |
| Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)                                                          | 37.26%                | 46.00% | 42.13%                | 43.59% | 34.44%                 | 42.77%             | 35.92%                 | 41.10%             | 42.86%      | 34.78% |
| Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average) |                       |        |                       |        |                        |                    |                        |                    |             |        |
| Q40. Advising Smokers and Tobacco Users to Quit                                                               | 69.59%                | 68.18% | 77.52%                | 69.57% | 58.33%                 | 71.97%             | 63.16%                 | 71.03%             | 70.45%      | 65.17% |
| Q41. Discussing Cessation Medications                                                                         | 46.15%                | 33.33% | 53.54% D              | 36.96% | 41.67%                 | 43.31%             | 42.31%                 | 42.66%             | 44.03%      | 40.23% |
| Q42. Discussing Cessation Strategies                                                                          | 45.56%                | 31.82% | 54.76% D              | 32.61% | 36.67%                 | 44.52%             | 40.51%                 | 42.55%             | 42.11%      | 41.38% |

Please refer to page 14 for statistical references and footnotes.



## Overall ratings and composites – demographic analysis

|                                                                                                               | Age                                               |                     |                     |                     | Gender |                     | Education           |                      | Race   |                           |       | Ethnicity |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------|---------------------|---------------------|--------|---------------------|---------------------|----------------------|--------|---------------------------|-------|-----------|
|                                                                                                               | 18-34                                             | 35-44               | 45-54               | 55+                 | Male   | Female              | High school or less | Some college or more | White  | Black or African-American | Other | Hispanic  |
|                                                                                                               | (A)                                               | (B)                 | (C)                 | (D)                 | (E)    | (F)                 | (G)                 | (H)                  | (I)    | (J)                       | (K)   | (L)       |
| Total respondents                                                                                             | 81                                                | 43                  | 47                  | 120                 | 90     | 199                 | 194                 | 96                   | 142    | 138                       | 6^    | 10^       |
| Rating of Health Plan (Q35) (% 8, 9 or 10)                                                                    | 78.75%                                            | 76.19%              | 82.98%              | 83.04%              | 79.55% | 81.15%              | 83.07%              | 76.09%               | 81.43% | 81.68%                    | NR    | NR        |
| Rating of Health Care (Q13) (% 8, 9 or 10)                                                                    | 87.72%                                            | 82.35%              | 73.17%              | 80.58%              | 86.57% | 79.39%              | 79.35%              | 84.81%               | 85.47% | 77.19%                    | NR    | NR        |
| Rating of Personal Doctor (Q23) (% 8, 9 or 10)                                                                | 83.61%                                            | 84.62%              | 83.78%              | 83.16%              | 81.16% | 84.47%              | 84.62%              | 81.58%               | 83.19% | 85.71%                    | NR    | NR        |
| Rating of Specialist (Q27) (% 8, 9 or 10)                                                                     | 77.27%                                            | 68.75%              | 83.33%              | 87.27%              | 85.19% | 80.26%              | 85.29%              | 75.00%               | 80.00% | 86.96%                    | NR    | NR        |
| Customer Service (% Always or Usually)                                                                        | 84.21%                                            | 72.76%              | 100%                | 90.79%              | 84.96% | 88.57%              | 89.47%              | 84.00%               | 84.80% | 90.70%                    | NR    | NR        |
| Q31. CS provided needed information or help                                                                   | 78.95%                                            | 53.85%              | 100%                | 84.21%              | 78.26% | 80.70%              | 82.46%              | 76.00%               | 75.00% | 86.05%                    | NR    | NR        |
| Q32. CS treated member with courtesy and respect                                                              | 89.47%                                            | 91.67%              | 100%                | 97.37%              | 91.67% | 96.43%              | 96.49%              | 92.00%               | 94.59% | 95.35%                    | NR    | NR        |
| Getting Needed Care (% Always or Usually)                                                                     | 89.55% <sup>B</sup>                               | 64.39%              | 75.29%              | 88.04% <sup>B</sup> | 80.64% | 84.11%              | 84.13%              | 81.39%               | 80.51% | 86.89%                    | NR    | NR        |
| Q25. Got appointment with specialist as soon as needed                                                        | 82.61%                                            | 50.00%              | 70.59%              | 86.67%              | 83.33% | 76.19%              | 81.08%              | 73.17%               | 72.13% | 86.27%                    | NR    | NR        |
| Q14. Ease of getting care, tests or treatment                                                                 | 96.49% <sup>B</sup><br><sup>C</sup>               | 78.79%              | 80.00%              | 89.42%              | 77.94% | 92.02% <sup>E</sup> | 87.18%              | 89.61%               | 88.89% | 87.50%                    | NR    | NR        |
| Getting Care Quickly (% Always or Usually)                                                                    | 76.34%                                            | 85.94%              | 76.75%              | 87.05%              | 84.64% | 81.15%              | 82.93%              | 80.89%               | 83.97% | 81.95%                    | NR    | NR        |
| Q4. Got urgent care as soon as needed                                                                         | 75.76%                                            | 93.75%              | 76.00%              | 89.66%              | 88.57% | 82.29%              | 83.33%              | 85.71%               | 83.82% | 86.44%                    | NR    | NR        |
| Q6. Got check-up or routine appointment as soon as needed                                                     | 76.92%                                            | 78.13%              | 77.50%              | 84.44%              | 80.70% | 80.00%              | 82.52%              | 76.06%               | 84.11% | 77.45%                    | NR    | NR        |
| How Well Doctors Communicate (% Always or Usually)                                                            | 93.89%                                            | 85.53%              | 85.71%              | 91.75%              | 85.86% | 91.83%              | 88.54%              | 93.56%               | 91.56% | 89.47%                    | NR    | NR        |
| Q17. Personal doctor explained things                                                                         | 100% <sup>B</sup><br><sup>C</sup><br><sup>D</sup> | 83.87%              | 85.71%              | 95.51%              | 89.47% | 94.33%              | 91.79%              | 95.45%               | 95.00% | 91.49%                    | NR    | NR        |
| Q18. Personal doctor listened carefully                                                                       | 91.11%                                            | 84.38%              | 88.57%              | 88.64%              | 87.72% | 88.73%              | 86.57%              | 92.42%               | 91.18% | 86.96%                    | NR    | NR        |
| Q19. Personal doctor showed respect                                                                           | 97.78%                                            | 90.00%              | 88.57%              | 93.10%              | 91.23% | 93.48%              | 91.60%              | 95.45%               | 93.94% | 91.40%                    | NR    | NR        |
| Q20. Personal doctor spent enough time                                                                        | 86.67%                                            | 83.87%              | 80.00%              | 89.77%              | 75.00% | 90.78% <sup>E</sup> | 84.21%              | 90.91%               | 86.14% | 88.04%                    | NR    | NR        |
| Shared Decision Making (% Yes)                                                                                | 80.00%                                            | 69.49%              | 79.17%              | 78.21%              | 78.06% | 76.64%              | 74.89%              | 81.68%               | 77.60% | 79.09%                    | NR    | NR        |
| Q10. Doctor discussed reasons to take a medicine                                                              | 96.67%                                            | 78.95%              | 93.75%              | 96.15%              | 96.67% | 91.76%              | 94.52%              | 90.91%               | 93.44% | 94.34%                    | NR    | NR        |
| Q11. Doctor discussed reasons not to take a medicine                                                          | 60.00%                                            | 68.42%              | 81.25%              | 65.38%              | 63.33% | 67.06%              | 63.01%              | 72.73%               | 67.21% | 67.92%                    | NR    | NR        |
| Q12. Doctor asked what you thought was best                                                                   | 83.33%                                            | 61.11%              | 62.50%              | 73.08%              | 74.19% | 71.08%              | 67.12%              | 81.40%               | 72.13% | 75.00%                    | NR    | NR        |
| Health Promotion and Education (Q8) (% Yes)                                                                   | 75.44%                                            | 70.59%              | 80.00%              | 79.00%              | 79.10% | 75.78%              | 76.47%              | 77.92%               | 74.56% | 80.53%                    | NR    | NR        |
| Coordination of Care (Q22) (% Always or Usually)                                                              | 76.92%                                            | 81.25%              | 69.57%              | 75.00%              | 58.06% | 81.25% <sup>E</sup> | 73.97%              | 77.50%               | 77.78% | 74.47%                    | NR    | NR        |
| Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)                                                          | 29.87%                                            | 34.88%              | 44.44%              | 45.63% <sup>A</sup> | 43.53% | 37.02%              | 39.43%              | 38.71%               | 41.79% | 39.34%                    | NR    | NR        |
| Medical Assistance with Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average) |                                                   |                     |                     |                     |        |                     |                     |                      |        |                           |       |           |
| Q40. Advising Smokers and Tobacco Users to Quit                                                               | 41.67%                                            | 67.57% <sup>A</sup> | 75.93% <sup>A</sup> | 78.95% <sup>A</sup> | 68.89% | 67.46%              | 69.01%              | 62.22%               | 62.30% | 75.00% <sup>I</sup>       | NR    | NR        |
| Q41. Discussing Cessation Medications                                                                         | 19.15%                                            | 38.46% <sup>A</sup> | 51.85% <sup>A</sup> | 52.63% <sup>A</sup> | 40.00% | 44.53%              | 43.86%              | 36.96%               | 36.89% | 52.22% <sup>I</sup>       | NR    | NR        |
| Q42. Discussing Cessation Strategies                                                                          | 21.74%                                            | 43.59% <sup>A</sup> | 52.73% <sup>A</sup> | 46.05% <sup>A</sup> | 40.66% | 42.19%              | 41.86%              | 42.22%               | 37.19% | 51.11% <sup>I</sup>       | NR    | NR        |

Please refer to page 14 for statistical references and footnotes.



## Appendix C

### SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on [Page 7](#).

#### Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

## Background

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

## Methodology

### **Importance analysis.** The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

*Factor Analysis.* Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

*Regression Analysis.* Regression analysis is then used to predict the rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

*Derived Importance.* The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

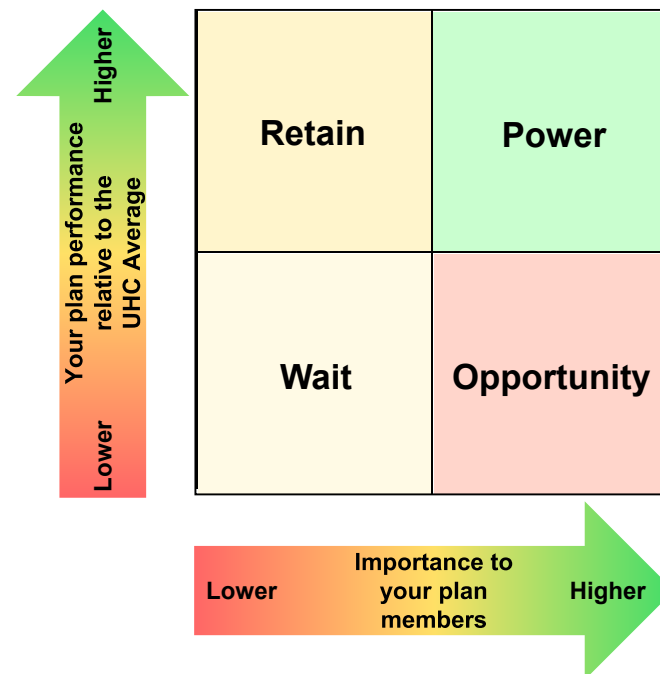
**Performance analysis.** To develop the performance scores, raw performance ratings for the plan are compared to the UHC Average and a relative percentile for each item in the model is computed for the plan.

## Methodology

**Classification matrix.** Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the rating of the health plan and your performance levels on these items are high. **Promote and leverage strengths in this quadrant.**
- *Opportunity.* Items in this quadrant also have a relatively large impact on the rating of the health plan but your performance is below average. **Focus resources on improving processes that underlie these items and look for a significant improvement in the rating of the health plan.**
- *Wait.* Though these items still impact the rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. **Dealing with these items can wait until more important items have been dealt with.**
- *Retain.* Items in this quadrant also have a relatively small impact on the rating of the health plan but your performance is above average. **Simply maintain performance on these items.**

**POWeR™ Chart classification matrix**



## Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q35 – Rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

| Variables Used in the Model  |                                        | Coding for Regression (Importance)                                        |
|------------------------------|----------------------------------------|---------------------------------------------------------------------------|
| <b>Dependent Variable</b>    |                                        |                                                                           |
| Q35                          | Rating of health plan                  | 0 through 10, All other = missing                                         |
| <b>Independent Variables</b> |                                        |                                                                           |
| Q4                           | Got urgent care                        | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q6                           | Got routine care                       |                                                                           |
| Q13                          | Health care overall                    | 0 through 10, All other = missing                                         |
| Q14                          | Got care/tests/treatment               | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q17                          | Dr. explained things                   |                                                                           |
| Q18                          | Dr. listened carefully                 |                                                                           |
| Q19                          | Dr. showed respect                     |                                                                           |
| Q20                          | Dr. spent enough time                  |                                                                           |
| Q22                          | Dr. informed about care                |                                                                           |
| Q23                          | Personal doctor overall                |                                                                           |
| Q25                          | Got specialist appt.                   | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing    |
| Q27                          | Specialist overall                     | 0 through 10, All other = missing                                         |
| Q29                          | Info. provided in materials            | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q31                          | CS provided info./help                 |                                                                           |
| Q32                          | CS courtesy/respect                    |                                                                           |
| Q34                          | Easy to fill out forms                 |                                                                           |
| Q55                          | Got after-hours care                   |                                                                           |
| Q59                          | CS helpful with mental health services |                                                                           |
| Q60                          | Mental health services overall         |                                                                           |

## Results

**Factor analysis.** Factor analysis reduced the 19 highly-correlated model variables to 6 orthogonal (uncorrelated) factors that explain 66.4% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

**Factor Correlations with Survey Variables**

| Question | Survey Items                           | Factors |       |       |       |       |       |
|----------|----------------------------------------|---------|-------|-------|-------|-------|-------|
|          |                                        | 1       | 2     | 3     | 4     | 5     | 6     |
| Q19      | Dr. showed respect                     | 0.864   |       |       |       |       |       |
| Q18      | Dr. listened carefully                 | 0.829   |       |       |       |       |       |
| Q20      | Dr. spent enough time                  | 0.748   |       |       |       |       |       |
| Q22      | Dr. informed about care                | 0.743   |       |       |       |       |       |
| Q23      | Personal doctor overall                | 0.708   |       |       |       |       |       |
| Q17      | Dr. explained things                   | 0.603   | 0.369 |       |       |       |       |
| Q6       | Got routine care                       |         | 0.801 |       |       |       |       |
| Q4       | Got urgent care                        |         | 0.720 | 0.290 |       |       |       |
| Q14      | Got care/tests/treatment               | 0.360   | 0.619 |       | 0.254 |       |       |
| Q13      | Health care overall                    | 0.374   | 0.431 |       |       | 0.358 |       |
| Q27      | Specialist overall                     |         |       | 0.893 |       |       |       |
| Q29      | Info. provided in materials            |         | 0.306 | 0.721 |       |       |       |
| Q25      | Got specialist appt.                   | 0.266   | 0.276 | 0.539 |       |       |       |
| Q31      | CS provided info./help                 |         |       |       | 0.855 |       |       |
| Q32      | CS courtesy/respect                    |         |       | 0.401 | 0.717 |       |       |
| Q55      | Got after-hours care                   |         | 0.263 |       | 0.564 | 0.331 |       |
| Q60      | Mental health services overall         |         |       |       |       | 0.821 |       |
| Q59      | CS helpful with mental health services |         |       |       |       | 0.753 |       |
| Q34      | Easy to fill out forms                 |         |       |       |       |       | 0.948 |

## Results

**Regression analysis.** The 6 factors identified in the previous step were used as predictors in a regression model with Q35, rating of the health plan, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the rating of the health plan. These coefficients provide estimates of the relative importance of each factor in determining the rating of the health plan. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 37.5% of the variation in the dependent variable ( $R^2 = 0.375$ ).

**Regression Coefficients**

| Variable                                 | Unstandardized Coefficients | Standardized (Beta) Coefficients | Significance Level |
|------------------------------------------|-----------------------------|----------------------------------|--------------------|
| Constant                                 | 8.9364                      | 0.0000                           | 0.0000             |
| Factor 1 -- Q19, Q18, Q20, Q22, Q23, Q17 | 0.3664                      | 0.2456                           | 0.0000             |
| Factor 2 -- Q6, Q4, Q14, Q13             | 0.4511                      | 0.3186                           | 0.0000             |
| Factor 3 -- Q27, Q29, Q25                | 0.3766                      | 0.2434                           | 0.0000             |
| Factor 4 -- Q31, Q32, Q55                | 0.1977                      | 0.1419                           | 0.0041             |
| Factor 5 -- Q60, Q59                     | 0.5397                      | 0.3696                           | 0.0000             |
| Factor 6 -- Q34                          | -0.0165                     | -0.0118                          | 0.8106             |

## Results

**Derived importance.** The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

**Plan performance.** To develop the performance scores, raw performance ratings for the plan are compared to the UHC Average and a relative percentile for each item in the model is computed for the plan.

| Question | Survey Items                           | Importance | Performance |
|----------|----------------------------------------|------------|-------------|
| Q60      | Mental health services overall         | 100        | 92          |
| Q6       | Got routine care                       | 80         | 50          |
| Q59      | CS helpful with mental health services | 79         | 58          |
| Q27      | Specialist overall                     | 67         | 32          |
| Q4       | Got urgent care                        | 67         | 32          |
| Q19      | Dr. showed respect                     | 61         | 39          |
| Q18      | Dr. listened carefully                 | 57         | 7           |
| Q14      | Got care/tests/treatment               | 53         | 75          |
| Q29      | Info. provided in materials            | 51         | 50          |
| Q20      | Dr. spent enough time                  | 50         | 7           |
| Q22      | Dr. informed about care                | 48         | 7           |
| Q17      | Dr. explained things                   | 45         | 61          |
| Q13      | Health care overall                    | 43         | 82          |
| Q23      | Personal doctor overall                | 41         | 61          |
| Q25      | Got specialist appt.                   | 36         | 21          |
| Q55      | Got after-hours care                   | 34         | 33          |
| Q31      | CS provided info./help                 | 34         | 25          |
| Q32      | CS courtesy/respect                    | 33         | 43          |
| Q34      | Easy to fill out forms                 | 0          | 89          |



## **Appendix D**

### **Gap analysis**

## Gap analysis

The flowchart on **Page 9** shows how the items used in the calculation of the plan's 2019 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

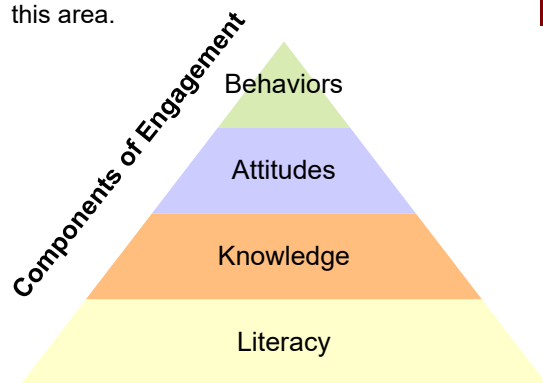
- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90<sup>th</sup> percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

## **Appendix E**

### **DSS Health Care Engagement Index™**

# DSS Health Care Engagement Index™

The **DSS Health Care Engagement Index™** is a semi-annual survey designed to track consumers' involvement in their personal care and the health care system overall. In building this index, DSS Research is capitalizing on its many years of experience understanding the health care consumer and the factors that contribute to their active engagement in health care decisions. No other firm has the depth of research and insight in this area.



## Engaged (22%)

These fully engaged consumers are living the healthiest lives possible and maximizing their health care dollars.

## Involved (41%)

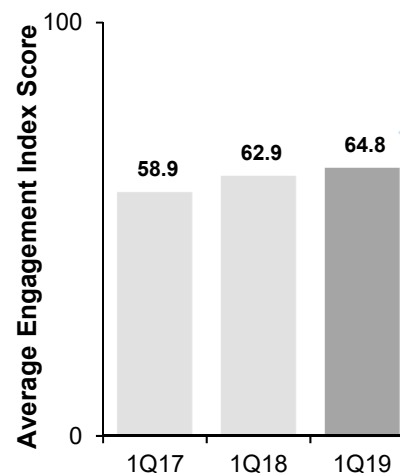
Although more involved in their health than most consumers, there is still room for improvement.

## Reactive (30%)

Some good habits are in place, but most consumers in this group react to problems as they arise rather than prevent their occurrence.

## Disengaged (8%)

They are doing very little to manage their health. They lack knowledge regarding health care issues and aren't motivated to become more involved.



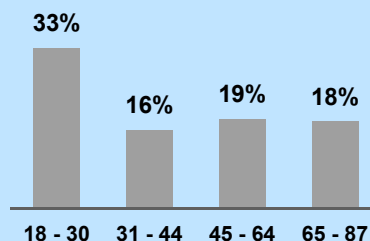
- 69.2 Exercise 5+ times/week
- 68.8 College graduate or more
- 68.5 HH Income \$75K+/year
- 68.1 White collar occupation
- 67.9 Know blood pressure
- 65.7 Age 65+
- 64.8 US Average**
- 64.2 Age 45-54
- 60.2 HS education or less
- 58.7 HH Income <\$15K/year
- 55.6 Obese (BMI 30+)
- 51.4 Exercise <1 time/month

## % Engaged

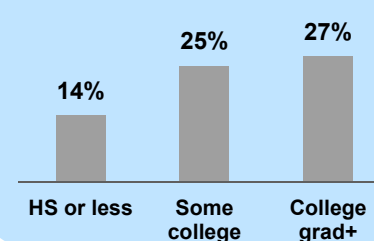
(Average Engagement Index score of 80-100)

"Engaged" consumers are more likely to be age 18-30, college graduates or hold post-graduate degrees or have incomes of \$75K or more per year.

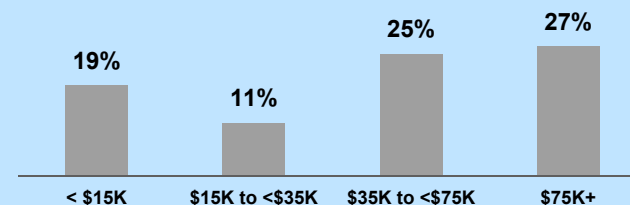
### by Age



### by Education



### by Income



| Score comparison                                                           | 2019 Plan | Engaged Consumers | Disengaged Consumers |
|----------------------------------------------------------------------------|-----------|-------------------|----------------------|
| Rating of Health Plan (Q35)<br>(% 8, 9 or 10)                              | 81%       | 85%               | 22%                  |
| Rating of Personal Doctor (Q23)<br>(% 8, 9 or 10)                          | 83%       | 92%               | 53%                  |
| Overall health (Q36)<br>(% Excellent or Very good)                         | 33%       | 95%               | 19%                  |
| Overall mental/emotional health (Q37)<br>(% Excellent or Very good)        | 37%       | 98%               | 38%                  |
| Currently smoke cigarettes/use tobacco (Q39)<br>(% Every day or Some days) | 33%       | 11%               | 32%                  |

**Focusing improvement efforts on engaging members in their personal care and the health care system overall will contribute to higher ratings.**

## **Appendix F Questionnaire**



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# 2019 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

**12470 - UnitedHealthcare Community Plan (LA)**

July 2019

Prepared by:

**DSS Research**



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## Background and objectives

**Background.** DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2019 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

**Objectives.** Specific objectives of the 2019 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

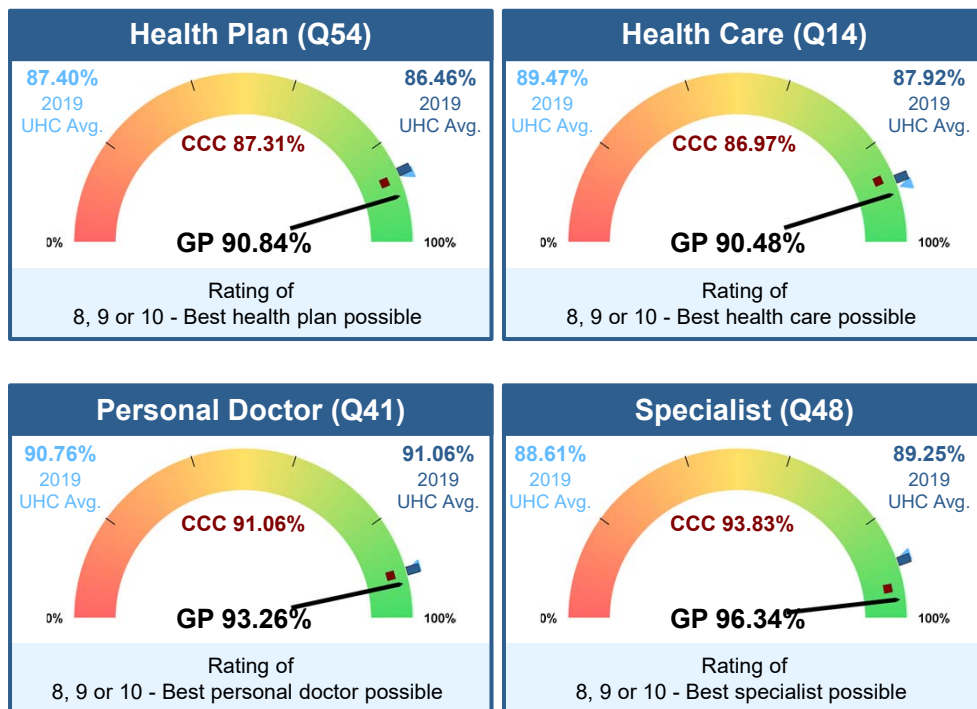
- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Health Promotion and Education (HPE)
- Coordination of Care (CoC)

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

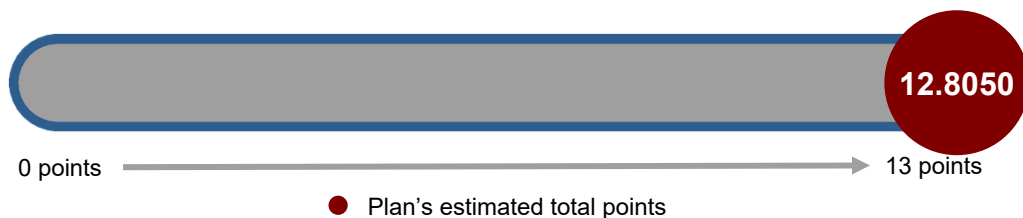


# 2019 Dashboard

## Overall ratings



## Accreditation Score



## Resource for improvement: AHRQ best practices

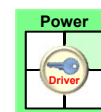
At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:

<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

## NCQA Health Insurance Plan Ratings

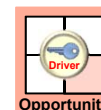
|                                   | Rating     |
|-----------------------------------|------------|
| <b>Consumer Satisfaction</b>      | <b>4.0</b> |
| Getting Care                      | 4.0        |
| Satisfaction with Plan Physicians | 4.5        |
| Satisfaction with Plan Services   | 4.0        |

## SatisAction™ key driver statistical model Key drivers of the rating of the health plan



### Power - Promote and leverage strengths

- Q14 Health care overall
- Q41 Personal doctor overall
- Q48 Specialist overall
- Q90 Mental health services overall
- Q46 Got specialist appt.
- Q56 Got prescriptions
- Q40 Dr. informed about care
- Q50 CS provided info./help
- Q51 CS courtesy/respect
- Q15 Got care/tests/treatment



### Opportunities for improvement - Focus resources on improving processes that underlie these items

None

\* Overall ratings are top 3 scores (% 8, 9 and 10).

## Executive summary

**On the health plan rating, 12470 - UnitedHealthcare Community Plan (LA) performed similar to the 2018 plan result among the General Population and performed similarly among the 2019 CCC Population.**

- About nine in 10 (90.84%) of the General population gave their health plan a rating of 8, 9 or 10 on a 0 to 10 scale, which is similar to last year and significantly higher than the 2019 Gen. Pop. UHC Average.
- Almost nine in 10 (87.31%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and similar to the 2019 CCC Pop. UHC Average.
- The overall ratings and composite scores are summarized in the table below:

|                                                       | Gen. Pop. |        |                  |       | CCC Pop. |        |                  |   |   |  |
|-------------------------------------------------------|-----------|--------|------------------|-------|----------|--------|------------------|---|---|--|
|                                                       | 2018      | 2019   | 2019<br>UHC Avg. |       | 2018     | 2019   | 2019<br>UHC Avg. |   |   |  |
| Rating of Health Plan (Q54) (% 8, 9 or 10)            | 88.66%    | 90.84% | 87.40%           | ◆     | 84.51%   | 87.31% | 86.46%           |   |   |  |
| Rating of Health Care (Q14) (% 8, 9 or 10)            | 89.53%    | 90.48% | 89.47%           |       | 87.36%   | 86.97% | 87.92%           |   |   |  |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)        | 89.32%    | 93.26% | 90.76%           | ↑     | 89.01%   | 91.06% | 91.06%           |   |   |  |
| Rating of Specialist (Q48) (% 8, 9 or 10)             | 87.04%    | 96.34% | 88.61%           | ↑     | 84.11%   | 93.83% | 89.25%           | ↑ | ◆ |  |
| Net Promoter Score (NPS)*                             | 70.65     | 78.19  | 68.25            | ↑ ▲ ◆ | 67.16    | 68.55  | 66.89            |   |   |  |
| Customer Service (% Always or Usually)                | 89.38%    | 89.15% | 88.94%           |       | 90.91%   | 88.44% | 89.87%           |   |   |  |
| Getting Needed Care (% Always or Usually)             | 86.38%    | 92.31% | 86.32%           | ↑ ◆   | 88.44%   | 90.62% | 89.73%           |   |   |  |
| Getting Care Quickly (% Always or Usually)            | 94.52%    | 90.84% | 90.39%           |       | 92.65%   | 93.82% | 93.75%           |   |   |  |
| How Well Doctors Communicate (% Always or Usually)    | 93.16%    | 95.84% | 94.18%           |       | 95.41%   | 95.20% | 94.88%           |   |   |  |
| Shared Decision Making (% Yes)                        | 76.03%    | 78.62% | 79.28%           |       | 82.86%   | 83.95% | 86.16%           |   |   |  |
| Health Promotion and Education (Q8) (% Yes)           | 72.32%    | 74.37% | 71.36%           |       | 77.01%   | 79.70% | 77.64%           |   |   |  |
| Coordination of Care (Q40) (% Always or Usually)      | 88.51%    | 82.76% | 83.04%           |       | 82.85%   | 88.32% | 83.65%           |   |   |  |
| Access to Prescription Medicine (% Always or Usually) | 94.81%    | 92.25% | 92.28%           |       | 93.74%   | 93.35% | 92.51%           |   |   |  |
| Access to Specialized Services (% Always or Usually)  | 81.38%    | 80.01% | 76.42%           |       | 79.74%   | 77.06% | 77.12%           |   |   |  |
| FCC: Personal Doctor who Knows Child (% Yes)          | 90.89%    | 93.40% | 91.43%           |       | 91.97%   | 93.32% | 91.17%           |   |   |  |
| FCC: Getting Needed Information (% Always or Usually) | 86.10%    | 92.63% | 89.17%           | ↑ ◆   | 88.74%   | 93.31% | 92.19%           | ↑ |   |  |
| FCC: Coordination of Care (% Yes)                     | 79.64%    | 71.61% | 76.25%           |       | 79.90%   | 79.15% | 77.78%           |   |   |  |

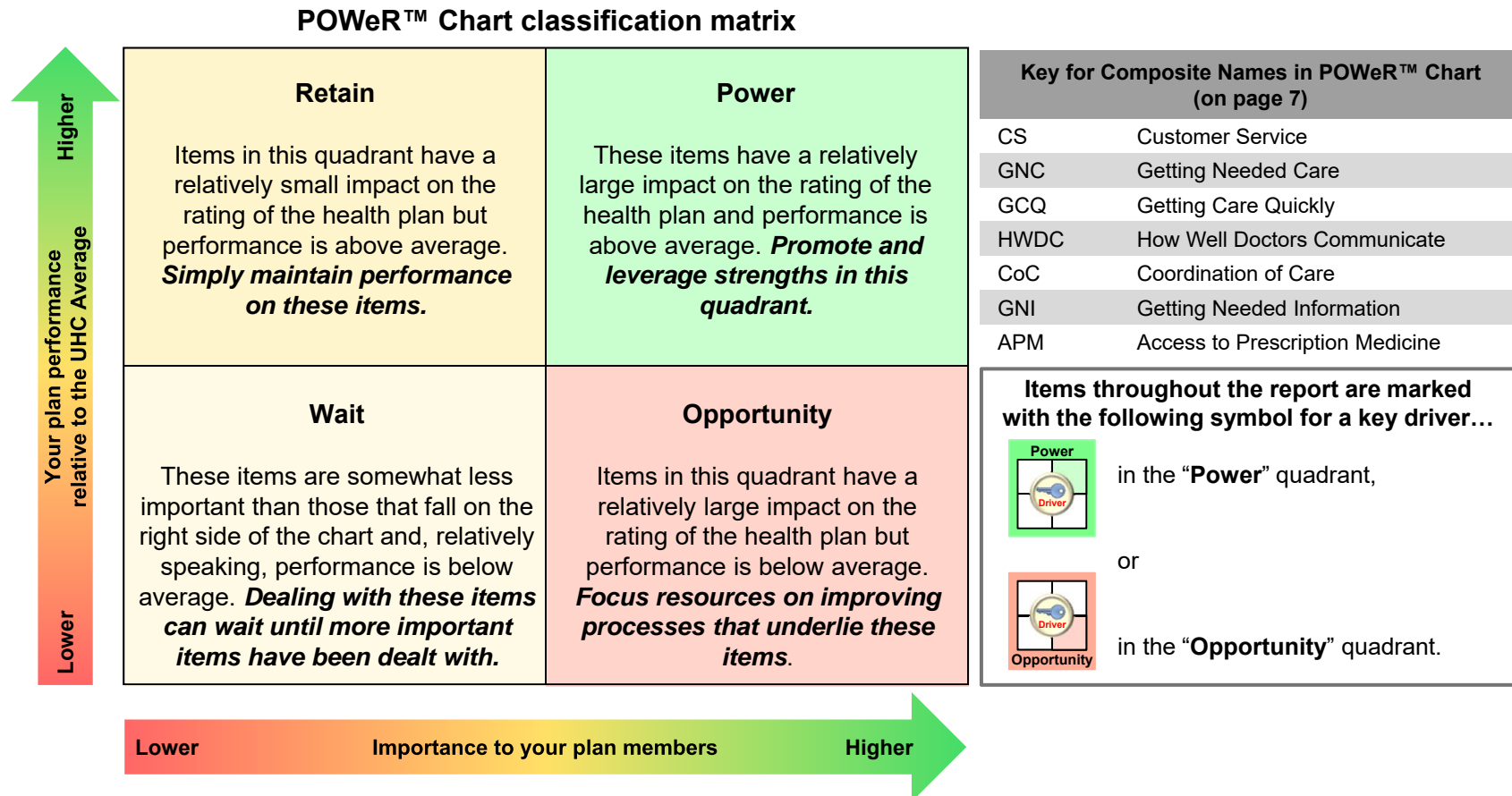
\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q93) where 0 is not at all likely and 10 is extremely likely.

Please refer to page 15 for statistical references and footnotes.

## Executive summary

### Key drivers of the rating of the health plan

The SatisAction™ key driver statistical model was used to identify the key drivers of the rating of the health plan and the results are presented in the POWeR™ Chart classification matrix on the following page.



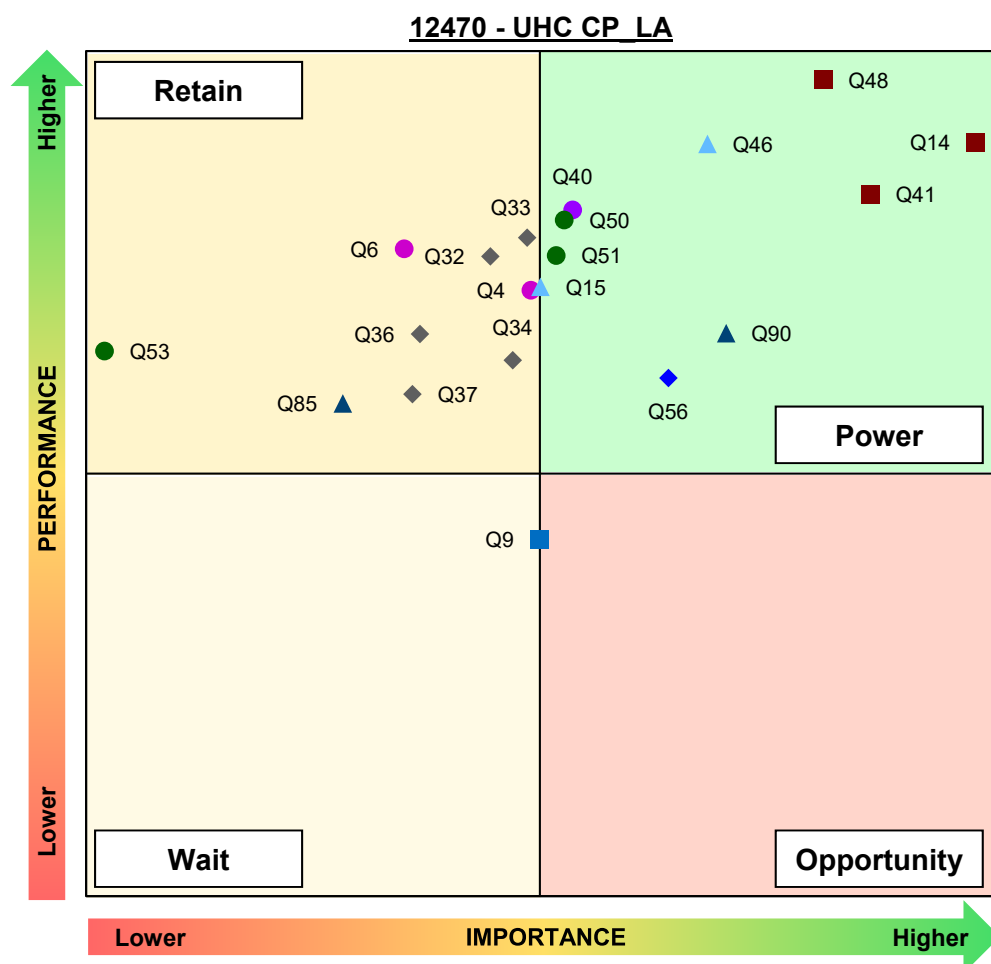
## Executive summary

### Key drivers, estimated percentiles and estimated ratings

The key drivers of the rating of the health plan are presented in the POWeR™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.

See [Appendix C](#) for more details.

**POWeR™ Chart classification matrix**



| Survey Measure     |                                 | Score  | Estimated Percentile | Estimated Rating |
|--------------------|---------------------------------|--------|----------------------|------------------|
| <b>Power</b>       |                                 |        |                      |                  |
| Q14                | Health care overall*            | 90.98% | 90th                 | 5                |
| Q41                | Personal doctor overall*        | 92.88% | 90th                 | 5                |
| Q48                | Specialist overall*             | 93.39% | 95th                 | 5                |
| Q90                | Mental health services overall* | 79.33% | ---                  | ---              |
| Q46                | Got specialist appt.            | 87.59% | 90th                 | 5                |
| Q56                | Got prescriptions               | 93.04% | 95th                 | 5                |
| Q40                | Dr. informed about care         | 85.63% | 67th                 | 4                |
| Q50                | CS provided info./help          | 86.23% | 67th                 | 4                |
| Q51                | CS courtesy/respect             | 95.95% | 75th                 | 4                |
| Q15                | Got care/tests/treatment        | 93.99% | 90th                 | 5                |
| <b>Opportunity</b> |                                 |        |                      |                  |
| <b>None</b>        |                                 |        |                      |                  |
| <b>Wait</b>        |                                 |        |                      |                  |
| Q9                 | Dr. answered questions          | 92.15% | 50th                 | 3                |
| <b>Retain</b>      |                                 |        |                      |                  |
| Q4                 | Got urgent care                 | 93.72% | 67th                 | 4                |
| Q33                | Dr. listened carefully          | 96.74% | 75th                 | 4                |
| Q34                | Dr. showed respect              | 97.32% | 75th                 | 4                |
| Q32                | Dr. explained things            | 96.45% | 75th                 | 4                |
| Q36                | Dr. explained things for child  | 94.65% | ---                  | ---              |
| Q37                | Dr. spent enough time           | 91.67% | 67th                 | 4                |
| Q6                 | Got routine care                | 92.11% | 75th                 | 4                |
| Q85                | Got after-hours care            | 77.39% | ---                  | ---              |
| Q53                | Easy to fill out forms          | 95.92% | 75th                 | 4                |

\* Overall ratings are top 3 scores (% 8, 9 and 10).

## Executive summary

### Estimated accreditation score

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the *NCQA Benchmarks and Thresholds*. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls. This plan currently oversamples at a rate of 40%.

| Survey Measure                     | Mean Score <sup>1</sup> | Estimated Percentile <sup>2</sup> | Percentile Threshold <sup>2</sup> | Points <sup>3</sup> |           |
|------------------------------------|-------------------------|-----------------------------------|-----------------------------------|---------------------|-----------|
|                                    |                         |                                   |                                   | 2019 Standards      | IF no NAs |
| Overall mean ratings               |                         |                                   |                                   |                     |           |
| Rating of Health Plan <sup>4</sup> | 2.7376                  | 92.05%                            | 90th                              | 3.2500              | 2.8889    |
| Rating of Health Care              | 2.6921                  | 92.49%                            | 90th                              | 1.6250              | 1.4444    |
| Rating of Personal Doctor          | 2.7921                  | 93.29%                            | 90th                              | 1.6250              | 1.4444    |
| Rating of Specialist               | 2.8171                  | 94.62%                            | 90th                              | NA                  | 1.4444    |
| Composite mean scores              |                         |                                   |                                   |                     |           |
| Customer Service                   | 2.6604                  | 90.82%                            | 90th                              | 1.6250              | 1.4444    |
| Getting Needed Care                | 2.6790                  | 91.98%                            | 90th                              | 1.6250              | 1.4444    |
| Getting Care Quickly               | 2.7034                  | 90.43%                            | 90th                              | 1.6250              | 1.4444    |
| Coordination of Care               | 2.5259                  | 83.98%                            | 75th                              | 1.4300              | 1.2711    |
| Total points                       |                         |                                   |                                   | 12.8050             | 12.8264   |

**Estimated total**  
oversample needed  
to achieve maximum  
measure of points in 2020,  
based on 2019 performance:

**71%**

**Additional  
oversampling  
IS  
recommended**

**Points are assigned by percentile threshold as follows** (if all measures are valid – denominator of at least 100)<sup>3</sup>:

| Percentile Threshold            | Percentile                                                                                     | Points <sup>3</sup> |
|---------------------------------|------------------------------------------------------------------------------------------------|---------------------|
| 90 <sup>th</sup>                | Greater than or equal to 90 <sup>th</sup> percentile                                           | 1.4444              |
| 75 <sup>th</sup>                | Greater than or equal to 75 <sup>th</sup> percentile but less than 90 <sup>th</sup> percentile | 1.2711              |
| 50 <sup>th</sup>                | Greater than or equal to 50 <sup>th</sup> percentile but less than 75 <sup>th</sup> percentile | 0.9822              |
| 25 <sup>th</sup>                | Greater than or equal to 25 <sup>th</sup> percentile but less than 50 <sup>th</sup> percentile | 0.5778              |
| <25 <sup>th</sup>               | Less than 25 <sup>th</sup> percentile                                                          | 0.2889              |
| <b>Maximum number of points</b> |                                                                                                | <b>13.0000</b>      |

#### Notes:

<sup>1</sup> Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.

<sup>2</sup> The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.

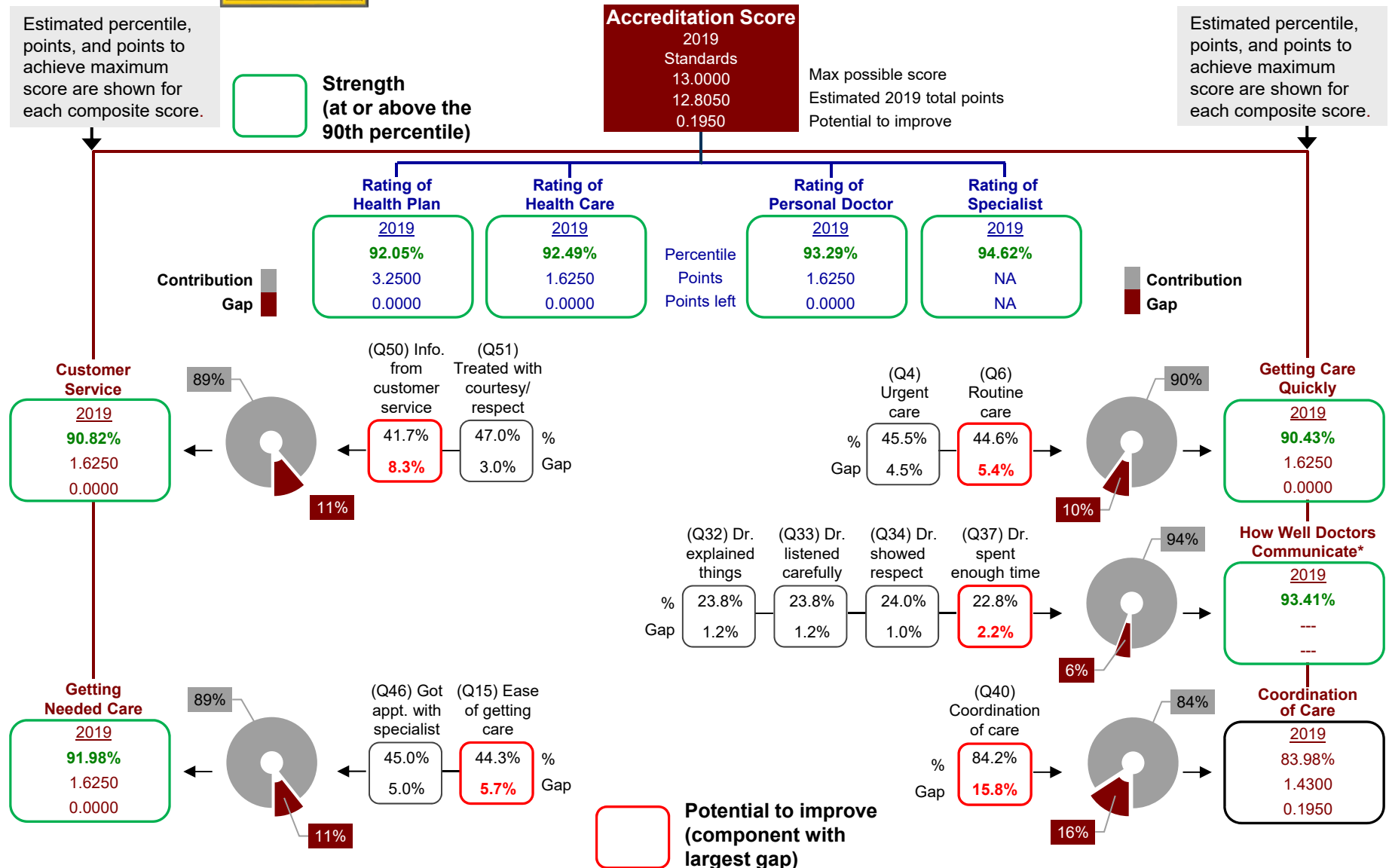
<sup>3</sup> NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

<sup>4</sup> Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.6000, 2.2880, 1.7680, 1.0400 and 0.5200, respectively.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

## Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2019 estimated accreditation score perform relative to each other. See [Appendix D](#) for more details.



Please refer to page 15 for statistical references and footnotes.

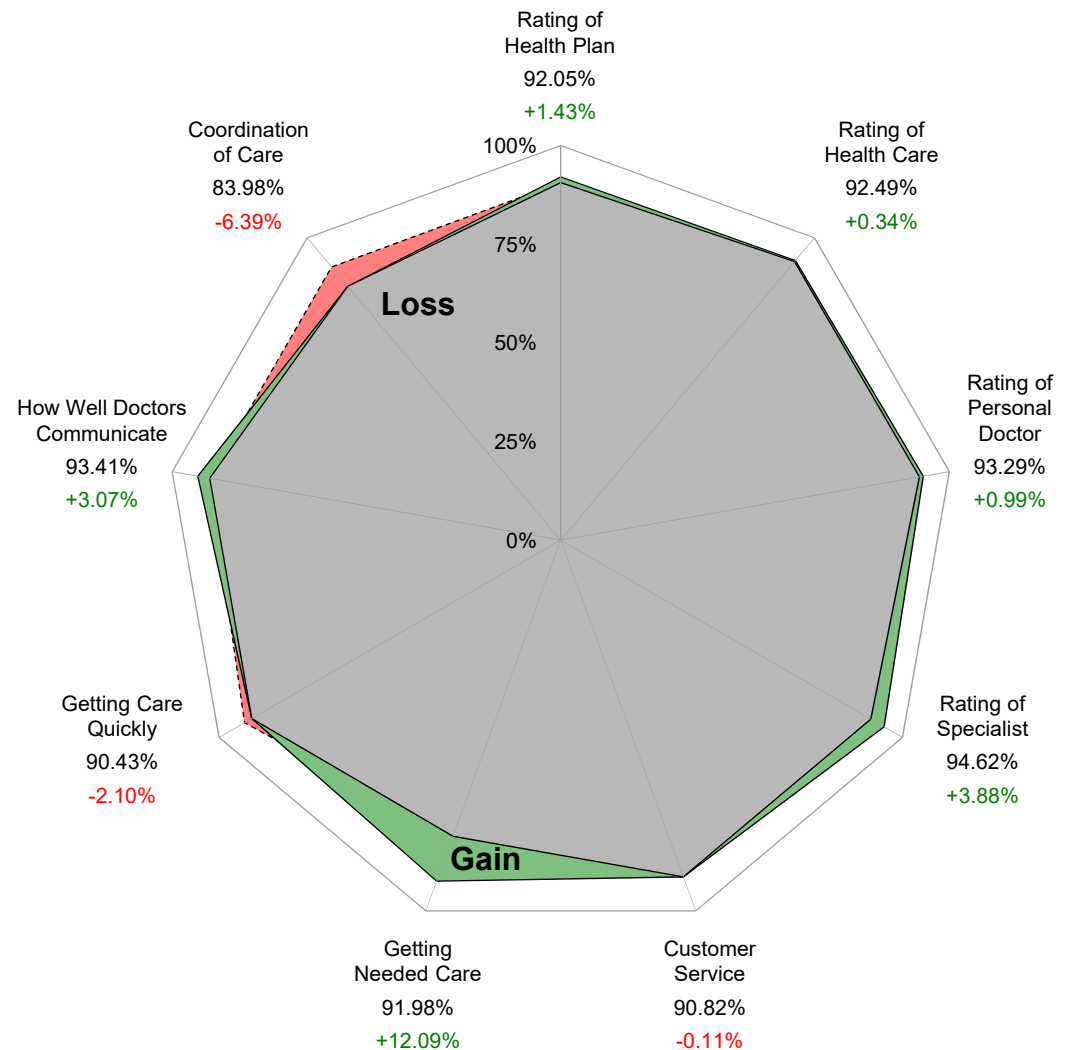
\* The How Well Doctors Communicate composite was removed from accreditation scoring in 2015.

## Executive summary

**Percentile gap analysis.** The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
  - Getting Needed Care
  - Rating of Specialist
  - How Well Doctors Communicate
  - Rating of Health Plan
  - Rating of Personal Doctor
  - Rating of Health Care
- However, the percentile gap increased on these measures:
  - Coordination of Care
  - Getting Care Quickly
  - Customer Service

- 2019 Gap is **smaller** than 2018 Gap
- 2019 Gap is **larger** than 2018 Gap





## Executive summary

### NCQA Health Insurance Plan Ratings

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA's review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. The flu shot measure from the CAHPS survey is also one item in the clinical quality – prevention category of the rating. Percentiles and ratings are **estimated** based on the 2018 Quality Compass® National All Lines of Business (LOB) data since the 2019 data were not available at the time of this report.

|                                   | Score* | Percentile | Rating     |
|-----------------------------------|--------|------------|------------|
| <b>Consumer Satisfaction</b>      |        |            | <b>4.0</b> |
| Getting Care                      |        |            | 4.0        |
| Getting care easily               | 92.31% | 90th       | 5.0        |
| Getting care quickly              | 90.84% | 33rd       | 3.0        |
| Satisfaction with Plan Physicians |        |            | 4.5        |
| Rating of primary-care doctor     | 83.99% | 90th       | 5.0        |
| Rating of specialists             | 85.37% | 90th       | NA         |
| Rating of care                    | 77.14% | 90th       | 5.0        |
| Coordination of care              | 82.76% | 33rd       | 3.0        |
| Health promotion and education    | 74.37% | 67th       | 4.0        |
| Satisfaction with Plan Services   |        |            | 4.0        |
| Rating of health plan             | 79.46% | 90th       | 5.0        |
| Customer service                  | 89.15% | 33rd       | 3.0        |

| Percentile | Rating |
|------------|--------|
| <10th      | = 1    |
| 10th       | = 2    |
| 33rd       | = 3    |
| 67th       | = 4    |
| 90th       | = 5    |

| Lower Performance |     |     | Higher Performance |     |     |     |     |     |  |
|-------------------|-----|-----|--------------------|-----|-----|-----|-----|-----|--|
| ≤1.0              | 1.5 | 2.0 | 2.5                | 3.0 | 3.5 | 4.0 | 4.5 | 5.0 |  |

- \* Scores are top-two-box ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category and % Yes for the health promotion and education measure.
- NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).



## Methodology



**Questionnaire.** The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. See [Appendix E](#) for more details.

**Data collection.** The methodology detailed in *HEDIS® 2019 Volume 3: Specifications for Survey Measures* was used. A synopsis of the survey protocol, timeframe and fulfillment dates are outlined below.



**Staffing of the toll-free help line.** DSS staffed a toll-free phone line for members to call if they had any questions.



**Data processing and analysis.** DSS processed all completed surveys and analyzed the results.



**Comparison averages.** Most measures are compared to the 2019 UHC Child Medicaid without CCC Average (2019 UHC Avg.), which is displayed as a light blue line on the left side of the chart set throughout the report, and the 2019 UHC Child Medicaid with CCC Average (2019 UHC Avg.), which is displayed as a dark blue line on the right side of the chart set throughout the report.

## Methodology



**Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.



**Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.

### Sample size/sampling error.

| Item                     | <u>General population</u> |          |          | <u>Total</u> |
|--------------------------|---------------------------|----------|----------|--------------|
|                          | 2017                      | 2018     | 2019     | 2019         |
| Total mailed             | 2,310                     | 2,310    | 2,310    | 4,886        |
| Undeliverable            | 197                       | 256      | 221      | 467          |
| Total ineligible         | 11                        | 20       | 13       | 29           |
| Total completed surveys  | 582                       | 509      | 421      | 954          |
| Mail completes           | 289                       | 229      | 161      | 388          |
| Wave 1                   | 160                       | 119      | 93       | 227          |
| Wave 2                   | 129                       | 110      | 68       | 161          |
| Phone completes          | 293                       | 280      | 260      | 566          |
| Adjusted response rate*  | 25.32%                    | 22.23%   | 18.33%   | 19.64%       |
| Overall sampling error** | +/- 4.1%                  | +/- 4.3% | +/- 4.8% | +/- 3.2%     |

Number of CCC  
qualified respondents:

Total: 405  
Mail: 175  
Phone: 230

\* Adjusted response rate is calculated using the following formula:  

$$\frac{\text{Total completed surveys}}{\text{Total mailed} - \text{Total ineligible}} \times 100$$

\*\* 95% confidence level, using the most pessimistic assumption regarding variance (p=0.5).

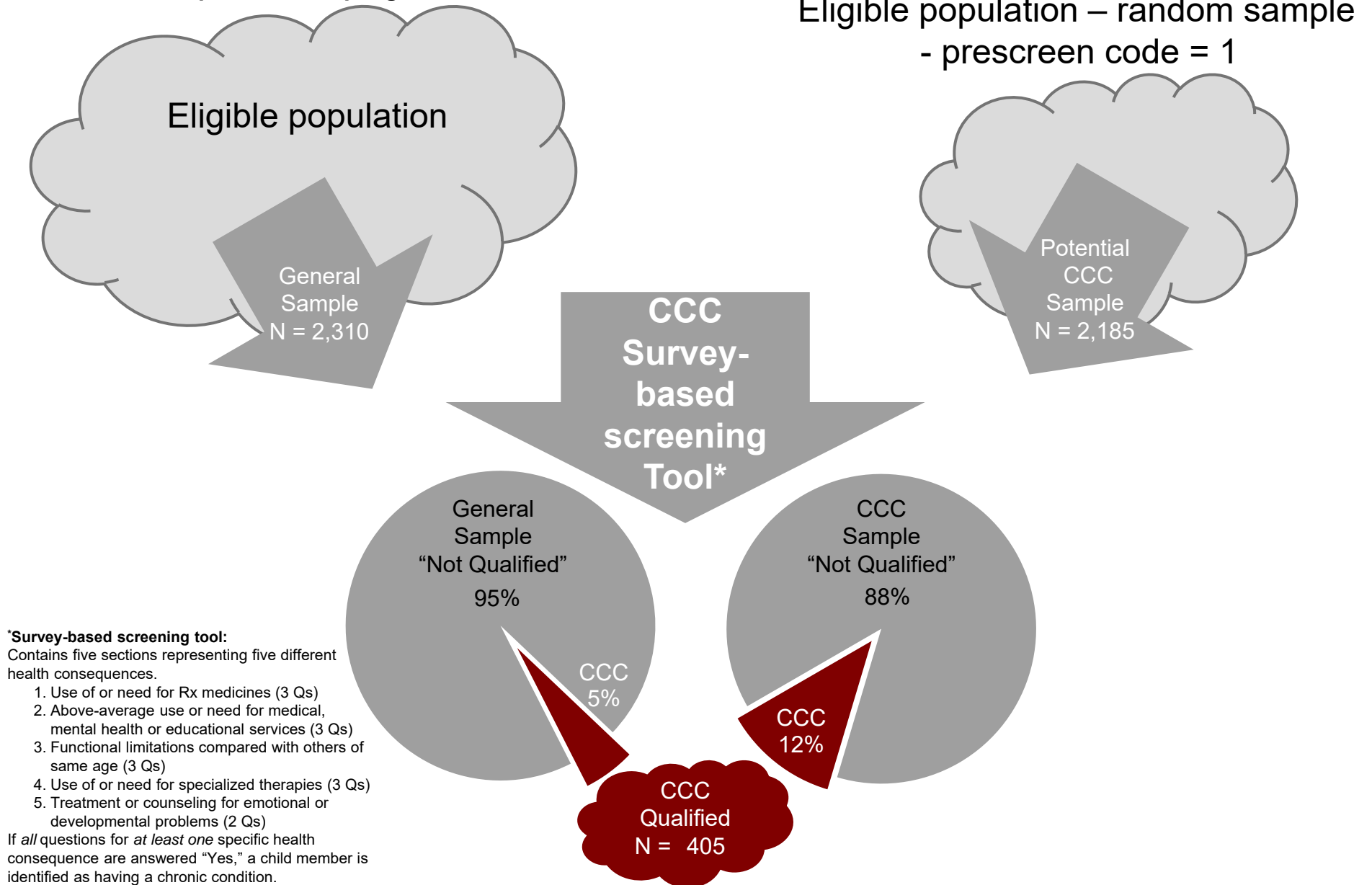


**Spanish surveys.** Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish. There were 95 surveys completed in Spanish, 49 by general population respondents.

## Methodology

### CCC Medicaid Population Sampling

Eligible population – random sample  
- prescreen code = 1



## Research findings

### Statistical references and footnotes

*All statistical testing is performed at the 95% confidence level.*

↑ ↓ Indicates a significant difference between the 2019 plan result and the 2018 plan result.

▲ Indicates a significant difference between the 2019 Gen. Pop. result and the 2019 CCC Pop. result.

◆ ◆ Indicates a significant difference between the 2019 plan result and the corresponding average.

A capital letter and **green** font indicates that result is significantly higher than the corresponding column.

**NA** Indicates base less than 100, NCQA will assign an NA.

**^** Indicates a base size smaller than 20. Interpret results with caution.

NR Not reportable. Base size < 11.

NQ New question. (If applicable)

*Percentages lower than five percent are not labeled in charts or graphs where space does not permit.*

# Overall ratings

## Compared to the 2018 plan result:

- Personal doctor and specialist are significantly higher for the general population.
- Specialist is significantly higher for the CCC population.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

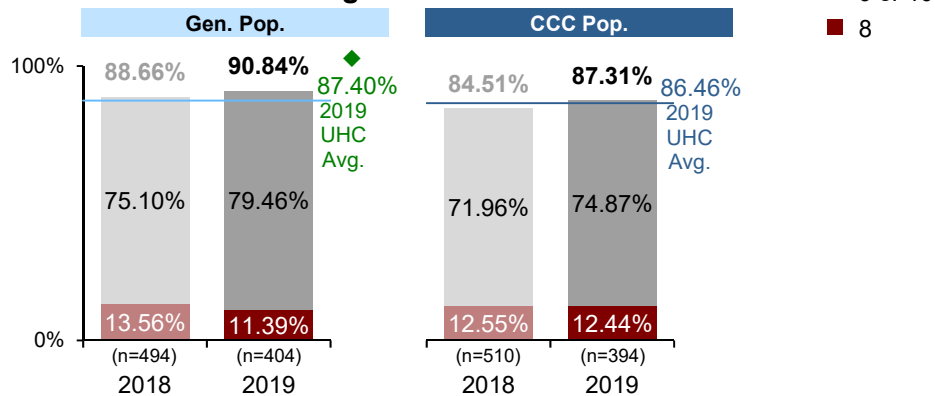
## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- Health plan and specialist are significantly higher.

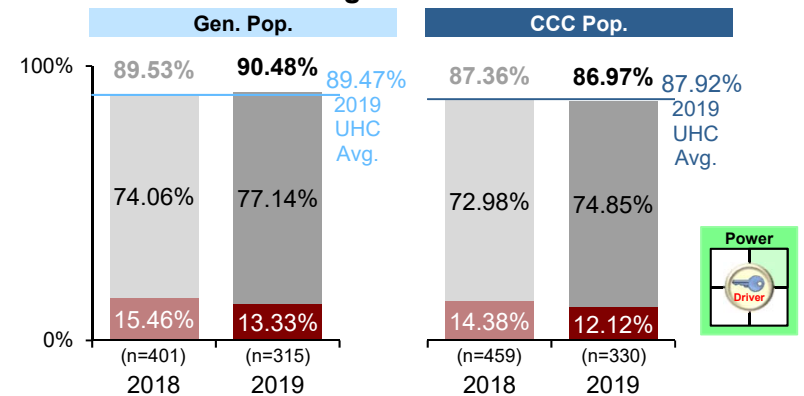
## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- Specialist is significantly higher.

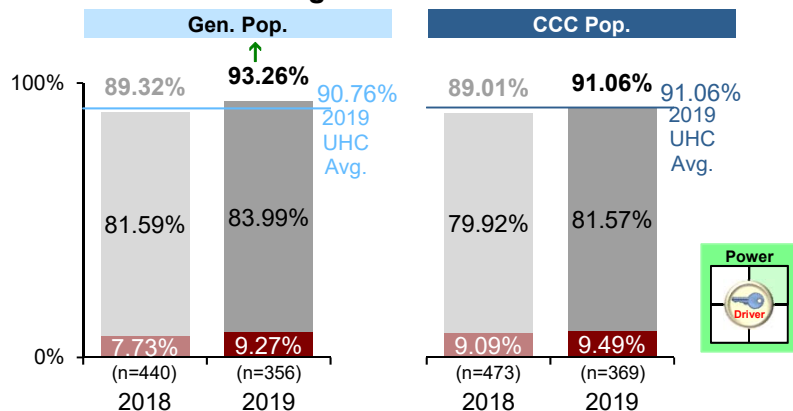
### Q54. Rating of Health Plan



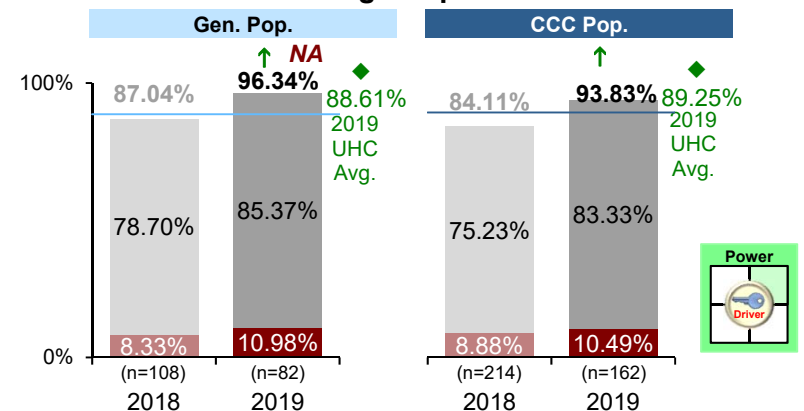
### Q14. Rating of Health Care



### Q41. Rating of Personal Doctor



### Q48. Rating of Specialist



Please refer to page 15 for statistical references and footnotes.

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q54. Rating of Health Plan

##### Improvement action

Simplify forms.

Improve member communications.

Make the website user friendly.

Allow members to recertify using an app.

Improve mental health coverage.

Reduce wait times.

Expand the formulary and coverage of alternative therapies.

"More available and detailed information about counseling. My daughter could benefit from some counseling to deal with living with her daily ADHD struggles. She has meltdowns and problems at school socially. It affects her in a number of ways and I am sure she is not the only child that feels this way that has Medicaid."

"I really can't think of anything except to be a bit more clear about things at times. Sometimes I don't understand what everything is and the differences between the plans."



Selected comments

"It is the issues with name brand medications and not covering all areas of health, such as chiropractic care, that are very important to my family."

"An app would be a good idea, because sometimes getting online to recertify can be difficult."

"Make the website more user friendly, make it easier to find the information we need."

"Make forms easier and shorter to fill out. No need to fill out the same information multiple times."

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q14. Rating of Health Care

##### Improvement action

Provide care in a timely manner.

Meet or exceed the parent's expectations.

*"We were in and out in about 15 minutes, and I had the lab results within a few days saying my kid was healthy."*

*"The care was quick and friendly, and I got her into both appointments easily."*



Selected comments

*"His therapist is great. She involves us in his treatment."*

*"We have finally found doctors that make sure my children have the best care possible. All of the doctors coordinate with each other and always update one another on his medications to keep from unwanted side effects!"*

## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q41. Rating of Personal Doctor

##### Improvement action

##### PRIMARY CARE DOCTOR VISIT

Thoroughly answer questions.

Be accessible to patients.

Spend enough time to provide thorough care.

Help patients navigate the system and overcome obstacles.

Maintain a professional and friendly demeanor.





## Overall ratings

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q48. Rating of Specialist

##### Improvement action

#### SPECIALIST VISIT

Listen and answer questions thoroughly.

Be professional during interactions with patients.

*"They're great with my children and answer everything in timely manner."*

*"It's hard for someone that sees a patient for 45 minutes a month to necessarily decide what is best, or at least they should let the parents have some input."*

*"The doctor who performed my son's follow-up circumcision was very down to earth and did an excellent job."*



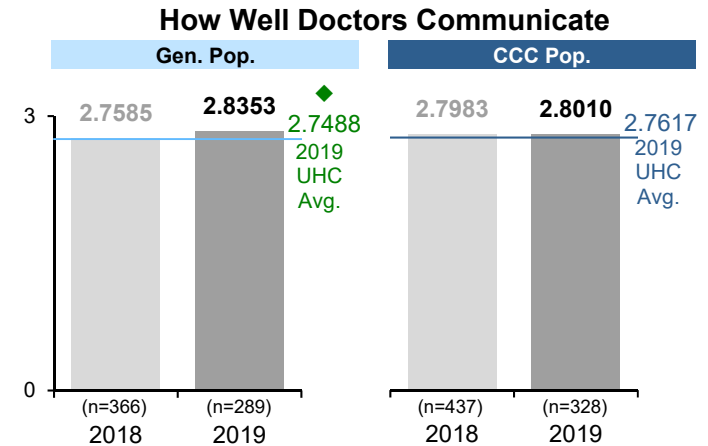
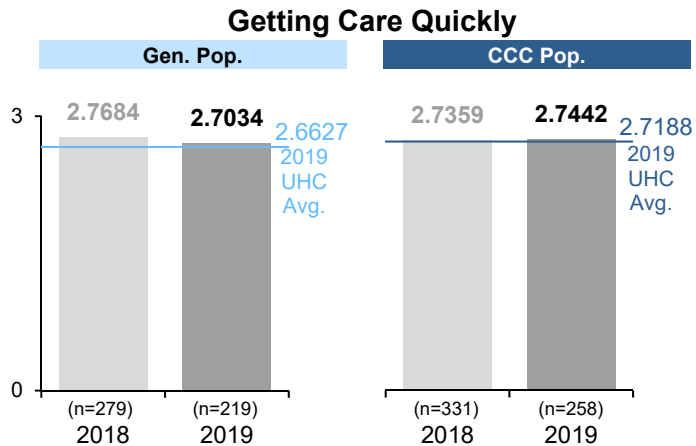
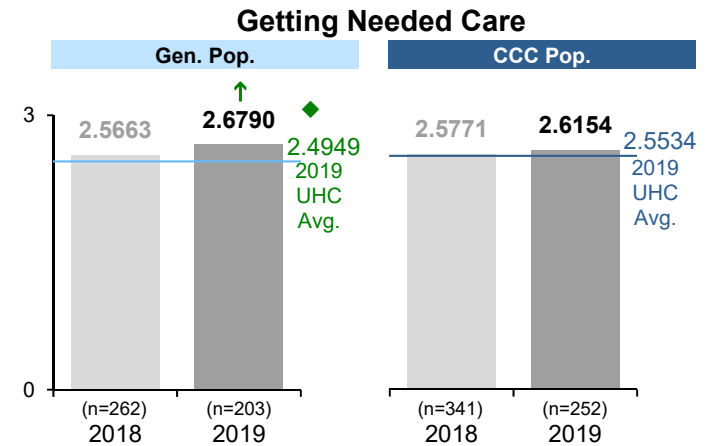
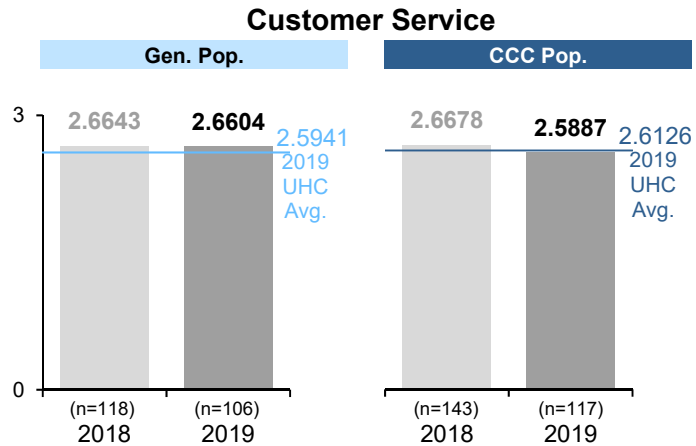
Selected comments

# Composite global proportions



Please refer to page 15 for statistical references and footnotes.

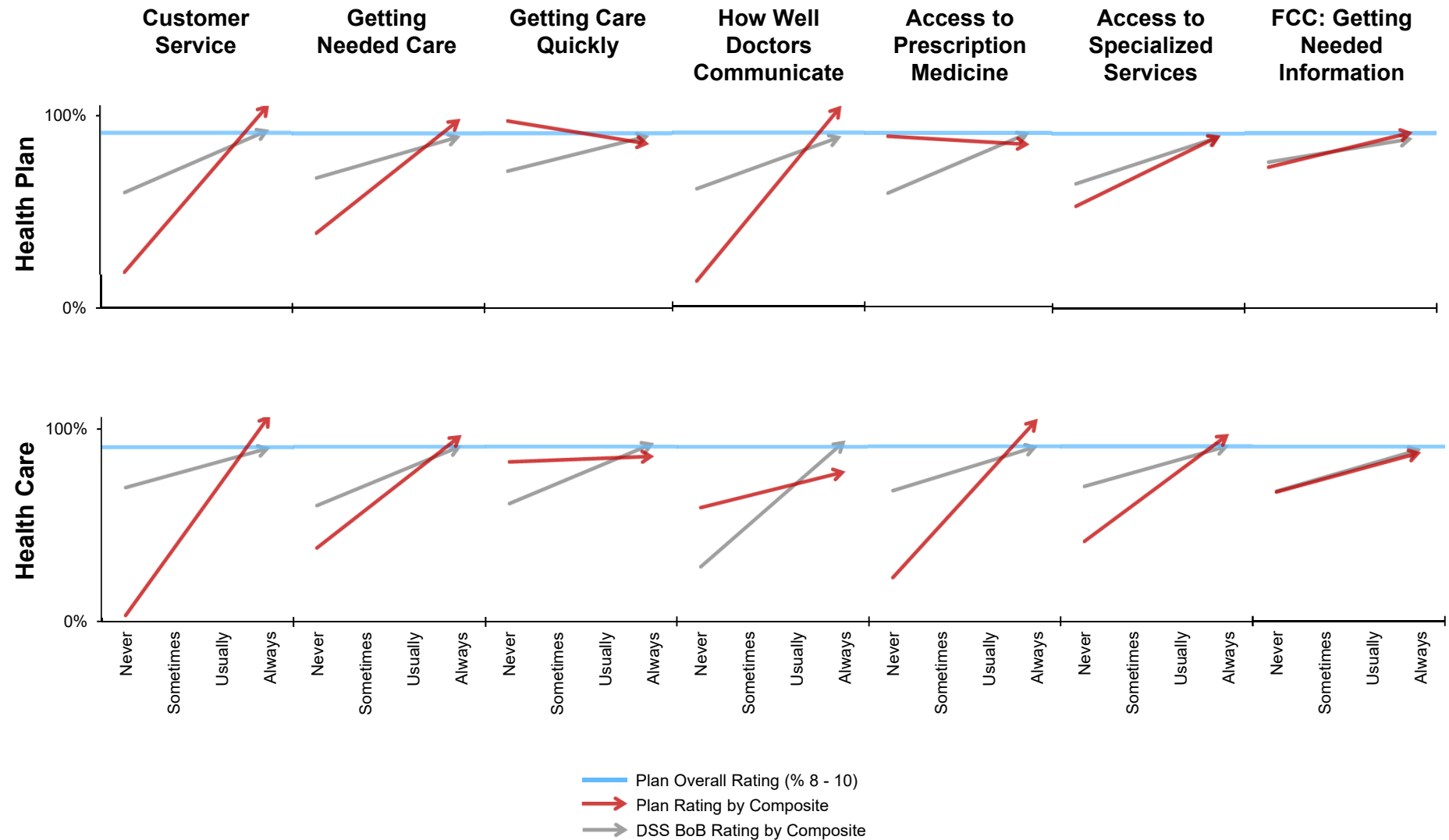
# Composite mean scores



Please refer to page 15 for statistical references and footnotes.

## Overall ratings by composites (General Population – plan vs. BoB)

The charts below show the relationships between the two overall ratings and the seven composite measures. The steeper the line, the stronger the relationship.



# Customer Service

## Compared to the 2018 plan result:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

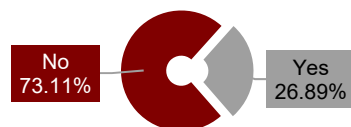
- None of the differences are significant.

## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.

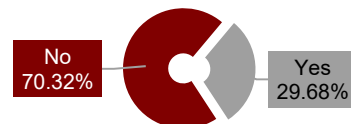
Q49. Tried to get information or help from customer service

### Gen. Pop.

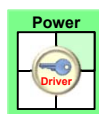


| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 24.19%  | 29.67%        |

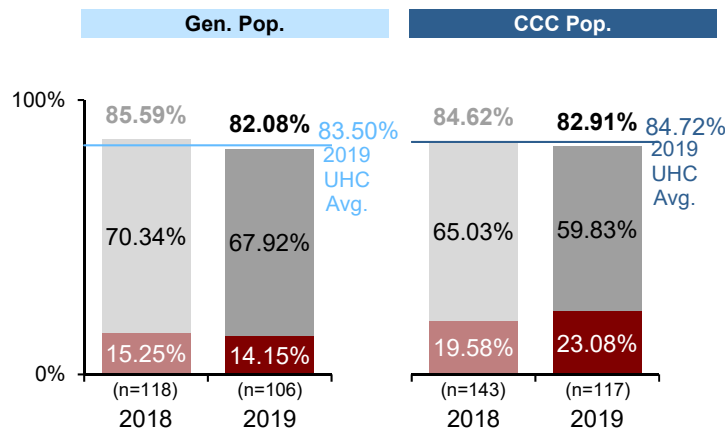
### CCC Pop.



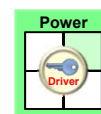
| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 28.18%  | 31.96%        |



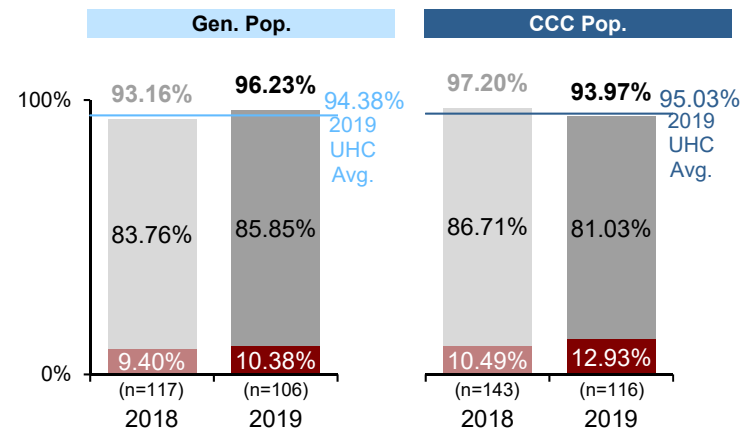
## Q50. Customer service provided needed information or help



## Q51. Customer service treated member with courtesy and respect



■ Always  
■ Usually



| Customer Service Composite |           |        |               |          |        |               |
|----------------------------|-----------|--------|---------------|----------|--------|---------------|
|                            | Gen. Pop. |        |               | CCC Pop. |        |               |
|                            | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion          | 89.38%    | 89.15% | 88.94%        | 90.91%   | 88.44% | 89.87%        |
| Mean score                 | 2.6643    | 2.6604 | 2.5941        | 2.6678   | 2.5887 | 2.6126        |

Please refer to page 15 for statistical references and footnotes.

## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q50. Customer service provided needed information or help

##### Improvement action

Ensure that representatives treat callers with respect.

Avoid actions or language that may seem condescending.

Reduce hold times.

Ensure that representatives have access to information that is up-to-date and accurate.

Simplify the application and enrollment processes.



Selected comments

*"Every time I did indeed call, the staff was very respectful and that made me feel heard and valuable. Even though, essentially, I was, and still am, getting almost free healthcare, I felt like I was indeed paying a premium by how well I was treated."*

*"The only real issue is when I do call in to renew, I'm often sitting on hold for upwards of 45 minutes before I talk to someone."*

*"I have found that in the majority of interactions, with any customer service representative that is associated with Medicaid, they tend to look down on you. There have been numerous occasions where we would have to call and change doctors, and we were treated like dirt. It's as if a child is on Medicaid because the parents don't work or whatever."*

*"I was told that the flu shot was covered under my insurance, but I received a bill months later for the shots."*

*"I had to call in to recertify my daughter because I was late recertifying, due to the fact that I received the paperwork later than I should have. I was able to easily call the number, get someone on the phone and complete the process of recertifying very easily."*

## Customer Service

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

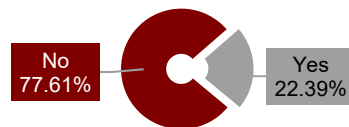
- The difference is not significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

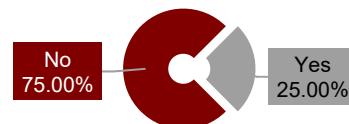
Q52. Health plan gave member forms to fill out

#### Gen. Pop.



| (% Yes)       |          |
|---------------|----------|
| 2018          | 23.31%   |
| 2019 UHC Avg. | 28.36% ♦ |

#### CCC Pop.

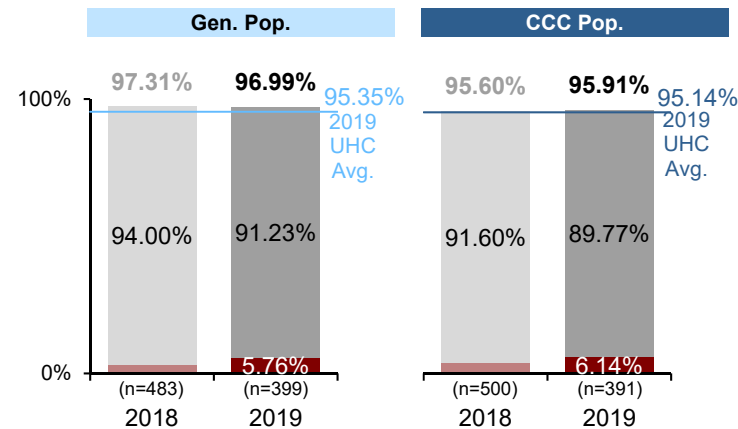


| (% Yes)       |          |
|---------------|----------|
| 2018          | 26.59%   |
| 2019 UHC Avg. | 29.70% ♦ |

### Q53. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q52.

Always  
Usually



Please refer to page 15 for statistical references and footnotes.

## Customer Service

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q53. Health plan forms were easy to fill out

##### Improvement action

Use concise and unambiguous language.

Encourage the Medicaid office to train representatives to be polite and respectful to members.

Provide an option to complete forms online.

Make sure forms are tracked and filed properly.

Reduce redundancy in forms.

Simplify sections related to medical and patient history.

Address website login issues.

"When it talks about the household, some say that it means everyone in the household and others say it means only my dependents."

"I would say the hardest part was the initial application because it was a very long application, a lot to fill out and also having to deal with being at the Medicaid office. The employees are rude and some of them treat you like you are less than."

"The paperwork isn't hard, but I find it impossible to log on to the website where I could just do it electronically."



Selected comments

"The forms can be ridiculous. I just don't see why there should be four, five or six pages of information for me to fill out. And oftentimes, I am repeating information on the forms over and over again."

"Maybe have an app for all medical insurance and documentation that needs to be filed and to add on other children as well."



# Getting Needed Care

## Compared to the 2018 plan result:

- Got appointment with specialist is significantly higher for the general population.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

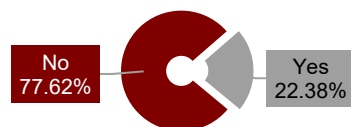
- Got appointment with specialist is significantly higher.

## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.

Q45. Made appointment to see a specialist

Gen. Pop.

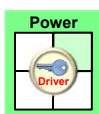


| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 24.45%  | 24.38%        |

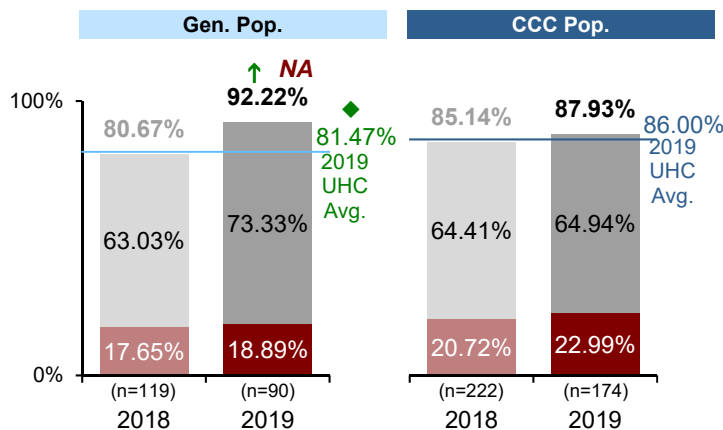
CCC Pop.



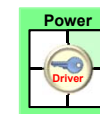
| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 43.77%  | 46.17%        |



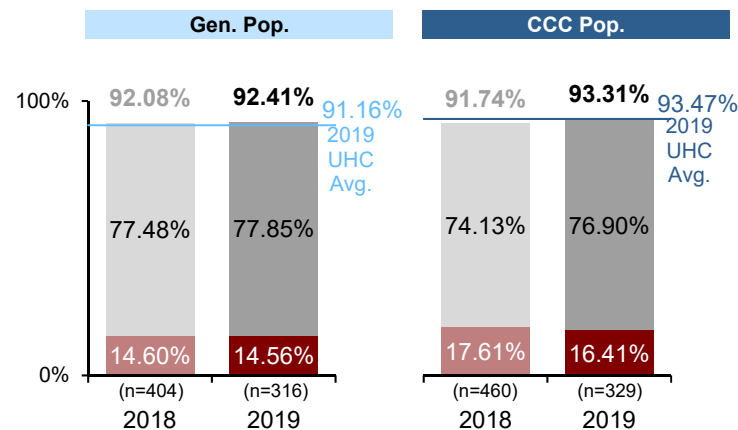
Q46. Got appointment with specialist as soon as needed



Q15. Ease of getting care, tests or treatment



Always  
Usually



## Getting Needed Care Composite

|                   | Gen. Pop. |        |               |     | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|-----|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. |     | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 86.38%    | 92.31% | 86.32%        | ↑ ◆ | 88.44%   | 90.62% | 89.73%        |
| Mean score        | 2.5663    | 2.6790 | 2.4949        | ↑ ◆ | 2.5771   | 2.6154 | 2.5534        |

Please refer to page 15 for statistical references and footnotes.

## Getting Needed Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### **Q46. Got appointment with specialist as soon as needed** (Got urgent care as soon as needed - Specialist)

##### **Member poll**

#### **SPECIALIST VISIT**

How long do members expect to wait for an URGENT CARE appointment to see a specialist?

Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to two weeks.

#### **Q46. Got appointment with specialist as soon as needed** (Got check-up or routine care as soon as needed - Specialist)

##### **Member poll**

#### **SPECIALIST VISIT**

How long do members expect to wait for a ROUTINE CARE appointment to see a specialist?

Most expect to see a specialist within two to three months for a routine care appointment, but would wait up to three months.

## Getting Needed Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q15. Ease of getting care, tests or treatment

##### Improvement action

Listen to the patient's concerns.

Provide timely care.

Ensure that patients can get appointments quickly.

Encourage patients to use urgent care and other resources, when necessary.

*"It may help that their doctor is the guy that runs the place, and he knows if I ask for something fast, it needs to be fast."*

*"When I first switched to this doctor, I was able to get an appointment as soon as possible."*



Selected comments

*"Getting tests and services done has been a big issue. They were supposed to observe her for two nights, but the next day they tried kicking her out. Within a day, she exhibited respiratory issues and was transferred to another department. I argued for them to do a blood gas test. It was brushed off, and within a day she was in the ICU. I then cornered the doctor and demanded the blood gas test. As I suspected, she was retaining CO2."*

*"I used to go to a standalone emergency clinic and they were always able to treat my daughter for everything. I took her there once when she broke her arm and they treated her great, from x-rays to splinting her arm."*

## Getting Care Quickly

### Compared to the 2018 plan result:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

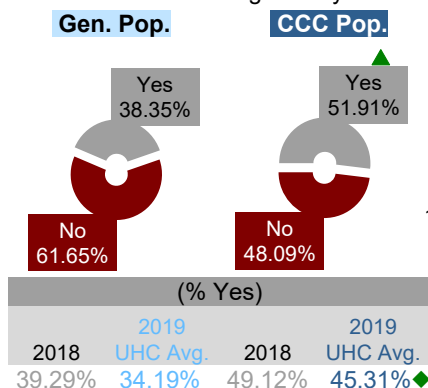
### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- None of the differences are significant.

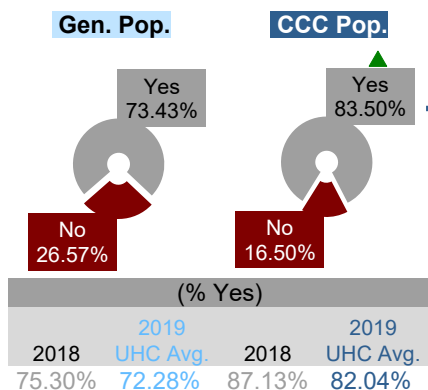
### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.

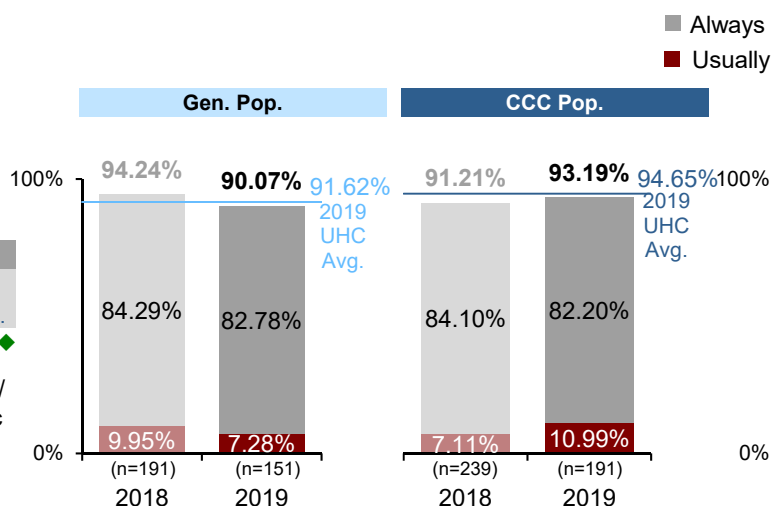
Q3. Had illness, injury or condition that needed care right away



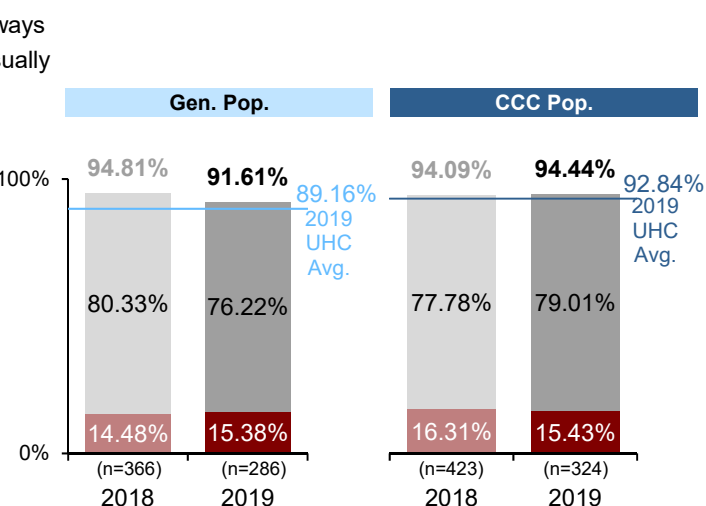
Q5. Made appointments for check-up/routine care at doctor's office or clinic



Q4. Got urgent care as soon as needed



Q6. Got check-up or routine appointment as soon as needed



### Getting Care Quickly Composite

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 94.52%    | 90.84% | 90.39%        | 92.65%   | 93.82% | 93.75%        |
| Mean score        | 2.7684    | 2.7034 | 2.6627        | 2.7359   | 2.7442 | 2.7188        |

Please refer to page 15 for statistical references and footnotes.

## Getting Care Quickly

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q4. Got urgent care as soon as needed

(Got urgent care as soon as needed - PCP)

##### Member poll

#### PRIMARY CARE DOCTOR VISIT

How long do members expect to wait for an URGENT CARE appointment to see a primary care doctor?

Most expect to see a primary care doctor on the same day or within two days for an urgent care issue, but would wait up to a week.

#### Q6. Got check-up or routine appointment as soon as

**needed** (Got check-up or routine care as soon as needed - PCP)

##### Member poll

#### PRIMARY CARE DOCTOR VISIT

How long do members expect to wait for a ROUTINE CARE appointment to see a primary care doctor?

Most expect to wait one to two weeks for a routine care appointment with a primary care doctor, but would wait up to a month for an appointment.

## Doctor or specialist visits

### Compared to the 2018 plan result:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- Average number of office visits, average number of personal doctor visits and average number of specialists seen are significantly lower.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

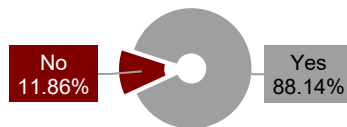
- Average number of office visits and average number of personal doctor visits are significantly higher.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- Average number of personal doctor visits is significantly higher.

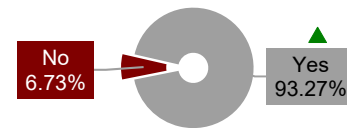
Q30. Have a personal doctor

Gen. Pop.



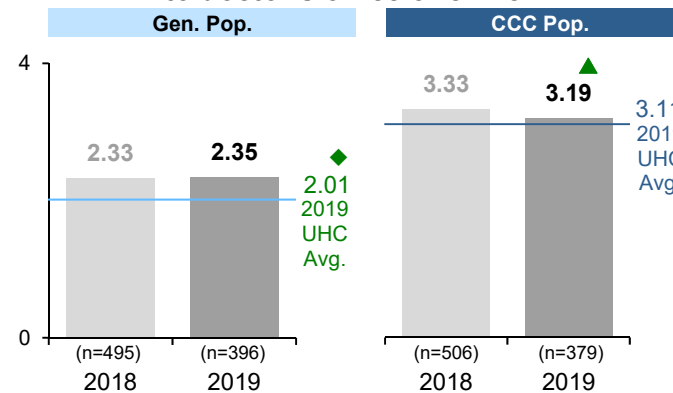
| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 88.19%  | 88.01%        |

CCC Pop.

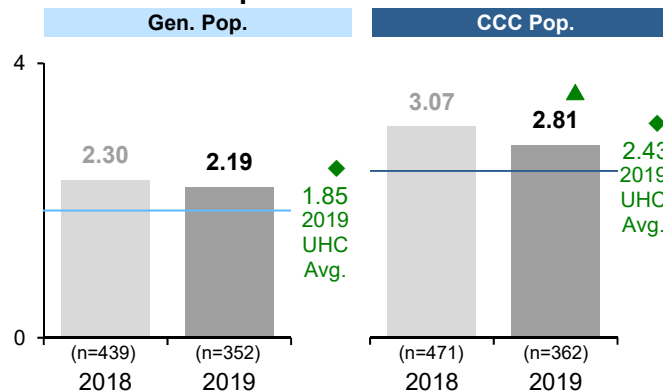


| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 93.77%  | 93.97%        |

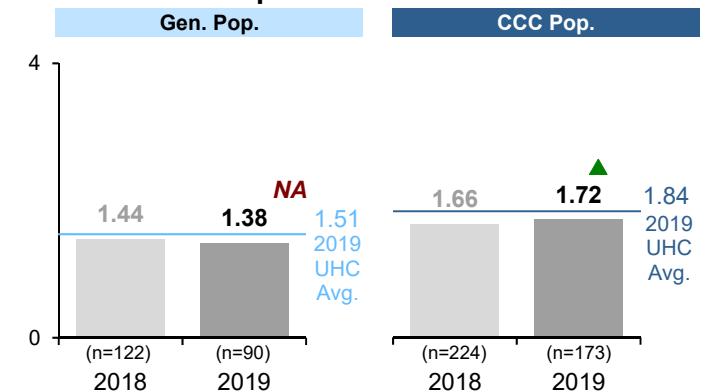
### Q7. Average number of visits to doctor's office or clinic



### Q31. Average number of visits to personal doctor



### Q47. Average number of specialists seen



Please refer to page 15 for statistical references and footnotes.

# How Well Doctors Communicate

## Compared to the 2018 plan result:

- Doctor spent enough time is significantly higher for the general population.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

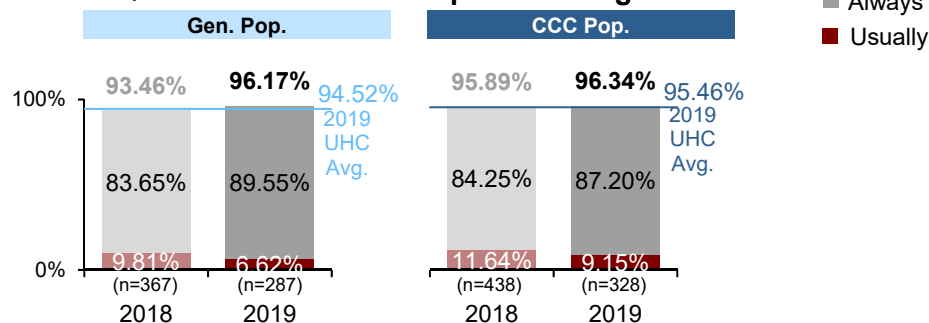
## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- Doctor spent enough time is significantly higher.

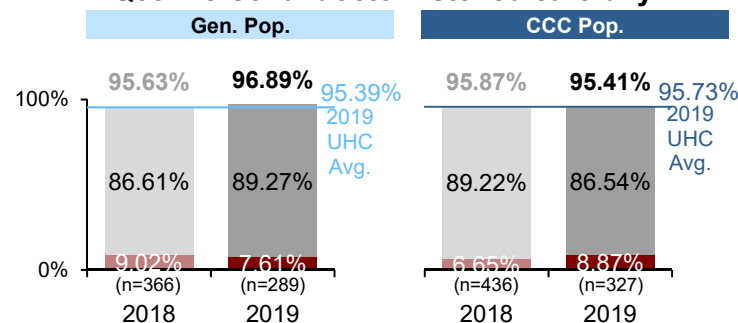
## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.

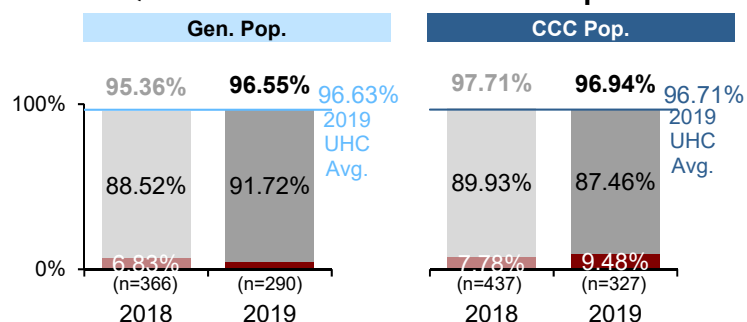
### Q32. Personal doctor explained things



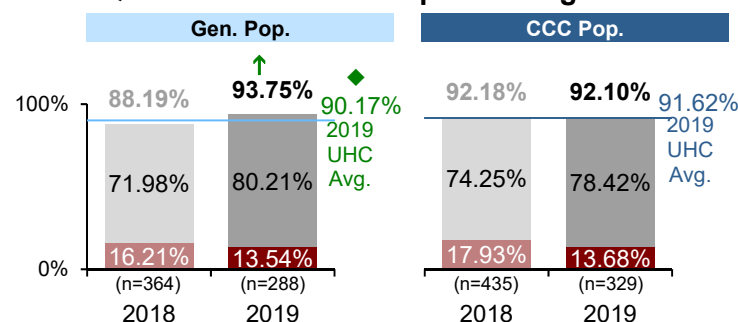
### Q33. Personal doctor listened carefully



### Q34. Personal doctor showed respect



### Q37. Personal doctor spent enough time



## How Well Doctors Communicate Composite

|                   | Gen. Pop. |        |               |   | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|---|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. |   | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 93.16%    | 95.84% | 94.18%        |   | 95.41%   | 95.20% | 94.88%        |
| Mean score        | 2.7585    | 2.8353 | 2.7488        | ◆ | 2.7983   | 2.8010 | 2.7617        |

Please refer to page 15 for statistical references and footnotes.

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q32. Personal doctor explained things

##### Improvement action

Ensure that all questions and concerns are addressed.

Explain concepts clearly and thoroughly.

Make accommodations to overcome language barriers.

*"We typically go to nurse practitioners, which I prefer. They seem more willing to listen and take their time."*

*"I have never had a situation where her doctor didn't thoroughly explain everything to us in a simple clear way."*



Selected comments

*"They are thorough every time I take them to the doctor's. They explained everything as to what was or wasn't wrong with my children, how to resolve it and proper education about the reasons."*

*"The only time I can remember encountering any difficulty was when one of my son's doctors had a heavy accent that sometimes made it difficult for me to understand what he said. At those times, I simply had to take the initiative to ask the doctor to repeat what he had said."*



## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q33. Personal doctor listened carefully

##### Improvement action

Be engaged in the conversation and ask follow-up questions.

Maintain eye contact and use body language to show engagement.

Avoid interrupting the patient during the conversation.

Avoid interruptions during the visit.

Stay engaged with the patient while taking notes or reading the chart.

Spend enough time with the patient to address all of their concerns.

*"Direct eye contact and the doctor restating what I had just said goes a long way to reassuring me that I'm being listened to and paid attention to."*

*"They should avoid interrupting you while you're stating your concerns and hear you out till the end."*



Selected comments

*"There have been times when I am in the middle of talking to them, a nurse comes and knocks on the door and they have to leave the room and come back. I think they should be focused on the patient they are with and have no distractions."*

*"Not to text or look on their phones or fidget with something or tap the pen/pencils."*

*"They should take their time. When a doctor seems rushed, it feels like you are unimportant and a bother. When they take their time, then it feels like you are important and that your issues matter."*

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q34. Personal doctor showed respect

##### Improvement action

Greet patients courteously.

Maintain eye contact when talking with the patient or parent.

Involve the parent/child in the treatment selection process.

Avoid language or behavior that can be interpreted as condescending.

Be thorough to avoid the appearance of rushing the visit.

Stay engaged in the conversation while completing computer tasks.

*"Shaking my hand, addressing me and my child by name, taking their time and making us feel like we're a priority."*

*"Look at you when you're talking to them. He is always good about facing us when we are talking to him."*



Selected comments

*"Don't act like things that you say are stupid. When they act like what you say is important and valid, it makes you feel respected."*

*"To me, the main thing is taking their time. When they act rushed, it feels like you are unimportant and a bother."*

*"I have had doctors spend the entire time typing notes, not cool."*

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q37. Personal doctor spent enough time

##### Member poll

##### PRIMARY CARE DOCTOR VISIT

How long do members expect a ROUTINE CARE visit to last?

Members expect routine visits to typically last 15 to 25 minutes.

How long do members expect an URGENT CARE visit to last?

Members expect urgent visits to typically last longer than routine visits, approximately 30 to 45 minutes.

#### Q37. Personal doctor spent enough time

##### Improvement action

Address all questions and concerns before concluding the appointment.

Do a thorough examination and order appropriate tests.

*"One of my children fell off the monkey bars at school. The ER doctor spent literally one minute with them and never once touched him to really assess the problem. They said that there was probably nothing broken because they didn't notice swelling. We demanded an x-ray, it turned out he had broken both his tibia and fibula."*

*"She looked at my child's ears and throat and asked me a couple of questions. Then she left and sent the nurse in for vaccines. She could have just told me that they were really busy or something, instead of rushing us out of the door."*



Selected comments

## How Well Doctors Communicate

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

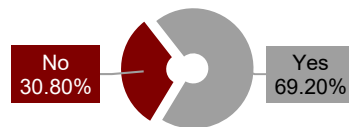
- The difference is not significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

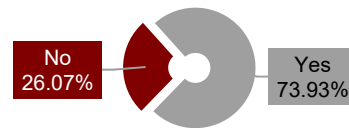
Q35. Child is able to talk  
with doctors about health  
care

#### Gen. Pop.



| (% Yes)       |        |
|---------------|--------|
| 2018          | 73.76% |
| 2019 UHC Avg. | 69.17% |

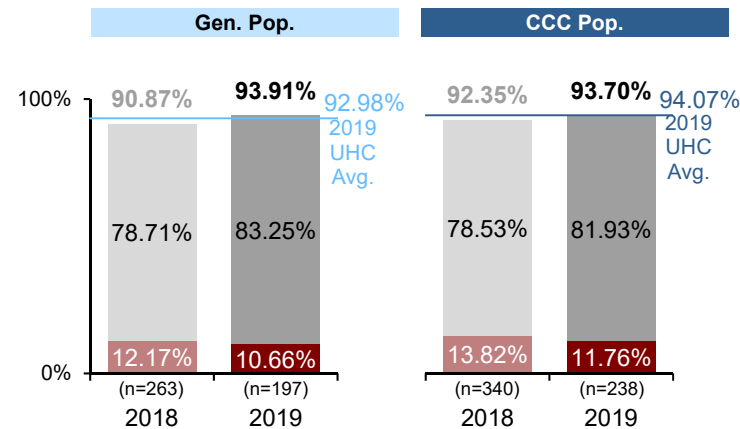
#### CCC Pop.



| (% Yes)       |        |
|---------------|--------|
| 2018          | 79.45% |
| 2019 UHC Avg. | 73.09% |

### Q36. Doctors explained things in a way child could understand

- Always
- Usually



Please refer to page 15 for statistical references and footnotes.

## How Well Doctors Communicate

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q36. Doctors explained things in a way child could understand

##### Improvement action

When explaining concepts to children, use simple terms that are easy to understand.

Talk slowly and repeat statements if necessary.

Speak directly to older children when discussing matters related to their health.

*"My child's doctor always communicates in a way that is easy to understand. One time in particular, when my daughter was diagnosed with asthma, she had to explain the medication she would be taking and how to take it. She also explained it to my daughter so she would understand."*

*"My daughter always understands her doctor, because he talks to her like a teenager."*



Selected comments

*"My son's current doctors all understand the need to not only communicate with us, but also with our son. He always makes sure to explain why certain medications are important! To us, that is very important, because as any parent knows, children tend to want to disagree with us on everything. But they tend to listen to a doctor more."*

*"If my daughter had heard, she might have understood exactly what the doctor was saying, but the doctor might have had to repeat it a few times."*

# Shared Decision Making

## Compared to the 2018 plan result:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

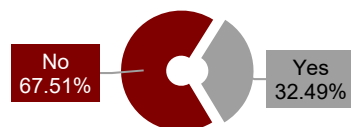
- None of the differences are significant.

## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.

Q10. Doctor discussed starting or stopping a prescription medicine

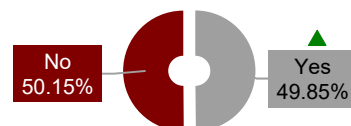
### Gen. Pop.



### (% Yes)

| Year          | Percentage |
|---------------|------------|
| 2018          | 34.08%     |
| 2019 UHC Avg. | 31.49%     |

### CCC Pop.

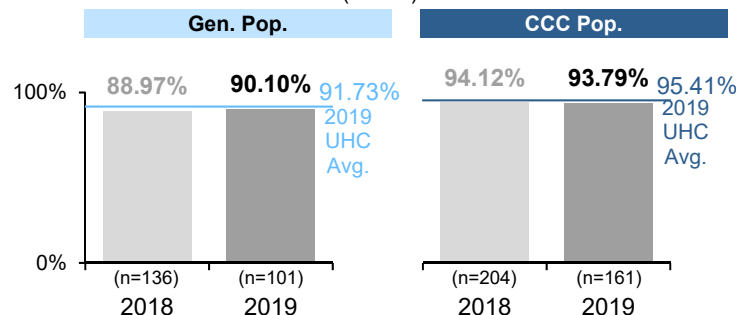


### (% Yes)

| Year          | Percentage |
|---------------|------------|
| 2018          | 44.66%     |
| 2019 UHC Avg. | 50.31%     |

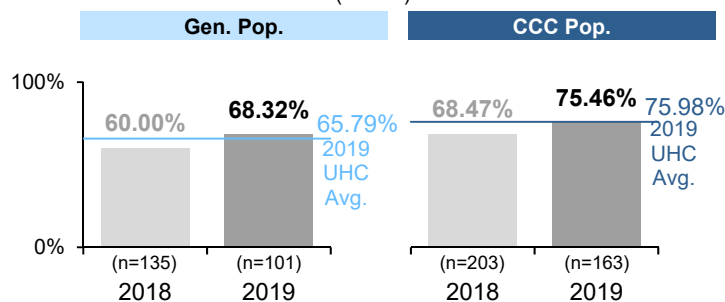
## Q11. Doctor discussed reasons to take a medicine

(% Yes)



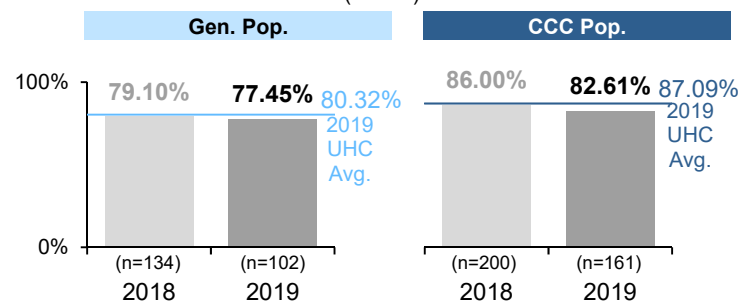
## Q12. Doctor discussed reasons not to take a medicine

(% Yes)



## Q13. Doctor asked what you thought was best

(% Yes)



## Shared Decision Making Composite\*

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 76.03%    | 78.62% | 79.28%        | 82.86%   | 83.95% | 86.16%        |

Please refer to page 15 for statistical references and footnotes.

\*Composite mean scores are not calculated for Yes/No composites.

## Shared Decision Making

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

**Q11. Doctor discussed reasons to take a medicine**

**Q12. Doctor discussed reasons not to take a medicine**

#### Improvement action

Discuss possible side effects of all medications.

Partner with the parent and encourage their involvement when selecting medications.

Listen when parents voice their concerns and take them seriously.

Provide multiple treatment options.



Selected comments

*"This should not be a blind, one-sided decision. If any medication was added or the doctor felt one was needed, I'd want to know why, as well as what the side effects may be."*

*"Doctors that listen and understand are amazing! Some doctors have a 'God complex' and tend to think they know exactly what is best for your child. And yes, most doctors know a lot about medications. However, it is the parents that are with the children every day. We are able to tell what works and what doesn't."*

*"I wouldn't want the doctor to just tell me 'Here, this is what she has to take,' and not give me a choice in the matter."*

*"The one thing she can do better is to offer options for us to look at, so we can find the right medicines."*

## Shared Decision Making

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q13. Doctor asked what you thought was best

##### Improvement action

Discuss options and encourage input from parents.

Listen to and address any concerns regarding the patient's care.

*"We took my son to another doctor that listened to everything that happened with the previous doctor and asked us what medications my son had been on. We told him and he immediately put him back on them and life went back to normal!"*

*"I trust our doctor's decisions but love the fact that he will take the time to have conversations with us on the care of our kids."*



Selected comments

*"I was not asked what was best for my child. I was just told to follow the directions on the bottle."*

*"They usually tell me what my options are and tell me the differences. Then we make a decision together."*



## Health Promotion and Education

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

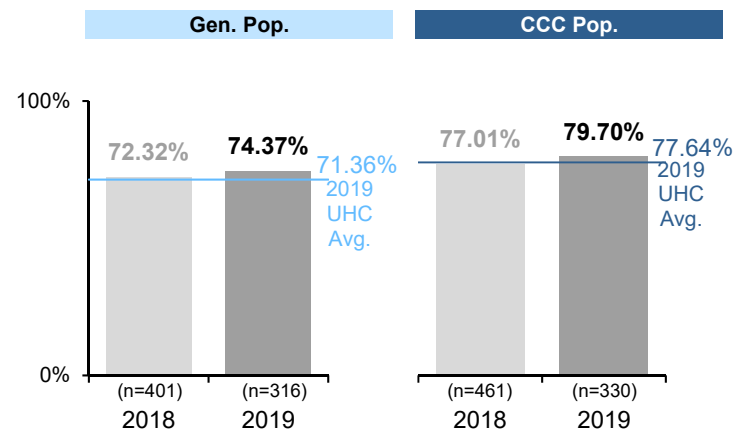
### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- The difference is not significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

### Q8. You and doctor discussed ways to prevent illness (% Yes)



Please refer to page 15 for statistical references and footnotes.

## Coordination of Care

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

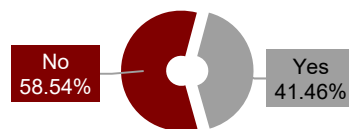
- The difference is not significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

Q39. Received care from doctor or health provider besides personal doctor

#### Gen. Pop.



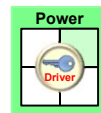
| (% Yes)       |        |
|---------------|--------|
| 2018          | 40.71% |
| 2019 UHC Avg. | 44.08% |

#### CCC Pop.



| (% Yes)       |        |
|---------------|--------|
| 2018          | 55.71% |
| 2019 UHC Avg. | 60.33% |

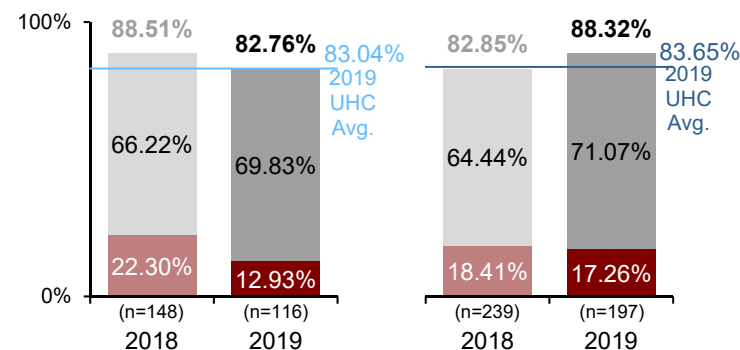
### Q40. Personal doctor seemed informed about care from other providers



- Always
- Usually

#### Gen. Pop.

#### CCC Pop.



Please refer to page 15 for statistical references and footnotes.

## Coordination of Care

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q40. Personal doctor seemed informed about care from other providers

##### Improvement action

Spend enough time reviewing medical records of new patients to fully understand their needs.

Thoroughly listen to the parent's/patient's concerns.

Demonstrate familiarity by commenting on interests and concerns mentioned during prior visits.

Obtain and review records from hospitals and other providers.



Selected comments

*"When we switched her primary doctor, the new doctor knew my child's medical history. She was right on top of it. I was surprised and impressed."*

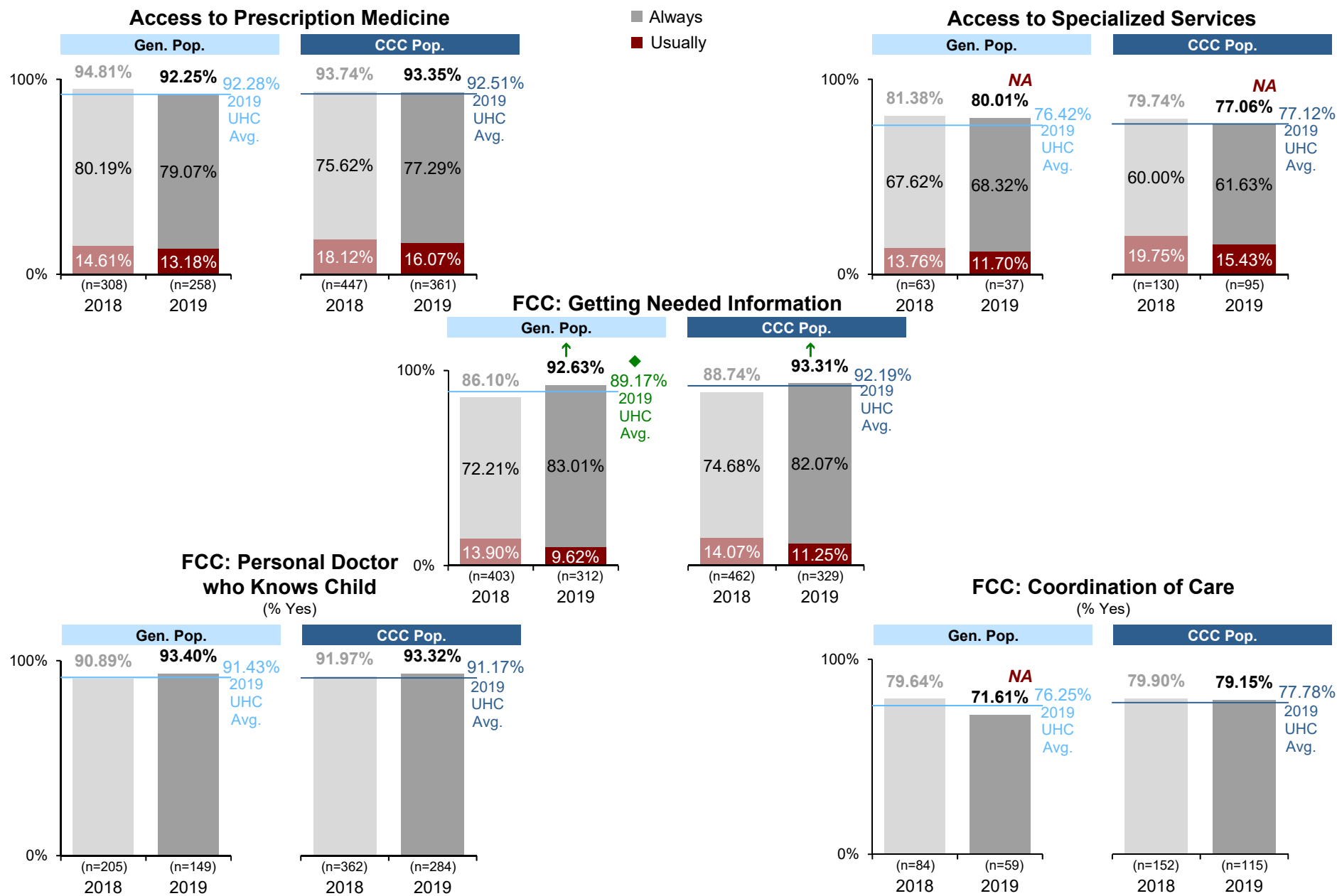
*"I've had to answer the same questions a lot! But our doctor has a plan in place to always know what the other doctors are doing."*

*"The only time I felt he was out of the loop was back before my son was diagnosed with autism. I asked him about it and he said no, he couldn't be autistic because he was too cuddly. I told him he needed to do some research on autism and we'd talk about it again the next time. Basically, I told him my son was autistic before he even sent him to the specialist."*

*"The doctor knew our son's medical history, asked him about how school was going at every visit, and engaged with him about his interests and hobbies. It almost felt like he was a part of the family."*

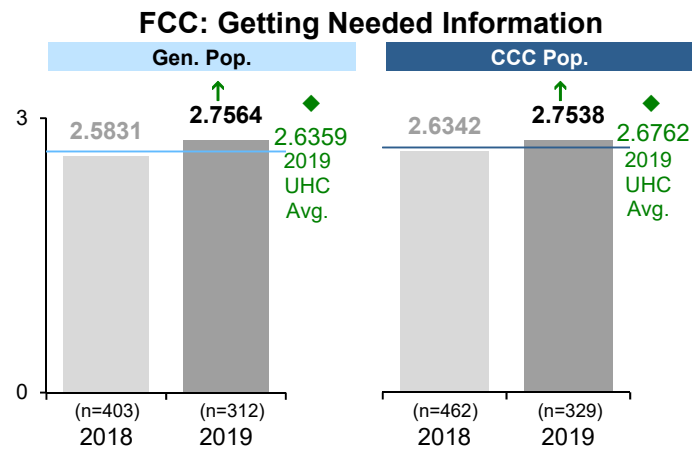
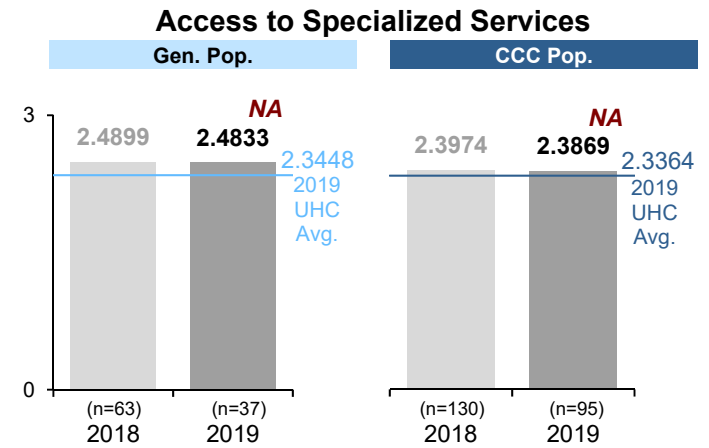
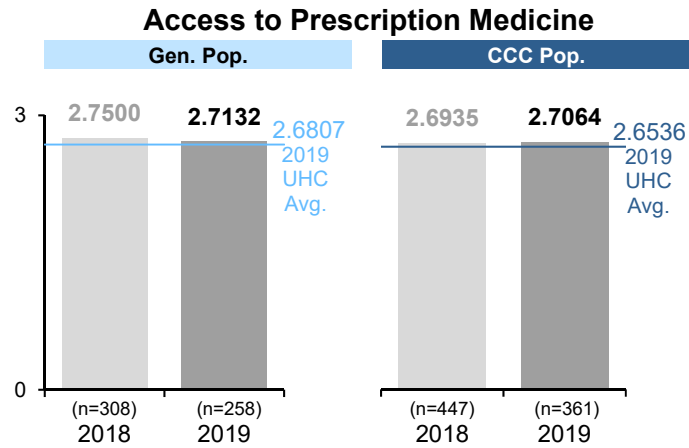
## Children with Chronic Conditions

# CCC composite global proportions



Please refer to page 15 for statistical references and footnotes.

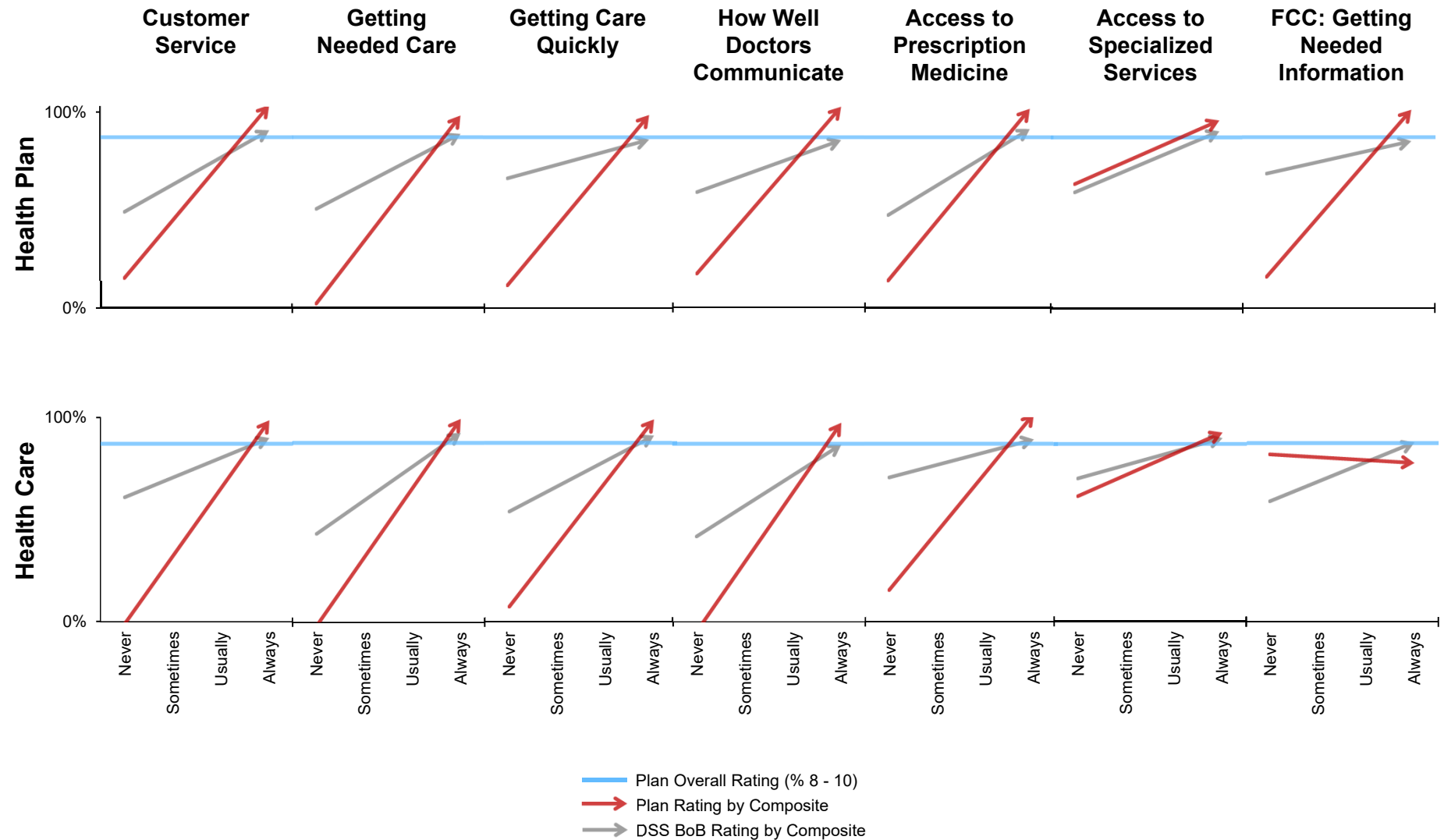
## CCC composite mean scores



Please refer to page 15 for statistical references and footnotes.

## Overall ratings by composites (CCC Population – plan vs. BoB)

The charts below show the relationships between the two overall ratings and the seven composite measures. The steeper the line, the stronger the relationship.



# Access to Prescription Medicine

## Compared to the 2018 plan result:

- Got help getting prescription medicines is significantly lower for the general population.
- Got help getting prescription medicines is significantly lower for the CCC population.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

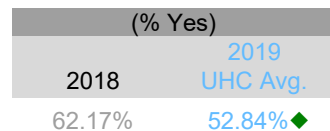
- Got help getting prescription medicines is significantly lower.

## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

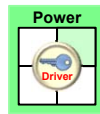
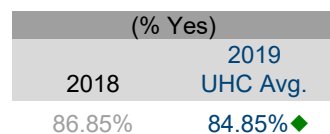
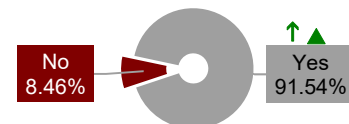
- Got help getting prescription medicines is significantly lower.

Q55. Got/refilled prescription

Gen. Pop.



CCC Pop.

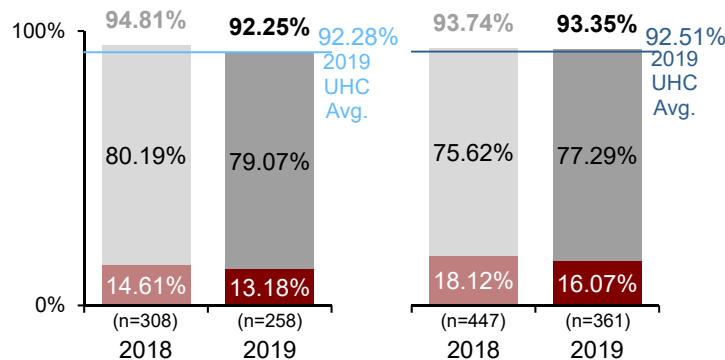


Q56. Easy to get prescription medicine

- Always
- Usually

Gen. Pop.

CCC Pop.

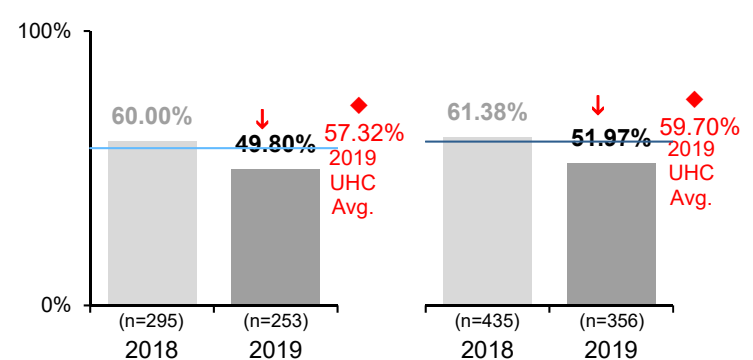


Q57. Got help getting prescription medicines

(% Yes)

Gen. Pop.

CCC Pop.



## Access to Prescription Medicine Composite

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 94.81%    | 92.25% | 92.28%        | 93.74%   | 93.35% | 92.51%        |
| Mean score        | 2.7500    | 2.7132 | 2.6807        | 2.6935   | 2.7064 | 2.6536        |

Please refer to page 15 for statistical references and footnotes.



## Access to Prescription Medicine

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q56. Easy to get prescription medicine

##### Improvement action

Send prescriptions directly to pharmacies immediately after the appointment.

Improve coverage for allergy medications.

Encourage pharmacy and doctor collaboration to resolve issues.

Provide text alerts and reminders.

Advise doctors and other prescribers about alternative medications that are covered by the plan.

Address member concerns about the timeliness of delivery for prescriptions by mail.

Address member concerns about other potential problems with receiving prescriptions by mail.

Simplify the authorization/pre-authorization process.

"The doctor sends them to the pharmacy and they are always filled quick and easy, with no hassles."

"It's easy to get them filled and fast, but they stopped paying for my daughter's allergy medicine."

"I would expect the doctor to call the pharmacy and iron out any issues that may come up."



Selected comments

"Normally what happens is the doctor finds an alternative that the insurance will cover."

"If it requires a doctor's approval to refill a prescription, then it'd take a couple days."

"I never have had mail-in prescriptions. I don't think I'll have it either, just in case it got lost in transit, stolen or something."

"I will not use a mail order service for a prescription, just in case it does not come on time."

## Access to Prescription Medicine

|                                                                                   | Gen. Pop. |        |                     | CCC Pop. |        |                     |    |
|-----------------------------------------------------------------------------------|-----------|--------|---------------------|----------|--------|---------------------|----|
|                                                                                   | 2018      | 2019   | 2019<br>UHC<br>Avg. | 2018     | 2019   | 2019<br>UHC<br>Avg. |    |
| Q60. Child currently needs or uses prescription medication (% Yes)                | 41.96%    | 37.59% | 33.95%              | 86.60%   | 87.13% | 80.52%              | ▲◆ |
| Q61. Needs medication because of a medical, behavioral or other condition (% Yes) | 78.22%    | 73.47% | 79.55%              | 96.18%   | 95.70% | 96.78%              | ▲  |
| Q62. Condition has lasted or is expected to last at least 12 months (% Yes)       | 87.66%    | 91.51% | 91.22%              | 98.11%   | 98.78% | 98.60%              | ▲  |

Please refer to page 15 for statistical references and footnotes.

## Access to Specialized Services

### Compared to the 2018 plan result:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

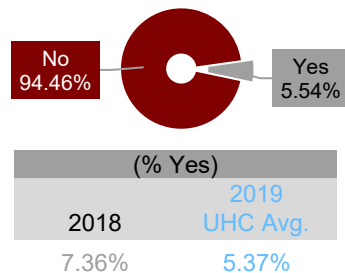
- None of the differences are significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

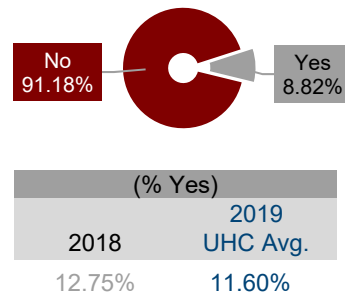
- None of the differences are significant.

Q19. Got special medical equipment/devices

Gen. Pop.

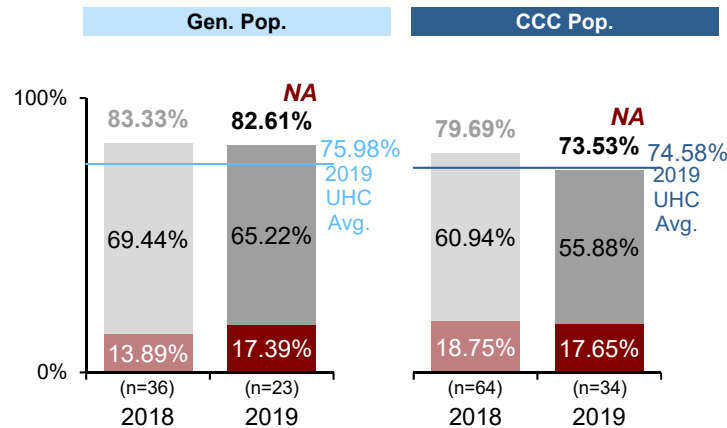


CCC Pop.



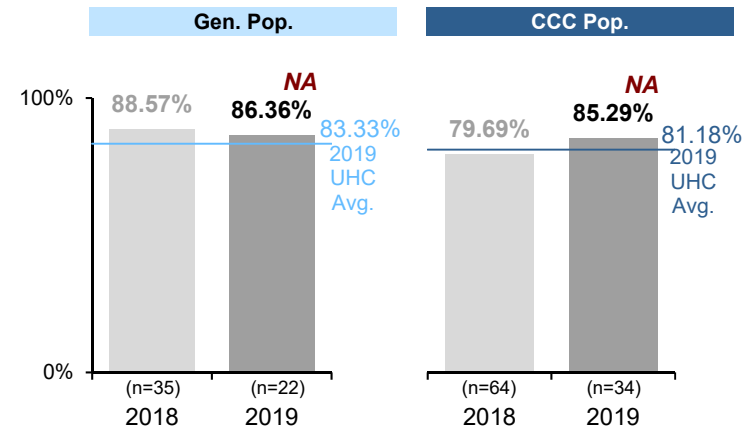
Q20. Easy to get special medical equipment

Always  
Usually



Q21. Got help getting special medical equipment

(% Yes)



### Access to Specialized Services Composite

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 81.38%    | 80.01% | 76.42%        | 79.74%   | 77.06% | 77.12%        |
| Mean score        | 2.4899    | 2.4833 | 2.3448        | 2.3974   | 2.3869 | 2.3364        |

Please refer to page 15 for statistical references and footnotes.

## Access to Specialized Services

### Compared to the 2018 plan result:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

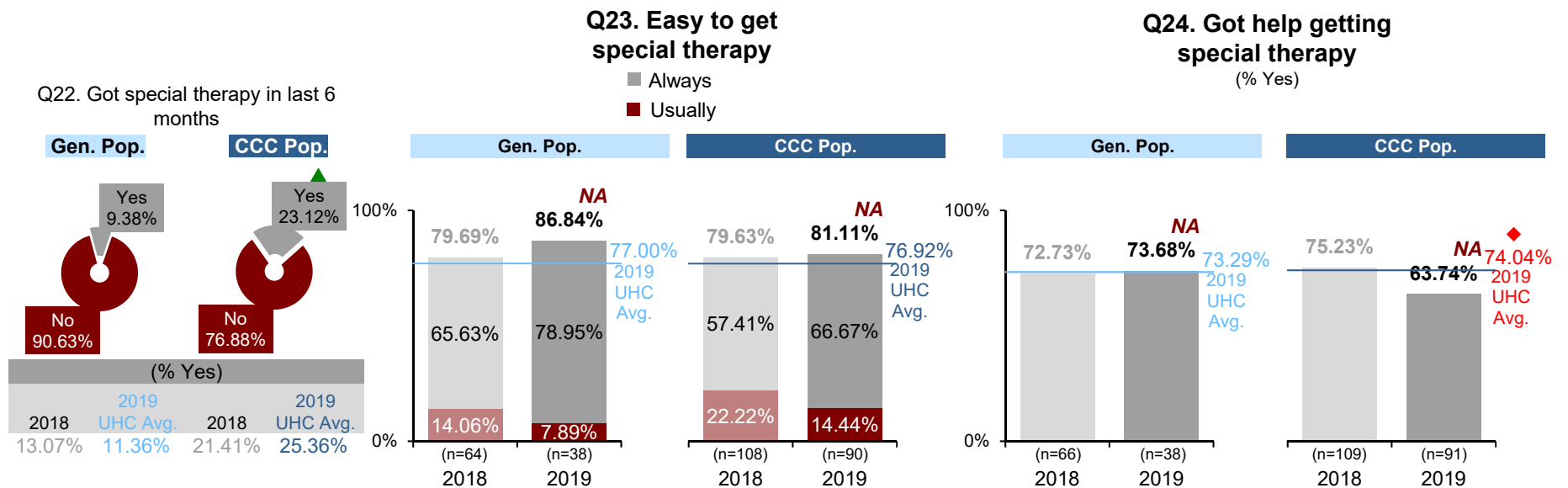
- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- None of the differences are significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- Got help getting special therapy is significantly lower.



|                                                                                | Gen. Pop. |        |               | CCC Pop. |        |               |
|--------------------------------------------------------------------------------|-----------|--------|---------------|----------|--------|---------------|
|                                                                                | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Q69. Child needs or gets physical, occupational or speech therapy (% Yes)      | 13.50%    | 10.97% | 13.51%        | 28.02%   | 31.73% | 32.76% ▲      |
| Q70. Needs therapy because of a medical, behavioral or other condition (% Yes) | 78.13%    | 79.07% | 75.54%        | 89.51%   | 93.55% | 90.70% ▲      |
| Q71. Condition has lasted or is expected to last at least 12 months (% Yes)    | 91.84%    | 84.85% | 93.68%        | 97.64%   | 99.13% | 97.37% ▲      |

Please refer to page 15 for statistical references and footnotes.

## Access to Specialized Services

### Compared to the 2018 plan result:

- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

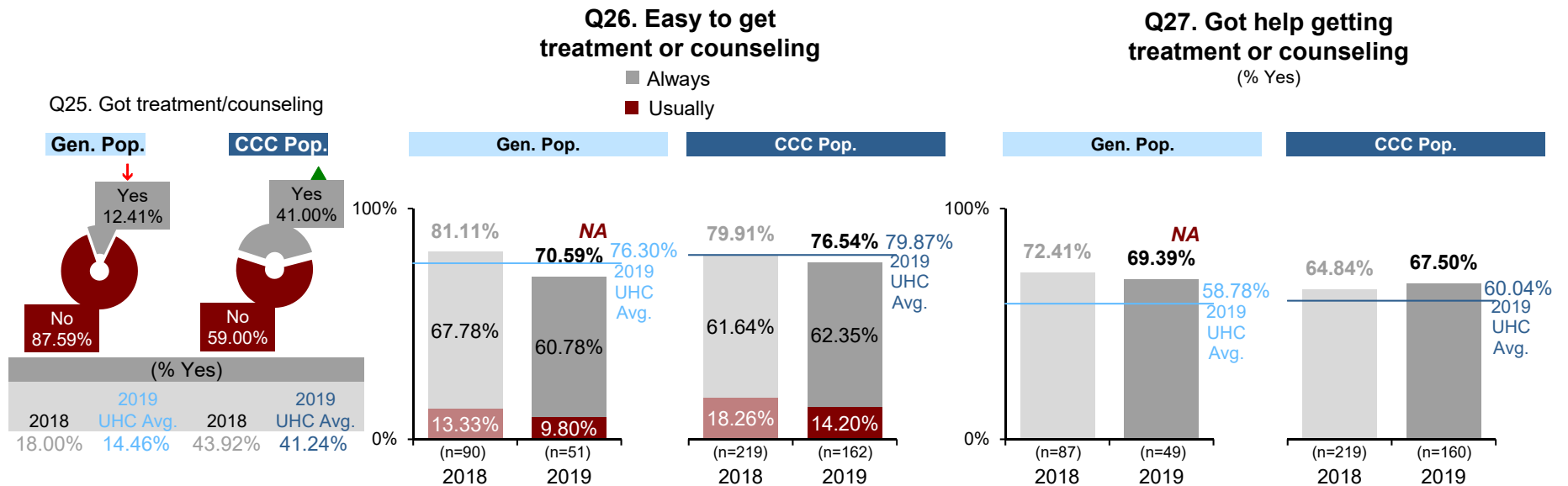
- None of the differences are significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- None of the differences are significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- None of the differences are significant.



|                                                                                                                        | Gen. Pop. |        |               | CCC Pop. |        |               |
|------------------------------------------------------------------------------------------------------------------------|-----------|--------|---------------|----------|--------|---------------|
|                                                                                                                        | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% Yes) | 20.66%    | 16.33% | 18.52%        | 55.95%   | 53.02% | 56.58% ▲      |
| Q73. Problem has lasted or is expected to last at least 12 months (% Yes)                                              | 91.58%    | 91.67% | 91.50%        | 95.34%   | 96.53% | 97.55%        |

Please refer to page 15 for statistical references and footnotes.

# FCC: Personal Doctor/Nurse who Knows Child

## Compared to the 2018 plan result:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- None of the differences are significant.

## 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- None of the differences are significant.

## 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

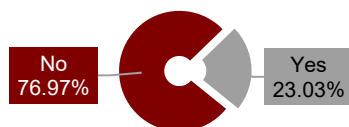
- Doctor understands the effect of a chronic condition on the child is significantly higher.

### Q38. Doctor spoke with you about how child is feeling/growing/behaving

(% Yes)

Q42. Child has a chronic condition

Gen. Pop.



(% Yes)

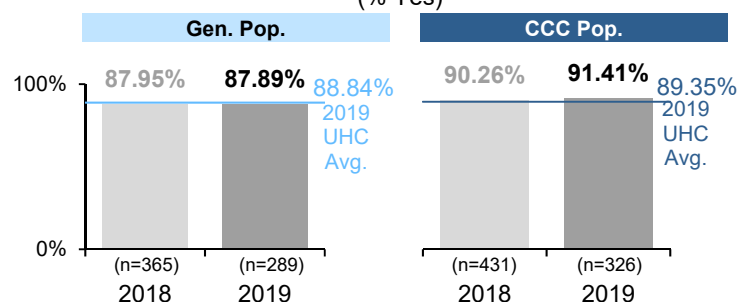
| Year          | Percentage |
|---------------|------------|
| 2018          | 28.93%     |
| 2019 UHC Avg. | 28.74%     |

CCC Pop.



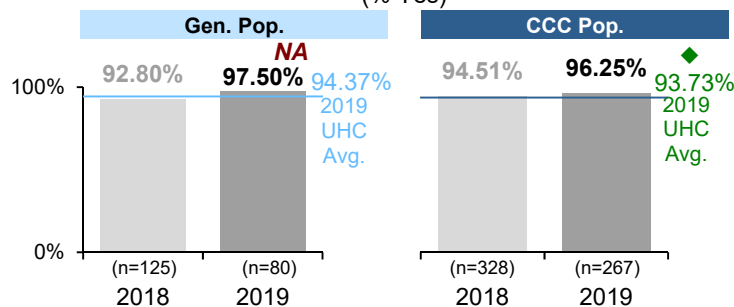
(% Yes)

| Year          | Percentage |
|---------------|------------|
| 2018          | 70.97%     |
| 2019 UHC Avg. | 74.20%     |



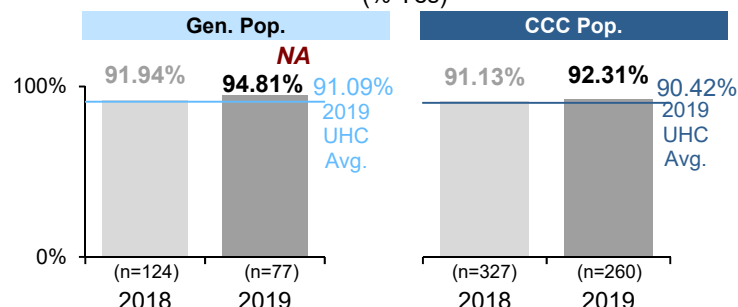
### Q43. Doctor understands effect of chronic condition on child

(% Yes)



### Q44. Doctor understands effect of chronic condition on family

(% Yes)



## FCC: Personal Doctor/Nurse who Knows Child Composite\*

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 90.89%    | 93.40% | 91.43%        | 91.97%   | 93.32% | 91.17%        |

Please refer to page 15 for statistical references and footnotes.

\*Composite mean scores are not calculated for Yes/No composites.

## FCC: Getting Needed Information

### Compared to the 2018 plan result:

- Had questions answered by doctor is significantly higher for the general population.
- Had questions answered by doctor is significantly higher for the CCC population.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

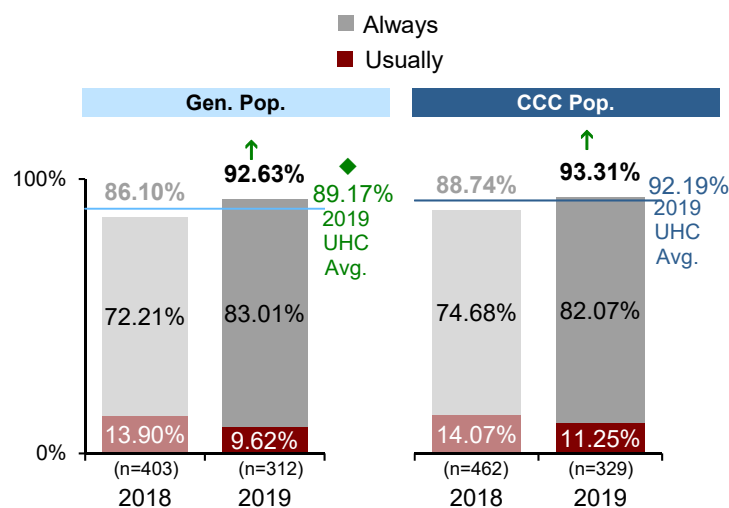
### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- Had questions answered by doctor is significantly higher.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

### Q9. Had questions answered by doctor in last 6 months



| FCC: Getting Needed Information Composite |           |        |                                      |  |          |        |                                      |
|-------------------------------------------|-----------|--------|--------------------------------------|--|----------|--------|--------------------------------------|
|                                           | Gen. Pop. |        |                                      |  | CCC Pop. |        |                                      |
|                                           | 2018      | 2019   | 2019<br>UHC Avg.                     |  | 2018     | 2019   | 2019<br>UHC Avg.                     |
| Global proportion                         | 86.10%    | 92.63% | 89.17% <span>↑</span> <span>◆</span> |  | 88.74%   | 93.31% | 92.19% <span>↑</span> <span>◆</span> |
| Mean score                                | 2.5831    | 2.7564 | 2.6359 <span>↑</span> <span>◆</span> |  | 2.6342   | 2.7538 | 2.6762 <span>↑</span> <span>◆</span> |

Please refer to page 15 for statistical references and footnotes.

## FCC: Getting Needed Information

### Voice of the Member (DSS National Sample)

Recommended actions for improvement based on comments from consumers across the country with Medicaid coverage for their child

#### Q9. Had questions answered by doctor in last 6 months

##### Improvement action

Explain concepts clearly and thoroughly.

Provide additional sources of information.

Use language that is easy to understand.

Avoid language or behavior that may be interpreted as condescending or rude.



Selected comments

*"There have been several times that I have asked a doctor questions where they would give vague answers and I would have to have them elaborate on it."*

*"If I had a question other than 'What's wrong?' my doctor would refer me to someone else and admit she didn't have an answer."*

*"I'll ask if something is normal or not and have them kind of shrug me off or make me feel stupid for asking or not doing certain things. They won't let me finish what I'm trying to say. It is frustrating."*

*"I always ask for clarification on anything I don't understand. He is pretty good about explaining things in terms I understand."*



## FCC: Coordination of Care

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

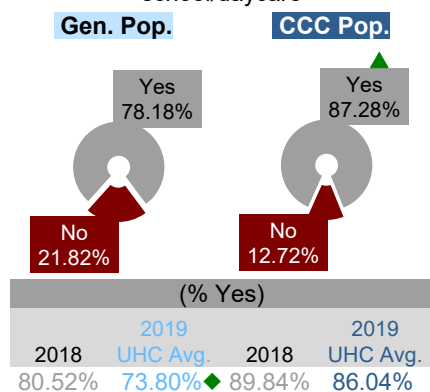
### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

- The difference is not significant.

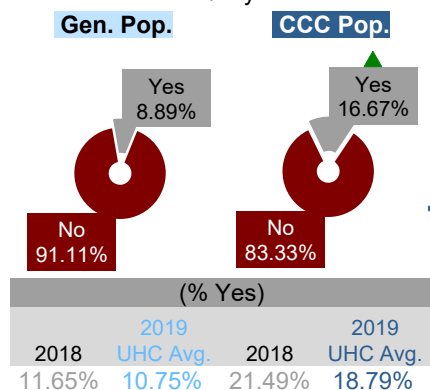
### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

Q16. Child currently enrolled in school/daycare

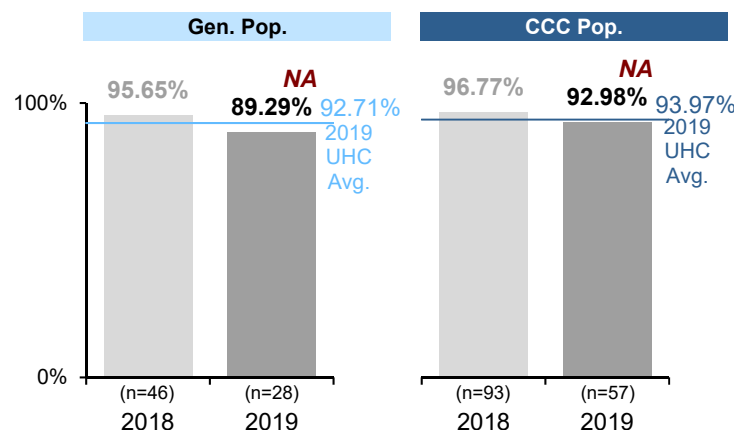


Q17. Needed doctor to contact school/daycare



Please refer to page 15 for statistical references and footnotes.

Q18. Got help from doctor in contacting school/daycare  
(% Yes)



### FCC: Coordination of Care Composite\*

|                   | Gen. Pop. |        |               | CCC Pop. |        |               |
|-------------------|-----------|--------|---------------|----------|--------|---------------|
|                   | 2018      | 2019   | 2019 UHC Avg. | 2018     | 2019   | 2019 UHC Avg. |
| Global proportion | 79.64%    | 71.61% | 76.25%        | 79.90%   | 79.15% | 77.78%        |

\*Composite mean scores are not calculated for Yes/No composites.

## FCC: Coordination of Care

### Compared to the 2018 plan result:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 CCC Pop.:

- The difference is not significant.

### 2019 Gen. Pop. compared to the 2019 Gen. Pop. UHC Average:

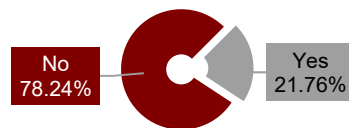
- The difference is not significant.

### 2019 CCC Pop. compared to the 2019 CCC Pop. UHC Average:

- The difference is not significant.

Q28. Child received care from multiple providers or services

#### Gen. Pop.



| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 24.90%  | 24.28%        |

#### CCC Pop.



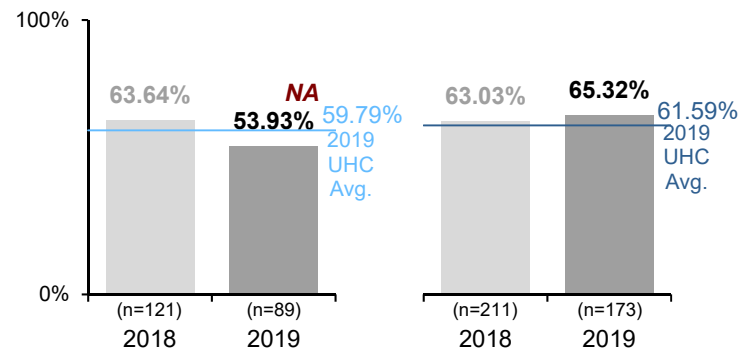
| (% Yes) |               |
|---------|---------------|
| 2018    | 2019 UHC Avg. |
| 42.80%  | 47.78%        |

### Q29. Received help coordinating child's care from multiple providers or services

(% Yes)

#### Gen. Pop.

#### CCC Pop.



Please refer to page 15 for statistical references and footnotes.

## Special health care needs

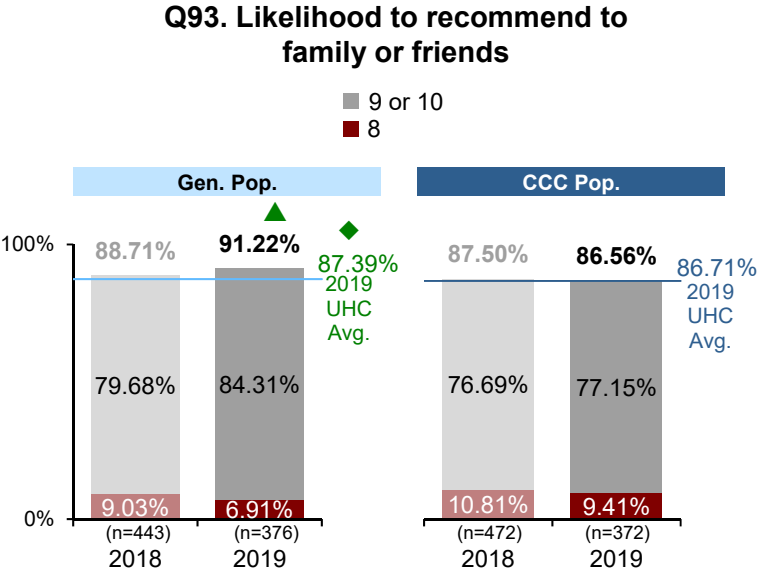
|                                                                             | Gen. Pop. |        |                     | CCC Pop. |        |                     |     |
|-----------------------------------------------------------------------------|-----------|--------|---------------------|----------|--------|---------------------|-----|
|                                                                             | 2018      | 2019   | 2019<br>UHC<br>Avg. | 2018     | 2019   | 2019<br>UHC<br>Avg. |     |
| Q63. Child uses more services than usual (% Yes)                            | 21.95%    | 17.57% | 19.83%              | 57.23%   | 54.80% | 58.52%              | ▲   |
| Q64. Uses more because of medical, behavioral or other conditions (% Yes)   | 79.81%    | 79.71% | 87.80%              | 93.03%   | 95.28% | 94.86%              | ▲   |
| Q65. Condition has lasted/is expected to last at least 12 months (% Yes)    | 98.75%    | 98.15% | 96.48%              | 98.85%   | 97.99% | 98.78%              |     |
| Q66. Child limited in ability (% Yes)                                       | 18.40%    | 14.18% | 15.78%              | 35.95%   | 37.40% | 38.50%              | ▲   |
| Q67. Limited because of medical, behavioral or other condition (% Yes)      | 73.26%    | 62.96% | 77.27%              | 91.16%   | 92.86% | 94.64%              | ▲   |
| Q68. Condition has lasted or is expected to last at least 12 months (% Yes) | 93.55%    | 90.91% | 95.66%              | 96.93%   | 100%   | 99.18%              | ↑ ◆ |

Please refer to page 15 for statistical references and footnotes.

## **Additional questions**

# Additional questions

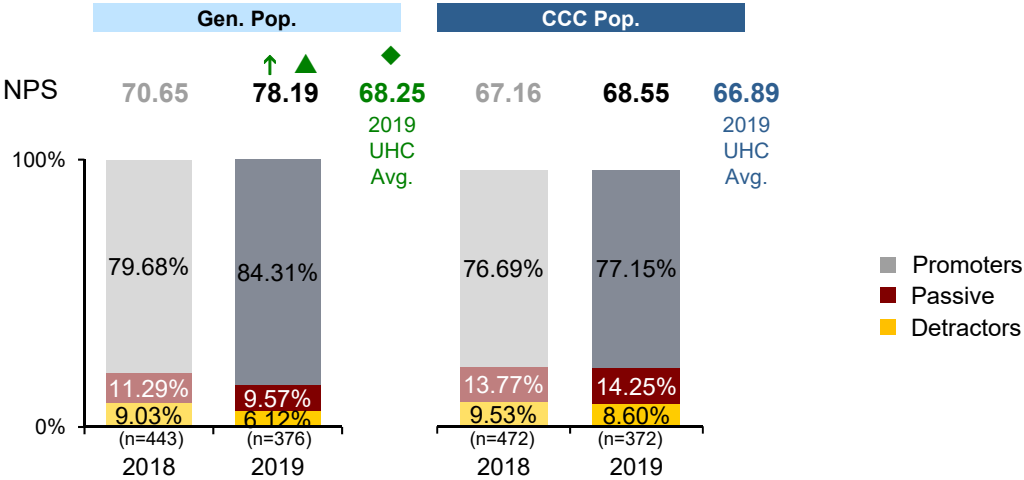
## Health plan loyalty



Please refer to page 15 for statistical references and footnotes.

Additional questions

Net Promoter Score (NPS)\*



\* NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q93) where 0 is not at all likely and 10 is extremely likely. Please refer to page 15 for statistical references and footnotes.

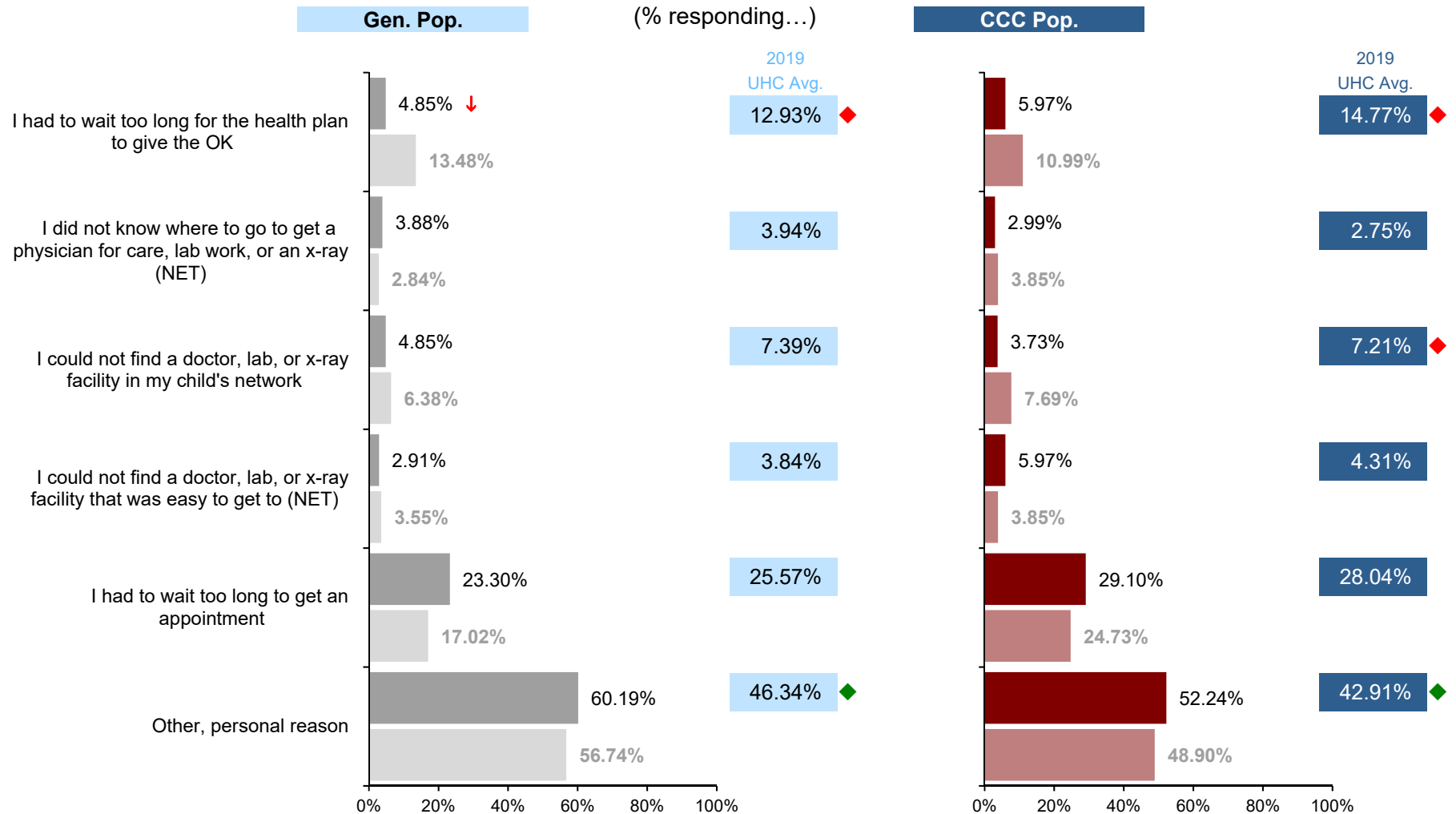
## Additional questions

### Getting needed care

41.81% of Gen. Pop. and 35.80% of CCC Pop. members did not try to get any care, tests or treatment.

#### Q84. Problems getting needed care or tests

■ 2019 Gen Pop. (n=103) ■ 2019 CCC Pop. (n=134)  
■ 2018 Gen Pop. (n=141) ■ 2018 CCC Pop. (n=182)



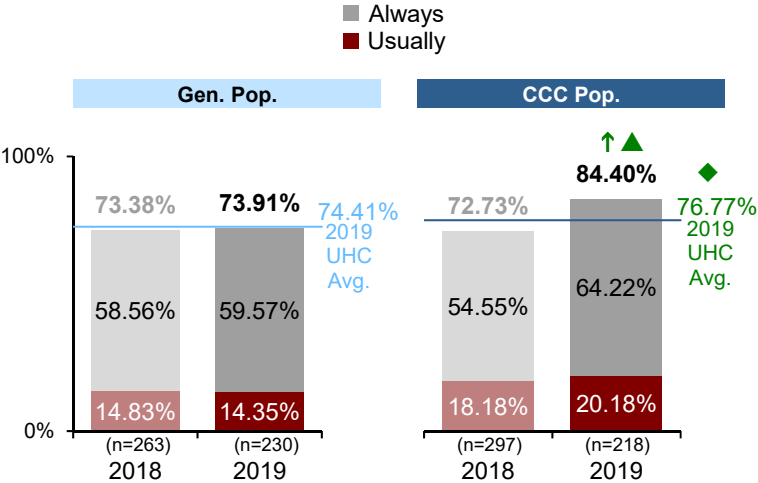
Please refer to page 15 for statistical references and footnotes.

# Additional questions

## After-hours care

36.58% of Gen. Pop. and 39.75% of CCC Pop. members did not call after hours.

Q85. Got the help you wanted



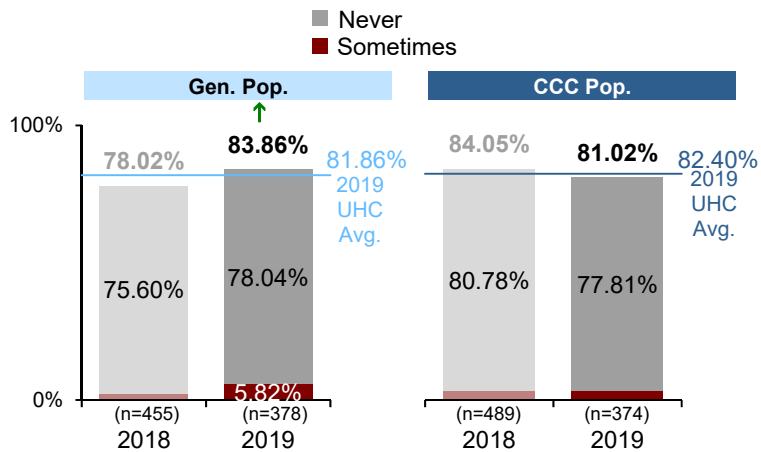
Please refer to page 15 for statistical references and footnotes.



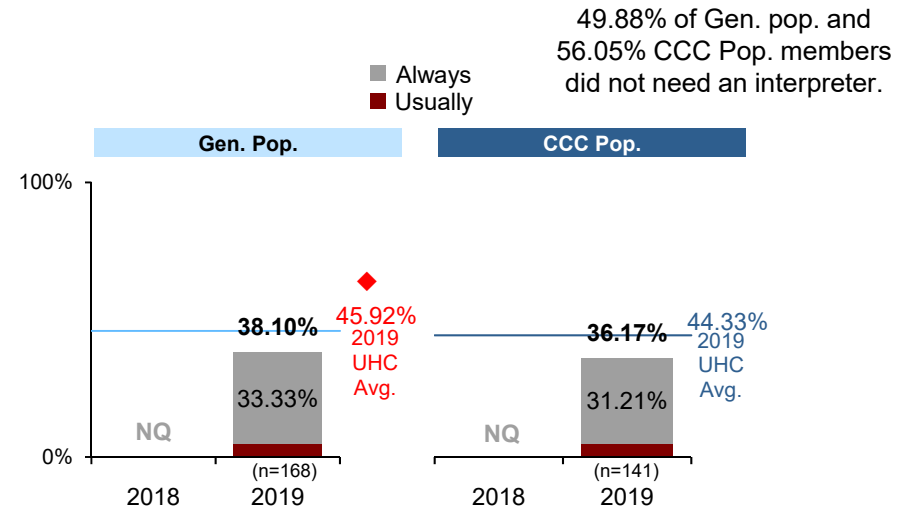
## Additional questions

### Language and cultural needs

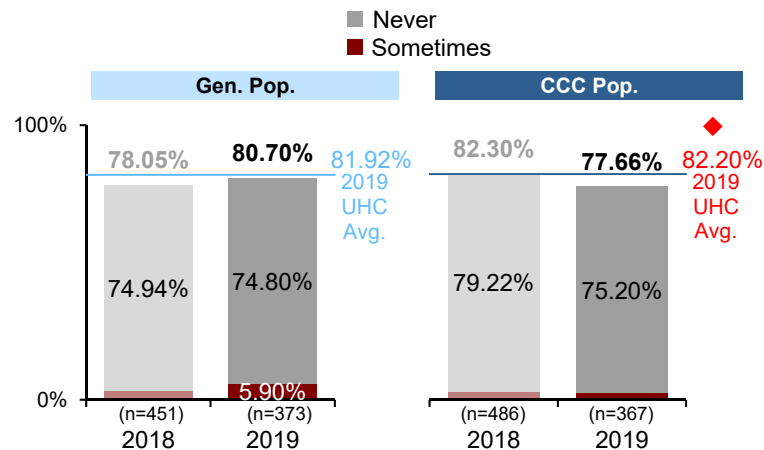
**Q86. Difficulty finding a doctor who speaks your language**



**Q87. Got an interpreter when needed**



**Q88. Difficulty finding a doctor who understands your culture**



Please refer to page 15 for statistical references and footnotes.

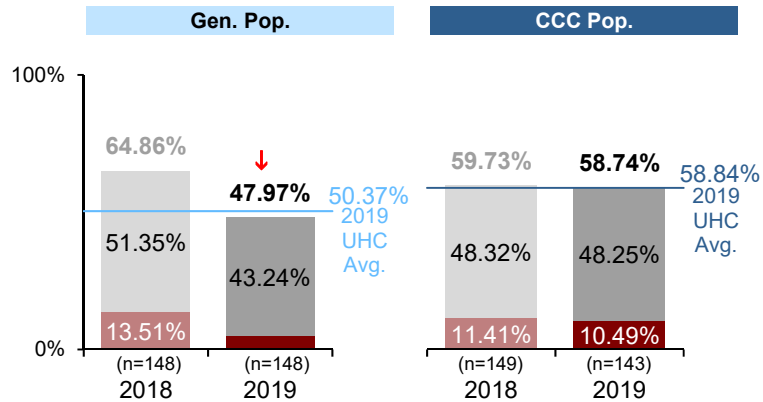
## Additional questions

### Mental health services

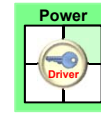
#### Q89. Customer service staff was helpful in providing mental health services

53.21% of Gen. Pop. and 57.04% of CCC Pop. members did not call customer services.

■ Always  
■ Usually

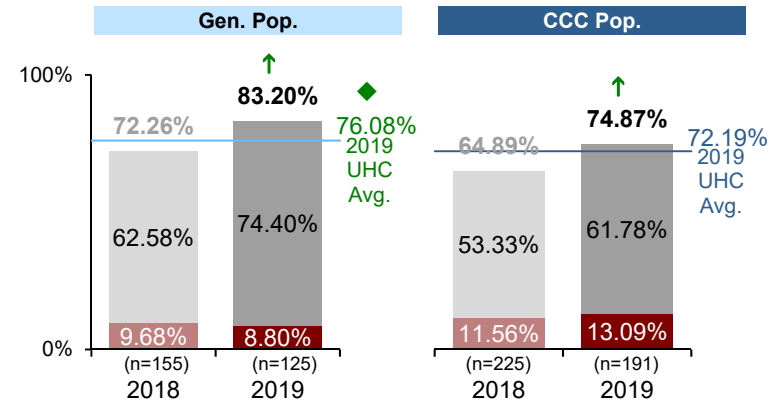


#### Q90. Mental health services overall



■ 9 or 10  
■ 8

55.82% of Gen. Pop. and 42.47% of CCC Pop. members did not receive services.



Please refer to page 15 for statistical references and footnotes.

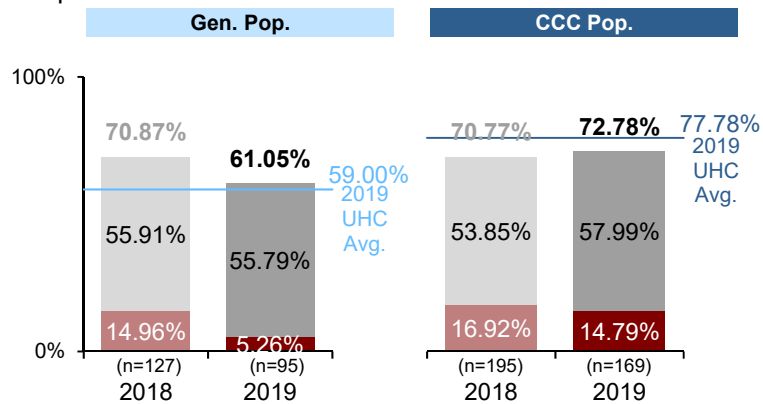
## Additional questions

### Mental health services

#### Q91. Easy to get appointment with mental health specialist

20.80% of Gen. Pop. and 9.95% of CCC Pop. members did not see a specialist.

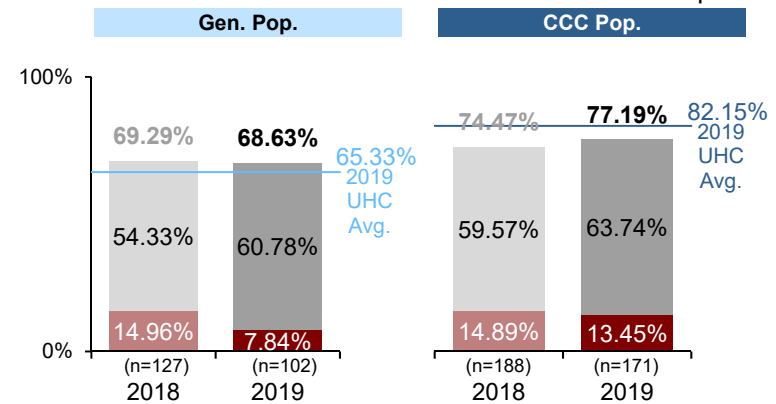
■ Always  
■ Usually



#### Q92. Mental health providers were helpful to your child

16.00% of Gen. Pop. and 7.33% of CCC Pop. members did not see a specialist.

■ Always  
■ Usually



Please refer to page 15 for statistical references and footnotes.

## **Appendix A**

### **Member profile**

## Member profile

|                                           | Gen. Pop. |        |                  |     | CCC Pop. |        |                  |    |
|-------------------------------------------|-----------|--------|------------------|-----|----------|--------|------------------|----|
|                                           | 2018      | 2019   | 2019<br>UHC Avg. |     | 2018     | 2019   | 2019<br>UHC Avg. |    |
| Child's profile                           |           |        |                  |     |          |        |                  |    |
| Overall health (Q58)                      |           |        |                  |     |          |        |                  |    |
| Excellent/Very good                       | 71.92%    | 74.88% | 74.39%           | ▲   | 55.53%   | 55.72% | 54.33%           |    |
| Good                                      | 23.23%    | 20.73% | 20.43%           |     | 32.62%   | 33.08% | 33.06%           | ▲  |
| Fair/Poor                                 | 4.85%     | 4.39%  | 5.18%            |     | 11.84%   | 11.19% | 12.61%           | ▲  |
| Overall mental health (Q59)               |           |        |                  |     |          |        |                  |    |
| Excellent/Very good                       | 65.71%    | 74.45% | 71.03%           | ↑▲  | 40.90%   | 45.25% | 40.25%           |    |
| Good                                      | 23.88%    | 18.43% | 19.50%           | ↓   | 30.53%   | 31.50% | 32.52%           | ▲  |
| Fair/Poor                                 | 10.41%    | 7.13%  | 9.47%            |     | 28.57%   | 23.25% | 27.23%           | ▲  |
| Age (Q74)                                 |           |        |                  |     |          |        |                  |    |
| Less than 1                               | 3.11%     | 2.77%  | 2.10%            | ▲   | 1.39%    | 0.50%  | 0.41%            |    |
| 1-5                                       | 25.10%    | 28.21% | 25.24%           | ▲   | 15.31%   | 18.39% | 15.23%           |    |
| 6-10                                      | 24.90%    | 26.95% | 28.26%           |     | 26.64%   | 26.95% | 29.80%           |    |
| 11-15                                     | 32.16%    | 32.75% | 31.49%           |     | 42.35%   | 37.78% | 37.28%           |    |
| 16 or older                               | 14.73%    | 9.32%  | 12.91%           | ↓◆  | 14.31%   | 16.37% | 17.28%           | ▲  |
| Gender (Q75)                              |           |        |                  |     |          |        |                  |    |
| Male                                      | 52.07%    | 50.63% | 52.47%           |     | 60.75%   | 60.45% | 58.83%           | ▲  |
| Female                                    | 47.93%    | 49.37% | 47.53%           | ▲   | 39.25%   | 39.55% | 41.17%           |    |
| Race/ethnicity (Q76/Q77)                  |           |        |                  |     |          |        |                  |    |
| White                                     | 42.74%    | 51.58% | 64.31%           | ↑◆  | 47.52%   | 56.32% | 69.88%           | ↑◆ |
| Black or African-American                 | 52.56%    | 38.95% | 21.88%           | ↓◆  | 51.88%   | 42.11% | 26.33%           | ↓◆ |
| Hispanic or Latino                        | 12.55%    | 21.48% | 33.28%           | ↑▲◆ | 4.83%    | 8.97%  | 22.04%           | ↑◆ |
| Asian                                     | 3.63%     | 3.68%  | 7.49%            | ◆   | 1.58%    | 2.37%  | 2.63%            |    |
| Native Hawaiian or other Pacific Islander | 0.64%     | 1.05%  | 1.81%            |     | 0.79%    | 0.26%  | 1.01%            | ◆  |
| American Indian or Alaska Native          | 4.27%     | 3.95%  | 3.23%            |     | 6.14%    | 3.42%  | 3.29%            |    |
| Parent's/Adult respondent's profile       |           |        |                  |     |          |        |                  |    |
| Average age (Q78)                         | 36.64     | 37.37  | 38.75            | ◆   | 38.25    | 40.85  | 41.18            | ↑▲ |
| Gender (Q79)                              |           |        |                  |     |          |        |                  |    |
| Male                                      | 8.96%     | 9.55%  | 13.65%           | ◆   | 7.33%    | 9.14%  | 9.97%            |    |
| Female                                    | 91.04%    | 90.45% | 86.35%           | ◆   | 92.67%   | 90.86% | 90.03%           |    |
| Education (Q80)                           |           |        |                  |     |          |        |                  |    |
| High school or less                       | 54.76%    | 50.00% | 50.57%           |     | 44.31%   | 46.19% | 45.39%           |    |
| Some college or more                      | 45.24%    | 50.00% | 49.43%           |     | 55.69%   | 53.81% | 54.61%           |    |
| Relationship to child (Q81)               |           |        |                  |     |          |        |                  |    |
| Mother or Father                          | 89.55%    | 88.01% | 91.31%           | ▲◆  | 86.48%   | 82.15% | 84.80%           |    |
| Grandparent                               | 6.82%     | 9.69%  | 5.94%            | ◆   | 7.79%    | 12.34% | 10.12%           | ↑  |
| Other                                     | 3.62%     | 2.30%  | 2.75%            |     | 5.74%    | 5.51%  | 5.08%            | ▲  |

Please refer to page 15 for statistical references and footnotes.

## **Appendix B**

### **Overall ratings and composite score summary tables**

## Overall ratings and composites – global proportions and summary rates

|                                                       | Gen. Pop. |        |                  |     | CCC Pop. |        |                  |
|-------------------------------------------------------|-----------|--------|------------------|-----|----------|--------|------------------|
|                                                       | 2018      | 2019   | 2019<br>UHC Avg. |     | 2018     | 2019   | 2019<br>UHC Avg. |
| Overall ratings                                       |           |        |                  |     |          |        |                  |
| Rating of Health Plan (Q54) (% 8, 9 or 10)            | 88.66%    | 90.84% | 87.40%           | ◆   | 84.51%   | 87.31% | 86.46%           |
| Rating of Health Care (Q14) (% 8, 9 or 10)            | 89.53%    | 90.48% | 89.47%           |     | 87.36%   | 86.97% | 87.92%           |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)        | 89.32%    | 93.26% | 90.76%           | ↑   | 89.01%   | 91.06% | 91.06%           |
| Rating of Specialist (Q48) (% 8, 9 or 10)             | 87.04%    | 96.34% | 88.61%           | ↑ ◆ | 84.11%   | 93.83% | 89.25% ↑ ◆       |
| Overall ratings and composite scores                  |           |        |                  |     |          |        |                  |
| Rating of Health Plan (Q54) (% 9 or 10)               | 75.10%    | 79.46% | 73.35%           | ◆   | 71.96%   | 74.87% | 72.12%           |
| Rating of Health Care (Q14) (% 9 or 10)               | 74.06%    | 77.14% | 72.07%           | ◆   | 72.98%   | 74.85% | 70.96%           |
| Rating of Personal Doctor (Q41) (% 9 or 10)           | 81.59%    | 83.99% | 77.89%           | ◆   | 79.92%   | 81.57% | 79.48%           |
| Rating of Specialist (Q48) (% 9 or 10)                | 78.70%    | 85.37% | 73.87%           | ◆   | 75.23%   | 83.33% | 75.39% ◆         |
| Customer Service (% Always or Usually)                | 89.38%    | 89.15% | 88.94%           |     | 90.91%   | 88.44% | 89.87%           |
| Getting Needed Care (% Always or Usually)             | 86.38%    | 92.31% | 86.32%           | ↑ ◆ | 88.44%   | 90.62% | 89.73%           |
| Getting Care Quickly (% Always or Usually)            | 94.52%    | 90.84% | 90.39%           |     | 92.65%   | 93.82% | 93.75%           |
| How Well Doctors Communicate (% Always or Usually)    | 93.16%    | 95.84% | 94.18%           |     | 95.41%   | 95.20% | 94.88%           |
| Shared Decision Making (% Yes)                        | 76.03%    | 78.62% | 79.28%           |     | 82.86%   | 83.95% | 86.16%           |
| Health Promotion and Education (Q8) (% Yes)           | 72.32%    | 74.37% | 71.36%           |     | 77.01%   | 79.70% | 77.64%           |
| Coordination of Care (Q40) (% Always or Usually)      | 88.51%    | 82.76% | 83.04%           |     | 82.85%   | 88.32% | 83.65%           |
| Access to Prescription Medicine (% Always or Usually) | 94.81%    | 92.25% | 92.28%           |     | 93.74%   | 93.35% | 92.51%           |
| Access to Specialized Services (% Always or Usually)  | 81.38%    | 80.01% | 76.42%           |     | 79.74%   | 77.06% | 77.12%           |
| FCC: Personal Doctor who Knows Child (% Yes)          | 90.89%    | 93.40% | 91.43%           |     | 91.97%   | 93.32% | 91.17%           |
| FCC: Getting Needed Information (% Always or Usually) | 86.10%    | 92.63% | 89.17%           | ↑ ◆ | 88.74%   | 93.31% | 92.19% ↑         |
| FCC: Coordination of Care (% Yes)                     | 79.64%    | 71.61% | 76.25%           |     | 79.90%   | 79.15% | 77.78%           |

Please refer to page 15 for statistical references and footnotes.

## Overall ratings and composites – mean scores

|                                                               | Gen. Pop. |        |                  |   | CCC Pop. |        |                  |
|---------------------------------------------------------------|-----------|--------|------------------|---|----------|--------|------------------|
|                                                               | 2018      | 2019   | 2019<br>UHC Avg. |   | 2018     | 2019   | 2019<br>UHC Avg. |
| Overall mean ratings: 0 - 10 scale                            |           |        |                  |   |          |        |                  |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                    | 9.0870    | 9.2153 | 9.0164           | ◆ | 8.9000   | 9.0076 | 8.9545           |
| Rating of Health Care (Q14) (% 8, 9 or 10)                    | 9.0948    | 9.1492 | 9.0244           |   | 9.0087   | 9.0667 | 8.9771           |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)                | 9.2545    | 9.3708 | 9.1830           | ◆ | 9.1882   | 9.2981 | 9.2140           |
| Rating of Specialist (Q48) (% 8, 9 or 10)                     | 9.0648    | 9.3780 | 9.0511           |   | 8.8879   | 9.3395 | 9.0785 ↑ ◆       |
| Overall ratings and composite scores: Three-point mean scores |           |        |                  |   |          |        |                  |
| Rating of Health Plan (Q54) (% 9 or 10)                       | 2.6903    | 2.7376 | 2.6676           | ◆ | 2.6294   | 2.6574 | 2.6451           |
| Rating of Health Care (Q14) (% 9 or 10)                       | 2.6783    | 2.6921 | 2.6668           |   | 2.6492   | 2.6697 | 2.6474           |
| Rating of Personal Doctor (Q41) (% 9 or 10)                   | 2.7614    | 2.7921 | 2.7308           | ◆ | 2.7315   | 2.7534 | 2.7441           |
| Rating of Specialist (Q48) (% 9 or 10)                        | 2.6852    | 2.8171 | 2.6823           | ◆ | 2.6495   | 2.8025 | 2.6970 ↑ ◆       |
| Customer Service (% Always or Usually)                        | 2.6643    | 2.6604 | 2.5941           |   | 2.6678   | 2.5887 | 2.6126           |
| Getting Needed Care (% Always or Usually)                     | 2.5663    | 2.6790 | 2.4949 ↑         | ◆ | 2.5771   | 2.6154 | 2.5534           |
| Getting Care Quickly (% Always or Usually)                    | 2.7684    | 2.7034 | 2.6627           |   | 2.7359   | 2.7442 | 2.7188           |
| How Well Doctors Communicate (% Always or Usually)            | 2.7585    | 2.8353 | 2.7488           | ◆ | 2.7983   | 2.8010 | 2.7617           |
| Coordination of Care (Q40) (% Always or Usually)              | 2.5473    | 2.5259 | 2.4260           |   | 2.4728   | 2.5939 | 2.4359 ◆         |
| Access to Prescription Medicine (% Always or Usually)         | 2.7500    | 2.7132 | 2.6807           |   | 2.6935   | 2.7064 | 2.6536           |
| Access to Specialized Services (% Always or Usually)          | 2.4899    | 2.4833 | 2.3448           |   | 2.3974   | 2.3869 | 2.3364           |
| FCC: Getting Needed Information (% Always or Usually)         | 2.5831    | 2.7564 | 2.6359 ↑         | ◆ | 2.6342   | 2.7538 | 2.6762 ↑ ◆       |

Please refer to page 15 for statistical references and footnotes.



## Key measures – global proportions and summary rates

|                                                        | Gen. Pop. |        |                  |   |   | CCC Pop. |        |                  |   |   |
|--------------------------------------------------------|-----------|--------|------------------|---|---|----------|--------|------------------|---|---|
|                                                        | 2018      | 2019   | 2019<br>UHC Avg. |   |   | 2018     | 2019   | 2019<br>UHC Avg. |   |   |
| Rating of Health Plan (Q54) (% 8, 9 or 10)             | 88.66%    | 90.84% | 87.40%           | ◆ |   | 84.51%   | 87.31% | 86.46%           |   |   |
| Rating of Health Care (Q14) (% 8, 9 or 10)             | 89.53%    | 90.48% | 89.47%           |   |   | 87.36%   | 86.97% | 87.92%           |   |   |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)         | 89.32%    | 93.26% | 90.76%           | ↑ |   | 89.01%   | 91.06% | 91.06%           |   |   |
| Rating of Specialist (Q48) (% 8, 9 or 10)              | 87.04%    | 96.34% | 88.61%           | ↑ | ◆ | 84.11%   | 93.83% | 89.25%           | ↑ | ◆ |
| Net Promoter Score (NPS)*                              | 70.65     | 78.19  | 68.25            | ↑ | ▲ | 67.16    | 68.55  | 66.89            |   |   |
| Customer Service (% Always or Usually)                 | 89.38%    | 89.15% | 88.94%           |   |   | 90.91%   | 88.44% | 89.87%           |   |   |
| Q50. Got needed info. from customer service            | 85.59%    | 82.08% | 83.50%           |   |   | 84.62%   | 82.91% | 84.72%           |   |   |
| Q51. Staff treated you with courtesy/respect           | 93.16%    | 96.23% | 94.38%           |   |   | 97.20%   | 93.97% | 95.03%           |   |   |
| Getting Needed Care (% Always or Usually)              | 86.38%    | 92.31% | 86.32%           | ↑ | ◆ | 88.44%   | 90.62% | 89.73%           |   |   |
| Q46. Got appointment with specialist as soon as needed | 80.67%    | 92.22% | 81.47%           | ↑ | ◆ | 85.14%   | 87.93% | 86.00%           |   |   |
| Q15. Ease of getting care, tests or treatment          | 92.08%    | 92.41% | 91.16%           |   |   | 91.74%   | 93.31% | 93.47%           |   |   |
| Getting Care Quickly (% Always or Usually)             | 94.52%    | 90.84% | 90.39%           |   |   | 92.65%   | 93.82% | 93.75%           |   |   |
| Q4. Got urgent care as soon as needed                  | 94.24%    | 90.07% | 91.62%           |   |   | 91.21%   | 93.19% | 94.65%           |   |   |
| Q6. Got routine care as soon as needed                 | 94.81%    | 91.61% | 89.16%           |   |   | 94.09%   | 94.44% | 92.84%           |   |   |
| How Well Doctors Communicate (% Always or Usually)     | 93.16%    | 95.84% | 94.18%           |   |   | 95.41%   | 95.20% | 94.88%           |   |   |
| Q32. Doctor explained things                           | 93.46%    | 96.17% | 94.52%           |   |   | 95.89%   | 96.34% | 95.46%           |   |   |
| Q33. Doctor listened carefully                         | 95.63%    | 96.89% | 95.39%           |   |   | 95.87%   | 95.41% | 95.73%           |   |   |
| Q34. Doctor showed respect                             | 95.36%    | 96.55% | 96.63%           |   |   | 97.71%   | 96.94% | 96.71%           |   |   |
| Q37. Doctor spent enough time                          | 88.19%    | 93.75% | 90.17%           | ↑ | ◆ | 92.18%   | 92.10% | 91.62%           |   |   |
| Shared Decision Making (% Yes)                         | 76.03%    | 78.62% | 79.28%           |   |   | 82.86%   | 83.95% | 86.16%           |   |   |
| Q11. Doctor discussed reasons to take medicine         | 88.97%    | 90.10% | 91.73%           |   |   | 94.12%   | 93.79% | 95.41%           |   |   |
| Q12. Doctor discussed reasons not to take medicine     | 60.00%    | 68.32% | 65.79%           |   |   | 68.47%   | 75.46% | 75.98%           |   |   |
| Q13. Doctor asked what you thought was best            | 79.10%    | 77.45% | 80.32%           |   |   | 86.00%   | 82.61% | 87.09%           |   |   |
| Health Promotion and Education (Q8) (% Yes)            | 72.32%    | 74.37% | 71.36%           |   |   | 77.01%   | 79.70% | 77.64%           |   |   |
| Coordination of Care (Q40) (% Always or Usually)       | 88.51%    | 82.76% | 83.04%           |   |   | 82.85%   | 88.32% | 83.65%           |   |   |
| Access to Prescription Medicine (% Always or Usually)  | 94.81%    | 92.25% | 92.28%           |   |   | 93.74%   | 93.35% | 92.51%           |   |   |
| Access to Specialized Services (% Always or Usually)   | 81.38%    | 80.01% | 76.42%           |   |   | 79.74%   | 77.06% | 77.12%           |   |   |
| FCC: Personal Doctor who Knows Child (% Yes)           | 90.89%    | 93.40% | 91.43%           |   |   | 91.97%   | 93.32% | 91.17%           |   |   |
| FCC: Getting Needed Information (% Always or Usually)  | 86.10%    | 92.63% | 89.17%           | ↑ | ◆ | 88.74%   | 93.31% | 92.19%           | ↑ |   |
| FCC: Coordination of Care (% Yes)                      | 79.64%    | 71.61% | 76.25%           |   |   | 79.90%   | 79.15% | 77.78%           |   |   |

\*NPS = Promoters (% 9 or 10) minus Detractors (% 0-6) rating on likelihood to recommend plan (Q93) where 0 is not at all likely and 10 is extremely likely.

## Overall ratings and composites – percentiles

| General Population                                        | 2019 Plan     |             | National Percentiles from<br>2018 Quality Compass (Child Medicaid – General Population) |                  |                  |                  |                  |                  |                  |                  |                  |
|-----------------------------------------------------------|---------------|-------------|-----------------------------------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                                           | Score         | Percentile  | 5 <sup>th</sup>                                                                         | 10 <sup>th</sup> | 25 <sup>th</sup> | 33 <sup>rd</sup> | 50 <sup>th</sup> | 67 <sup>th</sup> | 75 <sup>th</sup> | 90 <sup>th</sup> | 95 <sup>th</sup> |
| <b>Rating of Health Plan (Q54) (% 8, 9 or 10)</b>         | <b>90.84%</b> | <b>90th</b> | <b>80.58</b>                                                                            | <b>82.08</b>     | <b>84.10</b>     | <b>85.15</b>     | <b>86.63</b>     | <b>88.08</b>     | <b>89.06</b>     | <b>90.77</b>     | <b>91.49</b>     |
| <b>Rating of Health Care (Q14) (% 8, 9 or 10)</b>         | <b>90.48%</b> | <b>75th</b> | <b>82.31</b>                                                                            | <b>83.20</b>     | <b>85.23</b>     | <b>85.78</b>     | <b>87.27</b>     | <b>88.52</b>     | <b>89.25</b>     | <b>90.64</b>     | <b>91.54</b>     |
| <b>Rating of Personal Doctor (Q41) (% 8, 9 or 10)</b>     | <b>93.26%</b> | <b>95th</b> | <b>84.52</b>                                                                            | <b>86.14</b>     | <b>88.01</b>     | <b>88.52</b>     | <b>89.64</b>     | <b>90.72</b>     | <b>91.28</b>     | <b>92.59</b>     | <b>93.26</b>     |
| <b>Rating of Specialist (Q48) (% 8, 9 or 10)</b>          | <b>96.34%</b> | <b>95th</b> | <b>81.46</b>                                                                            | <b>82.26</b>     | <b>84.75</b>     | <b>85.81</b>     | <b>86.94</b>     | <b>88.41</b>     | <b>89.30</b>     | <b>91.87</b>     | <b>92.25</b>     |
| <b>Customer Service (% Always or Usually)</b>             | <b>89.15%</b> | <b>50th</b> | <b>84.60</b>                                                                            | <b>85.48</b>     | <b>87.22</b>     | <b>87.56</b>     | <b>88.50</b>     | <b>89.95</b>     | <b>90.58</b>     | <b>92.01</b>     | <b>93.07</b>     |
| Q50. CS provided needed information or help               | 82.08%        | 25th        | 78.18                                                                                   | 79.13            | 80.91            | 82.09            | 83.64            | 85.22            | 86.25            | 87.92            | 89.68            |
| Q51. CS treated member with courtesy and respect          | 96.23%        | 75th        | 90.37                                                                                   | 91.35            | 92.66            | 93.05            | 93.94            | 94.85            | 95.22            | 96.39            | 97.18            |
| <b>Getting Needed Care (% Always or Usually)</b>          | <b>92.31%</b> | <b>95th</b> | <b>78.11</b>                                                                            | <b>79.28</b>     | <b>81.67</b>     | <b>82.79</b>     | <b>84.41</b>     | <b>87.20</b>     | <b>87.94</b>     | <b>90.26</b>     | <b>91.35</b>     |
| Q46. Got appointment with specialist as soon as needed    | 92.22%        | 95th        | 69.72                                                                                   | 72.82            | 77.10            | 78.57            | 80.90            | 84.21            | 85.26            | 86.89            | 88.49            |
| Q15. Ease of getting care, tests or treatment             | 92.41%        | 75th        | 82.70                                                                                   | 83.98            | 87.01            | 88.09            | 89.85            | 91.59            | 92.31            | 93.91            | 94.44            |
| <b>Getting Care Quickly (% Always or Usually)</b>         | <b>90.84%</b> | <b>50th</b> | <b>82.18</b>                                                                            | <b>83.90</b>     | <b>86.81</b>     | <b>87.96</b>     | <b>89.96</b>     | <b>91.68</b>     | <b>92.56</b>     | <b>94.52</b>     | <b>95.06</b>     |
| Q4. Got urgent care as soon as needed                     | 90.07%        | 33rd        | 83.18                                                                                   | 85.45            | 87.79            | 89.22            | 91.33            | 92.89            | 93.88            | 95.79            | 96.76            |
| Q6. Got check-up or routine appointment as soon as needed | 91.61%        | 67th        | 79.82                                                                                   | 81.21            | 85.59            | 86.67            | 89.01            | 90.48            | 91.68            | 93.60            | 94.82            |
| <b>How Well Doctors Communicate (% Always or Usually)</b> | <b>95.84%</b> | <b>75th</b> | <b>89.39</b>                                                                            | <b>91.10</b>     | <b>92.46</b>     | <b>92.89</b>     | <b>94.05</b>     | <b>94.86</b>     | <b>95.40</b>     | <b>96.36</b>     | <b>96.81</b>     |
| Q32. Personal doctor explained things                     | 96.17%        | 67th        | 88.98                                                                                   | 91.03            | 93.03            | 93.47            | 94.49            | 95.74            | 96.28            | 97.00            | 97.66            |
| Q33. Personal doctor listened carefully                   | 96.89%        | 75th        | 91.72                                                                                   | 92.67            | 94.32            | 94.78            | 95.61            | 96.15            | 96.47            | 97.32            | 97.94            |
| Q34. Personal doctor showed respect                       | 96.55%        | 50th        | 93.20                                                                                   | 93.89            | 95.50            | 95.93            | 96.50            | 97.03            | 97.26            | 98.03            | 98.75            |
| Q37. Personal doctor spent enough time                    | 93.75%        | 90th        | 82.11                                                                                   | 83.30            | 86.92            | 88.03            | 89.73            | 91.40            | 91.91            | 93.70            | 94.25            |
| <b>Shared Decision Making (% Yes)</b>                     | <b>78.62%</b> | <b>33rd</b> | <b>69.87</b>                                                                            | <b>72.18</b>     | <b>75.81</b>     | <b>76.79</b>     | <b>79.31</b>     | <b>80.26</b>     | <b>80.95</b>     | <b>83.06</b>     | <b>83.56</b>     |
| Q11. Doctor discussed reasons to take a medicine          | 90.10%        | 25th        | 81.82                                                                                   | 84.83            | 88.97            | 91.00            | 92.24            | 93.33            | 94.08            | 95.56            | 95.93            |
| Q12. Doctor discussed reasons not to take a medicine      | 68.32%        | 67th        | 54.13                                                                                   | 56.46            | 60.61            | 62.80            | 65.84            | 67.29            | 68.66            | 72.65            | 74.04            |
| Q13. Doctor asked what you thought was best               | 77.45%        | 33rd        | 71.43                                                                                   | 74.07            | 76.27            | 77.05            | 79.01            | 80.89            | 81.75            | 83.94            | 84.68            |
| <b>Health Promotion and Education (Q8) (% Yes)</b>        | <b>74.37%</b> | <b>67th</b> | <b>65.97</b>                                                                            | <b>67.35</b>     | <b>70.44</b>     | <b>71.43</b>     | <b>72.79</b>     | <b>74.32</b>     | <b>75.00</b>     | <b>77.35</b>     | <b>79.67</b>     |
| <b>Coordination of Care (Q40) (% Always or Usually)</b>   | <b>82.76%</b> | <b>33rd</b> | <b>75.00</b>                                                                            | <b>76.85</b>     | <b>80.21</b>     | <b>81.40</b>     | <b>82.94</b>     | <b>85.31</b>     | <b>86.54</b>     | <b>88.24</b>     | <b>89.29</b>     |
| <b>Other reported measures (% Always or Usually)</b>      |               |             |                                                                                         |                  |                  |                  |                  |                  |                  |                  |                  |
| Q53. Health plan forms were easy to fill out              | 96.99%        | 75th        | 91.54                                                                                   | 92.11            | 93.48            | 94.12            | 94.94            | 95.55            | 95.90            | 97.19            | 97.38            |

 Shading indicates that the plan has achieved the percentile level in the column header.

## Overall ratings and composites – percentiles

| CCC Population                                                    | 2019 Plan |                  | National Percentiles from<br>2018 Quality Compass (Child Medicaid – CCC Population) |                  |                  |                  |                  |                  |                  |                  |                  |
|-------------------------------------------------------------------|-----------|------------------|-------------------------------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
|                                                                   | Score     | Percentile       | 5 <sup>th</sup>                                                                     | 10 <sup>th</sup> | 25 <sup>th</sup> | 33 <sup>rd</sup> | 50 <sup>th</sup> | 67 <sup>th</sup> | 75 <sup>th</sup> | 90 <sup>th</sup> | 95 <sup>th</sup> |
| <b>Rating of Health Plan (Q54) (% 8, 9 or 10)</b>                 | 87.31%    | 75 <sup>th</sup> | 76.00                                                                               | 79.05            | 82.64            | 83.28            | 84.74            | 85.96            | 87.07            | 89.14            | 89.74            |
| <b>Rating of Health Care (Q14) (% 8, 9 or 10)</b>                 | 86.97%    | 50 <sup>th</sup> | 80.12                                                                               | 81.70            | 84.78            | 85.81            | 86.57            | 87.36            | 87.59            | 89.39            | 89.90            |
| <b>Rating of Personal Doctor (Q41) (% 8, 9 or 10)</b>             | 91.06%    | 75 <sup>th</sup> | 85.63                                                                               | 86.49            | 88.26            | 89.01            | 89.49            | 90.49            | 91.00            | 91.45            | 92.84            |
| <b>Rating of Specialist (Q48) (% 8, 9 or 10)</b>                  | 93.83%    | 95 <sup>th</sup> | 81.50                                                                               | 82.53            | 85.16            | 85.48            | 87.05            | 88.26            | 88.68            | 90.57            | 91.83            |
| <b>Customer Service (% Always or Usually)</b>                     | 88.44%    | 33 <sup>rd</sup> | 85.10                                                                               | 86.08            | 87.06            | 87.37            | 89.26            | 90.44            | 90.76            | 91.99            | 94.36            |
| Q50. CS provided needed information or help                       | 82.91%    | 33 <sup>rd</sup> | 76.41                                                                               | 78.03            | 81.12            | 81.97            | 83.65            | 85.29            | 85.80            | 87.08            | 91.39            |
| Q51. CS treated member with courtesy and respect                  | 93.97%    | 33 <sup>rd</sup> | 92.31                                                                               | 92.52            | 93.22            | 93.78            | 94.78            | 95.54            | 95.81            | 97.27            | 97.48            |
| <b>Getting Needed Care (% Always or Usually)</b>                  | 90.62%    | 75 <sup>th</sup> | 79.48                                                                               | 82.05            | 84.89            | 86.55            | 88.17            | 89.59            | 90.35            | 91.61            | 92.63            |
| Q46. Got appointment with specialist as soon as needed            | 87.93%    | 75 <sup>th</sup> | 73.19                                                                               | 75.71            | 81.48            | 83.13            | 84.64            | 86.67            | 87.56            | 89.10            | 90.71            |
| Q15. Ease of getting care, tests or treatment                     | 93.31%    | 50 <sup>th</sup> | 84.11                                                                               | 87.40            | 90.43            | 90.88            | 92.01            | 93.38            | 94.09            | 94.61            | 94.95            |
| <b>Getting Care Quickly (% Always or Usually)</b>                 | 93.82%    | 50 <sup>th</sup> | 87.15                                                                               | 88.76            | 90.50            | 91.24            | 93.69            | 94.24            | 94.63            | 95.65            | 96.07            |
| Q4. Got urgent care as soon as needed                             | 93.19%    | 25 <sup>th</sup> | 88.17                                                                               | 89.53            | 91.26            | 93.57            | 94.59            | 95.32            | 95.74            | 96.90            | 97.31            |
| Q6. Got check-up or routine appointment as soon as needed         | 94.44%    | 75 <sup>th</sup> | 84.77                                                                               | 87.06            | 89.88            | 91.47            | 92.44            | 93.62            | 94.30            | 95.07            | 95.53            |
| <b>How Well Doctors Communicate (% Always or Usually)</b>         | 95.20%    | 50 <sup>th</sup> | 91.73                                                                               | 92.72            | 93.38            | 93.95            | 95.20            | 95.68            | 95.94            | 96.88            | 96.92            |
| Q32. Personal doctor explained things                             | 96.34%    | 50 <sup>th</sup> | 92.11                                                                               | 93.52            | 94.44            | 94.88            | 96.02            | 96.45            | 96.73            | 97.75            | 98.03            |
| Q33. Personal doctor listened carefully                           | 95.41%    | 33 <sup>rd</sup> | 92.98                                                                               | 93.63            | 94.39            | 94.69            | 95.66            | 96.39            | 96.55            | 96.98            | 97.25            |
| Q34. Personal doctor showed respect                               | 96.94%    | 50 <sup>th</sup> | 94.22                                                                               | 94.69            | 95.72            | 95.84            | 96.42            | 97.14            | 97.49            | 98.36            | 98.82            |
| Q37. Personal doctor spent enough time                            | 92.10%    | 33 <sup>rd</sup> | 83.70                                                                               | 87.24            | 90.13            | 90.69            | 92.28            | 93.23            | 94.12            | 94.97            | 95.35            |
| <b>Shared Decision Making (% Yes)</b>                             | 83.95%    | 25 <sup>th</sup> | 80.31                                                                               | 81.30            | 83.91            | 84.26            | 85.44            | 86.05            | 86.30            | 87.45            | 87.65            |
| Q11. Doctor discussed reasons to take a medicine                  | 93.79%    | 5 <sup>th</sup>  | 92.96                                                                               | 94.12            | 95.28            | 95.93            | 96.35            | 96.85            | 97.37            | 98.11            | 98.57            |
| Q12. Doctor discussed reasons not to take a medicine              | 75.46%    | 50 <sup>th</sup> | 67.54                                                                               | 68.07            | 71.92            | 73.08            | 74.07            | 75.68            | 76.35            | 77.37            | 79.00            |
| Q13. Doctor asked what you thought was best                       | 82.61%    | 10 <sup>th</sup> | 76.47                                                                               | 78.15            | 83.04            | 83.33            | 85.23            | 86.61            | 87.25            | 89.86            | 90.48            |
| <b>Health Promotion and Education (Q8) (% Yes)</b>                | 79.70%    | 50 <sup>th</sup> | 72.58                                                                               | 74.03            | 77.27            | 78.53            | 79.34            | 80.41            | 81.00            | 83.54            | 85.14            |
| <b>Coordination of Care (Q40) (% Always or Usually)</b>           | 88.32%    | 90 <sup>th</sup> | 78.10                                                                               | 79.13            | 81.01            | 82.14            | 83.51            | 85.13            | 86.72            | 88.13            | 89.03            |
| <b>Access to Prescription Medicine (% Always or Usually)</b>      | 93.35%    | 67 <sup>th</sup> | 86.19                                                                               | 87.55            | 89.71            | 90.06            | 91.98            | 93.06            | 93.72            | 94.62            | 95.37            |
| Q57. Got help with getting prescription medicines (% Yes)         | 51.97%    | <5 <sup>th</sup> | 53.22                                                                               | 53.99            | 56.70            | 57.80            | 61.45            | 63.24            | 63.98            | 66.30            | 71.43            |
| <b>Access to Specialized Services (% Always or Usually)</b>       | 77.06%    | 33 <sup>rd</sup> | 68.90                                                                               | 69.12            | 76.51            | 76.68            | 79.27            | 80.72            | 81.93            | 84.27            | 85.58            |
| Q23. Easy to get special therapy                                  | 81.11%    | 50 <sup>th</sup> | 65.78                                                                               | 70.71            | 73.72            | 77.39            | 79.31            | 81.98            | 82.41            | 86.14            | 90.97            |
| Q26. Easy to get treatment or counseling                          | 76.54%    | 25 <sup>th</sup> | 66.95                                                                               | 72.52            | 76.06            | 77.78            | 80.57            | 83.43            | 84.21            | 85.34            | 86.96            |
| Q24. Got help with getting special therapy (% Yes)                | 63.74%    | 10 <sup>th</sup> | 41.30                                                                               | 62.61            | 66.39            | 67.24            | 69.02            | 69.81            | 70.83            | 75.23            | 75.62            |
| Q27. Got help getting treatment/counseling (% Yes)                | 67.50%    | 90 <sup>th</sup> | 50.20                                                                               | 50.80            | 53.85            | 56.06            | 59.01            | 62.14            | 64.66            | 66.67            | 68.67            |
| <b>FCC: Personal Doctor who Knows Child (% Yes)</b>               | 93.32%    | 90 <sup>th</sup> | 87.20                                                                               | 88.47            | 89.92            | 90.66            | 91.23            | 92.25            | 92.53            | 93.18            | 93.35            |
| Q38. Doctor talks about how child is feeling, growing or behaving | 91.41%    | 67 <sup>th</sup> | 84.36                                                                               | 85.52            | 87.64            | 88.08            | 89.18            | 90.87            | 91.67            | 92.42            | 93.31            |
| Q43. Doctor understands how conditions affect child's life        | 96.25%    | 95 <sup>th</sup> | 89.73                                                                               | 90.96            | 92.52            | 92.81            | 94.07            | 94.51            | 94.97            | 95.82            | 96.23            |
| Q44. Doctor understands how conditions affect family's life       | 92.31%    | 75 <sup>th</sup> | 85.96                                                                               | 87.03            | 89.69            | 89.94            | 90.39            | 91.40            | 91.74            | 93.07            | 93.61            |
| <b>FCC: Getting Needed Information (% Always or Usually)</b>      | 93.31%    | 75 <sup>th</sup> | 88.74                                                                               | 89.73            | 90.94            | 91.34            | 92.04            | 92.69            | 93.29            | 94.06            | 95.56            |
| <b>FCC: Coordination of Care (% Yes)</b>                          | 79.15%    | 67 <sup>th</sup> | 69.55                                                                               | 71.90            | 75.35            | 76.16            | 77.19            | 78.39            | 79.40            | 80.86            | 83.54            |
| Q29. Got help coordinating care among providers or services       | 65.32%    | 67 <sup>th</sup> | 53.94                                                                               | 54.90            | 57.25            | 58.91            | 61.16            | 63.72            | 66.05            | 69.11            | 69.93            |
| <b>Other reported measures (% Always or Usually)</b>              |           |                  |                                                                                     |                  |                  |                  |                  |                  |                  |                  |                  |
| Q53. Health plan forms were easy to fill out                      | 95.91%    | 75 <sup>th</sup> | 90.24                                                                               | 91.48            | 92.44            | 93.38            | 94.22            | 95.18            | 95.63            | 96.76            | 96.92            |

Shading indicates that the plan has achieved the percentile level in the column header.

## Overall ratings and composites – demographic analysis

| General Population<br><u>Child</u>                        | <u>Rating of Health Plan</u> |        | <u>Rating of Health Care</u> |        | <u>Health Status</u>   |                    | <u>Mental Health Status</u> |                    | <u>Survey Type</u> |          |
|-----------------------------------------------------------|------------------------------|--------|------------------------------|--------|------------------------|--------------------|-----------------------------|--------------------|--------------------|----------|
|                                                           | 8-10                         | 0-7    | 8-10                         | 0-7    | Excellent or Very good | Good, Fair or Poor | Excellent or Very good      | Good, Fair or Poor | Mail               | Phone    |
|                                                           | (A)                          | (B)    | (C)                          | (D)    | (E)                    | (F)                | (G)                         | (H)                | (I)                | (J)      |
| Total respondents                                         | 367                          | 37     | 285                          | 30     | 307                    | 103                | 303                         | 104                | 161                | 260      |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 100% B                       | 0.00%  | 96.00%                       | 48.28% | 93.27% F               | 83.17%             | 93.52% H                    | 82.35%             | 88.24%             | 92.43%   |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 94.96%                       | 42.31% | 100% D                       | 0.00%  | 93.27% F               | 82.93%             | 92.92% H                    | 83.33%             | 85.84%             | 93.07%   |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 95.30%                       | 74.07% | 97.23%                       | 62.50% | 93.44%                 | 93.10%             | 94.88%                      | 88.89%             | 90.98%             | 94.44%   |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 97.26%                       | NR     | 98.33%                       | NR     | 97.96%                 | 96.88%             | 96.00%                      | 96.88%             | 96.55%             | 96.23%   |
| Customer Service (% Always or Usually)                    | 91.22%                       | NR     | 93.83%                       | NR     | 89.32%                 | 91.44%             | 91.33%                      | 82.76%             | 94.00%             | 87.62%   |
| Q50. CS provided needed information or help               | 85.57%                       | NR     | 88.89%                       | NR     | 81.33%                 | 86.21%             | 85.33%                      | 72.41%             | 88.00%             | 80.25%   |
| Q51. CS treated member with courtesy and respect          | 96.88%                       | NR     | 98.77%                       | NR     | 97.30%                 | 96.67%             | 97.33%                      | 93.10%             | 100%               | 95.00%   |
| Getting Needed Care (% Always or Usually)                 | 93.30%                       | 82.00% | 94.83% D                     | 76.67% | 91.18%                 | 93.29%             | 94.78%                      | 87.41%             | 93.95%             | 91.36%   |
| Q46. Got appointment with specialist as soon as needed    | 91.25%                       | NR     | 93.94%                       | NR     | 87.27%                 | 100% E             | 94.44%                      | 88.57%             | 93.94%             | 91.23%   |
| Q15. Ease of getting care, tests or treatment             | 95.36%                       | 64.00% | 95.73% D                     | 63.33% | 95.09% F               | 86.59%             | 95.11% H                    | 86.25%             | 93.97%             | 91.50%   |
| Getting Care Quickly (% Always or Usually)                | 91.99%                       | 83.21% | 94.08%                       | 68.89% | 92.56%                 | 88.75%             | 90.32%                      | 92.60%             | 93.21%             | 89.38%   |
| Q4. Got urgent care as soon as needed                     | 92.25%                       | 70.59% | 93.97%                       | 64.71% | 91.49%                 | 88.46%             | 90.00%                      | 89.36%             | 93.22%             | 88.04%   |
| Q6. Got check-up or routine appointment as soon as needed | 91.73%                       | 95.83% | 94.20%                       | 73.08% | 93.63%                 | 89.04%             | 90.64%                      | 95.83%             | 93.20%             | 90.71%   |
| How Well Doctors Communicate (% Always or Usually)        | 96.82%                       | 82.95% | 97.92%                       | 76.19% | 96.83%                 | 92.74%             | 97.18%                      | 91.85%             | 95.70%             | 95.91%   |
| Q32. Personal doctor explained things                     | 97.29%                       | 81.82% | 98.68%                       | 76.19% | 97.07%                 | 93.33%             | 98.03% H                    | 90.79%             | 94.85%             | 96.84%   |
| Q33. Personal doctor listened carefully                   | 98.08%                       | 81.82% | 98.70%                       | 76.19% | 97.56%                 | 94.74%             | 98.52% H                    | 92.21%             | 97.00%             | 96.83%   |
| Q34. Personal doctor showed respect                       | 97.32%                       | 86.36% | 97.83%                       | 80.95% | 97.57%                 | 93.42%             | 97.55%                      | 93.51%             | 96.00%             | 96.84%   |
| Q37. Personal doctor spent enough time                    | 94.59%                       | 81.82% | 96.49%                       | 71.43% | 95.10%                 | 89.47%             | 94.61%                      | 90.91%             | 94.95%             | 93.12%   |
| Shared Decision Making (% Yes)                            | 79.43%                       | NR     | 77.49%                       | 81.82% | 79.80%                 | 79.17%             | 81.71%                      | 75.54%             | 78.02%             | 78.86%   |
| Q11. Doctor discussed reasons to take a medicine          | 90.91%                       | NR     | 89.66%                       | 90.91% | 90.63%                 | 90.63%             | 95.24%                      | 81.82%             | 97.06% J           | 86.57%   |
| Q12. Doctor discussed reasons not to take a medicine      | 68.97%                       | NR     | 67.82%                       | 63.64% | 70.31%                 | 68.75%             | 71.43%                      | 66.67%             | 57.58%             | 73.53%   |
| Q13. Doctor asked what you thought was best               | 78.41%                       | NR     | 75.00%                       | 90.91% | 78.46%                 | 78.13%             | 78.46%                      | 78.13%             | 79.41%             | 76.47%   |
| Health Promotion and Education (Q8) (% Yes)               | 76.34%                       | 56.00% | 76.51%                       | 60.00% | 74.44%                 | 72.29%             | 74.67%                      | 71.25%             | 76.52%             | 73.13%   |
| Coordination of Care (Q40) (% Always or Usually)          | 86.14%                       | 50.00% | 91.49%                       | NR     | 86.11%                 | 76.19%             | 81.82%                      | 83.78%             | 86.11%             | 81.25%   |
| Access to Prescription Medicine (% Always or Usually)     | 93.53%                       | 80.95% | 94.33%                       | 82.61% | 94.44%                 | 88.00%             | 94.83%                      | 87.34%             | 94.90%             | 90.63%   |
| Access to Specialized Services (% Always or Usually)      | 86.42%                       | 54.44% | 86.39%                       | 44.44% | 86.79%                 | 77.07%             | 89.97%                      | 76.72%             | 74.60%             | 81.87%   |
| FCC: Personal Doctor who Knows Child (% Yes)              | 94.37%                       | 89.10% | 94.49%                       | 81.55% | 94.09%                 | 93.84%             | 93.02%                      | 95.15%             | 88.27%             | 95.61% I |
| FCC: Getting Needed Information (% Always or Usually)     | 93.45%                       | 80.77% | 94.95% D                     | 76.67% | 95.02% F               | 86.42%             | 95.95% H                    | 83.75%             | 92.04%             | 92.96%   |
| FCC: Coordination of Care (% Yes)                         | 74.01%                       | 59.23% | 72.61%                       | NR     | 71.88%                 | 70.83%             | 70.22%                      | 73.58%             | 75.00%             | 70.38%   |

Please refer to page 15 for statistical references and footnotes.

## Overall ratings and composites – demographic analysis

| General Population<br>Child                               | Age         |        |        | Gender |          | Race       |                           |        | Ethnicity |
|-----------------------------------------------------------|-------------|--------|--------|--------|----------|------------|---------------------------|--------|-----------|
|                                                           | Less than 6 | 6 – 10 | 11+    | Male   | Female   | White      | Black or African-American | Other  | Hispanic  |
|                                                           | (A)         | (B)    | (C)    | (D)    | (E)      | (F)        | (G)                       | (H)    | (I)       |
| <i>Total respondents</i>                                  | 123         | 107    | 167    | 202    | 197      | 196        | 148                       | 48     | 84        |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 93.33%      | 91.26% | 89.51% | 89.85% | 92.11%   | 89.89%     | 90.48%                    | 91.49% | 93.75%    |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 91.43%      | 93.33% | 86.96% | 89.10% | 91.55%   | 93.51%     | 87.85%                    | 83.33% | 88.33%    |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 97.30% C    | 95.56% | 89.05% | 94.83% | 92.68%   | 94.77%     | 93.65%                    | 94.44% | 95.65%    |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 89.47%      | 94.44% | 100%   | 96.00% | 96.77%   | 95.35%     | 96.30%                    | NR     | 100%      |
| Customer Service (% Always or Usually)                    | 88.89%      | 93.04% | 86.49% | 89.39% | 88.46%   | 92.69%     | 89.02%                    | 80.00% | 86.54%    |
| Q50. CS provided needed information or help               | 80.56%      | 89.66% | 78.38% | 82.69% | 80.77%   | 87.50%     | 80.49%                    | 73.33% | 76.92%    |
| Q51. CS treated member with courtesy and respect          | 97.22%      | 96.43% | 94.59% | 96.08% | 96.15%   | 97.87%     | 97.56%                    | 86.67% | 96.15%    |
| Getting Needed Care (% Always or Usually)                 | 94.04%      | 93.45% | 90.62% | 91.27% | 93.56%   | 95.44% H   | 91.63%                    | 80.78% | 86.97%    |
| Q46. Got appointment with specialist as soon as needed    | 90.00%      | 95.00% | 91.49% | 92.86% | 90.63%   | 93.48%     | 93.55%                    | NR     | 87.50%    |
| Q15. Ease of getting care, tests or treatment             | 98.08% C    | 91.89% | 89.74% | 89.68% | 96.50% D | 97.40% G H | 89.72%                    | 83.78% | 86.44%    |
| Getting Care Quickly (% Always or Usually)                | 89.01%      | 89.54% | 92.40% | 90.19% | 91.11%   | 92.86% H   | 93.13% H                  | 71.49% | 81.25%    |
| Q4. Got urgent care as soon as needed                     | 88.89%      | 87.18% | 90.74% | 88.89% | 89.86%   | 92.54%     | 90.00%                    | 66.67% | 79.17%    |
| Q6. Got check-up or routine appointment as soon as needed | 89.13%      | 91.89% | 94.06% | 91.49% | 92.37%   | 93.18% H   | 96.26% H                  | 76.32% | 83.33%    |
| How Well Doctors Communicate (% Always or Usually)        | 97.89%      | 95.41% | 93.88% | 96.00% | 95.42%   | 98.77%     | 95.04%                    | 87.80% | 91.29%    |
| Q32. Personal doctor explained things                     | 98.96% C    | 95.77% | 93.33% | 96.35% | 95.59%   | 99.30% H   | 95.05%                    | 86.67% | 92.31%    |
| Q33. Personal doctor listened carefully                   | 98.96%      | 94.29% | 96.26% | 96.38% | 97.06%   | 100% G H   | 96.04%                    | 87.10% | 92.31%    |
| Q34. Personal doctor showed respect                       | 98.96% C    | 97.22% | 93.40% | 96.38% | 96.35%   | 99.30%     | 96.08%                    | 90.32% | 92.31%    |
| Q37. Personal doctor spent enough time                    | 94.68%      | 94.37% | 92.52% | 94.89% | 92.70%   | 96.48%     | 93.00%                    | 87.10% | 88.24%    |
| Shared Decision Making (% Yes)                            | 76.19%      | 84.70% | 79.54% | 82.01% | 77.30%   | 85.53%     | 73.33%                    | 72.73% | 77.78%    |
| Q11. Doctor discussed reasons to take a medicine          | 89.29%      | 92.00% | 92.11% | 89.13% | 91.49%   | 97.92%     | 86.67%                    | 81.82% | 86.67%    |
| Q12. Doctor discussed reasons not to take a medicine      | 67.86%      | 76.92% | 67.57% | 73.91% | 65.96%   | 75.00%     | 60.00%                    | 63.64% | 73.33%    |
| Q13. Doctor asked what you thought was best               | 71.43%      | 85.19% | 78.95% | 82.98% | 74.47%   | 83.67%     | 73.33%                    | 72.73% | 73.33%    |
| Health Promotion and Education (Q8) (% Yes)               | 75.24%      | 77.03% | 70.69% | 74.19% | 73.43%   | 74.84% H   | 81.90% H                  | 56.76% | 65.00%    |
| Coordination of Care (Q40) (% Always or Usually)          | 84.38%      | 86.67% | 78.72% | 82.46% | 83.02%   | 88.33%     | 87.50%                    | 45.45% | 60.00%    |
| Access to Prescription Medicine (% Always or Usually)     | 90.41%      | 92.65% | 93.40% | 94.53% | 90.08%   | 96.88% G   | 87.78%                    | 85.19% | 95.35%    |
| Access to Specialized Services (% Always or Usually)      | 73.33%      | 82.32% | 84.92% | 83.23% | 84.90%   | 85.29%     | 73.53%                    | NR     | NR        |
| FCC: Personal Doctor who Knows Child (% Yes)              | 93.40%      | 96.76% | 91.41% | 95.83% | 90.90%   | 94.46%     | 94.19%                    | 83.06% | 85.00%    |
| FCC: Getting Needed Information (% Always or Usually)     | 98.06% B C  | 90.41% | 91.30% | 92.72% | 93.75%   | 95.51%     | 92.45%                    | 87.88% | 89.47%    |
| FCC: Coordination of Care (% Yes)                         | 75.00%      | 61.93% | 79.12% | 72.47% | 77.94%   | 67.83%     | 77.08%                    | NR     | 73.33%    |

Please refer to page 15 for statistical references and footnotes.



## Overall ratings and composites – demographic analysis

| General Population<br>Parent/Adult respondent             | Age    |        |         |        | Gender |          | Education           |                      |
|-----------------------------------------------------------|--------|--------|---------|--------|--------|----------|---------------------|----------------------|
|                                                           | 18-34  | 35-44  | 45-54   | 55+    | Male   | Female   | High school or less | Some college or more |
|                                                           | (A)    | (B)    | (C)     | (D)    | (E)    | (F)      | (G)                 | (H)                  |
| Total respondents                                         | 144    | 125    | 51      | 40     | 38     | 360      | 195                 | 195                  |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 91.49% | 94.31% | 85.71%  | 87.18% | 75.00% | 92.59% E | 91.10%              | 91.49%               |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 93.91% | 90.11% | 90.00%  | 90.00% | 74.07% | 91.94%   | 90.85%              | 91.39%               |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 95.35% | 94.50% | 90.91%  | 96.67% | 89.29% | 93.57%   | 95.45%              | 93.22%               |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 93.33% | 96.15% | NR      | NR     | NR     | 96.00%   | 100%                | 95.24%               |
| Customer Service (% Always or Usually)                    | 83.73% | 93.90% | 76.92%  | NR     | NR     | 88.69%   | 93.40%              | 88.30%               |
| Q50. CS provided needed information or help               | 73.53% | 90.24% | 61.54%  | NR     | NR     | 81.72%   | 86.79%              | 80.85%               |
| Q51. CS treated member with courtesy and respect          | 93.94% | 97.56% | 92.31%  | NR     | NR     | 95.65%   | 100%                | 95.74%               |
| Getting Needed Care (% Always or Usually)                 | 91.21% | 91.86% | 96.15%  | 92.83% | 82.01% | 93.40%   | 92.53%              | 93.83%               |
| Q46. Got appointment with specialist as soon as needed    | 90.32% | 90.32% | NR      | NR     | NR     | 93.75%   | 92.11%              | 93.62%               |
| Q15. Ease of getting care, tests or treatment             | 92.11% | 93.41% | 92.31%  | 96.77% | 92.59% | 93.04%   | 92.96%              | 94.04%               |
| Getting Care Quickly (% Always or Usually)                | 89.18% | 90.47% | 94.44%  | 94.74% | 78.46% | 91.87%   | 89.62%              | 93.85%               |
| Q4. Got urgent care as soon as needed                     | 86.27% | 93.02% | 88.89%  | 93.33% | 76.92% | 90.63%   | 88.33%              | 93.59%               |
| Q6. Got check-up or routine appointment as soon as needed | 92.08% | 87.91% | 100% AB | 96.15% | 80.00% | 93.12%   | 90.91%              | 94.12%               |
| How Well Doctors Communicate (% Always or Usually)        | 96.76% | 96.47% | 92.10%  | 99.07% | 94.20% | 95.75%   | 95.30%              | 97.37%               |
| Q32. Personal doctor explained things                     | 96.33% | 97.65% | 94.12%  | 100%   | 95.00% | 96.05%   | 96.06%              | 97.89%               |
| Q33. Personal doctor listened carefully                   | 96.30% | 98.81% | 94.29%  | 100%   | 95.45% | 96.84%   | 97.66%              | 97.20%               |
| Q34. Personal doctor showed respect                       | 99.08% | 96.47% | 88.57%  | 100%   | 95.45% | 96.46%   | 96.12%              | 97.90%               |
| Q37. Personal doctor spent enough time                    | 95.33% | 92.94% | 91.43%  | 96.30% | 90.91% | 93.65%   | 91.34%              | 96.50%               |
| Shared Decision Making (% Yes)                            | 78.13% | 85.27% | 76.19%  | 83.33% | NR     | 79.20%   | 69.29%              | 85.29%               |
| Q11. Doctor discussed reasons to take a medicine          | 87.50% | 92.31% | 92.86%  | 100%   | NR     | 90.36%   | 81.82%              | 96.55% G             |
| Q12. Doctor discussed reasons not to take a medicine      | 65.63% | 77.78% | 64.29%  | 85.71% | NR     | 68.67%   | 59.38%              | 74.58%               |
| Q13. Doctor asked what you thought was best               | 81.25% | 85.71% | 71.43%  | 64.29% | NR     | 78.57%   | 66.67%              | 84.75%               |
| Health Promotion and Education (Q8) (% Yes)               | 77.39% | 75.28% | 67.50%  | 70.97% | 64.29% | 75.00%   | 68.75%              | 79.19% G             |
| Coordination of Care (Q40) (% Always or Usually)          | 84.09% | 86.84% | 66.67%  | NR     | NR     | 84.26%   | 81.48%              | 88.46%               |
| Access to Prescription Medicine (% Always or Usually)     | 91.46% | 90.00% | 100% AB | 90.63% | 91.67% | 92.41%   | 92.98%              | 93.02%               |
| Access to Specialized Services (% Always or Usually)      | 84.75% | 77.88% | 90.00%  | NR     | NR     | 80.85%   | 85.12%              | 83.00%               |
| FCC: Personal Doctor who Knows Child (% Yes)              | 94.63% | 96.86% | 91.43%  | 91.36% | 96.97% | 93.41%   | 95.57%              | 93.89%               |
| FCC: Getting Needed Information (% Always or Usually)     | 91.07% | 94.44% | 97.44%  | 96.67% | 88.46% | 93.33%   | 89.51%              | 97.30% G             |
| FCC: Coordination of Care (% Yes)                         | 71.15% | 73.16% | 77.27%  | NR     | NR     | 71.67%   | 72.78%              | 73.83%               |

Please refer to page 15 for statistical references and footnotes.

## Overall ratings and composites – demographic analysis

| CCC Population<br>Child                                   | Rating of<br>Health Plan |        | Rating of<br>Health Care |        | Health<br>Status             |                          | Mental<br>Health Status      |                          | Survey<br>Type |          |
|-----------------------------------------------------------|--------------------------|--------|--------------------------|--------|------------------------------|--------------------------|------------------------------|--------------------------|----------------|----------|
|                                                           | 8-10                     | 0-7    | 8-10                     | 0-7    | Excellent<br>or Very<br>good | Good,<br>Fair or<br>Poor | Excellent<br>or Very<br>good | Good,<br>Fair or<br>Poor | Mail           | Phone    |
|                                                           | (A)                      | (B)    | (C)                      | (D)    | (E)                          | (F)                      | (G)                          | (H)                      | (I)            | (J)      |
| Total respondents                                         | 344                      | 50     | 287                      | 43     | 224                          | 178                      | 181                          | 219                      | 175            | 230      |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 100% B                   | 0.00%  | 95.00% D                 | 36.59% | 91.67% F                     | 81.71%                   | 90.75%                       | 84.72%                   | 85.45%         | 88.65%   |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 94.66% B                 | 35.00% | 100% D                   | 0.00%  | 91.76% F                     | 81.51%                   | 90.07%                       | 84.66%                   | 81.82%         | 90.91% I |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 93.46% B                 | 71.79% | 97.05% D                 | 51.61% | 93.40%                       | 87.66%                   | 91.18%                       | 91.28%                   | 89.31%         | 92.38%   |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 95.59%                   | 81.82% | 96.75%                   | 80.00% | 94.03%                       | 94.68%                   | 97.06%                       | 91.49%                   | 95.71%         | 92.39%   |
| Customer Service (% Always or Usually)                    | 92.08%                   | 60.90% | 93.98%                   | 62.50% | 88.73%                       | 89.47%                   | 93.62%                       | 84.73%                   | 89.96%         | 87.80%   |
| Q50. CS provided needed information or help               | 89.11%                   | 38.46% | 91.57%                   | 41.67% | 84.48%                       | 82.46%                   | 91.49% H                     | 76.81%                   | 82.86%         | 82.93%   |
| Q51. CS treated member with courtesy and respect          | 95.05%                   | 83.33% | 96.39%                   | 83.33% | 92.98%                       | 96.49%                   | 95.74%                       | 92.65%                   | 97.06%         | 92.68%   |
| Getting Needed Care (% Always or Usually)                 | 93.72% B                 | 69.25% | 94.23% D                 | 65.77% | 91.51%                       | 88.94%                   | 94.87% H                     | 87.25%                   | 92.86%         | 88.89%   |
| Q46. Got appointment with specialist as soon as needed    | 89.58%                   | 76.00% | 90.23%                   | 68.75% | 86.30%                       | 89.00%                   | 93.06%                       | 84.16%                   | 92.11%         | 84.69%   |
| Q15. Ease of getting care, tests or treatment             | 97.85% B                 | 62.50% | 98.23% D                 | 62.79% | 96.72% F                     | 88.89%                   | 96.69% H                     | 90.34%                   | 93.62%         | 93.09%   |
| Getting Care Quickly (% Always or Usually)                | 96.19% B                 | 79.01% | 96.17% D                 | 78.42% | 94.95%                       | 93.27%                   | 94.57%                       | 93.00%                   | 92.57%         | 94.77%   |
| Q4. Got urgent care as soon as needed                     | 96.34%                   | 70.83% | 96.05%                   | 70.00% | 93.94%                       | 93.26%                   | 95.35%                       | 91.09%                   | 91.86%         | 94.29%   |
| Q6. Got check-up or routine appointment as soon as needed | 96.03%                   | 87.18% | 96.30%                   | 86.84% | 95.95%                       | 93.29%                   | 93.79%                       | 94.92%                   | 93.28%         | 95.26%   |
| How Well Doctors Communicate (% Always or Usually)        | 96.09%                   | 86.76% | 97.69%                   | 79.46% | 97.98% F                     | 91.40%                   | 97.35%                       | 93.30%                   | 96.12%         | 94.49%   |
| Q32. Personal doctor explained things                     | 97.22%                   | 88.24% | 99.23%                   | 78.57% | 97.85%                       | 94.24%                   | 97.35%                       | 95.43%                   | 95.77%         | 96.77%   |
| Q33. Personal doctor listened carefully                   | 96.17%                   | 88.24% | 97.67%                   | 82.14% | 99.46% F                     | 89.93%                   | 98.68% H                     | 92.53%                   | 96.45%         | 94.62%   |
| Q34. Personal doctor showed respect                       | 97.56%                   | 91.18% | 99.22%                   | 82.14% | 99.46% F                     | 93.57%                   | 98.66%                       | 95.45%                   | 97.16%         | 96.77%   |
| Q37. Personal doctor spent enough time                    | 93.43% B                 | 79.41% | 94.62%                   | 75.00% | 95.16% F                     | 87.86%                   | 94.70%                       | 89.77%                   | 95.10%         | 89.78%   |
| Shared Decision Making (% Yes)                            | 84.21%                   | 86.29% | 83.13%                   | 88.89% | 81.36%                       | 87.19%                   | 81.07%                       | 86.31%                   | 82.04%         | 85.35%   |
| Q11. Doctor discussed reasons to take a medicine          | 94.16%                   | 95.24% | 92.70%                   | 100%   | 90.00%                       | 97.53% E                 | 93.22%                       | 94.00%                   | 94.20%         | 93.48%   |
| Q12. Doctor discussed reasons not to take a medicine      | 73.91%                   | 86.36% | 74.82%                   | 76.19% | 74.07%                       | 77.78%                   | 71.67%                       | 79.21%                   | 69.57%         | 79.79%   |
| Q13. Doctor asked what you thought was best               | 84.56%                   | 77.27% | 81.88%                   | 90.48% | 80.00%                       | 86.25%                   | 78.33%                       | 85.71%                   | 82.35%         | 82.80%   |
| Health Promotion and Education (Q8) (% Yes)               | 81.91% B                 | 65.79% | 83.04% D                 | 58.14% | 81.11%                       | 77.70%                   | 81.21%                       | 78.09%                   | 81.25%         | 78.49%   |
| Coordination of Care (Q40) (% Always or Usually)          | 91.23%                   | 63.64% | 93.79%                   | 50.00% | 92.63%                       | 84.00%                   | 89.89%                       | 86.79%                   | 89.53%         | 87.39%   |
| Access to Prescription Medicine (% Always or Usually)     | 95.42% B                 | 80.00% | 95.37% D                 | 82.50% | 94.97%                       | 91.30%                   | 96.84% H                     | 91.00%                   | 94.94%         | 92.12%   |
| Access to Specialized Services (% Always or Usually)      | 84.11%                   | 41.20% | 82.66%                   | 47.09% | 88.27% F                     | 69.39%                   | 85.19% H                     | 72.37%                   | 81.20%         | 74.51%   |
| FCC: Personal Doctor who Knows Child (% Yes)              | 93.78%                   | 87.85% | 95.60%                   | 75.29% | 95.81% F                     | 90.32%                   | 93.54%                       | 93.15%                   | 91.66%         | 94.63%   |
| FCC: Getting Needed Information (% Always or Usually)     | 95.02% B                 | 79.49% | 95.77% D                 | 80.49% | 97.22% F                     | 88.44%                   | 96.67% H                     | 90.34%                   | 95.04%         | 92.02%   |
| FCC: Coordination of Care (% Yes)                         | 80.71%                   | 74.36% | 81.41%                   | 69.41% | 79.47%                       | 79.28%                   | 75.97%                       | 81.57%                   | 79.46%         | 79.07%   |

Please refer to page 15 for statistical references and footnotes.

## Overall ratings and composites – demographic analysis

| CCC Population<br>Child                                   | Age         |          |        | Gender |        | Race     |                           |        | Ethnicity |
|-----------------------------------------------------------|-------------|----------|--------|--------|--------|----------|---------------------------|--------|-----------|
|                                                           | Less than 6 | 6 – 10   | 11+    | Male   | Female | White    | Black or African-American | Other  | Hispanic  |
|                                                           | (A)         | (B)      | (C)    | (D)    | (E)    | (F)      | (G)                       | (H)    | (I)       |
| Total respondents                                         | 75          | 107      | 215    | 240    | 157    | 214      | 160                       | 21     | 35        |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 91.78%      | 89.32%   | 85.71% | 87.45% | 88.39% | 90.00%   | 83.97%                    | 90.48% | 88.24%    |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 89.39%      | 87.36%   | 86.47% | 86.87% | 88.00% | 90.22%   | 82.40%                    | 93.33% | 83.87%    |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 95.38% C    | 95.88% C | 87.50% | 92.49% | 89.26% | 92.61% G | 85.71%                    | 100%   | 96.77%    |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 92.11%      | 88.89%   | 96.43% | 95.83% | 90.32% | 95.70%   | 89.09%                    | NR     | 100%      |
| Customer Service (% Always or Usually)                    | 92.86%      | 89.30%   | 86.67% | 87.88% | 89.54% | 90.46%   | 90.00%                    | NR     | 85.45%    |
| Q50. CS provided needed information or help               | 90.48%      | 84.85%   | 80.00% | 83.33% | 83.33% | 86.79%   | 85.45%                    | NR     | NR        |
| Q51. CS treated member with courtesy and respect          | 95.24%      | 93.75%   | 93.33% | 92.42% | 95.74% | 94.12%   | 94.55%                    | NR     | 90.91%    |
| Getting Needed Care (% Always or Usually)                 | 90.11%      | 89.56%   | 91.15% | 90.37% | 90.86% | 91.86%   | 88.42%                    | 89.73% | 80.42%    |
| Q46. Got appointment with specialist as soon as needed    | 87.80%      | 85.00%   | 88.76% | 88.35% | 86.57% | 88.66%   | 85.71%                    | NR     | 73.33%    |
| Q15. Ease of getting care, tests or treatment             | 92.42%      | 94.12%   | 93.53% | 92.39% | 95.16% | 95.05%   | 91.13%                    | 93.75% | 87.50%    |
| Getting Care Quickly (% Always or Usually)                | 93.64%      | 93.24%   | 93.64% | 92.17% | 95.94% | 95.44%   | 90.90%                    | 89.20% | 85.37%    |
| Q4. Got urgent care as soon as needed                     | 95.74%      | 92.16%   | 91.95% | 90.91% | 96.05% | 94.39%   | 87.14%                    | 90.91% | 94.74%    |
| Q6. Got check-up or routine appointment as soon as needed | 91.53%      | 94.32%   | 95.32% | 93.43% | 95.83% | 96.49%   | 94.66%                    | 87.50% | 76.00%    |
| How Well Doctors Communicate (% Always or Usually)        | 97.08%      | 93.34%   | 95.39% | 95.22% | 95.11% | 96.32%   | 93.35%                    | 92.19% | 92.52%    |
| Q32. Personal doctor explained things                     | 100% BC     | 95.12%   | 95.56% | 97.35% | 94.74% | 97.83%   | 94.35%                    | 93.75% | 96.30%    |
| Q33. Personal doctor listened carefully                   | 98.31%      | 93.98%   | 94.94% | 95.19% | 95.49% | 96.72%   | 92.74%                    | 93.75% | 92.31%    |
| Q34. Personal doctor showed respect                       | 100% BC     | 95.12%   | 96.65% | 96.79% | 96.99% | 96.70%   | 96.77%                    | 93.75% | 92.59%    |
| Q37. Personal doctor spent enough time                    | 90.00%      | 89.16%   | 94.41% | 91.53% | 93.23% | 94.02%   | 89.52%                    | 87.50% | 88.89%    |
| Shared Decision Making (% Yes)                            | 79.23%      | 91.96%   | 82.58% | 84.65% | 82.40% | 84.23%   | 81.65%                    | 90.91% | 89.95%    |
| Q11. Doctor discussed reasons to take a medicine          | 94.44%      | 97.30%   | 92.86% | 91.58% | 96.77% | 94.90%   | 92.00%                    | 100%   | 93.75%    |
| Q12. Doctor discussed reasons not to take a medicine      | 72.97%      | 86.49%   | 71.76% | 76.04% | 73.02% | 75.51%   | 72.55%                    | 72.73% | 82.35%    |
| Q13. Doctor asked what you thought was best               | 70.27%      | 92.11% A | 83.13% | 86.32% | 77.42% | 82.29%   | 80.39%                    | 100%   | 93.75%    |
| Health Promotion and Education (Q8) (% Yes)               | 83.58%      | 76.47%   | 80.00% | 82.41% | 76.42% | 80.87%   | 80.65%                    | 81.25% | 78.13%    |
| Coordination of Care (Q40) (% Always or Usually)          | 86.84%      | 91.67%   | 86.92% | 88.99% | 87.06% | 89.19%   | 88.06%                    | 81.82% | 70.59%    |
| Access to Prescription Medicine (% Always or Usually)     | 91.94%      | 93.48%   | 93.53% | 93.61% | 92.65% | 95.31%   | 91.03%                    | 88.24% | 90.00%    |
| Access to Specialized Services (% Always or Usually)      | 75.81%      | 71.72%   | 80.86% | 81.48% | 74.81% | 84.54% G | 72.71%                    | NR     | 75.19%    |
| FCC: Personal Doctor who Knows Child (% Yes)              | 91.24%      | 95.74%   | 92.64% | 94.29% | 91.54% | 94.54%   | 91.56%                    | 93.75% | 96.15%    |
| FCC: Getting Needed Information (% Always or Usually)     | 91.04%      | 92.94%   | 95.27% | 94.39% | 92.80% | 96.17%   | 92.06%                    | 86.67% | 84.38%    |
| FCC: Coordination of Care (% Yes)                         | 85.53%      | 78.18%   | 77.82% | 77.30% | 83.59% | 79.14%   | 79.44%                    | NR     | 87.50%    |

Please refer to page 15 for statistical references and footnotes.



## Overall ratings and composites – demographic analysis

| CCC Population<br>Parent/Adult respondent                 | Age    |          |          |          | Gender |        | Education           |                      |
|-----------------------------------------------------------|--------|----------|----------|----------|--------|--------|---------------------|----------------------|
|                                                           | 18-34  | 35-44    | 45-54    | 55+      | Male   | Female | High school or less | Some college or more |
|                                                           | (A)    | (B)      | (C)      | (D)      | (E)    | (F)    | (G)                 | (H)                  |
| Total respondents                                         | 105    | 124      | 68       | 67       | 36     | 358    | 176                 | 205                  |
| Rating of Health Plan (Q54) (% 8, 9 or 10)                | 92.31% | 90.98%   | 87.88%   | 84.62%   | 85.71% | 88.54% | 89.60%              | 88.38%               |
| Rating of Health Care (Q14) (% 8, 9 or 10)                | 88.64% | 89.90%   | 90.91%   | 83.64%   | 88.46% | 87.41% | 87.77%              | 89.08%               |
| Rating of Personal Doctor (Q41) (% 8, 9 or 10)            | 92.78% | 90.99%   | 95.38%   | 88.14%   | 87.88% | 91.41% | 91.61%              | 91.71%               |
| Rating of Specialist (Q48) (% 8, 9 or 10)                 | 93.75% | 92.31%   | 95.65%   | 95.45%   | 100%   | 93.66% | 98.46%              | 92.05%               |
| Customer Service (% Always or Usually)                    | 83.93% | 95.60%   | 76.90%   | 91.67%   | NR     | 88.18% | 91.31%              | 91.42%               |
| Q50. CS provided needed information or help               | 78.57% | 95.56%   | 62.50%   | 83.33%   | NR     | 82.08% | 84.62%              | 87.93%               |
| Q51. CS treated member with courtesy and respect          | 89.29% | 95.65%   | 91.30%   | 100%     | NR     | 94.29% | 98.00%              | 94.92%               |
| Getting Needed Care (% Always or Usually)                 | 88.30% | 91.20%   | 94.19%   | 88.58%   | 89.25% | 90.81% | 92.68%              | 89.78%               |
| Q46. Got appointment with specialist as soon as needed    | 82.35% | 87.50%   | 95.65%   | 82.61%   | 82.35% | 88.08% | 89.71%              | 86.46%               |
| Q15. Ease of getting care, tests or treatment             | 94.25% | 94.90%   | 92.73%   | 94.55%   | 96.15% | 93.54% | 95.65%              | 93.10%               |
| Getting Care Quickly (% Always or Usually)                | 91.56% | 96.86%   | 95.67%   | 92.21%   | 100%   | 92.98% | 93.30%              | 95.39%               |
| Q4. Got urgent care as soon as needed                     | 94.23% | 96.72%   | 93.33%   | 88.00%   | 100%   | 92.17% | 92.86%              | 95.15%               |
| Q6. Got check-up or routine appointment as soon as needed | 88.89% | 97.00% A | 98.00% A | 96.43%   | 100%   | 93.79% | 93.75%              | 95.63%               |
| How Well Doctors Communicate (% Always or Usually)        | 92.79% | 96.31%   | 98.13%   | 95.34%   | 91.27% | 95.49% | 93.98%              | 97.20%               |
| Q32. Personal doctor explained things                     | 95.40% | 99.02%   | 98.15%   | 94.44%   | 95.83% | 96.27% | 95.71%              | 98.25%               |
| Q33. Personal doctor listened carefully                   | 94.19% | 96.04%   | 98.15%   | 94.44%   | 92.31% | 95.56% | 94.33%              | 97.04%               |
| Q34. Personal doctor showed respect                       | 96.51% | 98.04%   | 98.11%   | 94.34%   | 92.31% | 97.26% | 96.45%              | 98.22%               |
| Q37. Personal doctor spent enough time                    | 85.06% | 92.16%   | 98.11% A | 98.15% A | 84.62% | 92.86% | 89.44%              | 95.29%               |
| Shared Decision Making (% Yes)                            | 85.64% | 84.85%   | 78.89%   | 87.87%   | 83.46% | 83.92% | 81.28%              | 85.64%               |
| Q11. Doctor discussed reasons to take a medicine          | 95.56% | 100% C   | 86.67%   | 96.30%   | 94.12% | 94.24% | 93.65%              | 95.56%               |
| Q12. Doctor discussed reasons not to take a medicine      | 75.00% | 70.45%   | 73.33%   | 82.14%   | 87.50% | 73.24% | 69.23%              | 78.02%               |
| Q13. Doctor asked what you thought was best               | 86.36% | 84.09%   | 76.67%   | 85.19%   | 68.75% | 84.29% | 80.95%              | 83.33%               |
| Health Promotion and Education (Q8) (% Yes)               | 83.91% | 73.20%   | 85.45%   | 78.57%   | 82.14% | 79.45% | 81.43%              | 79.07%               |
| Coordination of Care (Q40) (% Always or Usually)          | 86.21% | 93.22%   | 90.91%   | 92.31%   | 78.57% | 89.77% | 87.65%              | 92.31%               |
| Access to Prescription Medicine (% Always or Usually)     | 89.01% | 93.81%   | 96.67%   | 98.39% A | 96.97% | 92.79% | 94.77%              | 92.55%               |
| Access to Specialized Services (% Always or Usually)      | 77.80% | 73.13%   | 86.40%   | 90.20% B | 56.41% | 79.63% | 82.84%              | 78.52%               |
| FCC: Personal Doctor who Knows Child (% Yes)              | 92.12% | 95.68%   | 97.06%   | 89.91%   | 92.50% | 93.87% | 93.08%              | 94.59%               |
| FCC: Getting Needed Information (% Always or Usually)     | 93.18% | 93.94%   | 96.30%   | 94.44%   | 96.43% | 93.47% | 90.71%              | 97.09% G             |
| FCC: Coordination of Care (% Yes)                         | 75.37% | 85.02%   | 76.01%   | 77.27%   | 73.08% | 79.96% | 80.72%              | 79.36%               |


Please refer to page 15 for statistical references and footnotes.

## **Appendix C**

### **SatisAction™ key driver statistical model**

**POWeR™ Chart shown in the executive summary on  .**

#### **Instructions to access trAction™ Decision (Impact Analysis) Tool:**

- 1. Log on to  using your current User Name and Password.**
- 2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.**
- 3. Once on the portal, select Reporting and then Tools.**
- 4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.**

## Background

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. DSS Research has been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

## Methodology

**Importance analysis.** The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

*Factor Analysis.* Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

*Regression Analysis.* Regression analysis is then used to predict the rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

*Derived Importance.* The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

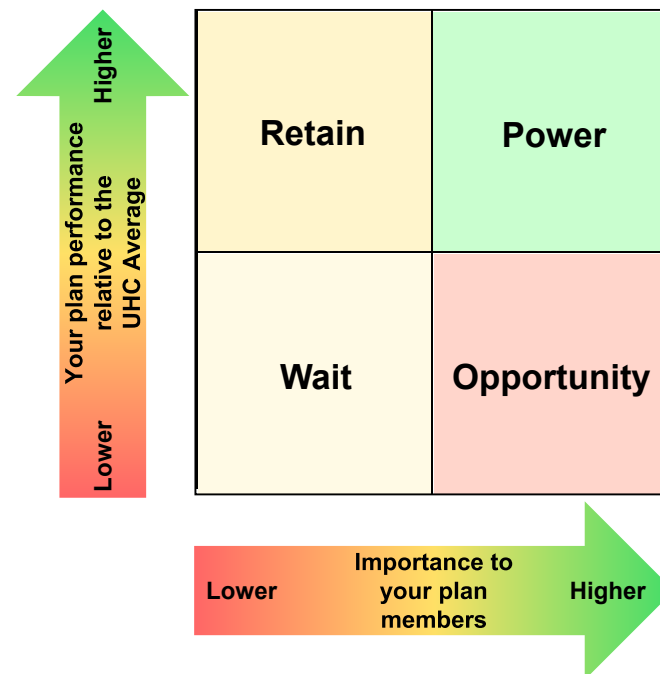
**Performance analysis.** To develop the performance scores, raw performance ratings for the plan are compared to the UHC Average and a relative percentile for each item in the model is computed for the plan.

## Methodology

**Classification matrix.** Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the rating of the health plan and your performance levels on these items are high. **Promote and leverage strengths in this quadrant.**
- *Opportunity.* Items in this quadrant also have a relatively large impact on the rating of the health plan but your performance is below average. **Focus resources on improving processes that underlie these items and look for a significant improvement in the rating of the health plan.**
- *Wait.* Though these items still impact the rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. **Dealing with these items can wait until more important items have been dealt with.**
- *Retain.* Items in this quadrant also have a relatively small impact on the rating of the health plan but your performance is above average. **Simply maintain performance on these items.**

**POWeR™ Chart classification matrix**



## Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q54 – Rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

| Variables Used in the Model  |                                | Coding for Regression (Importance)                                        |
|------------------------------|--------------------------------|---------------------------------------------------------------------------|
| <i>Dependent Variable</i>    |                                |                                                                           |
| Q54                          | Rating of health care          | 0 through 10, All other = missing                                         |
| <i>Independent Variables</i> |                                |                                                                           |
| Q4                           | Got urgent care                | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q6                           | Got routine care               |                                                                           |
| Q9                           | Dr. answered questions         |                                                                           |
| Q14                          | Health care overall            | 0 through 10, All other = missing                                         |
| Q15                          | Got care/tests/treatment       | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q32                          | Dr. explained things           |                                                                           |
| Q33                          | Dr. listened carefully         |                                                                           |
| Q34                          | Dr. showed respect             |                                                                           |
| Q36                          | Dr. explained things for child |                                                                           |
| Q37                          | Dr. spent enough time          |                                                                           |
| Q40                          | Dr. informed about care        |                                                                           |
| Q41                          | Personal doctor overall        | 0 through 10, All other = missing                                         |
| Q46                          | Got specialist appt.           | Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing    |
| Q48                          | Specialist overall             | 0 through 10, All other = missing                                         |
| Q50                          | CS provided info./help         | Always = 4, Usually = 3, Sometimes = 2, Never = 1,<br>All other = missing |
| Q51                          | CS courtesy/respect            |                                                                           |
| Q53                          | Easy to fill out forms         |                                                                           |
| Q56                          | Got prescriptions              |                                                                           |
| Q85                          | Got after-hours care           |                                                                           |
| Q90                          | Mental health services overall | 0 through 10, All other = missing                                         |

## Results

**Factor analysis.** Factor analysis reduced the 20 highly-correlated model variables to 9 orthogonal (uncorrelated) factors that explain 72.9% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

**Factor Correlations with Survey Variables**

| Question | Survey Items                   | Factors |       |       |       |       |       |       |       |       |
|----------|--------------------------------|---------|-------|-------|-------|-------|-------|-------|-------|-------|
|          |                                | 1       | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     |
| Q33      | Dr. listened carefully         | 0.824   |       |       |       |       |       |       |       |       |
| Q34      | Dr. showed respect             | 0.803   |       |       |       |       |       |       |       |       |
| Q36      | Dr. explained things for child | 0.755   |       |       |       |       |       |       |       |       |
| Q37      | Dr. spent enough time          | 0.718   |       | 0.258 |       |       |       |       |       |       |
| Q32      | Dr. explained things           | 0.691   |       |       |       |       |       |       |       |       |
| Q40      | Dr. informed about care        | 0.562   | 0.347 |       |       |       |       |       | 0.267 |       |
| Q14      | Health care overall            |         | 0.801 |       |       |       |       |       |       |       |
| Q41      | Personal doctor overall        | 0.426   | 0.703 |       |       |       |       |       |       |       |
| Q9       | Dr. answered questions         | 0.261   |       | 0.763 |       |       |       |       |       |       |
| Q6       | Got routine care               |         |       | 0.586 |       | 0.382 |       |       |       |       |
| Q15      | Got care/tests/treatment       | 0.289   |       | 0.552 |       |       |       | 0.300 |       |       |
| Q50      | CS provided info./help         |         |       |       | 0.865 |       |       |       |       |       |
| Q51      | CS courtesy/respect            |         |       |       | 0.767 |       |       |       |       |       |
| Q85      | Got after-hours care           |         |       |       |       | 0.834 |       |       |       |       |
| Q4       | Got urgent care                |         |       | 0.262 |       | 0.558 |       | 0.465 |       |       |
| Q48      | Specialist overall             |         | 0.358 |       |       |       | 0.758 |       |       |       |
| Q46      | Got specialist appt.           |         |       | 0.280 |       | 0.334 | 0.665 |       | 0.338 |       |
| Q56      | Got prescriptions              |         |       |       |       |       |       | 0.869 |       |       |
| Q90      | Mental health services overall |         |       |       |       |       |       |       | 0.860 |       |
| Q53      | Easy to fill out forms         |         |       |       |       |       |       |       |       | 0.929 |

## Results

**Regression analysis.** The 9 factors identified in the previous step were used as predictors in a regression model with Q54, rating of the health plan, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the rating of the health plan. These coefficients provide estimates of the relative importance of each factor in determining the rating of the health plan. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 42.2% of the variation in the dependent variable ( $R^2 = 0.422$ ).

**Regression Coefficients**

| Variable                                 | Unstandardized Coefficients | Standardized (Beta) Coefficients | Significance Level |
|------------------------------------------|-----------------------------|----------------------------------|--------------------|
| Constant                                 | 9.3837                      | 0.0000                           | 0.0000             |
| Factor 1 -- Q33, Q34, Q36, Q37, Q32, Q40 | 0.1514                      | 0.1388                           | 0.0000             |
| Factor 2 -- Q14, Q41                     | 0.5230                      | 0.4423                           | 0.0000             |
| Factor 3 -- Q9, Q6, Q15                  | 0.1542                      | 0.1451                           | 0.0000             |
| Factor 4 -- Q50, Q51                     | 0.1647                      | 0.1526                           | 0.0000             |
| Factor 5 -- Q85, Q4                      | 0.0768                      | 0.0732                           | 0.0049             |
| Factor 6 -- Q48, Q46                     | 0.2986                      | 0.2879                           | 0.0000             |
| Factor 7 -- Q56                          | 0.2129                      | 0.1986                           | 0.0000             |
| Factor 8 -- Q90                          | 0.2425                      | 0.2222                           | 0.0000             |
| Factor 9 -- Q53                          | 0.0150                      | 0.0147                           | 0.5718             |



## Results

**Derived importance.** The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

**Plan performance.** To develop the performance scores, raw performance ratings for the plan are compared to the UHC Average and a relative percentile for each item in the model is computed for the plan.

| Question | Survey Items                   | Importance | Performance |
|----------|--------------------------------|------------|-------------|
| Q14      | Health care overall            | 100        | 89          |
| Q41      | Personal doctor overall        | 86         | 83          |
| Q48      | Specialist overall             | 81         | 97          |
| Q90      | Mental health services overall | 71         | 67          |
| Q46      | Got specialist appt.           | 68         | 89          |
| Q56      | Got prescriptions              | 64         | 61          |
| Q40      | Dr. informed about care        | 54         | 81          |
| Q50      | CS provided info./help         | 53         | 80          |
| Q51      | CS courtesy/respect            | 52         | 76          |
| Q15      | Got care/tests/treatment       | 50         | 72          |
| Q9       | Dr. answered questions         | 50         | 42          |
| Q4       | Got urgent care                | 49         | 72          |
| Q33      | Dr. listened carefully         | 49         | 78          |
| Q34      | Dr. showed respect             | 47         | 63          |
| Q32      | Dr. explained things           | 45         | 76          |
| Q36      | Dr. explained things for child | 37         | 67          |
| Q37      | Dr. spent enough time          | 36         | 59          |
| Q6       | Got routine care               | 35         | 77          |
| Q85      | Got after-hours care           | 28         | 58          |
| Q53      | Easy to fill out forms         | 0          | 65          |

## **Appendix D**

### **Gap analysis**

## Gap analysis

The flowchart on **Page 9** shows how the items used in the calculation of the plan's 2019 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90<sup>th</sup> percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

## **Appendix E**

### **Questionnaire**